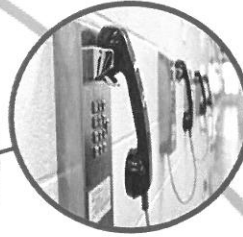




**Legacy Inmate
Communications**



**Where Communications
and Corrections Converge**

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West Virginia Purchasing
Division
Subject: [illegible]



State of West Virginia DOA

Response to Request for Proposal
Inmate Phone Service - Number: COR61453
Submittal Deadline: January 20, 2014 by 1:30 p.m.

Original

Duane Cutler

VP of Account Services / Point of Contact
Legacy Inmate Communications

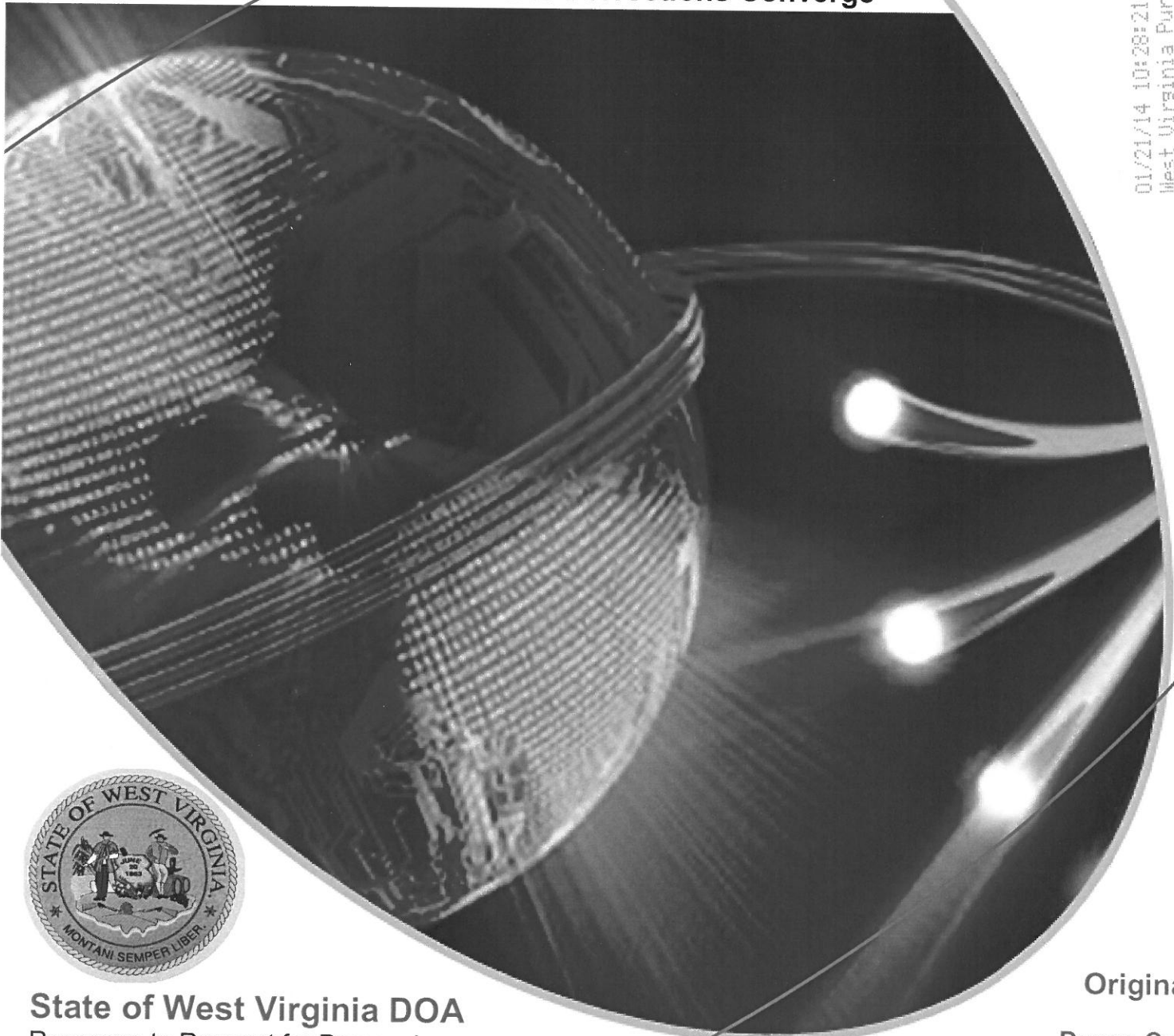
Phone: (800) 533-1782 | Mobile: (714) 722-1676 | E-mail: dcutler@legacyinmate.com



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01/21/14 10:28:21AM
West Virginia Purchased
Division



WEST VIRGINIA DEPARTMENT OF ADMINISTRATION
REQUEST FOR PROPOSAL RESPONSE - INMATE PHONE SERVICES

West Virginia Department of Administration
Division of Corrections
2019 Washington Street East
Charleston, WV 25305-0130
Attn: Tara Lyle

01/03/2014

Dear West Virginia Department of Administration,

Thank you for considering Legacy Inmate Communications as a strategic partner to assist the West Virginia Department of Administration (Agency) reach its inmate telephone service goals. Legacy is acutely aware of the inmate monitoring and financial challenges faced by municipalities like the Agency. iCON, our innovative turnkey Inmate Telephone Service (ITS) & Management system was designed with these challenges in mind, and we are consistently delivering improved commission revenue, telecommunication infrastructure, and real time monitoring to hundreds of detention centers facing similar challenges every day.

Legacy is proposing to supply the facilities with its state-of-the-art iCON system, correctional grade telephones, TTY machines and **a generous commission of gross call revenue.**

Legacy's approach to Inmate Telephone Service is distinguished by these key differentiators:

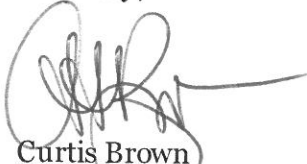
- **We are a true Single Source Provider.** Legacy's approach to building a world-class telecommunications and application infrastructure has revolutionized the inmate telephone service industry. Since Legacy has complete control over the telecommunication lines, the company can maintain full accountability and responsibility over the entire user experience while providing clients real time inmate monitoring capability. Legacy is proud to have not only built a facilities based interexchange network that includes local, long distance, and operator service but also a state-of-the-art centralized inmate communication management system that provides advanced investigative tools with a simple to use interface.
- **Minimal required involvement from the Agency's staff.** Legacy's expert installation and maintenance teams, constant remote diagnostics, skilled IT staff, fully integrated iCON inmate management system, phone and facility scheduling features, investigator alerts, inmate Watch List, WatchWord+, and advanced investigative tools for call recordings and monitoring results in little involvement of staff. Partnering with Legacy and utilizing these valuable services will allow the Agency to reduce inmate fraud, increase staff productivity and diminish time consuming ITS task while increasing commission revenue.
- **Unparalleled 24/7/365 live customer care center that connects clients immediately.** Legacy owns and operates its 24/7 customer care center staffed with its own employees that are available at all times. Clients will never receive a voice mailbox when they call, because we do not have any, only live in house operators making sure clients' issues are always resolved. Please feel free to call and test our service anytime. Legacy's 24-hour toll free number to the detention support center is 877-700-5534.
- **Revenue generating applications resulting in additional revenue for the Agency and easier communication for inmates.** Legacy provides collect call service to cellular telephones, call service to Mexico, United Kingdom, Caribbean Islands, Canada, Germany and Japan. Legacy also features a unique Friends and Family calling program that pro-actively sets-up pre-paid call accounts based on call validation information! Legacy excels at delivering better continuity of service and a higher rate of connected calls (which equals increased revenues) and far superior post installation service and support.



WEST VIRGINIA DEPARTMENT OF ADMINISTRATION
REQUEST FOR PROPOSAL RESPONSE - INMATE PHONE SERVICES

The system described throughout our proposal has been based on how we can effectively meet the objectives the Agency has described in the RFP. We are looking forward to collaborating with your team to tailor our system based on your philosophy and goals so we can help you achieve the same outstanding results realized by Legacy's other detention center clients. Thank you again for your consideration.

Sincerely,



Curtis Brown
President/CEO

We have done our best to provide a detailed and informative response while also trying to keep our proposal to a manageable size for Agency evaluators. If additional material or information is desired thought the RFP process to help the Agency make an informed decision, please feel free to contact our staff.

West Virginia Department of Administration's Point of Contact for this Response

Duane Cutler
VP of Account Services
Legacy Inmate Communications
(800) 553-1782 (Office)
(714) 722-1676 (Cellular)
dcutler@legacyinmate.com

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EXECUTIVE SUMMARY

Legacy Inmate Communications (“Legacy”) is a nationwide provider of inmate communication services and is very pleased to present detailed information about its advanced Inmate Telephone Services for the West Virginia Department of Administration (Agency) Correction Facilities. The company would like to thank Agency in advance for its consideration of all our submitted information.

LEGACY INMATE COMMUNICATIONS – AN INDUSTRY LEADER



Legacy was founded in 1996 by the very same management and ownership team operating the company today. Over the past seventeen years the company has built an unparalleled communications infrastructure that allows us to provide our valuable clients with a one of a kind single-source inmate communications service package. While many of our competitors boast about their “partnerships” or “acquisitions,” our service offering includes only Legacy developed, supplied and supported services. **Legacy is a true full service and**

technology company dedicated to your success!

LEGACY'S SINGLE SOURCE CONTROL

A single source Inmate Communications provider refers to a sole company that provides the entire system and service you rely on. It is a conscious effort on the company's part to streamline a product and service in an attempt to provide clients with the most proficient solution available. Ultimately, a single-source company is the simple idea of having everything under one roof, yet difficult task of building, owning and controlling every aspect of the communications infrastructure.

As a licensed Public Service Commission of West Virginia, certified interexchange carrier (IXC), local exchange carrier and operator service provider, Legacy is able to control the entire telecommunications and billing process by originating and terminating all inmate calls on our own behalf. Each and every aspect of system installation, implementation, operation, and training is furnished directly by Legacy's own personnel. This increased level of control allows us to guarantee greater efficiency and overall performance to our clients. Think of your telephone service as you would an "evidentiary chain of custody". How accountable to you is any single member of this "chain"? More importantly, how reliable and efficient is the end product when you have 3-4 organizations handling that "evidence"?

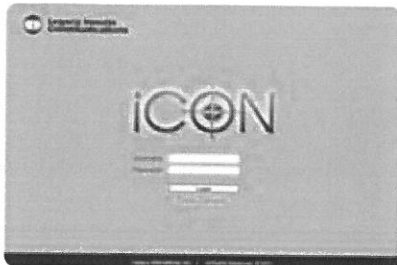
Legacy excels at delivering continuity of service alongside an increased number of connected calls which in turn equates to increased revenue for our clients. We are equally focused on continued product development to ensure that we are providing the best technology available. As a single-source network and system provider, Legacy is in a unique position to meet all of the Agency's needs today, tomorrow, and well into the future.

In the end, optimal revenue comes down to the efficiency of the network and Legacy will always provide you with the most efficient network on the market. **Ask yourself, would you prefer a generous commission on 10 out of 11 completed calls using Legacy, or a similar commission from a competitor that is only capable of completing 4 out of 11 calls?**

An industry leader is more than just the largest company. A leader drives an industry to improve and grow for the benefit of all involved. A leader develops new solutions and consistently raises the bar by setting the standard for its product. Legacy is a true industry leader that is routinely the **FIRST** to introduce customer-centered services, technology innovations and investigative utilities.



LEGACY'S TURNKEY INMATE CALL MANAGEMENT SYSTEM - iCON™



The company is proposing to supply the West Virginia Department of Administration Correction Facilities with its state-of-the-art inmate call management system, iCON™. The iCON™ system is a Legacy developed and manufactured inmate calling platform, specifically designed to combat the numerous support related issues faced by correctional facilities with traditional inmate phone systems. iCON™ provides superior performance while simplifying the corrections communications infrastructure. Advanced call recording features, onsite and offsite live monitoring capability, multiple calling options with real-time prepaid services, advanced call and commission reporting, network level third party call detection, called number last known address lookup, real-time Cellular Telephone GPS tracking, and a sophisticated call history and voice archive are just a few of the system's ultra-modern capabilities. The iCON system is completely owned, manufactured, and developed by Legacy thus allowing for targeted project management and problem-free installation plan. **The iCON™ Inmate Calling System Offers the Following Features:**

Standard Features:

- ✓ Full Turn-key Solution
- ✓ Centralized Management
- ✓ 24/7/365 System Access
- ✓ System Integrated Features
- ✓ Password Encryption/Security
- ✓ Voice Biometrics
- ✓ Digital Call Recording
- ✓ Emergency Shutoff
- ✓ Fraud Detection
- ✓ Unlimited Languages
- ✓ Custom Voice Overlay
- ✓ Custom Facility Branding
- ✓ 100% Scalability

Administrative Features:

- ✓ Real-Time Call Detail
- ✓ Unlimited Number Restrictions
- ✓ Intuitive Phone Scheduling
- ✓ User Activity Logs
- ✓ Standard & Customizable Reporting Available
- ✓ Advance Commission Reporting

Investigative Features:

- ✓ Live Call Monitoring
- ✓ Investigative WatchList/Alert
- ✓ WatchWord+ – Audio Word Search/Transcription
- ✓ iCONTracker – Address Lookup & GPS Tracking

Inmate Level:

- ✓ Personal Identification Numbers (PIN)
- ✓ Personal Allowed Numbers (PAN)
- ✓ Personally Restricted Numbers (PRN)
- ✓ AccuPIN – Advanced PIN Authentication System

NEW INMATE TELEPHONES AND ASSOCIATED EQUIPMENT

Legacy will provide Agency with the new inmate telephones. The newly installed inmate telephones are housed within high-security stainless steel enclosures with steel armored cords, lanyards and retainers. There is no cost or deduction from Agency commissions for any of the inmate telephone equipment being proposed. **Legacy is also proposing to add or subtract telephones upon request throughout the contract period.**



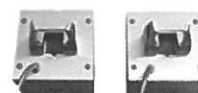
Correctional Grade Inmate Telephones

Legacy will supply the facilities with Telcom Marketing Group, Inc. (TMG) CT-1000 Inmate Phones that will be securely mounted and require a designated security screw tool in order to access the phone's interior. All phones are rated to withstand over 1,500 pounds of pressure and compatible with most standard mountings. The length of each handset cord can also be configured to the Agency's specific needs. **Our installation team will ensure that all telephone access is fully compliant with ADA standards.** The company also has the ability to install "hands-free" inmate telephones in any requested high-security areas as needed. These "hands-free" inmate telephones are most commonly utilized in highly secure areas and limit chances that the telephone can be utilized by the inmate to cause harm to themselves or others.



Visitation Stations

Legacy also has the capacity to provide Visitation Telephone Service that includes ultra modern call recording and live monitoring features if desired. Visitation phone management functions are fully accessible from the very same iCON administrative stations as those used for inmate calling. This allows Investigators to monitor both, inmate calling as well as onsite visits as necessary. Listening to visitation recordings and/or performing live monitoring can be done from any PC from on or offsite. If desired by the Agency, the system can be set to prompt the Inmate to enter his/her PIN prior to allowing the visitation call to proceed. The utilization of a PIN will further authenticate the visitation recording should it be utilized in any criminal proceeding.



TDD/TTY Hearing-Impaired Telephone Service

Legacy will furnish the Correction Facilities with high-security TDD/TTY equipment to better assist hearing-impaired inmates with placing their calls. The TDD/TTY unit will be installed in any location the Agency has designated for deaf inmate calling. The TDD phone installation will meet the guidelines of the Americans with Disabilities Act (ADA). Legacy is proposing to supply the Correction Facilities with the vandal-resistant Ultratec Supercom 4400. The Supercom 4400 is completely mobile and features a stainless steel keyboard template, keys and LCD display. Special security screws and fasteners are also utilized to curb the tampering of the phone.



EZ Card Payment Kiosk (optional service)

The EZ Card payment kiosk incorporates numerous operations to help increase staff efficiency, reduce clerical errors, save costs, provide convenience to inmate families, and promote funding to inmate accounts. There will no cost to the Agency for kiosk services.



A Timely Installation Plan

Legacy understands that a secure and safe correctional environment counts on a set schedule for the inmate population. We have included a detailed Project Installation Plan that is centered on minimal disruption to the facilities. Legacy's service approach is to ensure pro-active support of all services and equipment. Legacy's service and support plan consists of 24-hour customer support, pro-active technician visits, and a Legacy full-time National Account Manager to help administer the system. Legacy also provides local technicians working within the immediate proximity of the facilities, redundant carrier pathways into and out of the facilities, remote diagnostics of all installed equipment, local inventory of all equipment parts, and guaranteed response service levels.

The company will provide the Agency with 24-hour customer support 365 days a year, including holidays. Legacy owns and operates its own 24/7 customer care center staffed with live personnel that are available at all times. Legacy not only believes in a customer-first philosophy – we actually deploy this philosophy.



We understand the importance of providing a quality service to the Agency, their inmates, and the communities in which you serve – and the absolute need for our system to be operational at all times for investigators to access information that could potentially help solve criminal cases.

LEGACY'S VALUE ADDED SERVICES

Onsite & Remote Video Visitation (optional service)

Legacy can provide its own state-of-the-art onsite and remote Video Visitation Solution (VVS) which will be available to the Correction Facilities for the life of the contract. **All video visitation investigative features are fully integrated within the iCON system.** The addition of a Video Visitation system within the facilities will result in additional security and an added revenue stream for the Agency, as well as a reduction in contraband, onsite visitation and personnel requirements dedicated to visitation. Legacy will provide recording and live monitoring for all onsite video visitation stations and remote video visits. The installation of the video visitation units and all electrical required for the stations will be performed by the company. The proposed video visitation solution is comprised of a detention-grade enclosure with non-proprietary hardware components and ultra modern video visitation software that streamlines internal procedures providing automated policy management, with an optional web-based public scheduling module. The facilities will be provided with an in-depth on-site and web-based training for all staff at the time of installation.



iCON's Video Visitation Key Features Include:

- ✓ **Web-Based System**
- ✓ **System Management & Administration Integrated Within iCON**
- ✓ **JMS & Commissary Integration**
- ✓ **Streamline Visitation Scheduling**
- ✓ **Secure Recordings & Investigative Tools**
- ✓ **System Reporting and Alerts**
- ✓ **Non-Recordable Video Visits**
- ✓ **Industry Leading Architecture & Intuitive Design**
- ✓ **Ultra Modern VVS Technology**
- ✓ **Infinitely Scalable**
- ✓ **Unmatched Reliability**
- ✓ **Stringent System Security**

Inmate Automated Information System (optional service)

Legacy can provide an "Inmate Automated Information" request system as part of the proposal to the Agency. There will be no cost to the Agency for the establishment of this service.



- Court Date
- Commissary Balance
- Release Date
- Bail Amount

The AIS can be utilized from any inmate telephone for inmates to access the JMS supplied and facility designated information including but not limited to; Visitation Hours Remaining, Court Date Information, Commissary Balances, Release Date(s), and bail amounts. The inmate telephones will carry posting instructions that indicate that the phone is also designated for Inmate Information Services and hours of operation for the services.

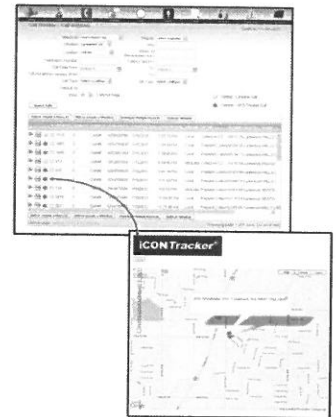


Free Prepaid Account Transfer (optional service) - Confidential – Trade Secret Information

Our Company is offering a hassle-free, no cost solution to friends and family who hold prepaid accounts with your facility's current ITS provider. Legacy will offer free account set up to friends and family with existing prepaid accounts. This simple service will save friends and family money and ease the transition process for the facility. It is the kind of value added service that sets Legacy apart from other ITS vendors. Whenever facilities transfer ITS management, friends and family are unfairly asked to set up new accounts and pay new fees. It is a practice that Legacy believes is only an inconvenience to the consumer and the facility, that's why we are proud to offer Free Prepaid Account Transfer.

Real-time Cellular Telephone GPS Tracking (standard service)

The iCON system includes a state-of-the-art patent pending Cellular Telephone locator as part of its core system. With Legacy's iCON Tracker, we have applied the tracking technology of the E911 mobile networks to Legacy's Inmate Telephone System to create the ultimate correctional investigative tracking system. By gathering location-based information on calls placed by inmates to mobile phones, the correctional investigator and law enforcement community will reap the benefit of pinpointing illegal activities to a physical address, all in "real-time".



Through the assimilation of Call Detail Records, Inmate Information, and Location Information, correctional investigators and law enforcement officials will gain insight into criminal activities that were previously unattainable.

Free Re-Entry Debit Calling Cards Every Month (standard service)

The company is offering the Facilities Inmate Re-Entry Debit Cards to provide inmates upon their release at no cost to the Agency. These Debit Cards can be utilized from outside the facilities from any working telephone. This program is designed to help inmates that have been incarcerated for a month or longer to make their first contacts upon Re-Entry in to the Community. A one-of-a-kind program that bodes well with the community. The facilities will also have the ability designate allowable called numbers for the Re-Entry Cards if desired (i.e. Probation Office, Public Defender's Office, and so on!)

State-of-the-art Cellular Telephone Detection Devices (optional service)

Legacy can provide the facilities (if needed) with new Wolfhound-Lite Cellular Telephone Detectors specifically designed to sniff out cellular telephones that are being utilized within the Correction Facilities. This detector is security officer belt-mounted, wireless sniffer specifically tuned to the RF signature of common cellular telephones including PCS, CDMA / WCDMA, GSM and Cellular bands. The Detector's high speed scanning receiver utilizes a multi-band, internal omni-directional antenna system allowing personnel to locate all nearby cell phones active using voice, text or data transmissions. The Detectors compact and discreet design makes it the perfect stealth tool.

WatchWord+ Audio Mining Word Search Utility (standard service)

The iCON system includes and Audio Mining Word Search utility that we call Watchword+. Audio Mining can be applied to both Spanish and English Telephone Calls. iCON allows facility investigators to add "keywords" in to a Watch List category.

By doing so iCON will search for the "keywords" in all call recordings. If that word is found within these recordings, they are placed into that particular Watch List and the investigators is notified by e-mail, their cell phone (SMS text), or land-line number. Investigators may wish to utilize words such as "cocaine", "kill", "drugs", "sneak-in", "hide", or even another inmates name in the Watch Word dictionary. There is no pre-set limit on the amount of words that can be utilized. The iCON system



utilizes Dragon Audio Mining technology in provision of the Watchword+ program. This technology supports the absolute best success rate on the market today.

iCON's Watchword+ Audio Mining utility will allow investigators to data-mine recordings including current slang, topics, and phrases. The utility allows investigators to create their own Search Dictionary for each Audio Mining requests. Slang words, phrases and even a suspect's name can be added to the Search Dictionary. This feature is currently available and being utilized by Legacy's clients throughout the Country.

Inmate E-mail & Voice Messaging (optional service)

Inmate Voice Messaging accounts can be created by friends or family of the inmates. This pre-paid service allows friends and family members to leave voice messages for the inmate. Inmates can access their voice messages by assigned PIN number. All voice messages are archived and can be accessed by the system administrators for investigative use. iCON's Word Watch Plus (Audio Mining) can also be applied by investigators to all voice messages. Friends and family can set-up instant message accounts with ease by calling our 24-hour customer service number (888-PAY-4-FAM) or by visiting our website at www.legacyinmate.com.



Inmate Tip Line (optional service)

An inmate tip line enables an inmate to access Legacy's secure Voice Messaging System where they can leave confidential information regarding the mistreatment, harassment, or deviance inflicted by, or upon, a fellow inmate.



Security Officer Check-in Utility (optional service)

The iCON System offers an Officer Check-in feature that allows facility Security Officers to call-in from any inmate telephone during rounds. The system will log the Officers Personal Identification Number, date, time, and location.

WEST VIRGINIA CALL COMMISSION CONSUMER-SENSITIVE RATES FOR FRIENDS & FAMILY

Legacy's approach in providing an optimal financial solution for Agency is to leverage our state-of-the-art technology, effective rates for inmate friends and family, and modern equipment to maximize revenue for the Agency. We strive at achieving the finite balance between revenue generation and the technology needs of Clients while maintaining an industry leading carrier grade network with favorable rates to connect inmates with friends and family as often as possible.

The company has routinely transitioned Correction Facilities from competitors and produced a substantial increases in revenue and call volume for the Client, all while lowering or maintaining current call rates. Legacy is one of the fastest growing inmate communications company in the industry because our competitors have been unable to match our inherent ability to connect more calls and maximize revenue.

Legacy's Offer Has The Following Objectives:

1. The highest possible revenue realized by Agency
2. Employ our single source network, superior service and state-of-the-art technology at no cost to the Agency which will enhance system efficiency, investigative capabilities, staff productivity and call connection.



3. Provide the Correction Facilities, staff, and friends and family with enhanced services, more calling options to connect the most inmate calls, and 24/7/365 live customer service call center.

West Virginia's Rates & Commission

After analyzing the Agency's current call volume, commission revenue, and the current West Virginia inmate communications market, Legacy has developed a competitive call rate and generous commission structure that will improve call revenue and volume for the Agency. The proposed call rate is lower than the current West Virginia Mandated Rate Caps and will provide friends and family with a favorable rate structure. Legacy proposed rate is filed with its Public Service Commission of West Virginia tariff. The company also has the capacity to further tailor the rate plan to meet the exact needs of the facilities which will balance technology, revenue and constituent needs. Legacy consults with its Clients to design bespoke call rates that satisfy the individual Client's needs. The company will offer comparable commission programs based on the personalized rate plan should the Agency desire such an adjustment in our proposed rate plan and commission structure.

"The large increase in call revenues has helped our budget in these tight economic times."

Ron Johns, Director
Scotts Bluff Detention Center, NE

West Virginia's Financial Offer

- ✓ **68% Guaranteed Call Commission to the Agency.**
- ✓ Rates designed to be the most affordable solution for friends and family to produce a high call volume. **Affordable rates for friends and family means no hidden charges or fees.** Legacy Inmate Communications takes pride in providing low, easy-to-understand call rates to friends and family.

INCREASED REVENUE OPPORTUNITY FOR WEST VIRGINIA

Legacy is proposing several revenue boosting programs that result in additional revenues for the Agency and makes communication between inmates and their loved ones convenient and easy:

- ✓ **Call Processing to All Cell Phone Providers**
- ✓ **International Calling to Any Worldwide Destination**
- ✓ **Friends and Family Prepaid Calling**
- ✓ **Inmate Debit & Cardless Debit Services**

UNPARALLELED 24/7 FACILITY SUPPORT & SERVICE

Legacy's service approach is to insure pro-active support of all services and equipment offered to the facilities without the need of direct notification by the Agency or its staff. Legacy's service and support plan for the Correction Facilities consists of **24-hour customer support**, pro-active technician visits, a Legacy full time National Account Manager to help administer the system. Legacy also provides local **technicians working directly out of West Virginia**, redundant carrier pathways into and out of the Correction Facilities, remote diagnostics of all installed equipment, local inventory of all equipment parts, and **guaranteed response service levels**.

"Legacy has allowed a level of confidence in the follow through that I seldom experience with other vendors. With the extremely superior quality of service this department has experienced I have had no problem recommending Legacy for any agency that contacts me."

Mike McGinnis
Administrative Officer
Lynnwood Police Department

The company will provide the facilities with 24-hour customer support



365 days a year, including holidays. Legacy owns and operates its own 24/7 customer care center staffed with live personnel that are available at all times. Legacy not only believes in a Customer First philosophy – we actually deploy one.

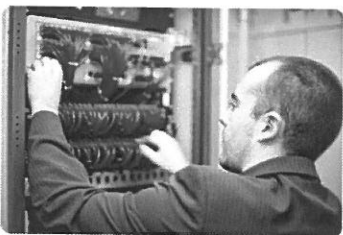
We understand the importance of providing a quality service to the Agency staff, the inmates and the communities you serve – and the absolute need for our system to be operational at all times for investigators to access information that could potentially help solve criminal cases.

FRIENDS & FAMILY CUSTOMER SUPPORT

Legacy also provides 24-hour support service for each friend and family member to inquire directly about call services prior to even accepting their first call from the Correction Facilities and to inquire about inmate calling regulations and other facility information. Legacy owns and operates its 24-hour customer service center that is available 7 days a week and 365 days a year. Customer Care information will be accessed by interested parties by calling toll free or by visiting www.legacyinmate.com. Concerned family members will have the ability to open calling accounts, block numbers, register complaints, and ask questions on any day – at any time. The company will provide brochures and bulletins to be posted in the facilities informing friends and family how to contact us at anytime.

Legacy Inmate Communications makes it easy for friends and family to establish prepaid calling accounts **with absolutely zero hidden fees and/or charges**. Our customer care personnel will provide friends and family members with clear and concise calling rates and account set-up charges. Legacy's fair, reasonable rates combined with advanced notification of charges will equate to West Virginia citizens increased customer satisfaction. Prepaid accounts will be established pro-actively, allowing every first attempted call to be connected with acceptance with direct transfer to a Legacy representative on conclusion of the telephone call to establish a new account! The company details its Prepaid Call Service throughout our presentation.

DETAILED IMPLEMENTATION AND SMOOTH TRANSITION



Legacy understands that a secure and safe correctional environment depends on a set schedule for the inmate population. We have submitted a detailed Project Installation Plan that is centered on **no disruption** to the Correction Facilities and **no inmate telephone downtime**. The company has proposed a seventy-five (75) day implementation plan for the Inmate Telephone Services. The company has supplied references of the equivalent size to the facilities. Legacy would like to reiterate to Agency that the transition of service will be seamless and require little to no involvement of Agency Staff.



PROPOSAL RESPONSE

SECTION FOUR: PROJECT SPECIFICATIONS

1. Location and Facility Data: Refer to Attachment D for facility information

 Legacy has acknowledged, agreed and will comply.

2. Background and Current Operating Environment: The Agency provides custody, control, and care of over 5,000 adult convicted felons. The current inmate telephone system is located in all correctional facilities.

All wiring and jacks are the property of the Agency. All telephones, brackets, computer servers and associated inmate telephone equipment including hardware and software are the property of the current provider.

With respect to equipment owned by the successful Vendor of this RFP, Agency is not responsible for any losses suffered by Vendor related to destruction by inmates, fire, theft, power outages, or any act of God. In addition, Agency is not responsible for any losses suffered by the Vendor for failure to properly maintain the equipment.

 Legacy has acknowledged, agreed and will comply.

3. Qualifications and Experience: Vendor shall provide five (5) references, three (3) of which shall be from government owned and operated correctional facilities. Attachment A: Vendor Response Sheet information regarding its firm, such as staff qualifications, and ten (10) years' experience, in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives where and how they were met. Five (5) out of the required ten (10) years' experience must have been gained in state owned correctional facility. Vendor experience includes key personnel experience in the industry, does not mandate the company had to be in existence for ten (10) years.

 Legacy has acknowledged, agreed and will comply.

LEGACY REFERENCES

(1) Fresno Detention Facilities – Sheriff's Office

1265 M Street, Fresno CA 93721

Contact: **Sgt. Javier Vital**

Phone No.: **(559) 488-2845**

E-Mail: **javier.vital@fresnosheriff.org**



"We have been very pleased since our transition to your service. Your staff has demonstrated an excellent dedication to detail."

Captain Marilyn Weldon
Jail Programs and Services
Fresno County Sheriff's Office

Scope of Work: Inmate Communication Management System Provider, Visitation Recording, Inmate and Public Information System, Inmate Phones, On Site Administrator. 3,400 Beds – 3 Jail Complex's - 427 Inmate Telephones – 128 Visitation Sets. Legacy is the exclusive inmate communications provider for the Fresno County Sheriff's Office. The Company

Legacy has a successful history of transitioning large multi-complex detention facilities from competitors. Our transitions and system implementations are swift, efficient, and on no account interrupt telephone service.





employs an on-site administrator and localized technicians to support the Sheriff's Office as needed. The iCON system services all three facilities utilizing our centralized system solution. Visitation Telephones with recording and monitoring capabilities are provided. The Company customized a Public and Inmate Information System for the Sheriff's Office. PIN utilization at all Sheriff's Office facilities. JMS (OffenderTrak) and Commissary (Canteen) interfaces have been implemented. 30 Day Installation. Contract Date 12/1/09 – 5 Years. Transitioned to Legacy from Securus Technologies.

(2) Yuma County Sheriff's Office

200 W. Court Street, Yuma, AZ 85364

Contact: **Lt. Jennifer Jensen, Detention Bureau**

Phone No.: **(928) 539-7859**

E-Mail: **Jennifer.jensen@ycso.yumacountyaz.gov**



Scope of Work: Inmate Communication Management System Provider, Visitation Recording, Inmate and Public Information System, Inmate Phones. The Yuma County Detention Center is a multi-facility center and has an inmate capacity of 756 beds (ADP 600+) and is equipped with 99 standard inmate phones, 47 visitation booths and 8 cordless phones. The Legacy iCON system services all seven Jail facilities utilizing our centralized communications monitoring solution. Visitation telephones with recording and monitoring capabilities have been provided. 24 Day Installation. Contract Date 7/1/12 – 5 Years. Transitioned to Legacy from Securus Technologies.

Legacy has a track record of transitioning and servicing large multi-facility detention centers nationwide.

(3) Hampton Roads Regional Jail

290 Elmhurst Lane, Portsmouth, VA 23701

Contact: **David L. Simons, Superintendent**

Phone No.: **(757) 488-7500**

E-Mail: **simmonsdl@hr.rj.virginia.gov**



"...we have had several phone vendors over the 10 years I've been here...Legacy has done an exceptional job, more than what I expected."

Ron Cherry
Superintendent
Hampton Roads Regional Jail

Scope of Work: Inmate Communication Management System Provider, Inmate Phones, ICE Pro Bono Access, On Site Administrator. ADP 1250 and 161 Inmate Telephones. Legacy is the exclusive inmate communications provider for the Hampton Roads Regional Jail. The Company employs an on-site administrator and localized technicians to support the facility as needed. Hampton Roads provides services for the Federal Immigration, Customs and Enforcement Division. Legacy has deployed an interface to ICE as required by the facility for inmate to access. JMS and Commissary interfaces are in place at

Legacy has a reputation for supplying exceptional system and customer service to large scale facilities nationwide.

Hampton Roads Regional. 30 Day Installation. Contract Date 10/9/08 – 3 Years + 2 County Option Years. Transitioned to Legacy from GTL.

(4) Mendocino County Jail - Sheriff's Office

951 Low Gap Road, Ukiah CA 95482

Contact: **Vicki Stout, Jail Services**

Phone No.: **707-463-4423**

E-MAIL: **stoutv@co.mendocino.ca.us**



Scope of Work: Inmate Communications Management System Provider with a total ADP of over 400, Visitation Telephones with Recording / Monitoring, Inmate Telephones, voice biometrics and voicemail. Contract Date 12/15/11 – 5 Years + 3 County Option Years. Transitioned to Legacy from GTL

Legacy is experienced with similar sized Detention Facilities as well as Juvenile Justice Centers. The County is a multi-complex facility with over 400 beds and Juvenile Inmates.



(5) Whatcom County Sheriff's Office

311 Grand Avenue, Bellingham WA 98225

Contact: **Sgt. Ericson**

Phone No: **(360) 676-6848**



Scope of Work: Inmate Communication System provider for three (3) facilities totally over 580 ADP. Approximately 60 Inmate Telephones installed. Contract Date 12/13/11 – 3 Years + 3 one (1) year County Options. **Transitioned to Legacy from GTL.**

Legacy has an established track record of effectively transitioning large multi facility detention centers from inefficient/fragmented competitors nationwide.

4. Project and Goals: The project goals and objectives are:

- 4.1. To provide, install and maintain a fully operational, flexible, secure and reliable inmate telephone system.
- 4.2. To implement and maintain fair and reasonable call minute rates for the inmates, families and friends.
- 4.3. To pay a commission rate to the Agency that will be deposited into the Inmate Benefit Fund, a fund providing additional benefits to the inmate population that are not mandated by law. The commission rate quoted by Vendor will not be included in the bid evaluation process.

Legacy has acknowledged, agreed and will comply.

5. Mandatory Requirements:

The following mandatory requirements must be met by the Vendor as a part of the submitted proposal. Failure on the part of the Vendor to meet any of the mandatory specifications shall result in the disqualification of the proposal. The terms "must", "will", "shall", "minimum", "maximum", or "is/are required" identify a mandatory item or factor. Decisions regarding compliance with any mandatory requirements shall be at the sole discretion of the Purchasing Division.

Legacy has acknowledged, agreed and will comply.

- 5.1. Vendor shall be responsible for all costs associated with the inmate telephone system, including the purchase of equipment, installation, service, maintenance, voice network/transmission, data network, and day-to-day operation. Agency shall have no liability or responsibility for any costs associated with the inmate telephone system.

Legacy has acknowledged, agreed and will comply.

Legacy will remain solely responsible for all cost associated with the iCON system, including purchase of equipment, installation, service, maintenance, voice network and transmission, data network, day-to-day operation, all wiring, new electrical circuit installations, cables, parts, software and physical installation at the facilities.

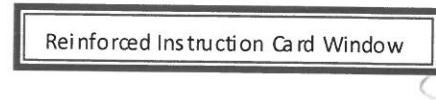
- 5.2. When requested by Agency, Vendor shall provide informational pamphlets to all inmates describing the applicable features and functionalities of the inmate telephone system.

Legacy has acknowledged, agreed and will comply.

When requested by the West Virginia facilities, informational pamphlets will be available to inmates and shall describe the applicable features and functionalities of the iCON system. Also, once an inmate picks up the handset, iCON's clear and concise automated operator will guide the inmates through the



call process. In addition to the clear and concise automated operator instructions and informational pamphlets, all proposed inmate telephones are manufactured with reinforced instruction card windows. Legacy will supply all phones with easy to read, clear and concise phone instructions cards in English and Spanish to educate inmates on phone usage. The steps to place a call to a cell phone and land line are the same.



- 5.3. Vendor is responsible for determining all wiring and software requirements; if applicable, costs associated with the conversion of service from current inmate telephone system provider to the successful vendor under this RFP. If applicable, successful vendor will coordinate all details of the switch over from current vendor.

 Legacy has acknowledged, agreed and will comply.

- 5.4. Vendor will provide written documentation to Agency indicating that all circuits have been tested and all cables, pairs, fiber strands blocks, etc. are legibly marked after completion of each installation.

 Legacy has acknowledged, agreed and will comply.

- 5.5. If applicable, the successful vendor shall work with the current inmate telephone system provider to ensure an orderly transition of services, responsibilities and continuity of the services required by Agency.

 Legacy has acknowledged, agreed and will comply.

Legacy will work with the Department to ensure an orderly transition of services and responsibilities under the Agreement and to ensure the continuity of the services required by the Department.

Please refer to the Implementation response of this RFP for a detailed description of Legacy's installation plan.

- 5.6. All CDRs, (Call Detail Records) call recordings, documentation, reports data, contained in the inmate telephone system shall be the property of the Agency. All hardware and software shall be the property of the Vendor.

 Legacy has acknowledged, agreed and will comply.

Legacy acknowledges that the call records (CDRs), call recordings, documentation, reports, data, etc., contained in iCON are the property of facilities and that the iCON hardware and software are the property of the Company.

- 5.7. Vendor shall supply the required number of workstations, as well as future equipment upgrades and/or replacements, which become the property of the Agency after expiration or termination of the contract in order to allow Agency access to all CDRs, call and visitation recordings, documentation, reports, data, etc. contained in the inmate telephone system.

 Legacy has acknowledged, agreed and will comply.

Legacy will provide the West Virginia facilities with the required number of workstations that will allow staff to access the web-based iCON system in real-time. Each workstation will include a laser printer, a CD/DVD burner, flat screen monitor, speakers, mouse, keyboard, data/audio burning software and a



licensed copy of Microsoft Office. iCON is a web-based ITS providing the facilities investigators with the ability to access the complete system, including full functionality, call recording and monitoring, data and reporting, block or research numbers, **from on or offsite via any approve PC, laptop, or mobile device** using an internet connection and Internet Explorer 6.0 or greater, Google Chrome, and Firefox. Legacy will also maintain responsibility for future equipment upgrades and/or replacements.

- 5.8. Vendor shall remove all equipment at the end of said contract in a manner that will allow Agency to reuse all wiring and associated cable.

☒ Legacy has acknowledged, agreed and will comply.

- 5.9. Vendor's telephone system shall contain reception quality that meets telecommunication industry standards and will be at a minimum equal to the quality available to the general public.

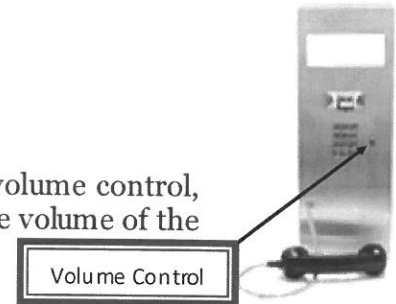
☒ Legacy has acknowledged, agreed and will comply.

