

ICSolutions PRESENTS THIS PROPOSAL TO:
Brown County, Texas

RFP FOR
INMATE TELEPHONE SYSTEM
COST PROPOSAL
ORIGINAL

DUE: AUGUST 29, 2025 @ 5:00 PM

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REGIONAL ACCOUNT MANAGER
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September 2, 2025 (Exhibit #16)

COST PROPOSAL

EACH VENDOR SHALL SUBMIT THEIR COMMISSION OFFERING FOR ALL TRAFFIC TYPES, BASED ON GROSS GENERATED REVENUE INCLUDING PHONES, VIDEO AND TABLETS.

RATES: Each vendor shall provide a detailed rate table for local, intrastate and interstate calls. Rates for video visitation and Tablet usage shall be included also.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions' offer is based upon a three (3)-year contract term with unlimited renewals available thereafter, and facility information provided in the RFP and Q&A. The contract duration is negotiable upon request.

ICSolutions proposes the following usage and commission rates for inmate calling, video visitation, and tablet services:

Service	Usage Rate	Commission Rate
Inmate Calling (U.S.)	\$0.21 per minute	65%
Inmate Calling (International)	Cost*+ \$0.21 per minute	65%
Remote Video Visitation	\$0.25 per minute	20%
Streaming Tablet Content	\$0.05 per minute	20%
Email / Text / Photo Sharing	\$0.25 per message / photo	20%

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).*

Consistent with the current FCC rules governing inmate calling, no funding fees will apply, nor any additional fees of any kind.

Commission Calculations

ICSolutions will calculate your commissions at the stated percentage of Total Gross Revenue generated by ICSolutions' services. For inmate calling, that means all calls of every kind, including local, in-state long distance, interstate, and international calls. No deductions are made for bad debt, unbillables, uncollectable revenue, or any other similar cost of providing inmate phone services.

No Per-Minute Cost for Messaging

ICSolutions would like to point out that – unlike other tablet vendors – ICSolutions **does not charge** the per-minute tablet usage rate when inmates access the messaging apps to read or write messages, or to retrieve photos and video messages. 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.

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, one (1) free remote visit, 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.

Included Technology & Services

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

THE ENFORCER® Inmate Calling Platform

- ✓ 30 inmate telephones
 - Calling through THE ENFORCER also available using inmate tablets & kiosks
- ✓ 12 visitation phone sets connected to THE ENFORCER for monitoring & recording
- ✓ 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

Transcription & Translation for All Inmate Communications

- ✓ All calls and visits are automatically transcribed upon completion
- ✓ Artificial Intelligence creates an **AI Summary of each conversation**
- ✓ Keyword search tools help locate words and phrases of interest
- ✓ Translation available in 100+ languages for inmate grievances, email messages, calls, & visits
 - Officers & inmates can write grievances & responses in separate languages

THE ENFORCER® Investigative Suite

- ✓ 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

- ✓ Tablets with 8" screens **One for Every Inmate + Spares**
- ✓ Tablet charging stations / Tablet Distribution System terminals
 - Operate the Tablet Distribution System described below for tablet checkout/in

- With 8" touchscreens, stations are also fully functional kiosks for inmate applications, including **video visitation**
- ✓ 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
 - Inmate calling through ICSolutions' ENFORCER platform
- ✓ 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 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

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.

Optional Services

Our offer includes information about the following additional, optional services that can be deployed at the County's request:

- **Part-Time Site Administrator** – stationed onsite up to 20 hours per week
- **NoteActive** – includes 10 tablets and licenses

Should the County choose to implement either or both of these optional services, the proposed commission rate for inmate calling will be adjusted as shown in the table below. No other commission rates would be affected.

Optional Technology	Adjusted Commission Rate for Inmate Calling
PT Site Administrator	45%
NoteActive	40%
BOTH	20%

VENDOR INFORMATION SHEET

Company Name Inmate Calling Solutions, LLC d/b/a ICSolutions

Mailing Address 2200 Danbury Street
San Antonio, TX 78217

Email Address rfp@icsolutions.com

Phone Number (866) 228-4040

Fax Number (210) 693-1016

SIGNATURE

Name & Title Authorized to Sign Bid (Print or Type) Mike Kennedy, Vice President Sales & Marketing

Signature



Date 8/27/2025

Copyright & Trademark Notices

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Inmate Calling Solutions®	The Bridge 6™
ICSolutions®	The Bridge 8™
The ENFORCER®	The Bridge 10™
DirectLink Trust™	The Communicator™
Family First™	The Imposter™
Message of the Day™	The Observer™
QuickConnect™	The Verifier™
QwikCall®	The Visitor™
The Analyzer™	The Word Detector™
The Attendant™	The V10™
The Bridge™	The V17™
The Bridge 5™	

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- **Audited Financial Statements (Exhibit K)**

ICSolutions and its parent company, TKC Holdings, Inc., are both privately held companies, and therefore our financial records are confidential, proprietary documents and are not publicly available nor subject to public review of any kind. As our company is not traded on any public exchange or market, its financial statements constitute a material personal asset of its individual owners, who are entitled to privacy protection under applicable state and federal laws established to protect the personal accounts of individuals. Furthermore, disclosure of this information would serve no public interest since the public has no context within which to evaluate it.

The information described above has been enclosed in a separately sealed envelope and labeled "Confidential" or "Proprietary" on each page – making this information easily identifiable and separable from the remainder of this Document, to facilitate any public inspection of the redacted document.

"For additional questions about the confidentiality of the information discussed above, or to notify ICSolutions about public records requests, please email RFP@icsolutions.com."



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