

Brown County Sheriff's Office

Inmate Telephone System
Proposal

ORIGINAL

Smart Communications

Different Culture.
Different Approach.
Different Outcome.

September 2, 2025

(Exhibit # 11)

Communication, Automation, Intelligence

BROWN COUNTY SHERIFF'S OFFICE
RFP INMATE TELEPHONE SYSTEM
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Cover Letter

August 29, 2025

Jail Administrator Les Karnes
Brown County Sheriff's Office
1050 W Commerce
Brownwood, TX 76801

Dear Administrator Karnes:

Smart Communications is pleased to submit our proposal response to the Brown County Sheriff Office's Request for Proposal (RFP) for the provisioning of an Inmate Telephone System.

As the most innovative company in corrections, we have spent over a decade pioneering technologies and services that have transformed inmate communications. Many of the now-standard technologies in corrections, such as inmate messaging/email, digital requests and grievances, electronic postal mail scanning and digital delivery, and content filtering in video visitation, were all new technologies first invented and implemented by Smart Communications.

To meet and exceed the County's requirements and expectations, we are proposing a comprehensive inmate communication technology and service package composed of our turnkey SmartEvo™ ITS, SmartVisit™ VVS, patented MailGuard® and MailGuardLegal™ Postal Mail Elimination Systems, SmartInmate™ Electronic Messaging System and more.

Our offer also includes a one-time **\$60,000.00 Technology Grant** to the strengthen the County's budget, as well as the option to provide **every inmate with a SmartTablet™ device at no cost**, offering essential educational courses, substance abuse programs, behavioral training and SmartEntertainment™ content.

The unique integration of our inmate communication systems in the secure, web-based SmartEcosystem™ Dashboard provides centralized access for administration, monitoring, reporting, data sharing and investigation tools. This integration significantly reduces staff burden while maximizing operational efficiency. The web-based nature of the SmartEcosystem™ Dashboard allows for remote access from any computer with an internet connection without requiring additional hardware or software.

Smart Communications' capabilities are best reflected through our active client base, proven performance, and strong testimonials. Over the past 16 years, we have grown organically from serving a single account to partnering with more than 160 facilities across 28 states. Our client partners in the State of Texas include:

- Bell County Jail
- Denton County Jail and Juvenile Detention Center
- Jefferson County Correctional and Minnie Rogers Juvenile Facility
- Lubbock County Detention Center
- Brazos County Adult and Juvenile Detention Centers
- Ector County Jail
- Kerr County Jail
- Tarrant County Jail
- Webb County Jail

We are also pleased to share that we were recently awarded the contract to provide our technologies and services to the Dallas County Sheriff's Office, which operates one of the largest county jail systems in the country, housing over 6,500 inmates.

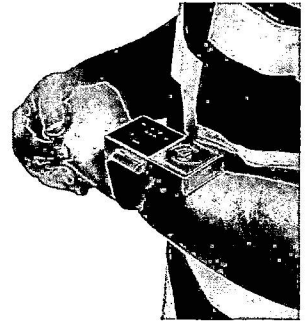
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Please refer to "**Exhibit C: Confidential Client Partner Testimonials**," which provides point of contact information for all our client partners. We invite you to reach out to any of our clients as this will provide direct feedback on how their partnership with Smart Communications has benefited their facility staff, inmates and the communities they serve.

We welcome the opportunity to demonstrate our proposed technologies and services to the County as a part of the RFP evaluation process. This demonstration will provide an invaluable first-hand look at all potential solutions, allowing for a more informed and strategic approach to selecting the service provider that best aligns with your specific needs and goals. Moreover, it will provide the County with a chance to learn more about our latest revolutionary and patented innovation, the **SmartWatch™ Offender Wearable**. The **SmartWatch™** is the most advanced technology ever introduced to the corrections environment and offers a whole new universe of control, communication, intelligence and possibilities.



In conclusion, I want to express my personal commitment, along with that of the entire Smart Communications team, to delivering solutions tailored to the County's specific needs. We look forward to the opportunity to collaborate with you. Should you have any questions, require additional information, or wish to schedule a demonstration, please contact me directly at 888-253-5178 or via email at jon.logan@smartcommunications.us.

Thank you for your consideration. We look forward to enhancing security, improving operational efficiency, and supporting the rehabilitation and reintegration of Brown County inmates.

Respectfully,



Jon Logan
CEO, Smart Communications

Cc: Scott Holte (Chief Strategy Officer)

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MINIMUM REQUIREMENTS OF INMATE TELEPHONES:

The contractor is to provide inmate telephones and related equipment at the specified locations as set forth in this proposal. The inmate telephone system shall only allow prepaid calls except for those telephone numbers designated by the Brown County Sheriff's Office. The system shall allow call blocking to prevent calling to the following:

- 911;
- 800, 888, 900, and other toll free numbers;
- 411 or other directory assistance numbers;
- Sheriff's Office numbers including both office and home telephone numbers of personnel;
- Direct dial long distance services;
- Other telephone numbers at the discretion of the Sheriff's Office.

RESPONSE: Confirmed. The SmartEvo™ ITS provides complete control over all calls placed through the system and disallows 800/900/information/operator call options. In the early stages of placing a call, the ITS validates dialing patterns and specifically restricts certain prefixes, such as 900, 800, 888, 700, 976, 411, 911, and common patterns, such as "N11", "10XXX", "0" and "00". Additionally, the ITS allows for very specific blocking based on wild card patterns, such as any "NPA" or "NPA-NXX" combinations. There are no limits to the number of wild card patterns that can be added to the system.

The system shall allow call passing for free calls to the Local Public Defender, Federal public defender, bail bondsmen, or other numbers at the discretion of the Sheriff's Office. The system shall have call timing to preset the maximum call length time. The system shall have fraud protection against switch calls, credit card calls, directory assistance calls, call forwarding, conference calls, etc. The system shall not be capable of receiving incoming calls. The system shall be of heavy-duty construction and have equipment designed for the correctional environment. Inmate telephones shall not expose screws, bolts, or other fasteners or any other material which can be removed without special security devices. Vendor shall submit detailed information as to the equipment offered.

RESPONSE: The SmartEvo™ ITS is a centralized platform utilizing carrier grade collocation facilities. The core of the SmartEvo™ ITS switch is a highly-reliable and field-proven software architecture designed to provide a robust and scalable platform. The ITS comprises one or more switching modules and a series of redundant server modules. Server modules provide the switch with access to database operations, such as PIN and allowed number lists, as well as billing and validation functions. Using this redundant architecture, the SmartEvo™ ITS can keep calls in progress up through a server outage.

The unique nature of the VoIP switching model is that a failed switch or recording module can be offloaded to any one of the other operating switches or recording modules.



The SmartEvo™ ITS is deployed in redundant carrier grade data centers to ensure maximum uptime as well as access to carrier data and voice facilities. The data centers are equipped with redundant power and generator backup provide a secure, conditioned environment that is monitored 24/7. Calls from the facility are backhauled over a Virtual Private Network (VPN) using VoIP to the data center using redundant high-speed connections provided by Tier 1 broadband backbone providers. Calls are routed through the SmartEvo™ ITS then out to the Public Switched Telephone Network (PSTN) over redundant high-speed networks. The SmartEvo™ ITS network is

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designed to perform consistently with the highest levels of availability, easily scales to accommodate new sites and services, and is monitored around-the-clock ensuring the highest performance is achieved.

Advanced Call Controls

The SmartEvo™ ITS provides the County with complete control over inmate call configurations. These settings can be adjusted at any time by authorized staff via the web-based SmartEcosystem™ Dashboard.

- **Call Limits:** Inmate calls can be limited by configurable minute increments, call duration, location, inmate account/PIN, telephone station and more.
- **Call Periods:** Inmate calls can also be limited to scheduled calling periods and can be configured facility wide and by housing units, inmate phones, destination numbers and inmate PINs.
- **Individual Privileges:** The SmartEvo™ ITS allows authorized County staff to suspend inmate phone privileges by PIN between set dates or indefinitely. When a suspension end date has been reached, the inmate's phone privileges will automatically be reinstated without staff involvement.
- **Call Blocking:** The SmartEvo™ ITS provides full control of blocked number lists whether the number is blocked by inmate PIN, specific phones or system wide. Authorized staff can manage blocked numbers via the SmartEcosystem™ Dashboard "Restrict/Allow" page.
- **On/Off Controls:** The SmartEvo™ ITS features manual and programmable automated on/off (shut down) controls. Automated on/off controls can be scheduled for a specific inmate or group of inmates, an individual telephone or group of telephones, or system wide on a daily, weekly, monthly or annual basis.
- **PIN Control and JMS Integration:** A unique PIN is assigned to each inmate, linking the inmate to an account. The inmate's PIN must be keyed in at the beginning of each call to identify the inmate making the call, apply call restrictions and facilitate call reporting. The SmartEvo™ ITS can be interfaced with third party systems, such as JMS and inmate trust applications, to allow automatic PIN account creation during the booking process, automatic relocation tracking, instant PIN account deposits/credits, etc.

Fraud Detection and Prevention Features

The SmartEvo™ ITS is a purpose-built digital switching platform; all aspects of the SmartEvo™ ITS have been designed for providing secured inmate calling services and features to help prevent fraudulent activities. The SmartEvo™ ITS is not a Private Branch eXchange (PBX), other type of telephone system or soft switch that needs to be tweaked into providing inmate phone calls. The SmartEvo™ ITS is delivered with many innovative security, fraud detection and prevention tools, including:

- **Voice Biometrics and PIN Fraud Prevention:** When an inmate makes their first call through the SmartEvo™ ITS, they are automatically enrolled in our fully autonomous voice biometrics system with clear voice prompts to guide them through the process. During enrollment, the SmartEvo™ ITS analyzes the inmate's speech pattern and vocal pitch, and can detect an inmate's attempt to defeat the voice biometrics engine. To ensure optimal vocal recording clarity, active noise cancellation (ANC) is automatically activated to reduce background noise. The voice biometric data captured during enrollment is stored in the SmartEcosystem™ Dashboard and used to verify an inmate's identity whenever they place a call.

Smart Communications' SmartEvo™ ITS uses sophisticated voice biometric algorithms to authenticate the caller's identity at the start of the call. This technology ensures only authorized inmates initiate calls,

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thereby reducing the risk of unauthorized usage. If the system detects a mismatch during the initial voice verification process, it will automatically reject the call, preventing unauthorized connections.

Our continuous voice biometric software continuously monitors the inmate caller's voice throughout the duration of the call. If a significant and unexpected change in the voice characteristics occurs, such as a different speaker attempting to take over the call, the system can identify this discrepancy. Upon detecting such a change, the system can be configured to flag or immediately disconnect the call, ensuring only the authenticated inmate can complete the communication.

- **Patented 3-Way Calling Detection:** Our 3-Way Call Detection System is unique in its ability to dynamically adapt to each phone call based on the complete end-to-end network conditions. This is a substantial improvement over traditional simple threshold silence detection techniques. The 3-Way Call Detection feature initially analyzes the existing line conditions and uses it as a baseline for the remainder of the call. The SmartEvo™ ITS monitors the call for conditions that indicate the called party has activated a 3-Way Call or placed the call on hold. When a possible 3-Way Call attempt has been detected, the SmartEvo™ ITS performs the action as programmed by the system administrator.
- **Extra Dialed Digits Detection and Prevention:** The SmartEvo™ ITS is provisioned with enough resources to perform full time DTMF digit detection on every active call. Any dialed DTMF digits are detected and if not permitted, result in the call being terminated. The SmartEvo™ ITS provides flexible control over the use of extra digits during a call, including whether detection is enabled, which digits are permitted to be dialed and which digits will cause an immediate call termination.
- **Directory Assistance/Operator Call Prevention:** The SmartEvo™ ITS disallows 800/900/information/operator call options. The ITS validates dialing patterns and restricts certain prefixes, such as 900, 800, 888, 700, 976, 411, 911, and common patterns, such as "N11", "10XXX", "0" and "00". The ITS also allows for specific blocking based on wild card patterns, such as any "NPA" or "NPA-NXX" combinations. All inmate calls are processed by an automated operator with no access to a live operator.
- **Switch-hook/Chain dialing Detection and Prevention:** The SmartEvo™ ITS prevents "hook-switch/chain dialing" by limiting the inmate to one call per connection. There is no direct access to Public Switched Telephone Network (PSTN) dial tone and attempts to gain a second dial tone are not allowed. Once the hook switch is depressed, the SmartEvo™ ITS terminates the call.
- **Positive DTMF Call Acceptance:** The SmartEvo™ ITS requires positive DTMF acceptance by the called party before an inmate's call is connected. Called parties must physically press "1" on their telephone keypad to confirm acceptance of a call before any communication with an inmate can take place. The SmartEvo™ ITS recognizes legitimate call acceptance events and can distinguish them from standard or irregular ringing signals, answering machines, operator intercepts, quick disconnects, chain dialing, no voice from called party and other non-conforming telephone activities.
- **Incoming Call Prevention:** The SmartEvo™ ITS only allows outgoing calls. It is impossible to receive an incoming call through the SmartEvo™ ITS because IPVPN circuits are used to connect the facility to the data center so there is no interface/connection to a Plain Old Telephone System (POTS). Furthermore, the inmate telephones do not feature a call ringer or other way to indicate an incoming call.

Investigative Tools and Reporting Options |

The SmartEcosystem™ Dashboard incorporates many investigative and reporting tools that are fully interfaced to leverage the communications infrastructure in real time. There is no need to export or transfer data between

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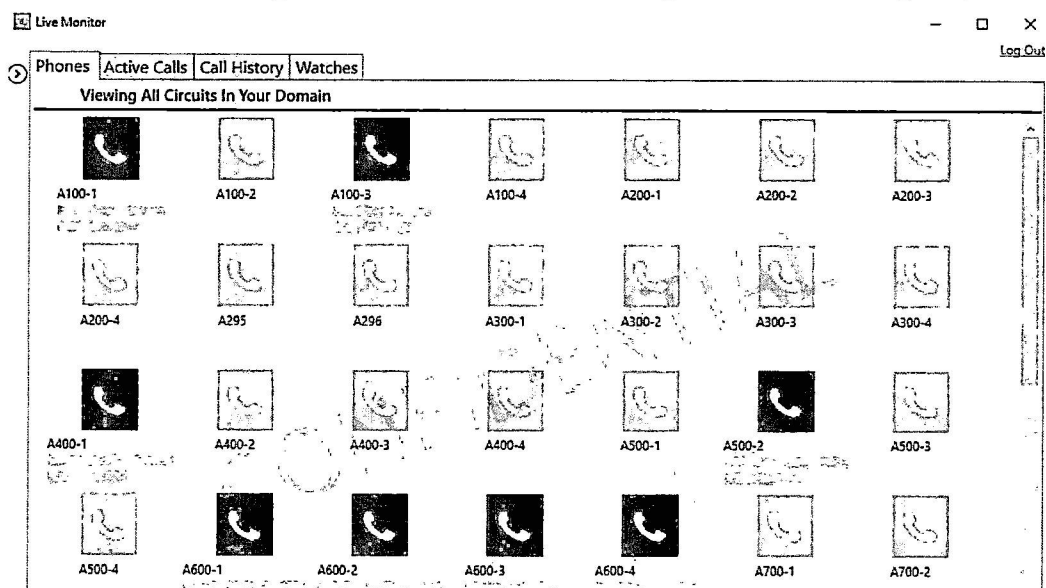
systems. The secure, web-based SmartEcosystem™ Dashboard can be accessed on-site or remotely on any computer or smart device with Internet connection.

- **Real-Time Recording and Storage:** The SmartEvo™ ITS can continuously record all non-privileged inmate calls in real time or be configured to selectively record calls based on inmate PIN, called numbers or inmate telephone station. Call recordings are immediately accessible online via the SmartEcosystem™ Dashboard. Authorized users can use any computer with Internet access to securely log in and play back and/or download the call recordings; no additional hardware or software is necessary. All call records and recordings are stored and backed up on redundant, scalable Storage Area Networks (SAN) for the retention period defined by the County.
- **Live Call Monitoring and Call Watches:** The SmartEvo™ ITS is equipped with advanced live call monitoring and "call watch" ("hot number") alert features. All SmartEvo™ ITS calls that are not protected by attorney/client privilege can be monitored by authorized County or investigative staff in real time via the web-based SmartEcosystem™ Dashboard. Inmate calls can be monitored on-site or remotely on any Internet-enabled PC with a common web browser; no additional hardware or software is required.

Investigative staff can also use the SmartEcosystem™ Dashboard to set up "call watch" alerts based on various triggers, such as inmate PIN, destination telephone number and more. When a "call watch" has been triggered, the SmartEvo™ ITS will immediately issue an alert to the appropriate investigator via email, text message and/or phone. Upon receipt of an alert, the investigator can use a cell phone, landline or Internet-enabled PC to monitor the call in real time.

Call monitoring is covert as neither the inmate nor called party can detect when their call is being monitored. Calls can be monitored by multiple investigators simultaneously without affecting the recording quality.

Screenshots illustrating the information viewable during live call monitoring are provided below.