Legacy's reception quality meets the telecommunications industry standards available to the general public. Legacy's network is carrier grade meaning extremely high reliability. In fact, the requirement for reliability is commercial telephony networks is 99.999 percent. Carrier grade refers to the capability to support hundreds of thousands of subscribers; it means that when an inmate dials a number, they get through to the number dialed, the number starts to ring in 1 to 2 seconds, and when the call is accepted and a conversation takes place, the speech quality is high and no perceptible echoes, noticeable delays, or annoying noises are heard on the line.

- 5.10. All installed telephone sets must include volume control.

☒ Legacy has acknowledged, agreed and will comply.

The inmate telephones proposed in by the Company all have built in volume control, allowing the inmate that are hearing-impaired to increase or decrease the volume of the headset earpiece. Mobile phones will also have the ability to increase call volume.



- 5.11. Vendor shall provide a detailed plan for all aspects of the system, including, but not limited to, installation, acceptance, and training to satisfy all requirements within ten (10) business days upon contract award.

☒ Legacy has acknowledged, agreed and will comply.

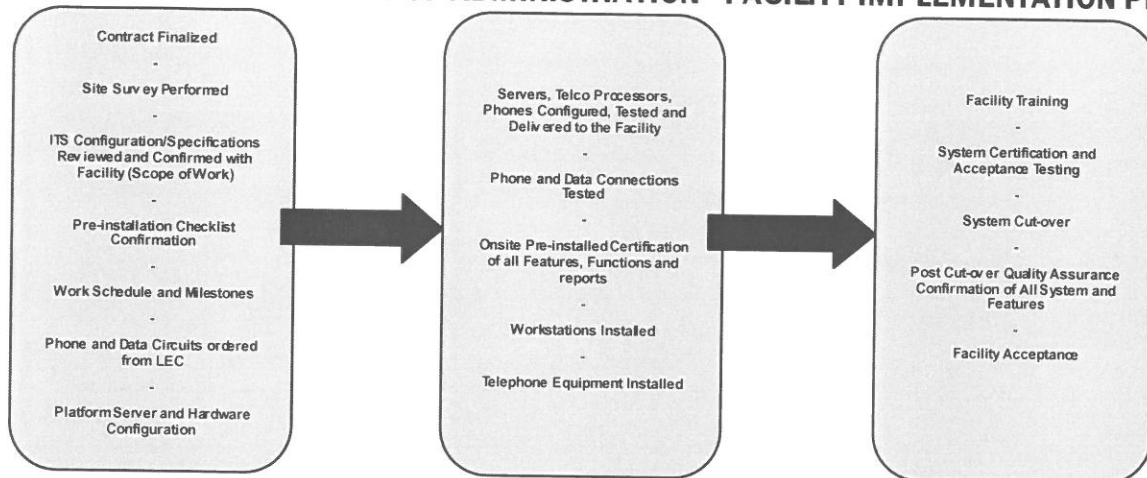
- 5.12. Initial installations must be completed within 75 days from award of contract.

☒ Legacy has acknowledged, agreed and will comply.

Legacy will have all inmate telephone operations in place within seventy-five (75) days of contract execution at no cost to the Agency. The Company also agrees to work diligently with the current vendor on transition of service. The Company details its project implementation plan on the following pages. **A thirty day project timeline is also attached to this Proposal.**



WEST VIRGINIA DEPARTMENT OF ADMINISTRATION - FACILITY IMPLEMENTATION PLAN



INMATE TELEPHONE SYSTEM IMPLEMENTATION OVERVIEW

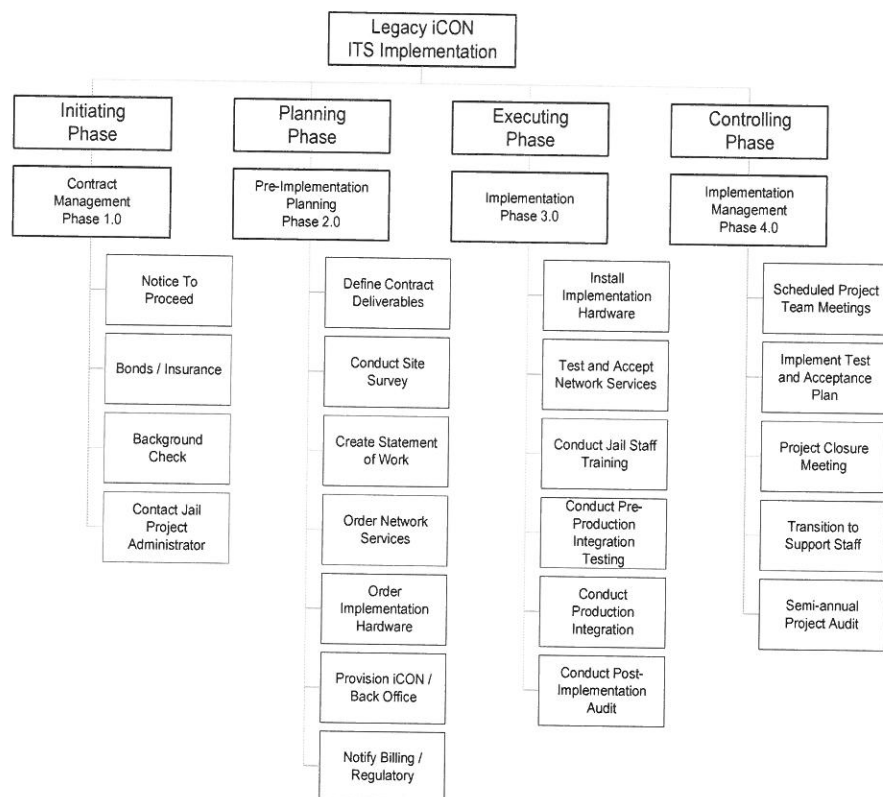
- ✓ iCON Inmate Call Management System
- ✓ Inmate Telephones Phones (Wall Mounted)
- ✓ TTY/TDD Machines

Legacy proposes a seventy-five (75) day Service Implementation Timeline for the West Virginia Department of Administration facilities. **Legacy's installation will require little involvement of staff and will be fully completed with zero downtime to inmate telephone services.** Legacy is prepared to Start Services within seventy-five (75) days of contract execution, to include: iCON Inmate Telephone Service offering collect and prepaid calling, iCON Management Portal offering full Investigative, Recording and Monitoring Tools, iCON Tracker offering complete Mobile Location Services, and numerous advanced iCON investigative tools.

Implementation Phase

In the *Initiating Phase* of the project, the Terms and Conditions of the contract will be finalized and executed upon. Upon a Notice to Proceed, Legacy's Project Team Lead, Edward Arthurs, will contact the Agency Project Administrator(s) to schedule a Kick-off Meeting to present the preliminary project scope and timeline, obtain project approval, and initiate the Planning Phase of the project. Legacy will prepare and provide staff information required for a background check for each on-site project team member, to include sub-contractor support staff.

[Please See the Following Screen Shot]



The *Planning Phase* is the key to a successful project implementation. Throughout this phase Legacy's Project Manager coordinates the service delivery of the Contract Deliverables. Legacy's Implementation Manager, will schedule time to conduct a comprehensive Site Survey of the facilities to gain insight into the project and infrastructure requirements. From this Site Survey, we will develop a detailed Statement of Work based upon the Contract Deliverables and the Site Survey specific requirements. The Project Plan will be updated to reflect the Statement of Work and is presented to the Agency for approval.

Edward Arthurs will also coordinate Legacy's inter-departmental activities required in support of the deployment of the Inmate Telephone System and services. These activities are defined within the Legacy Implementation SOP, and each staff member is trained to perform at the highest level of service delivery. Our skilled staff will design and provision the voice and data network services, order and provision the implementation hardware and value-added products and services. **Because Legacy is a single-source provider, we control the implementation from the start.**

- ✓ Network Services – Frank Flores, Director of Network Services, will design, order, and implement the Voice and Data services required for each product and service. In addition, Frank's staff will order and configure the hardware required at the West Virginia facilities.
- ✓ Single Source Provider – Legacy owns and operates the iCON Platform, and provides all supporting services for designing, implementing, operating, and managing your service. The account team will create a comprehensive profile of the account within iCON, and will confirm or add capacity for voice, data, and storage requirements within the back-office, as required. The Billing and Regulatory Departments are informed of the pending implementation and rate structures and tariffs are filed and/or verified. In order to ensure an orderly transition, the current vendor will be contacted and a transition plan coordinated. Throughout the Planning Phase, weekly project meetings are held to communicate status and mitigate risk.



- ✓ Legacy's Account Team is comprised of business and technical professionals that collaborate in designing, implementing, operating, and managing your service. With Legacy's centralized platform, the facilities' services will be configured and ready for operation in advance of the service installation date.

The *Executing Phase* of the project provides the Implementation steps for installing hardware and services within the facilities. The Legacy Implementation Team will arrive on-site approximately seven (7) days prior to the Production Integration date. During this time the team follows the Transition Plan to ensure an orderly transition, typically in conjunction with the incumbent. All circuits are tested and accepted from service providers, inmate phones are swapped out, network hardware is installed, and Pre-Production Integration testing completed. During Pre-Production Integration all network devices are added to the Network Management System for 24/7 monitoring by our Network Operations Center. Only after successful Pre-Production Integration testing is the inmate services integrated into production.

Legacy's implementation process plans for **no downtime for inmate telephone services**, with most phones down only during the quick installation of a cable or cross-connect. Upon cut-over of services to Production Integration, Legacy implements a Test and Acceptance Plan to ensure all voice and data services meet Legacy and industry standards. The Test Plan includes Test Scenarios that are executed and monitored for performance. Any disparity is corrected and re-tested until successful.

During the Implementation, Legacy's trainers will train the Agency's staff on the capabilities of iCON and the comprehensive Administrative, Investigative and Reporting Tools available through an intuitive Web user interface. Because Legacy's iCON platform is web-based, the Agency's account details are already created and available to observe, create, or modify on real data.

- ✓ Legacy will provide your Investigative and Administrative staff comprehensive classroom training that will allow your staff to observe, create, or modify your real data directly from the iCON Management Portal so they are familiar with the services.
- ✓ Pre-Production Integration Testing is critical to a successful implementation. Legacy turns up all services 48-72 hours prior to the cutover date to initiate Pre-Production Integration Testing. During this time all systems and services are thoroughly evaluated using comprehensive Test Scenarios and corrected prior to the cutover date.

Item	Test	Measurement
Inmate Telephones	Working Order to D-Mark	Call Completion - Clarity
66 Blocks	Line Termination	Call Completion - Clarity
Routers – Channel Bank	Call Pass Through	Call Completion - Clarity
Administrative Stations	Access to iCON	Successful Access
Provisioned Data Circuits	Access to iCON Database	Successful Access
Provisioned Voice Circuits	Call Pass Through (30 Channels)	Call Completion - Clarity
Remote Diagnostics	Live Feed of Data Transmission	Completion of real-time transfer
Call Rating	Real-Time Call Simulation	Rating to Contract Requirement
Validation	Real-Time Call Simulation	Delivery of Validation from LIDB
Custom Call Branding	Real-Time Call Simulation	Walworth SO Call Branding
Reporting	iCON Call Detail	Calculation and Collection
Call Recording	Collect, Listen, and Archive	Clarity and Collection

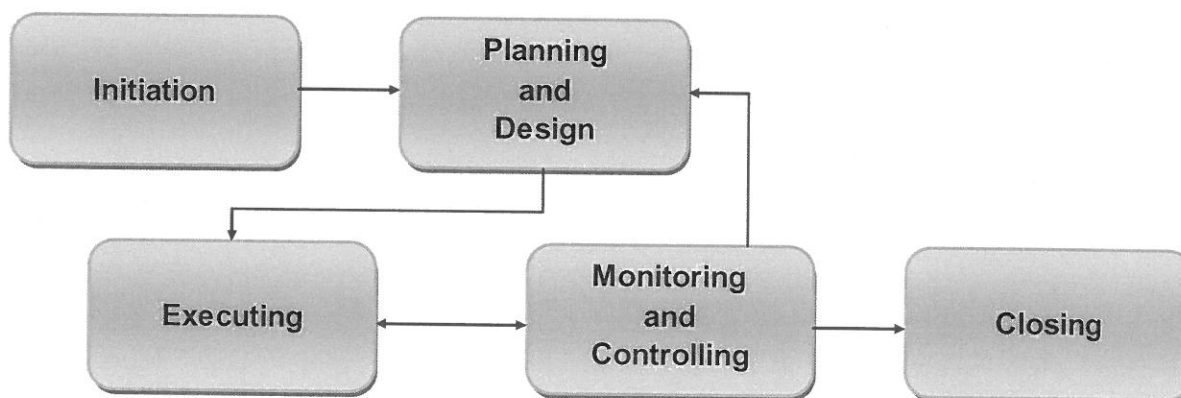


Live Call Monitoring Feed	Simulate Call – Real Time	Clarity
Live Call Monitoring Disconnect	Disconnect Call in Progress	Disconnect
Download of CDR	Simulation of Download to CD	Successful Download
Download of Call Recording	Simulation of Download to CD	Successful Download
Service Trouble Ticket Reports	Create and Track Ticket	Successful Creation / Closing
Audio Mining – Watchword +	Create Dictionary	Successful Finds
Watch Lists - Alerts	Create Investigator WatchLists	Successful Finds
Call Blocks	Simulate calling to block #'s	Call Block Successful
3 rd Party Call Simulation	Simulate creation of 3 rd Party	Call Block Successful

The *Controlling Phase* of the project provides for continued communication throughout the project and details the Post-Implementation Management processes utilized to ensure Contract Deliverables have been achieved, provides for implementation project closure through a Post-Implementation Project Meeting with the Agency's Project Administrator, and introduces the supporting staff members that will continue to support the services once the Project Manager has completed the implementation.

During this phase designated the facilities Staff will be introduced to your Client Services Representative (Eddie Mendez) and Technical Services Representative (Deidre Jay). Mr. Mendez will schedule a meeting to review your first Commission Statement, and will continue to be your Business interface on an on-going basis, providing you with a semi-annual audit report that summarizes Commissions, Contract Deliverables, Service Tickets, and Network Performance. Deidre Jay will provide you the Service Ticket and Escalation Procedures. The TSR provides 1st Level Support for Emergency / Non-Emergency services and routine maintenance and will continue to be your Technical interface on an on-going basis.

- ✓ **Service is our strength.** Our Account Team is comprised of Business and Technical professionals that care about the Agency and its operational goals. We know that managing inmate telephone services is not Agency's core responsibility, it is ours! **Our goal is to achieve the least impact to your staff throughout the term of the contract.**
- ✓ To ensure we perform to your expectations, we also provide a Semi-Annual Audit Report that summarizes your services and our performance. Of course, we are always a phone call away in the event you have any questions or concerns.





Throughout the installation process Legacy strives to meet and exceed the requirements of the Contract. Our goal is to implement our services with the least amount of intrusion into your daily duties. Our teams understand the business and the technology, and are professionals at deploying inmate telephone services. During the implementation process we focus on security first, and perform with a sense of purpose and urgency. Please see Legacy References for client contact information.

- 5.13. Installation of all telephone sets and related equipment shall be installed during normal business hours, 8:00a.m. to 5:00p.m., unless otherwise approved by Agency.

 Legacy has acknowledged, agreed and will comply.

- 5.14. Agency requires, at a minimum, that the following issues be addressed and presented by vendor.

- 1) Equipment ordering
- 2) Establishment of all relevant system interfaces
- 3) Transfer of data from current supplier
- 4) Installation of telephone instruments
- 5) Installation of call processing equipment
- 6) Testing and system acceptance
- 7) Training and communication plan for:
 - a) Agency Staff
 - b) Inmate Population
 - c) Family Members

 Legacy has acknowledged, agreed and will comply.

- 1) Equipment ordering, repair and replacement request can be accomplished through iCON Service Ticket Utility or by contacting your National Account Coordinator, Eddie Mendez. Facility staff will have the ability to track work that is being performed on the service ticket and Legacy technician notes on problem resolution. Additionally, the system will file all service and repair requests for the facilities tracking throughout the life of the Agreement. Legacy owns and operates its 24/7 customer care center staffed with its own employees that are available at all times. Legacy's 24-hour toll free number to access our correctional facility support center is **877-700-5534**.
- 2) Please refer to the Implementation Plan in response to Requirement 5.12.
- 3) Legacy will work with the current vendor to perform a seamless transition and transfer data. Please refer to the Implementation Plan in response to Requirement 5.12 for further detail.
- 4) Please refer to the Implementation Plan in response to Requirement 5.12.
- 5) Please refer to the Implementation Plan in response to Requirement 5.12.
- 6) Please refer to the Implementation Plan in response to Requirement 5.12.
- 7) **Customized Training Programs**



preferred by your facilities.

One of the key components in effective call control and management, and also a paramount consideration for our Company, is delivering an in-depth training program geared at garnering the greatest amount of information possible while still keeping it easy to understand. Legacy provides a comprehensive training program that's customized to fit to your exact needs; not just another cookie cutter training course. Training sessions are furnished at no cost for the life of the contract and can be conducted from any location



With proper training comes the confidence in knowing that your job will be well executed and less problematic. By personalizing our training sessions, we are able to discuss and identify exactly what matters to you most. These sessions are not only a great opportunity for each of your staff members to familiarize themselves with the newly installed telephone system, they also ensure that you are gaining true “working knowledge” by utilizing actual call data from your facilities. Administration is performed directly through the iCON system itself. Training sessions are set up as a classroom-based, open multi-media presentation with a question & answer period following each module so that those with lingering concerns can address those accordingly.

Trainers will explain all the various Administrative, Investigative and Reporting Tools available to you through the iCON system. Training sessions will cover all the details of how to access, and effectively manage the inmate telephone system and all of its services.

Web-Based Training

For those staff members unable to attend onsite training sessions, Legacy offers web-based training sessions for them as well. Training can also be provided to prosecutors, DA Investigators, defense counsel(s), and judiciary staff upon request. All data utilized during these sessions will be live and direct from the facilities in order to offer the most realistic training scenario possible. Upon completion, most Users are comfortable enough to navigate the system independently, without the need for assistance. There is no cost for additional web-based training. The following is a brief outline of some items that will be discussed during a training session:

Topic Covered:	Approx. Time/Training
Accessing the System	5 - 10 minutes
System Overview	20 - 30 minutes
System Shutdown Procedure	5 minutes
Facility Information	20 - 40 minutes
Facility Layout	5 - 10 minutes
Facility Configuration	5 - 10 minutes
Scheduling Phone Service	10 - 20 minutes
System User(s)	30 minutes
Adding a New User(s) Account	10 - 15 minutes
Listing all System Users	5 minutes
Locating a specific User(s)	5 minutes
Generating a User Activity Log	5 minutes
Phone Configuration	10 - 20 minutes
Listing all Inmate Phones	5 - 10 minutes
Locating a specific Inmate Phone(s)	5 - 10 minutes
Call Control	25 - 40 minutes
Number Management (Blocking/Unblocking)	10 - 15 minutes
Assigning Non-Recordable Numbers	10 - 15 minutes
Assigning Free Calling	5 - 10 minutes
Debit	20 minutes
Displaying Debit Accounts	5 minutes
Locating specific Debit Account(s)	5 minutes
Transferring Debit Funds	5 - 10 minutes
Inmate Information	15 minutes
Registering an Inmate	5 minutes
Generating a list of all Inmates	5 minutes
Locating a specific Inmate(s)	5 minutes
System Reporting	50 - 105 minutes
Call Detail Reporting	15 - 30 minutes
Administrative Reporting	15 - 30 minutes
Accessing all other Reports	10 - 30 minutes
Exporting Records/Reports	10 - 15 minutes
Call Monitoring	70 - 120 minutes
Investigative Watch Lists	15 - 20 minutes
Live Call Monitoring	20 - 30 minutes
Accessing Call Recordings for Playback	10 - 20 minutes
Inmate Voice Messages (if applicable)	10 - 20 minutes
iCONTracker - GPS Cellular Tracking	15 - 30 minutes
Service Requests	10 - 15 minutes
Creating Trouble Tickets	5 - 10 minutes
Accessing Trouble Tickets	5 minutes



Post Training Assistance

If at any time you find yourself needing assistance, Legacy will provide you with your very own National Account Coordinator. Your Account Coordinator is there to help you answer any questions or even help you brush up on your skills with a refresher course.

Inmate Training

Inmates will be provided clear and concise calling instructions via iCON Automated Operator. These instructions will guide them through the calling process smoothly while placing their first call. The voice response is available in any language to accommodate the learning process of all inmates. In addition, instruction cards will be placed in all phones to provide inmates with written instructions prior to picking up the handset.

- 5.15. Vendor shall provide all maintenance, support, repair, and replacement to the inmate telephone system in a timely manner.

 Legacy has acknowledged, agreed and will comply.

- 5.16. All costs incurred for the maintenance, repairs and replacement shall be borne solely by the vendor and these costs shall not be offset by increasing rates or accessing higher fees to the end users.

 Legacy has acknowledged, agreed and will comply.

- 5.17. Vendor shall upgrade software within 30 days of availability.

 Legacy has acknowledged, agreed and will comply.

iCON system upgrades will be provided at absolutely no charge to the Agency throughout the life of the service agreement. The facilities will be aware of all future and pending upgrades 30 days prior to implementation as well as all Legacy product development projects through your National Account Coordinator, Eddie Mendez, and via Newsletters issued by the Company. As part of our unparalleled proactive customer support program Newsletters will be released to the Agency updating the facilities on not only what is in-work with Legacy but also the industry itself. Legacy's centralized system solution allows Legacy to provide system updates and upgrades in real time without any service interruption. The Company will schedule each upgrade with the facilities and train all associated staff prior to installation.

- 5.18. Vendor shall notify agency of all major software upgrades within 14 days prior to the installation. Vendor shall describe its software development cycle, including timing of major upgrades, along with its notification process. Agency reserves the right to deny or delay all software upgrades. Vendor shall detail its system architecture and change management process in the proposal.

 Legacy has acknowledged, agreed and will comply.

- 5.19. Vendor shall upgrade all hardware as required to comply with performance standards as mandated in this RFP.

 Legacy has acknowledged, agreed and will comply.



- 5.20. Telephone support from live, qualified technicians must be available 24/7/365.
- 1) Priority Level 1, when more than 50% of a single site or housing unit is without service. A response is required in less than 1 hour, and a resolution within 3 hours without a site visit. Resolution requiring a site visit must be completed within 8 hours.
 - 2) Priority Level 2, when 25% to 50% of a single site or housing unit is without service. Response time is a maximum of 2 hours and resolution is a maximum of 6 hours without a site visit. Resolution requiring a site visit must be completed within 24 hours.
 - 3) Priority Level 3, when 1% to 25% of a single site or housing unit is without service, response time is a maximum of 2 hours and resolution is a maximum of 6 hours without a site visit. Resolution requiring a site visit must be completed within 36 hours.
 - 4) Priority Level 4, items on software fixed list or related to administrative issues that are informational, non-service related conditions or non-business critical, response time is a maximum of 4 hours, and resolution is a maximum of 24 hours without a site visit. Resolution requiring a site visit must be completed within 36 hours.
 - 5) Agency reserves the right and ability to establish and/or change the priority level for each occurrence.

 Legacy has acknowledged, agreed and will comply.

24/7/365 LIVE CUSTOMER SUPPORT

The Company will also provide the facilities with 24-hour customer support 365 days a year, **including holidays**. Legacy owns and operates its own 24/7 customer care center staffed with live personnel that are available at all times. Legacy's 24-hour toll free number to access our Correctional Facility Support Center is **877-700-5534**. Legacy not only believes in a Customer First philosophy – we actually deploy one. We understand the importance of providing a quality service to the inmates – and the absolute need for our system to be operational at all times for investigators to access information that could help solve crimes before they happen. **Legacy will also provide twenty-four hour customer support for friends and family of the inmates.**

GUARANTEED SERVICE LEVELS

Legacy's network is managed and maintained by its own expert network and IT personnel, 24-hours a day. All system features are monitored by live personnel as well as a state-of-the-art self diagnostic system. Located on the following pages is our guaranteed Service Level Responses times. These service response times are detailed in the Company's standard service agreement and illustrate our dedication to providing a superior service and support program for our clients. We encourage the Department to call our references so our clients can confirm on our behalf our ability to respond to service and repair requests in a quick and efficient manner. The iCON system is completely redundant with architecture that encompasses call processing in Legacy's nationwide, carrier-grade telecommunications network. The Company will utilize dedicated circuits that will serve as an entry-way in to our network further decreasing and chance of any major outages.

The Company utilizes three (3) service level categories; Minor (Priority Level 3), Major (Priority Level 2), and Emergency (Priority Level 3). The assigned priority level will be at the sole discretion of the Department. Generally the categories are usually defined by the following:

Minor Service Category (Priority Service Level 3)

A "minor" service category is assigned to any trouble report or service request that effects:

- one (1) individual inmate phone is non-operational
- static or other noise heard on the telephone line
- block or free call number entry or other iCON system administrative action needed
- new or customized report needed





- additional service requested
- additional training requested

All minor categories will be addressed **immediately** by our National Account Coordinator with resolution provided within eight (8) hours of the report or request. In most instances these trouble reports and/or service requests will be handled directly by Legacy's support administrators or assigned National Account Coordinator (Eddie Mendez).

Major Service Category (Priority Service Level 2)

A "major" service category is assigned to any trouble report or service request that effects:

- two (2) or more inmate phones not operational
- call detail report information not listing on iCON system
- call recording or live monitoring utilities non-operational or malfunctioning

All major categories will be addressed immediately by our support administrators with resolution provided within four (4) hours of the report. Legacy's administrators or local technicians will coordinate any equipment replacement needed. Legacy's Information Technology (IT) department will address and iCON related issues that may be the cause of a Major Service Category.

Emergency Service Category (Priority Service Level 1)

An "emergency" service category consists of any report of 25% of inmate telephones being disabled in *any* location or any occasion where iCON cannot be accessed by the Department or facilities. An "emergency" trouble report is immediately responded to and a service technician is guaranteed on-site within two (2) hours of a report.

The iCON system features a state-of-the-art Service Report feature that allows facility personnel and our personnel to report and track service and repair requests – real time. These reports can be made from on or off-site. **Once a report of service or system trouble has been made iCON simultaneously contacts Legacy's personnel via e-mail and cellular phone.**

The staff will have the ability to track work that is being performed on the service ticket and all Legacy technician notes on problem resolution. Additionally, the system will file all service and repair requests for the facilities tracking throughout the life of the Agreement. Legacy has offered local technical support for immediate response and on-going maintenance and inspection. **By doing so we also help keep much needed revenue dollars in West Virginia.** In order to maintain optimal performance from the furnished equipment and inmate telephones, Legacy technicians will visit the facilities on a periodic basis to inspect all site equipment.

- 5.21. Vendor shall provide on-site field support from qualified technicians to be available 24/7/365. Refer to Section 5.20 for response and resolution timeframes. Vendor must provide a minimum of three (3) technicians that reside in the State of West Virginia.

 Legacy has acknowledged, agreed and will comply.

Legacy agrees to provide three (3) full-time (40 hours per week) On-Site Administrator (OSA's) to be readily available to provide technical support, troubleshooting, repairs and to help administer iCON for the facilities. Legacy will offer to retain the current OSA's should the Agency be happy with their current performance and if permitted by the current vendor. Should the current OSA's be retained, Legacy would provide thorough training of its system prior to installation.

Should the retention of the current OSA's not be possible or desired, Legacy will provide a dependable and experienced individual to provide technical support and administrative functions for the facilities.



Legacy requires communications, information system technology, and customer support experience in each of our OSA's. Legacy has supplied references at the request of the Department.

Hampton Roads Regional Prison in Virginia and Fresno County Detention Center are currently utilizing full-time Legacy OSA's. We encourage the Department to reference their performance with the facilities. Hampton Roads Regional has over 168 inmate telephones in operation with an Average Daily Population of 1,300. Fresno County Detention Center is multi-facility with 3,900 Beds, and 3 Jail Complex's. Based on our experience working with correctional facilities the size of the Department, we know how important it is to have OSA's in place to assist with staff training, commissary funds, database maintenance, report preparation, investigation, telephone system report, etc.

- 5.22. The inmate telephone system must be a non-coin operated telecommunications service, using line-powered instruments compatible with Agency's current wiring at all sites. In the event, new wiring is required at onset or with future expansion, Vendor shall be responsible for supplying and installing said wiring.

 Legacy has acknowledged, agreed and will comply.

- 5.23. All services and equipment provided by Vendor must comply with all current and future federal, state, and local laws, rules, and regulations, as well as internal Agency policies and procedures. Vendor must be properly authorized by appropriate governing or regulatory entities to provide inmate telephone systems.

 Legacy has acknowledged, agreed and will comply.

- 5.24. Vendor's inmate telephone system must meet all ADA standards, including the installation TDD technology and hardware when requested by the Agency.

 Legacy has acknowledged, agreed and will comply.

Legacy's implementation of inmate telephone service will insure complete compliance with all ADA and Title 24 Requirements. Legacy installation team is well versed in all aspects of the American Disabilities Act specifically Appendix A to Part 1191 that directly deals with public access telephones. Legacy will insure that each housing unit has at least one inmate telephone installed at a height no more than 54 inches from the floor and is accessible and compliant to the ADA.

Legacy will provide the Department with the same highly secure TDD units we have currently installed at facility's nationwide for deaf inmates to place calls. All handicapped accessible and TDD telephone units will meet American with Disability Act (ADA) standards. Legacy proposes to provide the vandal-resistant Ultrachic Model M120 or 4400 (Department Option). The Model M120 is designed to retract from a Pedestal. The M4400 is mobile. Legacy will add TDD phones as needed throughout the contract period. The keypad includes a stainless steel keyboard template, keyboard keys and LCD display. Special security screws and fasteners are utilized to ensure no tampering.

Standard features of this TDD phone include:

- ✓ 32k memory
- ✓ Turbo Code® and Auto IDTM
- ✓ E-Turbo for simplified relay calling
- ✓ Direct connect to Inmate Telephone
- ✓ Built-in ring flasher
- ✓ Auto-Answer (with programmable message)





- ✓ Auto-busy redial, Wait for Response and 3-way calling
- ✓ Remote message retrieval
- ✓ User-programmable Relay Voice Announcer
- ✓ Keyboard dialing, follow-on dialing, tone or pulse dial
- ✓ Memory dialing/redial
- ✓ Stainless Steel keyboard built specifically for the correctional environment
- ✓ Keyboard remains protected by metal drawer until a TTY call is placed
- ✓ GA/SK and arrow keys
- ✓ Maximum protection against vandalism

Legacy's TDD service includes an advanced feature that will allow each facility the ability to provide TDD service to selected inmates while providing security that unauthorized users cannot access the Call Relay Service. Hearing impaired inmates will be identified through the iCON portal as hearing impaired and TDD phone eligible in the Inmate Registry. This is available as an "inmate" level configuration in the Registry; starting at the main screen by clicking on the "Inmate" tab, then selecting the "Inmate List", then selecting the appropriate inmate name, and then "checking" the "TTY" box:

By "clicking" on the TTY box in the inmate registry the Agency can allow access *only* to selected inmates to use TDD services.

Please See Attachment: Equipment Catalog

- 5.25. Vendor must obtain approval from Agency prior to cutting into girders, beams, wall, flooring or any other structures that may impair fire or moisture-proofing or cause structural damage.

 Legacy has acknowledged, agreed and will comply.

- 5.26. Vendor must use new materials for wiring, which must be clearly marked at both ends and comply with current Electronic Institutional Association/Telephone Institutional Association specifications. No exposed wiring is permitted. To be run with industry standard telephone cabling CAT 5 cable or category 325 pair cable as necessary. All wiring infrastructure installed by Vendor shall become the property of the Agency upon expiration or termination of said Contract.

 Legacy has acknowledged, agreed and will comply.



5.27. Vendor shall reimburse Agency for any damage to Agency's property caused by Vendor during the term of this contract.

 Legacy has acknowledged, agreed and will comply.

5.28. Vendor must affix labeling to all telephones with clear and concise dialing instructions, including notification that all calls are subject to monitoring and recording. Labels must be printed in both English and Spanish or as required by the Agency.

 Legacy has acknowledged, agreed and will comply.

All proposed inmate telephones are manufactured with reinforced instruction card windows. Legacy will supply all phones with easy to read, clear and concise phone instructions cards in English and Spanish to educate inmates on phone usage.

5.29. Vendor must supply only new telephone equipment. Said telephone equipment must be sturdy, non-coin, vandal resistant and armored with durable tamper-proof construction appropriate for a correctional environment. Agency recommends all Vendors provide a live demonstration of phone system at oral presentation. Agency requires all vendors to bring a sample of the inmate telephone/handset to the oral presentation.

 Legacy has acknowledged, agreed and will comply.

The Company will furnish the facilities with new, line powered inmate telephones. Legacy will also add and/or subtract any number of inmate phones the Department request at no additional cost. We intend to utilize the Telcom Marketing Group Inc. (TMG) CT-1000 inmate phone for this project. Each telephone is constructed of correctional-grade stainless steel, is tamper-free, and designed to withstand harsh penitentiary environments.

The proposed inmate phones will be securely mounted and will require a designated security screw tool in order to access the phone's interior. All phones are rated to withstand over 1,500 pounds of pressure and compatible with most standard mountings. We must also mention that the length of each handset cord can be configured at any length required by the facilities. **Our installation team will insure that all telephone access is fully compliant with ADA standards.**

TMG CT-1000 Full Feature Inmate Phone



- 14-gauge stainless steel construction.
- Tamper resistant locking system.
- Built in volume control.
- Calling card service compatible.
- Reinforced instruction card window.
- Heavy-duty armored handset.
- Hearing aid compatible.
- Anti-static receiver.

The Company is also able to install "hands-free" inmate telephones in any requested high security areas as needed. These "hands-free" inmate telephones are most commonly utilized in highly secure areas and limit chances that the telephone can be utilized by the inmate to cause harm to themselves or others.



Technical Specifications

- High-Security, 14 Gauge Stainless Steel Housing
- On/Off Button for Hookswitch
- Technician Set for External Button
- Built-In Confidencer Function
- Direct Wall Mount or TM-178A Backboard
- Modular or Spade Connection
- No A/C Power required
- 20mA minimum to 80A maximum line power
- Meets FCC Parts 68 and Bellcore TR-TSY-000450
- Meets Water spray Test Bellcore TR-TSY-000456 7.2
- FCC Registered: 1U8USA-74411-CC-T
- Operating Temperature -40° to 140° Fahrenheit
- Dimensions: 11 ½" H x 8" W x 2 ½" D
- Instruction Card: 2 ½" H x 5" W

Please See Attachment: Equipment Catalog

- 5.30. Vendor, as well as Vendor's subcontractors, shall clean up and remove all trash from installation areas. No equipment, parts or inventory shall be stored onsite unless approved by Agency.

(D) Legacy has acknowledged, agreed and will comply.

Legacy's implementation team will ensure the clean up and remove all debris and packaging materials resulting from work performed. The Company will not store equipment, inventory or spare parts at the facilities. We will maintain an inventory of standard parts and equipment at the local technician warehouse.

- 5.31. Vendor shall provide a report to Agency listing the following:
- a) Telephone numbers
 - b) Equipment identification numbers
 - c) Location of equipment

(D) Legacy has acknowledged, agreed and will comply.

- 5.32. Agency ID cards will be provided to Vendor's personnel for entry into the facilities. Sites reserve the right to search any deliveries, mail or packages received at the site prior to being delivered inside of the security perimeter. Contract workers/visitors are subject to search of their person, vehicles and personal items before entering the site. Such searches may be pat down searches, searches by metal detectors, or searches by Agency canine unit. Agency has authority to deny access. Vendor's personnel shall comply with all Agency policies and procedures.

(D) Legacy has acknowledged, agreed and will comply.

- 5.33. Vendor's personnel and subcontract personnel shall obtain, at Vendor's cost, background security clearance prior to arrival at the facilities.

(D) Legacy has acknowledged, agreed and will comply.

Legacy will provide the Agency with a list of employees who will require access to the detention facilities in order to provide services under the Agreement. All Company employees entering the facilities will participate in background checks prior to entering the facilities at no cost to the Agency.



- 5.34. Vendor shall install adequate surge and lightning protection equipment for the inmate telephone system.
- 5.35. Vendor shall provide UPS back-up power. No separate power supply is required. It should be a minimum of thirty (30) minutes to allow for a safe shutdown of the system during power interruption.
- 5.36. In the event of a power outage, the inmate telephone system must automatically shut down without losing any calling data. Once power is restored, the phone system must have an automatic restart feature.

 Legacy has acknowledged, agreed and will comply.

Legacy's nationwide interexchange network is the backbone of the iCON inmate telephone system. **Emergency generators are in place at each point ensuring over 72-hours of alternate power in case of emergency.** Legacy will also provide and maintain an adequate number of appropriately sized APC Smart Uninterruptible Power Source (UPS) systems with surge protection and line conditioning. These systems will be capable of supporting all on-site components including; administrating PC's, Channel Banks, and Routers for a minimum of four (4) hours. The APC models utilized by Legacy can be monitored remotely.

The iCON system is largely housed off-site, any power failure at the facilities would not affect call data – and as soon as power is restored the system would be on-line without any technical visit needed. The installed equipment will automatically reset programming upon power restoration.

- 5.37. System Features and General Operation:
 - 1) Must process all inmate calls on an outgoing, station-to-station, prepaid basis

 Legacy has acknowledged, agreed and will comply.

Legacy is proposing its state-of-the-art iCON ITS system. iCON only permits outgoing collect calls, one-way outgoing, station-to-station (landline or cell phone) calls billed to the called party, or outgoing calls charged to a debit card, cardless debit, and pre-paid system.

- 2) Must limit one call per connection

 Legacy has acknowledged, agreed and will comply.

The iCON system proposed to the West Virginia facilities utilizes numerous fraud detection features including the prevention of chain-dialing or secondary dial tones. All telephones in the facilities will be limited to one call per connection. iCON does not provide inmates with a second opportunity to dial a number without the inmate hanging up the telephone receiver after the first call is completed. As soon as the switch hook is depressed, the current call is immediately disconnected and the automated operator call prompts begin.

- 3) Must block all incoming calls

 Legacy has acknowledged, agreed and will comply.

The iCON system only permits inmates to make outgoing calls via its automated operators. The system will never allow incoming calls to the facilities.



- 4) Must process all calls by an automated operator. Access to live operators is not permitted at any time.

 Legacy has acknowledged, agreed and will comply.

Legacy's system for the facilities will provide inmates with simple voice prompt instructions via an automated operator while making a call. Inmates will never have access to a live operator. **The standard language settings include English and Spanish** automated responses and the facilities may request any language to be added to the system throughout the contract period. **The system can play up to any ten (10) language options to the inmate.** Inmate may choose the preferred language by using a single digit code. Legacy will customize its automated IVR's to meet the requirements of the facilities.

Legacy's IVR can play back any language required by the facilities, including but not limited to:

English	French	Korean	Japanese
Spanish	German	Russian	French Creole
Vietnamese	Tagalog	Polish	Greek
Cantonese	Italian	Arabic	Hindi
Mandarin	Armenian	Portuguese	Persian

- 5) The inmate shall be placed on hold after the dialing sequence in order to prohibit the inmate from monitoring or communicating with the called party. Once the call is accepted by the called party, the inmate will be connected.

 Legacy has acknowledged, agreed and will comply.

- 6) Must be able to inform the called party of any and all charges for the call, prior to accepting the call.

 Legacy has acknowledged, agreed and will comply.

Prior to the called party accepting the inmates call, the automated operator will provide the party with calling rates to the phone call they are receiving. iCON's IVR requires positive acceptance of the rates and monitoring by the called party before it connects the inmate and begins charging.

The company utilizes Intel Dialogic telephony cards to power its IVR responses and answer supervision. **A call cannot be connected without call positive acceptance under any circumstance.** DTMF, pulse-dial and Rotary-dial responses are 100% accurate utilizing this technology – without exception. Calls cannot be billed to answering machines, fax machines, or computer modems utilizing this superior technology. A DTMF, pulse-dial or Rotary signal of "1" must be received for a call to bridge and connect. Billing time does not begin until such time the called party has pressed "1" to accept the call. iCON tracks and logs all call made with identifying data including number dialed, duration and information which identifies resident.

- 7) Must have pre-recorded message announcing to the called party that this is: collect call (if applicable), name of facility, inmate name placing the call, and that the call is subject to being monitored and/or recorded. The system shall, at a minimum, have multi-lingual capabilities for English and Spanish.

 Legacy has acknowledged, agreed and will comply.

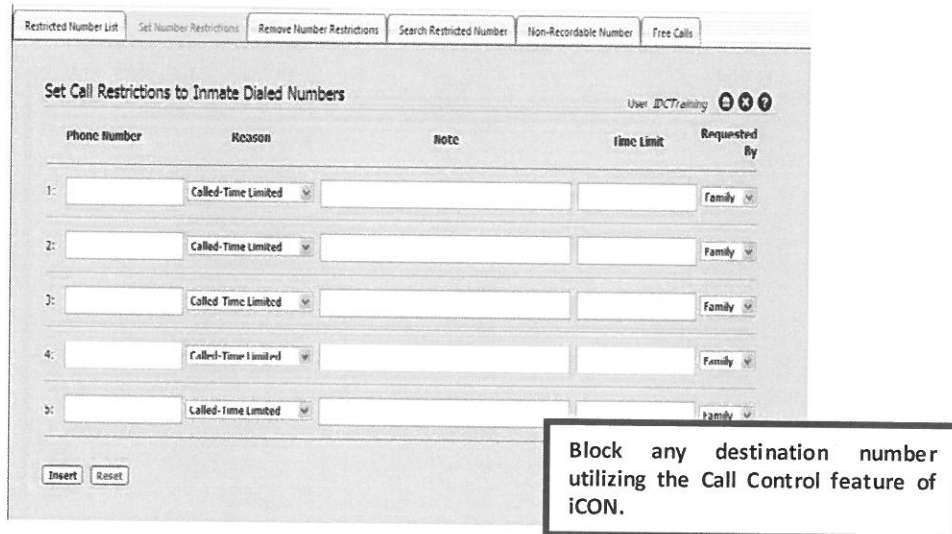


Every inmate call placed from the facilities will be processed by Legacy's automated operator, and will be branded with a pre-recorded message announcing the collect call, name of the facility and the name of the inmate initiating the call, in addition to notifying both parties that "All calls are recorded and may be monitored".

