

ICSolutions PRESENTS THIS PROPOSAL TO:

Hall County, Georgia

RFQ/P #46-010

**INMATE TELEPHONE
SYSTEM & SERVICES –
CORRECTIONAL INSTITUTION
COST PROPOSAL**

COPY

DUE: MAY 15, 2025 @ 2:00 PM

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EXHIBIT C**Mandatory Cost Proposal Worksheet****RFQ/P #46-010 - Inmate Telephone System & Services - C.I.****COMPANY NAME: Inmate Calling Solutions LLC (dba ICSolutions)****ICSolutions Note:**

Please also see Cost Proposal
Summary attached behind
this spreadsheet.

Collect without Taxes

	Operator Service Charge	Mileage	Rate Period	First Min. Rate	Add 1 Min. Rate	% of Gross Revenue Offered
Local	\$0.00	N/A	N/A	\$0.06	\$0.06	N/A
IntraLATA	\$0.00	N/A	N/A	\$0.06	\$0.06	N/A
IntraLATA	\$0.00	N/A	N/A	\$0.06	\$0.06	N/A
InterLATA	\$0.00	N/A	N/A	\$0.06	\$0.06	N/A
InterLATA	\$0.00	N/A	N/A	\$0.06	\$0.06	N/A
Interstate	\$0.00	N/A	N/A	\$0.06	\$0.06	N/A

Above Rates DO NOT INCLUDE TAXES**Prepaid with Taxes**

US (Domestic)	Operator Service Charge	Mileage	Rate Period	First Min. Rate	Add 1 Min. Rate	% of Gross Revenue Offered
Local	\$0.00	N/A	N/A	\$0.0647	\$0.0647	N/A
IntraLATA	\$0.00	N/A	N/A	\$0.0647	\$0.0647	N/A
IntraLATA	\$0.00	N/A	N/A	\$0.0647	\$0.0647	N/A
InterLATA	\$0.00	N/A	N/A	\$0.0647	\$0.0647	N/A
InterLATA	\$0.00	N/A	N/A	\$0.0647	\$0.0647	N/A
Interstate	\$0.00	N/A	N/A	\$0.0866	\$0.0866	N/A

Above Rates INCLUDE Fed. USF Tax of 11.4% applied to Interstate Calls Only. No other applicable taxes apply in Georgia**ICSolutions Note:** The current FUSF rate is 36.6% and is subject to change quarterly.**Prepaid without Taxes**

US (Domestic)	Operator Service Charge	Mileage	Rate Period	First Min. Rate	Add 1 Min. Rate	% of Gross Revenue Offered
Local	\$0.00	N/A	N/A	\$0.06	\$0.06	N/A
IntraLATA	\$0.00	N/A	N/A	\$0.06	\$0.06	N/A
IntraLATA	\$0.00	N/A	N/A	\$0.06	\$0.06	N/A
InterLATA	\$0.00	N/A	N/A	\$0.06	\$0.06	N/A
InterLATA	\$0.00	N/A	N/A	\$0.06	\$0.06	N/A
Interstate	\$0.00	N/A	N/A	\$0.06	\$0.06	N/A

Above Rates DO NOT INCLUDE TAXES**Debit with Taxes**

			Rate	First Min.	Add 1	% of Gross
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US	Operator	Service Charge	Mileage	Rate Period	First Min. Rate	Add 1 Min. Rate	Revenue Offered
Local (1 minute or less)		\$0.00	N/A	N/A	\$0.0647	\$0.0647	N/A
Local (> 1 minute)		\$0.00	N/A	N/A	\$0.0647	\$0.0647	N/A
IntraLATA (1 minute or less)		\$0.00	N/A	N/A	\$0.0647	\$0.0647	N/A
IntraLATA (>1 minute)		\$0.00	N/A	N/A	\$0.0647	\$0.0647	N/A
InterLATA (1 minute or less)		\$0.00	N/A	N/A	\$0.0647	\$0.0647	N/A
InterLATA (>1 minute)		\$0.00	N/A	N/A	\$0.0647	\$0.0647	N/A
Interstate		\$0.00	N/A	N/A	\$0.0866	\$0.0866	N/A

Above Rates INCLUDE Fed. USF Tax of 11.4% applied to Interstate Calls Only. No other applicable taxes apply in Georgia.