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Live Monitor

Phones Active Calls Call History Watches

Log Out

Description	Called Number	PIN	Inmate Name	Start Date	Start Time	Facility	Watch
A600-1	(813)	200096203		10/07/2021	14:02:28		
A500-1	(352)	1300604903		10/07/2021	14:02:23		
B400-1	(850)	2000227303		10/07/2021	14:02:22		
A500-2	57310	2000250603		10/07/2021	14:01:59		
A100-1	(727)	1400387603		10/07/2021	14:01:51		
B600-3	(863)	1300359503		10/07/2021	14:01:37		
A100-3	(352)	2000228003		10/07/2021	14:01:24		
A400-3	(727)	2000243203		10/07/2021	14:01:06		
B500-2	(813)	2000208803		10/07/2021	13:58:47		
Medical 100	(352)	1000090903		10/07/2021	13:56:23		
B600-1	(352)	1000380203		10/07/2021	13:56:04		
A600-3	(813)	1400525303		10/07/2021	13:53:23		
A600-2	(352)	2100134603		10/07/2021	13:53:07		
A400-1	52687	2100124403		10/07/2021	13:53:06		

Live Monitor

Phones Active Calls Call History Watches

Log Out

Description	Called Number	PIN	Inmate Name	Start Date	Start Time	Date	Facility	Duration	Termination
B500-1	(407)	1800223603		10/07/2021	14:03:22	10/07/2021		00:01:14	Abandoned
A400-4	(352)	1600027003		10/07/2021	14:03:37	10/07/2021		00:00:48	Charges Refused
B500-3	(352)	1900088003		10/07/2021	14:02:50	10/07/2021		00:01:24	Abandoned
A400-3	(727)	2000243203		10/07/2021	14:01:06	10/07/2021		00:02:11	Far End Disc
A800-2	(386)	1300112003		10/07/2021	13:49:33	10/07/2021		00:13:41	Normal
A100-1	(727)	1400387603		10/07/2021	14:01:51	10/07/2021		00:01:58	Charges Refused
B400-1	(850)	2000227303		10/07/2021	14:02:22	10/07/2021		00:00:43	Abandoned
B600-3	(863)	1300359503		10/07/2021	14:01:37	10/07/2021		00:01:28	Charges Refused
A500-1	(352)	1300604903		10/07/2021	14:02:23	10/07/2021		00:00:26	Abandoned
A500-1	(352)	1300604903		10/07/2021	14:01:21	10/07/2021		00:00:59	Call Refused
A800-4	(727)	1100911903		10/07/2021	13:59:16	10/07/2021		00:02:11	Normal
B500-3	(352)	1900088003		10/07/2021	14:00:39	10/07/2021		00:01:36	Abandoned
A800	(727)	2100078303		10/07/2021	13:59:14	10/07/2021		00:01:52	Far End Disc
A100-1	(352)	1400387603		10/07/2021	14:00:46	10/07/2021		00:01:05	Abandoned

- Call Detail Record (CDR) Analysis and Customizable Reports:** Every inmate call made in the SmartEvo™ ITS is tracked in the CDR, including calls that do not successfully connect. The CDR contains all relevant call information, such as inmate PIN, inmate phone location, destination number, date, start and end time, duration, type, etc. Our web-based SmartEcosystem™ Dashboard features multiple search and keyword tools to allow authorized staff to quickly locate this data stored in our data centers. These search tools can also be used to generate a variety of standard and customized reports. For more details and sample reports, please see *"Exhibit D: Confidential SmartEcosystem™ Dashboard Overview and Report Samples."*
- Link Analysis/Data Mining:** The SmartEcosystem™ Dashboard is delivered with our SmartLink™ Investigator, which provides various manual and automated tools to aid in the investigation or discovery of criminal activity at **no charge**. By using SmartLink™ tools, investigators can easily check for any links between inmates and public individuals or other inmates using multi-path and multi-relation analysis. SmartLink™ Investigator also incorporates the POLE data model and advanced graphing technology to permit manual or automated analysis of related events and people. Our system incorporates data from all aspects of our broad network of information, including inmate communications through phone calls, messaging, visitation, financial transactions, connected friends and family, incarceration and release dates, housing assignments and other elements, to facilitate the discovery of related events and individuals, and predict possible future activities using advanced AI techniques.

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SmartLink™ Investigator

+ Buckleycole X

Socialmap - Buckleycole (1997)

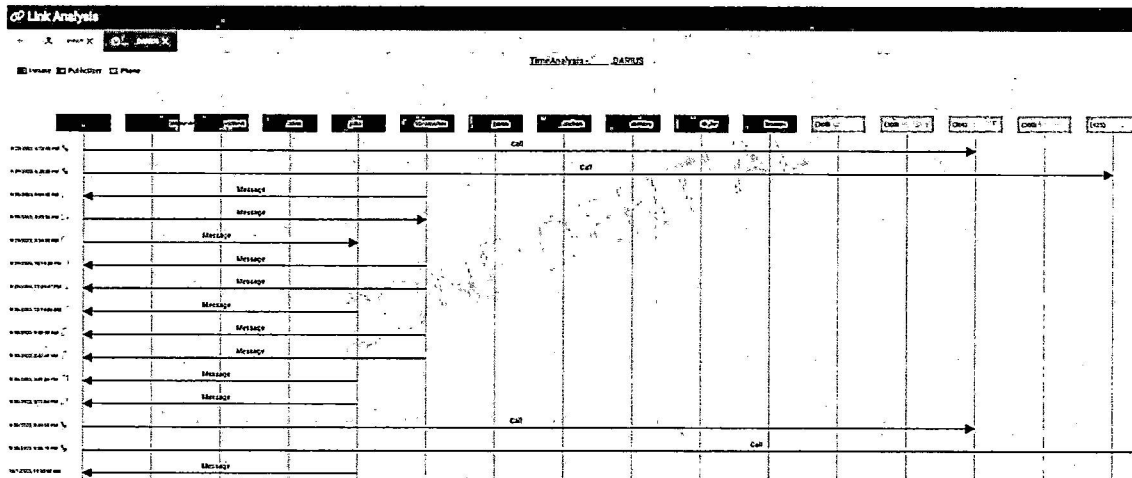
Inmate Public User Phone Direct Conn Search

Date Range
10/23/2024 - 04/23/2025

Events
Call, Message, Visit, Photo, Postal Mail, Pin Debit



SmartLink™ Investigator's **"Time Analysis"** tool displays all inmate calling and communication events (i.e., messages, photos, visitations, postal mail, etc.) on an easy to view timeline.

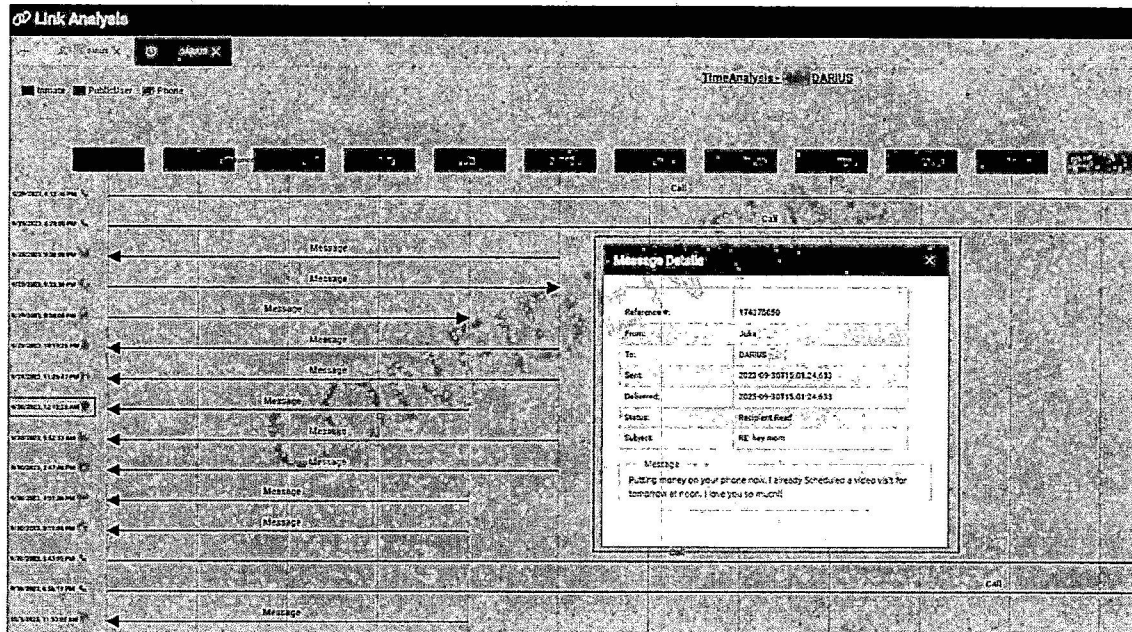


Each call/communication event includes an arrow (← or →) that indicates the individual (inmate or public user) who initiated the event.

Authorized facility staff can quickly access detailed information regarding a specific call/communication event (i.e., Message Details) of interest by clicking the event icon located on the left side margin.

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To further aid investigators, timeline calling/communication event data can also be filtered by event type and/or data range, as well be exported as a .PDF or .CSV file.

From	FromType	To	ToType	Event	TimeStamp
DARIUS	Inmate	(360)	Phone	Call	2023-09-29T18:12:46
DARIUS	Inmate	(425)	Phone	Call	2023-09-29T18:28:55
Christopher	PublicUser	DARIUS	Inmate	Message	2023-09-29T21:08:02
DARIUS	Inmate	Christopher	PublicUser	Message	2023-09-29T21:33:36
DARIUS	Inmate	Julia	PublicUser	Message	2023-09-29T21:34:06
Christopher	PublicUser	DARIUS	Inmate	Message	2023-09-29T22:19:28
Christopher	PublicUser	DARIUS	Inmate	Message	2023-09-29T23:26:47
Julia	PublicUser	DARIUS	Inmate	Message	2023-09-30T00:13:26
Christopher	PublicUser	DARIUS	Inmate	Message	2023-09-30T09:52:33
Christopher	PublicUser	DARIUS	Inmate	Message	2023-09-30T14:47:48
Julia	PublicUser	DARIUS	Inmate	Message	2023-09-30T15:01:24
Julia	PublicUser	DARIUS	Inmate	Message	2023-09-30T15:11:04
DARIUS	Inmate	(360)	Phone	Call	2023-09-30T17:43:05
DARIUS	Inmate	(360)	Phone	Call	2023-09-30T18:56:19
Julia	PublicUser	DARIUS	Inmate	Message	2023-10-01T11:33:02

- Advanced Case Management:** The SmartEcosystem™ Dashboard incorporates an Advanced Case File Management tool that provides a unique alternative to exporting individual data from the system. This tool allows staff to quickly collect any data from the SmartEcosystem™ Dashboard (phone and visitation recordings, messages sent and received, mail received, investigator notes, etc.) for a particular inmate or public user, or group of inmates/public users into an organized case file that is electronically stored in the system. To aid in an active investigation, authorized staff can configure a Case File to automatically populate with any new data that is generated for the target inmate(s)/public user(s). The Case Files generated can be packaged for internal use or shared with external law enforcement agency staff. All

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authorized internal and external users are provided with real-time access to Case File information and can download all Case File data into a single, well-organized ZIP folder. Authorized facility staff are in complete control over what information is shared and with whom the information is shared.

☒ **Case Files - All Case Files** ?

Case Files Automated Case Files

[Create New Case File](#)

100 case files found.

Name	Owner	Date/Time	Messages	Photos	Visits	Calls	Mail	Action
Brady	Ms. Lisa	6/21/2022 3:48 PM	2	0	0	4	0	Link
Michael	Corporal. Heather	9/8/2022 12:32 PM	497	11	22	952	1	
21-41476	CPD	9/22/2022 2:25 PM	504	0	24	2491	2	
2022-354968	Corporal. Heather	10/10/2022 5:34 PM	165	0	0	492	0	

Case File Details

Case File Title:

Contributors:

Viewers:

[Save](#)

Messages (497)

Photos (11)

Visits (22)

Postal Mail (1)

Calls (952)

- **Call Transcription with Keyword Spotting:** The SmartEcosystem™ Dashboard is equipped with a powerful transcription tool that allows investigators to quickly and easily transcribe conversations spoken in English or Spanish from a SmartEvo™ ITS call or SmartVisit™ VVS session recording into readable and sharable text.

After an investigator selects the SmartEvo™ ITS or SmartVisit™ VVS session recording to be transcribed, the file recording is transferred to our transcription server. From there, state-of-the-art contextual neural network processors transcribe the audio data at nearly twice the speed of real time. At this rate, a 10-minute recording would take approximately 6 minutes to transcribe.

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SmartVisit™ VVS Transcription Request|

Recorded Video

NOTE: This recording is housed in cloud storage and is available indefinitely.



DAVID (1000382803) • Time

Playback Speed: Normal

Visit Transcription

☐ Request Transcription ☒ Email me when the transcription is complete. Language: English

Visitation Notes

Add Note:

Notes: No notes entered

SmartVisit™ VVS Transcription Results|

Recorded Video

NOTE: This recording is housed in cloud storage and is available indefinitely.



DAVID (1000382803) • Time

Playback Speed: Normal

Visit Transcription

Submit

[00:00:02.310000] Inmate: Hello.
[00:00:09.240000] Visitor: Let's go.
[00:00:13.140000] Inmate: How you doing?
[00:00:14.910000] Visitor: It disappears on me.
[00:00:19.710000] Inmate: No hello.
[00:00:22.270000] Inmate: My dad.
[00:00:23.360000] Inmate: Hello.
[00:00:26.600000] Visitor: Yeah, you're back.
[00:00:29.230000] Visitor: Hi, can you hear me?
[00:00:36.480000] Inmate: Hi

Immediately after the transcription is completed, an email notification is automatically generated and sent to the investigator who initiated the request. The email includes an embedded hyperlink that navigates to the original record in the SmartEcosystem™ Dashboard where the transcription results are now available.

The transcription results are saved with the original record to provide other authorized staff with quick access. Transcription results are also automatically processed through the SmartEcosystem™ Dashboard keyword filtering engine. When a keyword/phrase (i.e., drugs, escape, kill myself, etc.) is detected, it is flagged with a colored highlight, allowing investigators to quickly locate any occurrences of the keyword/phrase in the transcription results. Transcriptions can easily be exported as a Microsoft Word document.

End User Features|

- **Voicemail Exchange (VMX™):** This optional feature allows family and friends to leave a voicemail message directly for an inmate to schedule a phone call or visitation, or check in and say "hello." This eliminates the need for staff to receive, manually record and relay these messages to inmates. Administrators can also use this feature to communicate important messages to inmates.
- **ADA Compliance:** Smarts Communications provides the equipment necessary to ensure your facility's telephone service and hardware is compliant with all requirements set forth in the Americans with Disabilities Act (ADA). This includes providing telephones that are accessible to persons in wheelchairs and providing systems that are compatible with Telephone Devices for the Deaf (TDD).
- **Free Calls to Tip Line/Public Defender:** The SmartEvo™ ITS can be configured to allow access to specified speed dials for services such as PREA, Crime Tips (covert communications), requests (general, medical and grievances), Public Defenders and more. Calls can be routed to the internal, secure SmartEvo™ ITS Voicemail Exchange (VMX™) or to approved, designated external numbers. Such numbers/voicemails can be configured as a free call and recording/monitoring can be disabled.

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- **No Cost Commissary Interface:** Smart Communications will interface with the commissary system at no cost to the County. The inmate must dial the appropriate speed dial number to be connected to the commissary provider's IVR system and will be asked to verify their identity with their PIN. Once their identity has been verified, the inmate can check their account balance, order commissary and transfer money to their phone account.
- **Proprietary Bilingual Voice Engine:** The SmartEvo™ ITS offers clear and concise voice prompts in English and Spanish. English is the default and inmates can select the desired language via prompts. Voice prompts are given in short sentences with meaningful operating instructions. Languages in addition to English and Spanish can be added at any time at **no cost** to the County.
- **Customizable Call Branding and Announcements:** The SmartEvo™ ITS brands each call with information to ensure easy identification by the called party. Each call is branded with the call type, inmate's name (inmate voice recording) and facility name. Before the called party accepts the call, the automated operator also provides the opportunity to obtain rate details and provides options to reject the call or block all future calls. Charges are only incurred once a call has been accepted by the called party. The automated operator also announces that the call may be monitored and recorded and provides a warning one minute before the call time limit is reached.
- **Multiple Payment Options:** We offer a variety of calling account and payment options to help inmates stay in touch with their family and friends. Our SmartEvo™ ITS supports Traditional Collect, Prepaid Collect, PIN Debit and Direct Bill. Public users can make Prepaid Collect and PIN Debit account deposits by phone or online. Inmates can use PIN Debit account funds to pay for calls to any County-approved telephone number directly. The SmartEvo™ ITS can also be programmed to provide the called party with immediate access to a live, Customer Care Center representative to assist with account setup when an inmate attempts their first call. All call types are subject to the same restrictions and features.

Additionally, the SmartEvo™ ITS fully supports the ability to allow call passing for designated free calls. The system can be configured to provide no-cost access to the Local Public Defender, Federal Public Defender, bail bondsmen, or any other numbers identified at the discretion of the Sheriff's Office.

Through the SmartEcosystem™ Dashboard, facility administrators can easily manage and update the approved free-call list in real time. Calls to these designated numbers are automatically recognized by the system and processed without charge, ensuring compliance with legal requirements and the operational preferences of the Sheriff's Office.

This feature is provided at **no cost** to the County and is designed to support fair access to legal representation and other critical services while maintaining full call detail records and administrative oversight for auditing and security purposes.

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SmartEvo™ ITS Hardware Details |

Smart Communications provides inmate telephone stations specifically designed to meet the unique security, safety and durability needs of correctional facilities.

Stationary/Wall-Mounted Telephone Stations:

All inmate telephone station ringers are disconnected and do not allow incoming calls. These inmate telephone stations are manufactured of high-strength, tamper-proof heavy gauge steel that is coated in a graffiti/scratch resistant finish. The telephone handsets are constructed of heavy-duty polycarbonate molded plastic and feature no removable parts. These handsets attach to the base of the station via a flexible interlocking stainless steel armored, stretch/break/pull resistant cable. The length of the cable can be customized to meet facility-specific requirements.

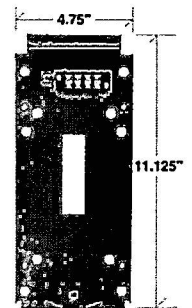
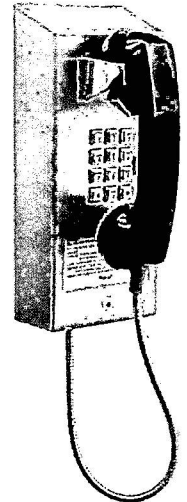
Inmate telephone station dial pads are constructed of heavy-duty metal and are sealed to prevent moisture and allow for use in inclement weather conditions. In addition to these security and durability features, all SmartEvo™ ITS hardware used by inmates are line powered and have no parts that can be removed without use of a specialized tool. These prevent damage and inhibit inmates from using telephone parts to manufacture weapons.

Inmate telephone stations are wall and pedestal/floor mountable. Floor mounted stations are secured with bolts that are welded for added security.

Smart Communications can also supply "hands-free" telephones for inmate use where suicide threat is present.

FEATURES:

- Built-in user-controlled "LOUD" button for ADA mandated volume control (user-controlled volume amplification and volume resets to normal with on-hook)
- Confidencer technology filters out background noise at the user's location, allowing better sound to the called party; all-in-one electronic dial features modular incoming line and handset connections for quick maintenance; Carbon (HS) and DuraClear (DURA) Handsets have separate 4-pin connections
- Heavy duty 14-gauge brushed stainless steel provides rugged housing designed for inmate use with mounting backboard
- Armored handset cable available in 18.0", 32.0", 54.0" and custom lengths; secured with a 14-gauge retainer bracket for maximum vandal resistance
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations
- Pin-in-head security screws minimize tampering
- Hearing aid compatible and FCC registered US: IDATE0SBITC-254, IC:3267A-ITC254



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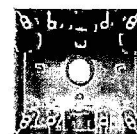
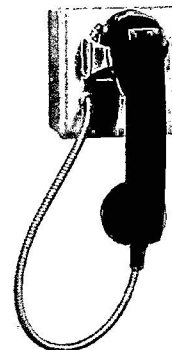


Visitation Telephone Stations:

Smart Communications provides the Wintel Visitation Telephone Kit 7429VST to support inmate visitation communications. This kit is designed for correctional facility use and is fully compatible with the call monitoring, recording and detail record functions of the SmartEvo™ ITS.