- 8) Must provide Agency with the ability to program allowed or blocked numbers, either globally or by inmate.
- 9) Must deny access to 800, 888, 877, 411, 555-1212, 900, 911, 950+1, 976 or 10-10xxx numbers and allow blocking of specific telephone numbers.

 Legacy has acknowledged, agreed and will comply.

The iCON system Call Control feature provides the facilities with the ability to block an unlimited amount of numbers in "real time" having an immediate effect in the system. Upon installation of our services at the facilities, Legacy will pre-load all current facility blocked numbers in to our system allowing for a smooth transition. Number Restrictions can also be set for a large range of NPA-NXX (prefix) sequences utilizing this utility – a simple drop down option is provided for this use. Numbers may be blocked from any PC or laptop with access to the iCON system from on or off-site. Calls can be blocked by individual telephone or group of inmate telephones.



The iCON system does not allow for calling to 0, 00, 911, 411, 555 Directory Assistance, any toll-free sequence (800,888,866,877), or 900/950 numbers. All calls are processed directly through Legacy's network with no involvement with the local telephone company assuring access to pre-approved destination numbers at all times. Each attempted call is first validated through the national Line Information Database to ensure no call is routed to any number where "collect" call blocks have been requested through the applicable local exchange company or to numbers that may have been subject to third party fraud in the past.

Called destinations have the ability to block their telephone numbers from further calling from the facilities by pressing "3" when prompted to do so. Call blocks are instantaneous upon request.

- 10) Must allow free local calls to designated numbers, such as Public Defenders, Rape Crisis Centers, Prison Rape Elimination Act Hotline, and Critical Incident Hotline.

 Legacy has acknowledged, agreed and will comply.



The iCON system has the ability to designate numbers (ex. attorneys and bonding companies) that inmates are allowed to call at no cost. **The system gives staff the capacity to designate free call numbers to the entire inmate population, a segment of the inmate population (inmates with impairments), or individual inmates.** The iCON system also allows for pre-authorized “free” calls specifically for the purpose of allowing communication to any parties the Department deems acceptable. Legacy can also pre-load any existing “free” numbers in the system as part of the installation process.

Free Call Assignment Screen

Restricted Number List
Set Number Restrictions
Remove Number Restrictions
Search Restricted Number
Non-Recordable Number
Free Calls

Add or Modify Free-Call Numbers

User: IDCTraining

Phone Number	First Name	Last Name	Description/Notes	Inserted By	Inserted Date		
1888856345				Admin	4/27/2009	Delete	Edit
1888856345				Admin	10/6/2011	Delete	Edit
2027281600				Admin	4/27/2009	Delete	Edit
2027281600				Admin	10/6/2011	Delete	Edit
2146783616	Dan	Farver	Texas Caseworker	DHupp	6/3/2009	Delete	Edit
3082933330	Jeff	Baker	Caseworker	JMachmer	3/17/2010	Delete	Edit
3083247618	Sara	Stouffer	caseworker	AThompson	5/10/2010	Delete	Edit
3083805585	Brea	Word	OJS Case Manager	DHupp	4/8/2011	Delete	Edit
3083814532	Jerry	Fogarty	Attorney in Grand Island	DHupp	4/27/2011	Delete	Edit
3083823510	Thomas	Kovanda	Attorney (per ABT)	IMHood	12/22/2009	Delete	Edit

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Displaying page 1 of 39, items 1 to 10 of 387.

11) Must be able to control call duration based on time limits or time of day restrictions.

Legacy has acknowledged, agreed and will comply.

iCON will automatically shut off inmate telephone at designated times set in the Inmate Phone Schedule. Legacy’s implementation team will set the initial schedule as designated by the facilities. Inmate Phone schedules can be changed at anytime and can be customized to meet the exact parameters of the facilities. Facility personnel will have access to change phone schedules from any PC from on or off site. Inmate Telephone schedules can apply to all inmate telephones, individual inmate telephones, or housing areas specified in the Facility Configuration Module.



The screenshot shows the 'Facility Configuration Utility' interface. On the left, there are buttons: 'Block Selected', 'Block All', 'Allow all', 'Update', and 'Close'. The main area displays a calendar for the week of Sunday through Saturday. Each day has a grid of checkboxes for hours 0 through 23. To the right of each day's grid are 'From' and 'To' dropdown menus. A callout box on the right lists the scheduling options:

- Time of Day
- By Hour
- Day of Week
- Holiday Schedules
- Full System Shutdown

12) Must be able to set limits by housing units, individual inmates, and facility or destination numbers.

Legacy has acknowledged, agreed and will comply.

Facility staff and/or Legacy's personnel can set a maximum call time limit for the facilities, individual inmate or group of phones in the Facility Configuration Utility of iCON. If the facilities are utilizing iCON's PIN application, the maximum time limit on each call can be set by inmate PIN as well. **The automated operator will notify the inmate and called party two (2) minute prior to disconnecting the call.** The PAN feature also allows for set durations by dialed number. Legacy will pre-set the system to allow a maximum of fifteen (15) minutes for all calls. Maximum duration can be applied to one inmate telephone or group of telephones as needed.

The screenshot shows the 'Setting Up New Facility' configuration screen. It has tabs for 'Layout', 'Configure', and 'Schedules'. The 'Configure' tab is active. The screen is divided into 'Facility Info' and 'Configuration' sections. The 'Facility Info' section includes fields for Name, Address, City, State, Phone, Contact Name, Contact Phone, and Contact Email. The 'Configuration' section includes a field for 'Max Call Duration (Minutes)' set to 20. A callout box points to this field with the text: 'Maximum call duration for inmate calling can be set in the Facility Configuration if the facility wishes to set a maximum duration that applies to all inmates.'

The PAN feature also allows the facilities to set maximum call durations by PIN. The facilities will have the ability to change the maximum call duration at anytime. An Administrator level password is required to change any facility configuration.



The screenshot shows a web application interface for setting up new inmates and call alerts. At the top, there are tabs for 'Register', 'Inmate List', and 'Search Inmate'. The main title is 'Set Up New Inmates and Call Alerts'. Below this, there are three main sections: 'INMATE INFO', 'CONFIGURATION', and 'ALERT'. In the 'INMATE INFO' section, there are fields for 'Auto Generate ID', 'Debit Card Option', 'Inmate ID', 'Last Name', 'First Name', and 'Middle Initial'. In the 'CONFIGURATION' section, there are checkboxes for 'Inmate Suspension', 'Assign To', 'Maximum Call Duration' (set to 15), 'PAN', 'PRN', and 'Day/Time Restriction'. There are also dropdown menus for 'Select A Division', 'Select A Location', and 'Select A Station'. In the 'ALERT' section, there are fields for 'Email', 'Cell Phone (alert via text message)', 'Phone (alert via recording message)', and a 'Select your cellular carrier' dropdown. There are also frequency selection buttons for 'Hourly', 'Daily', 'Weekly', and 'Monthly'. A callout box with an arrow pointing to the 'Maximum Call Duration' field contains the text: 'Maximum call duration can also be set by Inmate PIN should the facility wish to utilize different maximums depending on inmate.'

- 13) Must have voice biometric technology integrated and offer related analysis tools and capabilities. Preference will be given to systems that have continuous voice analysis throughout the call duration. Agency will not accept "beta" for unproven technology. If offering continuous voice verification, please include a reference where this service has been in place for a minimum of 6 months.

ID Legacy has acknowledged, agreed and will comply.

ICON VOICE BIOMETRICS

The iCON System features an ultra-modern Voiceprint Identification feature. Unlike many of our competitors, the Company does not add additional fees or charges to the inmate call when this service is utilized.

- Confidential – Trade Secret Information -

Legacy has created a state-of-the-art Voiceprint verification system to help authenticate the inmate PIN. The iCON system, powered by Voice Biometric Groups VMM-1 voice biometric decision engine, can provide the facilities an option to utilize Voiceprint technology to authenticate an Inmate prior to allowing a call to be processed. This technology can also be utilized to verify call recordings at the request of the Department.

Technology

The VMM-1 voice biometric decision engine is the result of years of research and practical, field-based experience. The engine uses statistical pattern matching techniques, advanced classification methods, and inputs from multiple mathematical algorithms to properly verify or identify speech. The basic processes performed by the VMM-1 engine are:

- ✓ **Analysis and Filtering:** All Inmate audio samples are thoroughly evaluated before they are sent to the voice biometric decision engine. This ensures that the requested enrollment, verification, or identification process will be successful.



- ✓ **Feature Extraction:** The unique audio characteristics of speech are extracted vocal features, modeled, and synthesized into voice prints. The engine uses a combination of MFCC, LPC, and other proprietary features set within the VMM-1 engine.
- ✓ **Algorithms:** To improve accuracy and reliability throughout the correctional setting, the VMM-1 engine uses a number of different decision algorithms including; DTW, LBG, GMM and SVM. **Legacy works with each department setting and sets these algorithms based on the environments needs.**

Inmate Enrollment Process

An inmate's voice print will be logged when they first attempt to make a call utilizing their PIN at any inmate telephone in the Jail. The process of creating a voice print is called "enrollment".



Once the inmate PIN is entered, the system will ask the inmate to repeat several numbers. The voice samples given will be first evaluated by the VMM-1 engine for unique vocal features from the samples. If the samples are sufficient content and quality, a voice model will automatically be created and marked for the Inmate PIN.

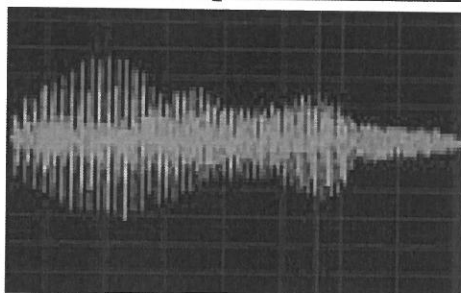
Extracted features are benchmarked relative to universal background models or cohort models, and are then further refined into a mathematical model that uniquely represents an inmate's speech pattern. This is the "voice print" authentication utilized for all future verification.

Voiceprints are not .WAV or audio files. They are statistical representation of speech and thus cannot be stolen or used anywhere except within our system.

Inmate Identification Process

Once an Inmate has enrolled his voice print in to the system he will be prompted to speak his PIN number. The inmate must first enter his/her PIN number on the keypad. The system will then ask the inmate to say his PIN number to verify his/her voice print. If the voice print matches the voice print on file in the Inmate Registry, the call can proceed. In the event the voice print does not match the inmate will be notified that the call cannot proceed. Note: the system can be set to allow the call to proceed even when a voice print is not matched – if the Department wishes the system will simply Alert staff via e-mail or cellular text message when a PIN has been utilized that does not match the Voice Print on file in the registry. **The iCON system also produces a report of all PINs attempted that did not match voice prints on file.**

Inmate Voiceprint Verification Process



Once the Inmate has submitted his/her voice sample prior to each call the iCON system creates a temporary voice template (voice print). This temporary voice print is compared to both the reference voice print in the Inmate Registry and the "generic" voice print information from universal and cohort models. A score is derived for how closely the temporary print matches the reference voice print *PLUS* the relative score of the temporary print in the cohort models. This dual scoring system provides greater matching accuracy.

Legacy will work with the West Virginia facilities on setting thresholds for voice print scoring. The VMM-1 engine is fully tunable and can operate at any desired confidence level. Whatever confidence threshold the Agency may require under this contract, that level must be met for a call to proceed. There are many considerations the facilities must evaluate prior to setting the confidence level such as; background, noise, and environment of the located inmate telephones.



Voice Biometrics Group was selected in concert with Legacy's iCON because of its standing as a leading provider of voice biometric identification and verification software and delivery systems. Identity theft for inmate calling is a problem our clients are faced with daily. While iCON's state-of-the-art PIN application can help reduce and identity theft by large margin, some institutions are looking to increase identity protection for use in a court of law.

- 14) Must provide an integrated capability to monitor, record, store and retrieve inmate phone conversations on a real time basis. Recordings must be stored online for the entire contract term with the option to archive to removable/portable storage media. All recorded phone conversations are the property of the Agency.

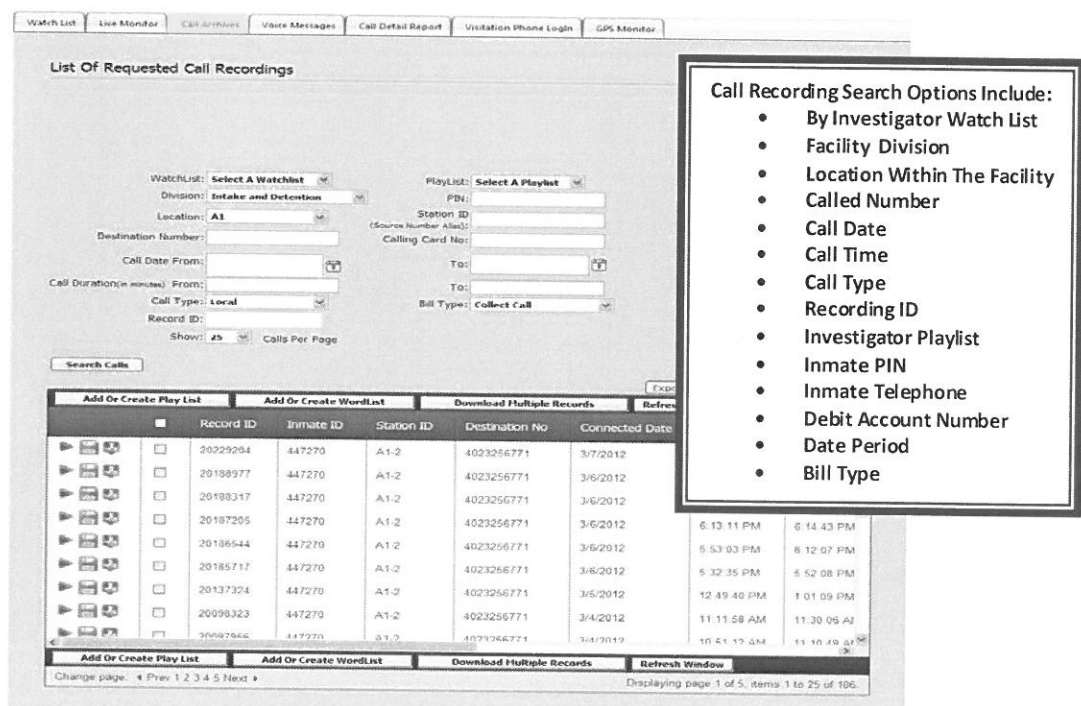
 Legacy has acknowledged, agreed and will comply.

iCON is a web-based ITS providing the West Virginia facilities investigators with the ability to access the complete system, including full functionality, call recording and monitoring, data and reporting, from on or offsite via any approve PC, laptop, or mobile device using an internet connection and Internet Explorer 6.0 or greater, Google Chrome, and Firefox.



The iCON system features comprehensive Call Detail Record, Call Recording and Live Monitoring utilities. These system services do not require specialized equipment and can be accessed directly from the iCON System. **As demonstrated throughout our RFP the iCON system can be accessed from any existing PC or laptop from on or offsite.**

The Call Recording Archive feature reflects recordings from every single call attempted through our service – unless otherwise indicated as non-recordable in the system. Call Recordings can be searched by investigator Watch List, Inmate Telephone, Called Number, Date, Time, Call Type, Call Recording ID, Bill Type, Debit Calling Card, Inmate PIN, or by previous play list (see following page). All Call Recording Detail contains the result of the call attempt (completed, denied, blocked, etc.).



Call Recording Search Options Include:

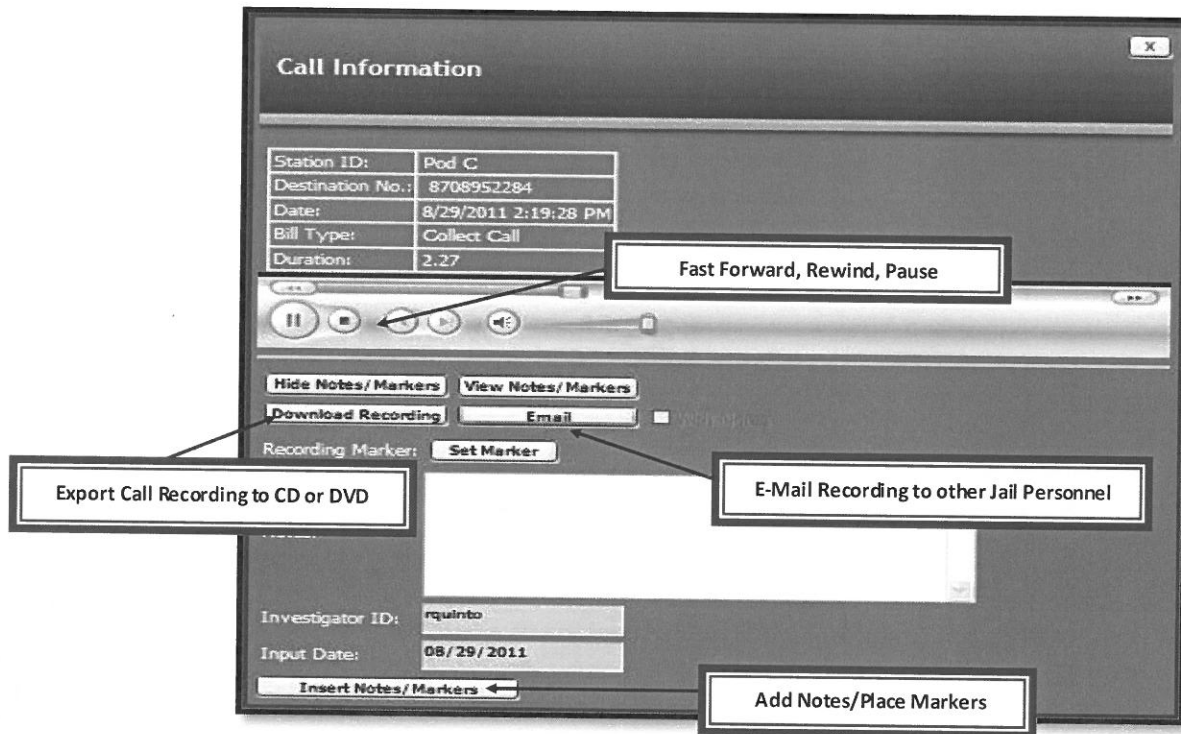
- By Investigator Watch List
- Facility Division
- Location Within The Facility
- Called Number
- Call Date
- Call Time
- Call Type
- Recording ID
- Investigator Playlist
- Inmate PIN
- Inmate Telephone
- Debit Account Number
- Date Period
- Bill Type

Record ID	Inmate ID	Station ID	Destination No	Connected Date
20229264	447270	A1-2	4023256771	3/7/2012
20188977	447270	A1-2	4023256771	3/6/2012
20188317	447270	A1-2	4023256771	3/6/2012
20187205	447270	A1-2	4023256771	3/6/2012
20186544	447270	A1-2	4023256771	3/6/2012
20185717	447270	A1-2	4023256771	3/6/2012
20137324	447270	A1-2	4023256771	3/5/2012
20098323	447270	A1-2	4023256771	3/4/2012
20087946	447270	A1-2	4023256771	3/4/2012



Call Recording Playback

Standard Windows Media Player from any security approved PC will playback any call recording from iCON (on or off-site). There will be no need for the personnel to modify existing on or off site PC's to listen to system call recordings. Once a call recording has been selected the call will begin to play almost instantaneously.



Investigators will have the ability fast forward and rewind any call recording from the Call Playback Utility. This advance feature will also provide the facilities the ability to place notes and markers in any call recording. Other advanced features include providing the ability to E-Mail the call recording to interested parties directly from the system. Call Recording can be exported to Flash Drive, CD or DVD format by a simple click of a button.

Live Call Monitoring

The West Virginia investigators can monitor any in progress call from on or off site. Legacy's live call monitoring feature also allows investigators to download the call to CD or local PC Drive once completed. Investigators can add notes and place makers as they monitor. iCON also provides an option for the investigator to disconnect the call in progress. Neither inmates nor the called party will be aware when an investigator is listening to the call. The Live Monitoring Utility allows investigators to view all calls in progress or to view calls by a pre-set Watch List. Utilizing the Watch List Utility of the system, investigators can create Lists of interest and upon logging in to the system to Live Monitor iCON will display all calls in progress utilizing the criteria set in the selected Watch List. Legacy's monitoring utility also can provide investigators with an option to conference in to an on-going call from off-site via their cellular or home number.

Non-Recordable – Monitoring

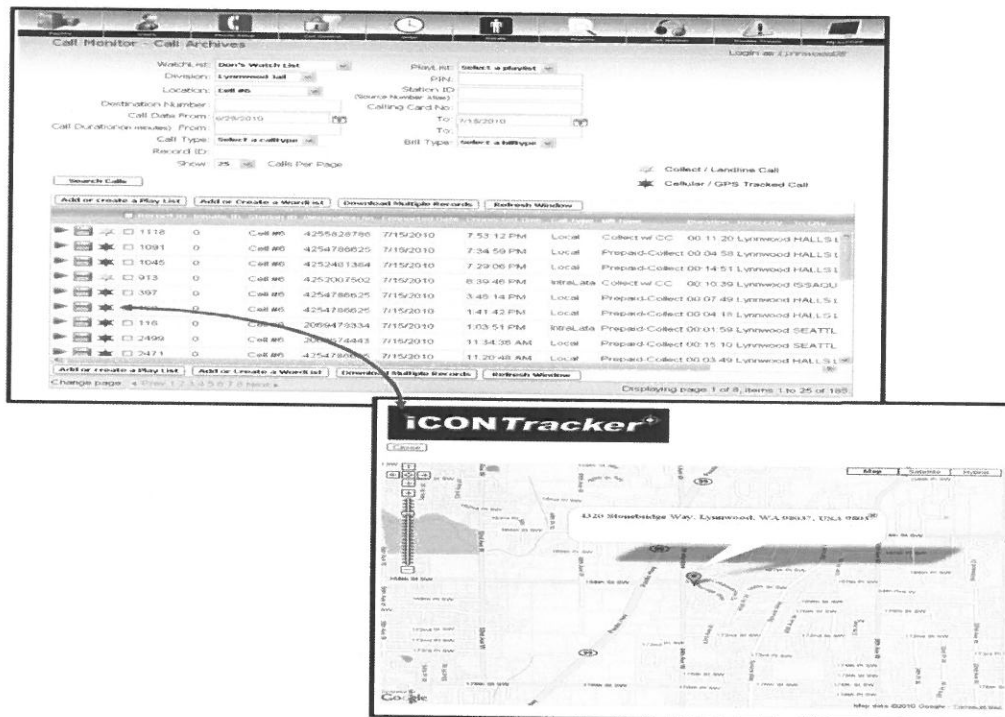
Every call attempt will be recorded unless designated as "not recordable" by the facilities. The iCON systems Call Control Utility provides a Non-Recording (monitoring) feature that will allow the facilities to enter a limitless amount of destination numbers that cannot be recorded or monitored. As



part of our installation process, Legacy will ensure that all destination numbers that are currently blocked from monitoring or recording are still blocked when we transfer the facilities to our service.

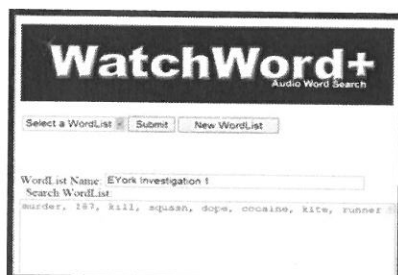
Address Lookup – Location Based Service

Utilizing the Call Archive Utility Investigators will have the ability to retrieve called number information including address and last known owner.



Call Recording Audio Mining Word Search Utility

The iCON system includes an Audio Mining Word Search utility that we call Watchword+. Audio Mining can be applied to both Spanish and English Telephone Calls. iCON allows investigators to add “keywords” in to a Watch List category. By doing so iCON will search for the “keywords” in all call recordings. If that word is found the call recordings are placed in that Watch List and the investigators are notified by E-Mail, Cellular Telephone, or telephone number. Investigators may wish to utilize words such as “cocaine”, “kill”, “drugs”, “sneak-in”, “hide”, or even another inmates name in the Watch Word dictionary. There is no pre-set limit on the amount of words that can be utilized. The iCON system utilizes Dragon Audio Mining technology in provision of the Watchword+ program. This technology supports the absolute best success rate in the market. iCON’s Watchword+ Audio Mining utility will allow investigators to data-mine recordings including current slang, topics, and phrases. The utility allows investigators to create their own Search Dictionary for each Audio Mining requests. Slang words, phrases and even a suspect’s name can be added to the Search Dictionary. **This feature is currently available and being utilized by Legacy’s clients throughout the Country.**



The iCON systems Audio Mining Feature (WatchWord+) allows investigators to customize a Word List Dictionary to search for “key words” spoken in inmate telephone conversations. Investigators can set the system to Audio Mine all call recordings or by any date range, inmate telephone, specific called number(s), or by inmate PIN.



- 15) Must allow recording playback with the following features:
- a) Separate the inmate side of the conversation from the called party side of the conversation in order to play on separate speakers for detailed analysis
 - b) Accelerate or decelerate the conversation, isolating the talk path of either party
 - c) Skip pauses in the conversation, isolating the talk path of either party
 - d) Easily enter notes to removable/portable storage media.

 Legacy has acknowledged, agreed and will comply.

- 16) Must be capable of importing and presenting relevant inmate information as determined by Agency, such as gang affiliation or victim information.

 Legacy has acknowledged, agreed and will comply.

- 17) Must be capable of providing verified Billing, Name, and Address (BNA) for all Collect and Prepaid Collect numbers.

 Legacy has acknowledged, agreed and will comply.

- 18) Initial Prepaid Collect account setup for called parties must occur by Internet or live agent, and include collection of BNA information that is verified against secondary data such as credit card information or photo identification. No calls shall be completed without first obtaining verified BNA. BNA for an individual number shall be available by simply dragging over or clicking on the number displayed in the inmate telephone system Graphic User Interface. Vendor must describe their prepaid process in detail at their oral presentation.

 Legacy has acknowledged, agreed and will comply.

The Company provides several prepaid options to allow “collect” calling to areas where traditional collect calling is not possible. Legacy has several effective methods to allow inmates, friends, and family to establish accounts when accepting traditional “collect” calls are not an option. Prepaid services generally represent over 65% of the inmate telephone calling. Legacy has developed a prepaid program that it believes is the best in the industry, enabling friends and family to stay connected to the inmate. In addition to traditional Collect calling, Legacy offers inmates four dynamic methods for connecting to their loved ones — prepaid Collect, Inmate Debit Card calling, Inmate Cardless Debit and Direct Billing. These options provide inmates and their loved ones with a variety of ways to fund inmate calling, and they can facilitate more calls by connecting to telephone numbers that are restricted from traditional collect calling. By broadening the spectrum of calling methods and payment options available, Legacy delivers the most flexible, easy-to-use suite of calling services available in the inmate telecommunications marketplace today.

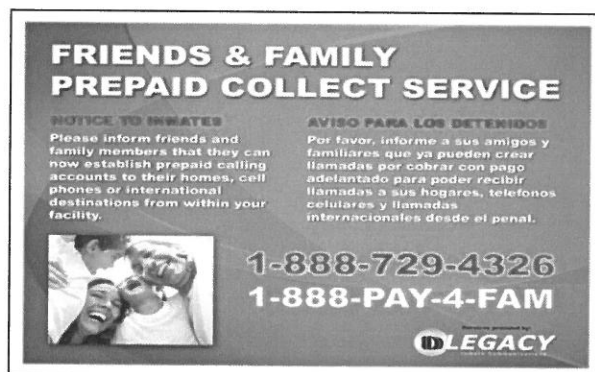


If an inmate's friend or family member is unable to receive traditional collect calls, or is simply interested in a more cost-effective calling option, they can pay in advance for collect calling time by opening a Prepaid Call account. Legacy's automated operators will allow collect calls to all destinations even when a number is called that has chosen a local exchange company that does not provide billing of “collect” calls. The wanted number will still be contacted and the Automated Operator will inform the called party that the “collect” call can be accepted utilizing a credit card. In the event that the called party does not have or does not wish to use a credit card the automated operator will inform the party



on how to set-up a pre-paid account by calling our 24-hour customer support number, connecting them to a representative in real-time, or visiting our website.

Prepaid accounts can be set-up 24-hours a day, 365 days a year by calling Legacy's toll free customer service number (888-PAY-4-FAM) or by visiting Legacy's websites (www.legacyinmate.com). Friends and Family can replenish existing accounts at anytime. An automated prompt will inform the accepting party of the amount of remaining funds available. This prompt occurs upon the acceptance of each call. Friends and Family may also check account balances online or by calling our 24-hour customer care center. Legacy deploys a 24-customer support call center – all calls to the center will be handled by live personnel. Legacy will also furnish the facilities with Friends & Family Prepaid Collect pamphlets in order to inform and generate interest in the program (previous picture). These pamphlets are provided in both Spanish and English. Legacy will also post information on bulletin boards (following picture), on how to establish Prepaid Collect accounts. **The Company does not apply hidden fees or surcharges.**

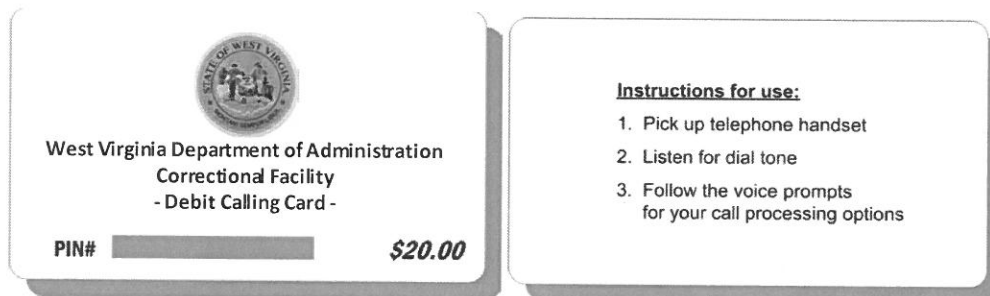


Pre-Paid Payment options include Cashier's Check, Money Order and:



Debit Cards:

The iCON system allows for the facilities to offer **Debit Card or cardless debit services**. **Legacy's Debit services can be utilized to call any destination worldwide.** Standard Card denominations are \$5, \$10, \$20, \$30, \$40, and \$50. The Cards are construction paper based ensuring that they cannot be utilized as a weapon.



The West Virginia facilities will be invoiced for all Debit Cards that are requested. The facilities will sell the Debit Cards via the Commissary or Cash Office and retain the funds. **The Department will receive the offered commission percentage as a discount on each purchased card.**



Inmate Prepaid Cardless Debit:

Inmate Prepaid Cardless Debit calling can be sold at the facilities for purchase by any inmate **allowing calling virtually to every domestic and international destination in the World.** A secure Debit account can be created upon booking or from the Commissary. It is also possible for family and friends can also fund an inmate's Debit calling by depositing money into the inmate's account by accessing Legacy's website, from the Cash Office or by Payment Kiosk. An inmate can use Debit calling time to call any facility - approved telephone number he or she chooses. The cost of each call is automatically deducted from the inmate's Debit account. Legacy Debit programs can be utilized to call any destination in the World. Instead of selling debit cards these same accounts can be setup via utilization of the Inmate PIN. Inmates can pre-pay for their calling at the Commissary and have those funds applied to their assigned PIN number. No need for a card. Using the Cardless Debit service inmates can deposit any dollar denomination they may require. Kiosks can also be utilized to fund Cardless Debit Accounts.

Traditional Collect:

Inmates will have the ability to place a "collect" call to any national line information database (LIDB) approved call destination in North America. A "Collect" call is only connected upon acceptance by the called party. As with all calls originating from the facilities, the called party will be notified that the call is originating from the West Virginia facilities. Call rates are provided to the called party *without* request. Most traditional "collect" calling is billed to the accepting party via their local telephone invoice. Collect Calls may also be accepted by utilizing a valid credit card. Collect calls are billed instantaneously upon call completion. Legacy possesses direct billing agreements with all major Local Exchange Companies, and where agreements are not direct all calls are billed by Legacy through a selected telecommunications billing clearinghouse. **Billing is available to every destination point that has selected a local provider that accepts operator service and long distance billing.**

Collect Calling to Cell Phones:



One of the major headaches facility administrators face is inmates not having the ability to call cell phones. Today's communication market actually distributes more cell phones than land lines which severely limit the ability of collect calling. **Legacy offers collect calling to all cellular telephones.**

International Collect Calling:



Over the past decade, many correctional facilities nationwide have seen a dramatic increase in Spanish speaking inmates. This increase involves a fair percentage of inmates that may have friends or family residing in Mexico. **The Legacy iCON platform provides collect and pre-paid collect call service to Mexico giving inmates the ability to place collect calls to most destinations within that country.** Legacy also offers services to allow traditional inmate collect calling to Canada, the United Kingdom, Japan, Germany, and the Caribbean Islands. Where traditional collect calls cannot be made, virtually any destination point in the entire World can be called utilizing any one of Legacy's prepaid calling options. **Our inmate telephone system has the ability to speak any language the Agency may desire.** Additional or multiple languages can easily be configured to provide endless possibilities. For concerned family members needing assistance, multi-lingual customer service representatives are also available 24-hours a day to answer questions on billing and set-up pre-paid collect services. **Debit Card, Cardless Debit or pre-paid services can also be established to call any Country – worldwide.**



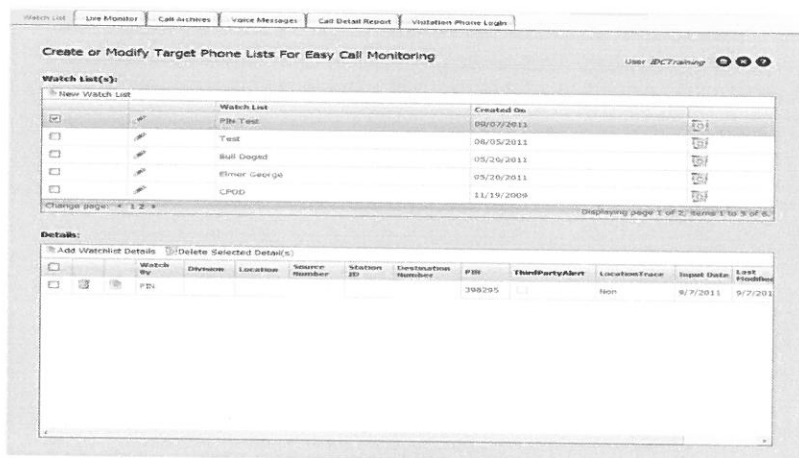
- 19) System must track IP addresses or other relevant identifiers for accounts funded online for use by investigative staff.

 Legacy has acknowledged, agreed and will comply.

- 20) Must provide the ability to place alerts on specific inmate PIN or destination number as determined by Agency. This function shall, 1) automatically call designated number(s) or otherwise alert Agency staff, according to preference, when a call is being placed; 2) offer live monitoring of alerted calls in progress; and 3) include a "find and follow" feature so successive staff numbers are called.

 Legacy has acknowledged, agreed and will comply.

The iCON system features a Hot Alert Watch List Utility that will allow investigators to pre-set call search criteria. Alerts may be set to alert investigators when an attempted call made to a restricted number, an attempted call using a restricted PIN, or an attempted call made from a restricted telephone. In addition, once a live (non restricted) call has been made utilizing the selected criteria the investigator will be contacted via Cellular Telephone, LAN Line Telephone Number, Text Message, or E-Mail.



Watch List(s)	Watch List	Created On
<input type="checkbox"/>	PIN Test	08/07/2013
<input type="checkbox"/>	Test	08/05/2011
<input type="checkbox"/>	Bull Dog	05/24/2011
<input type="checkbox"/>	Elmer George	05/26/2011
<input type="checkbox"/>	CPGD	11/19/2009

Watch By	Division	Location	Source Number	Station ID	Destination Number	PIN	ThirdPartyAlert	LocationTrace	Input Data	Last Position
<input type="checkbox"/>						398295		Item	9/7/2011	9/7/2011

Watch Lists can be set to target the originating number (inmate phone), originating area of the Facilities, called numbers, inmate PIN, or date/time. Investigators can be notified immediately by E-Mail or Cellular Phone when a call has been made that qualified for their Watch List *including calls in progress*.

- 21) Must provide the ability to have an individual Personal Allowed Number (PAN) list associated with each inmate.

 Legacy has acknowledged, agreed and will comply.

- 22) TDD/TYY calls must be monitored using integrated functionality. The TDD/TYY monitoring shall be explained during vendor oral presentation.

 Legacy has acknowledged, agreed and will comply.

- 23) Must ensure positive call acceptance by the called party prior to incurring charges, including both touch tone and rotary telephones. Voice recognition or passive acceptances are not acceptable methods of acceptance of call.

 Legacy has acknowledged, agreed and will comply.

The company utilizes Intel Dialogic telephony cards to power its IVR responses and answer supervision. **A call cannot be connected without call positive acceptance under any circumstance.**



DTMF, pulse-dial and Rotary-dial responses are 100% accurate utilizing this technology – without exception. Calls cannot be billed to answering machines, fax machines, or computer modems utilizing this superior technology. A DTMF, pulse-dial or Rotary signal of “1” must be received for a call to bridge and connect. Billing time does not begin until such time the called party has pressed “1” to accept the call. iCON tracks and logs all call made with identifying data including number dialed, duration and information which identifies resident.

24) Must allow the called party to block their telephone number during the call.

 Legacy has acknowledged, agreed and will comply.

Called destinations have the ability to block their telephone numbers from further calling from the facilities by pressing “3” when prompted to do so. Call blocks are instantaneous upon request.

25) Shall provide unlimited, secure, remote access capability from any PC/laptop with high speed internet connectivity. Remote access shall enable, at a minimum, ability to view call records, generate reports, monitor live conversations, and search/retrieve/play recorded calls. Remote access shall not impair system functionality or performance in any manner.

 Legacy has acknowledged, agreed and will comply.

iCON is a web-based ITS providing the facility investigators with the ability to access the complete system, including full functionality, call recording and monitoring, data and reporting, from on or offsite via any approve PC, laptop, or mobile device using an internet connection and Internet Explorer 6.0 or greater, Google Chrome, and Firefox.

26) Must provide the Agency’s System Administrator with the capability to grant or modify authorized end users tiered and customizable access and control levels to the inmate telephone system Graphic User Interface.

 Legacy has acknowledged, agreed and will comply.

Legacy has given paramount consideration to maximizing system security from both, inside and outside of the facilities. Firewalls are diligently utilized in order to prevent any intrusion into the system. Only those IP addresses with proper authorization rights will be permitted to access the system. Network security levels can be set within the system’s Facility Setup interface. Administrators can add, subtract, and define only those IP addresses they feel need to access the system. The system features a User List interface that allows for administrators to designate multi-level passwords ensuring that only designated personnel can view certain (targeted) information contained within the system. **Legacy’s installation and project management team will provide detailed training on how to utilize and implement these multi-level utilities.** User lists can only be defined by Administration level passwords. Password access privileges will be defined by the department independently. Standard settings separate Administrative (full access to all iCON utilities including Facility Configuration), Investigative (access to call monitoring, recording, reporting, audio mining, watch (alert) lists, call detail, and downloading), Finance (access to all billing and commission reporting), and Data Entry (allows access only to manually enter PIN or other Data). Additionally, iCON provides detailed reports to the Administrator and other authorized personal on which IP address are accessing the system and how often. The log report includes user access, time and date of each access and actions taken during the user access.



User Activity Log

User Name	Description	Record ID	Date/Time	From IP
MScriven	Requested to Listen to Recording	17124005	12/13/2011 3:45:59 PM	199.48.11.172
CBryant	Requested to Listen to Recording	17119368	12/13/2011 3:34:57 PM	199.48.11.172
MScriven	Requested to Listen to Recording	17123415	12/13/2011 3:21:36 PM	199.48.11.172
MScriven	Requested to Listen to Recording	17122990	12/13/2011 3:10:48 PM	199.48.11.172
IDCTraining	Requested to Listen to Recording	16976848	12/13/2011 2:57:47 PM	208.179.145.214
IDCTraining	Requested to Listen to Recording	16977378	12/13/2011 2:56:08 PM	208.179.145.214
IDCTraining	Requested to Listen to Recording	16976848	12/13/2011 2:55:56 PM	208.179.145.214
MPesch	Requested to Listen to Recording	16379722	12/13/2011 2:55:48 PM	166.142.127.248
IDCTraining	Requested to Listen to Recording	16976848	12/13/2011 2:52:54 PM	208.179.145.214
MPesch	Requested to Listen to Recording	16978073	12/13/2011 2:41:20 PM	166.142.127.248
MPesch	Requested to Listen to Recording	17007165	12/13/2011 2:19:28 PM	166.142.127.248
MScriven	Requested to Listen to Recording	17120054	12/13/2011 2:17:07 PM	199.48.11.172
MScriven	Requested to Listen to Recording	17120054	12/13/2011 2:10:19 PM	199.48.11.172
MScriven	Requested to Listen to Recording	17110944	12/13/2011 2:08:30 PM	199.48.11.172
MScriven	Requested to Listen to Recording	17118616	12/13/2011 2:06:53 PM	199.48.11.172

Track each user and his/her system activity with the User Activity Log feature.