ICSolutions Note: The current FUSF rate is 36.6% and is subject to change quarterly.

Debit without Taxes

US	Operator	Service Charge	Mileage	Rate Period	First Min. Rate	Add 1 Min. Rate	% of Gross Revenue Offered
Local (1 minute or less)		\$0.00	N/A	N/A	\$0.06	\$0.06	N/A
Local (> 1 minute)		\$0.00	N/A	N/A	\$0.06	\$0.06	N/A
IntraLATA (1 minute or less)		\$0.00	N/A	N/A	\$0.06	\$0.06	N/A
IntraLATA (>1 minute)		\$0.00	N/A	N/A	\$0.06	\$0.06	N/A
InterLATA (1 minute or less)		\$0.00	N/A	N/A	\$0.06	\$0.06	N/A
InterLATA (>1 minute)		\$0.00	N/A	N/A	\$0.06	\$0.06	N/A
Interstate		\$0.00	N/A	N/A	\$0.06	\$0.06	N/A

Above Rates DO NOT INCLUDE TAXES

EXHIBIT C**Mandatory Cost Proposal Worksheet****RFQ/P #46-010 - Inmate Telephone System & Services - C.I.****COMPANY NAME: Inmate Calling Solutions LLC (dba ICSolutions)****ICSolutions Note:**

Please also see Cost Proposal
Summary attached behind
this spreadsheet.

Collect without Taxes

	Operator Service Charge	Mileage	Rate Period	First Min. Rate	Add 1 Min. Rate	% of Gross Revenue Offered
Local	\$0.00	N/A	N/A	\$0.03	\$0.03	N/A
IntraLATA	\$0.00	N/A	N/A	\$0.03	\$0.03	N/A
IntraLATA	\$0.00	N/A	N/A	\$0.03	\$0.03	N/A
InterLATA	\$0.00	N/A	N/A	\$0.03	\$0.03	N/A
InterLATA	\$0.00	N/A	N/A	\$0.03	\$0.03	N/A
Interstate	\$0.00	N/A	N/A	\$0.03	\$0.03	N/A

Above Rates DO NOT INCLUDE TAXES**Prepaid with Taxes**

US (Domestic)	Operator Service Charge	Mileage	Rate Period	First Min. Rate	Add 1 Min. Rate	% of Gross Revenue Offered
Local	\$0.00	N/A	N/A	\$0.0323	\$0.0323	N/A
IntraLATA	\$0.00	N/A	N/A	\$0.0323	\$0.0323	N/A
IntraLATA	\$0.00	N/A	N/A	\$0.0323	\$0.0323	N/A
InterLATA	\$0.00	N/A	N/A	\$0.0323	\$0.0323	N/A
InterLATA	\$0.00	N/A	N/A	\$0.0323	\$0.0323	N/A
Interstate	\$0.00	N/A	N/A	\$0.0433	\$0.0433	N/A

Above Rates INCLUDE Fed. USF Tax of 11.4% applied to Interstate Calls Only. No other applicable taxes apply in Georgia**ICSolutions Note:** The current FUSF rate is 36.6% and is subject to change quarterly.**Prepaid without Taxes**

US (Domestic)	Operator Service Charge	Mileage	Rate Period	First Min. Rate	Add 1 Min. Rate	% of Gross Revenue Offered
Local	\$0.00	N/A	N/A	\$0.03	\$0.03	N/A
IntraLATA	\$0.00	N/A	N/A	\$0.03	\$0.03	N/A
IntraLATA	\$0.00	N/A	N/A	\$0.03	\$0.03	N/A
InterLATA	\$0.00	N/A	N/A	\$0.03	\$0.03	N/A
InterLATA	\$0.00	N/A	N/A	\$0.03	\$0.03	N/A
Interstate	\$0.00	N/A	N/A	\$0.03	\$0.03	N/A

