

ICSolutions PRESENTS THIS PROPOSAL TO:

Hall County, Georgia

RFQ/P #46-009

**INMATE TELEPHONE SYSTEM
& SERVICES – JAIL**

COST PROPOSAL

COPY

DUE: MAY 8, 2025 @ 2:00 PM

CHRIS MARKHAM

REGIONAL ACCOUNT MANAGER

RFP@ICSOLUTIONS.COM

BRAD MULVIHILL

ACCOUNT MANAGER

RFP@ICSOLUTIONS.COM



COST PROPOSAL

EXHIBIT C
Mandatory Cost Proposal
RFQ/P #46-009 - Inmate Telephone System & Services - Jail
COMPANY NAME: Inmate Calling Solutions, LLC (d/b/a ICSolutions)
Please provide a listing of all of your company's products and services, along with the costs. Our offer includes all of the following, the details of which are outlined later in this section:
Inmate Telephone System – no cost to the County
Inmate Tablet & Video Visitation System – no cost to the County
Mail Scanning Solution – no cost to the County
Commissary & Banking System – no cost to the County
Vending Solution – no cost to the County
Lobby & Intake Kiosks – no cost to the County

Keefe has estimated a \$260,000 investment in new KCN equipment, and ICSolutions estimates a \$400,000+ investment – a combined Keefe/ICSolutions investment of **more than \$660,000.**

ICSolutions' Offer for the Hall County Jail

ICSolutions is pleased to offer the following usage rates for our proposed services.

Service	Usage Rate	Commission Rate
Inmate Calling (U.S.)	\$0.07 per minute	--
Inmate Calling (International)	Cost*+ \$0.07 per minute	--
KEEP FAMILIES CONNECTED Program	Two (2) free calls + two (2) free messages per inmate each week	--
Remote Video Visitation	\$0.12 per minute	--
Streaming Tablet Content	\$0.05 per minute	50%
Email / Text / Photo Sharing	\$0.25 per message / photo	50%

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).

County Compensation

ICSolutions will pay Hall County 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 \$12,000.00 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 and two (2) free email/text messages 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.

ICSolutions will pay Hall County 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.

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

ICSolutions' offer includes the following technology and services – with a **single staff interface** to access all services – at no cost to the County:

THE ENFORCER® Inmate Calling Platform

- ✓ 88 inmate telephones (87 wall-mounted + 1 cart-mounted)
 - Calling through THE ENFORCER also available using inmate tablets & kiosks
- ✓ 9 voice enrollment phones
- ✓ 8 visitation phone sets connected to THE ENFORCER for attorney visits
- ✓ 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

Argus Premium Investigative Suite

- ✓ Argus ECHO continuous voice biometrics
 - Features automatic voice enrollment – *saving the facility the step of enrolling the entire IP population's voices manually upon deployment!*
- ✓ **Transcription / translation of 100% of calls**
- ✓ Keyword search
- ✓ Enhanced three-way call detection

THE ENFORCER® Data Analysis & IVR Suite

- ✓ THE ANALYZER link analysis / data mining tools
- ✓ THE INFORMER PREA module
- ✓ THE COMMUNICATOR paperless inmate communications portal
- ✓ THE ATTENDANT automated information line

THE BRIDGE 8.0™ Inmate Tablet & Kiosk System

- ✓ Tablets with 8" screens **One for Every Inmate + Spares**
- ✓ 47 inmate kiosks with 17" screens for video visitation (46 wall-mounted + 1 cart-mounted)
- ✓ Tablet charging stations / Tablet Distribution System terminals
 - With 8" touchscreens, stations are also fully functional inmate kiosks that serve as additional backup to tablets and video visitation kiosks
- ✓ 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, calls, & visits
- ✓ FREE access to scanned postal mail
- ✓ 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

Onsite Legal Mail Scanning

- ✓ Inmates will open and scan legal mail in the presence of an officer, who then assigns the scanned mail to the correct inmate
- ✓ Inmate enters their tablet PIN to verify they were present during mail opening
- ✓ Scanned mail is viewable via THE BRIDGE's Messaging app & can also be printed
- ✓ Includes a cart-mounted scanner/copier & shredder for portability to inmate locations