Each User Activity Log displays the following information to positively identify the tasks being performed by each individual User:

- User Name
- Description of User Session
- Date/Time
- IP Address of Authorized User

27) Must be able to restrict PIN by housing unit in order to reduce PIN fraud.

 Legacy has acknowledged, agreed and will comply.

28) Shall have the capability to establish unlimited "informant lines". Calls to informant lines shall be provided at no cost to the inmate or to the Agency. Must be able to complete calls to a voice mailbox resident on the inmate telephone system, a voice mailbox resident on the Agency's network, or a live person. Calls must be completed with or without a positive acceptance by the called party.

 Legacy has acknowledged, agreed and will comply.

Legacy's standard iCON system is enabled with an Inmate Tip Line. The Inmate Tip Line provides access to a Secure Voice Messaging System where the inmate may leave information for facility personnel. At the facilities, Inmates may access the information line through the automated operator by following the automated prompts and selecting the appropriate digit to leave Agency staff a voice message. All calls to the informant line will be free and routed via the iCON system to a destination designated by the Department. Legacy will accept the Department's direction for how the informant line is configured through iCON.

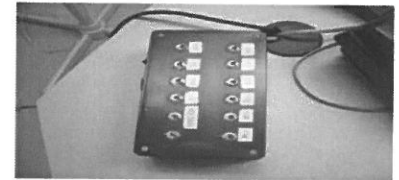
29) Shall have the ability to be shut down quickly and selectively using cut-off switches or remote software.

 Legacy has acknowledged, agreed and will comply.

The iCON system will provide the facilities the ability to shutdown any individual or group of inmate telephones by a simple click of a button. Inmate Telephones will be shut-off and not usable during any time frame selected by the facilities.



As shown on the previous page, manual shutdown can be performed on any individual phone, set of phones, all full phone shut down utilizing the Facility Phone Schedule Utility. As pictured to the right our installation team will also install manual cutoff switches to be located in any area requested by the facilities including at the demarcation location, central security control center, and by select housing units.

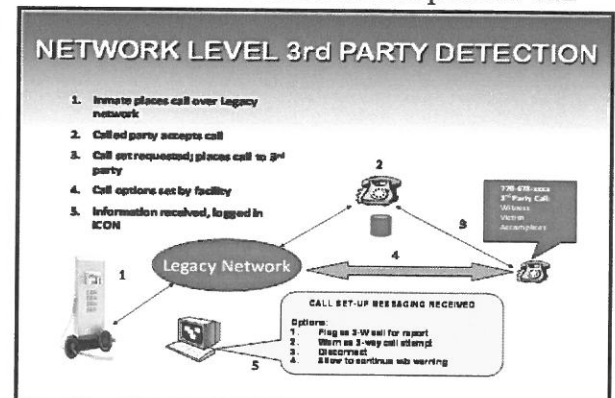


- 5.38. The inmate telephone system shall have the ability to detect three-way calling attempts (call forwarding or conferencing) after a call is accepted and established. Upon detection, these calls shall be marked within the Call Detail Record and the inmate telephone system shall have the ability to terminate the call immediately. If a call is terminated the inmate telephone system will play an automated message, with content determined by Agency, prior to terminating said call.
- 5.39. The inmate telephone system shall have the ability to detect attempts to forward a call remotely (call forwarding prior to a call being accepted and established). Upon detection, these calls shall be marked within the Call Detail Record and the inmate telephone system shall have the ability to terminate the call immediately. If a call is terminated the inmate telephone system will play an automated message, with content determined by Agency, prior to terminating said call.

 Legacy has acknowledged, agreed and will comply.

The proposed iCON system will utilize numerous fraud detection features including the prevention of chain-dialing or secondary dial tones. All proposed telephones for the facilities will also be limited to one call per connection. iCON does not provide inmates with a second opportunity to dial a number without the inmate hanging up the telephone receiver after the first call is completed. As soon as the switch hook is depressed, the current call is immediately disconnected and the automated operator call prompts begin. Although unauthorized inmate dialing has never taken place during the Company's seventeen years in business, Legacy will assume full responsibility for the unlikely fraud or unauthorized dialing occurring as a result of the iCON system.

As part of Legacy's technology innovations that provide operational results, Legacy offers a superior method for 3-way calling prevention. Legacy has a **distinct advantage over most other vendors** in the inmate telephone market: Legacy is an interexchange carrier, local service





provider, and operator service. Our proposal includes providing Legacy local and long distance service for the facilities: originating and terminating all calls **with our own network** and call switches, Legacy has total call control of all aspects of the call, enabling the Legacy system to control all 3-way call attempts.

Other ITS vendors merely contract for phone service and may only ‘monitor the call’ and are looking for a detection signal with the call control in the hands of the LEC (Verizon, AT&T as an example). Since traditional vendors do not have network control, they may rely on a combination of silence, dial tone, DTMF detection, and other energy algorithms that does not accurately detect fraudulent activities or 3-way calling. Many providers propose patented three-way detection technologies, which the Legacy team has tested in the past and which have not always proven 100% worthy in the field. These technologies may not catch 100% of three-way calls, and they also have a very high percentage of detecting and disconnecting valid calls that are not three-way (false positives).

The Legacy solution originates and terminates all calls, processing calls *within our own network*, not detecting from outside the network. With the Legacy network in place, any set-up signal initiated by the called party that prompts a 3-way call or remote call forwarding falls within Legacy’s network and is received by the iCON call control. Whenever attempts at fraud are received, the Legacy iCON system can respond by advising the parties to the call, terminating the call, or both. Legacy will implement whichever option the facility chooses. In all cases, these calls are flagged on the call detail record.

Legacy is also a member of the Tele-Communications Association (TCA) that is leading the way in fraud networking. The Company utilizes every available method to sense fraud; silence detection, DTMF signaling, and hook-switch signaling all powered by an Intel Dialogic backbone. However, the Company also offers the facilities a full-time Fraud department that focuses on dialing patterns not only from the facilities – but from correctional facilities throughout the nation – to find and terminate fraud *before* it happens. An additional feature to the iCON system; once a destination number is dialed by an inmate from inmate telephone keypad and iCON accepts the dialed number – the system will not respond to any further DTMF pulses from the inmate phone. The system can also be set to disconnect the call should the inmate dial from the keypad after the acceptance of the destination number. iCON features a threshold setting utility that allows the facilities to set maximum attempts to any destination number. An alert is posted when this threshold has been met and the inmate is notified on why his call will not be allowed. Should the system detect DTMF from the inmate phone or the called party, the Interactive Voice Response (IVR) system can either notify both parties of the suspected fraud and “warn” the parties that the call will be disconnected should further dialing continue or the system can also be set to disconnect the call immediately upon DTMF or hook-switch signal.

5.40. Call Detail Records (CDR) must be established any time an inmate telephone goes off-hook and must be stored and made available online for the duration of the Contract. All CDRs are the property of the Agency during the contract term as well as after expiration of said contract. CDRs must be established and maintained each time an inmate goes off-hook. CDR data must include at a minimum:

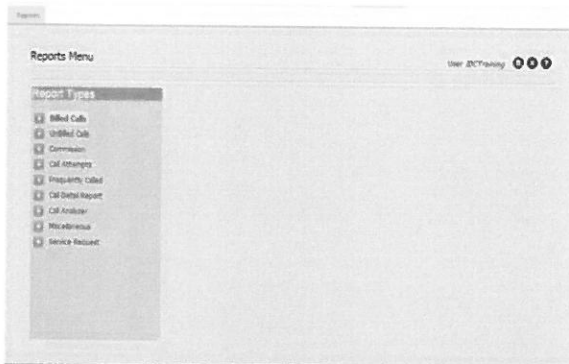
- 1) Off hook time
- 2) Inmate ID/PIN
- 3) End type (e.g. pre-answer hang-up, called party hang-up, max time elapsed)
- 4) Phone number attempted
- 5) Station name
- 6) Billing start time
- 7) Duration of call (in seconds)
- 8) Billed time
- 9) Call type (e.g. collect, debit)
- 10) Jurisdiction type (e.g. local, interstate)



11) Termination reason



Legacy has acknowledged, agreed and will comply.



The facilities will be able to easily access reports from the Reports Utility of iCON. Reports are viewable from iCON within seconds of report request. The iCON system stores call detail information for up to ten (10) years and will allow system users to request report criteria for the entire contract period. Reports can be viewed and printed directly from iCON or the facilities can choose to export the report into another file, **E-Mail** or via CD/DVD/USB flash drive. All iCON reports can be exported in almost any format. Exported files include MS Word, Excel, WordPad, Word Perfect, .csv and HTML. **The iCON**

system may be accessed from on or off site - all report information is available to personnel at all times, from anywhere. The iCON system provides a multi-level password configuration that will allow the Department to designate personnel to access information pertinent to their function. For example should a user not have “finance” access they would not be able to view “commission” reporting. All iCON reports are found in the following Utility categories; billed calls, unbilled/attempted calls, Commission, Call Attempts (reflects reports for every single call attempted from the facility), Frequency Reports (frequently called), Pre-Paid (Friends and Family) Reports, Pre-Paid (Debit Card/Cordless Debit) Call Detail Reports, Call Analysis Reports (call trends), **Fraud Reports (3rd Party Detection/Voice Print Authentication Failure)** and Service Ticket/Service Reports. As with all Legacy Reports, each report supplies originating number (inmate phone), called number (destination number), time, date, PIN Utilized (identified by inmate), call duration, call cost, call type, and **the result of the call.**

The iCON system also features a Call Detail Report template that will allow the User to create any tailored report utilizing the call criteria that the West Virginia facilities may need or request.

The iCON system features a comprehensive Call Detail management reporting feature that reflects data from every single call *attempted* through our service. Call Detail can be tracked by inmate telephone, inmate PIN, facility area, called number, day, time, any date period, and numerous other criteria (see following). All Call Detail contains the result of the call attempt (completed, denied, blocked, etc.). **The Call Detail Report is completely user customizable.** The Call Detail Management report also serves as a template that will allow personnel to select call detail “fields” for their generated report.

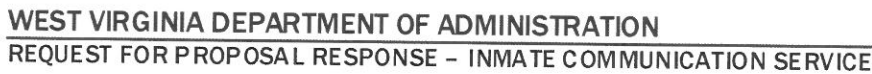
Call Detail Record Search

Report Parameters: From Date: 1/1/2012 To Date: 1/1/2012. Call Type: Collect Call, Local. Status: Completed, Uncompleted.

Detail Parameters: Station #, Inmate PIN #, Select A Division, Select A Station, Location, Destination #, Calling Card #, Select A Location, First Name, Last Name.

Record ID	Station ID	Destination No.	Phone Type	Calling Card	PIN	FirstName
17853403	4027111027	4024749754	Land Line		40431	RALPH
17861538	AYD-1	4024758897	Land Line		448403	PATRICK
17848130	4027111028	4024749754	Land Line		40431	RALPH
17848291	D-2	4024755006	Land Line		4722	KIRK
17848422	4027111027	4024961657	Land Line			
17848475	4027111028	4027800773	Land Line			

Call Detail Reports are user customizable



Billed Call Result Screen

Detail By Station #						
Export		Excel				
Station #	Destination No	Record Date	Call Type	Bill Type	Total Minutes	Call Revenue
4027111026	3055039878	12/1/2011 11:27:19 AM	RL	Prepaid-Collect	1	\$4.14
4027111026	3055839878	12/1/2011 11:34:11 AM	RL	Prepaid-Collect	8	\$0.09
4027111026	4024327454	12/1/2011 12:08:07 PM	LC	Prepaid-Collect	8	\$2.29
4027111026	4024269777	12/1/2011 9:20:23 PM	LC	Prepaid-Collect	2	\$2.25
4027111026	4024742320	12/1/2011 9:05:50 PM	LC	Prepaid-Collect	14	\$2.25
4027111026	4024269777	12/1/2011 10:24:23 PM	LC	Prepaid-Collect	20	\$2.25
4027111026	4024327454	12/2/2011 5:32:40 AM	LC	Prepaid-Collect	3	\$2.25
4027111026	4024045012	12/2/2011 5:48:28 AM	LC	Prepaid-Collect	3	\$2.25
4027111026	4025606453	12/2/2011 7:08:38 AM	LC	Prepaid-Collect	1	\$2.25
4027111026	4026014249	12/2/2011 8:18:08 PM	LC	Prepaid-Collect	10	\$2.25
4027111026	4026016490	12/2/2011 8:40:00 PM	LC	Prepaid-Collect	20	\$2.25
4027111026	4022173553	12/2/2011 10:19:17 PM	LC	Prepaid-Collect	20	\$2.25
4027111026	4020053051	12/2/2011 7:33:23 AM	LC	Prepaid-Collect	20	\$2.25

Call Attempt Report (Set Criteria) Results Screen

Call Attempt Report							
Export		Excel					
Source No.	Destination No.	Conn. Date	Conn. Time	Bill Type	Duration	Revenue	
4158711128	4158614073	11/28/2011	2:34:29 PM	Service Call	3:00	\$0.00	
4158711128	4158617925	11/28/2011	2:34:35 PM	Service Call	3:00	\$0.00	
4158711128	4158612819	11/28/2011	2:34:52 PM	Free	3:00	\$0.00	
4158711128	4173383542	11/28/2011	2:35:22 PM	Service Call	3:00	\$0.00	
4158711128	3554844073	11/28/2011	2:35:30 PM	Service Call	3:00	\$0.00	
4158711128	4158614073	11/28/2011	2:35:35 PM	Service Call	3:00	\$0.00	
4158711128	4158614073	11/28/2011	2:35:39 PM	Service Call	3:00	\$0.00	
4158711128	4173383542	11/28/2011	2:35:46 PM	Service Call	3:00	\$0.00	
4158711128	4158710033	11/28/2011	2:35:53 PM	Prepaid Service	3:00	\$0.00	
4158711128	3554844073	11/28/2011	2:35:58 PM	Service Call	3:00	\$0.00	
4158711128	4158617925	11/28/2011	2:35:59 PM	Service Call	3:00	\$0.00	
4158711128	4158613545	11/28/2011	2:36:01 PM	Service Call	3:00	\$0.00	
4158711128	4158613545	11/28/2011	2:36:05 PM	Service Call	3:00	\$0.00	
4158711128	3554844073	11/28/2011	2:36:06 PM	Service Call	3:00	\$0.00	
4158711128	4158617925	11/28/2011	2:36:22 PM	Service Call	3:00	\$0.00	
4158711128	3554844073	11/28/2011	2:36:35 PM	Service Call	3:00	\$0.00	
4158711128	4158614073	11/28/2011	2:37:01 PM	Service Call	3:00	\$0.00	
4158711128	3554844073	11/28/2011	2:37:05 PM	Service Call	3:00	\$0.00	
4158711128	4158614073	11/28/2011	2:37:23 PM	Service Call	3:00	\$0.00	



Frequent Dialed Numbers Criteria Screen

Call Detail Report

Reports Menu

Report Types

- Billed Calls
- Unbilled Calls
- Commission
- Call Attempts
- Frequently Called
- Call Detail Report
- Call Analyzer
- Miscellaneous
- Service Request

By Station #

Report Parameters

From Date: 1/1/2012

To Date: 1/23/2012

Station #

Submit

Detail Parameters

Frequently Called Reports are available by any of the following:

- Called (Destination) Number
- Call Type
- Inmate phone
- PIN
- Division
- Facility Location
- Debit Account
- Prepaid Account

Frequent Dialed Numbers Results Screen

Frequently Called By Station ID

Source No	Call Count	Total Minutes	Call Revenue
4027111136	733	1800.33	\$0.00
4027111135	588	7585.53	\$1,596.24
4027111142	570	1022.82	\$1,867.19
4027111114	471	5181.43	\$1,176.70
4027111117	405	4833.83	\$1,044.65
4027111028	402	3493.07	\$963.73
4027111027	401	3367.47	\$794.48
4027111032	394	4059.08	\$1,048.95
4027111138	378	2431.72	\$0.00
4027111030	370	4350.18	\$1,025.91
4027111031	374	3352.62	\$835.61
4027111026	367	3156.63	\$850.98
4027111020	364	2639.77	\$646.12
4027111113	363	3201.07	\$810.31
4027111128	348	3521.75	\$742.82
4027111126	322	2944.73	\$1,046.00
4027111129	294	3480.45	\$641.85
4027111127	282	2637.02	\$708.99
4027111108	264	2519.88	\$708.03
4027111107	245	2400.93	\$710.60

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Three-Way Call Report

Three-Way Calls

Report Excel

Record ID	Record Date	Source No	Destination No	Call Count	Total Minutes	Disconnect Description
2041208	3/12/2012 4:38:48 PM	1004800288	1004800288	1	13.63	Service detected
2041214	3/12/2012 4:23:58 PM	1004800288	1004800288	1	9.36	Service detected
2041126	3/12/2012 4:17:53 PM	1004800288	1004800288	1	10.62	Service detected
2041082	3/12/2012 3:58:17 PM	1004800288	1004800288	1	20.62	Service detected
2040978	3/12/2012 3:12:25 PM	1004800288	1004800288	1	13.67	Service detected
2040827	3/12/2012 3:07:15 PM	1004800288	1004800288	1	1.83	Service detected
2040813	3/12/2012 3:01:52 PM	1004800288	1004800288	1	9.52	Service detected
2040781	3/12/2012 2:51:44 PM	1004800288	1004800288	1	13.36	Service detected
2040786	3/12/2012 12:57:00 PM	1004800288	1004800288	1	28.62	Service detected
2040731	3/12/2012 12:33:40 PM	1004800288	1004800288	1	17.67	Service detected
2040676	3/12/2012 11:49:27 AM	1004800288	1004800288	1	9.36	Service detected
2040673	3/12/2012 11:38:23 AM	1004800288	1004800288	1	9.15	Service detected
2040653	3/12/2012 11:14:19 AM	1004800288	1004800288	1	9.67	Service detected
2040615	3/12/2012 9:54:32 AM	1004800288	1004800288	1	9.00	Service detected
167	3/12/2012 9:38:18 AM	1004800288	1004800288	1	20.62	Service detected
1	3/12/2012 9:14:08 AM	1004800288	1004800288	1	17.66	Service detected
1	3/12/2012 9:12:38 AM	1004800288	1004800288	1	2.67	Service detected
1	3/12/2012 9:09:11 AM	1004800288	1004800288	1	10.36	Service detected
1	3/12/2012 3:30:49 AM	1004800288	1004800288	1	14.36	Service detected
2039440	3/12/2012 1:30:48 AM	1004800288	1004800288	1	1.82	Service detected

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iCON offers numerous Fraud Detection Reports including a Three-Way Call Attempt Report.

This Report will provide investigators with the inmate name, PIN number, date, time, called number, inmate telephone number, and the detection utilized to sense the third party attempt.

The system also features Call Analysis reporting that will help the facilities develop call and revenue trends. This reporting could help the Department project future commission revenue numbers as well as help investigators target excessive calling from particular inmate telephones or sections of the facilities.

Call Analysis Report – Billed Revenue Search Criteria Screen

Reports

Reports Menu

Report Types

- Billed Calls
- Unbilled Calls
- Commission
- Call Attempts
- Frequently Called
- Call Detail Report
- Call Analyzer
- Miscellaneous
- Service Request

Attempt Chart

Billed Chart

Unbilled Chart

Combined Chart

Miscellaneous

Service Request

Call Analysis

Report Parameters

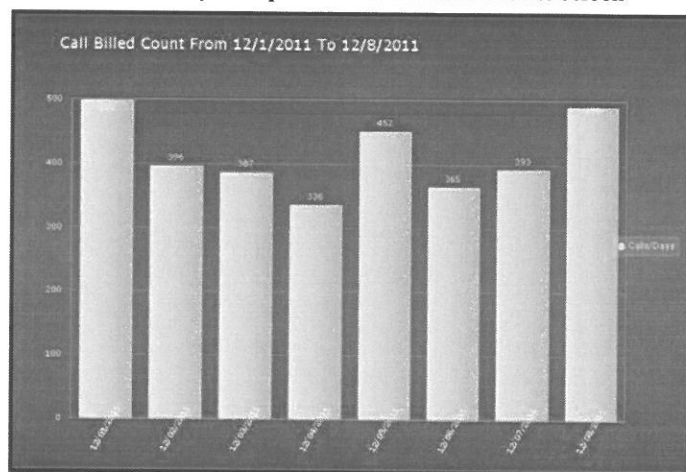
Select

From Date: 12/1/2011

To Date: 12/8/2011

Submit

Call Analysis Report – Billed Revenue Results Screen





Some other Report Options available through iCON include, but are not limited to:

- ✓ Call Volume (Inmate Phone usage)
- ✓ All Dialed Number(s)
- ✓ Usage from a specific area of the facility
- ✓ Billed and Unbilled Call Detail Records (CDR)
- ✓ Call Durations
- ✓ Hourly, Daily, Weekly, Monthly, and Annual Call Detail Records (CDR)
- ✓ Personal Identification Number (PIN) Usage
- ✓ Suspected Fraud
- ✓ Service Reporting

- 5.41. Recorded conversations must provide security measures to ensure they have not been tampered with. This security must extend to recordings transferred to external mediums such as CD-ROM or email. Vendor must provide expert testimony with respect to the security of records, when required.

 Legacy has acknowledged, agreed and will comply.

Call recordings can be exported to CD or DVD format by a simple click of a button in iCON's Call Playback Utility. Call recordings are available in the popular .WAV audio file format which ensures easy audio playback, file sharing and storage. Waveform Audio File Format (.WAV) is a Microsoft and IBM audio file format standard for storing an audio bitstream on PC's. It is the main format used on Windows systems for raw and typically uncompressed audio. The system also allows authorized staff to copy multiple calls to a folder for download at a later time.



Each call recording is “digitally signed” any attempt at modification to the recording will remove the signature (watermark). Legacy specifically marks each call recording with a unique “digital signature” should any person or program attempt to modify the call recording the signature is automatically removed. Legacy’s IT Personnel will testify on behalf of Legacy Inmate Communications as required to do so by the Department or any Court with jurisdiction in regard to our Call Recording technology and security. By assigning a Digital Signature that is maintained by Legacy, the Company can assure that no call recording that has this signature has been tampered with.

- 5.42. Vendor shall establish a PIN management system for the inmate telephone system and require entry of valid PINs prior to attempting a call. Integration with Agency’s Offender Information System (OIS) is required to automate the PIN assignment process.
- 5.43. The inmate telephone system shall be capable to store and reference a list of Personal Allowed Numbers (PAN) associated with each PIN. The quantity of approved telephone numbers shall be configurable. The inmate telephone system shall be capable of storing the following PAN information:
- 1) Telephone Number
 - 2) Called Party Name
 - 3) Address
 - 4) Relationship to Inmate

 Legacy has acknowledged, agreed and will comply.

ICON'S PIN AND PAN FEATURES

The iCON system proposed for the West Virginia facilities will allow designated areas to operate with inmate PINs. Throughout the next few pages Legacy will provide the Department with detailed information on iCON's superior Personal Identification Number (PIN) and Personal Allowed Number



(PAN) features. iCON will interface with the installed JMS system utilized by the facilities to automatically generate PINs based on Booking Information including alphanumeric sequences. Legacy will contact the Department's Information Technology Department and we will duplicate the file output currently utilized at the facilities ensuring a **quick and smooth transition from the existing Vendor to Legacy**. An FTP Server will be supplied by Legacy specifically to allow an automatic generation system of the Inmate PIN.

Legacy has interfaced with numerous correctional facility JMS system's throughout the Country. The facilities JMS will deliver file format with the Inmate Name, PIN or Booking Number, and any other authentication information that is currently utilized. The file will be delivered to a Legacy supplied FTP server. The file will be uploaded to the server automatically utilizing IP addressing in any time interval. The Company will suggest an automatic upload every fifteen minutes or upon JMS modification. iCON will be automatically updated with the inmate information within two (2) minutes of file delivery. The iCON system comes with Personal Identification Number (PIN) technology as part of the system. This is a standard feature and it is highly reliable and effective in identifying inmates making calls, assisting investigators in their criminal investigations, and providing security controls on inmate calling. iCON features an extensive PIN and PAN application that allows for quick and efficient processing of inmate PIN accounts. The following depicts iCON's numerous PIN and PAN features:

The PIN Feature

A Personal Identification Number (PIN) is a unique number assigned to each inmate that links that inmate to a telephone account and allows him/her to make telephone calls. PINs may be unlimited digits in length and can be assigned at random by the system, created as a combination of the facility-assigned ID plus a random PIN for ease of tracking, or allow inmates to setup their own PIN. The assigned PIN number will manage inmate calls by:

- ✓ Called to numbers (including free calls)
- ✓ Number of calls per day/month
- ✓ Number of attempts per day/month
- ✓ Call durations

When the PIN feature is utilized the PIN must be keyed in by the inmate at the beginning of each telephone call. The PIN identifies the inmate making the call, allowing investigators to track calls made by an individual inmate. The PIN should be created at the time of booking and eliminated at the time of discharge.

Legacy can also offer the facilities via its centralized call solution the ability to retain specific inmate PIN's where the inmate is booked or incarcerated in absentia due to, for example, trial or hospitalization at a separate location. All PINs are recorded for the purpose of tracking, regardless of whether a call was also monitored or recorded.

In addition, inmate calling privileges can be revoked at any time with the facilities authorization, by temporarily disabling the PIN. These restrictions can be permanent or time sensitive. Thus, if an inmate is to lose his phone privileges for a given time interval, a renewal date would be entered into the system. The system will track this time period and only "un-restrict" the privileges upon completion of the given time interval. The PIN also allows the facilities to place restrictions on an individual inmate's calling privileges without affecting the privileges of other inmates.



The PAN Feature

When PINs are in use, Personal Allowed Number (PAN) lists may also be employed. The PAN application takes security one step further by providing tight control on all numbers called from the facilities by inmates. The PAN application allows administrators to associate a “Personal Allowed Number” list with each PIN, so that the inmate is unable to make calls except to those pre-specified numbers on the inmates list. The iCON system can also assign a speed dial number to each PAN. The sample screen below shows the PAN detail.

The PAN Feature will allow the facilities to assign allowable called numbers by inmate as well as date, time, and maximum call restrictions. The facilities can also set the PIN to work only in certain areas of the facility or from certain inmate telephones.

The PAN Detail Screen shows the called party's entire name is listed in the database. Furthermore, the PAN can be marked as “Active”, “Private”, “Hot”, “Blocked”, “Free”, and “Called Party Block”.

- ✓ Active- The number is currently available for the inmate to call.
- ✓ Private- The number will not be recorded or monitored.
- ✓ Hot- Any time the number is called, alerts will be sent to the appropriate investigators.
- ✓ Blocked- The number can be blocked so the inmate cannot call.
- ✓ Free- A number listed as free will not incur any charges.
- ✓ Called Party Block- The called party may block the inmate from placing any calls to their number.

The iCON system documents updates and history of PAN entries in real time. All updates will be immediately effective in the system and viewable by all other users within the system. The facility personnel will have the ability to add, subtract or edit an inmate's PAN list directly via iCON throughout the inmates stay.

- 5.44. The inmate telephone system shall be capable of suspending a specific PIN, restrict usage at certain telephones by PIN, allow usage at certain telephone by PIN, facility or sub-location, control duration of calls, time of day calls may or may not occur, specific numbers the PIN may or may not call. Vendor shall demonstrate how the above will be accomplished and continued.

 Legacy has acknowledged, agreed and will comply.

iCON's PIN screen allows authorized users to temporarily suspend the inmate's PIN by de-selecting the Active field. Inmate privileges can be placed throughout the entire facility or a select group of inmate



telephones. PIN suspension may be set to automatically expire at a specific end date to avoid the need to re-enable the inmate's privileges.

- 5.45. Call rating and revenue reporting must include systematic controls and internal audit processes to ensure correct and accurate reporting. Vendor shall describe systematic controls and internal audit procedures.

 Legacy has acknowledged, agreed and will comply.

The iCON system includes numerous call analysis and auditing features that ensure accurate reporting. These features can be user to analyze real time call rating and reporting. Legacy will also assign the Agency with an internal Account Coordinator, Eddie Mendez, whom will review internal processes to ensure accuracy amongst call rating and reporting.

- 5.46. The inmate telephone system must track and provide accurate summary revenue. Reports must include all types and must reflect the total revenue for each call type, subtotaled by tariff type.

 Legacy has acknowledged, agreed and will comply.

Please refer to Legacy's CDR response to requirement 5.40. **Please See Attachment: Sample Reports.**

- 5.47. The inmate telephone system must be capable of sorting CDRs and producing reports which detail inmate telephone activity, including but not limited to, the reports below: Vendor shall list all other available reports. Must be capable of producing customized reports.

- 1) Calling by facility
- 2) Calling by inmate PIN
- 3) Calling by station
- 4) Calling by destination number
- 5) Frequently called numbers (numbers called multiple times per day)
- 6) Commonly called numbers (numbers called by more than one PIN)
- 7) Global allowed or blocked numbers
- 8) PAN or attorney lists by inmate
- 9) Three-way calling attempts
- 10) Remote call forwarding attempts
- 11) Restricted number calling attempts

 Legacy has acknowledged, agreed and will comply.

Please refer to Legacy's CDR response to requirement 5.40. **Please See Attachment: Sample Reports.**



- 5.48. Vendor shall supply Agency 24 workstations and printers connected to the inmate telephone system bandwidth at mutually agreed upon locations. Vendor shall refresh the equipment at the beginning of every fourth year (at the end of each three year period). Equipment requirements include:

- 1) Operating System-Windows 7 Enterprise
- 2) Flat panel monitor
- 3) CD/DVD burner
- 4) Color ink jet printer/scanner

 Legacy has acknowledged, agreed and will comply.

iCON is a web-based ITS providing the investigators with the ability to access the complete system, including full functionality, call recording and monitoring, data and reporting, block or research numbers, **from on or offsite via any approve PC, laptop, or mobile device** using an internet connection and Internet Explorer 6.0 or greater, Google Chrome, and Firefox. The facilities do not need to rely on dedicated workstations to access the system. Legacy will provide the Agency with 24 workstations that will allow staff to access the web-based iCON system in real-time. The workstation will include a color ink jet printer, a CD/DVD burner, flat screen monitor, speakers, mouse, keyboard, data / audio burning software and a licensed copy of Microsoft Office.



- 5.49. Upon commencement of installation, Vendor shall reimburse the Agency for three fulltime equivalent positions of Investigator 1 to fulfill the requirements of the operation of the inmate telephone system whose responsibilities will be to monitor the inmate telephone system within the Agency facilities and determine system functionality. The reimbursement for each positions listed above is \$36,624 for a total of \$109,872. The vendor shall adjust for salary reimbursement for the above listed positions to keep pace with the Agency granted increases. The vendor shall ensure that the reimbursement to the Agency for the above listed positions is via a separate check from the Agency's commission check or paid as specified by the Agency.

 Legacy has acknowledged, agreed and will comply.

- 5.50. The duties and responsibilities of the above positions shall include:

- 1) Routine operational checks of the inmate telephone system. All service issues will immediately be reported to the supervisor and Vendor.
- 2) Check monitoring and recording functionality of systems twice a work day and report findings to the supervisor and Vendor.
- 3) Generate all on-site reports as requested by Vendor and maintain a copy for Agency's files.
- 4) Inform vendor when inventory supplies are needed.
- 5) Extract recording and provide CDs for Agency personnel use m accordance with Agency's policies and procedures.
- 6) Perform preventative maintenance on computer terminals as instructed by Vendor, including normal cleaning and defragmentation of hard drive.
- 7) Alert Vendor to all equipment and service issues that impact Vendor's performance under said Contract.
- 8) Provide training to Agency's staff.
- 9) Provide training to inmates on telephone usage.
- 10) Check Prisons Rape Elimination Act Hotline and Critical Incident Hotline as assigned.

 Legacy has acknowledged, agreed and will comply.



Legacy agrees to provide three (3) full-time (40 hours per week) Investigators (On-Site Administrator (OSA)) to be readily available to provide technical support, troubleshooting, repairs and to help administer iCON for the facilities. Legacy will offer to retain the current Investigators should the Agency be happy with their current performance and if permitted by the current vendor. Should the current Investigators be retained, Legacy would provide thorough training of its system prior to installation.

Should the retention of the current Investigators not be possible or desired, Legacy will provide a dependable and experienced individual to provide technical support and administrative functions for the Facilities. Legacy requires communications, information system technology, and customer support experience in each of our Investigator's/OSA's. Legacy has supplied references at the request of the Department. Hampton Roads Regional Prison in Virginia and Fresno County Detention Center are currently utilizing full-time Legacy OSA's. We encourage the Department to reference their performance with the facilities. Hampton Roads Regional has over 168 inmate telephones in operation with an Average Daily Population of 1,300. Fresno County Detention Center is multi-facility with 3,900 Beds, and 3 Jail Complex's. Based on our experience working with correctional facilities the size of the Department, we know how important it is to have Investigators in place to assist with staff training, commissary funds, database maintenance, report preparation, investigation, telephone system report, etc.

- 5.51. Flexible, state of the art technology shall be provided by Vendor to meet all network and system requirements. In addition, web based equipment and software must be provided. Vendor is responsible for repairing and/or replacing all hardware when needed as well as upgrading software every four months.

 Legacy has acknowledged, agreed and will comply.

- 5.52. The inmate telephone system and related peripherals must be new and solely dedicated to Agency. Servers, storage units, and other infrastructure shall not be shared with other clients of Vendor.

 Legacy has acknowledged, agreed and will comply.

- 5.53. Inmate telephone system architecture shall be expandable for future growth.

 Legacy has acknowledged, agreed and will comply.

iCON's architecture is infinitely scalable to accommodate the future growth of the facilities.

- 5.54. Vendor shall provide redundant storage. Redundant storage sites shall be located such that a man made or natural disaster is not likely to compromise both storage sites due to a single event. Vendor shall store all inmate Call Details Records online for the life of the contract. Vendor shall supply all storage media to Agency for the life of the contract.

 Legacy has acknowledged, agreed and will comply.

The Legacy iCON platform is an inmate call processing system designed with the flexibility to take advantage of our ultra modern carrier-grade network. All call detail records are collected and stored in real time. The system intelligence and call detail record is located in our main network data center, which has the following benefits:

- ✓ **Completely secured and environmentally controlled location**



- ✓ **Skilled technicians on-site 24-hours a day to maintain the equipment**
- ✓ **Real-time upgrades and access immediately available to facilities**
- ✓ **Maximum system up time and reliability**
- ✓ **Multi-layered redundancy**

The system is configured with built-in redundancy to guarantee no loss of data or functionality. **The database for the system is maintained in a Primary Secure Data Center and a Secondary Data Center.** The Data Centers are automatically replicated on an on-going basis, so that each center holds a complete and up-to-date database of the call data and voice content from the facilities. The system uses the central database located off-site for all calling applications. When an inmate lifts the receiver to make a telephone call an immediate connection is made to our carrier grade network utilizing a direct connection from the facilities to our Network. The call detail record for the call is created and stored at the Primary Data Center, and immediately replicated to the Secondary Data Center.

- 5.55. Liquidated Damages: Vendor shall pay Agency liquidated damages in the amount of \$300.00 per each instance when Agency suffers one or more lost, unrecoverable, or unusable recording of a call. Agency agrees to notify Vendor at such occurrence and provide Vendor seven days per instance to produce the call recording. Agency shall invoice Vendor for all liquidated damage charges, to be paid by Vendor within 30 days of date of invoice.

 Legacy has acknowledged, agreed and will comply.

- 5.56. Vendor shall supply dedicated network circuits for which Agency users can access CDRs. Access on shared bandwidth is not allowed. Vendor shall detail the network architecture, with particular emphasis on the dedicated bandwidth available at each site and the dedicated bandwidth available to access CDRs, both onsite and remotely.

 Legacy has acknowledged, agreed and will comply.

- 5.57. Vendor shall describe its process for unblocking a telephone number that was restricted due to non-payment, including the timeframe to remove the restriction after payment is received.

 Legacy has acknowledged, agreed and will comply.

Legacy validates inmate calls in real time. The iCON system Call Control feature provides the facilities with the ability to block and unblock numbers in “real time” having an immediate effect in the system. Numbers may be blocked or unblocked from any Agency approved PC or laptop with access to the iCON system from on or off-site. Calls can be blocked and unblocked by individual telephone or group of inmate telephones.

Phone number that were originally restricted for non-payment will need to call Legacy's 24/7 customer support center and bring their account current. Once the representative receives the full payment, the account will be unblocked in real time and the called party will be able to immediately accept calls from the facilities. If a called party has exceeded their Collect Call Threshold, the called party will need to wait until the next calling period to accept a call from the facilities. iCON will automatically unblock the number at the beginning of the new calling period.



- 5.58. The Vendors shall allow collect calling, with a minimum \$100.00 monthly limit on non-delinquent accounts, to called parties. Vendor may establish direct or third party collect call billings. Vendor shall supply an alternative billing option for called parties who are categorized as unbillable by the service carrier.

 Legacy has acknowledged, agreed and will comply.

- 5.59. Alternative payment or account setup methods such as enhanced SMS programs are not allowed. Regardless of billing methods, all calls must be charged at the rates outlined on the successful vendor's bid.

 Legacy has acknowledged, agreed and will comply.

- 5.60. Prepaid Collect accounts must include various payment options such as, credit card; electronic check; Western Union. Vendor shall describe available payment methods, timelines to post payments and timelines to allow calls to process. Prepaid Collect accounts may only be set up via live customer service representative on telephone or a secure online site. Account setup via Interactive Voice Response (IVR) is not allowed. Replenishment of minutes via NR is allowed. No minimum funding is allowed for Prepaid Collect.

 Legacy has acknowledged, agreed and will comply.

For further detail regarding Legacy's prepaid options, please refer to Requirement 5.37 number 18.

- 5.61. Vendor shall process all refund requests within a reasonable timeframe at no charge to the account holder. Vendor shall describe its refund process, including timeframe for account holder to receive refund.

 Legacy has acknowledged, agreed and will comply.

Customers refunds are handled by Legacy's 24/7 live customer support call center and **are processed within twenty-four (24) hours**. Call center staff will immediately investigate customer issues while the caller is on the line. When a discrepancy is discovered, the call center representative will immediately issue the refund to the caller which is processed within one business day. This process is traditionally resolved within one phone call. In rare occasions where more investigating is required, a Legacy representative would explain the need for further investigation and place the caller on hold or request to contact the called party at a later time with the resolution.

- 5.62. Account expiration or dormant funds policies are not allowed.

 Legacy has acknowledged, agreed and will comply.

- 5.63. Vendor's system must provide live customer service via a toll free number on a 24/7/365 basis. Live operator must be easily reached within a maximum of one minute without lengthy or complicated "press thoughts."

 Legacy has acknowledged, agreed and will comply.

Legacy owns and operates its 24/7 live friends and family support call center. The center is staffed with personnel capable of communicating with friends and family in English, Spanish, French, German, Japanese, and Cantonese. The center is staffed with Legacy employed customer service personnel that are empowered to immediately resolve customer issues and complaints, set up new accounts and



update current prepaid accounts. The center is staffed with one customer service representative per ten (10) hourly inquiries ensuring that there is no hold time for callers. There is also one supervisor per twelve customer service representatives guaranteeing that all issues are resolved in a timely manner. Customer service inquiries may be made by friends and family 24-hours a day, 365 days a year by calling Legacy's toll free customer service number (888-PAY-4-FAM), by visiting Legacy's website (www.legacyinmate.com).

- 5.64. Vendor shall have call centers located in the Continental United States. Vendor shall provide a list of all call centers and locations providing end-user customer service.

☒ Legacy has acknowledged, agreed and will comply.

- 5.65. Once connected to live operator, assistance must be consistently maintained at a maximum of 90 seconds. Agency reserves the right to request daily reports to ensure compliance.

☒ Legacy has acknowledged, agreed and will comply.

- 5.66. Vendor shall propose a single flat postalized rate, including all rate types, per minute calling rate (with no surcharge). A discount should be proposed for prepaid and debit calling. The Agency does not currently provide debit calling but may choose to do so during this contract.

☒ Legacy has acknowledged, agreed and will comply.

Please See the Cost Proposal Section

- 5.67. All billed revenue shall include all completed calls that generate revenue regardless of the call's classification. Commission must be calculated on the total gross billed revenue exclusive of taxes and regulatory fees. No promotional or marketing type calls are allowed. No calls with commission rates that are less than the commission rates on standard prepaid.

☒ Legacy has acknowledged, agreed and will comply.

The West Virginia Department of Administration will receive commissions based on a set percentage of traditional collect, prepaid accounts, debit cards, cardless debit and direct billing calls. Gross Billable Revenue is calculated as the sum of total charges. Total Commissionable revenue is calculated as the Gross Billable Revenue (Total Telephone Revenues) multiplied by the offered commission percentage. **There are no adjustments to Gross Billable Revenue.** Legacy does not charge called parties additional fees.