Above Rates DO NOT INCLUDE TAXES**Debit with Taxes**

			Rate	First Min.	Add 1	% of Gross
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US	Operator	Service Charge	Mileage	Rate Period	First Min. Rate	Add 1 Min. Rate	Revenue Offered
Local (1 minute or less)		\$0.00	N/A	N/A	\$0.0323	\$0.0323	N/A
Local (> 1 minute)		\$0.00	N/A	N/A	\$0.0323	\$0.0323	N/A
IntraLATA (1 minute or less)		\$0.00	N/A	N/A	\$0.0323	\$0.0323	N/A
IntraLATA (>1 minute)		\$0.00	N/A	N/A	\$0.0323	\$0.0323	N/A
InterLATA (1 minute or less)		\$0.00	N/A	N/A	\$0.0323	\$0.0323	N/A
InterLATA (>1 minute)		\$0.00	N/A	N/A	\$0.0323	\$0.0323	N/A
Interstate		\$0.00	N/A	N/A	\$0.0433	\$0.0433	N/A

Above Rates INCLUDE Fed. USF Tax of 11.4% applied to Interstate Calls Only. No other applicable taxes apply in Georgia.

ICSolutions Note: The current FUSF rate is 36.6% and is subject to change quarterly.

Debit without Taxes

US	Operator	Service Charge	Mileage	Rate Period	First Min. Rate	Add 1 Min. Rate	% of Gross Revenue Offered
Local (1 minute or less)		\$0.00	N/A	N/A	\$0.03	\$0.03	N/A
Local (> 1 minute)		\$0.00	N/A	N/A	\$0.03	\$0.03	N/A
IntraLATA (1 minute or less)		\$0.00	N/A	N/A	\$0.03	\$0.03	N/A
IntraLATA (>1 minute)		\$0.00	N/A	N/A	\$0.03	\$0.03	N/A
InterLATA (1 minute or less)		\$0.00	N/A	N/A	\$0.03	\$0.03	N/A
InterLATA (>1 minute)		\$0.00	N/A	N/A	\$0.03	\$0.03	N/A
Interstate		\$0.00	N/A	N/A	\$0.03	\$0.03	N/A

Above Rates DO NOT INCLUDE TAXES

COST PROPOSAL SUMMARY

Attachment to Cost Proposal Spreadsheet

ICSolutions has attached this Summary to our Cost Proposal to disclose rates not requested on the spreadsheet for tablet services and optional video visitation.

We are pleased to offer two rate plans from which the Hall County C.I. may choose – empowering you to select the balance between commissions and consumer costs that will best meet your needs.

Rate Option A

Service	Usage Rate	Commission Rate
Inmate Calling (U.S.)	\$0.06 per minute	--
Inmate Calling (International)	Cost*+ \$0.06 per minute	--
KEEP FAMILIES CONNECTED Program	Two (2) free calls + one (1) free remote visit + two (2) free messages per inmate each week	--
Remote Video Visitation (optional)	\$0.16 per minute	--
Streaming Tablet Content	\$0.05 per minute	50%
Email / Text / Photo Sharing	\$0.25 per message / photo	50%

Rate Option B

Service	Usage Rate	Commission Rate
Inmate Calling (U.S.)	\$0.03 per minute	--
Inmate Calling (International)	Cost*+ \$0.03 per minute	--
KEEP FAMILIES CONNECTED Program	Two (2) free calls + one (1) free remote visit + two (2) free messages per inmate each week	--
Remote Video Visitation (optional)	\$0.16 per minute	--
Streaming Tablet Content	\$0.03 per minute	--
Email / Text / Photo Sharing	\$0.20 per message / photo	--

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

**For international calls, "cost" means ICSolutions' underlying carrier cost based on an average rate per minute per destination calculated quarterly pursuant to FCC 47 CFR § 64.6010 (e).*

With Rate Option A, ICSolutions will pay the Hall County C.I. monthly commissions on the gross revenue generated by tablet services, at the rates described above. No deductions are made for network costs or any other expenses incurred in the provision of the required services.