FEATURES:

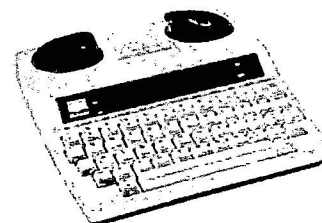
- Strong, durable and long lasting (designed to protect against inmate abuse)
- 14-gauge stainless steel faceplate with pin and head security screws
- Magnetic hook-switch (no mechanical contacts to fail)
- Ultra-rugged, hearing aid compatible Rhino® telephone handset
- Armored handset cable available in 18.0", 32.0", 54.0" and custom lengths
- Double-gang mounting box included



TTD/TTY Devices:

Smart Communications provides the Ultratech SuperPrint 4425, a TTD/TTY telephone device that complies with ADA requirements and is compatible with the SmartEvo™ ITS. This device has been used extensively in correctional facilities.

To help eliminate the staff time needed to escort an inmate to a specific area for TDD/TTY use, the Ultratech SuperPrint 4425 is battery powered. This provides the convenience of not requiring power connections and allows the relay service 800 number to be called through the SmartEvo™ ITS for seamless TDD/TTY usage.



FEATURES:

- Built-in, 24-character printer
- Turbo Code and Auto ID™
- Convenient GA/SK keys
- TTY Announcer™ tells hearing callers you are using a TTY
- Sticky key feature (for single-handed typing)
- Date/time printed at the beginning of each call
- Arrow keys for easy review of memory
- 32k memory
- Built-in ring flasher
- 3 selectable print sizes
- E-Turbo for simplified relay calling
- Easy-touch greeting memory
- Baudot code (45.5/50 baud rate)
- ASCII code is available

Video Relay Service (VRS)/Video Remote Interpreting (VRI) Services:

Smart Communications' inmate communication systems are compatible with Purple Communications P3 Video Relay Service (VRS) and Video Remote Interpreting (VRI) Services. P3 delivers the reliability and security for VRS/VRI and point-to-point (P2P) calls with an easy-to-use interface featuring a wide array of additional features and benefits. Purple offers a cost-effective, FCC-certified service to deaf and hard-of-hearing individuals that promotes equal communications access, satisfying the requirements of Title IV of the Americans with Disabilities Act (ADA). P3 is easy to deploy, interoperable with other VRS/VRI devices and providers that support SIP or H.323 standards, and offers the greatest amount of flexibility.



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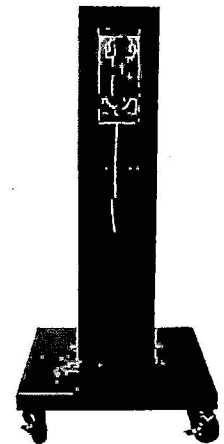
Smart Communications' SmartKiosk™ and SmartTablet™ devices can function as a VRS/VRI device. All VRS/VRI sessions can be monitored and recorded, and customized restrictions, rules and verification requirements can be applied.

Portable/Rolling Telephone Stations:

For portable communication applications, Smart Communications can provide portable inmate telephone stations securely mounted on a rolling base constructed of heavy-duty 14-gauge steel and featuring four 4.0" lockable wheels.

SPECIFICATIONS:

- Weight: 95.0 lbs.
- Dimensions:
 - Base: 24.0" X 24.0"
 - Floor to Top: 51.0"
 - Base to Top: 44.0"
- Telephone Keypad Center Height:
 - High: 40" approx. from Floor
 - Low: 30" approx. from Floor



PIN OPERATION: The proposed inmate telephone system shall have the capability to be a PIN based system using a "Prisoner Identification Number" (PIN) for telephone operation. The system shall be designed to operate with or without PINs on a per telephone basis. The PIN system shall have the ability to provide statistical reporting on calls made using the PINs. The contractor shall provide all necessary hardware and software, including any required computer workstations, to access, retrieve, and print statistical information. PINs will be automated with jail management system.

RESPONSE: Confirmed. Smart Communications' SmartEvo™ ITS is fully PIN-based and supports operation through a unique Prisoner Identification Number (PIN) assigned to each incarcerated individual. The system is designed with flexibility to operate either with or without PIN entry on a per-telephone basis, as determined by facility policy and configuration.

The SmartEvo™ ITS PIN system enables robust statistical reporting on all calls placed, including detailed reports tied to individual PINs. Facility staff can easily access, retrieve, and print statistical information through the secure, web-based SmartEcosystem™ Dashboard. Reports include, but are not limited to, call volume, call duration, call attempts, call destinations, and usage history per inmate PIN, providing valuable tools for administrative review and investigative purposes.

Authorized facility staff may access the SmartEcosystem™ Dashboard from any PC or smart device equipped with a modern web-browser – no specialized hardware is required beyond standard workstations and internet access. Smart Communications will work with County to ensure all necessary hardware is available to access, retrieve and print statistical information. remote monitoring stations are configured securely and efficiently during implementation.

Smart Communications provides all necessary hardware and software to ensure seamless functionality, including secure computer workstations where required. Furthermore, the SmartEcosystem™ Dashboard integrates with the facility's Jail Management System (JMS) provided by Southern Software to automate PIN assignment, eliminating manual processes, reducing administrative burden, and ensuring real-time synchronization of inmate account and identity information. Smart Communications maintains a proven

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business relationship with Southern Software and has successfully implemented system interfaces with them in the past. The Jail Management System (JMS) interface will be fully configured, supported, and maintained by Smart Communications at no cost to the County.

RECORDING OF CALLS: The inmate telephone/video kiosk system shall have the ability to record all telephone calls placed by inmates in the Brown County Jail for the duration of the term of any contract awarded. The recording system shall allow for recording, archival, and playback of telephone calls. The contractor shall provide all necessary hardware and software required, to access, retrieve, and playback recorded telephone calls.

RESPONSE: Confirmed. Smart Communications' SmartEvo™ ITS and SmartVisit™ VVS platforms are fully equipped with integrated recording capabilities that meet and exceed the requirements of Brown County Jail. All inmate telephone call and video visitation session recordings are automatically recorded, securely stored, and retained for the full duration of the awarded contract.

Smart Communications knows recordings are essential to investigations, and we take pride in the fact that no recordings have ever been lost on our SmartEcosystem™ Dashboard. All call detail records (CDRs), communication records, and recordings are stored and backed up on redundant Storage Area Networks (SANs) located in our secure data centers in Philadelphia, PA; Tampa, FL; and Portland, OR. These enterprise-grade storage systems scale dynamically with no limitation on total capacity. Our software imposes no restrictions on the number of inmate records or call/communication records that can be stored.

The system provides comprehensive functionality, including:

- **Recording:** Automatic capture of all inmate-initiated telephone calls, with the exception of numbers flagged as private or attorney-client privileged.
- **Archival:** Secure long-term storage with full redundancy, ensuring recordings remain tamper-proof and accessible.
- **Playback:** Authorized facility staff can easily search, retrieve, and playback recorded calls via the secure, web-based SmartEcosystem™ Dashboard, with options for on-demand streaming or secure export for evidentiary purposes.

All call/communication detail records and recordings remain online and immediately available for the full duration of the contract—and beyond, if required. Backups are fully automated and scheduled daily during off-peak hours to ensure maximum data protection.

Smart Communications provides all necessary hardware and software to support these functions, including secure workstations if required. The system is designed to provide ease of use for staff, robust audit trails, encryption, and strict access controls to ensure chain-of-custody integrity and full compliance with applicable regulations.

VIDEO VISITATION: The contractor shall provide a Video Visitation system including all components, software, and hardware necessary for the system to function. Please include in your response detailed information as to the system offered.

Video Technical Requirements and Specifications: The following identifies the minimum requirements of the desired Video Visitation system:

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1. Base your proposal on 23 fixed wall mounted units.

RESPONSE: Confirmed. Smart Communications will furnish 23 wall-mounted SmartKiosk™ devices. However, if SmartTablet™ devices are provided on a 1:1 ratio, we may seek to negotiate the quantity of SmartKiosk™ devices to be provided.

2. The System must be "State of the Art" technology and web based. The architecture shall be expandable to allow future growth.

RESPONSE: Confirmed. Smart Communications operates its platform as a fully managed, scalable, turn-key SaaS solution with all applications and data being hosted in our secure data centers and managed by our dedicated team of Network and Systems Administrators. No applications are installed, hosted, or managed by the client, and the client has no responsibility for providing server resources for applications or databases.

The network architecture diagrams presented below visually illustrate the major components and interactions of Smart Communications' proposed solution.

Servers:

The architecture will include various servers that are central to the operation of the solution, such as:

- **Application Servers:** Responsible for running the inmate management software, communication systems and other core applications.
- **Database Servers:** Hosting inmate profiles, PINs, communication logs and other critical data, ensuring secure and efficient data storage.
- **Media Servers:** Handling the processing and streaming of SmartVisit™ VVS sessions, ensuring high-quality and uninterrupted services.

Network Infrastructure:

The network infrastructure will include:

- **Firewalls:** Ensuring the security of all data transmissions between the correctional facilities and Smart Communications' central data centers.
- **Switches and Routers:** Managing the flow of data between servers, workstations and mobile devices, optimizing connectivity and minimizing latency.
- **VPN Connections:** For secure communication between remote users (e.g., administrators or staff) and the SmartEcosystem™ Dashboard.

Interface Points:

The system will integrate with various external systems through:

- **APIs and Web Services:** For data exchange between our inmate communication services and other third-party applications (JMS, commissary, etc.), as required.
- **User Interfaces:** Web-based SmartEcosystem™ Dashboard interface for administrators, staff and approved users.

System Environments:

Our architecture includes the following environments:

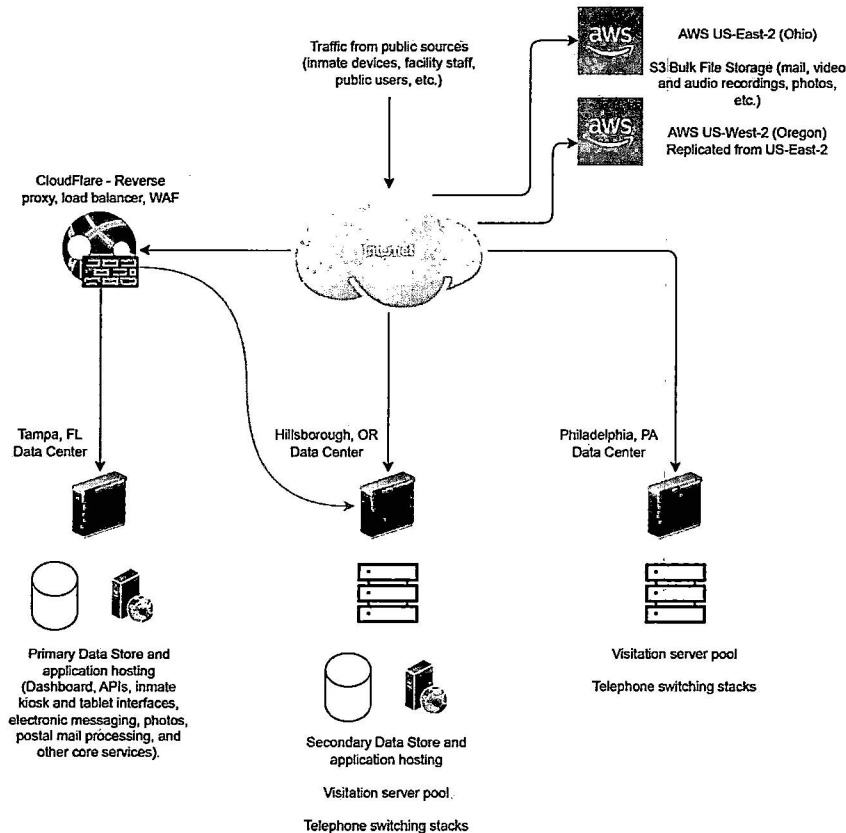
- **Production Environment:** Hosting the live, operational system accessed by facilities and users.
- **Test Environment:** Used for testing new features, updates and patches before they are deployed to production.

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- **Disaster Recovery (DR) Environment:** A fully redundant environment that is continuously updated with real-time data replication from the production system, ensuring rapid recovery in the event of a major system failure.

Smart Communications' High-Level Network Infrastructure Diagram |



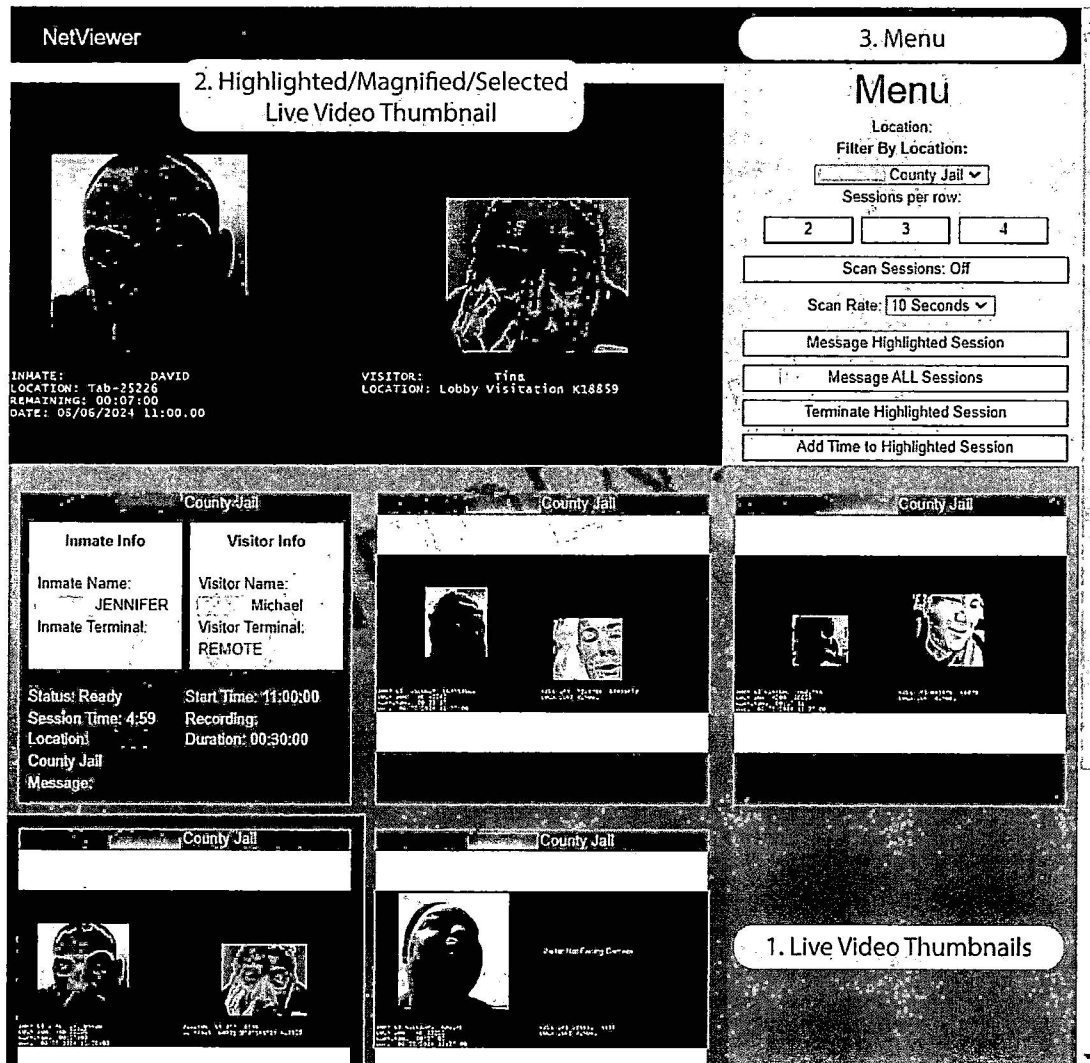
3. The System must have the capability to perform real time recording and monitoring of all video visitations during a single session. Proposal should include the storing of recordings up to one year.

RESPONSE: Confirmed. The SmartEcosystem™ Dashboard is equipped with a live video visitation monitoring feature, allowing authorized facility staff to monitor all non-privileged SmartVisit™ sessions in real time, on-site or remotely from any PC equipped with a common web browser and active Internet connection.

The monitoring system's intuitive interface is composed of three display areas:

1. **Live Video Thumbnails** – Displays all SmartVisit™ sessions in progress. Each live video thumbnail includes key session information, such as inmate and visitor names, inmate location/device and time remaining. Any thumbnail in this area may be selected by the user to be monitored. **NOTE:** Privileged (i.e., attorney/client) sessions are displayed in this area. However, the session participants' video feeds will not be displayed and their conversation cannot be monitored/listened to.
2. **Highlighted/Magnified/Selected Live Video Thumbnail** – Displays the SmartVisit™ session selected by the user from the "live video thumbnail" area. The audio (conversation) associated with the session displayed is played through the user's monitoring device audio output (i.e., speakers or headphones).

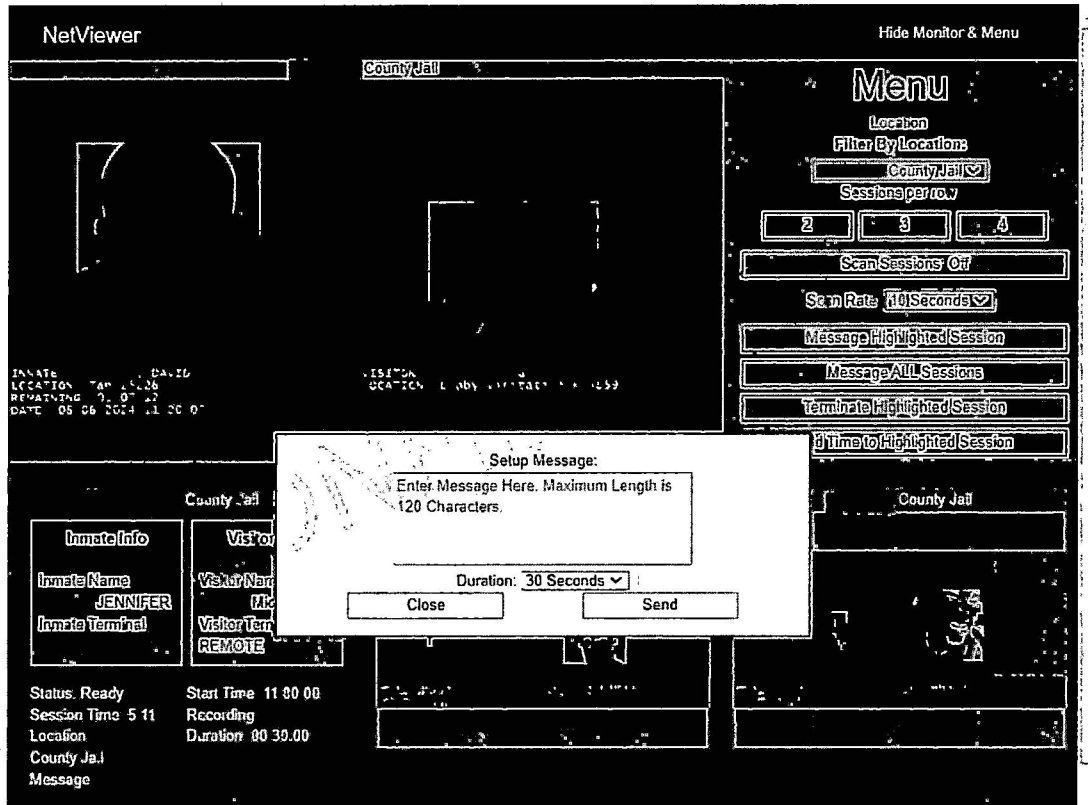
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3. **Menu** – Allows the user to adjust interface display settings and perform other actions, such as:
- **Sessions per Row:** Configure the number of sessions shown in each row of the “Live Video Thumbnail” display area.
 - **Scan Sessions/Scan Rate:** When active, the system will automatically highlight/magnify/select each session displayed in the “Live Video Thumbnail” area. Each session will remain highlighted/magnified/selected based on the “Scan Rate” defined by the user (5, 10, 15, 30 or 60 seconds) before cycling to the next live video thumbnail.
 - **Message Highlighted and All Sessions:** Allows facility staff user to interject a standard or custom text message into a video visitation session in progress. The interjected message text is displayed on both the inmate’s and public user’s (visitor’s) device monitor. All text messages interjected by facility staff are saved in the session’s video recording file.