Fastcase 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

Additional Equipment for Staff & Public Users

- ✓ 14 officer tablets
- ✓ 4 monitoring & administration workstations with printers
- ✓ 1 registration station

Turnkey Installation & Onsite Support

- ✓ Turnkey installation encompassing all necessary hardware, software, & network infrastructure
- ✓ Initial and ongoing training for all County users
- ✓ **Two Hall County Jail Site Administrators / Technicians stationed onsite** to perform routine maintenance and emergency onsite service
 - Can assist with **scanning legal mail**, if desired by the Jail
 - Can assist with **administering inmate tablets**
 - Can assist visitors with registration & scheduling
 - Can assist with other administrative and investigative tasks
 - Available to respond immediately to onsite repair requests
 - Available to testify in court proceedings
 - Will regularly inspect & maintain onsite equipment
 - Can also **assist with commissary work**, as assigned by the Jail
- ✓ Local technicians to provide backup onsite support as needed
- ✓ 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

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.

KCN COMMISSION OFFER

25% Commission on Commissary and Vending Services
25% Commission on Securepak Friends and Family Program
10% Facility Bonus on All Commissionable Sales

This is a combined commission offer of 35% commission on all commissionable sales. We estimate a return of over \$300,000 to Hall County which would be an overall increase of over \$65,000 per year based on current sales data.

Included in Commission Offer:

- Upgrade KCN's commissary software to Keefe Commissary online
- Upgrade Keefe Banking software to Keefe Banking online
- Continue Securepak Friends and Family Package Program
- Upgrade Booking/intake kiosk as needed
- Upgrade Lobby kiosks
- KCN Network
- Replace 20 Vending Machines
- NUMI debit release cards
- Network and wiring

How Commissions Are Determined

Commissions will be based on the weekly, adjusted gross commissary sales.

Commissary and Securepak monthly sales	-	Postage and other non-commissionable sales	=	Adjusted gross sales	x	Commission Rate	=	Revenue to Hall County Sheriff's Office
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Commissary and Securepak monthly sales, **less** postage, and other non-commissionable sales, **equals** the adjusted gross sales. Finally, the commission rates are multiplied by the adjusted gross sales.

Examples of Non-commissioned Items

- Stamped Envelopes
- Postage Stamps
- Indigent kits
- Admission kits
- On-site, special commissary items sold by the facility
- Any other items deemed non-commissionable by both parties

Postage, stamped envelopes, and indigent kits are examples of non-commissionable items. Commissions are based on proposed menu prices and specified service levels. Keefe will negotiate all terms of this offer with Hall County Sheriff's Office.

Commissary menu pricing is based on convenience store pricing, neighboring county facilities, and the current commodities market conditions for our item pricing. Keefe will propose pricing changes no less than annually, and no changes will be made without the approval of the County. Keefe's competitive commission rate may be negotiated by amendments to menu pricing or other expenses.

Keefe's Commitment to Service and Performance

Type of Service	Bag and deliver offsite (KCN ATL warehouse)
Service Center Location	Atlanta, Georgia
Order Frequency	Once per week
Order Turnaround	Next day
Order Entry (inmates)	Tablets
Order Entry (friends/family)	Internet and phone
Order Distribution	Keefe onsite employees
KCN Staff	Officer Lisa Harris and her team
Vending Services	Officer Lisa Harris and her team
Contract	One (1) year with four (4) one year options

ADDITIONAL FEES

Keefe Response: Keefe has provided all additional fees that pertain to the commissary operation below.

Deposit Fee Structure:

Handling Service Fee Structure for Deposit Services					
Gross Amount Deposited	Credit/Debit Deposits via Web/Mobile App	Credit/Debit Deposits via Phone	Credit/Debit Deposits via Lobby Kiosk	Cash Deposits via Lobby Kiosk	Walk-In Retailer
\$0.01 - \$19.99	\$4.95	\$6.95	\$4.95	\$4.00	\$5.95
\$20.00 - \$99.99	\$7.95	\$9.95	\$7.95	\$4.00	\$5.95
\$100.00 - \$199.99	\$9.95	\$11.95	\$9.95	\$4.00	\$5.95
\$200.00 - \$300.00	\$11.95	\$13.95	\$11.95	\$4.00	\$5.95