Legacy will pay the Agency commission on a monthly basis. The Company releases monthly commission payments thirty (30) days from the end of each month. The Agency can choose to receive payment at the facilities by Company Check or have the funds directly deposited via ACH or Wire transfer.

- 5.68. All fees, charges or per minute cost of a call must be fully disclosed by the vendor, no other fees or charges will be allowed.

☒ Legacy has acknowledged, agreed and will comply.

Legacy has proposed an affordable calling rate for the facilities to promote an increase in communication between inmates and their family and friends. The company will charge the following



fees to the end user: \$4.99 Prepaid Account Set-up Fee (one time), \$2.49 Bill Statement Fee (once a month), and \$1.50 Prepaid Account Replenishment Fee.

- 5.69. All rate increases mandated by a regulatory entity, will be passed through to the contract by change order, proof of said charges shall be provided by Vendor.

 Legacy has acknowledged, agreed and will comply.

- 5.70. All requests for change orders must be sent to the Agency Central Office, to the attention of the Contracts Manager.

 Legacy has acknowledged, agreed and will comply.

- 5.71. In the event Agency expands an existing facility or opens a new facility, Vendor shall provide inmate telephone services at the same contract pricing.

 Legacy has acknowledged, agreed and will comply.

6. **Oral Presentations (Agency Option):** The Agency has the option of requiring oral presentations of all Vendors participating in the RFP process. If this option is exercised, it would be listed in the Schedule of Events (Section 1.3) of this RFP. During oral presentations, Vendors may not alter or add to its submitted proposal, but only clarify information. A description of the materials and information to be presented is provided below:

6.1. Materials and Information Required at Oral Presentation:

- 6.1.1. Vendor shall bring samples of the actual telephone being bid, with the handsets, and will demonstrate all applications.
- 6.1.2. Vendor shall perform a live telephone demonstration along with any other technology vendor is proposing.
- 6.1.3. Vendor shall provide and demonstrate a corrections grade, stainless steel telephone.
- 6.1.4. Vendor shall demonstrate a TDD/TTY Telephone, which shall also be corrections grade, stainless steel.
- 6.1.5. Vendor shall demonstrate the administration and investigative applications available with the telephone system.
- 6.1.6. Vendor shall perform a full run through of the customer web application tools.
- 6.1.7. Vendor shall explain and demonstrate, if possible, its PREA and critical incident information systems.
- 6.1.8. Vendors shall demonstrate the overall phone system, including any technology being proposed to the Agency.
- 6.1.9. Agency shall make internet access available and allow ample time for the presentation as well as all demonstrations.

 Legacy has acknowledged, agreed and will comply.

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Attachment A: Vendor Response Sheet

Provide a response regarding the following: firm and staff qualifications and ten (10) years- eStoragexperience in completing similar projects, and five(5) of which must be in state owned correctional facility; Five (5) references, three(3) of which must be from state owned correctional facility; copies of any staff certifications or degrees applicable to this project, proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives where and how they were met.

- ☒ Legacy has acknowledged, agreed and will comply. Please refer to the References provided in the Proposal Response and Attachment: Project Team Profile.

List project goals and objectives contained in Section 4, Subsection 4:

Section 4, Subsection 4.1: To provide, install and maintain a fully operational, flexible, secure and reliable inmate telephone system.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

Section 4, Subsection 4.2: To implement and maintain fair and reasonable call minute rates for the inmates, families and friends.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply. Legacy has proposed fair and reasonable rates for inmates, families and friends. Please refer to the Cost Proposal.

Section 4, Subsection 4.3: To pay a commission rate to the Agency that will be deposited into the Inmate Benefit Fund, a fund providing additional benefits to the inmate population that are not mandated by law. The commission rate quoted by Vendor will not be included in the bid evaluation process.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply. Please refer to the Cost Proposal.

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Attachment B: Mandatory Specification Checklist

By signing and dating this attachment, the Vendor acknowledges that they meet or exceed each of these specifications as outlined in Section Four: Project Specifications, Subsection 5. The State reserves the right to require documentation detailing how each is met at its discretion.

List mandatory specifications contained in Section Four, Subsection 5:

- 5.1. Vendor shall be responsible for all costs associated with the inmate telephone system, including the purchase of equipment, installation, service, maintenance, voice network/transmission, data network, and day-to-day operation. Agency shall have no liability or responsibility for any costs associated with the inmate telephone system.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.2. When requested by Agency, Vendor shall provide informational pamphlets to all inmates describing the applicable features and functionalities of the inmate telephone system.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.3. Vendor is responsible for determining all wiring and software requirements; if applicable, costs associated with the conversion of service from current inmate telephone system provider to the successful vendor under this RFP. If applicable, successful vendor will coordinate all details of the switch over from current vendor.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.4. Vendor will provide written documentation to Agency indicating that all circuits have been tested and all cables, pairs, fiber strands blocks, etc. are legibly marked after completion of each installation.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.5. If applicable, the successful vendor shall work with the current inmate telephone system provider to ensure an orderly transition of services, responsibilities and continuity of the services required by Agency.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

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- 5.6. All CDRs, (Call Detail Records) call recordings, documentation, reports data, contained in the inmate telephone system shall be the property of the Agency. All hardware and software shall be the property of the Vendor.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.7. Vendor shall supply the required number of workstations, as well as future equipment upgrades and/or replacements, which become the property of the Agency after expiration or termination of the contract in order to allow Agency access to all CDRs, call and visitation recordings, documentation, reports, data, etc. contained in the inmate telephone system.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.8. Vendor shall remove all equipment at the end of said contract in a manner that will allow Agency to reuse all wiring and associated cable.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.9. Vendor's telephone system shall contain reception quality that meets telecommunication industry standards and will be at a minimum equal to the quality available to the general public.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.10. All installed telephone sets must include volume control.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.11. Vendor shall provide a detailed plan for all aspects of the system, including, but not limited to, installation, acceptance, and training to satisfy all requirements within ten (10) business days upon contract award.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

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5.12. Initial installations must be completed within 75 days from award of contract.

Vendor Response:

Legacy has acknowledged, agreed and will comply.

5.13. Installation of all telephone sets and related equipment shall be installed during normal business hours, 8:00a.m. to 5:00p.m., unless otherwise approved by Agency.

Vendor Response:

Legacy has acknowledged, agreed and will comply.

5.14. Agency requires, at a minimum, that the following issues be addressed and presented by vendor.

1. Equipment ordering
2. Establishment of all relevant system interfaces
3. Transfer of data from current supplier
4. Installation of telephone instruments
5. Installation of call processing equipment
6. Testing and system acceptance
7. Training and communication plan for:
 - d) Agency Staff
 - e) Inmate Population
 - f) Family Members

Vendor Response:

Legacy has acknowledged, agreed and will comply.

5.15. Vendor shall provide all maintenance, support, repau, and replacement to the inmate telephone system in a timely manner.

Vendor Response:

Legacy has acknowledged, agreed and will comply.

5.16. All costs incurred for the maintenance, repairs and replacement shall be borne solely by the vendor and these costs shall not be offset by increasing rates or accessing higher fees to the end users.

Vendor Response:

Legacy has acknowledged, agreed and will comply.

5.17. Vendor shall upgrade software within 30 days of availability.

Vendor Response:

Legacy has acknowledged, agreed and will comply.

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- 5.18. Vendor shall notify agency of all major software upgrades within 14 days prior to the installation. Vendor shall describe its software development cycle, including timing of major upgrades, along with its notification process. Agency reserves the right to deny or delay all software upgrades. Vendor shall detail its system architecture and change management process in the proposal.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.19. Vendor shall upgrade all hardware as required to comply with performance standards as mandated in this RFP.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.20. Telephone support from live, qualified technicians must be available 24/7/365.
1. Priority Level 1, when more than 50% of a single site or housing unit is without service. A response is required in less than 1 hour, and a resolution within 3 hours without a site visit. Resolution requiring a site visit must be completed within 8 hours.
 2. Priority Level 2, when 25% to 50% of a single site or housing unit is without service. Response time is a maximum of 2 hours and resolution is a maximum of 6 hours without a site visit. Resolution requiring a site visit must be completed within 24 hours.
 3. Priority Level 3, when 1% to 25% of a single site or housing unit is without service, response time is a maximum of 2 hours and resolution is a maximum of 6 hours without a site visit. Resolution requiring a site visit must be completed within 36 hours.
 4. Priority Level 4, items on software fixed list or related to administrative issues that are informational, non-service related conditions or non-business critical, response time is a maximum of 4 hours, and resolution is a maximum of 24 hours without a site visit. Resolution requiring a site visit must be completed within 36 hours.
 5. Agency reserves the right and ability to establish and/or change the priority level for each occurrence.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.21. Vendor shall provide on-site field support from qualified technicians to be available 24/7/365. Refer to Section 5.20 for response and resolution timeframes. Vendor must provide a minimum of three (3) technicians that reside in the State of West Virginia.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

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- 5.22. The inmate telephone system must be a non-coin operated telecommunications service, using line-powered instruments compatible with Agency's current wiring at all sites. In the event, new wiring is required at onset or with future expansion, Vendor shall be responsible for supplying and installing said wiring.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.23. All services and equipment provided by Vendor must comply with all current and future federal, state, and local laws, rules, and regulations, as well as internal Agency policies and procedures. Vendor must be properly authorized by appropriate governing or regulatory entities to provide inmate telephone systems.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.24. Vendor's inmate telephone system must meet all ADA standards, including the installation TDD technology and hardware when requested by the Agency.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.25. Vendor must obtain approval from Agency prior to cutting into girders, beams, wall, flooring or any other structures that may impair fire or moisture-proofing or cause structural damage.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.26. Vendor must use new materials for wiring, which must be clearly marked at both ends and comply with current Electronic Institutional Association/Telephone Institutional Association specifications. No exposed wiring is permitted. To be run with industry standard telephone cabling CAT 5 cable or category 325 pair cable as necessary. All wiring infrastructure installed by Vendor shall become the property of the Agency upon expiration or termination of said Contract.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.27. Vendor shall reimburse Agency for any damage to Agency's property caused by Vendor during the term of this contract.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

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- 5.28. Vendor must affix labeling to all telephones with clear and concise dialing instructions, including notification that all calls are subject to monitoring and recording. Labels must be printed in both English and Spanish or as required by the Agency.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.29. Vendor must supply only new telephone equipment. Said telephone equipment must be sturdy, non-coin, vandal resistant and armored with durable tamper-proof construction appropriate for a correctional environment. Agency recommends all Vendors provide a live demonstration of phone system at oral presentation. Agency requires all vendors to bring a sample of the inmate telephone/handset to the oral presentation.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.30. Vendor, as well as Vendor's subcontractors, shall clean up and remove all trash from installation areas. No equipment, parts or inventory shall be stored onsite unless approved by Agency.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.31. Vendor shall provide a report to Agency listing the following:
- d) Telephone numbers
 - e) Equipment identification numbers
 - f) Location of equipment

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.32. Agency ID cards will be provided to Vendor's personnel for entry into the facilities. Sites reserve the right to search any deliveries, mail or packages received at the site prior to being delivered inside of the security perimeter. Contract workers/visitors are subject to search of their person, vehicles and personal items before entering the site. Such searches may be pat down searches, searches by metal detectors, or searches by Agency canine unit. Agency has authority to deny access

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.33. Vendor's personnel and subcontract personnel shall obtain, at Vendor's cost, background security clearance prior to arrival at the facilities.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

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- 5.34. Vendor shall install adequate surge and lightning protection equipment for the inmate telephone system.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.35. Vendor shall provide UPS back-up power. No separate power supply is required. It should be a minimum of thirty (30) minutes to allow for a safe shutdown of the system during power interruption.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.36. In the event of a power outage, the inmate telephone system must automatically shut down without losing any calling data. Once power is restored, the phone system must have an automatic restart feature.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

5.37. System Features and General Operation:

1. Must process all inmate calls on an outgoing, station-to-station, prepaid basis
2. Must limit one call per connection
3. Must block all incoming calls
4. Must process all calls by an automated operator. Access to live operators is not permitted at any time.
5. The inmate shall be placed on hold after the dialing sequence in order to prohibit the inmate from monitoring or communicating with the called party. Once the call is accepted by the called party, the inmate will be connected.
6. Must be able to inform the called party of any and all charges for the call, prior to accepting the call.
7. Must have pre-recorded message announcing to the called party that this is: collect call, name of facility, inmate name placing the call, and that the call is subject to being monitored and/or recorded. The system shall, at a minimum, have multi-lingual capabilities for English and Spanish.
8. Must provide Agency with the ability to program allowed or blocked numbers, either globally or by inmate.
9. Must deny access to 800, 888, 877, 411, 555-1212, 900, 911, 950+1, 976 or 10-10xxx numbers and allow blocking of specific telephone numbers.
10. Must allow free local calls to designated numbers, such as Public Defenders, Rape Crisis Centers, Prison Rape Elimination Act Hotline, and Critical Incident Hotline.

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11. Must be able to control call duration based on time limits or time of day restrictions.
12. Must be able to set limits by housing units, individual inmates, and facility or destination numbers.
13. Must have voice biometric technology integrated and offer related analysis tools and capabilities. Preference will be given to systems that have continuous voice analysis throughout the call duration. Agency will not accept "beta" for unproven technology. If offering continuous voice verification, please include a reference where this service has been in place for a minimum of 6 months.
14. Must provide an integrated capability to monitor, record, store and retrieve inmate phone conversations on a real time basis. Recordings must be stored online for the entire contract term with the option to archive to removable/portable storage media. All recorded phone conversations are the property of the Agency.
15. Must allow recording playback with the following features:
 - a. Separate the inmate side of the conversation from the called party side of the conversation in order to play on separate speakers for detailed analysis
 - b. Accelerate or decelerate the conversation, isolating the talk path of either party
 - c. Skip pauses in the conversation, isolating the talk path of either party
 - d. Easily enter notes to removable/portable storage media.
16. Must be capable of importing and presenting relevant inmate information as determined by Agency, such as gang affiliation or victim information
17. Must be capable of providing verified Billing, Name, and Address (BNA) for all Collect and Prepaid Collect numbers.
18. Initial Prepaid Collect account setup for called parties must occur by Internet or live agent, and include collection of BNA information that is verified against secondary data such as credit card information or photo identification. No calls shall be completed without first obtaining verified BNA. BNA for an individual number shall be available by simply dragging over or clicking on the number displayed in the inmate telephone system Graphic User Interface. Vendor must describe their prepaid process in detail at their oral presentation.
19. System must track IP addresses or other relevant identifiers for accounts funded online for use by investigative staff.
20. Must provide the ability to place alerts on specific inmate PIN or destination number as determined by Agency. This function shall, 1) automatically call designated number(s) or otherwise alert Agency staff, according to preference, when a call is being placed; 2) offer live monitoring of alerted calls in progress; and 3) include a "find and follow" feature so successive staff numbers are called.
21. Must provide the ability to have an individual Personal Allowed Number (PAN) list associated with each inmate.
22. TDD/TYY calls must be monitored using integrated functionality. The TDD/TYY monitoring shall be explained during vendor oral presentation.
23. Must ensure positive call acceptance by the called party prior to incurring charges, including both touch tone and rotary telephones. Voice recognition or passive acceptances are not acceptable methods of acceptance of call.

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24. Must allow the called party to block their telephone number during the call.
25. Shall provide unlimited, secure, remote access capability from any PC/laptop with high speed internet connectivity. Remote access shall enable, at a minimum, ability to view call records, generate reports, monitor live conversations, and search/retrieve/play recorded calls. Remote access shall not impair system functionality or performance in any manner.
26. Must provide the Agency's System Administrator with the capability to grant or modify authorized end users tiered and customizable access and control levels to the inmate telephone system Graphic User Interface
27. Must be able to restrict PIN by housing unit in order to reduce PIN fraud.
28. Shall have the capability to establish unlimited "informant lines". Calls to informant lines shall be provided at no cost to the inmate or to the Agency. Must be able to complete calls to a voice mailbox resident on the inmate telephone system, a voice mailbox resident on the Agency's network, or a live person. Calls must be completed with or without a positive acceptance by the called party.
29. Shall have the ability to be shut down quickly and selectively using cut-off switches or remote software.

Vendor Response:

-  Legacy has acknowledged, agreed and will comply.

- 5.38. The inmate telephone system shall have the ability to detect three-way calling attempts (call forwarding or conferencing) after a call is accepted and established. Upon detection, these calls shall be marked within the Call Detail Record and the inmate telephone system shall have the ability to terminate the call immediately. If a call is terminated the inmate telephone system will play an automated message, with content determined by Agency, prior to terminating said call.

Vendor Response:

-  Legacy has acknowledged, agreed and will comply.

- 5.39. The inmate telephone system shall have the ability to detect attempts to forward a call remotely (call forwarding prior to a call being accepted and established). Upon detection, these calls shall be marked within the Call Detail Record and the inmate telephone system shall have the ability to terminate the call immediately. If a call is terminated the inmate telephone system will play an automated message, with content determined by Agency, prior to terminating said call.

Vendor Response:

-  Legacy has acknowledged, agreed and will comply.

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5.40. Call Detail Records (CDR) must be established any time an inmate telephone goes off-hook and must be stored and made available online for the duration of the Contract. All CDRs are the property of the Agency during the contract term as well as after expiration of said contract. CDRs must be established and maintained each time an inmate goes off-hook. CDR data must include at a minimum:

1. Off hook time
2. Inmate ID/PIN
3. End type (e.g. pre-answer hang-up, called party hang-up, max time elapsed)
4. Phone number attempted
5. Station name
6. Billing start time
7. Duration of call (in seconds)
8. Billed time
9. Call type (e.g. collect, debit)
10. Jurisdiction type (e.g. local, interstate)
11. Termination reason

Vendor Response:

 Legacy has acknowledged, agreed and will comply.

5.41. Recorded conversations must provide security measures to ensure they have not been tampered with. This security must extend to recordings transferred to external mediums such as CD-ROM or email. Vendor must provide expert testimony with respect to the security of records, when required.

Vendor Response:

 Legacy has acknowledged, agreed and will comply.

5.42. Vendor shall establish a PIN management system for the inmate telephone system and require entry of valid PINs prior to attempting a call. Integration with Agency's Offender Information System (OIS) is required to automate the PIN assignment process.

Vendor Response:

 Legacy has acknowledged, agreed and will comply.

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5.43. The inmate telephone system shall be capable to store and reference a list of Personal Allowed Numbers (PAN) associated with each PIN. The quantity of approved telephone numbers shall be configurable. The inmate telephone system shall be capable of storing the following PAN information:

1. Telephone Number
2. Called Party Name
3. Address
4. Relationship to Inmate

Vendor Response:

☒ Legacy has acknowledged, agreed and will comply.

5.44. The inmate telephone system shall be capable of suspending a specific PIN, restrict usage at certain telephones by PIN, allow usage at certain telephone by PIN, facility or sub-location, control duration of calls, time of day calls may or may not occur, specific numbers the PIN may or may not call. Vendor shall demonstrate how the above will be accomplished and continued.

Vendor Response:

☒ Legacy has acknowledged, agreed and will comply.

5.45. Call rating and revenue reporting must include systematic controls and internal audit processes to ensure correct and accurate reporting. Vendor shall describe systematic controls and internal audit procedures.

Vendor Response:

☒ Legacy has acknowledged, agreed and will comply.

5.46. The inmate telephone system must track and provide accurate summary revenue. Reports must include all types and must reflect the total revenue for each call type, subtotaled by tariff type.

Vendor Response:

☒ Legacy has acknowledged, agreed and will comply.

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5.47. The inmate telephone system must be capable of sorting CDRs and producing reports which detail inmate telephone activity, including but not limited to, the reports below: Vendor shall list all other available reports. Must be capable of producing customized reports.

1. Calling by facility
2. Calling by inmate PIN
3. Calling by station
4. Calling by destination number
5. Frequently called numbers (numbers called multiple times per day)
6. Commonly called numbers (numbers called by more than one PIN)
7. Global allowed or blocked numbers
8. PAN or attorney lists by inmate
9. Three-way calling attempts
10. Remote call forwarding attempts
11. Restricted number calling attempts

Vendor Response:

 Legacy has acknowledged, agreed and will comply.

5.48. Vendor shall supply Agency 24 workstations and printers connected to the inmate telephone system bandwidth at mutually agreed upon locations. Vendor shall refresh the equipment at the beginning of every fourth year (at the end of each three year period). Equipment requirements include:

1. Operating System – Windows 7 Enterprise
2. Flat panel monitor
3. CD/DVD burner
4. Color ink jet printer/scanner

Vendor Response:

 Legacy has acknowledged, agreed and will comply.

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- 5.49. Upon commencement of installation, Vendor shall reimburse the Agency for three fulltime equivalent positions of Investigator 1 to fulfill the requirements of the operation of the inmate telephone system whose responsibilities will be to monitor the inmate telephone system within the Agency facilities and determine system functionality. The reimbursement for each positions listed above is \$36,624 for a total of \$ 109,872. The vendor shall adjust for salary reimbursement for the above listed positions to keep pace with the Agency granted increases. The vendor shall ensure that the reimbursement to the Agency for the above listed positions is via a separate check from the Agency's commission check or paid as specified by the Agency.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.50. The duties and responsibilities of the above positions shall include:

1. Routine operational checks of the inmate telephone system. All service issues will immediately be reported to the supervisor and Vendor.
2. Check monitoring and recording functionality of systems twice a work day and report findings to the supervisor and Vendor.
3. Generate all on-site reports as requested by Vendor and maintain a copy for Agency's files.
4. Inform vendor when inventory supplies are needed.
5. Extract recording and provide CDs for Agency personnel use in accordance with Agency's policies and procedures
6. Perform preventative maintenance on computer terminals as instructed by Vendor, including normal cleaning and defragmentation of hard drive
7. Alert Vendor to all equipment and service issues that impact Vendor's performance under said Contract
8. Provide training to Agency's staff
9. Provide training to inmates on telephone usage
10. Check Prisons Rape Elimination Act Hotline and Critical Incident Hotline as assigned

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.51. Flexible, state of the art technology shall be provided by Vendor to meet all network and system requirements. In addition, web based equipment and software must be provided. Vendor is responsible for repairing and/or replacing all hardware when needed as well as upgrading software every four months.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

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5.52. The inmate telephone system and related peripherals must be new and solely dedicated to Agency. Servers, storage units, and other infrastructure shall not be shared with other clients of Vendor.

Vendor Response:

☒ Legacy has acknowledged, agreed and will comply.

5.53. Inmate telephone system architecture shall be expandable for future growth.

Vendor Response:

☒ Legacy has acknowledged, agreed and will comply.

5.54. Vendor shall provide redundant storage. Redundant storage sites shall be located such that a man made or natural disaster is not likely to compromise both storage sites due to a single event. Vendor shall store all inmate Call Details Records online for the life of the contract. Vendor shall supply all storage media to Agency for the life of the contract.

Vendor Response:

☒ Legacy has acknowledged, agreed and will comply.

5.55. Liquidated Damages: Vendor shall pay Agency liquidated damages in the amount of \$300.00 per each instance when Agency suffers one or more lost, unrecoverable, or unusable recording of a call. Agency agrees to notify Vendor at such occurrence and provide Vendor seven days per instance to produce the call recording. Agency shall invoice Vendor for all liquidated damage charges, to be paid by Vendor within 30 days of date of invoice.

Vendor Response:

☒ Legacy has acknowledged, agreed and will comply.

5.56. Vendor shall supply dedicated network circuits for which Agency users can access CDRs. Access on shared bandwidth is not allowed. Vendor shall detail the network architecture, with particular emphasis on the dedicated bandwidth available at each site and the dedicated bandwidth available to access CDRs, both onsite and remotely.

Vendor Response:

☒ Legacy has acknowledged, agreed and will comply.

5.57 Vendor shall describe its process for unblocking a telephone number that was restricted due

Vendor Response:

☒ Legacy has acknowledged, agreed and will comply.

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- 5.58. The Vendors shall allow collect calling, with a minimum \$100.00 monthly limit on non-delinquent accounts, to called parties. Vendor may establish direct or third party collect call billings. Vendor shall supply an alternative billing option for called parties who are categorized as unbillable by the service carrier.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.59. Alternative payment or account setup methods such as enhanced SMS programs are not allowed. Regardless of billing methods, all calls must be charged at the rates outlined on the successful vendor's bid.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.60. Prepaid Collect accounts must include various payment options such as, credit card; electronic check; Western Union. Vendor shall describe available payment methods, timelines to post payments and timelines to allow calls to process. Prepaid Collect accounts may only be set up via live customer service representative on telephone or a secure online site. Account setup via Interactive Voice Response (IVR) is not allowed. Replenishment of minutes via IVR is allowed. No minimum funding is allowed for Prepaid Collect.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.61. Vendor shall process all refund requests within a reasonable timeframe at no charge to the account holder. Vendor shall describe its refund process, including timeframe for account holder to receive refund.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.62. Account expiration or dormant funds policies are not allowed.

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

- 5.63. Vendor's system must provide live customer service via a toll free number on a 24/7/365 basis. Live operator must be easily reached within a maximum of one minute without lengthy or complicated "press throughs".

Vendor Response:

- ☒ Legacy has acknowledged, agreed and will comply.

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5.64. Vendor shall have call centers located in the Continental United States. Vendor shall provide a list of all call centers and locations providing end-user customer service.

Vendor Response:

☒ Legacy has acknowledged, agreed and will comply.

5.65. Once connected to live operator, assistance must be consistently maintained at a maximum of 90 seconds. Agency reserves the right to request daily reports to ensure compliance.

Vendor Response:

☒ Legacy has acknowledged, agreed and will comply.

5.66. Vendor shall propose a single flat postalized rate, including all rate types, per minute calling rate (with no surcharge). A discount should be proposed for prepaid and debit calling. The Agency does not currently provide debit calling but may choose to do so during this contract.

Vendor Response:

☒ Legacy has acknowledged, agreed and will comply.

5.67. All billed revenue shall include all completed calls that generate revenue regardless of the call's classification. Commission must be calculated on the total gross billed revenue exclusive of taxes and regulatory fees. No promotional or marketing type calls are allowed. No calls with commission rates that are less than the commission rates on standard prepaid.

Vendor Response:

☒ Legacy has acknowledged, agreed and will comply.

5.68. All fees, charges or per minute cost of a call must be fully disclosed by the vendor, no other fees or charges will be allowed.

Vendor Response:

☒ Legacy has acknowledged, agreed and will comply.

5.69. All rate increases mandated by a regulatory entity, will be passed through to the contract by change order, proof of said charges shall be provided by Vendor.

Vendor Response:

☒ Legacy has acknowledged, agreed and will comply.

REQUEST FOR PROPOSAL
COR61453 -Inmate Telephone System

5.70. All requests for change orders must be sent to the Agency Central Office, to the attention of the Contracts Manager.

Vendor Response:

☒ Legacy has acknowledged, agreed and will comply.

5.71 In the event Agency expands an existing facility or opens a new facility, Vendor shall provide inmate telephone services at the same contract pricing.

Vendor Response:

☒ Legacy has acknowledged, agreed and will comply.

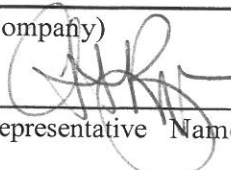
REQUEST FOR PROPOSAL
COR61453 -Inmate Telephone System

000055

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

Legacy Inmate Communications

(Company)

 Curtis Allan Brown, President & CEO

(Representative Name, Title)

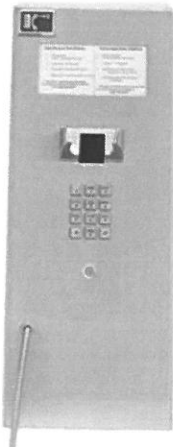
Duane Cutler 800-553-1782

(Contact Phone/Fax Number)

11/08/2013

(Date)

CT-1000-SS-VC Inmate Telephone



Housing: High Security, 14 Gauge Steel

Size: 21 1/2"H x 7 1/2"W x 2 1/2"D

Connections: Modular or Spade

Handset: Armored cord with steel lanyard, and heavy 14 gauge steel retainer

Instruction Card: 2 1/2"H x 5"W

Line Powered: No A/C power required

Technical Specifications

- 20mA minimum to 80mA maximum line power
- Meets FCC Parts 68 and Bellcore TR-TSY-000450
- Meets Waterspray Test Bellcore TR-TSY-000456 7.2
- Relative Humidity 0% to 95% condensing
- Operating Temperature -40 to 140 degrees Fahrenheit
- Hearing Aid compatible. Meets EIA-RS-504
- Meets ADA Requirements

Ordering Options

CT- 1000+

SS = Stainless Steel

BL = Blue Powdercoat Painted Steel

BK = Black Powdercoat Painted Steel

VC = Volume Control Button

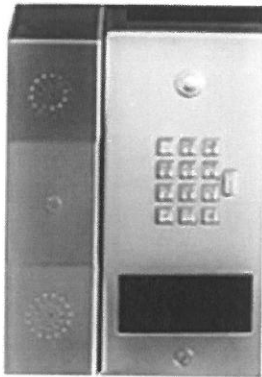
12 = 12" Mini Handset cord length

18 = 18" Short Handset cord length

32 = 32" Standard Handset cord length

IHS = Invisible Hookswitch

CT-900-SS-VCD Fixed Handset Inmate Telephone



Housing: High Security, 14 Gauge Stainless Steel
Size: 11 1/2" H x 8" W x 2 1/2" D
Hookswitch: On/Off Button
Volume Control: Technician Set or External Button
Sidetone Reduction: Built-in Confidencer Function
Connections: Modular or Spade
Keypad: Heavy Chrome Metal
Handset: Dynamic Components are Built-in
Instruction Card: 1 3/4" H x 4"W
Conformal Coating: Protects components for Outdoor Use
Line Powered: No A/C power required
Mounting: Mounts directly to wall
Warranty: 2 Years
FCC Registered: US 1U8USA-74411-CC-T
Patent Pending

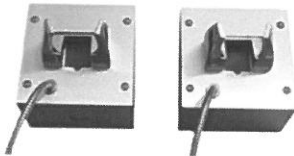
Technical Specifications

- 20mA minimum to 80mA maximum line power
- Meets FCC Parts 68 and Bellcore TR-TSY-000450
- Meets Waterspray Test Bellcore TR-TSY-000456 7.2
- Relative Humidity 0% to 95% condensing
- Operating Temperature -40 to 140 degrees Fahrenheit
- Hearing Aid compatible. Meets EIA-RS-504

Ordering Options

CT- 900+
SS = Stainless Steel
VCD = Volume Control Dial
EC = Everclear Dynamic

CT-50-SS Visitation Phone



Technical Specifications

Faceplate: High Security, 14 Gauge, Stainless Steel

Dimensions: 5"H x 5"W

Housing: 14 Gauge CRS Powder Coat Painted Black

Size: 5" H x 5" W x 3 1/2" D

Weight: 2 1/2 lbs. each

Connections: Screw Terminal

Handset: 12", 18", or 32" armored cord with steel lanyard, and heavy 14 gauge steel retainer

Powered: Will operate on 24 to 48 VDC phone line, system supplied power or 110 AC to 10 VDC Adapter

Mounting: Mounts directly to wall or can be recessed

Relative Humidity: 0% to 95% condensing

Operating Temperature: -40 to 140 degrees Fahrenheit

Warranty: 2 Years

Recording: Conversations may be monitored or recorded with optional VisitLink Package.

Ordering Options

CT-50+

SS = Stainless Steel

12 = 12" Mini Handset cord length

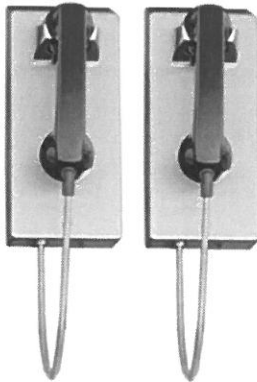
18 = 18" Short Handset cord length

32 = 32" Standard Handset cord length

MS = Magnetic/Micro Hookswitch

IHS = Invisible Hookswitch

CT-100-SS Visitation Phone



Technical Specifications

Housing: High Security, 14 Gauge Steel

Size: 11 1/2" H x 5" W x 2 1/2" D

Weight: 5 lbs. each

Connections: Screw Terminal

Handset: 12", 18", or 32" armored cord with steel lanyard, and heavy 14 gauge steel retainer

Powered: Will operate on 24 to 48 VDC phone line, system supplied power or 110 AC to 10 VDC Adapter

Mounting: Mounts directly to wall, TM-4000 Backboard, or TM-4500-BB Backboard with conduit fittings

Warranty: 2 Years

Relative Humidity: 0% to 95% condensing

Operating Temperature: -40 to 140 degrees Fahrenheit

Recording: Conversations may be monitored or recorded with optional VisitLink Package.

Ordering Options

CT-100+

SS = Stainless Steel

12 = 12" Mini Handset cord length

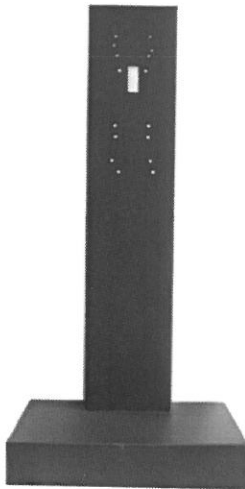
18 = 18" Short Handset cord length

32 = 32" Standard Handset cord length

MS = Magnetic/Micro Hookswitch

IHS = Invisible Hookswitch

TM-24-7 2-Wheel Phone Cart



Body: High Security, 14 Gauge Steel
Size: Post - 51 3/4"H x 10"W x 6"D
Foot - 6"H x 24"W x 15"D
Paint: Scratch Resistant Black Powder Coat
Shipping Weight: 65 lbs. Each
Mounting: Pattern for Mini and Standard Size Phones

Product Description

The TM-24-7 Mobile Inmate Telephone Cart is designed to let you move a phone quickly and easily to where it is needed. The cart functions just like a hand truck. When a TMG Inmate Telephone is mounted on the TM-24-7 the telephone handset cord is positioned to be at the appropriate height to enter the food tray slot on most high security doors. Large cleats are positioned inside the back of the cart, away from the reach of inmates, for excess telephone line cord storage.

Applications

- Maximum Security Prisons
- Segregation Housing Units
- Holding Cells
- Psychiatric Wards
- Prison Hospitals
- Any place a temporary phone may be required

The TM-24-7 will accommodate all TMG Inmate Telephones, coin telephones and most competitor telephones. Call to verify which pattern will work for your existing telephone.

TM-24-8 4-Wheel Phone Cart



Body: High Security, 14 Gauge Steel
Size: Post - 51 3/4"H x 10"W x 6"D
Foot - 6"H x 24"W x 15"D
Paint: Scratch Resistant Black Powder Coat
Shipping Weight: 65 lbs. Each
Mounting: Pattern for Mini and Standard Size Phones

Product Description

The TM-24-8 Mobile Inmate Telephone Cart is designed to let you move a phone quickly and easily to where it is needed. The cart functions just like a hand truck. When a TMG Inmate Telephone is mounted on the TM-24-8 the telephone handset cord is positioned to be at the appropriate height to enter the food tray slot on most high security doors. Large cleats are positioned inside the back of the cart, away from the reach of inmates, for excess telephone line cord storage.

Applications

- Maximum Security Prisons
- Segregation Housing Units
- Holding Cells
- Psychiatric Wards
- Prison Hospitals
- Any place a temporary phone may be required

The TM-24-8 will accommodate all TMG Inmate Telephones, coin telephones and most competitor telephones. Call to verify which pattern will work for your existing telephone.



Supercom 4400



Loaded with advanced capabilities, the Supercom 4400 is the most sophisticated non-printing TTY available. Save and review conversations, auto-answer messages, and memos in its 32K memory. Store hundreds of telephone numbers by name, the Supercom 4400 can dial for you! Its user-programmable relay voice announcer tells people they have reached a TTY and asks them to use a TTY or dial relay. It even tells them the relay phone number that you have entered.

Supercom 4400

- 32k memory
- Turbo Code[®] and Auto ID[™]
- E-Turbo for simplified relay calling**
- Direct connect (with 2 jacks) to standard telephone lines
- Built-in ring flasher
- Auto-Answer (with programmable message)
- Auto-busy redial, Wait for Response and 3-way calling
- Remote message retrieval
- User-programmable Relay Voice Announcer
- Keyboard dialing, follow-on dialing, tone or pulse dial
- Memory dialing/redial
- Computer-style keyboard
- TTY Announcer[™]
- GA/SK and arrow keys
- Printer port to connect to external printer
- 1-year warranty

*** Works with E-Turbo compatible Relay Services.*



TTYs for Public Places



Designed for public use, the Public TTY makes TTY calls from pay phones and public facilities easy and reliable. There are several different models for both indoor and outdoor use.

Ultratec's Public TTYs are easy to install and use. They work with all types of public telephones and popular pay phone enclosures. Public TTYs do not affect the use of the pay phone by the hearing public. The TTY keyboard is mounted at an angle for comfortable reading and typing. Public TTY models are approved by the FCC and accepted by major telephone companies.

*The Public TTY meets the requirements for the **Americans with Disabilities Act (ADA)** as a public text telephone.*

Motorized Models

- Maximum protection against vandalism.
- Stainless steel TTY keyboard
- Keyboard remains protected in metal drawer until a TTY call is placed
- Drawer opens automatically when another TTY answers, closes when the call is finished
- Choose from:
 - **Model M120:** 1-line, 20-character, vacuum fluorescent display
 - **Model M240 FS:** 2-line, 40-character, LCD display. For outdoor use.

WOLF HOUND-**CEL**LPHONE DETECTOR



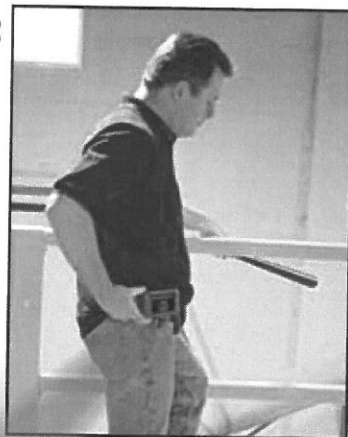
STEALTHY CELL PHONE DETECTION

Wolfhound™-Lite is a belt-worn, wireless sniffer specifically tuned to the RF signature of common cell phones including PCS, CDMA / WCDMA, GSM and Cellular bands. Wolfhound™-Lite's high speed scanning receiver utilizes a multi-band, external omni-directional antenna system allowing security personnel to locate all nearby cell phones actively using voice, text (SMS) or data transmissions. Wolfhound™-Lite's compact and discreet design makes it the perfect stealth tool for enforcing your **NO WIRELESS** security policy in universities, government & military installations, court rooms, law enforcement agencies, financial institutions, prisons & correctional facilities. Wolfhound™-Lite's simple, pager-sized design prevents wireless usage by alerting the operator via an OLED screen and/or vibrating alerts that detect and even aid in locating the wireless perpetrator.

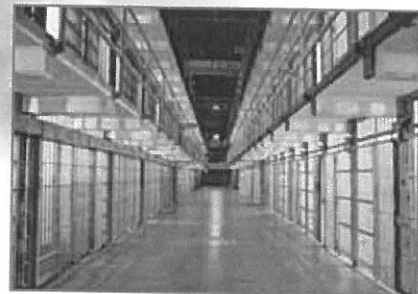
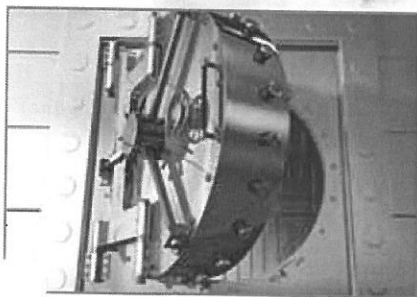


Perfect for:

- ✓ Prisons
- ✓ Universities
- ✓ Banks
- ✓ Military
- ✓ Government
- ✓ Court Rooms
- ✓ Concert Halls



Wolfhound-Lite's vibrating alert allows for covert detection of any nearby cell phone activity.



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VARITRONICS
SYSTEMS**

Clarifying RF

Providing wireless solutions for over 35 years

WOLFPHONE DETECTOR WOLF HOUND-LITE



STEALTHY CELL PHONE DETECTION

DEMODULATOR SPECIFICATIONS:

North American Model 1

824-849 MHz

896-901 MHz

1850-1910 MHz

Euro/Asian/Australian Model 2

(EGSM 900) 880-915 MHz (Europe, Asia, Australia, New Zealand)

(GSM 1800) 1710.2-1784.8 MHz (Europe, Asia, Japan)

(WCDMA/UMTS) 1920-1980 MHz (Europe, Asia, Korea, Japan, Australia, Brazil, New Zealand)

ALERTS

Vibrating & OLED

RADIUS OF COVERAGE AREA

approximately 50 feet (under typical conditions)

ANTENNA

External SMA connector for omni-directional antenna

RECEIVING MODE

Continually scans for cellphone up-link activity

MAXIMUM RADIUS OF COVERAGE

Approximately 50 feet (under typical conditions)

RECEIVER SENSITIVITY

-60 dBm

EXTERNAL MULTIBAND COMPACT ANTENNA

2 dBi Gain

WEARABLE/STEALTHY OPERATION

Belt-mounted clip

WEIGHT

under 1/2 lb. (7 oz.) with battery

CONCEALABLE

1.1" x 2.9" x 4.7" (30mm x 73mm x 120mm)

9 VOLT LITHIUM-ION RECHARGEABLE BATTERY

Runtime between charges 8 hours

CHARGE TIME

2.5 hours

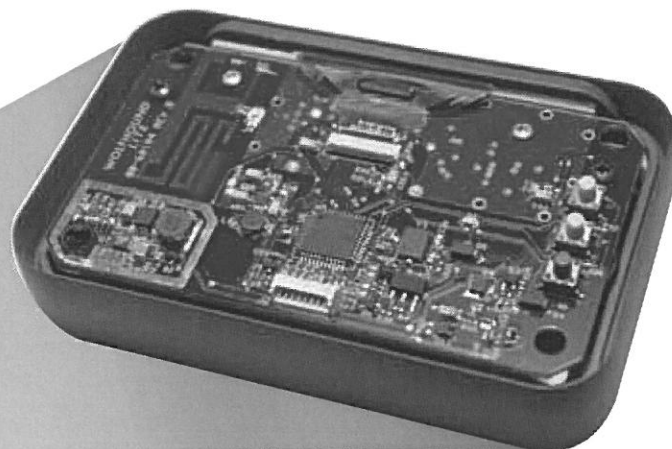
INCLUDES

Rugged carrying case, 9V battery, charger, antenna

TIONS

Covert antenna option

* Ask about our custom, covert antenna and receiver installations.