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- **Terminate Highlighted Session:** Allows facility staff user to immediately terminate the video session shown in the “Highlighted/Magnified/Selected Live Video Thumbnail” display area.
- **Add Time to Highlighted Session:** Allows facility staff add additional time to the session shown in the “Highlighted/Magnified/Selected Live Video Thumbnail” display area.

All non-privileged SmartVisit™ video visitation sessions are recorded by our custom, internal recording subsystem. This subsystem processes the audio/video data from the session and embeds various metadata to support the query/search functions and other investigative tools in the SmartEcosystem™ Dashboard, such as SmartLink™ and advanced case reports. The recording file produced contains the audio and video feeds from both the inmate and visitor, and includes any system text prompts (i.e., “inmate not facing camera” or “visitor not facing camera”) or text messages interjected into the session by the staff member monitoring the visit. The video recording also contains other important visitation session data, such as participant names, video devices/endpoints used, session timer and date/time of the visit.

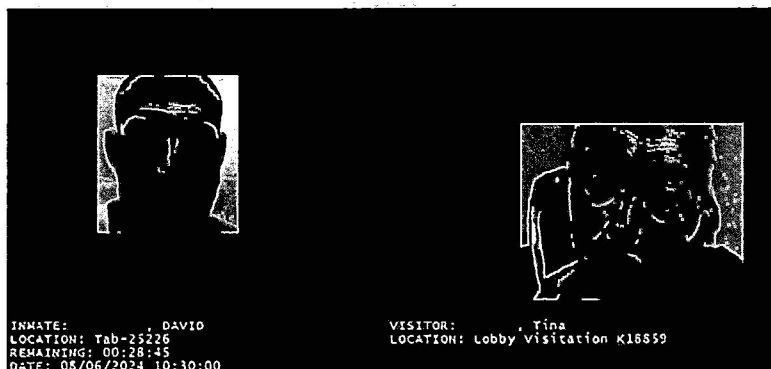
Once processed by the subsystem, SmartVisit™ video visitation session recordings are automatically stored in the SmartEcosystem™ Dashboard. Authorized facility staff can immediately access and play back SmartVisit™ recordings via the SmartEcosystem™ Dashboard’s built-in video player.

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Recorded Video

NOTE: This recording is housed in cloud storage and is available indefinitely.



DAVID (1000382803)

Tina

Playback Speed: **Normal**

Visit Transcription

☐ Email me when the transcription is complete. Language: **English**

Visitation Notes

Add Note:

Notes: No notes entered

While reviewing a SmartVisit™ recording, authorized staff can adjust the video playback speed, listening volume level and viewing/display size (i.e., full-screen). The SmartEcosystem™ Dashboard also includes a “**Visitation Notes**” feature, allowing staff to enter important notes/comments regarding the video visitation session. The notes entered are saved with the session recording to facilitate sharing with and review by other staff members.

SmartVisit™ session recordings are saved in a common/non-proprietary MPEG-4 (.MP4) video file format. As a standardized file format for video, almost all video players support MP4 – no additional software is required for playback. To open a file, double-click the video to open in the default video player/viewer on the PC. Android and iPhone natively support playback of MP4 as well.



Our SmartVisit™ VVS utilizes cloud-based architecture managed via our geographically disparate and redundant data centers. SmartVisit™ session recordings are securely stored in these data centers and backed up nightly. Since our data centers are scalable and do not impose storage limits, all session recordings are stored for the full contract term and beyond. To optimize system/network performance, older recordings are archived in accordance with the agency’s policy, regulatory compliance or once every 180 days. Archiving is performed by our skilled Network Operations Center (NOC) staff and allows for loss-less retrieval at any time in the future.

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- 4. The System must have the capability to perform off site visitations to laptops, smart phones, etc without the use of third party entities. Account funding options should be handled solely by the provider and it is not preferred by the County to have the inclusion of 3rd parties for such funding options.**

RESPONSE: Confirmed. Smart Communications' SmartVisit™ VVS is designed to support secure off-site video visitation sessions without reliance on any third-party platforms. Authorized users may conduct remote visits using laptops, smartphones, tablets, or other smart devices equipped with a modern internet browser. The system operates entirely within Smart Communications' controlled environment, ensuring secure, direct connectivity between the facility and approved visitors.

Account funding options are handled exclusively by Smart Communications through the SmartEcosystem™ Dashboard and SmartInmate™ services. No third-party payment processors are required. This ensures all deposits, payments, and account funding activities are securely managed, streamlined, and auditable by facility administration. By eliminating outside entities, the County is provided with greater transparency, enhanced security, and simplified account management for both incarcerated individuals and their approved contacts.

SmartVisit™ VVS sessions are scheduled via Smart Communications' robust web-based Visitation Scheduler application. This web-based design allows public users to schedule a video visitation session from a PC, smartphone or tablet with an active Internet connection, or a facility lobby kiosk. Visitations may also be scheduled by authorized facility via the SmartEcosystem™ Dashboard. The Visitation Scheduler employs an intelligent, conflict-checking algorithm that only allows a video visitation session to be scheduled when the on-site hardware required to facilitate the visit is available.

To schedule a SmartVisit™ VVS session, the public user must create a SmartInmate.com account at our user-friendly public website for friends and family. This centralized online platform allows users to communicate with incarcerated individuals through a wide range of secure services, including electronic messaging, video visitation scheduling, prepaid phone and video account management, and digital media access.

The website is mobile-friendly and can be accessed from any device with an internet connection. New users can easily register for a free account by providing basic contact information and selecting the appropriate facility. Once registered, users can:

- Create and manage account settings
- Lookup/send inmate connection requests
- Send and receive secure SmartInmate™ electronic messages and photos
- Schedule and participate in remote video visits
- Purchase and transfer service credits
- Deposit funds for SmartEvo™ ITS and SmartVisit™ VVS services
- Deposit funds into an inmate's trust (where available)
- Track communication, account history and balances

SmartInmate.com is designed with an intuitive interface and step-by-step prompts to make navigation simple, even for first-time users. The website also offers a help center and customer service support for technical or account-related inquiries.

Please refer to the following screenshots on the pages that follow, which illustrate key features of our public website, SmartInmate.com, including account creation and management, inmate lookup/connection requests, buy/transfer credits and visitation scheduler.

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Bringing Families and Friends Together

SmartInmate™ by Smart Communications connects family and friends with incarcerated individuals through an easy-to-use online communications system. When using SmartInmate™ you can connect in just minutes and correspond every day in near real time instant communication with your loved ones. Sign up and connect now, it's quick, easy and free to sign up!



Service Information

SmartEvo™ Telephone Service

\$ Trust Account Deposits

Electronic Messaging

SmartVisit™ Video Visitation

Electronic Photo Delivery

MailGuard™ Postal Mail Processing

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Create an Account |



Bringing Families and Friends Together

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Service Information

SmartEvo™ Telephone Service

\$ Trust Account Deposits

Electronic Messaging

SmartVisit™ Video Visitation

Electronic Photo Delivery

MailGuard™ Postal Mail Processing

Create an Account

Creating an account is fast and easy. Enter your information below to proceed. If you already have an account, please log in instead.

Account Details

Username

Username

Password

Password

Confirm Password

Confirm Password

Personal Information

First Name

First Name

Last Name

Last Name

Note: For credit card purchases, the address on your account must match your billing address exactly as it appears on your credit/debit card statement.

Address Line 1

Address Line 1

Address Line 2

Address Line 2

City

City

State/Region

State/Region

Zip/Postal Code

Zip/Postal Code

Date of Birth

Date of Birth

Email Address

Email Address

Confirm Email Address

Confirm Email Address

Security Details

Select a Security Question

- Select a security question -

Security Answer

Security Answer

☐ I agree to be bound by the Terms of Service

Create Account

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Once activated, a public user may log in to their SmartInmate.com account and use the inmate lookup/connection request tool to locate the desired inmate and submit a connection request.

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Account Management |

Account Settings

Account Number: 2640104
Account ID Code: 2848E8

Service Credits

You currently have 500 service credits.

- Purchase Additional Credits
- Transfer Credits to an Incarcerated Individual
- Transaction History

Password

Legal Name

Your name is Aaron

Email Address

Your email address is
@gmail.com

Mobile Phone Number

Your mobile phone number is 3748

Phone Service Legal Information

Interstate & International RTC

Address

United States

Date of Birth

Your date of birth is 1980

Sign out all other sessions

Lost your phone? Left yourself logged in on a public computer? Use this option to disable access on all devices except for the one you're using right now.

Deactivate Account

Inmates You Are Connected To

Name	Inmate CFN	Location	Connected	Visitation	Action
Brian	40337	County	12/08/2023	Approved	Disconnect
Julie	727415	County	04/15/2025	Approved	Disconnect

Inmate Lookup/Connection Request Search |



Search for an Incarcerated Individual

Use the search form below to locate the incarcerated individual that you would like to connect with. You may search using their ID number, a partial name, a date of birth, or any combination. If you do not know the ID or date of birth leave them blank. You may also search by first name alone or last name alone to get more results if needed.

- Select Correctional Facility (Optional) -

ID Number

First Name

Last Name

Date of Birth:

Search

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Facility Search |

AR - White County Detention Center — Searcy, AR	☐
CA - City of Santa Ana — Santa Ana, CA	☐
CA - Monterey County Sheriffs Office — Salinas, CA	☐
CA - San Diego Co - East Mesa Reentry Facility — San Diego, CA	☐
CA - San Diego Co - George Bailey Detention Facility — San Diego, CA	☐
CA - San Diego Co - Las Colinas Detention & Reentry Facility — Santee, CA	☐
CA - San Diego Co - Rock Mountain Detention Facility — San Diego, CA	☐
CA - San Diego Co - San Diego Central Jail — San Diego, CA	☐
CA - San Diego Co - South Bay Detention Facility — Chula Vista, CA	☐

Select Inmate |

Search for an Incarcerated Individual

To continue, select the incarcerated individual that you want to add to your account.

JAIME
Born 1989
San Diego Co - George Bailey Detention Facility - San Diego, CA

JUAN
Born 1989
San Diego Co - George Bailey Detention Facility - San Diego, CA

JOHN
Born 1987
San Diego Co - George Bailey Detention Facility - San Diego, CA

JOHN
Born 1958
San Diego Co - George Bailey Detention Facility - San Diego, CA

JOHN
Born 1986
San Diego Co - George Bailey Detention Facility - San Diego, CA

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Inmate Details |

Inmate Details

Name: JAIME
Inmate ID: 24746517
Location: Detention Facility
Year of Birth: 1989

If you know JAIME you may send an invitation to connect. JAIME will receive your connection request when they log in to the system and they must approve the request before you will be connected with them.

How do you intend to communicate with this inmate? Please select how you know this inmate below:

- Select -

[Return to Search](#)

Send Connection Request |

Friend or Family Member

When you send a connection request the inmate will be given your name, city and state. They can then decide whether to accept the request or not. No other information is provided.

Brother

[Send Connection Request](#)

[Return to Search](#)

Following approval of the request by both the inmate and the facility, the public user is granted access to Smart Communications' services, including secure messaging, scheduling and participating in video visitation sessions, purchasing and transferring credits, and other available features.

Buy Credits |



Purchase Credits

NOTICE - If you are trying to make a telephone service deposit for a PrePaid Collect or PIN Debit account, please use the Telephone Deposit screen instead.

Credits are used to pay for services on this platform. For example, each message costs 50 credits to send. Photos cost 100 credits to send (at locations where photos are permitted). Each credit costs \$0.01. There is a minimum purchase of 500 credits required (\$5.00). A processing fee of \$3.00 is added to all transactions.

Credit purchases are non-refundable.

How Many Credits

- Select Quantity -

[Update Quantity](#)

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Transfer Credits |



Transfer Credits

You may transfer 50 or more of your service credits to any of the active inmates that you are connected with. Once transferred, the inmate may use the credits to communicate with any of their contacts (just as if you had sent them stamps via postal mail), or utilize them to pay for other services that may be available at their location. Credits cannot be transferred back once you have transferred them to an inmate. Transferring credits is considered a gift to the inmate which will make it easier for them to communicate with you and their other contacts.

Please note that as of August 1, 2019 we moved to a one-cent credit basis, so messages now cost 50 credits to send, and the minimum transfer amount is now 50 credits. More Information

You currently have 500 service credit(s).

- Select Recipient -

How Many Credits

[Transfer Credits](#)

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



User Identification |



Facility Instructions

You must be pre-approved to schedule a visit. You will need two documents or pictures. One document or photo of your identification and one photo of yourself.

- A valid identification card, Driver's license card, U.S. Military Identification card, valid passport/visa, or Alien Registration card can be used.
- You can take a photo of your ID right from your PC (provided it has a camera) or upload a copy in a pdf or jpg file format.
- You can take a photo of yourself right from your PC (provided it has a camera) or upload a picture in a pdf or jpg file format.
- These images will be added to your online account and will be submitted to the correctional facility for approval by the county. You will be notified via email when your request has been approved. You may also register at the visitation center by providing a copy of a valid photo identification card.
- If any document is rejected you will be notified what is needed. Delete the rejected document and upload a new document or take a new picture. Then resubmit your application.

If your device or computer has a camera attached you can use it to capture the required documents. If your device does not have an attached camera you will need to upload your files.

[Use My Device's Camera](#) [Upload My Files](#)

This optional feature enables the facility to require public users to upload verification materials, allowing facility staff to confirm their identity before a visitation session can be scheduled.

Visitation Scheduler |



My Visitation

The video visitation system allows you to schedule visits with your loved ones right from the comfort of your own home using your computer with an attached camera and microphone.

NOTICE - ALL VISITS ARE SCHEDULED IN THE TIME ZONE OF THE JAIL/DETENTION FACILITY!

[Test Camera/Microphone](#)
[Schedule a Video Visit](#)

Upcoming Visits

Start Date/Time	Duration	Inmate / Detainee	Location	Status	Quick Code
You do not have any video visits scheduled at this time.					

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Select Inmate and Visit Type |

Step 1 - Who Would You Like to Visit With?
Select the person that you would like to visit with.

Brian (40337)
County

Julie (727415)
County

[Cancel, Return to Visitation](#)

Step 2 - What Type of Visit?

Please select where you would like to conduct this visit with Brian Appar.

☒ **Remote Visit - Your Computer or Device**

A remote visit is one conducted from your own desktop computer or laptop without visiting a jail location. The remote visit will be conducted through this website and requires a camera, speakers, microphone, and a high-speed Internet connection. Remote visits are billed at \$0.16 per minute.

[Continue Scheduling Remote Visit...](#)

☐ **Local Visit - At The Facility Location**

A local visit is one where you go to the facility location and use a visitation terminal at that location to conduct the visit. The visit may still be conducted through a video terminal, like a remote visit. There is no fee to schedule a local visit, though it requires traveling to the facility at the scheduled day and time to conduct the visit. The local visitation policies vary by location.

[Cancel, Return to Visitation](#)

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



Select Visit Duration |

How long would you like this remote visit with Brian to last?

- ☒ 15 Minutes
- ☐ 30 Minutes
- ☐ 45 Minutes
- ☐ 60 Minutes

Continue...

Cancel, Return to Visitation

Select Visit Date/Time |

Step 4 - Select Visit Time

What time would you like to begin your 15 minute video visit?

NOTICE - ALL VISITS ARE SCHEDULED IN THE TIME ZONE OF THE JAIL/DETENTION FACILITY! The facility you are connected with operates on the US/Eastern time zone.

Times available on Sunday, July 27, 2025 (Change Date):

Morning	Afternoon	Evening
☐ 6:00 AM - Available	☐ 12:00 PM - Available	☐ 6:00 PM - Available
☐ 6:15 AM - Available	☐ 12:15 PM - Available	☐ 6:15 PM - Available
☐ 6:30 AM - Available	☐ 12:30 PM - Available	☐ 6:30 PM - Available
☐ 6:45 AM - Available	☐ 12:45 PM - Available	☐ 6:45 PM - Available
☐ 7:00 AM - Available	☐ 1:00 PM - Available	☐ 7:00 PM - Available
☐ 7:15 AM - Available	☐ 1:15 PM - Available	☐ 7:15 PM - Available
☐ 7:30 AM - Available	☐ 1:30 PM - Available	☐ 7:30 PM - Available

Visitation Request Submission |

Step 5 - Confirm Video Visit Details

NOTICE - ALL VISITS ARE SCHEDULED IN THE TIME ZONE OF THE JAIL/DETENTION FACILITY! The facility you are connected with operates on the US/Eastern time zone.

NOTICE - ALL VISITATION IS SUBJECT TO MONITORING AND RECORDING! THERE IS NO EXPECTATION OF PRIVACY!

Please confirm your video visit below:

Type of Visit: Remote - Your Computer
Inmate: Brian (40337)
Duration: 15 minutes
Start Date: Sunday, July 27, 2025
Start Time: 2:15 PM US/Eastern
Cost: \$2.40 (Prepaid Account)

Confirm and Schedule Visit

Cancel, Return to My Visitation

Visitation Request Confirmation |

Visit Confirmed

Your video visit has been scheduled.

Please remember that all video visitation is subject to monitoring and recording. There is no expectation of privacy. Please arrive for your visit at least five minutes prior to your scheduled time to ensure your visit may begin on time. When conducting a remote visit, we recommend testing your camera, microphone and speakers prior to your scheduled visit to ensure everything is in working order.

Return to My Visitation

Scheduled Visitations and History |

My Visitation

The video visitation system allows you to schedule visits with your loved ones right from the comfort of your own home using your computer with an attached camera and microphone.