To ensure recouperation of its capital investment for this project, this offer is made in anticipation of contracting for the proposed services for at least 36 consecutive months inclusive of optional renewal terms (the "Cost Recovery Period"). Should services be terminated prior to the completion of 36 months of service, the County will reimburse ICSolutions at the rate of \$1,327.00 per month for each month that would have otherwise remained in the Cost Recovery Period.

Keep Families Connected™ Program *Only from ICSolutions!*

Keeping inmates connected to their families during incarceration is a key factor in reducing recidivism and maintaining security in a correctional facility. Consistent with the goal of offering affordable communication services, our proposal includes the provision of **two (2) free calls, two (2) free email/text messages, and one (1) free remote visit (if video visitation is deployed) per week for every inmate**, for the duration of the contract term including all exercised renewal periods.

In its evaluation of our proposed rates, we urge the County to consider the significant value of this free communication program. This program, coupled with the complimentary call we offer to each new call recipient, will reduce the financial burden on inmates and their friends and family.

No Per-Minute Cost for Messaging

ICSolutions would like to point out that – unlike other tablet vendors – ICSolutions **does not charge** a per-minute tablet usage rate when inmates access the messaging apps to read or write messages or to retrieve photos. The only charge related to our messaging applications is the per-message rate that is charged to the inmate or public user when they send a message.

Compliance with the Martha Wright-Reed Act

Rates & Commissions

The FCC's rules concerning the Martha Wright-Reed Act place caps on the rates that may be charged for inmate phone calls and video calls (remote video visitation). These rules also forbid the payment of commissions based upon revenue generated by inmate calling and video visitation; and they prohibit any additional fees, including funding fees. ICSolutions' proposal complies with all aspects of the FCC rules pertaining to inmate phone calls and video visitation, and our proposed rates are at or below the caps for all services.

Rates and commissions for tablet services – streaming entertainment content, email/text messaging, and photo sharing – are not regulated by the FCC under the newly adopted rules.

Agency's Recovery of Used and Useful Costs

The new FCC rate caps include *up to* \$0.02 per calling minute associated with the Agency's "used and useful" costs for operating the inmate phone system, such as labor costs associated with enabling inmate calls and visitations (e.g., staff transport and supervision of inmates and visitors, costs to issue the RFP and administer the contract, etc.) and facility costs (e.g., electricity, space restrictions, etc.). The FCC rules permit providers and the Agency to negotiate how to make the Agency whole for these used and useful costs. The FCC rules also prohibit providers from giving the Agency features the FCC does not deem used and useful, such as storage of non-CALEA call recordings and certain investigative tools. Providing these features at no cost would be considered an in-kind commission payment, which is prohibited by the new FCC rules.

As such, ICSolutions' offer includes an offset of the used and useful costs the Agency incurs for having inmate phone services and video visitation to cover the costs of the features not deemed used and useful by the FCC. This will allow ICSolutions to provide the proposed services and features, while eliminating the need for ICSolutions to invoice the Agency for any proposed features, as well eliminating the administrative costs of the Agency invoicing their used and useful costs to ICSolutions.

To the extent that a difference is determined to consistently exist between the Agency's used and useful costs and ICSolutions' cost of providing the services and features that are not deemed to be used and useful in the provision of inmate communication services, then the parties shall work in good faith to adopt an operational remedy that is mutually acceptable, including using revenue from any unregulated services to cover costs of features not deemed used and useful.

Included Technology & Services

In addition to any compensation described above, our offer includes the following technology and services at no cost to the agency:

THE ENFORCER® Inmate Calling Platform

- ✓ 13 inmate telephones (1 cart-mounted)
 - Calling through THE ENFORCER also available using tablets & kiosks
- ✓ Captel, TDD/TTY, &/or VRS units, as needed, for deaf and hard of hearing inmates
- ✓ Inmate voicemail messaging
- ✓ Redundant data storage in our Atlanta and San Antonio data centers
- ✓ Online storage of all call recordings and call data for the entire contract duration, plus any required retention period thereafter
- ✓ Unlimited ENFORCER user licenses

THE ENFORCER® Investigative Suite

- ✓ THE WORD DETECTOR keyword search toolset
- ✓ THE ANALYZER link analysis / data mining tools
- ✓ THE VERIFIER pre-call inmate voice verification
- ✓ THE IMPOSTER in-call continuous voice biometrics