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Providing wireless solutions for over 35 years.

SAMPLE REPORTS

Print sample reports separately and double sided to save space in the binder.

SAMPLE COMMISSION REPORTS

Users can easily access reports from the Reports Utility of iCON. Reports are viewable from iCON within seconds of report request. iCON offers a wide array of useful Investigative Report options to substantiate every aspect of the inmate call process. The following sample reports demonstrate the capability of iCON to supply detailed commission reports. On the following pages you will find:

Call Commission Summary

Commission Due Statement

Call Commission Detail

Call Commission (Inmate Phone Number)

LEGACY INMATE COMMUNICATIONS**Call Commission Summary**

From Date : 2/1/2013 12:00:00 AM To : 2/21/2013 12:00:00 AM

Report Date : Feb 21 2013 12:42:21

Call Date	Call Count	Total Minutes	Call Revenue	Commission Rate	Commission Paid
02/01/13	1,707	23,732	\$6,409.62	56.00%	\$3,589.39
02/02/13	1,653	22,936	\$6,126.00	56.00%	\$3,430.56
02/03/13	1,735	24,512	\$6,372.55	56.00%	\$3,568.63
02/04/13	1,689	22,674	\$6,569.64	56.00%	\$3,679.00
02/05/13	1,598	22,098	\$6,164.04	56.00%	\$3,451.86
02/06/13	1,597	21,850	\$6,075.96	56.00%	\$3,402.54
02/07/13	1,503	21,375	\$5,742.31	56.00%	\$3,215.69
02/08/13	1,800	25,885	\$7,032.30	56.00%	\$3,938.09
02/09/13	1,673	24,211	\$5,996.69	56.00%	\$3,358.15
02/10/13	1,659	24,305	\$6,340.81	56.00%	\$3,550.85
02/11/13	1,843	24,867	\$7,046.23	56.00%	\$3,945.89
02/12/13	1,813	25,075	\$6,916.02	56.00%	\$3,872.97
02/13/13	1,888	26,883	\$7,241.76	56.00%	\$4,055.39
02/14/13	2,024	29,168	\$7,805.53	56.00%	\$4,371.10
02/15/13	1,747	24,869	\$6,755.23	56.00%	\$3,782.93
02/16/13	1,702	24,676	\$6,426.77	56.00%	\$3,598.99
02/17/13	1,614	24,093	\$6,056.35	56.00%	\$3,391.56
02/18/13	1,738	25,121	\$6,654.11	56.00%	\$3,726.30
02/19/13	1,800	25,091	\$6,856.72	56.00%	\$3,839.76
02/20/13	1,637	22,151	\$6,253.37	56.00%	\$3,501.89
02/21/13	344	4,607	\$1,515.10	56.00%	\$848.46
TOTAL ALL PAGES	34,764	490,179	\$132,357.11		\$74,120.00

LEGACY INMATE COMMUNICATIONS

Commission Due Statement

From Date : 2/1/2013 12:00:00 AM To : 2/21/2013 12:00:00 AM

Report Date : 21 Feb 2013 01:03:09

Bill Type	Call Type	Call Count	Call Duration	Call Revenue	Commission Rate	Commission Paid
Collect	Canada	13	141	\$240.02	56.00%	\$134.41
Collect	InterLata	401	3,966	\$3,344.20	56.00%	\$1,872.75
Collect	InterState	80	1,102	\$1,035.22	56.00%	\$579.72
Collect	IntraLata	957	10,837	\$3,688.94	56.00%	\$2,065.81
Collect	Local	4,569	51,706	\$13,836.67	56.00%	\$7,748.54
Collect w/ CC	Canada	10	115	\$192.15	56.00%	\$107.60
Collect w/ CC	InterLata	838	11,287	\$8,638.05	56.00%	\$4,837.31
Collect w/ CC	InterState	288	3,574	\$3,447.62	56.00%	\$1,930.67
Collect w/ CC	IntraLata	2,055	29,901	\$8,714.64	56.00%	\$4,880.20
Collect w/ CC	Local	11,082	166,910	\$35,639.70	56.00%	\$19,958.23
Prepaid w/CC	InterLata	338	5,096	\$3,783.00	56.00%	\$2,118.48
Prepaid w/CC	InterState	45	504	\$500.04	56.00%	\$280.02
Prepaid w/CC	IntraLata	374	5,520	\$1,601.58	56.00%	\$896.88
Prepaid w/CC	Local	3,153	50,485	\$10,301.93	56.00%	\$5,769.08
Prepaid-Collect	InterLata	343	3,527	\$2,934.55	56.00%	\$1,643.35
Prepaid-Collect	InterState	89	1,130	\$1,083.54	56.00%	\$606.78
Prepaid-Collect	IntraLata	1,275	17,257	\$5,242.78	56.00%	\$2,935.96
Prepaid-Collect	Local	8,890	127,683	\$28,273.65	56.00%	\$15,833.24
TOTAL ALL PAGES		34,800	490,741	\$132,498.28		\$74,199.03

LEGACY INMATE COMMUNICATIONS

Call Commission Detail

From Date : 2/1/2013 12:00:00 AM To : 2/21/2013 12:00:00 AM

Report Date : Feb 21 2013 01:35:19

Date	Bill Type	Call Type	Inmate Phone #	Destination #	End Time	Call Count	Call Duration	Call Revenue	Comm Rate	Comm Paid
02/01/13	Collect	InterLata			6:16:59 PM	1	13	\$10.05	56.00%	\$5.63
02/01/13	Collect	InterLata			3:57:08 PM	1	6	\$6.20	56.00%	\$3.47
02/01/13	Collect	InterLata			3:45:31 PM	1	6	\$6.20	56.00%	\$3.47
02/01/13	Collect	InterLata			8:21:55 PM	1	6	\$6.20	56.00%	\$3.47
02/01/13	Collect	InterLata			2:33:24 PM	1	2	\$4.00	56.00%	\$2.24
02/01/13	Collect	InterLata			6:22:52 PM	1	11	\$8.95	56.00%	\$5.01
02/01/13	Collect	InterLata			9:38:23 PM	1	10	\$8.40	56.00%	\$4.70
02/01/13	Collect	InterLata			2:18:34 PM	1	1	\$3.45	56.00%	\$1.93
02/01/13	Collect	InterLata			2:14:37 PM	1	5	\$5.65	56.00%	\$3.16
02/01/13	Collect	InterLata			2:41:33 PM	1	7	\$6.75	56.00%	\$3.78
02/01/13	Collect	InterLata			4:24:36 PM	1	7	\$6.75	56.00%	\$3.78
02/01/13	Collect	InterLata			5:39:10 PM	1	19	\$13.35	56.00%	\$7.48
02/01/13	Collect	InterLata			6:25:57 PM	1	12	\$9.50	56.00%	\$5.32
02/01/13	Collect	InterLata			6:26:34 PM	1	2	\$4.00	56.00%	\$2.24
02/01/13	Collect	InterLata			9:39:40 AM	1	5	\$5.65	56.00%	\$3.16
02/01/13	Collect	InterLata			8:44:10 AM	1	11	\$8.95	56.00%	\$5.01
02/01/13	Collect	InterState			3:02:40 PM	1	18	\$15.94	56.00%	\$8.93
02/01/13	Collect	InterState			11:22:40 AM	1	8	\$8.84	56.00%	\$4.95
02/01/13	Collect	InterState			1:14:20 PM	1	4	\$6.00	56.00%	\$3.36
02/01/13	Collect	InterState			5:47:52 PM	1	3	\$5.29	56.00%	\$2.96
02/01/13	Collect	IntraLata			5:47:23 PM	1	6	\$3.36	56.00%	\$1.88
02/01/13	Collect	IntraLata			8:02:22 PM	1	11	\$3.61	56.00%	\$2.02
02/01/13	Collect	IntraLata			7:46:17 PM	1	20	\$4.60	56.00%	\$2.58
02/01/13	Collect	IntraLata			9:51:21 PM	1	3	\$2.73	56.00%	\$1.53
02/01/13	Collect	IntraLata			4:12:44 PM	1	20	\$5.60	56.00%	\$3.14
TOTAL ALL PAGES						34,843	491,319	\$132,679.56		\$74,300.55

LEGACY INMATE COMMUNICATIONS

Call Commission (Inmate Phone Number)

From Date : 2/1/2013 12:00:00 AM To : 2/1/2013 12:00:00 AM

Report Date : Feb 21 2013 01:17:00

Inmate Phone #	Call Count	Total Minutes	Call Revenue	Commission Rate	Commission Paid
	1	4	\$5.10	56.00%	\$2.86
	2	12	\$12.40	56.00%	\$6.94
	1	7	\$6.75	56.00%	\$3.78
	3	25	\$8.75	56.00%	\$4.90
	5	44	\$18.96	56.00%	\$10.62
	13	220	\$43.38	56.00%	\$24.29
	2	23	\$8.33	56.00%	\$4.66
	2	24	\$19.00	56.00%	\$10.64
	3	45	\$12.30	56.00%	\$6.89
	11	166	\$36.23	56.00%	\$20.29
	3	24	\$8.79	56.00%	\$4.92
	1	8	\$3.28	56.00%	\$1.84
	2	40	\$27.80	56.00%	\$15.57
	2	29	\$6.64	56.00%	\$3.72
	3	62	\$15.07	56.00%	\$8.44
	13	195	\$47.11	56.00%	\$26.38
	13	193	\$43.03	56.00%	\$24.10
	8	141	\$37.57	56.00%	\$21.04
	12	205	\$44.01	56.00%	\$24.65
	7	120	\$31.54	56.00%	\$17.66
	6	57	\$18.22	56.00%	\$10.20
	15	221	\$48.98	56.00%	\$27.43
	18	265	\$58.89	56.00%	\$32.98
	2	42	\$7.42	56.00%	\$4.16
	7	106	\$50.97	56.00%	\$28.54
	2	3	\$5.08	56.00%	\$2.84
TOTAL	157	2,281	\$625.60		\$350.34

SAMPLE CALL DETAIL REPORTS

Users can easily access reports from the Reports Utility of iCON. Reports are viewable from iCON within seconds of report request. iCON offers a wide array of useful Investigative Report options to substantiate every aspect of the inmate call process. The following sample reports demonstrate the capability of iCON to supply detailed calling reports. On the following pages you will find:

Billed Call Detail Report By - Inmate Phone Number, Facility Division, Facility Location, Call Type, Bill Type, Inmate PIN, Prepaid Account

Billed Call Summary Report By - Inmate Phone Number, Destination Number, Facility Division, Facility Location, Call Type, Bill Type, Inmate PIN, Prepaid Account, Call Date, Hour

Un-Billed Call Report By - Inmate Phone Number, Inmate PIN, Reject Type, Facility Division, Facility Location

Un-billed Call Summary Report

Monthly Billed and Un-Billed Call Report - Graph

LEGACY INMATE COMMUNICATIONS

Billed Call Detail (Inmate Phone Number)

From Date : 2/1/2013 12:00:00 AM To : 2/4/2013 12:00:00 AM

Report Date : Feb 15 2013 11:28:30

Inmate Phone #	Destination #	Date	Call Type	Bill Type	Total Minutes	Call Revenue
		2/1/2013 13:18	RL	Collect w/ CC	4	\$5.10
		2/4/2013 14:56	AL	Collect	5	\$3.20
		2/1/2013 12:00	RL	Collect w/ CC	6	\$6.20
		2/1/2013 12:39	RL	Collect w/ CC	6	\$6.20
		2/1/2013 16:24	RL	Collect	7	\$6.75
		2/2/2013 3:03	RL	Prepaid-Collect	21	\$14.45
		2/2/2013 3:28	RL	Prepaid w/CC	20	\$13.90
		2/2/2013 10:14	RL	Prepaid w/CC	21	\$14.45
		2/3/2013 15:08	RL	Collect w/ CC	3	\$4.55
		2/3/2013 15:24	RL	Collect w/ CC	6	\$6.20
		2/3/2013 16:02	RL	Collect w/ CC	12	\$9.50
		2/4/2013 21:54	AL	Collect w/ CC	1	\$2.51
		2/4/2013 21:58	AL	Prepaid-Collect	3	\$2.73
		2/2/2013 2:25	AL	Collect	1	\$2.51
		2/4/2013 12:14	RL	Collect w/ CC	6	\$6.20
		2/3/2013 0:19	AL	Collect	5	\$2.95
		2/3/2013 0:29	AL	Collect	1	\$2.51
		2/4/2013 7:12	AL	Collect	3	\$2.88
		2/4/2013 8:06	RL	Collect	5	\$5.65
		2/4/2013 8:17	RL	Collect	3	\$4.55
		2/4/2013 8:43	RL	Collect	5	\$5.65
		2/4/2013 10:40	RL	Collect	3	\$4.55
		2/4/2013 12:03	RL	Collect	4	\$5.10
		2/4/2013 12:14	RL	Collect	4	\$5.10
TOTAL					155	\$143.39

LEGACY INMATE COMMUNICATIONS

Billed Call Detail (Division)

From Date : 2/1/2013 12:00:00 AM To : 2/4/2013 12:00:00 AM

Report Date : Feb 15 2013 11:33:06

Division	Date	Inmate Phone #	Destination #	Bill Type	Total Minutes	Call Revenue
Main Jail	2/4/2013 14:56			Collect	5	\$3.20
Main Jail	2/2/2013 2:25			Collect	1	\$2.51
Main Jail	2/3/2013 0:19			Collect	5	\$2.95
Main Jail	2/4/2013 15:41			Collect	5	\$3.20
Main Jail	2/3/2013 0:29			Collect	1	\$2.51
Main Jail	2/3/2013 0:55			Collect	1	\$2.51
Main Jail	2/4/2013 12:52			Collect	15	\$4.80
Main Jail	2/4/2013 19:46			Collect	6	\$3.06
Main Jail	2/1/2013 22:59			Collect	10	\$3.50
Main Jail	2/2/2013 20:12			Collect	9	\$3.39
Main Jail	2/3/2013 20:31			Collect	19	\$3.32
Main Jail	2/3/2013 21:04			Collect	20	\$4.60
Main Jail	2/1/2013 9:11			Collect	1	\$2.56
Main Jail	2/1/2013 20:00			Collect	7	\$3.17
Main Jail	2/3/2013 18:22			Collect	9	\$3.39
Main Jail	2/2/2013 19:17			Collect	4	\$2.84
Main Jail	2/2/2013 19:12			Collect	5	\$2.62
Main Jail	2/1/2013 22:49			Collect	20	\$4.60
Main Jail	2/4/2013 19:47			Collect	12	\$3.72
Main Jail	2/2/2013 14:13			Collect	20	\$3.37
Main Jail	2/3/2013 14:15			Collect	21	\$4.71
Main Jail	2/3/2013 15:38			Collect	7	\$3.17
Main Jail	2/3/2013 16:13			Collect	10	\$3.50
Main Jail	2/1/2013 19:32			Collect	14	\$3.94
TOTAL					227	\$81.14

LEGACY INMATE COMMUNICATIONS

Billed Call Detail (Location)

From Date : 2/1/2013 12:00:00 AM To : 2/4/2013 12:00:00 AM

Report Date : Feb 15 2013 11:34:39

Location	Destination #	Record Date	Bill Type	Total Minutes	Call Revenue
Second Floor		2/1/2013 16:44	Collect	20	\$5.60
Second Floor		2/4/2013 17:56	Collect	8	\$3.68
Second Floor		2/1/2013 18:51	Collect	3	\$2.73
Second Floor		2/3/2013 20:13	Collect	21	\$4.71
Second Floor		2/4/2013 20:10	Collect	3	\$2.73
Second Floor		2/4/2013 20:19	Collect	7	\$3.17
Second Floor		2/2/2013 21:18	Collect	21	\$4.71
Second Floor		2/1/2013 14:47	Collect	1	\$2.51
Second Floor		2/1/2013 15:07	Collect	19	\$3.59
Second Floor		2/2/2013 13:26	Collect	17	\$3.22
Second Floor		2/1/2013 19:17	Collect	5	\$2.65
Second Floor		2/3/2013 19:55	Collect	9	\$2.82
Second Floor		2/3/2013 20:13	Collect	7	\$2.72
Second Floor		2/4/2013 20:07	Collect	4	\$2.60
Second Floor		2/4/2013 20:22	Collect	5	\$2.65
Second Floor		2/4/2013 10:30	Collect	12	\$3.17
Second Floor		2/4/2013 12:32	Collect	1	\$2.51
Second Floor		2/4/2013 13:08	Collect	1	\$2.51
Second Floor		2/4/2013 12:23	Collect	3	\$2.63
Second Floor		2/4/2013 10:44	Collect	21	\$14.45
Second Floor		2/1/2013 8:44	Collect	11	\$8.95
Second Floor		2/4/2013 21:22	Prepaid w/CC	20	\$13.90
Second Floor		2/3/2013 12:37	Collect w/ CC	21	\$3.42
Second Floor		2/3/2013 14:31	Collect w/ CC	21	\$3.42
TOTAL				261	\$105.05

LEGACY INMATE COMMUNICATIONS

Billed Call Detail (Call Type)

From Date : 2/1/2013 12:00:00 AM To : 2/15/2013 12:00:00 AM

Report Date : Feb 15 2013 01:24:29

Call Type	Inmate Phone #	Destination #	Date	Total Minutes	Call Revenue
Canada			2/1/2013 18:28	20	\$28.99
Canada			2/4/2013 10:55	18	\$26.69
Canada			2/4/2013 11:41	5	\$11.74
Canada			2/4/2013 13:29	20	\$28.99
Canada			2/5/2013 15:28	12	\$19.79
InterLata			2/1/2013 8:40	9	\$7.85
InterLata			2/1/2013 8:44	11	\$8.95
InterLata			2/1/2013 8:58	13	\$10.05
InterLata			2/1/2013 9:14	4	\$5.10
InterLata			2/1/2013 9:34	15	\$11.15
IntraLata			2/13/2013 20:03	20	\$4.60
IntraLata			2/13/2013 20:04	20	\$4.60
IntraLata			2/13/2013 20:08	11	\$3.61
IntraLata			2/13/2013 20:08	3	\$2.73
IntraLata			2/13/2013 20:09	8	\$3.28
Local			2/11/2013 19:14	21	\$3.45
Local			2/11/2013 19:15	16	\$3.20
Local			2/11/2013 19:17	14	\$3.10
Local			2/11/2013 19:17	7	\$2.75
Local			2/11/2013 19:17	21	\$3.45
Local			2/14/2013 17:33	21	\$3.71
Local			2/14/2013 17:33	20	\$3.65
Local			2/14/2013 17:33	8	\$2.93
Local			2/14/2013 17:33	20	\$3.65
TOTAL				337	\$208.01

LEGACY INMATE COMMUNICATIONS

Billed Call Details (Bill Type)

From Date : 2/1/2013 12:00:00 AM To : 2/4/2013 12:00:00 AM

Report Date : Feb 15 2013 02:38:50

Bill Type	Inmate Phone #	Destination #	Date	Total Minutes	Call Revenue
Collect			2/4/2013 11:50	3	\$2.63
Collect			2/4/2013 12:01	4	\$2.69
Collect			2/4/2013 12:24	11	\$3.11
Collect			2/4/2013 12:43	12	\$3.17
Collect			2/4/2013 13:04	5	\$6.71
Collect w/ CC			2/2/2013 20:59	14	\$3.07
Collect w/ CC			2/2/2013 20:43	9	\$2.82
Collect w/ CC			2/2/2013 20:34	20	\$3.37
Collect w/ CC			2/2/2013 20:38	20	\$3.37
Collect w/ CC			2/2/2013 20:21	20	\$4.60
Prepaid w/CC			2/1/2013 11:48	20	\$3.65
Prepaid w/CC			2/2/2013 10:48	20	\$3.37
Prepaid w/CC			2/2/2013 10:52	9	\$7.85
Prepaid w/CC			2/1/2013 11:16	16	\$4.96
Prepaid w/CC			2/4/2013 15:28	21	\$3.71
Prepaid-Collect			2/3/2013 12:46	7	\$2.72
Prepaid-Collect			2/2/2013 13:54	20	\$3.37
Prepaid-Collect			2/3/2013 12:37	7	\$2.72
Prepaid-Collect			2/3/2013 12:36	21	\$3.42
Prepaid-Collect			2/3/2013 12:50	2	\$4.00
Prepaid-Collect			2/4/2013 14:51	20	\$3.65
Prepaid-Collect			2/4/2013 14:40	20	\$3.65
Prepaid-Collect			2/4/2013 14:39	20	\$3.65
Prepaid-Collect			2/4/2013 14:38	9	\$2.99
TOTAL				330	\$89.25

LEGACY INMATE COMMUNICATIONS

Billed Call Detail (Inmate PIN)

From Date : 2/1/2013 12:00:00 AM To : 2/4/2013 12:00:00 AM

Report Date : Feb 15 2013 01:21:25

PIN	Inmate Phone #	Destination #	Date	Call Type	Total Minutes	Call Revenue
12520			2/1/2013 12:40	Local	14	\$3.29
12520			2/3/2013 20:17	Local	20	\$3.37
16452			2/1/2013 21:11	Local	11	\$2.95
17316			2/2/2013 20:52	Local	14	\$3.07
17316			2/2/2013 16:03	InterLata	20	\$13.90
17316			2/2/2013 15:40	Local	19	\$3.32
17316			2/1/2013 12:35	Local	1	\$2.51
17316			2/1/2013 13:06	Local	12	\$3.17
17316			2/4/2013 16:19	Local	14	\$3.29
17316			2/4/2013 17:06	Local	20	\$3.65
17316			2/1/2013 16:37	Local	1	\$2.51
17316			2/4/2013 17:24	Local	12	\$3.17
17316			2/4/2013 16:43	Local	20	\$3.65
17325			2/3/2013 17:15	Local	20	\$3.37
17325			2/4/2013 17:23	Local	20	\$3.65
30727			2/4/2013 20:16	Local	8	\$2.80
30727			2/4/2013 21:08	Local	11	\$2.95
30727			2/4/2013 13:51	Local	8	\$2.93
30727			2/1/2013 16:59	Local	8	\$2.93
30727			2/4/2013 14:54	Local	2	\$2.57
37816			2/2/2013 20:19	Local	20	\$3.37
37816			2/1/2013 20:21	Local	20	\$3.40
37816			2/3/2013 20:08	Local	1	\$2.42
37816			2/3/2013 20:39	Local	20	\$3.37
TOTAL					316	\$85.61

LEGACY INMATE COMMUNICATIONS

Billed Call Detail (Prepaid Account)

From Date : 2/1/2013 12:00:00 AM To : 2/4/2013 12:00:00 AM

Report Date : Feb 15 2013 01:26:53

Account #	Inmate Phone #	Destination #	Total Minutes	Call Revenue
[REDACTED]	[REDACTED]		7	\$6.75
			7	\$6.75
			4	\$5.10
			9	\$3.39
			13	\$3.83
			20	\$4.60
			1	\$2.51
			21	\$4.71
			20	\$4.60
			14	\$4.64
			18	\$4.38
			20	\$4.60
			10	\$3.50
			3	\$2.63
			4	\$2.69
			4	\$2.69
			6	\$2.81
			2	\$2.57
			2	\$2.57
			2	\$2.47
			2	\$2.47
			8	\$2.93
			6	\$2.81
			3	\$2.63
TOTAL			206	\$88.63

LEGACY INMATE COMMUNICATIONS

Billed Call Summary (Inmate Phone Number)

From Date : 2/1/2013 12:00:00 AM To : 2/4/2013 12:00:00 AM

Report Date : Feb 15 2013 01:30:23

Inmate Phone #	Call Count	Total Minutes	Total Revenue
	1	4	\$5.10
	1	5	\$3.20
	2	12	\$12.40
	1	7	\$6.75
	8	87	\$68.29
	1	1	\$2.51
	1	6	\$6.20
	2	6	\$5.46
	7	27	\$33.48
	2	17	\$10.36
	3	37	\$29.05
	12	63	\$42.51
	4	12	\$10.62
	9	79	\$32.26
	3	43	\$9.26
	1	21	\$14.45
	16	148	\$53.10
	49	795	\$191.17
	8	97	\$30.62
	5	74	\$48.87
	3	44	\$11.89
	6	108	\$27.48
	51	856	\$168.47
	3	24	\$8.79
TOTAL	199	2,573	\$832.29

LEGACY INMATE COMMUNICATIONS**Billed Call Summary (Destination Number)**

From Date : 2/1/2013 12:00:00 AM To : 2/4/2013 12:00:00 AM

Report Date : Feb 15 2013 01:31:27

Destination #	Call Count	Total Minutes	Total Revenue
	1	20	\$17.36
	2	21	\$21.23
	1	9	\$7.85
	1	20	\$13.90
	2	14	\$13.50
	2	24	\$8.44
	14	250	\$63.20
	1	8	\$3.28
	1	3	\$4.55
	2	16	\$14.60
	5	82	\$59.60
	3	41	\$31.25
	1	20	\$13.90
	1	21	\$14.45
	1	16	\$11.70
	1	16	\$11.70
	1	6	\$6.20
	4	30	\$28.10
	5	43	\$38.15
	1	9	\$7.85
	6	73	\$57.55
	1	1	\$3.45
	1	21	\$14.45
	2	21	\$17.35
TOTAL	60	785	\$483.61

LEGACY INMATE COMMUNICATIONS

Billed Call Summary (Division)

From Date : 2/1/2013 12:00:00 AM To : 2/4/2013 12:00:00 AM

Report Date : Feb 15 2013 01:32:46

Division	Call Count	Call Duration	Call Revenue
Main Jail	2,590	37,559	\$9,429.72
North Annex	3,281	44,218	\$12,708.04
South Annex	913	12,077	\$3,340.05
TOTAL ALL PAGES:	6784	93,854	\$25,477.81

LEGACY INMATE COMMUNICATIONS**Billed Call Summary (Location)**

From Date : 2/1/2013 12:00:00 AM To : 2/4/2013 12:00:00 AM

Report Date : Feb 15 2013 01:34:26

Location	Call Count	Call Duration	Call Revenue
Basement	2	22	\$6.57
Fifth Floor	1,500	20,815	\$5,141.49
First Floor	66	419	\$352.39
Fourth Floor	1,688	23,672	\$6,664.14
Second Floor	1,129	14,999	\$4,198.40
Sixth Floor	451	6,453	\$1,556.90
Third Floor	1,948	27,474	\$7,557.92
TOTAL ALL PAGES:	6,784	93,854	\$25,477.81

LEGACY INMATE COMMUNICATIONS**Billed Call Summary (Call Type)**

From Date : 2/1/2013 12:00:00 AM To : 2/4/2013 12:00:00 AM

Report Date : Feb 15 2013 01:35:39

Call Type	Call Count	Total Minutes	Total Revenue
Canada	4	63	\$96.41
InterLata	392	4,611	\$3,672.85
InterState	106	1,345	\$1,289.91
IntraLata	820	10,635	\$3,262.25
Local	5,462	77,200	\$17,156.39
TOTAL ALL PAGES:	6,784	93,854	\$25,477.81

LEGACY INMATE COMMUNICATIONS

Billed Call Summary (Bill Type)

From Date : 2/1/2013 12:00:00 AM To : 2/4/2013 12:00:00 AM

Report Date : Feb 15 2013 01:36:59

Bill Type	Call Count	Total Minutes	Call Revenue
Collect	1,255	13,962	\$4,511.37
Collect w/ CC	2,702	39,435	\$10,811.60
Prepaid w/CC	696	10,789	\$2,838.12
Prepaid-Collect	2,131	29,668	\$7,316.72
TOTAL ALL PAGES:	6,784	93,854	\$25,477.81

LEGACY INMATE COMMUNICATIONS**Billed Call Summary (Inmate PIN)**

From Date : 2/1/2013 12:00:00 AM To : 2/4/2013 12:00:00 AM

Report Date : Feb 15 2013 01:37:49

Inmate PIN	Call Count	Total Minutes	Call Revenue
82267	2	35	\$6.78
12520	2	34	\$6.66
16452	1	11	\$2.95
17316	10	133	\$42.24
17325	2	40	\$7.02
30727	5	37	\$14.18
37816	4	61	\$12.56
50295	2	14	\$5.74
53973	1	8	\$2.93
56253	6	81	\$18.47
59368	1	20	\$3.37
62658	2	40	\$7.30
63291	6	72	\$18.62
63351	1	3	\$2.52
63406	1	9	\$3.84
65756	3	51	\$9.69
68834	8	64	\$26.24
69201	4	58	\$53.82
72710	1	17	\$3.25
72954	1	16	\$3.41
73034	4	60	\$12.48
73296	1	9	\$7.85
73668	28	145	\$75.39
78034	2	40	\$6.80
TOTAL	98	1,058	\$354.11

LEGACY INMATE COMMUNICATIONS

Billed Call Summary (Prepaid Account)

From Date : 2/1/2013 12:00:00 AM To : 2/4/2013 12:00:00 AM

Report Date : Feb 15 2013 01:39:16

Account #	Call Count	Total Minutes	Total Revenue
	2	14	\$13.50
	1	4	\$5.10
	10	146	\$40.76
	12	43	\$31.78
	7	144	\$24.42
	10	31	\$25.91
	3	42	\$9.47
	8	113	\$25.66
	6	58	\$18.18
	7	146	\$24.49
	11	153	\$33.90
	3	46	\$9.89
	2	22	\$5.87
	3	37	\$9.12
	11	201	\$37.18
	2	40	\$7.05
	1	20	\$3.65
	3	23	\$8.41
	6	113	\$20.36
	1	20	\$3.65
	4	18	\$10.63
	2	40	\$11.20
	1	18	\$3.53
	2	9	\$5.44
TOTAL FOR ALL PAGES:		118	1,501
			\$389.15

LEGACY INMATE COMMUNICATIONS**Billed Call Summary (Call Date)**

From Date : 2/1/2013 12:00:00 AM To : 2/25/2013 12:00:00 AM

Report Date : Feb 15 2013 01:40:38

Date	Call Count	Total Minutes	Total Revenue
2/1/2013	1,707	23,732	\$6,409.62
2/2/2013	1,653	22,936	\$6,126.00
2/3/2013	1,735	24,512	\$6,372.55
2/4/2013	1,689	22,674	\$6,569.64
2/5/2013	1,598	22,098	\$6,164.04
2/6/2013	1,597	21,850	\$6,075.96
2/7/2013	1,503	21,375	\$5,742.31
2/8/2013	1,800	25,885	\$7,032.30
2/9/2013	1,673	24,211	\$5,996.69
2/10/2013	1,659	24,305	\$6,340.81
2/11/2013	1,843	24,867	\$7,046.23
2/12/2013	1,813	25,075	\$6,916.02
2/13/2013	1,888	26,883	\$7,241.76
2/14/2013	2,024	29,168	\$7,805.53
2/15/2013	430	5,869	\$1,685.03
TOTAL ALL PAGES:	24,612	345,440	\$93,524.49

LEGACY INMATE COMMUNICATIONS**Billed Call Summary (Hour)**

From Date : 2/1/2013 12:00:00 AM To : 2/4/2013 12:00:00 AM

Report Date : Feb 15 2013 01:41:45

Hour	Call Count	Total Minutes	Total Revenue
0	9	25	\$23.42
1	4	12	\$10.62
2	4	9	\$12.41
3	3	43	\$32.35
6	2	10	\$11.30
7	1	3	\$2.88
8	107	1,226	\$391.03
9	250	3,339	\$934.67
10	348	4,995	\$1,437.30
11	401	5,454	\$1,454.03
12	423	5,512	\$1,641.57
13	421	5,528	\$1,590.69
14	438	5,817	\$1,724.95
15	460	5,575	\$1,716.80
16	462	5,987	\$1,732.91
17	489	6,614	\$1,821.81
18	522	6,972	\$1,896.68
19	733	10,235	\$2,762.48
20	907	14,278	\$3,373.17
21	657	9,930	\$2,401.46
22	122	1,890	\$434.22
23	21	400	\$71.06
TOTAL ALL PAGES:	6,784	93,854	\$25,477.81

LEGACY INMATE COMMUNICATIONS

Un-Billed Calls (Inmate Phone Number)

From Date : 2/1/2013 12:00:00 AM To : 2/4/2013 12:00:00 AM

Report Date : Feb 21 2013 11:00:23

Inmate Phone #	Destination #	Record Date	Call Count	Bill Type	Reason
		2/1/2013 17:06	1	Collect	Cell Phone
		2/2/2013 14:40	1	Prepaid w/CC	No Answer
		2/3/2013 11:37	1	Collect w/ CC	No Answer
		2/4/2013 18:05	1	Collect w/ CC	No Answer
		2/3/2013 12:36	1	Collect w/ CC	No Answer
		2/4/2013 14:50	1	Collect	Billing Block
		2/1/2013 15:36	1	Collect	User Block
		2/3/2013 18:44	1	Collect w/ CC	No Answer
		2/4/2013 18:22	1	Collect	No Answer
		2/1/2013 20:24	1	Collect	Cell Phone
		2/2/2013 13:15	1	Collect	Cell Phone
		2/1/2013 10:05	1	Collect	Cell Phone
		2/1/2013 13:23	1	Collect	Cell Phone
		2/3/2013 11:14	1	Prepaid w/CC	No Answer
		2/4/2013 20:00	1	Collect w/ CC	No Answer
		2/1/2013 8:45	1	Collect	Cell Phone
		2/3/2013 11:57	1	Collect	Cell Phone
		2/3/2013 14:59	1	Collect w/ CC	No Answer
		2/4/2013 15:38	1	Collect	No Answer
		2/3/2013 10:49	1	Collect	Cell Phone
		2/4/2013 21:29	1	Collect	Cell Phone
		2/4/2013 17:44	1	Collect w/ CC	No Answer
		2/2/2013 21:19	1	Collect	Billing Block
		2/1/2013 9:39	1	Collect	Threshold Block
TOTAL			24		

LEGACY INMATE COMMUNICATIONS

Un-Billed Call (PIN)

From Date : 2/1/2013 12:00:00 AM To : 2/1/2013 12:00:00 AM

Report Date : Feb 21 2013 11:32:41

PIN	Inmate Phone #	Destination #	Date	Call Count	Bill Type	Reason
0			2/1/2013 8:10	1	Free	User Block
12520			2/1/2013 21:25	1	Collect w/ CC	Rejected
12520			2/1/2013 14:56	1	Collect	Cell Phone
12520			2/1/2013 21:09	1	Collect	Cell Phone
12520			2/1/2013 21:10	1	Collect w/ CC	Rejected
12520			2/1/2013 11:07	1	Collect	Cell Phone
12520			2/1/2013 11:10	1	Collect	Cell Phone
12520			2/1/2013 12:08	1	Collect	Cell Phone
12520			2/1/2013 12:13	1	Collect w/ CC	No Answer
12520			2/1/2013 12:52	1	Collect w/ CC	Rejected
12520			2/1/2013 18:17	1	Collect w/ CC	Rejected
12520			2/1/2013 20:36	1	Collect	Cell Phone
12520			2/1/2013 12:15	1	Collect w/ CC	No Answer
12520			2/1/2013 20:15	1	Collect	Cell Phone
12520			2/1/2013 20:38	1	Collect	Cell Phone
16452			2/1/2013 20:59	1	Collect	Billing Block
16452			2/1/2013 16:16	1	Collect	Billing Block
17316			2/1/2013 19:24	1	Collect	Cell Phone
17316			2/1/2013 15:58	1	Collect	No Answer
17316			2/1/2013 22:03	1	Prepaid-Collect	No Answer
17325			2/1/2013 16:20	1	Prepaid w/CC	No Answer
17325			2/1/2013 18:19	1	Prepaid w/CC	No Answer
17325			2/1/2013 18:43	1	Collect w/ CC	No Answer
30727			2/1/2013 20:08	1	Collect	AccuPIN Verified Fail
TOTAL				24		

LEGACY INMATE COMMUNICATIONS

Un-Billed Calls (Reject Type)

From Date : 2/1/2013 12:00:00 AM To : 2/3/2013 12:00:00 AM

Report Date : Feb 21 2013 11:43:33

Reason	Call Count	Date
No Answer	7,447	2/2/2013
User Block	567	2/1/2013
User Block	568	2/2/2013
AccuPIN Verified Fail	501	2/1/2013
No Answer	7,058	2/1/2013
Billing Block	1,269	2/1/2013
Threshold Block	367	2/2/2013
Cell Phone	7,284	2/3/2013
Billing Block	1,384	2/2/2013
AccuPIN Verified Fail	495	2/2/2013
Busy	78	2/3/2013
User Block	432	2/3/2013
Cell Phone	6,844	2/1/2013
Busy	142	2/2/2013
No Answer	7,551	2/3/2013
Billing Block	1,296	2/3/2013
AccuPIN Verified Fail	487	2/3/2013
Cell Phone	7,206	2/2/2013
Busy	159	2/1/2013
Admin Block	4	2/1/2013
Rejected	2,037	2/2/2013
Threshold Block	299	2/3/2013
Rejected	2,121	2/3/2013
Rejected	2,123	2/1/2013
Admin Block	6	2/2/2013
Admin Block	4	2/3/2013
Threshold Block	514	2/1/2013
Total All Pages	58,243	

LEGACY INMATE COMMUNICATIONS

Un-Billed Calls (Division)

From Date : 2/1/2013 12:00:00 AM To : 2/1/2013 12:00:00 AM

Report Date : Feb 21 2013 11:52:35

Division	Inmate Phone #	Destination #	Date	Call Count	Bill Type	Reason
Main Jail			2/1/2013 12:16	1	Free	Billing Block
Main Jail			2/1/2013 18:32	1	Free	Billing Block
Main Jail			2/1/2013 9:07	1	Free	No Answer
Main Jail			2/1/2013 7:36	1	Collect	Cell Phone
Main Jail			2/1/2013 7:36	1	Collect w/ CC	No Answer
Main Jail			2/1/2013 9:15	1	Free	No Answer
Main Jail			2/1/2013 12:16	1	Collect	Billing Block
Main Jail			2/1/2013 12:05	1	Free	User Block
North Annex			2/1/2013 17:07	1	Collect	Cell Phone
North Annex			2/1/2013 19:35	1	Collect	Cell Phone
North Annex			2/1/2013 19:49	1	Collect	Threshold Block
North Annex			2/1/2013 17:13	1	Collect	Cell Phone
North Annex			2/1/2013 14:11	1	Collect w/ CC	No Answer
North Annex			2/1/2013 17:01	1	Collect	Cell Phone
North Annex			2/1/2013 16:21	1	Prepaid w/CC	No Answer
North Annex			2/1/2013 17:16	1	Collect	Cell Phone
South Annex			2/1/2013 18:26	1	Collect w/ CC	No Answer
South Annex			2/1/2013 16:00	1	Collect w/ CC	No Answer
South Annex			2/1/2013 20:23	1	Collect	Cell Phone
South Annex			2/1/2013 20:26	1	Collect	Cell Phone
South Annex			2/1/2013 10:56	1	Collect	Cell Phone
South Annex			2/1/2013 10:59	1	Collect	Cell Phone
South Annex			2/1/2013 20:31	1	Collect	Cell Phone
South Annex			2/1/2013 14:48	1	Collect	Cell Phone
Main Jail			2/1/2013 10:21	1	Free	No Answer
TOTAL				25		

LEGACY INMATE COMMUNICATIONS

Un-billed Calls (Location)

From Date : 2/1/2013 12:00:00 AM To : 2/1/2013 12:00:00 AM

Report Date : Feb 21 2013 12:08:24

Location	Inmate #	Destination #	Date	Call Count	Bill Type	Reason
Fifth Floor			2/1/2013 21:09	1	Collect w/ CC	No Answer
Fifth Floor			2/1/2013 21:18	1	Collect	Billing Block
Fifth Floor			2/1/2013 18:28	1	Collect	Billing Block
Fifth Floor			2/1/2013 22:21	1	Collect	Cell Phone
Fifth Floor			2/1/2013 22:23	1	Collect w/ CC	No Answer
Fourth Floor			2/1/2013 10:30	1	Prepaid w/CC	No Answer
Fourth Floor			2/1/2013 21:17	1	Collect	Cell Phone
Fourth Floor			2/1/2013 14:19	1	Collect	Threshold Block
Fourth Floor			2/1/2013 11:20	1	Collect w/ CC	No Answer
Fourth Floor			2/1/2013 8:59	1	Collect	Cell Phone
Third Floor			2/1/2013 20:52	1	Collect w/ CC	Rejected
Third Floor			2/1/2013 19:59	1	Prepaid w/CC	No Answer
Third Floor			2/1/2013 13:37	1	Collect	Cell Phone
Third Floor			2/1/2013 21:45	1	Collect	Cell Phone
Third Floor			2/1/2013 21:07	1	Collect w/ CC	No Answer
Second Floor			2/1/2013 22:41	1	Collect	Cell Phone
Second Floor			2/1/2013 22:48	1	Collect w/ CC	No Answer
Second Floor			2/1/2013 17:04	1	Collect	Cell Phone
Second Floor			2/1/2013 12:14	1	Collect	Cell Phone
Second Floor			2/1/2013 13:21	1	Collect w/ CC	No Answer
First Floor			2/1/2013 22:36	1	Collect	Cell Phone
First Floor			2/1/2013 22:38	1	Collect w/ CC	No Answer
First Floor			2/1/2013 13:31	1	Free	Busy
First Floor			2/1/2013 9:57	1	Collect	Cell Phone
First Floor			2/1/2013 1:39	1	Collect	No Answer