NOTICE - ALL VISITS ARE SCHEDULED IN THE TIME ZONE OF THE JAIL/DETENTION FACILITY!

Test Camera/Microphone

Schedule a Video Visit

Upcoming Visits

Start Date/Time	Duration	Inmate / Detainee	Location	Status	Quick Code
Saturday Jul 19 at 7:00 AM US/Eastern	15 minutes	40337	Local/Onsite at Facility	SCHEDULED READY (25 V)	607302

Past Visit History

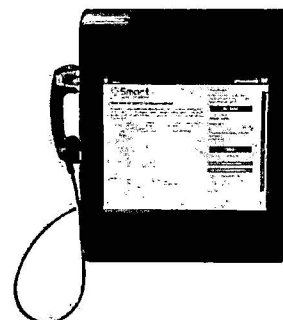
Visits scheduled to begin within the last 60 days are shown.

Scheduled Date/Time	Started Date/Time	Duration	Inmate / Detainee	Type	Status
07/09/2022 at 12:16 PM	N/A	15 minutes	40337	Remote - Visit From Home	ASSESSED

5. Visitation Units must be constructed of high impact material including a steel lanyard and security grade handset.

RESPONSE: Smart Communications has over 15 years' experience in the research, development and delivery of custom, correctional-grade kiosks. Our SmartKiosk™ devices are engineered to withstand inmate abuse and meet the unique safety and security requirements of correctional facilities.

Smart Communications' SmartKiosk™ devices will serve as the terminals to support SmartVisit™ VVS sessions, as well as to provide inmates with access to various other services and resources. All SmartKiosk™ device components are nonproprietary and fully warranted to ensure long-term reliability and ease of maintenance.



BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



Features

- Each station is housed in a detention-grade, 12-gauge, humidity and corrosion-resistant stainless-steel enclosure, engineered specifically for high-security environments.
- The terminal enclosure is designed to prevent liquid spills from entering the unit, protecting all internal electronics, including the LCD display and full 1080p high-definition IP camera, to maintain operational integrity. The devices are also abrasion and chemical resistant, and can be cleaned/sanitized using commercial-off-the-shelf (COTS) cleaning agents.
- The fully enclosed structure ensures there are no user-accessible openings, including for wiring or ventilation, which mitigates tampering and enhances safety. Additionally, each device is constructed using smooth, rounded surfaces with no sharp edges or protrusions that could be used for self-harm.
- To protect both the device and users, each SmartKiosk™ is equipped an ultra-rugged, shatter-resistant 17.0" touch screen LCD display, designed to withstand intentional damage and eliminate the risk of sharp shards or broken components.
- To provide optimal sound quality and user privacy during visitation sessions, SmartKiosk™ devices are equipped with a corded Rhino® telephone handset. The handset is constructed of heavy-duty polycarbonate molded plastic and does not have any removable parts. The handset cable is contained in a flexible, stainless steel, armored sheathing with a pull strength exceeding 1,000 ft-pounds and is attached to the SmartKiosk™ device via a bayonet lock method. Additionally, the handset cable can be customized to any length to help prevent strangulation risk.
- To ensure proper internal temperature regulation, the terminal is equipped with heat sinks and internal heat vents, designed to maintain efficient cooling without exposing any ventilation openings to the inmate side.



SmartKiosk™ Technical Specifications	
Enclosure Material Construction	12-gauge, humidity and corrosion-resistant, stainless steel
Dimensions (h x w x d)	22.0" (h) X 18.0" (w) X 5.0" (d)
Power Options	IEEE802.3at (PoE Plus) or 110VAC <i>NOTE: AC power supply meets electrical standard: CSA: 22.2</i>
Network Connectivity	Ethernet RJ-45 (CAT5/6)
Mounting Options	Wall, table, pedestal or cart
Temperatures/Environmental	» Operating: 32°F to 104°F » Storage: -4°F to 122°F » Relative Humidity: Up to 95% non-condensing <i>NOTE: Built-in heat sink mount for heat dissipation</i>
Monitor*	» Display: LCD Touchscreen (SAW) » Impact Resistance Conformance: UL-0950 » Native Resolution: 1280 X 1024 at 60 Hz » Brightness: 220 nits with 16.7 million colors » Power Consumption: 16 kWh/1000h
PC	» Operating System: Linux » Motherboard: Mini-ITX

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



	» Processor: Intel® Baytrail SoC Processor » Memory: DDR3; RAM 4,096 MB (4 GB) » Hard Drive: Solid State (SSD)
Camera	» Resolution: Full 1080p HD » Encoding: UVC H.264 » Field of View: 78° HD camera with autofocus
Maintenance/Diagnostics	» Remote: Via VPN over Wide Area Network (WAN) » On-site: Via Keyboard, Video Display, Mouse (KVM)
*Monitor approved by the following regulatory agencies: UL, FCC, RCM, cUL, IC, IEC, NEMA, CCC, CE, TUV, VCCI, KCC, CoC, BSMI, CB, RoHS, China RoHS, and WEEE.	
NOTE: All electrical components are FCC Part 15 class A compliant as well as comply with UL, CE and/or CSA.	

6. Please describe the type of internet connection that will be supplied by the Vendor to effectively operate the Video System.

RESPONSE: Smart Communications will provide a secure, high-speed broadband internet connection to effectively operate the SmartVisit™ VVS and other technologies and services provided. The connection is provisioned through dedicated, managed circuits that ensure sufficient bandwidth, low latency, and high reliability to support uninterrupted video visitation sessions.

The network infrastructure is engineered to prioritize video traffic and includes Quality of Service (QoS) configurations to maintain consistent call quality even during peak usage. All connections are encrypted end-to-end to safeguard sensitive communications and protect against unauthorized access.

Smart Communications assumes full responsibility for provisioning, configuring, and maintaining the internet connection required for our technologies and services at **no cost** to the County, ensuring optimal performance and reliability throughout the term of the contract.

7. Please describe types of services, features and account funding options offered on the video units.

RESPONSE: Smart Communications' SmartKiosk™ devices offer a variety communication services and resources to help keep inmates connected and informed. In addition to SmartVisit™ VVS services, our devices can be configured to provide inmates with access to the following applications:

- SmartEvo™ ITS Phone Calls
- SmartRequest™ Requests, Grievances and Medical Forms
- SmartLaw™ Digital Law Library
- MailGuard® and MailGuardLegal™ Digital Postal Mail Access
- PDF Viewer/Documents
- Facility Notices, Informational Documents and Videos
- SmartInmate™ Messaging
- Video Relay Services (VRS)
- Calendar
- Commissary Ordering
- Trust Account/Debit Lookup

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



SmartKiosk™ Device Main Menu|



Welcome Guy (40017)



Contacts



Messages



Postal Mail



Legal Mail



Photos



Phone



Requests



Grievances



Medical



Commissary



Calendar



Law Library



Visitation



On-Demand
Video Chat



Log Out



Information



My Account



Language

Please refer to our response to the "TABLETS" portion of our response to requirement #8 below for complete details regarding these services.

8. It is desired by the County that the bid percentage on all services offered, telephone, video kiosks and Tablets, include the units to be provided at no cost to the County, including installation, training and annual maintenance fees and software upgrades for the term of the agreement.

RESPONSE: Confirmed. All network infrastructure and connections, hardware and software required to deliver our proposed technologies and services will be furnished, installed and maintained by Smart Communications at **no charge**. These items include, but are not limited to:

- Secure, independent network infrastructure and hardware with redundant broadband Internet service and uninterruptible power supplies
- Inmate telephone hardware (wall-mounted, portable/rolling, visitation, TDD/TTY, etc.)
- 24/7/365 U.S.-based customer and technical support
- SmartTablet™ devices (1:1 distribution ratio) with Wireless Charging Stations and SmartKiosk™ devices
- MailGuardLegal™ mobile scanning station
- Initial on-site training.

NOTE: Additional on-site or remote training will be provided at the County's request throughout the contract at no charge.

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



TABLETS: Brown County is considering the distribution of Tablets for inmate use in the facility. Please include your tablet solution if available. Define your preferred tablet distribution ratios to inmate, charging station options, tablet replacement pricing, features, applications and any associated costs. It is preferred that the funding of media Apps should be separate from the telephone or video visitation options.

RESPONSE: Confirmed. Smart Communications will provide SmartTablet™ devices at **no cost** to the County or inmates for the duration of the contract. We will ensure enough tablet devices are provided to support a 1:1 distribution ratio ensuring every inmate is equipped with their own tablet device from the contract effective date and continuously throughout its term.

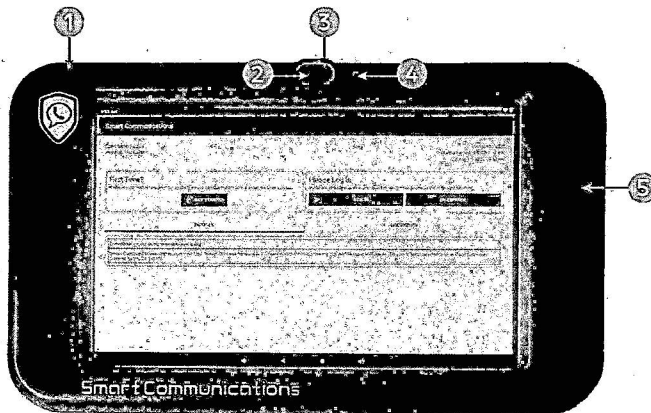
Key commitments include:

- **Adequate Initial Deployment:** Prior to the contract start date, Smart Communications will conduct a population and housing unit assessment to determine the number of SmartTablet™ devices needed to support a 1:1 tablet-to-inmate ratio for the facility.
- **Ongoing Demand Management:** Tablet inventory levels will be regularly reviewed in collaboration with facility staff to ensure supply remains sufficient to meet usage needs across all housing units.
- **Backup Inventory:** A dedicated reserve inventory of SmartTablet™ devices will be maintained locally to address spikes in population, temporary surges in usage demand, or device replacements due to damage or maintenance.
- **Rapid Replacement Protocol:** In the event of device failure or increased demand, replacement tablets from the backup inventory will be delivered and activated promptly, minimizing downtime and ensuring uninterrupted access for inmates.
- **Full Lifecycle Support:** All devices will be maintained, repaired and replaced by Smart Communications at no cost to the County or inmates for the life of the contract.

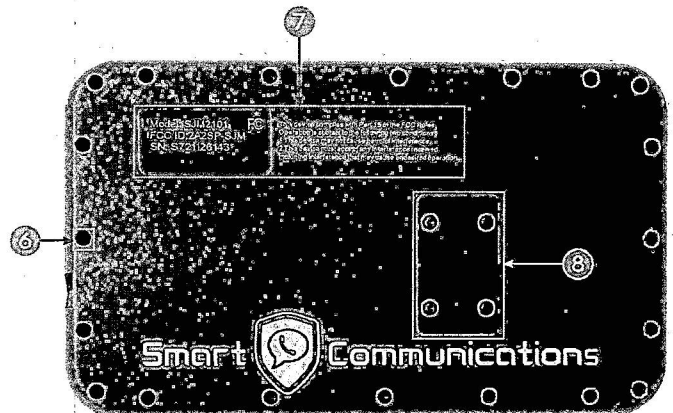
This approach guarantees inmates have consistent, equitable access to tablets while ensuring the County incurs **no cost** or administrative burden for deployment, maintenance or scaling of the program.

All aspects of our SmartTablet™ devices and wireless charging stations are purpose-built from the ground up to meet the unique durability, security and safety requirements necessary to support safe, reliable and hassle-free operations within a correctional environment.

SmartTablet™ Device Overview



SmartTablet™ (front view)



SmartTablet™ (rear view)

- ① Battery Charge Status LED, bi-colored (red = battery charging, green = battery fully charged)
- ② Built-in Camera, 2 MegaPixel*
- ③ Ambient Light Sensor (auto-adjusts screen brightness)
- ④ Built-in Microphone
- ⑤ Built-in Speakers with Adjustable Volume Control

*Camera is only enabled during facial detection security login and SmartVisit™ VVS application use.

- ⑥ 20x outer edge security screws prevents access/tampering with the internal components
- ⑦ Model, serial number, FCC ID and compliance details*
- ⑧ Secured compartment housing micro USB service port*

*Device S/N also embossed on interior facing compartment cover.

Our 4th generation SmartTablet™ sets a new standard for durability, security and usability in correctional technology. Featuring a vibrant 7.0" touch screen LCD display, the SmartTablet™ is engineered to withstand the toughest environments. Its screen is protected by a 2mm thick, chemically strengthened alkali-aluminosilicate glass, renowned for its toughness and scratch resistance, which can survive impacts, deep cuts and abrasions without compromising clarity or performance.

Every internal component is securely housed in an ultra-rugged, chemical- and stain-resistant Lexan® polycarbonate (PC) resin polymer shell, designed to endure daily use and resist tampering. Around the outer edge, 20 precision security screws, removable only with a proprietary tool, tightly seal the device, preventing unauthorized access or hidden contraband. Even the micro USB service port is protected by an additional secured compartment with four more tamper-resistant screws, ensuring maximum integrity.

For user convenience, each SmartTablet™ comes equipped with a standard 1/8" (3.5mm) TRRS auxiliary audio jack, compatible with most commissary-issued earbuds, headphones or headsets, delivering private audio access for education, communication, and entertainment.

SmartTablet™ Device Specifications	
Processor	Quad-core Cortex A35 Processor RK3326 1.3Ghz
GPU	- Mali G31MP2 1080P H.265/H.264/VC-1/MPEG/VP8 Video Decoder 1080 H.264/VP8 Video Encoder
OS	- Smart Communications OS built on Android v10 - Over-the-Air (OTA) OS Updates

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



Display/Touch Screen	• 7" In-plane Switching (IPS) LCD • Minimum Resolution: 800 x 1280p • 350NIT Backlight • Wide View Angle +/- 80° • Contrast Ratio: 800: 1 • Capacitive 10-point Touch • Auto-sensing technology • 2mm thick, chemically strengthened glass cover composed of an alkali-aluminosilicate material
System Memory	• 2GB Low-Power Double Data Rate 2 (LPDDR2)
Storage	• 8GB Embedded Multi-Media Cart (EMMC) NOTE: No user data permanently stored on device
Button	• Power On/Off – Wake/Sleep
LED	• Power/Charging (Green/Red)
Audio	• Built in Microphone • 8Ω 1W Speaker
Camera	• 2MP Front Facing NOTE: Camera is only enabled during facial detection security login and SmartVisit™ VVS application use.
Wi-Fi	• 802.11 a/b/g/n/ac Dual-Band 2.4GHz/5GHz
Bluetooth®	• BT4.2 Bluetooth® Low Energy Class 1.5 NOTE: Bluetooth® connectivity is disabled at OS level.
Sensors	• 3-Axis Accelerometer • Ambient Light Sensor
Battery	• 15.2WH 4100MA 3.7V Rechargeable Lithium-Ion • 8+ hours continuous run time when fully charged
I/O	• 1x Auxiliary Audio Jack, 1/8" (3.5mm) TRRS (for external headphone/headset connection) • 2x Charging Pins • 1x Micro USB port (internal port for debug and loading software)*
Housing	• Lexan® EXL 1414 polycarbonate (PC) siloxane copolymer resin
Operating Temperature	• 32° – 113° F (0°- 45° C)
Storage Temperature	• -4° – 122° F -(20° - 60° C)
Dust/Liquid Protection	• IP-54
Regulatory	• FCC 47 CFR Part 15
*NOTE: 20 tamper-resistant security screws are utilized to prevent user access to Micro USB port and internal components.	

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



Built for the realities of correctional environments, the SmartTablet™ combines advanced security, unmatched durability and everyday usability, making it the trusted choice for County facilities and a safer, smarter experience for inmates.

With automatic tablet assignment, inmates can receive and use their SmartTablet™ device without any staff involvement, saving valuable staff time and ensuring seamless deployment. Tablets are automatically assigned to the correct inmate's profile as soon as the device is accessed, removing administrative burden and reducing errors.

Security is paramount, and the SmartTablet™ is delivered with three configurable layers of user identification:

- A secure password login
- Advanced voice biometrics, uniquely identifying the user by their speech
- Robust facial recognition technology

Facilities can choose to enable one, two or all three security layers based on their policies, providing unmatched flexibility while maintaining control and accountability.

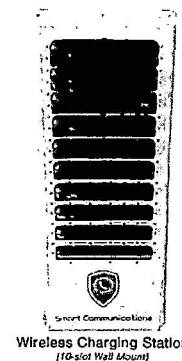
SmartTablet™ devices are powered by an internal 3.7V rechargeable lithium-ion battery, capable of operating continuously for over eight hours on a full charge. To support efficient charging and secure storage, Smart Communications provides proprietary wireless charging stations in both 5-slot and 10-slot configurations.

Each charging station enables simultaneous charging and storage of up to five or ten SmartTablet™ devices, respectively. Tablets are inserted — face up or face down — into any available slot, where integrated charging pads on the device interface with contact pins in the station. This automatic, cable-free engagement initiates the charging cycle without the need for exposed ports or user manipulation. A bi-colored LED on the top of each tablet indicates battery status, transitioning from red to green upon full charge.

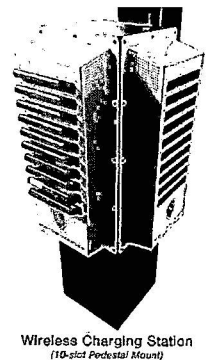
The stations utilize safe contact charging technology, featuring built-in short circuit protection without requiring replaceable fuses. Each unit is exclusively compatible with SmartTablet™ devices, preventing the charging of unauthorized or contraband electronics such as cell phones. This exclusive compatibility, combined with the self-service nature of the system, minimizes staff involvement in charging, storing, or issuing tablets.

Each charging station is housed in a wall or pedestal mountable, heat-resistant enclosure, compliant with UL-94 flame-retardant standards along with a power supply that is certified under UL 62368-1. A stainless-steel security plate is affixed using tamper-resistant screws for enhanced durability and protection.

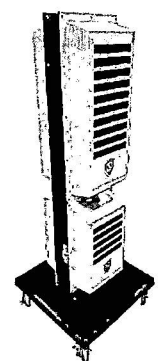
Smart Communications also offers alternative charging solutions for the SmartTablet™ device, including mobile charging stations. The mobile charging station plugs into a standard 110V wall outlet and is capable of charging and storing up to 30 SmartTablet™ devices simultaneously, making it ideal for flexible or temporary deployment needs.