THE ENFORCER® IVR Suite

- ✓ THE INFORMER PREA module
- ✓ THE COMMUNICATOR paperless inmate communications portal
- ✓ THE ATTENDANT automated information line

THE BRIDGE 8.0™ Inmate Tablet & Kiosk System

- ✓ 60 tablets with 8" screens
- ✓ Tablet charging stations / Tablet Distribution System terminals
 - With 8" touchscreens, stations are also fully functional kiosks for inmate applications
- ✓ Secure communication made easy using handheld tablets & kiosks
 - Remote video visitation, with network bandwidth provided by ICSolutions
 - Inmate email / text messaging and inbound photo sharing
 - Privileged messaging with registered attorneys, with **document signature** capability
 - Inmate calling through ICSolutions' ENFORCER platform

- ✓ **Transcription / translation of 100% of video visits** and an **AI summary of each conversation**
- ✓ Translation available in 100+ languages for inmate grievances, email messages, & visits
- ✓ FREE access to scanned postal mail, if deployed
- ✓ FREE inmate self-service apps
 - Commissary ordering + balance check
 - Bonds / court dates
 - Customizable forms
 - Grievance reporting + inmate requests
 - Medical requests / sick call
 - Inmate handbook & other facility documents
- ✓ FREE educational content, including iPathways, GED/HiSet materials, & cognitive adult education
- ✓ FREE premium educational content from **Edovo Core**
 - Full library, GED prep, behavioral therapy, vocational training, and more
 - Enables the County to upload its own content
 - Supports continued learning after release, at no cost to the County or user
- ✓ **One-of-a-kind PRESENTATION APP** to facilitate teacher-led learning, religious services, and more!
- ✓ FREE eBooks, including religious materials
- ✓ FREE Purple video relay service to ensure ADA compliance
- ✓ FREE access to the ICSolutions-provided digital law library
- ✓ Large collection of streaming entertainment content available – music, movies, sports, games, etc.

Unique BRIDGE 8.0™ Tablet Distribution System

- ✓ Inmates enter their unique login credentials to check a tablet out from a secure self-service kiosk
- ✓ Kiosk camera photographs each inmate who accesses the system
- ✓ Only the inmate who checked out a tablet can operate it
- ✓ System tracks which inmate has checked out each tablet and sends an alert to the specified officer(s) if the tablet is not returned within the configured timeframe
- ✓ Forces each inmate to return a previous tablet before they can check out another
- ✓ **Minimizes staff involvement in managing tablet distribution & collection**

Offsite Personal Mail Scanning

- ✓ Non-legal postal mail is directed to ICSolutions' scanning center, where it is scanned and digitized
- ✓ Delivered to inmates via the inmate tablets & kiosks

Lexis Nexis Law Library Subscription

- ✓ Accessible via the inmate tablets & kiosks
- ✓ Simple and complex searching of Federal and State case law, statutes, and administrative law

JMS & Commissary/Banking Interfaces

- ✓ Inmate Debit Accounts – funded from their Trust Account as a simple commissary purchase
 - A single Debit Account to pay for all phone, video, & tablet services
- ✓ Automated inmate ID/PINs

Turnkey Installation & Onsite Support

- ✓ Turnkey installation encompassing all necessary hardware, software, & network infrastructure
- ✓ Full-time Project Manager during installation
- ✓ Full-time Account Manager throughout the contract term
- ✓ Initial and ongoing training for all County users

- ✓ Local technicians to provide regular onsite maintenance & emergency service
- ✓ 24 x 7 x 365 live, U.S.-based service for County staff and public users
- ✓ All-inclusive warranty, support, and repair/replace maintenance package

In addition to the above, ICSolutions has also submitted a proposal to provide inmate communication services for the Hall County Jail, which includes the service of onsite Site Administrators / Technicians. Should Hall County award both contracts to ICSolutions, these personnel can also be dispatched to the Correctional Institution for regular maintenance and emergency service.

Please note that equipment quantities listed above reflect our best understanding of the County's needs, based upon information provided in the RFP process, and are negotiable upon request.