TOTAL

25

LEGACY INMATE COMMUNICATIONS

Un-Billed Calls (Summary)

From Date : 2/1/2013 12:00:00 AM To : 2/1/2013 12:00:00 AM

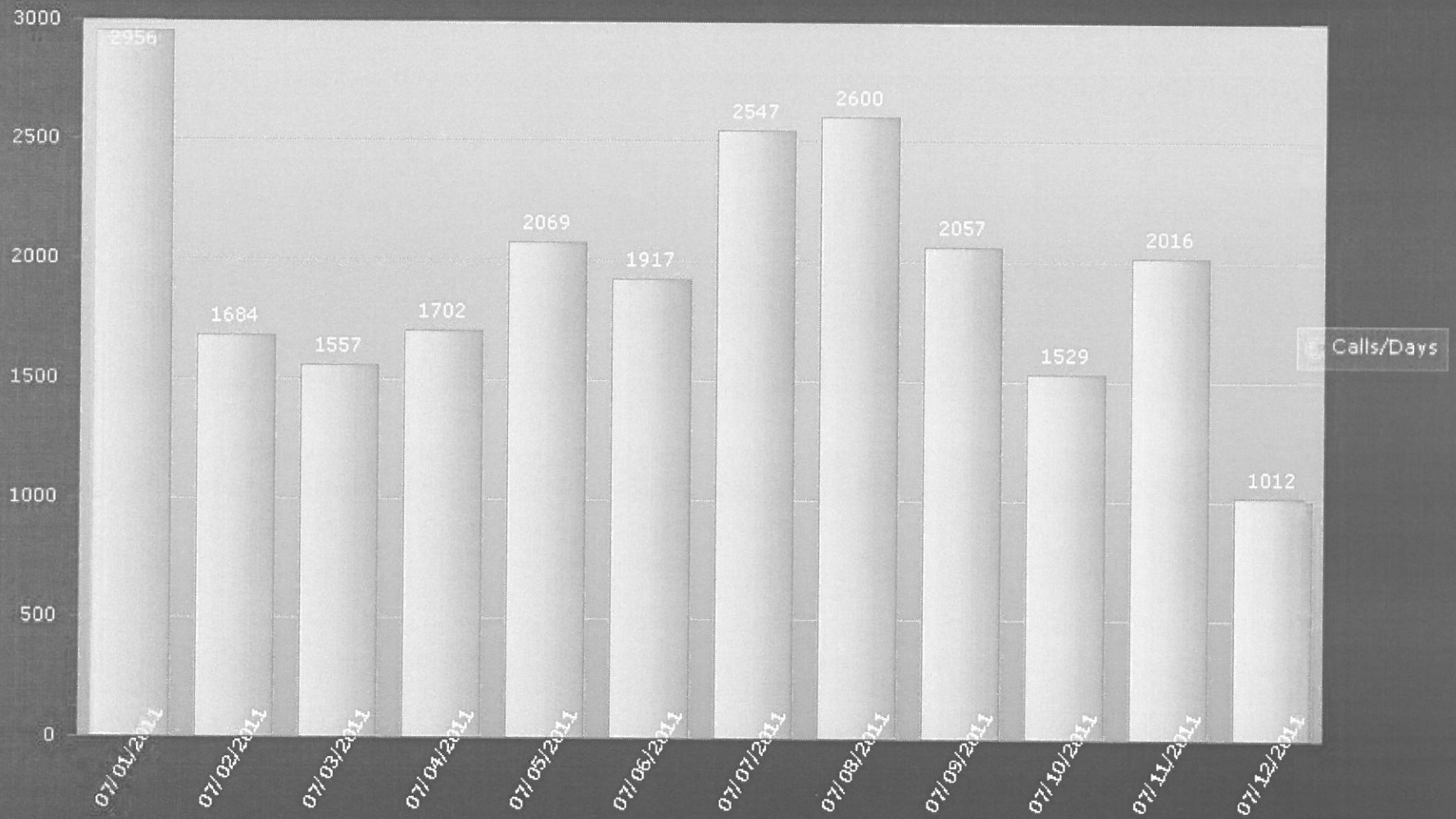
Report Date : Feb 21 2013 12:23:08

Inmate Phone #	Destination #	PIN	Date	Call Count	Bill Type	Reason
		7054819	2/1/2013 0:09	1	Collect w/ CC	No Answer
		1282183	2/1/2013 0:12	1	Collect	No Answer
		7043421	2/1/2013 0:15	1	Collect	AccuPIN Verified Fail
		7033750	2/1/2013 0:20	1	Collect	Cell Phone
		7033750	2/1/2013 0:21	1	Collect	Cell Phone
		1739444	2/1/2013 14:36	1	Collect	AccuPIN Verified Fail
		1526277	2/1/2013 17:30	1	Prepaid w/CC	No Answer
		1526277	2/1/2013 17:32	1	Prepaid w/CC	No Answer
		1526277	2/1/2013 17:34	1	Collect	No Answer
		1526277	2/1/2013 17:36	1	Prepaid w/CC	No Answer
		1526277	2/1/2013 17:41	1	Prepaid w/CC	No Answer
		1526277	2/1/2013 17:45	1	Prepaid w/CC	No Answer
		1526277	2/1/2013 17:47	1	Collect	Cell Phone
		1526277	2/1/2013 17:47	1	Collect w/ CC	Rejected
		1526277	2/1/2013 17:59	1	Prepaid w/CC	No Answer
		1526277	2/1/2013 18:06	1	Prepaid w/CC	No Answer
		1526277	2/1/2013 18:23	1	Prepaid w/CC	No Answer
		7035380	2/2/2013 0:00	1	Collect	User Block
		7035380	2/2/2013 0:00	1	Collect	User Block
		1587863	2/1/2013 9:00	1	Collect	Cell Phone
		1587863	2/1/2013 9:02	1	Collect w/ CC	No Answer
		1587863	2/1/2013 9:03	1	Collect	Cell Phone
		1587863	2/1/2013 9:06	1	Collect w/ CC	No Answer
		1140604	2/1/2013 8:43	1	Collect	AccuPIN Verified Fail
		1140604	2/1/2013 8:45	1	Collect	No Answer

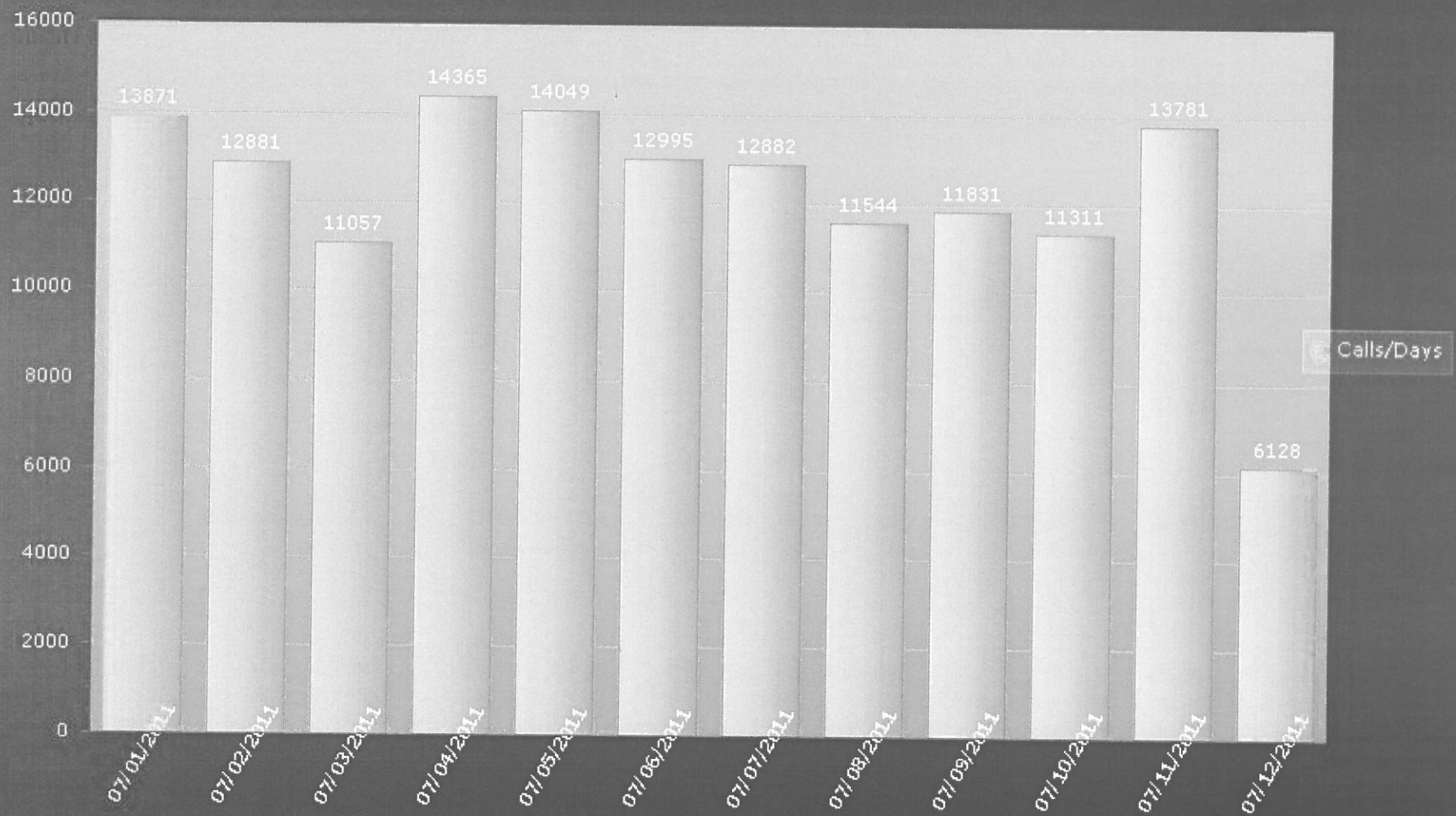
TOTAL

25

Billed Calls for July, 2011



Un-Billed Calls for July, 2011



SAMPLE CALL FREQUENCY AND HIGH CALL VOLUME REPORTS

Users can easily access reports from the Reports Utility of iCON. Reports are viewable from iCON within seconds of report request. iCON offers a wide array of useful Investigative Report options to substantiate every aspect of the inmate call process. The following sample reports demonstrate the capability of iCON to supply detailed call frequency and high call volume reports. On the following pages you will find:

Call Frequency Report By - Inmate Phone Number, Destination Number, Facility Division, Facility Location, Inmate PIN, and Prepaid Account

High Call Volume Report By - Destination Number, Inmate PIN

LEGACY INMATE COMMUNICATIONS

Call Frequency (Inmate Phone Number)

From Date : 2/1/2013 12:00:00 AM To : 2/4/2013 12:00:00 AM

Report Date : Feb 21 2013 03:06:53

Inmate Phone #	Call Count	Total Minutes	Call Revenue
	79	1,154	\$255.66
	72	1,032	\$273.83
	68	1,035	\$226.82
	65	1,018	\$220.73
	64	930	\$210.98
	62	727	\$224.60
	62	1,008	\$236.68
	59	676	\$197.01
	59	649	\$194.17
	58	682	\$278.01
	58	859	\$192.89
	58	942	\$239.60
	57	789	\$180.73
	55	897	\$208.74
	54	644	\$208.20
	54	928	\$176.63
	53	737	\$169.19
	53	817	\$171.35
	52	846	\$182.83
	52	865	\$169.74
	52	772	\$176.49
	52	766	\$165.00
	51	856	\$168.47
	51	743	\$162.19
	51	869	\$174.74
TOTAL ALL PAGES	6,784	93,854	\$25,477.81

LEGACY INMATE COMMUNICATIONS

Call Frequency (Destination Number)

From Date : 2/1/2013 12:00:00 AM To : 2/2/2013 12:00:00 AM

Report Date : Feb 21 2013 03:12:21

Destination #	Call Count	Total Minutes	Call Revenue
	22	53	\$55.71
	17	202	\$51.91
	17	285	\$56.82
	15	301	\$51.54
	15	262	\$49.31
	14	42	\$35.67
	14	238	\$46.75
	13	252	\$58.92
	13	77	\$35.55
	12	172	\$38.34
	12	205	\$39.46
	12	224	\$40.19
	11	191	\$37.35
	11	137	\$33.81
	10	173	\$32.35
	10	182	\$34.12
	10	182	\$46.07
	10	142	\$31.38
	10	81	\$27.75
	9	152	\$28.96
	9	170	\$30.46
	9	126	\$28.55
	9	173	\$30.86
	9	152	\$28.93
	9	165	\$30.24
TOTAL ALL PAGES	3,360	46,668	\$12,535.62

LEGACY INMATE COMMUNICATIONS

Call Frequency (Division)

From Date : 2/1/2013 12:00:00 AM To : 2/21/2013 12:00:00 AM

Report Date : Feb 21 2013 03:19:10

Division	Call Count	Total Minutes	Call Revenue
North Annex	17,108	233,663	\$66,990.25
Main Jail	13,754	204,200	\$51,093.93
South Annex	4,146	55,586	\$15,266.21
TOTAL ALL PAGES	35,008	49,3449	\$133,350.39

LEGACY INMATE COMMUNICATIONS

Call Frequency (Location)

From Date : 2/1/2013 12:00:00 AM To : 2/22/2013 12:00:00 AM

Report Date : Feb 22 2013 03:08:31

Location	Call Count	Total Minutes	Call Revenue
Third Floor	10,524	147,204	\$39,568.75
Fourth Floor	8,833	128,040	\$35,748.27
Fifth Floor	7,118	102,886	\$25,647.24
Second Floor	5,991	79,770	\$22,502.86
Sixth Floor	2,482	36,448	\$9,144.43
First Floor	493	3,127	\$2,206.65
Basement	17	198	\$54.53
TOTAL ALL PAGES	35,458	497,673	\$134,872.73

LEGACY INMATE COMMUNICATIONS

Call Frequency (Inmate PIN)

From Date : 2/1/2013 12:00:00 AM To : 2/22/2013 12:00:00 AM

Report Date : Feb 22 2013 03:14:28

PIN #	Call Count	Total Minutes	Call Revenue
0	372	2,585	\$1,869.94
1442108	209	3,654	\$703.59
1745031	196	3,252	\$643.32
7033257	193	2,788	\$968.88
7012694	144	2,133	\$563.46
1230472	136	1,971	\$431.64
396126	134	2,171	\$573.19
1473992	126	1,857	\$407.55
7042283	124	1,208	\$364.54
7045083	115	2,308	\$410.10
1841156	109	1,858	\$375.05
7047753	108	1,631	\$357.71
7006979	106	961	\$307.49
7007695	106	1,115	\$316.22
803857	105	1,564	\$335.15
1629569	104	1,838	\$350.05
7050678	103	1,969	\$498.04
1671850	102	1,766	\$368.03
7051126	100	1,238	\$306.27
1108247	96	1,478	\$327.60
7049502	95	1,416	\$307.35
7048788	95	1,425	\$316.88
7051114	94	1,612	\$312.93
101090	93	1,367	\$300.45
7044070	92	1,329	\$294.47
TOTAL ALL PAGES	35,468	497,810	\$134,907.40

LEGACY INMATE COMMUNICATIONS

Call Frequency (Prepaid Account)

From Date : 2/1/2013 12:00:00 AM To : 2/22/2013 12:00:00 AM

Report Date : Feb 22 2013 03:20:07

Account #	Call Count	Total Minutes	Call Revenue
	95	363	\$252.87
	77	300	\$205.75
	62	957	\$265.37
	50	728	\$162.35
	43	644	\$139.66
	42	855	\$147.07
	39	743	\$133.92
	35	646	\$119.12
	23	386	\$76.23
	23	263	\$69.84
	20	306	\$64.69
	16	284	\$54.34
	15	227	\$48.67
	14	213	\$45.19
	13	78	\$35.89
	13	178	\$39.89
	12	131	\$35.85
	11	190	\$37.35
	11	173	\$36.52
	9	77	\$68.45
	9	155	\$29.73
	9	126	\$28.61
	8	115	\$26.50
	8	52	\$21.88
	8	118	\$25.45
TOTAL ALL PAGES	789	9,637	\$2,630.60

LEGACY INMATE COMMUNICATIONS

High Call Volume (Destination Number)

From Date : 2/1/2013 12:00:00 AM To : 2/22/2013 12:00:00 AM

Report Date : Feb 22 2013 03:25:59

Destination #	Total Calls	Total Minutes
	196	666
	165	2,916
	162	2,930
	154	2,147
	118	2,090
	96	1,841
	95	363
	94	1,368
	91	929
	91	925
	89	1,380
	89	1,324
	84	1,196
	82	1,619
	81	1,495
	80	1,191
	80	1,396
	78	1,247
	77	300
	74	185
	72	586
	72	1,160
	70	1,323
	69	1,156
	66	1,032
TOTAL ALL PAGES	35,493	498,193

LEGACY INMATE COMMUNICATIONS

High Call Volume (Inmate PIN)

From Date : 2/1/2013 12:00:00 AM To : 2/22/2013 12:00:00 AM

Report Date : Feb 22 2013 03:45:39

Inmate Name	PIN #	Total Calls	Total Minutes
[REDACTED]	[REDACTED]	210	3,674
		196	3,252
		194	2,809
		144	2,133
		136	1,971
		134	2,171
		126	1,857
		125	1,228
		117	2,350
		109	1,858
		109	1,651
		106	1,115
		106	961
		105	1,564
		104	1,838
		103	1,785
		103	1,969
		100	1,238
		96	1,478
		95	1,416
		95	1,425
		94	1,612
		93	1,367
		92	1,329
		87	1,307
		87	1,461
TOTAL ALL PAGES		35,533	498,750

SAMPLE FRAUD AND SERVICE REPORTS

Users can easily access reports from the Reports Utility of iCON. Reports are viewable from iCON within seconds of report request. iCON offers a wide array of useful Investigative Report options to substantiate every aspect of the inmate call process. The following sample reports demonstrate the capability of iCON to supply detailed fraud and service reports. On the following pages you will find:

Service Request Report

Fraud Detection Report

LEGACY INMATE COMMUNICATIONS

Service Request Report

From Date : 2/1/2013 12:00:00 AM To : 2/22/2013 12:00:00 AM

Report Date : Feb 22 2013 03:55:28

Request ID	Type	Subject	Contact	Phone	Date	Trouble Date	Status	Notes
1239	Phone	4th Floor ATA	Dele	(559) 903-1188	2/11/2013 8:04	2/10/2013	Solved	ATA down 4th floor South Annex.
1204	Other	Updated information	Gonzalez	(559) 488-2524	1/23/2013 8:58	1/23/2013	Solved	Inmate [REDACTED] states that he gets information from his phone it still says that a charge that he was released on 01/11/13 but it still on the inmate information system. It has been removed from OffenderTrack. Thank you
1208	Application	JID #	Daniel	(559) 488-2860	1/29/2013 10:56	1/29/2012	Solved	[REDACTED] is in the system as 909866, please change and activate.
1349	Other	Unable to login	Karen	(559) 488-2919	12/10/2012 15:36	12/10/2012	Solved	One of our users [REDACTED] is unable to log-in. I changed his password for him and he's still unable to log in. Please help. Thanks, Karen
1021	Data	Upload	Obanwo	(559) 903-1188	11/11/2012 10:36	11/11/2012	Solved	I have a request from an investigator to retrieve calls for this [REDACTED] from 11/4/2012 to 5/17/2013 Thanks.
1039	Data	Recording	Obanwo	(559) 903-1188	11/18/2012 12:13	11/18/2012	Solved	Need recordings restored for defendant from 12-13-12 to 12-28-12. [REDACTED] Thanks.
1041	Voice Quality	MJ 06 C Exposed wire	Karen	(559) 903-1188	11/19/2012 8:09	11/19/2012	Solved	MJ 06 C - POD PHONES DO NOT WORK, WIRES EXPOSED. THANK YOU MENCHACA.
1042	Phone	No Dial Tone	Karen	(559) 903-1188	11/19/2012 8:11	11/19/2012	Solved	MJ 01 RELEASE B - GOOD EVENING, ON MAIN JAIL 1ST FLOOR-RELEASE B (ROOM # 1041), THE PHONE NOT WORKING. NO DIAL TONE
1044	Phone	MJ 03 E - BLUE PHONE NOT WORKING	Karen	(559) 903-1188	11/20/2012 13:17	11/20/2012	Solved	MJ 03 E - THE BLUE PHONE IN MJ03 E-POD IS BROKEN – OFFICER KLEINKNIGHT
1050	Network	SA 1st Visitor Office	Dele	(559) 903-1188	11/23/2012 18:41	11/23/2012	Solved	ATA down, called Dele to go and reset, he feels that it's the visitation ATA and it can be reset in the A.M. He will call me upon reset so we can close this ticket.

LEGACY INMATE COMMUNICATIONS

Fraud Detection Report

From Date : 2/1/2013 12:00:00 AM To : 2/22/2013 12:00:00 AM

Report Date : Feb 22 2013 03:55:28

Record ID	Date	Inmate Phone #	Destination #	Call Count	Total Minutes	Disconnect Descript	Call Revenue
34291196	2/22/2013 15:54			1	1.5	Silence detect	\$2.57
34290905	2/22/2013 15:48			1	3.62	Silence detect	\$0.00
34290617	2/22/2013 15:44			1	3.08	Silence detect	\$2.69
34290453	2/22/2013 15:37			1	1.33	Silence detect	\$0.00
34289324	2/22/2013 15:21			1	6.12	Silence detect	\$2.87
34288950	2/22/2013 15:20			1	13.2	Silence detect	\$4.64
34288810	2/22/2013 15:05			1	2.17	Silence detect	\$0.00
34288602	2/22/2013 15:02			1	2.17	Silence detect	\$0.00
34287754	2/22/2013 14:50			1	5.37	Silence detect	\$2.81
34287033	2/22/2013 14:47			1	14.98	Silence detect	\$3.41
34287494	2/22/2013 14:39			1	0.83	Silence detect	\$0.00
34286146	2/22/2013 14:22			1	5.03	Silence detect	\$0.00
34286065	2/22/2013 14:16			1	2	Silence detect	\$0.00
34285574	2/22/2013 14:14			1	7.22	Silence detect	\$2.93
34285808	2/22/2013 14:12			1	1.32	Silence detect	\$0.00
34285034	2/22/2013 14:08			1	13.53	Silence detect	\$3.29
34285458	2/22/2013 14:04			1	2.17	Silence detect	\$0.00
34284659	2/22/2013 13:51			1	4.12	Silence detect	\$2.75
34284033	2/22/2013 13:47			1	14.05	Silence detect	\$0.00
34283988	2/22/2013 13:33			1	1.15	Silence detect	\$0.00
34283645	2/22/2013 13:33			1	7.72	Silence detect	\$3.68
34283798	2/22/2013 13:29			1	1.33	Silence detect	\$0.00
34283167	2/22/2013 13:18			1	4.95	Silence detect	\$2.81
34281793	2/22/2013 12:57			1	10.9	Silence detect	\$4.16
34281498	2/22/2013 12:40			1	1.5	Silence detect	\$0.00
TOTAL ALL PAGES				94	555.17		\$161.27

SAMPLE CALL ATTEMPT REPORTS

Users can easily access reports from the Reports Utility of iCON. Reports are viewable from iCON within seconds of report request. iCON offers a wide array of useful Investigative Report options to substantiate every aspect of the inmate call process. The following sample reports demonstrate the capability of iCON to supply detailed call attempt reports. On the following pages you will find:

Call Attempt Report

Daily Call Attempt Report - Graph

Monthly Call Attempt Report - Graph

LEGACY INMATE COMMUNICATIONS**Call Attempts Report**

From Date : 2/1/2013 12:00:00 AM To : 2/1/2013 12:00:00 AM

Report Date : Feb 21 2013 02:43:52

Inmate Phone #	Destination #	Connection Date	Connection Time	Bill Type	Duration
		2/1/2013	11:40:00	Collect w/ CC	0
		2/1/2013	11:39:00	Free	0
		2/1/2013	11:38:00	Collect	0
		2/1/2013	11:21:00	Collect w/ CC	0
		2/1/2013	11:21:00	TTY Call	0
		2/1/2013	11:20:00	TTY Call	0
		2/1/2013	11:19:20	Collect w/ CC	20
		2/1/2013	11:19:00	Collect	0
		2/1/2013	11:18:00	Collect w/ CC	0
		2/1/2013	11:18:00	Free	0
		2/1/2013	11:18:00	TTY Call	0
		2/1/2013	11:17:00	Collect	0
		2/1/2013	11:16:42	Prepaid w/CC	21
		2/1/2013	11:15:00	Collect	0
		2/1/2013	11:13:29	Collect w/ CC	21
		2/1/2013	11:13:24	Prepaid-Collect	21
		2/1/2013	11:11:00	Free	0
		2/1/2013	11:11:00	TTY Call	0
		2/1/2013	11:10:00	Free	0
		2/1/2013	11:08:00	Collect w/ CC	0
		2/1/2013	11:07:38	Prepaid-Collect	9
		2/1/2013	11:07:00	Collect	0
		2/1/2013	11:06:00	Free	0
		2/1/2013	11:06:00	Free	0
		2/1/2013	11:05:00	Collect	0

TOTAL FOR ALL PAGES

23,732



LEGACYINMATE
COMMUNICATIONS

iCON

iCON Features

- Full Turn-Key System
- Centralized Management
- 24/7/365 System Access
- Password Encryption Security
- Voice Biometrics
- Digital Recording
- Emergency Shutoff
- Fraud Detection
- Unlimited Languages
- Custom Voice Overlay & Facility Branding
- Infinite Scalability
- Real-time Reports
- User Activity Logs
- Advanced Commission, Call and Video Visitation Reports
- Live Monitoring
- Countless Investigative Tools
- The Only Fully Integrated Inmate Telephone & Video Visitation System

Where Communications and Corrections Converge

For nearly two decades Legacy has been providing state-of-the-art solutions to the Inmate Communications industry, and **Legacy's iCON platform is our best offering yet.** The system features a powerful customizable Automated Operator system that allows only one call per inmate connection, infinite language options and multiple fraud protection features.

iCON also boasts many **call reporting and billing options** that provide commissions information at the fingertips of Administrators. Your facility will have total control of all outgoing call records, available in real time, so there will never be a question of how many calls originate from on-site inmates, which inmates are making calls, or even how much revenue the jail should receive from their Inmate Telephone System (ITS). With Legacy, your facility will have **unparalleled transparency.**

Inmates and called parties will also enjoy a range of user friendly options, such as an industry-leading prepaid debit card calling solution, a cardless debit option for recently released inmates to make phone calls, and facility **customizable automated voice prompts** that make the calling experience intuitive and easy.



With these features, and **24/7 Live Customer Support** for the facility, inmates and called parties, Legacy is proud to offer your facility the iCON System, the most powerful ITS in today's Communications market. Best of all, **iCON is the only system that is fully integrated to control and monitor both inmate calling and video visitation.**





LEGACYINMATE
COMMUNICATION

Change The Way You Look At Inmate Communication

For nearly two decades, Legacy has been the inmate communication industry's leading innovator. We've built an unparalleled communication infrastructure that allows us to provide a one of a kind, true single source inmate communications package.

A **single source** Inmate Communication provider refers to a company that provides the entire system and service you need on. It is a conscious effort on the company's part to streamline a product and service in an attempt to provide clients with the most proficient solution available. Ultimately, a single source company is the simple idea of having everything under one roof, yet is the difficult task of building, owning and controlling every aspect of communications infrastructure.

An industry leader is more than just simply being the largest company. A leader is one that drives an industry to improve and evolve for the betterment of everyone involved. A leader develops new solutions and continually raises the bar by setting the standard for its product. Legacy is a true industry leader that routinely the **FIRST** to introduce customer centered service, technological innovations and investigative utilities.

Experience The Difference:

Advanced Communication Management

True Single Source Communication Company

Unparalleled Reliability & Control

Leading Edge Inmate Telephone & Video Visitation

Revolutionary Cell Phone Tracking

Superior Investigative Tools

Optimal Revenue Generation

Enhanced Resource Efficiency



ONE SYSTEM, ONE SOLUTION

iCON's ONSITE AND REMOTE VIDEO VISITATION

Introducing the most **ADVANCED** Video Visitation System on the market

Legacy's commitment to innovative inmate communication solutions has lead the company to develop the industry's foremost video visitation system, completely integrated within the iCON platform. Gone are the arduous days of jumping through multiple inefficient platforms to perform simple inmate monitoring, recording and scheduling tasks.

iCON's Video Visitation system will provide recording and live monitoring for all onsite Video Visitation stations, as well as remote Video Visits from any authorized, internet ready computer or mobile device from any location, worldwide.



Secure Recordings, Live Monitoring & Investigative Tools

iCON provides automated management capabilities for recording and live monitoring of the video visits. Video Visitation recordings and reports are securely encrypted, available in a myriad of search criteria and downloadable to a DVD or USB drive.

Revenue Generation

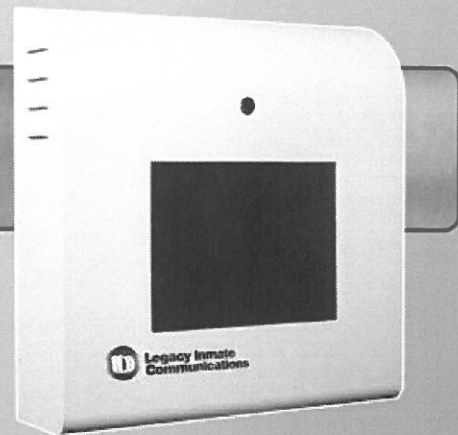
The addition of a video visitation system within your facility will result in additional security and an **added revenue stream**, as well as a reduction in contraband, onsite visitation and personnel requirements dedicated to visitation. Legacy helps you generate the highest revenue possible while frequently connecting inmate with family.

System Management & Administration Integrated Within iCON

iCON's video visitation dashboard is located within the same iCON system as our inmate telephone management system. Users can easily toggle between the telephone and video visitation tools with the simple click of a button.

Streamlining Visitation & Scheduling

Legacy's video visitation system considerably reduces facility overhead associated with traditional visitation practices by simplifying scheduling and visits, allowing you to relocate vital staffing resources to more efficient task.



Ultimate control and mobility has never been this easy!

The Only System with a Single Interface for All Your Communication Management

Secure Recordings, Live Monitoring & Investigative Tools

Accessible Anywhere, Anytime

Streamlined Scheduling

Enhanced Revenue Generation

16ga. Detention Grade Enclosure

Intuitive Web Based System

24/7/365 System Maintenance & Live Customer Support



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Toll Free: (800) 577-5534 * Fax: (800) 700-1116
WWW.LEGACYINMATE.COM



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COMMUNICATIONS



Customized Call Control, All in Real-Time

Legacy offers its many Clients complete control over monitoring and recording capabilities, ensuring 365 days a year of access. **iCON's Call Recording Archive reflects recordings from every call attempted through our service**, and calls can be searched by Inmate Telephone, Inmate Number, Date, Time, Call Type, Inmate PIN, WatchList, and much more.

Most importantly, **Call Recordings can be archived and accessible by your facility for up to 10 years**. Legacy provides this feature so that your facility's recordings can be used in a court of law for long into the foreseeable future.

Once an investigator selects a call recording, they will have the **ability to play forward or rewind the call in the Call Playback Utility**. Also, your facility will have the ability to place notes and markers in any call recording, making for quick, easy reference. These features can also be configured for **note access**, allowing the investigator to remotely disconnect a call in progress, conference into the call or simply monitor the call in real-time. By utilizing iCON's **multi-level password feature**, your facility can ensure that only certain personnel have access to monitoring and recording features. iCON's Live Call Monitoring and Call Playback capabilities will put **powerful investigative tools at your fingertips**, both on and offsite.

- ✓ *Multi-Level Password authentication*
- ✓ *Exportable Call Recording formats*
- ✓ *Carrier Grade Network will give your facility real-time monitoring capability with NO DELAY*
- ✓ *Secured recordings with encrypted watermark, ensuring that your facility data cannot be modified*





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COMMUNICATIONS

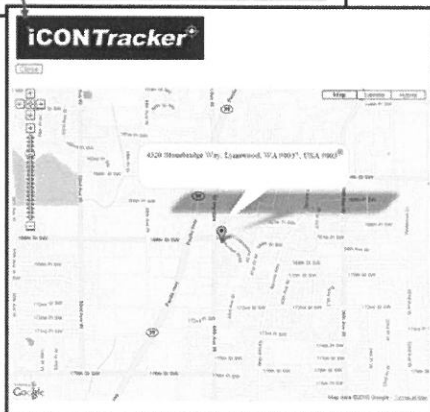
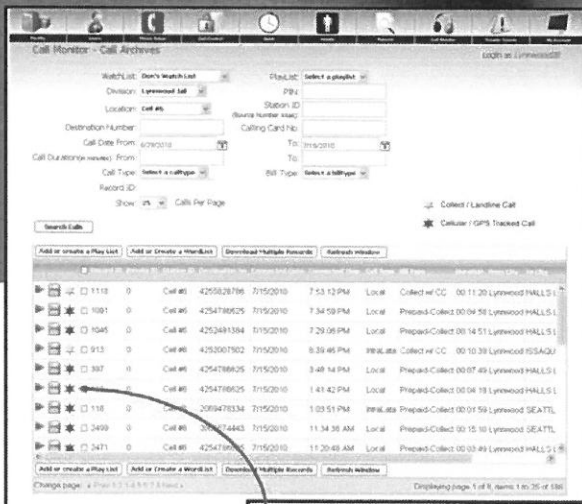
800.577.5534



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and the other great services
Legacy Inmate offers

iCON Tracker

GPS Location-Based Services



Prevent Crimes Before They Happen!

Legacy has taken the GPS tracking technology of the E-911 mobile networks and added it to our Inmate Telephone System to create the ultimate investigative tracking tool available. By gathering location-based information from calls placed by inmates to cellular phones, your Investigators will gain insight to potentially criminal activity and have the target phone isolated and geographically mapped out. This real-time information can be utilized to effectively manage and prevent crimes before they actually occur. Legacy's iCON Tracker is fully integrated into the iCON Call Management System so there is no need for additional training whatsoever.



iCON's Automated Information System (AIS)

TAILORED TO SUIT YOUR FACILITY'S NEED



Legacy's Automated Information System (AIS) is equipped with features that serve the facility, the inmate and the general public. Inmates will have access to JMS and Commissary supplied data, while the general public will have the ability to view inmate charges, important upcoming dates and facility location and directions.

All these helpful features are fully integrated within Legacy's iCON Communication Management System and can be updated by facility staff at any time. With our AIS at work for your Facility, administrators will see a marked increase in both staff productivity and user satisfaction, making for less headaches and uninterrupted system operation.

Facility Benefits

Save Valuable Time & Money

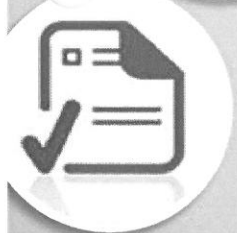
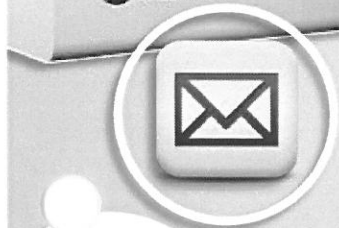
**90% Reduction In Phone Calls
To The Facility**

Increases Staff Productivity

**The System Communicates In
Any Language**

**The System Is Working For
You 24/7/365**

**The System Is Designed By
Legacy With Your Specific
Requirements In Mind**



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www.legacyinmate.com





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Inmate Tip Line

Confidential Grievance Reporting Service

Internal Information is Vital

Crimes amongst inmates are commonplace. In fact, they have become an ever-increasing problem within correctional facilities nationwide. With a heightened level of uncertainty present, not only is inmate safety possibly at risk, but the potential well-being of an entire housing unit or even the facility. Legacy's value-added Inmate Tip Line can be configured to allow inmates the ability to leave confidential messages for facility personnel. There is no cost for this service. It is a quick and effective way for inmates to anonymously communicate any issues they might not want in the public eye.





Inmate Voice Biometrics

Secure, Simple and State-of-the-Art Identity Verification

Legacy offers a user-friendly, fully-hosted identity authentication management system that works within the iCON platform and integrates with the inmate's Personal Identification Number (PIN). Your unique voice biometric solution is customized based on your facility and user needs. This system utilizes a robust set of physiological parameters to capture a sample of the inmate's voice pattern. Each inmate must read an initial voice sample that will have to be verified every time they use the phone.

Modern Technology

The VMM-1 voice biometric decision engine is the result of years of research and practical field-based experience. The engine uses statistical pattern matching techniques, advanced classification methods and inputs from multiple mathematical algorithms to properly verify or identify speech.

Dual Factor Authentication

Implies a two part verification process, PIN then Voice Biometrics, ensuring genuine inmate ID every time.

Unparalleled Security

Enhances the security of your facility's inmate communication system, forever eliminating PIN sharing and theft.

Effortless Administration

The iCON dashboard provides organization access to inmate data, administrative features, manage voice print resets and much more.

Streamlined Inmate Enrollment

An inmate's voice print will be captured when they first attempt to make a call utilizing their PIN at any inmate telephone in the facility.

24/7/365 Live Support

Legacy owns and operates its own 24/7 customer care center staffed with live personnel that will be available to your facility at all times.





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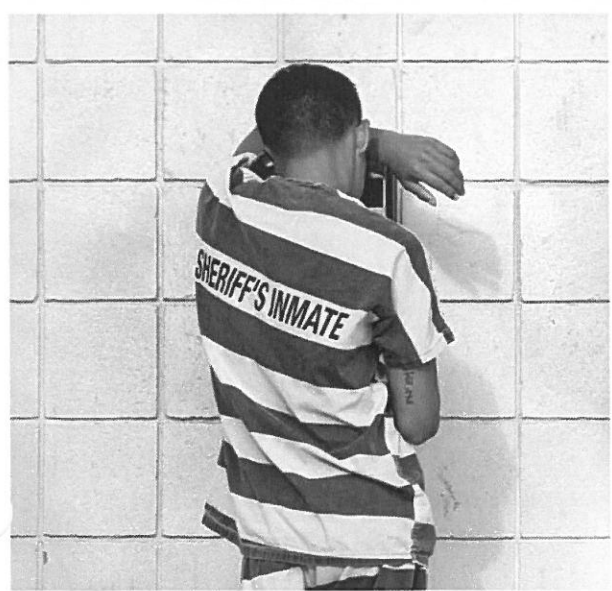
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and the other great services
Legacy Inmate offers

Inmate Messaging

Two-Way Voice and E-mail Messaging

Easy and Affordable Communication is Key

Staying in constant communication during incarceration can serve as one of the greatest comforts to an inmate and their family. Legacy's pre-paid Inmate Messaging Service allows inmate friends and family members to deposit and receive recorded voice and e-mail messages for their loved ones. All messages are available for full approval by your facility and instinctively archived for later investigative use. Inmate messaging is an easier and more affordable way of communication. Messaging accounts can be established around the clock by dialing 888-PAY-4-FAM or simply by visiting us online at www.legacyinmate.com.





10833 Valley View Street, Ste. 150
Cypress, CA 90630 USA
Toll Free: (800) 577-5534
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WatchWord+

"An Innovation in Audio-Mining Technology"



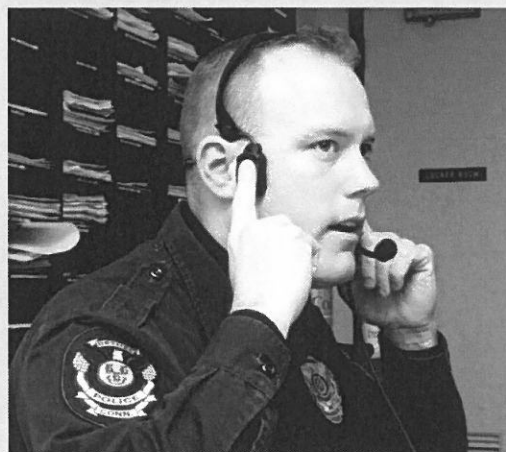
Legacy's WatchWord+ is included with every iCON System our team installs. **WatchWord+ is an Audio Mining Search Utility that can be applied to calls in both English and Spanish**, allowing investigators to search for keywords in all call recordings. WatchWord+ will search through completed call recordings, comparing transcripts to a customized facility dictionary. Upon finding a match, **WatchWord+ will notify jail administrators by email, cell phone (SMS text) or landline number**, providing the keywords found and the inmate's identification.

is completed WatchWord+ will audio mine the call's recording transcript, locate the word and place the call into a WatchList, after which investigators will be notified.