Wireless Charging Station
(10-slot Wall Mount)



Wireless Charging Station
(10-slot Pedestal Mount)



Mobile Charging Station
(30-slot)

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



Smart Communications' wireless SmartTablet™ devices offer a variety communication services and resources to help keep inmates connected and informed. Our devices can be configured to provide inmates with access to the following applications:

- SmartEvo™ ITS Phone Calls
- SmartEntertainment™: Movies, TV Shows, eBooks, Games, and Music/Radio
- SmartRequest™ Requests, Grievances and Medical Forms
- SmartLaw™ Digital Law Library
- SmartVisit™ Video Visitation Sessions
- MailGuard® and MailGuardLegal™ Digital Postal Mail Access
- PDF Viewer/Documents
- Facility Notices, Informational Documents and Videos
- SmartInmate™ Messaging
- SmartEd™ and SmartReentry™ Educational Resources
- Video Relay Services (VRS)
- Calendar
- Commissary Ordering
- Trust Account/Debit Lookup

SmartTablet™ Device Main Menu|



Welcome (40017)



Contacts



Messages



Postal Mail



Legal Mail



Photos



Phone



Requests



Grievances



Medical



Commissary



Calendar



Law Library



Visitation



On-Demand Video
Chat



Notices



Education



Information



My Account



Language



Log Out

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



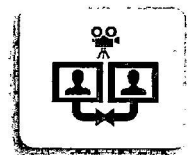
Phone Calls and Time Management |

Smart Communications' SmartEvo™ ITS is fully compatible with our SmartTablet™ and SmartKiosk™ devices. This compatibility allows inmates to utilize these devices to place calls to their facility approved contacts. Additionally, inmates may use these devices to monitor their telephone minutes and manage calling activities. This includes viewing call and account history, approved contact lists as well as checking available funds and fund transfers.



SmartVisit™ VVS |

SmartTablet™ devices can be configured to provide inmates with access to Smart Communications' SmartVisit™ VVS. Please refer to our response to requirement #4 for complete SmartVisit VVS details.



SmartInmate™ Electronic Messaging System |

Smart Communications' SmartInmate™ Electronic Messaging System enables secure, affordable communication between inmates, and their family and friends without requiring the public to download any applications. Public user messages can be sent and received via smartphone, tablet, laptop or home PC through a standard web browser.

For investigative purposes, all message exchanges are automatically stored in a secure, keyword-searchable database accessible through the SmartEcosystem™ Dashboard. SmartInmate™ has many built-in investigative features, providing an invaluable intelligence-gathering, crime-solving and powerful crime prevention tool, such as:

Keyword Search:

SmartInmate™ messages are fully keyword searchable with keywords highlighted in the search results to allow users to quickly locate content of interest.

5 Messages - Message Viewer: RE: Call me ②

Activity Log	Info
Reference #	161229570
Subject	RE: Call me
From	Robin
To	Sheme (2022343)
Sent	05/24/2023 9:24 PM
Delivered	05/24/2023 9:24 PM
Status	Recipient Read

Message

You are here waiting your pin down on people who can't even put their eyes on your phone. My number is [redacted] and there is money on my phone. This is all not going right with me. [redacted] got pending assault charges in Newport and has court on 6/20. [redacted] has gotten you locked up before. [redacted] has her own lawyer in Newport. And you think she's going to come up here and live here and take care of your business? You have a fight bill due in 6 days and she don't have no money to pay that. She don't even have a job just a so called interview. You want give that girl your tanf and snap card and your car and you think she not going to run off with that and eat it a day? If you let your car sit and let them cards sit man you KNOW that when you do get out whenever that may be it will still be there. It's a dumb decision but at the end of the day it's yours. You got people out here willing to go the mile for you that's BEEN willing to go the mile for you. [redacted] been holding it down for you. [redacted] need and get your shirt and make sure your house and car were secured. I'm here if you need money on your books and you sitting here somehow thinking this is even a good idea? [redacted] is in good hands with [redacted] and you know that. Why do you want to tell the boys up and send him with a summer stranger? That's crazy af. You know I'm black and I know you not going to like what I'm saying but it is what it is and if I didn't love you I wouldn't give a fuck. You don't want to loose everything then don't make decisions like this that will put you in that position. With that being said if you really wanna go through with all this shit then have call your lawyer and the lawyer can pick up the notanized POA at the jail. I already called and confirmed that they can do that. You just need to let the CO and your lawyer know that you need a POA done. I don't feel comfortable putting my notary on the line for someone I don't even trust. I love you and you will get through this. I'm here when you need someone to talk to but I'm not going to sit here and act like your assing responsibly in any capacity right now.

There are other messages associated with this conversation.

View Previous Message View Next Message

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SmartInmate™ also collects data on public users who are in communication with inmates at your agency. Such data can include connected inmates, phone numbers, IP-addresses, email addresses, credit card and bank information, GPS locations, devices used, and more.

Agency Flagging and Alert Notifications:

Customizable alert settings allow authorized facility staff to receive notifications when specific inmates, public users or flagged keywords appear in messages.

Notifications

Email Address: [Email Address \(click to edit\)](#) [Msg](#) [Photo](#) [Mail](#) [Visit](#) [Conn](#)

No notifications setup

Notify When: ☐ Message Sent/Received
☐ Photo Received
☐ Postal Mail Received
☐ Visitation Scheduled
☐ New Connection

[Save Notification](#)

The SmartEcosystem™ Dashboard is also configured to support keyword search specifically contained in flagged messages.

Messages - All Messages

Messages

Search

Keyword:

Name:

Date Sent: From: 05/01/2023 To: 05/01/2023

Inmates of Interest:

Flagged:

Mail Direction:

User Type:

Recipient Deleted:

Housing Area:

SmartInmate™
Flagged
Message Search

[Search](#) [Hide](#)

Found matches...

[Print Message\(s\) \(With Keywords\)](#) [Print Message\(s\) \(Without Keywords\)](#)

Date Sent	From	To	Subject	Status
05/01/2023 11:42 PM	Chuck	Brian	Missing so much	Pending C.O.D.
05/01/2023 11:01 PM	Pro Se	Jacob	RE Tater tots	Deleted (Read)
05/01/2023 10:57 PM		Christian	Hey	Recipient Read
05/01/2023 10:54 PM		Brandon	RE hey	Recipient Read
05/01/2023 10:54 PM	Kathryn	Marc	I miss it	Recipient Read
05/01/2023 10:50 PM	Noel	Shakia	It was fun while...	Recipient Read
05/01/2023 10:49 PM	Nakia	Rodell	WeFREE	Recipient Read

Automated 3-way Communication Blocking:

The SmartInmate™ platform includes a built-in quarantine and 3-way communication prevention function designed to maintain the integrity and security of inmate communications.

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The system automatically analyzes all inbound and outbound messages using advanced pattern recognition and metadata analysis to detect potential 3-way communication attempts. These attempts often involve third parties relaying messages between two inmates or facilitating indirect communication between inmates who are otherwise restricted from contact.

Message Quarantine - All Messages



Search

Keyword:

Name or ID:

Date Sent:

From:

To:

Folder:

Status:

Inmates of Interest:

Mail Direction:

Housing Group:

Search Hide

Print Message(s) Listed Below

Date Sent	From	To	Subject	Status
10/30/2022 05:57 PM	JOSEPH	Dominique	RE: pawnshop	Pending Review
10/30/2022 09:14 PM	MICHAEL	Angel	RE:	Pending Review
10/31/2022 08:34 PM	CHUCK	Destiny	RE:	Pending Review
11/01/2022 05:29 PM	KEITH	Scott	FE \$\$\$ By Noon Tomorrow [...]	Pending Review
11/02/2022 12:09 PM	Cara	BRANDON	RE: Ayeee	Pending Review
11/04/2022 08:13 AM	ROBERT	Alexander	Good morning!!	Pending Review
11/05/2022 12:33 PM	Kristy	RYAN	RE: Melrose	Pending Review
11/05/2022 12:42 PM	Kristy	RYAN	RE: Melrose	Pending Review

Quarantine Summary



Quarantine 374

Filter Quarantined Messages

Mail Direction:

Housing Group:

Apply Filters Hide

There are currently 374 messages in quarantine pending review.

Folder Name	Pending Review	Holding	Approved	Rejected	Total	Point Threshold
GIU Quarantine	0	0	5	7	12	15
Default Quarantine	0	132	422	107	661	0
Duplicate Messages Quarantine	374	0	41	163	523	0

These features enhance the facility's ability to monitor, investigate and manage communication while maintaining a secure and compliant environment.

Attorney Messaging:

Our SmartInmate™ Electronic Messaging System includes a specialized Attorney Messaging feature with eSignature functionality, allowing vetted attorneys to exchange electronic messages and legal documents confidentially with inmates at **no cost**. With eSignature



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functionality, attorneys can insert required signatures, initials and date stamp fields into a legal document. This function helps improve efficiency by eliminating the need for legal documents that require an inmate's signature to be physically mailed to the facility.



XXII. Additional Terms and Conditions.

XXIII. Entire Agreement. This Agreement, along with any attachments or addendums, represents the entire agreement between the parties. Therefore, this Agreement supersedes any prior agreements, promises, conditions, or understandings between the Client and Attorney. This Agreement may be modified or amended if the amendment is made in writing and is signed by both parties.

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement on the dates written hereunder.

Attorney's Signature _____ Date _____

Print Name _____

Client's Signature _____ Date _____ Initial _____

Print Name _____

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← ? →

Signature

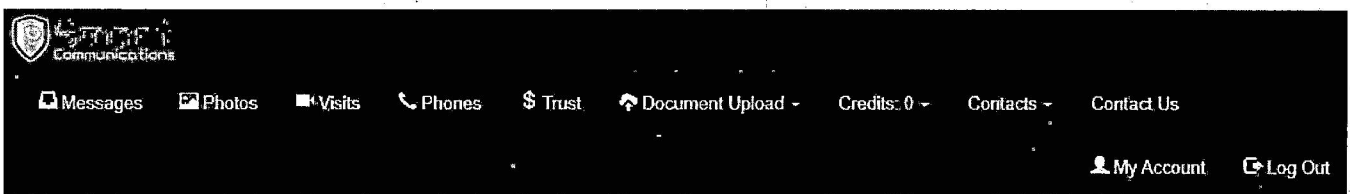
Initial

Date

Save & Preview

Cancel

Inmates can enter the appropriate data (i.e., their signature, initials, date stamp) into the legal document's required form fields and send the completed document back to their attorney. The title, status and date of all legal documents exchanged are recorded for reference purposes.



Title: Document Title Sent To: John Doe

Title	Sent To	Status	Date	Delete
Legal Retainer Agreement	Julie	✓ Signed	04/21/2023	
LegalRetainer2	Julie	✗ Sent	04/21/2023	

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SmartEntertainment™ Streaming Media Platform |

Smart Communications' SmartEntertainment™ platform, available on the SmartTablet™ devices, helps keep inmates occupied while providing the County with the opportunity to earn additional commissions. SmartEntertainment™ offers a wide variety of streaming media choices, including movies, tv series, select radio stations, audio books and video games. Carrying G or PG-13 ratings only, all content accessible on the SmartEntertainment™ platform is "correctional-friendly." The SmartEcosystem™ Dashboard gives authorized facility staff full control over all content available to inmates on SmartTablet™ devices.

Sample Movie Titles |



Sample TV Series Titles |



Sample Game Titles |



Book Titles |



Provides inmates with **free access** to over 70,000 classical eBook and audiobook titles from the Project Gutenberg Library, as well as a variety of religious and spirituality text, including New International Version (NIV) Bible, La Santa Biblia: Spanish Translation Bible, The Koran (Al 'Qur'an) in English, The Bhagavad-Gita (Hindu scripture) and more.

With our SmartEntertainment™ Streaming Media Platform, digital content is immediately streamed on demand to the inmate's tablet at an affordable flat rate per minute. Unlike other models in which inmates must pay a hefty fee for a single download or a daily/weekly/monthly subscription, with our platform, inmates only pay for the media they consume, when they consume it. Another benefit of our platform is ownership of the digital content is never transferred to the inmate. This eliminates the need for complicated file transfer services to transfer media upon inmate release or to a new tablet device in the future. Also, our streaming "pay as you go" model eliminates the risk of inmate grievances associated with an inmate being unable to utilize their subscription plan because their tablet privileges have been revoked or their device becomes non-operational.

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Patented MailGuard® and MailGuardLegal™ Postal Mail Elimination Systems |

SmartTablet™ and SmartKiosk devices are fully compatible with Smart Communications' patented MailGuard® and MailGuardLegal™ solutions. These comprehensive, secure and fully digitized mail processing systems will be provided at **no cost**. These innovative platforms eliminate the risks of contraband and streamline inmate mail management, while maintaining safety, transparency and legal compliance. For complete information, please refer to our "**ELECTRONIC MAIL**" portion of our response below.



SmartEd™ and SmartReentry™ Educational Programs |

Our SmartEd™ and SmartReentry™ tablet-based inmate education platforms will be provided at **no cost** to inmates or the County. Smart Communications' SmartEd™ platform offers over 30,000 hours of educational content designed to meet diverse professional and personal development needs. Its catalog includes specialized training for corrections staff, vocational and technical courses leading to industry-recognized certifications, GED preparation, and accredited high school programs. SmartEd™ also delivers life skills education on topics such as parenting, mental health, substance abuse and spiritual growth.



To support continued learning and successful reintegration, SmartEd™ provides post-release access to educational materials, transcripts and certificates. The platform's SkillPaths program allows users to focus on specific career-aligned competencies, offering a personalized and goal-oriented learning experience. Administrative convenience is also emphasized, with tools for assigning courses and forwarding certificates.

In partnership with the U.S. Career Institute, SmartEd™ extends access to additional career training opportunities, helping learners build sustainable employment skills and achieve long-term personal growth. Smart Communications' standard SmartReentry™ programs and resources include:

- **Beyond Prison, Probation and Parole (BPPP):** A 10-part interactive reentry video series that helps change the way incarcerated individuals view their path to rehabilitation. The series features inspiring stories told by successful formerly-incarcerated men and women who have overcome the challenges, obstacles and fears associated with transitioning from prison back to society, family and community. This video series empowers instructors and support groups to help participants make the most out of the inspiring and motivational messages/strategies in each BPPP video.
- **2nd Opportunity (Sample Platter):** The *2nd Opportunity* program dedicated to helping incarcerated men and women with networking, training, support groups and mentoring as they prepare for re-entry to society. The sample platter provides 5 video courses, including crafting your story - "The Elevator Pitch", financial freedom, goal setting and values, a path to advanced skills and a path to higher education.
- **Alcoholics Anonymous:** Alcoholics Anonymous, commonly referred to as the "Big Book", is the foundational text of the A.A. program for recovery from alcoholism. First published in 1939, it outlines a 12-step approach designed to help individuals achieve sobriety and maintain lasting recovery. The book combines personal stories of those who have struggled with alcoholism and successfully recovered, along with a detailed guide on applying spiritual principles to overcome addiction.



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- **God Behind Bars – Pando App:** Pando is a revolutionary new app that makes it possible for inmates to engage with their faith and improve their mental health in a whole new way. Reaching inmates right where they are. This free, Christ-centered app delivers content like sermons, worship music, devotionals, podcasts and other spiritual growth content directly into the hands of incarcerated people all over the country.
- **33 The Series:** A comprehensive multi-volume video series that guides men through a journey of authentic manhood, drawing inspiration from the life and teachings of Jesus Christ, who lived 33 years on Earth. Developed by *Authentic Manhood*, the series aims to equip men to understand their true identity and purpose by exploring core principles of biblical manhood. The series is divided into six volumes, each offering practical lessons, insights and strategies to help men navigate key aspects of life.
- **Driver's License Study Manuals:** These comprehensive guides are designed to prepare individuals for the written and practical exams required to obtain a driver's license. These manuals cover essential topics such as road signs, traffic laws, safe driving practices and vehicle operation, providing readers with the foundational knowledge needed to drive responsibly and safely.



Smart Communications' SmartEd™ is a highly customizable and expandable platform that can also support advanced educational, reentry, life skills, self-improvement and recovery courses that are self-paced and teacher led, including:

- An evidence-based online healthcare intervention program that addresses the misuse of 70 different substances, including alcohol, opiates, psychoactive substances and prescribed medications, as well as mental health issues. This program provides expert behavioral support for inmates in a consistent, accessible and scalable way that extends beyond the prison gate. It focuses on the path from custody to community.
- A results-driven, no-excuses reentry program that empowers individuals to take responsibility for their lives. It guides participants through the process of change, personal growth, and preparation for a successful return from jail or prison to their families and communities, fostering a positive and productive life. This program equips people to reclaim their lives after years of poor decisions, substance abuse and trauma. The program offers over 50 motivational videos and more than 50 in-depth chapters that lead learners through a step-by-step journey of transformation. Each chapter concludes with thought-provoking questions that encourage participants to confront their personal truths and address barriers to becoming their best selves. Additionally, this program features a vocabulary-building tool and templates for 72-hour, 30-day, 6-month, 1-5 year, and lifetime reentry plans, along with job leads and reentry resources.
- Inmate rehabilitation programs designed to help break the cycle of incarceration by providing individuals with the tools and support they need to build a brighter future. These programs are designed to address the unique challenges faced by individuals in the prison system, focusing on rehabilitation rather than punishment. They strive to create a supportive and empowering environment for those seeking a second chance. The rehabilitation approach is rooted in empathy, education and empowerment. These programs offer a comprehensive set of programs and courses designed to address the mental and emotional aspects of rehabilitation and to prepare incarcerated individuals for re-entry.

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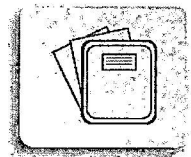
SmartLaw™ Digital Law Library |

Smart Communications' SmartTablet™ and SmartKiosk™ devices can be configured to provide inmates with self-service access to the SmartLaw™ Digital Law Library at **no charge**. This value-added benefit reduces staff burden by eliminating the need to escort inmates through the facility to access legal resources. The SmartLaw™ Library is kept current with real-time updates, meeting the legal needs of inmates. It provides inmates with access to Federal and State statutes and case law, a legal dictionary, a practice manual and other legal aids to assist them with research pertinent to their case. The time an inmate spends accessing the Law Library is logged and retained in our system, creating an audit trail to provide proof of access to help reduce and counter legal disputes.



SmartRequest™ Digital Request/Grievance/Medical Form Platform |

Smart Communications' SmartRequest™ platform supports digital submission of general requests, medical requests and grievances on the SmartTablet™ and SmartKiosk™ devices. Requests/grievances are categorized, time-stamped, and automatically routed to the appropriate department for response, with built-in tracking and reporting for compliance and auditing. As the world's first digital request/grievance/medical form system in corrections, SmartRequest™ is also the easiest to use, most customizable and detailed electronic form submission platform available. SmartRequest™ automates processes involving forms and helps eliminate paperwork.



Electronic forms are centrally tracked and managed, putting an end to shuffling paper forms around the facility. Requests are responded to electronically, allowing inmates to get answers quickly; the system can provide automated standard responses and status updates to all involved. The workflow on the SmartRequest™ platform is custom-tailored to department policies and is easy to customize without vendor assistance. Limitations, timers, forwarding, notes, reassignment, escalating, appeals, automated reporting (including keyword tracking), language translation and more are all standard features.