These WatchList Alerts make it possible for investigators to receive live updates to their cell phone, email or landline telephone about suspicious inmate calling activity. Best of all, because the **iCON System utilizes Dragon Audio Mining technology, the industry leader in voice dictation and audio mining**, your facility can be assured that the most reliable software is at work around the clock, sifting through every recorded call.

WatchWord+ Features

- Investigators can receive updates via email, SMS text or landline about inmate calls that have been placed into a WatchList
- Administrators can choose which calls to audio mine, programming by date range, inmate telephone, specific called number(s) or inmate PIN
- WatchWord+ utilizes Dragon Audio Mining Technology, an industry leader in voice dictation and audio mining
- The WatchWord+ dictionary can be applied to both English and Spanish phone calls, and is facility customizable to include slang and specific language



Scan to learn more
about this and other
great Legacy services!



**From real-time commission reports to customized CDR's
Legacy has you covered**

Spend more time investigating and less time searching

The screenshot shows the 'Reports Menu' with a sidebar on the left containing the following options: 'Report Tools', 'Bill Call', 'Unbilled Calls', 'Commission', 'Statement By Date', 'Statement By Month', 'Due Statement', 'Statement Sheet', 'By Station or', and 'Registration A'. The main content area is titled 'Summary By Month' and includes a 'Report Parameters' section with 'From Date' (6/1/2005), 'To Date' (6/30/2005), and a 'Submit' button.



Experience the freedom of having a system that is flexible to your needs. iCON is accessible from any computer, laptop or mobile device giving your staff the independence to perform their duties to the best of their ability without being tethered to a workstation.

tailored service that fits your needs

gacy is a full service technology company with a robust in-house team of software engineers and IT network administrators. Our team has the ability to adapt the iCON suite to meet your facility's needs.



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Inmate Re-Entry Calling

Courtesy Calling Card Service

Successful Inmate Transition is Key



Being released after an extended incarceration can be a somewhat trying time. There are numerous steps necessary to guarantee an inmate's successful transition. Legacy's Value Added Service Program furnishes your facility with the option of providing newly released detainees with courtesy Re-entry Calling Cards. The service is designed to help inmates make those crucial first contacts upon their re-entry into the community. Re-entry cards can be utilized from any working telephone and there is no cost to the facility of the newly released inmate for this one-of-a-kind program.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
11/13/2013

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Alandale Insurance Agency 11022 Winners Circle, Ste. 100 Los Alamitos CA 90720	CONTACT NAME: Dina Corsi	
	PHONE (A/C No. Ext): (562) 493-3521 FAX (A/C No.): (562) 430-5300	
	E-MAIL ADDRESS: Dina Corsi	
INSURED Legacy Long Distance International, Inc. Legacy Inmate Communications 10833 Valley View #150 Cypress CA 90630	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A: Hartford Insurance Co.	00914
	INSURER B: Hartford Casualty Insurance Co	29424
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES

CERTIFICATE NUMBER Master 13-14

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY			72UUNJH9452	7/10/2013	7/10/2014	EACH OCCURRENCE \$ 1,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						MED EXP (Any one person) \$ 10,000
							PERSONAL & ADV INJURY \$ 1,000,000
							GENERAL AGGREGATE \$ 2,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						PRODUCTS - COMP/OP AGG \$ 2,000,000
	<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC						\$
B	VEHICLE LIABILITY			72UECJO4628	9/28/2013	9/28/2014	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	<input type="checkbox"/> ANY AUTO						BODILY INJURY (Per person) \$
	<input type="checkbox"/> ALL OWNED AUTOS	<input type="checkbox"/> SCHEDULED AUTOS					BODILY INJURY (Per accident) \$
	<input checked="" type="checkbox"/> HIRED AUTOS	<input checked="" type="checkbox"/> NON-OWNED AUTOS					PROPERTY DAMAGE (Per accident) \$
							Uninsured motorist combined \$
A	UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR			72RHUJH9759	7/10/2013	7/10/2014	EACH OCCURRENCE \$ 1,000,000
	EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE						AGGREGATE \$ 1,000,000
	DED <input checked="" type="checkbox"/> RETENTION \$ 10,000						\$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			72WEJW7079	3/6/2013	3/6/2014	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	<input type="checkbox"/> Y/N	N/A				E.L. EACH ACCIDENT \$ 1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE \$ 1,000,000
							E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Business Personal Property			72UUNJH9452	7/10/2013	7/10/2014	Limit 157,000
							Deductible 5,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
*30 Days Notice of Cancellation with 10 Days Notice for Non-Payment of Premium

CERTIFICATE HOLDER

Virginia Division of Corrections
1409 GREENBRIER ST
Charleston, WV 25311

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Dina Corsi/DINA



Once an inmate picks up the phone, they are prompted to:

- Press "1" For English
- Press "2" For Spanish

(The System can be programmed to provide any ten (10) language options)

Once a language is selected:

- Please Enter Your Personal Calling Identification Number (PIN) Now

At this point Inmate Voice Print Verification will take place.

- Press "1" to acknowledge that your call is being recorded and monitored by West Virginia Department of Administration personnel (**Optional Prompt**)
- Press "2" if you do not wish to proceed with your call.

Once acknowledgement of call recording has been selected:

- Press "1" to place a collect call
- Press "2" to place a call to a destination number that has a prepaid call account
- Press "3" to utilize a Prepaid Debit Calling Card or Cardless Debit Service

Once a billing method has been selected:

- Please enter the number you wish to call
- Please state your name (iCON will record the inmate name – Only on the first call made by the inmate. The recorded name will be saved as a .WAV file and played on all subsequent calling by the inmate utilizing his/her PIN)

At this time the Call is validated through the National Line Information Database (LIDB)

Once connection to any destination number the Legacy automated operator will play a list of options to the accepting party:

- The system will announce that there is a call from the West Virginia Department of Administration

Legacy's Operator will play the recorded name of the inmate to the called party.

The Caller will then be prompted for the language they wish:

- Press "1" For English
- Press "2" For Spanish

At this time Legacy will also provide the rate and charge for the call.

- Press "1" to accept the collect call and acknowledge that the call may be recorded and monitored
- Press "2" to deny the collect call
- Press "3" to block your number from any further calls from the West Virginia Department of Administration

Once the Call has been accepted – iCON's standard application will play a voice overlay message every five minutes that announces "This call is from the West Virginia Department of Administration and subject to call recording and monitoring." This overlay message can be set for any time interval requested by the facility.





Duane Cutler, VP of Sales

Duane will be West Virginia's first point of contact throughout the bidding process. Duane is an accomplished, results-driven sales/marketing professional with 20+ years of excellent business development and marketing leadership skills. Duane also has extensive background in working with DOC's, Counties and Sheriff's Offices throughout U.S. as Legacy's Vice President of Sales and Accounts Manager. Duane's experience also includes owning and operating his own pay telephone company, service as Senior Director of Sales for U.S. Long Distance and Operation Service Division for Quest Communications. Duane has been Legacy's VP of Sales for the past 12 years and manages many of our largest accounts; including Hampton Roads Regional (1,250 Beds) and Accomack County Jail. He consistently achieves high ranking customer satisfaction performance results while meeting and exceeding business development objectives. In addition to Corrections Industry experience, Duane has strong commercial national/global account management skills, practiced in transforming vendor relations to strategic and valued business partners. His excellent communication skills are used to build and sustain effective internal and external relationships to the benefit of meeting our client's operational and economic objectives. Cellular Telephone: 714-722-1676 / Toll Free: 800-553-1782 / dcutler@legacyinmate.com

Edward Arthurs, Installation Team Lead – Program Manager

Mr. Edward Arthurs first joined Legacy in 2000. Eddie will lead a team of seven (7) on-site installation personnel. He has demonstrated exceptional trouble shooting skills and technical savvy that can be directly related to the success of Legacy's entire communications network operation. Eddie's experience in various communication system installations including; cabling and technical programming spans the course of twenty (20) years. Eddie holds certifications in most major communication systems as well as with the CT-1000 and 900 series inmate telephones, Protel, Elcotel, and Mitel. He has successfully installed numerous correctional facilities each with unique project requirements. Mr. Arthurs holds a PMI Project Management certification and generally applies triple constraints to each project he undertakes. Eddie has served as installation team lead for Fresno County California, Hampton Roads Regional Jail Virginia, Mendocino County California, Whatcom County Washington, Lancaster County Nebraska, Montgomery County Missouri, Dunn County Wisconsin, Covington County Alabama, Lynnwood Jail, Independence Jail, and Clayton County Georgia to just name a few. Eddie will also provide on-going Network service support as one of Legacy senior telecommunications network technicians. Mr. Arthurs holds numerous telecommunication certifications. Contact Information: earthurs@legacyinmate.com – Office Number 800-577-5534 Ext 207 - Cellular Telephone 562-572-2595. Estimated Time on Installation Project: 75 Days (Ongoing Contract Life - Technical Support)

Ramin Kashani, Senior Network Engineer/Administrator

Ramin will implement the centralized management infrastructure of the patient communication service for the Agency. He will also provide logistical management of each of the interfaces that may be needed to provide each of the products and services supplied to facilities, including the Patient PIN Application and the patient pre-paid debit service interface. Ramin is highly analytical and technical with a proven track record of managing a team of professionals to acquire common goals. Ramin has experience in Operations, Information Technology, Project Management and Network Administration, with over twelve (12) years of IT management experience. His business experience includes: Network and System



Administrator for Western Golf Properties and Talega Golf Club, as well as Network and System Administrator for International Data Supply Corporation. Ramin holds a B.S. from the University of California, Los Angeles, and is certified in both Microsoft and CISCO systems. His extensive experience in network infrastructures and network security makes him adept at system design, implementation, maintenance and management. Contact Information: rkashani@legacyinmate.com, Office Number 800-577-5534. Estimated Time on Installation Project: 75 Days (Ongoing IS/IT Support)

Rafael G. Quinto, Operations Manager

Mr. Quinto has served Legacy and its clients for over ten (10) years. Rafael carries a myriad of experience in correctional telecommunication business operations that include finance accounts receivable, customer services, billing operations, technical support, network administration, order processing, and project management. Rafael holds a certification with the Project Management Institute. Rafael served in the United States Marine Corp for four (4) years prior to entering the telecommunications field in 1997. He is a proud graduate of Chapman University, Business Administration. Rafael and his team will be directly responsible for fraud management, billing operations, and order processing for hospital application.

Long Tran, Customized Interfaces – Voice Print Biometrics

Mr. Tran will serve the project team as the assigned engineer responsible for building all necessary interfaces with the Commissary and Jail Management System. In the event that the Agency should wish to utilize Voice Print Authentication or our patent pending AccuPIN application for PIN authentication, Mr. Tran will coordinate its installation at the facilities. The Company discusses its plans for centralized management of the system with custom interfaces throughout our response to this RFP. Long possess a unique talent for delivering highly complex technical information into terms and concepts that end users can readily grasp. His IT experience spans over three decades with companies such as Computer Science Corp, Western Data Corp, and Eylon International. Long Tran holds a BS Degree in Computer Science from the University of Washington (1986). He also holds a BS Degree in Chemistry from Purdue University (1979). Contact Information: ltran@legacyinmate.com – Office Number 800-577-5534.

Dan Troung – iCON Engineer

Dan is one of several full-time iCON system software engineers dedicated *solely* to iCON support and product development. For the Agency's project, Dan will be responsible for customizing the system to fit the current infrastructures. Mr. Troung will also convert all existing call processing data for blocked destinations, non-recordable numbers, and existing PIN numbers utilized in the current Vendor system. Dan will also coordinate the transition with current Vendor directly. He will continue to serve as the Agency's system engineer throughout the contract period developing customized reports and system upgrades as needed. Dan is certified in every major programming language including C, .NET, SQL, HSPICE, MAGIC Digital, System Design, Analog Design, Envoy IVR, and UNIX. He has vast experience in Digital Circuit Design as well which includes VHDL programming, Assembly Language for 80x86 PC Design and Interfacing, Orcad and Xilinx for designing of Digital Integrated Circuits. Dan is also certified with most CMS systems including Oracle. Mr. Troung holds a Graduate Degree in Computer Engineering from the University of California, Irvine (2000). Contact Information: dtruong@legacyinmate.com – Office: 800-577-5534

Diedre Jay, Technical Support

Deidre will be part of the iCON and inmate telephone installation team as well as coordinate with our local based technicians for the life of the agreement. Deidre (we call her D.J.) has been serving as one of Legacy's full time Technical Support members since opening our doors in 1996. Originally gaining experience at PCN, her extensive training in the programming of Protel, Elcotel, UltraTel, and AstraTel phones has helped our clients to successfully deliver calls into our automated call center. With a total of





fifteen (15) years experience in the telecom industry, she is responsible for the troubleshooting of technical customer issues and overseeing our local technicians throughout the country. We have also scheduled DJ to coordinate and deliver iCON training sessions for the facilities. Diedre will coordinate with our technicians for pro-active maintenance visits as well as service level requests. She and her team have performed this function on behalf of our Company for over fifteen (15) years. Contact Information: djay@legacyinmate.com – Office Number 877-549-2123 – Cellular Telephone 714-722-1676. Estimated Time on Installation Project: 75 Days (Ongoing Training and Technician Dispatch)

Francisco Flores, Network Implementation

Francisco will coordinate all necessary circuits needed in provision of our services at the facilities. Frank first joined the Legacy team in 2001. His experience stems from his dedicated service in the United States Marine Corps where he trained in Voice and Data Networking. Mr. Flores currently oversees all voice and data transmission being processed by Legacy's interexchange network. The Company will provision dedicated, point-to-point voice and data circuits from the facilities to our telecommunications network. Contact Information: fflores@legacyinmate.com – Office Number 800-577-5534 Ext 251 – Cellular Telephone 562-244-8491. Estimated Time on Project: 75 Days

Eddie Mendez, National Account Coordinator

Legacy has assigned Eddie Mendez to serve as the on-going Account Manager for the facilities. Eddie will work with our entire installation and support team, site administrators and local technicians on coordination of all on-going projects through the life of the contract. Eddie has been a member of the Legacy team for many years and is well versed in all Legacy applications and services. Eddie will be the first point of contact for the Agency for all service, data, and implementation requests. He will also provide pro active support by monitoring call detail, rate information, branding, billing, and trouble/service tickets on a daily basis. In fact, the Agency will hear from Mr. Mendez far more than they will ever need to call him. Contact Information: emendez@legacyinmate.com – Cellular: 714-822-8283 – Office: 800-577-5534 Ext 223

Executive Management

Curtis A. Brown, President/Chief Executive Officer



Mr. Brown established Legacy in September of 1996. Over the past seventeen (17) years Curtis and his team have created a diversified facilities-based telecommunications company with gross annual revenues that exceed \$25 Million. Prior to founding Legacy, Curtis served as President of Public Communications Network (PCN) a California based Company that provided communication resources to commercial, hospitality and correctional facilities. Mr. Brown entered the telecommunications industry with Communication Telesystems International (CTS) where he performed as General Manager of Operator Services. CTS offered a myriad of Operator based products for pay telephone communication companies, hotels/motels, hospitals, universities, correctional facilities, and to various local and long distance companies. Curtis is also very proud of his four (4) years of service in the United States Navy. Mr. Brown is a graduate of Southern Illinois University, Business Administration. As described in our installation plan, Curtis will be directly involved with the project management and installation process. Evaluation reports will be delivered on a daily basis to Mr. Brown from our project team lead, Eddie Arthurs.

Paul Troung, Chief Technology Officer



Paul Troung joined the Legacy team in early 2000 and has been instrumental in the research and development of Legacy's inmate communications system – iCON. With a total of twenty (20) years in the field of Information Technologies, eleven (11) of those have been contributed to the success of Legacy's ongoing business ventures. Paul holds a



BS degree in Computer Engineering from the University of California, Irvine. Prior to joining the Legacy team Paul served as the Director of Information Technologies at Harte Hank, OIA Global Logistics, and Bertelsmann Services, Inc. *Programming Languages*; C, C++, VHDL, .NET, Visual Studio.Net, Envoy IVR, Assembly, SQL, Java, HTML, Visual Basic, Oracle and Access based data systems. Legacy's IT and IS personnel will report directly to Paul throughout the installation process. Paul Troung will be part of the installation and on-going development of the Agency's inmate communications system and interfaces throughout the contract period.

George Hansell II, Executive Vice President Call Center



George has been a valued Legacy team member since its inception and serves as the Company's Executive Vice President – Call Center Services. Mr. Hansell also serves on the Board of Directors. George and his team have built a state-of-the-art multilingual Live and Automated Contact Center that is open for business 24-hours a day, 365 days a year. George too, joined Legacy's team after service as Director of Sales and Marketing for Public Communications Network (PCN) – Correctional Services Division. Mr. Hansell first entered the telecommunications field in 1988, where he served as the Western Region Communications Project Manager for Sharp Memorial Hospital for over a decade. George served in the United States Navy for ten (10) honorable years. George will lead our Call Center team in providing 24-hour customer support to the facilities as well as 24 Hour support for friends and family to establish and/or question pre-paid call accounts.

Esmail Nabavian, Director of Finance



Esmail has provided strategic and forward thinking financial leadership to Legacy for over five (5) years. Prior to joining the Legacy team, Mr. Nabavian served as Chief Financial Officer for Harris Freeman & Co. LLP. Harris Freeman is an international import and manufacturing company with annual sales that exceed \$100 Million. Esmail holds a Graduate Degree in Business Administration with concentration in Accounting from Cal State University Fullerton.

Sheila Guerra, Vice President Client Relations



Sheila has been a proud Legacy team member for over a decade. Sheila has over three decades of telecommunication and operator service experience. Prior to joining the Legacy team Ms. Guerra worked for AT&T, U.S. Long Distance, and Qwest in various capacities including; Live Operator, Operator Center Manager, National Account Manager, Sales Manager, and Client Support Specialist. Sheila will be directly responsible for on-going customer support for the facilities including all National Account Management staff. Ms. Guerra also serves on our Board of Directors.

VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

1. **Application is made for 2.5% resident vendor preference for the reason checked:**
 - ☐ Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 - ☐ Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 - ☐ Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. **Application is made for 2.5% resident vendor preference for the reason checked:**
 - ☐ Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. **Application is made for 2.5% resident vendor preference for the reason checked:**
 - ☐ Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. **Application is made for 5% resident vendor preference for the reason checked:**
 - ☐ Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**
 - ☐ Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**
 - ☐ Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.
7. **Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with *West Virginia Code* §5A-3-59 and *West Virginia Code of State Rules*.**
 - ☒ Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (*West Virginia Code*, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: Legacy Inmate Communications

Signed: 

Date: 11/08/2013

Title: President & CEO



State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Solicitation

NO. 2023 P. 2

NUMBER

COR61453

PAGE

1

ADDRESS CORRESPONDENCE TO ATTENTION OF

TARA LYLE

304-558-2544

RFQ COPY

TYPE NAME/ADDRESS HERE

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DIVISION OF CORRECTIONS

1409 GREENBRIER ST

CHARLESTON, WV

25311

304-558-8045

DATE PRINTED

10/01/2013

BID OPENING DATE:

10/31/2013

BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
SEE ATTACHED PAGES.						
END OF ADDENDUM NO. 1						
0001	1	LS		915-77		
DIVISION WIDE INMATE TELEPHONE SYSTEM & SERVICE						
***** THIS IS THE END OF RFQ COR61453 ***** TOTAL:						

SIGNATURE

TELEPHONE

DATE

TITLE

FIRM

ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

SOLICITATION NUMBER: COR61453**000002****Addendum Number: 1**

The purpose of this addendum is to modify the solicitation identified as COR61453 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☒ Modify bid opening date and time
- ☐ Modify specifications of product or service being sought
- ☐ Attachment of vendor questions and responses
- ☒ Attachment of pre-bid sign-in sheet
- ☐ Correction of error
- ☒ Other

Description of Modification to Solicitation:

1. Facility tour dates and locations attached.
2. Pre-bid sign-in sheets attached.
3. Question deadline extended from 10/03/2013 to 10/15/2013 at 5:00 pm.
4. The bid opening has been moved from 10/15/2013 to 10/31/2013. The bid opening time remains at 1:30 pm.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

000003

ATTACHMENT A

1. There will be three (3) non-mandatory facility site visits held on October 9, 2013 beginning at 8:00 am. Vendors should meet Paul Simmons at the Ohio County Correctional Complex at 8:00 am for the first facility visit.

Vendors will be visiting three (3) WV Division of Corrections facilities in the following order:

Ohio County Correctional Complex
1501 Eoff Street
Wheeling, WV 26003
Phone: 304-238-1007

St. Marys Correctional Center
280 N. Pleasants Hightway
St. Marys, WV 26170
Phone: 304-684-5500

Lakin Correctional Center
11264 Ohio River Road
West Columbia, WV 25287
Phone: 304-674-2440

2. Pre-bid sign-in sheets are attached.
3. The question deadline has been extended from 10/3/2013 to 10/15/2013.
4. The bid opening has moved from 10/15/2013 to 10/31/2013. The bid opening time remains at 1:30 pm.

NO. 2023 1:10PM WV DIV OF TUCKER 0000004

SIGN IN SHEET

Request for Proposal No. COR61453

PLEASE PRINT

Page 1 of 4

Date: 9/26/13
10:00am

* PLEASE BE SURE TO PRINT LEGIBLY - IF POSSIBLE, LEAVE A BUSINESS CARD

TELEPHONE & FAX
NUMBERS

FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	
Company: <u>SECURUS</u>	<u>2918 GRANDE OAKS WAY</u>	PHONE <u>904-589-0788</u>
Rep: <u>ADAM MERCER</u>	<u>FLEMING ISLAND, FL 32003</u>	TOLL FREE
Email Address: <u>amercer@securmstech.net</u>		FAX <u>972-277-0514</u>
Company: <u>CENTURYLINK</u>	<u>5454 W 110TH ST, 3RD FLOOR</u>	PHONE <u>913-345-6002</u>
Rep: <u>PAUL COOPER</u>	<u>OVERLAND PARK, KS 66211</u>	TOLL FREE
Email Address: <u>PAUL.N.COOPER@CENTURYLINK.COM</u>		FAX <u>720-264-8121</u>
Company: <u>ICSolutions (Inmate Calling Solutions)</u>	<u>21848 Commerce PKwy</u>	PHONE <u>817-269-1785</u>
Rep: <u>Brad Coens</u>	<u>Strongsville, OH 44149</u>	TOLL FREE <u>1-800-541-1700</u>
Email Address: <u>bcoens@icsolutions.com</u>		FAX <u>210-693-1016</u>
Company: <u>Global Tel*Link (GTL)</u>	<u>12021 Sunset Hills Road</u>	PHONE <u>814-330-3830</u>
Rep: <u>Thomas Gibney</u>	<u>Suite 100</u>	TOLL FREE <u>1-800-888-8888</u>
Email Address: <u>tgibney@gtl.net</u>	<u>Reston, VA 20190</u>	FAX <u>814-949-3307</u>
Company: <u>ShawTech Communications</u>	<u>1700 Lyons</u>	PHONE <u>937-898-4724</u>
Rep: <u>Tillman Mosley</u>	<u>Dayton, Ohio 45458</u>	TOLL FREE <u>800-722-9580</u>
Email Address: <u>TMOSELY@SHAWTECH.COM</u>		FAX <u>937-665-161</u>

937-898-4447

000005

SIGN IN SHEET

Page 2 of 4

Request for Proposal No. C0861453

PLEASE PRINT

Date: 9/26/13

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TELEPHONE & FAX
NUMBERS

FIRM & REPRESENTATIVE NAME

MAILING ADDRESS

Company: <u>ILG Technologies</u>	<u>119 Herbert St</u>	PHONE <u>508 424 2201</u>
Rep: <u>Phil Apanovitch</u>	<u>Frammingham, MA 01902</u>	TOLL FREE
Email Address: <u>phil@jsgtech.com</u>		FAX <u>508 628 9292</u>
Company: <u>Legacy long distance Int.</u>	<u>10833 Valley View St</u>	PHONE <u>877-549-2123</u>
Rep: <u>Duane Cutler</u>	<u>Ste 150 cypress Co. 90630</u>	TOLL FREE <u>800-553-1782</u>
Email Address: <u>dcutler@Legacyinmate.com</u>		FAX
Company: <u>Pomeroy</u>	<u>500 Westmoreland Office Park</u>	PHONE <u>304-746-4434</u>
Rep: <u>Brian Jeffrey</u>	<u>Dunbar, WV 25064</u>	TOLL FREE <u>800-227-8798</u>
Email Address: <u>brian.jeffrey@pomeroy.com</u>		FAX <u>304-746-4439.</u>
Company: <u>Frontier</u>	<u>1500 McCorkle Ave</u>	PHONE <u>304-410-5659</u>
Rep: <u>Chad Stepp</u>	<u>Charleston, WV 25396</u>	TOLL FREE
Email Address: <u>chad.stepp@ftr.com</u>		FAX
Company: _____	_____	PHONE _____
Rep: _____	_____	TOLL FREE
Email Address: _____	_____	FAX _____

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WV DIV OF CORRECTIONS

11/10/13

OCT 28, 2013

SIGN IN SHEET

Page 3 of 4

Date: 9/26/13

Request for Proposal No.

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* PLEASE BE SURE TO PRINT LEGIBLY - IF POSSIBLE, LEAVE A BUSINESS CARD

TELEPHONE & FAX
NUMBERS

FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: WV Purchasing Division	2019 Washington Street, E	PHONE 304-558-2544
Rep: Tara Lyle	Charleston, WV 25305	TOLL FREE
Email Address: tara.lyle@wv.gov		FAX 304-558-4115
Company: Corrections	1409 Greenbrier St.	PHONE 304-558-6054
Rep: Betty Slack	Charleston, WV 25311	TOLL FREE
Email Address:		FAX 304-558-6056
Company: Corrections		PHONE 304-558-2036
Rep: Mike Coleman		TOLL FREE
Email Address:		FAX 304-558-6136
Company: Corrections		PHONE 304-636-0111
Rep: David Phillips		TOLL FREE
Email Address:		FAX 304-636-0010
Company: WV Purchasing Division		PHONE 304-558-0468
Rep: Dean Wingerd		TOLL FREE
Email Address:		FAX 304-558-4115

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Request for Proposal No. COR 61453

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Page 4 of 4

Date: 9/26/13

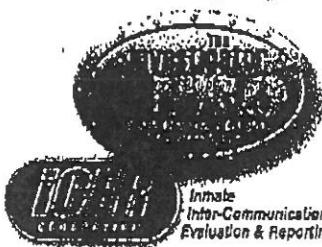
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FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: <u>DOC</u>		PHONE
Rep: <u>THOMAS STRICKLEN</u>		TOLL
Email Address: <u>thomas.d.stricklen@wy.gov</u>		FREE
		FAX
Company: <u>DOC</u>		PHONE <u>304 684-5500</u>
Rep: <u>John Anderson</u>		TOLL
		FREE
Email Address: _____		FAX
Company: _____		PHONE
Rep: _____		TOLL
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		FREE
Email Address: _____		FAX

000008

JLG Technologies, LLC

Voice Biometrics to Identify Every Inmate on Every Call


Phil Apanovitch
VP Sales & Marketing

 office (508) 424-2202
 fax (508) 628-9282
 mobile (860) 836-2700
 phil@jlgtech.com

 119 Herbert Street
 Framingham, MA 01702
 www.jlgtech.com

 Inmate
 Inter-Communications
 Evaluation & Reporting

WWW.SECURUSTECH.NET


SECURUS
TECHNOLOGIES

Adam Mercer

DUC ACCOUNT EXECUTIVE

 2515 GRANDE OAKS WAY • FLEMING ISLAND, FL 32003
 904.469.7475 • 904.889.0788 FAX
 AMERCER@SECURUSTECH.NET

Thomas J. Gibney
Account Executive
GTL
 P • 814.730.3830
 F • 814.949.3307
 t.gibney@gtl.net

 5000 Sixth Avenue, Suite 1
 Altoona, PA 16602
 www.gtl.net

GTL PCS

ICSolutions
Advanced Technology

Keefe
Group

Brad Coens
Regional Account Manager

 Eastern Region
 21848 Commerce Parkway Ste. 100
 Strongsville, OH 44149
 rfp@ICSolutions.com
 www.ICSolutions.com

 Office: (210) 572-9559
 Cell: (817) 269-1785
 Toll Free: (866) 228-4040
 Fax: (210) 693-1016
 bcoens@ICSolutions.com

SHAWNTECH

 Corporate Office
 1700 Lyons Rd., Suite C
 Dayton, OH 45458

 Office: (937) 898-4724
 Toll Free: (800) 722-9580
 Website: www.shawntech.com

Tillman Mosley Jr.
Director of Sales

 Direct: (937) 665-1613
 Fax: (937) 898-4447
 Cell: (937) 307-4971
 E-mail: tmosley@shawntech.com

CenturyLink
Paul N. Cooper
Unit VP & General Manager
Correctional Markets

 5454 W. 110th St.
 DF164L0302-302
 Overland Park, Kansas 66211
 Tel: 913.345.6002
 Fax: 913.397.9563
 Cell: 816.305.4764

paul.n.cooper@centurylink.com

000009

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: COR61453

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input checked="" type="checkbox"/> Addendum No. 6
<input checked="" type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input checked="" type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input checked="" type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input checked="" type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Legacy Inmate Communications

Company

Curtis Allan Brown

President & CEO

Authorized Signature

11/08/2013

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.



State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Solicitation

NUMBER
COR61453

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
TARA LYLE
304-558-2544

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DIVISION OF CORRECTIONS

1409 GREENBRIER ST

CHARLESTON, WV

25311

304-558-8045

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DATE PRINTED
10/02/2013

BID OPENING DATE:

10/31/2013

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 2						
SEE ATTACHED PAGES.						
END OF ADDENDUM NO. 2						
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DIVISION WIDE INMATE TELEPHONE SYSTEM & SERVICE						
***** THIS IS THE END OF RFQ COR61453 ***** TOTAL:						
SIGNATURE						
TELEPHONE						
DATE						
TITLE		FEIN		ADDRESS CHANGES TO BE NOTED ABOVE		

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

SOLICITATION NUMBER: COR61453**000002****Addendum Number: 2**

The purpose of this addendum is to modify the solicitation identified as COR61453 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☐ Modify bid opening date and time
- ☐ Modify specifications of product or service being sought
- ☐ Attachment of vendor questions and responses
- ☐ Attachment of pre-bid sign-in sheet
- ☒ Correction of error
- ☐ Other

Description of Modification to Solicitation:

To correct the address of the St. Marys Correctional Center issued on Addendum #1.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

000003

ATTACHMENT A

To correct the address of the St. Marys Correctional Center.

St. Marys Correctional Center
2880 N. Pleasants Highway
St. Marys, WV 26170
Phone: 304-684-5500

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: COR61453**000004**

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input checked="" type="checkbox"/> Addendum No. 6
<input checked="" type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input checked="" type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input checked="" type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input checked="" type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Legacy Inmate Communications

Company

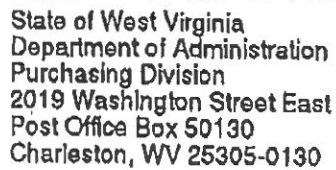
Curtis Allan Brown
President & CEO

Authorized Signature

11/08/2013

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.



NUMBERS

COR61453

PAGE

1

ADDRESS CORRESPONDENCE TO ATTENTION OF

TARA LYLE

304-558-2544

RFQ COPY

TYPE NAME/ADDRESS HERE

DIVISION OF CORRECTIONS

1409 GREENBRIER ST

CHARLESTON, WV

25311

304-558-8045

DATE PRINTED

10/25/2013

BID OPENING DATE:

11/12/2013

BID OPENING TIME 1:30PM

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

SOLICITATION NUMBER: COR61453**000002****Addendum Number: 3**

The purpose of this addendum is to modify the solicitation identified as COR61453 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☒ [X] Modify bid opening date and time
- ☐ [] Modify specifications of product or service being sought
- ☐ [] Attachment of vendor questions and responses
- ☐ [] Attachment of pre-bid sign-in sheet
- ☐ [] Correction of error
- ☐ [] Other

Description of Modification to Solicitation:

1. The bid opening has been extended from 10/31/2013 to 11/12/2013.
2. Responses to vendor questions will be issued under separate addendum.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: COR61453

000003

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input checked="" type="checkbox"/> Addendum No. 6
<input checked="" type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input checked="" type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input checked="" type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input checked="" type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Legacy Inmate Communications

Company

Curtis Allan Brown
President & CEO

Authorized Signature

11/08/2013

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.



State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Solicitation

NUMBER	PAGE
COR61453	1
ADDRESS CORRESPONDENCE TO ATTENTION OF:	
TARA LYLE 304-558-2544	

RFQ COPY
TYPE NAME/ADDRESS HERE

DIVISION OF CORRECTIONS
1409 GREENBRIER ST
CHARLESTON, WV
25311 304-558-8045

DATE PRINTED
11/07/2013

BID OPENING DATE: 11/21/2013 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 4						
SEE ATTACHED PAGES.						
END OF ADDENDUM NO. 4						
0001	1	LS		915-77		
DIVISION WIDE INMATE TELEPHONE SYSTEM & SERVICE						
***** THIS IS THE END OF RFQ COR61453 ***** TOTAL:						

Post-It® Fax Note	7671	Date	11/12/13	# of pages	3
To	Duane	From	Tara	Co.	
Co./Dept.		Phone #		Fax #	
Phone #					
Fax	304-221-2264				

SIGNATURE	TELEPHONE	DATE
TITLE	FERN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

SOLICITATION NUMBER: COR61453**000002****Addendum Number: 4**

The purpose of this addendum is to modify the solicitation identified as COR61453 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☒ [X] Modify bid opening date and time
- ☐ [] Modify specifications of product or service being sought
- ☐ [] Attachment of vendor questions and responses
- ☐ [] Attachment of pre-bid sign-in sheet
- ☐ [] Correction of error
- ☐ [] Other

Description of Modification to Solicitation:

1. The bid opening has been extended from 11/12/2013 to 11/21/2013.
2. Responses to vendor questions will be issued under separate addendum.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: COR61453**000003**

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input checked="" type="checkbox"/> Addendum No. 6
<input checked="" type="checkbox"/> Addendum No. 2	<input checked="" type="checkbox"/> Addendum No. 7
<input checked="" type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input checked="" type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input checked="" type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Legacy Inmate Communications

Company

Curtis Allan Brown
President & CEO

Authorized Signature

11/18/2013

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.



State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

WV PURCHASING DIVISION SOLICITATION NO. 304-558-8113 DATE 11/15/2013 PAGE 1

COR61453

ADDRESS CORRESPONDENCE TO ATTENTION OF:
TARA LYLE
304-558-2544

RFQ COPY
TYPE NAME/ADDRESS HERE

DIVISION OF CORRECTIONS
1409 GREENBRIER ST
CHARLESTON, WV
25311 304-558-8045

DATE PRINTED
11/18/2013

BID OPENING DATE: 12/11/2013

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 5		
				SEE ATTACHED PAGES.		
				END OF ADDENDUM NO. 5		
0001	1	LS	915-77			
				DIVISION WIDE INMATE TELEPHONE SYSTEM & SERVICE		
***** THIS IS THE END OF RFQ COR61453 ***** TOTAL:						

Post-It® Fax Note	7671	Date	11/19/13	# of pages	3
To	Mike Hov...	From	T. Lyle		
Co./Dept.		Co.			
Phone #		Phone #			
Fax #	74-526-8967	Fax #			

TITLE	FEIN	TELEPHONE	DATE
ADDRESS CHANGES TO BE NOTED ABOVE			

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

SOLICITATION NUMBER: COR61453

000002

Addendum Number: 5

The purpose of this addendum is to modify the solicitation identified as COR61453 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☒ [X] Modify bid opening date and time
- ☐ [] Modify specifications of product or service being sought
- ☐ [] Attachment of vendor questions and responses
- ☐ [] Attachment of pre-bid sign-in sheet
- ☐ [] Correction of error
- ☐ [] Other

Description of Modification to Solicitation:

1. The bid opening has been extended from 11/21/2013 to 12/11/2013.
2. Responses to vendor questions will be issued under separate addendum.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

000003

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.



Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

COR61453

1

ADDRESS CORRESPONDENCE TO ATTENTION OF:

TARA LYLE
304-558-2544

RFQ COPY
TYPE NAME/ADDRESS HERE

DIVISION OF CORRECTIONS

1409 GREENBRIER ST

CHARLESTON, WV

25311

304-558-8045

DATE PRINTED

12/05/2013

BID OPENING DATE:

01/07/2014

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 6		
				SEE ATTACHED PAGES.		
				END OF ADDENDUM NO. 6		
0001	1	LS	915-77	DIVISION WIDE INMATE TELEPHONE SYSTEM & SERVICE		
***** THIS IS THE END OF RFQ COR61453 ***** TOTAL:						

Post-It* Fax Note	7671	Date	12/10/13	# of Pages	3
To	Mike Harvey	From	T. Lyle		
Co./Dept.		Co.			
Phone #		Phone #			
Fax #	14-826-8467	Fax #			

SIGNATURE	TELEPHONE	DATE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

BY FURNISHING THIS BIDDING DOCUMENT TO YOU, THE BIDDING DOCUMENT IS BEING PROVIDED TO YOU BY THE BIDDING DOCUMENT PROVIDER.

SOLICITATION NUMBER: COR61453

000002

Addendum Number: 6

The purpose of this addendum is to modify the solicitation identified as COR61453 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☒ [X] Modify bid opening date and time
- ☐ [] Modify specifications of product or service being sought
- ☐ [] Attachment of vendor questions and responses
- ☐ [] Attachment of pre-bid sign-in sheet
- ☐ [] Correction of error
- ☐ [] Other

Description of Modification to Solicitation:

1. The bid opening has been extended from 12/11/2013 to 01/07/2014.
2. Responses to vendor questions will be issued under separate addendum.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: COR61453

000003

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input checked="" type="checkbox"/> Addendum No. 6
<input checked="" type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input checked="" type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input checked="" type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input checked="" type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Legacy Inmate Communications

Company

Curtis Allan Brown
President & CEO

Authorized Signature

01/03/2014

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.



State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Solicitation

NUMBER

COR61453

PAGE

1

ADDRESS CORRESPONDENCE TO ATTENTION OF:

TARA LYLE
304-558-2544

RFQ COPY

TYPE NAME/ADDRESS HERE

V
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DIVISION OF CORRECTIONS

1409 GREENBRIER ST

CHARLESTON, WV

25311

304-558-8045

S
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T
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DATE PRINTED

12/26/2013

BID OPENING DATE:

01/22/2014

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 7		
				SEE ATTACHED PAGES.		
				END OF ADDENDUM NO. 7		
0001	1	LS		915-77		
				DIVISION WIDE INMATE TELEPHONE SYSTEM & SERVICE		
				***** THIS IS THE END OF RFQ COR61453 ***** TOTAL:		

SIGNATURE

TELEPHONE

DATE

TITLE

FEIN

ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

SOLICITATION NUMBER: COR61453**Addendum Number: 7**

The purpose of this addendum is to modify the solicitation identified as COR61453 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☒ Modify bid opening date and time
- ☐ Modify specifications of product or service being sought
- ☒ Attachment of vendor questions and responses
- ☐ Attachment of pre-bid sign-in sheet
- ☐ Correction of error
- ☒ Other

Description of Modification to Solicitation:

1. The bid opening has been extended from 01/07/2014 to 01/22/2014.
2. Responses to vendor questions attached.
3. A voluntary site tour will be announced by separate addendum.
4. **VENDOR QUESTION DEADLINE:** Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below in order to be considered. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are non-binding.

Question Submission Deadline: January 13, 2014 at 5:00 pm
Submit Questions to: Tara Lyle, File 32

2019 Washington Street, East
Charleston, WV 25305
Fax: 304-558-4115

Email: Tara.L.Lyle@wv.gov

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: COR61453

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input checked="" type="checkbox"/> Addendum No. 6
<input checked="" type="checkbox"/> Addendum No. 2	<input checked="" type="checkbox"/> Addendum No. 7
<input checked="" type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input checked="" type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input checked="" type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Legacy Inmate Communications

Company

Curtis Allan Brown
President & CEO

Authorized Signature

1/20/2014

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: COR61453

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input checked="" type="checkbox"/> Addendum No. 6	<input checked="" type="checkbox"/> Addendum No. 11	<input checked="" type="checkbox"/> Addendum No. 16
<input checked="" type="checkbox"/> Addendum No. 2	<input checked="" type="checkbox"/> Addendum No. 7	<input checked="" type="checkbox"/> Addendum No. 12	<input checked="" type="checkbox"/> Addendum No. 17
<input checked="" type="checkbox"/> Addendum No. 3	<input checked="" type="checkbox"/> Addendum No. 8	<input checked="" type="checkbox"/> Addendum No. 13	<input type="checkbox"/> Addendum No. 18
<input checked="" type="checkbox"/> Addendum No. 4	<input checked="" type="checkbox"/> Addendum No. 9	<input checked="" type="checkbox"/> Addendum No. 14	<input type="checkbox"/> Addendum No. 19
<input checked="" type="checkbox"/> Addendum No. 5	<input checked="" type="checkbox"/> Addendum No. 10	<input checked="" type="checkbox"/> Addendum No. 15	<input type="checkbox"/> Addendum No. 20

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Legacy Inmate Communications

Company

Authorized Signature

7/14/14

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.