Inmate Orientation Materials and Facility Notices |

Smart Communications will digitize all inmate orientation documents and videos, such as the inmate handbook and PREA policy information, and will make them continuously available on the SmartTablet™ and SmartKiosk™ devices provided at **no cost** to the County. Inmate access to these devices requires a login controlled via Smart Communications' SmartRequest™ Digital Request/Grievance/Medical Form platform. SmartRequest™ can be configured to require inmates to verify their understanding of the inmate handbook and PREA policy to successfully log in and use a device.

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Guy [] (40017)



← Exit Information

Facility Information

NOTE: This information has been provided by the facility for your convenience and is not endorsed by SmartJailMail. For questions about this information please see a staff member.

Prison Rape Elimination Act of 2003 (PREA)

This facility has zero tolerance for sexual assault/abuse. Every effort will be made to provide you with a safe, humane and secure environment which is free from sexual assault/abuse. Report all incidents of sexual assault/abuse by use of the PREA Hotline or Jail Investigations Hotline; written notification (Request Forms, Grievance Forms) or by speaking with a Deputy, Shift Supervisor, Medical Staff or Clergy.

[View PREA Video](#)

[Dictionary](#)

Please select a document below...

Files:



[Smart Communications Terms of Service](#)



[Inmate Handbook](#)

Authorized facility staff can also use the SmartEcosystem™ Dashboard's "**Documents**" function to upload a .PDF or video file, which will be displayed immediately after an inmate logs in to a SmartKiosk™ or SmartTablet™ device.

When uploading the file, facility staff can opt to:

- Set a specific date range to display the document or video
- Target the document or video to the entire facility or to specific housing areas
- Specify if inmate acknowledgement of receipt is required
- Specify inmate re-acknowledgement frequency

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Acknowledgement - New Document/Video

Document/Video Details

Title (Required)

Start Date (Required)

End Date (Required)

03/25/2024

03/25/2029

Status (Required)

Require Acknowledgement

Force Re-acknowledgement On Upload

Force Re-acknowledgement Now

Active

Inactive

Inactive

Inactive

Acknowledgement Type (Required)

Days Acknowledgement Valid

Existing Folder

New Folder

PDF

Video

No folder

Display Options

Show On All Devices

Show only in specific Housing Areas

Associated Files

PDF File (English)

PDF File (Spanish)

Choose file

Browse

Choose file

Browse

Create

The SmartEcosystem™ Dashboard also allows authorized facility staff to quickly view and/or modify all files that have been uploaded, as well as generate inmate document acknowledgement reports.

Active Document Display List:

Documents - All Documents

Search Documents:

Documents appear on the Jail Information section of the kiosk. They are visible to anyone who has physical access to a kiosk where the document is displayed.

New Document

Documents Being Displayed

Start Date	End Date	Title	Show On...	Preview	Report	Active
01/01/2022	01/01/2025	Offender Handbook	All Kiosks	Preview...	Ack Report	Yes
08/14/2019	08/14/2024	House Bill 1352 Summary	All Kiosks	Preview...	Ack Report	Yes
08/14/2019	08/14/2024	Family First Resource Manual	All Kiosks	Preview...	Ack Report	Yes
01/23/2020	02/01/2025	Breakfast Time Change	All Kiosks	Preview...	Ack Report	Yes
03/12/2020	03/12/2025	Coronavirus Disease 2019 (COVID-19) Information	All Kiosks	Preview...	Ack Report	Yes
06/15/2020	06/15/2025	House Bill 585	All Kiosks	Preview...	N/A	Yes
07/09/2020	07/09/2025	Ad-Seg Review	2 Housing Areas	Preview...	Ack Report	Yes
08/31/2020	08/31/2025	Commissary Order List	All Kiosks	Preview...	N/A	Yes

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Document Acknowledgement Report Sample:

Document Acknowledgement Report



Search

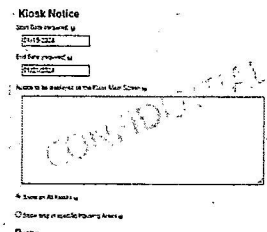
Date Acknowledged:	From: mm/dd/yyyy
	To: mm/dd/yyyy
Not Acknowledged Only:	☐
Search	Hide

Acknowledgement Report for Offender Handbook

Name	JID	Housing Area	Date Last Acknowledged
Abdul	200764	C-500	10/15/2022 at 12:26 PM
GEORGE	120194	D-400	01/10/2024 at 10:19 PM
LORENZO	76442	C-300	11/06/2023 at 2:00 PM
LESLIE	196176	C-400	03/01/2024 at 3:36 PM
ANTONIO	196385	D-400	07/19/2023 at 2:22 PM
ANTHONY	173471	C-500	11/06/2023 at 7:43 PM
Deangelo	190927	D-400	02/17/2024 at 1:43 PM

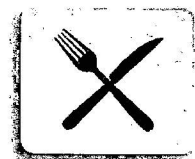
Additionally, authorized facility staff can use the “**Notices**” function in the SmartEcosystem™ Dashboard to post a message that is displayed on the SmartKiosk™ device’s main screen or in the SmartTablet™ device’s “**Notices**” tab.

When an inmate logs in to a device, they can view and acknowledge these electronic notices.



Commissary Ordering|

Smart Communications’ SmartTablet™ and SmartKiosk™ devices can be fully interfaced with the County’s designated commissary service provider to support commissary ordering. Inmates will be able to browse the County-approved product list and pricing directly through these devices, with all pre-established ordering limits enforced by the system. Once an order is submitted, it will be electronically transmitted to the commissary vendor for fulfillment. This integrated solution reduces administrative burden and improves ordering accuracy.

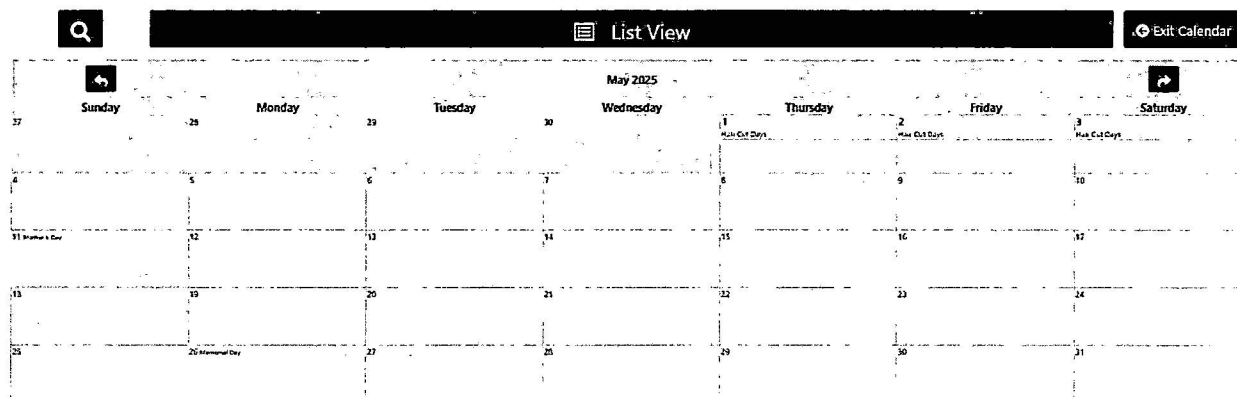


Calendar and Calculator|

Smart Communications’ SmartTablet™ and SmartKiosk™ devices are equipped with an integrated calendar and appointment management system that allows inmates to view important dates and scheduled activities. Authorized facility staff can add appointments to individual inmate calendars or post events to a global calendar accessible to all inmates. Additionally, the system can be interfaced with the County’s Jail Management System (JMS) to display key information, such as court dates and release dates.

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SmartTablet™ and SmartKiosk™ devices also provide inmates with access to a calculator to perform basic math and trigonometric calculations, language dictionaries (English/Spanish) and a clock with local time.

All proposed service and commission rates, including commissionable service available on SmartTablet devices are provided in the "RATES" section of our proposal.

ELECTRONIC MAIL; Brown County is interested in an offsite program to eliminate paper mail that may contain contraband or hazardous materials. It is desired that paper mail be delivered to the vendor, scanned, and sent to the inmate electronically via the video kiosk or tablets. The exclusion of 3rd parties is preferred. Please describe your program and provide at least 3 references currently using this type of mail delivery system.

RESPONSE: The process of sorting/screening and delivering postal mail to inmates poses unprecedented life-threatening safety hazards due to contraband, particularly fentanyl and its analogs. The influx of these lethal substances through postal and bogus legal mail has reached epidemic proportions, posing an emergency-level threat to the safety and security of correctional officers and the offender population. These imminent dangers result in extensive costs for the state, both financially and in terms of public confidence and safety.

To mitigate these risks and safety concerns, our offer includes our patented MailGuard® Postal Mail Elimination and MailGuardLegal™ Privileged Mail technologies, which can effectively mitigate these risks and safety concerns by preventing 100% of all contraband from being smuggled into facilities through in postal mail. Additionally, these technologies will improve efficiency, reduce staff burden, enhance investigatory efforts to help solve and prevent crime, and reduce operating costs – all at **no cost**.

Inmate postal mail delivered to the agency's designated mailbox is picked up and transported to our 15,000 sq. ft. MailGuard® processing center located in Seminole, FL. To maintain the integrity, safety and security of our staff and the mail they process, the MailGuard® processing center is under 24/7 video surveillance and is equipped with a state-of-the-art alarm and fire detection system.

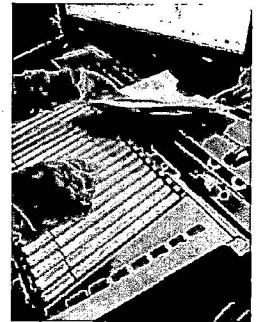
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At our state-of-the-art processing center, inmate mail is opened and scanned in one of three separate clean rooms. Our MailGuard® processing hub, pictured above, processes postal mail for over 100,000 inmates each day in our state-of-the-art clean rooms. Each room operates on independent air systems to limit contamination risk should a piece of mail contain a dangerous chemical or biological agent. Our highly trained staff utilize cutting-edge technology to open, scan and convert the front and back sides of the envelope and contents of the mail into a high-definition, full-color, digital .PDF file.

During the scanning/conversion process, a unique reference number is applied/stamped to each page of the digital mail file, along with the page number and total number of pages, and inmate's first and last name.



The digital mail files are then uploaded to Smart Communications' secure, web-based SmartEcosystem™ Dashboard in real time for facility staff review/approval. During the review process, authorized facility staff can "Approve," "Hold," "Reject All" or "Reject Part" of the digital mail file. Facility staff can record the reason why a single or multiple pages of the digital mail file were rejected. The reason noted for the rejection is made available to the inmate while viewing the rejected page(s). All accepted and rejected mail is stored in our database per the retention policy so it can be accessed by staff as needed.

After review, the approved digital mail files are automatically delivered to the inmates via the SmartTablet™ or SmartKiosk™ devices available at the facility. The SmartEcosystem™ Dashboard also includes features to allow digital mail files to be printed individually or in batches based on inmate housing areas and user-defined date ranges.



In addition to eliminating the risk of contraband entering a facility via inmate postal mail, MailGuard® also serves as an invaluable investigative/intelligence gathering tool to help prevent and solve crime. All digital mail files are saved in the SmartEcosystem™ Dashboard, which is equipped with various tools to allow authorized staff to search the database by:

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- Keyword
- Recipient/inmate name or ID
- Sender name
- Date range
- Flagged or rejected correspondence
- Inmates of interest
- Housing area/unit location
- Pending review
- Mail on hold

Postal Mail - All Postal Mail

Print Batches Print Packages Responses Search Mail

Search

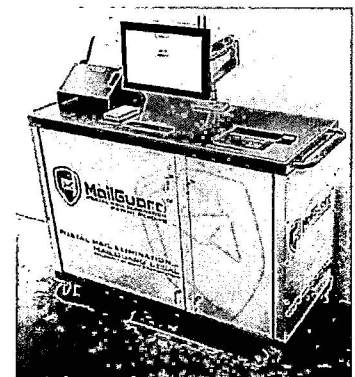
Keyword:	
Recipient:	
Sender:	
Date Received:	From: 09/18/2023
	To: mm/dd/yyyy
Flagged:	
Rejected:	
Inmates of Interest:	
Housing Area:	
Search Hide	

Our MailGuard® solution also includes [MailGuardTracker.com](https://mailguardtracker.com), a public website that allows mail senders to check the delivery status of their mail by signing up for a free account. Users are also offered optional email/text message notifications to receive status updates and can have their rejected mail returned electronically.

Other benefits of our patented MailGuard® system include the ability for former inmates to download high-resolution .PDF copies of all their mail for up to 60 days after their release. These files are securely stored in the cloud and can be accessed/downloaded by a former inmate for **no charge** by logging in to their established SmartInmate™ account at our public website: SmartInmate.com.

The success and effectiveness of MailGuard® laid the groundwork for continued innovation to further enhance facility safety and security - our patented MailGuardLegal™ Privileged Mail System, which eliminates the delivery of narcotics, such as fentanyl, and other dangerous contraband into a facility via legal mail without violating inmate confidentiality or privacy rights.

MailGuardLegal™ includes a mobile scanning station with customized hardware to allow inmates to open, scan and print their legal mail under the direct supervision of an officer. For quick and accurate inmate identification, the station is equipped with an inmate ID card scanner and requires the inmate to enter a secondary, unique password to initiate the process. The station's digital video camera captures the entire process and automatically uploads and stores the video recording in the inmate's profile contained in the SmartEcosystem™ Dashboard. Should any dispute relating to inmate privileged legal mail arise, the video can be quickly accessed and reviewed by authorized investigatory staff.



Once scanned, the inmate can print a hard copy of the scanned file or mark the file for secure electronic delivery. Files marked for electronic delivery are immediately accessible to the inmate on a SmartTablet™ or SmartKiosk™ by entering a second secure password in addition to their PIN.

Unlike traditional printers, copiers and scanners that can retain a copy of the processed document in the device's memory cache that can later be retrieved, the MailGuardLegal™ mobile scanning station's customized hardware runs exclusively on Smart Communications' proprietary software. Our special software application provides unparalleled security by automatically deleting any trace of a scanned document the moment an inmate selects one of the following options: 1) print, 2) send or 3) print and send.

If the inmate selects the "send" or the "print and send" option, the scanned copy is transmitted in real time over a secure network and is stored in a separate encrypted server that is completely inaccessible to facility staff. For

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additional security, an inmate must enter a secondary separate confidential password to login to their legal mail folder on a SmartTablet™ or SmartKiosk™ device. Only after the inmate has entered both passwords will they gain access to view scanned copies of their privileged legal mail on the device.

To preserve confidentiality, facility staff have no access to any scanned privileged mail files. Depending on the facility's existing policy, the original copy of the privileged mail is bagged and placed into inmate property, or destroyed via the MailGuardLegal station's built-in document shredder.

A comprehensive, real-time record of each legal mail item processed via our MailGuardLegal™ systems is stored in our secure, SmartEcosystem™ Dashboard administrative portal.

The SmartEcosystem™ Dashboard is equipped with a Legal Mail Delivery reporting tool. This tool provides a searchable and filterable interface for tracking the delivery status of legal mail received by inmates.

Report data includes:

- **Date Received:** Timestamp when the legal mail was processed
- **From:** Sender of the legal correspondence
- **To:** Recipient (inmate) name and ID number
- **Pages:** Total number of pages in the legal document
- **Scanned:** Indicates whether the document has been digitized by the on-site MailGuardLegal™ mobile scanning station or "uploaded" via the secure Attorney Messaging platform
- **Read:** Indicates if the recipient has accessed/read the document

Authorized facility staff can also access the video recording of an inmate opening their legal mail that was "scanned" (digitized on-site using the MailGuardLegal™ station) by clicking the corresponding "**Date Received**" hyperlink.

Legal Mail - Legal Mail Viewer: NICOLLE



We are pleased provide the following three client partner facilities located in the State of Texas currently equipped with our MailGuard® and MailGuardLegal™ Postal Mail Elimination Systems include:

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MailGuard®/MailGuardLegal™ Reference #1	
Client Name:	Jefferson County Correctional Facility
Address/Location:	5030 Highway 69. S., Beaumont, TX 77705
Rated Capacity	1,220 (Beds)
System Architecture and Configuration:	Implementation of a secure, independent broadband network to support various centralized/web-based inmate communications technologies and services; including installation 95 ITS phone stations, 48 visitation phones, 216 inmate tablets and 46 inmate kiosks.
System Capability and Service Options Provided:	SmartEvo™ ITS, SmartVisit™ VVS, SmartInmate™ Electronic Messaging System, MailGuard®, MailGuardLegal™, SmartRequest™, SmartEd™/SmartReentry™, SmartEntertainment™, SmartLaw™, Commissary Interface, SmartTablet™ Devices and SmartKiosk™ Devices
Primary Point of Contact:	Sheriff Zena Stephens
POC Phone and Email:	409-726-2500 zstephens@co.jefferson.tx.us

MailGuard®/MailGuardLegal™ Reference #2	
Client Name:	Bell County Jail
Address/Location:	2405 S. Loop 121, Belton, TX 76513
Rated Capacity	1,400 (Beds)
System Architecture and Configuration:	Implementation of a secure, independent broadband network to support various centralized/web-based inmate communications technologies and services; including installation of 114 ITS phone stations, 483 inmate tablets and 84 inmate kiosks.
System Capability and Service Options Provided:	SmartEvo™ ITS, SmartVisit™ VVS, SmartInmate™ Electronic Messaging System, MailGuard®, SmartRequest™, SmartEd™/SmartReentry™, SmartEntertainment™, SmartLaw™, Commissary Interface, SmartTablet™ Devices and SmartKiosk™ Devices
Primary Point of Contact:	Lt. Michael Craft
POC Phone and Email:	254-338-6534 michael.craft@bellicounty.texas.gov

MailGuard®/MailGuardLegal™ Reference #3	
Client Name:	Brazos County Adult and Juvenile Detention Center
Address/Location:	1700 Highway 21 W., Bryan, TX 77803
Rated Capacity	1,089 (Beds)
System Architecture and Configuration:	Implementation of a secure, independent broadband network to support various centralized/web-based inmate communications technologies and services, including installation of 95 ITS phone stations, 482 inmate tablets and 63 inmate kiosks.
System Capability and Service Options Provided:	SmartEvo™ ITS, SmartVisit™ VVS, SmartInmate™ Electronic Messaging System, Video Messaging, MailGuard®, MailGuardLegal™, SmartRequest™,

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	SmartEd™/SmartReentry™, SmartEntertainment™, SmartLaw™, Commissary Interface, SmartTablet™ Devices and SmartKiosk™ Devices
Primary Point of Contact:	Lt. James Mitchell
POC Phone and Email:	979-361-4814 jmitchell@brazoscountytexas.gov

Other facilities equipped with Smart Communications' patented MailGuard technology include:

Client Partner Name	City, State	Rated Capacity
Benton County Jail	Bentonville, AR	749
Carroll County Detention Center	Berryville, AR	100
Poinsett County Jail	Harrisburg, AR	90
Garland County Detention Center	Hot Springs, AR	410
Mississippi County Jail	Luxora, AR	170
Pope County Jail	Russellville, AR	200
White County Jail	Searcy, AR	330
Crawford County Jail	Van Buren, AR	307
San Mateo County Corrections Division	Redwood City, CA	1,500
Monterey County Sheriff's Office	Salinas, CA	1,400
San Diego County Sheriff's Department	San Diego, CA	7,628
City of Santa Ana Police Dept.	Santa Ana, CA	400
Santa Cruz County Sheriff's Office	Santa Cruz, CA	611
Tuolumne County Jail	Sonoma, CA	240
Florida Civil Commitment Center	Arcadia, FL	720
Levy County Jail	Bronson, FL	304
Hernando County Detention Center	Brooksville, FL	821
Pinellas County Jail	Clearwater, FL	3,304
Brevard County Sheriff's Office	Cocoa, FL	2,000
Volusia County Division of Corrections	Daytona Beach, FL	1,500
Lee County Sheriff's Office	Ft. Myers, FL	2,000
Osceola County Department of Corrections	Kissimmee, FL	920
Columbia County Sheriff's Office	Lake City, FL	375
Collier County Jail	Naples, FL	1,300
Orange County Corrections Department	Orlando, FL	3,800
Putnam County Jail	Palatka, FL	700
Charlotte County Jail	Punta Gorda, FL	960
St. Johns County Detention Facility	Saint Augustine, FL	714
Seminole County Jail and Juvenile Facility	Sanford, FL	1,394
Highlands County Jail	Sebring, FL	512

BROWN COUNTY SHERIFF'S OFFICE

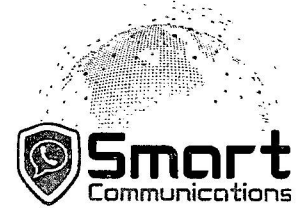
RFP INMATE TELEPHONE SYSTEM
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Indian River Sheriff's Office	Vero Beach, FL	612
Polk County Department of Detention	Winter Haven, FL	3,500
Mitchell County Correctional Institute	Camilla, GA	160
Dawson County Detention Center	Dawsonville, GA	192
Spalding County Correctional Institute	Griffin, GA	510
Coweta County Correctional Institute	Newnan, GA	300
Stephens County Jail	Toccoa, GA	192
Will County Sheriff's Office	Joliet, IL	1,000
Jackson County Sheriff's Office	Murphysboro, IL	240
Johnson County Sheriff's Office	Olathe, KS	1,040
Saline County Jail	Saline, KS	256
Shawnee County Adult Detention Center	Topeka, KS	707
Barren County Detention Center	Glasgow, KY	255
Lexington-Fayette Co. Urban Government	Lexington, KY	1,044
Louisville Metro/Jefferson Co. Department of Corrections	Louisville, KY	2,500
Calcasieu Parish Jail	Lake Charles, LA	1,500
Saint John the Baptist Parish Jail	Laplace, LA	230
Orleans Parish Jail	New Orleans, LA	1,811
St Mary's County Detention Center	Leonardtown, MD	280
Eaton County Sheriff's Office	Charlotte, MI	300
Kent County Correctional Facility	Grand Rapids, MI	1,477
Jackson County Sheriff's Office	Jackson, MI	380
Ingham County Sheriff's Office	Mason, MI	444
Emmet Co. Sheriff's Office	Petosky, MI	95
Oakland County Jail and Children's Village	Pontiac, MI	1,558
Sanilac County Jail	Sandusky, MI	205
Ottawa County Sheriff's Office	West Olive, MI	384
Jackson County Department of Corrections	Kansas City, MO	1,025
Marion-Walthall Regional Correctional Facility	Columbia, MS	765
Kemper County Sheriff's Office	De Kalb, MS	494
Jefferson-Franklin County Regional Correctional Facility	Fayette, MS	500
DeSoto County Jail and Juvenile Detention Center	Hernando, MS	550
Missoula County Detention Center	Missoula, MT	394
Robeson County Jail	Lumberton, NC	410
Douglas County Department of Corrections & Criminal Justice	Omaha, NE	1,467
Otero County Prison Facility	Chaparral, NM	1,220
Lea County Correctional Facility	Hobbs, NM	1,080
New Mexico Corrections Department	Santa Fe, NM	5,745

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Washoe County Adult and Juvenile Detention Centers	Reno, NV	1,200
MonDay Community Correctional Institution	Dayton, OH	270
Montgomery County Jail	Dayton, OH	914
Multi-County Adult Correctional Center	Marion, OH	215
Morrow County Sheriff's Office	Mount Gilead, OH	128
Licking County Sheriff's Office	Newark, OH	332
Lake County Adult Detention Facility	Painesville, OH	400
Grady County Criminal Justice Authority	Chickasha, OK	700
Crook County Jail	Prineville, OR	86
Douglas County Sheriff's Office	Roseburg, OR	225
Butler County Prison	Butler, PA	584
Erie County Prison	Erie, PA	902
Venango County Prison	Franklinton, PA	167
Wayne County Correctional Facility	Honesdale, PA	200
Clinton County Correctional Facility	McElhattan, PA	300
Pennsylvania Dept. of Corrections (All 24 Facilities)	Mechanicsburg, PA	45,000
Schuylkill County Prison	Pottsville, PA	305
Somerset County Prison	Somerset, PA	150
Bradford County Correctional Facility	Troy, PA	190
Tioga County Prison	Wellsboro, PA	110
Chester County Jail	Chester, SC	264
Florence County Sheriff's Office	Effingham, SC	512
Lancaster County Detention Center	Lancaster, SC	210
Lexington County Detention Center	Lexington, SC	702
Berkeley County Detention Center	Moncks Corner, SC	500
Spartanburg County Detention	Spartanburg, SC	1,400
Colleton County Sheriff's Office	Walterboro, SC	95
York County Detention Center	York, SC	565
Gibson County Correctional Complex	Trenton, TN	329
Denton County Jail and Juvenile Detention Center	Denton, TX	1,788
Tarrant County Sheriff's Office	Fort Worth, TX	4,989
Webb County Jail	Laredo, TX	570
Lubbock County Sheriff's Office	Lubbock, TX	1,642
Ector County Detention Center	Odessa, TX	1,079
Southwest Virginia Regional Jail Authority (SWVRJA) - Abingdon, Duffield, Haysi and Tazewell	Abingdon, VA	2,525
Alexandria Sheriff's Office	Alexandria, VA	400
Albemarle-Charlottesville Regional Jail	Charlottesville, VA	659

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Fairfax County Adult Detention Center	Fairfax, VA	1,260
Newport News County Jail	Newport News, VA	450
Middle River Regional Jail Authority	Staunton, VA	902
Lewis County Jail	Chehalis, WA	356
Snohomish County Corrections	Everett, WA	1,321
Kitsap County Sheriff's Office	Port Orchard, WA	518

IMPORTANT NOTE: Information related to Smart Communications' client partners is proprietary information and is exempt from public disclosure under the Texas Public Information Act (TPIA), including, but not limited to, Tex. Gov't Code § 552.110, which exempts from disclosure: Tex. Gov't Code § 552.110(b): "Information that, if released, would give advantage to a competitor or bidder."

This exemption applies to trade secrets, proprietary technology, and confidential commercial or financial information, the disclosure of which could result in competitive harm.

If any portion of our proposal marked "CONFIDENTIAL" becomes the subject of a public information request or other third-party inquiry, Smart Communications will assert all applicable statutory and common law exemptions to prevent disclosure. We respectfully request immediate notification in such instances so Smart Communications may respond appropriately and protect its proprietary, confidential, and legally sensitive information.

MAINTENANCE: The contractor shall provide all maintenance and upkeep of the inmate telephone system, video visitation units and tablets. A twenty-four (24) hour response shall be required on all reported problems. The contractor shall provide a toll free telephone number to report system problems.

RESPONSE: Confirmed. Smart Communications provides dependable service from initial system design planning and implementation through ongoing maintenance and support. All maintenance, support, training, and repair of our technologies and services will be provided to the County at **no cost**.

Technical and maintenance support services will be provided to the County by in-house Smart Communications staff:

- Account Manager (Scott Holte)
- Client Services Manager (Larry Gibson)
- Network Operations Center (NOC)
- Technical Support Center (TSC)

Additional technical and maintenance support services will be provided by our qualified Field Service Technicians (FSTs).

For complete details including the toll-free number to our 24/7/365 TSC and service response times, please refer to "**Exhibit E: Service Escalation Matrix and Maintenance Plan.**"

DAMAGE TO EQUIPMENT: Brown County shall not be liable for loss, damage, destruction, or misuse of any telephone or video equipment as set forth in this proposal.

RESPONSE: Acknowledged and agreed.

UPGRADES: The contractor shall be solely responsible for required hardware and software upgrades to ensure proper operation of the inmate telephones and video units for the period of the contract and any subsequent extensions. The system must allow Jail personnel the ability to access data from the phone system from any computer in the department.

RESPONSE: Confirmed. Smart Communications acknowledges and fully accepts responsibility for all required hardware and software upgrades necessary to ensure the proper and reliable operation of the inmate

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



telephones, SmartKiosk and SmartTablet devices as well as all other hardware we provide throughout the term of the contract, including any extensions. Our turnkey solution is designed to minimize disruption and ensure all upgrades are seamlessly deployed without additional cost or burden to the County.

To further support operational efficiency, Smart Communications' web-based SmartEcosystem™ Dashboard enables authorized Jail personnel to securely access system data, including call records, visitation logs, and administrative controls, from any authorized computer in the department or remotely. This functionality ensures real-time visibility, operational flexibility, and ease of management without the need for specialized equipment or software installations at each workstation.

By combining ongoing upgrade support with secure, department-wide accessibility, Smart Communications ensures the County receives a modern, reliable, and future-proof inmate communications system.

COMPLIANCE: All installation shall meet applicable federal, state, or local codes. The contractor shall have and maintain insurance to cover general liability to provide the contracted services.

RESPONSE: Smart Communications confirms that all installation activities will be performed in full compliance with all applicable federal, state, and local codes, regulations, and standards. Our installation teams are highly experienced in correctional facility environments and follow strict adherence to safety, security, and code requirements.

In addition, Smart Communications maintains comprehensive insurance coverage, including general liability insurance, to fully support the contracted services. Proof of insurance is available in "**Exhibit F: Insurance Certificates**" and coverage will be maintained throughout the duration of the contract and any extensions to ensure continuous compliance and protection for the County.

COMMISSIONS: Commissions shall be paid monthly no later than sixty (60) days following the last day of the month in which calls generating the commission were made. All commissions shall be paid by check to Brown County and shall include a report detailing the following:

- Date of report and time period covered;
- Total billed revenue;
- Statement of accuracy signed by representative of contractor;

RESPONSE: Confirmed. Smart Communications will ensure all commissions are paid to Brown County on a monthly basis, no later than sixty (60) days following the last day of the month in which the calls generating the commissions were made. Payments will be issued by check, as specified, and will be accompanied by a detailed commission report.

Each report will include the following information:

- The date of the report and the time period covered,
- The total billed revenue for the covered period, and
- A signed statement of accuracy from an authorized Smart Communications representative.

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



Facility Commission Report (All Services) Sample |

Facility Commission report

Search								
Show Search								
Export								
Collapse								
Date	Facility	Visitation		Photos		Phone		Commission
		Gross	Rev.	Gross	Rev.	Gross	Rev.	To Credits
09/01/2023		\$393.25	\$237.30	\$37.00	\$7.40	\$3,259.52	\$3,563.42	\$0.00
09/02/2023		\$329.75	\$211.50	\$33.00	\$16.50	\$3,750.72	\$3,375.68	\$0.00
09/03/2023		\$372.50	\$229.00	\$33.00	\$16.50	\$3,692.95	\$3,323.68	\$0.00
09/04/2023		\$655.00	\$266.00	\$160.00	\$32.00	\$3,683.04	\$3,314.66	\$0.00
09/05/2023		\$326.50	\$210.60	\$134.00	\$26.80	\$3,543.66	\$3,549.23	\$0.00
09/06/2023		\$267.50	\$157.00	\$50.00	\$10.00	\$3,919.55	\$3,327.46	\$0.00
09/07/2023		\$458.25	\$193.30	\$56.00	\$13.20	\$3,696.45	\$3,326.90	\$0.00
09/08/2023		\$393.75	\$194.30	\$151.00	\$30.20	\$3,933.23	\$3,537.84	\$0.00
09/09/2023		\$521.75	\$208.70	\$226.00	\$45.20	\$3,916.36	\$3,323.20	\$0.00
09/10/2023		\$320.25	\$208.10	\$178.00	\$35.60	\$3,843.54	\$3,469.82	\$0.00
09/11/2023		\$311.50	\$204.60	\$74.00	\$14.80	\$3,600.60	\$3,240.60	\$0.00
09/12/2023		\$398.50	\$199.40	\$52.00	\$10.40	\$3,626.65	\$3,264.15	\$0.00
09/13/2023		\$476.75	\$190.70	\$167.00	\$33.40	\$3,577.66	\$3,489.97	\$0.00
09/14/2023		\$317.00	\$206.80	\$169.00	\$33.80	\$3,854.83	\$3,469.39	\$0.00
09/15/2023		\$376.00	\$230.40	\$105.00	\$21.00	\$4,124.00	\$3,711.63	\$0.00
09/16/2023		\$381.00	\$222.40	\$105.00	\$21.00	\$3,741.28	\$3,366.94	\$0.00
09/17/2023		\$343.25	\$217.30	\$62.00	\$12.40	\$3,751.84	\$3,376.66	\$0.00
09/18/2023		\$392.50	\$213.00	\$133.00	\$26.60	\$3,651.52	\$3,286.26	\$0.00
09/19/2023		\$364.25	\$185.70	\$144.00	\$28.80	\$3,793.76	\$3,414.30	\$0.00
09/20/2023		\$357.00	\$222.60	\$76.00	\$15.20	\$3,682.32	\$3,269.18	\$0.00
09/21/2023		\$389.75	\$155.90	\$38.50	\$17.70	\$3,856.55	\$3,471.20	\$0.00
09/22/2023		\$362.25	\$184.90	\$153.00	\$30.60	\$3,675.20	\$3,307.60	\$0.00
09/23/2023		\$314.00	\$203.60	\$203.00	\$41.00	\$3,654.00	\$3,297.55	\$0.00
09/24/2023		\$467.25	\$186.90	\$154.50	\$30.90	\$3,663.84	\$3,297.32	\$0.00
09/25/2023		\$399.75	\$159.90	\$59.00	\$11.80	\$3,526.40	\$3,173.66	\$0.00
09/26/2023		\$393.75	\$159.50	\$49.00	\$13.80	\$3,520.16	\$3,168.09	\$0.00
09/27/2023		\$438.25	\$175.90	\$87.00	\$17.40	\$3,843.00	\$3,463.27	\$0.00
09/28/2023		\$459.50	\$181.40	\$78.00	\$15.60	\$3,886.24	\$3,479.65	\$0.00
09/29/2023		\$533.75	\$213.50	\$69.00	\$13.80	\$4,328.32	\$3,895.53	\$0.00
09/30/2023		\$332.25	\$212.90	\$114.75	\$22.95	\$4,081.60	\$3,655.32	\$0.00
TOTAL		\$15,187.75	\$6,075.10	\$3,332.75	\$666.55	\$114,039.24	\$102,626.31	\$0.00

The highly sophisticated call processing and accounting software we maintain ensures all call report and service usage data, including revenues and commissions, are accurate. When an inmate lifts the receiver to make a call, an immediate connection is made to our carrier-grade network utilizing a direct connection from the facilities to our network. Upon termination of the call by either end, the call record is completed and rated in real time. This information is then immediately viewable by authorized County staff from the SmartEcosystem™ Dashboard reports utility, making it impossible for Smart Communications or any other party to tamper with that data at any point. ***In our 16 years of business, Smart Communications has never had a client facility contest the accuracy of any call report data or commission payment amounts.***

The contractor shall calculate commissions as a fixed percentage based upon the gross revenues for each telephone. Brown County will bear no responsibility for fraudulent calls or theft of service. Fraudulent, stolen, or lost funds shall not be deducted from revenue paid to Brown County. Brown County will bear no responsibility for unbillable or uncollectible calls or such uncollectibles known as "bad debt".

RESPONSE: Confirmed. Unlike many other ITS providers, Smart Communications pays commission on the full "true" ITS Gross Call Revenue, including interstate calls, ensuring every revenue-generating inmate call is

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



commissioned. There are no deductions, withholdings or accounting practices that reduce County commission revenue.

Commissionable SmartEvo™ ITS revenue is calculated as the total billable minutes multiplied by the applicable per-minute rate for each call type (Collect, Prepaid Collect or PIN Debit) and tariff type (Intrastate/IntraLATA, Interstate or International). Commissions are then calculated by multiplying this value by the mutually agreed upon commission rate.

Please note that commissionable ITS revenue excludes local, state and federal taxes, as well as any amounts collected for statutory or regulatory programs mandated by governmental agencies (e.g., the Federal Universal Service Fund).

Commissionable SmartVisit™ VVS revenue is calculated as the total billable minutes multiplied by the applicable per-minute. Commissions are then calculated by multiplying this value by the mutually agreed upon commission rate.

Commissionable SmartInmate™ Electronic Messaging System revenue is calculated as the total number of paid photos delivered multiplied by the applicable service rate. Commissions are then calculated by multiplying these values by the mutually agreed upon commission rate.

Commissionable SmartEntertainment™ revenue is calculated as the total billable minutes multiplied by the applicable per-minute rate. Commissions are then calculated by multiplying this value by the mutually agreed upon commission rate.

All collection efforts for uncollectible revenue are handled internally by dedicated Smart Communications staff. Our team actively manages and absorbs the risk of uncollectible accounts to ensure continued revenue integrity. There is no expense to the County for these collection efforts, nor does this reduce the County's commission in any way. The County's commission is always calculated based on the full gross revenue, regardless of the collectability of individual accounts. This approach provides the County with a predictable, stable revenue stream without any risk or responsibility for collection activities.

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.

RESPONSE: Smart Communications is pleased to present the Marquette County Sheriff's Office with the following inmate communication technology and service package composed of our turnkey SmartEvo™ ITS, SmartVisit™ VVS, SmartInmate™ Electronic Messaging System and SmartEntertainment™ Streaming Media Platform, as well as the following value-added technologies, services and benefits at **no cost**:

- SmartEcosystem™ Dashboard with Voice Biometrics, Advanced Case Management, SmartLink™ Investigator, Call Transcription, Keyword Search and other investigative tools
- Patented MailGuard® Postal Mail Elimination and MailGuardLegal™ System services (\$111,600.00 annual value)*
- SmartTablet™ devices (1:1 distribution ratio) with Wireless Charging Stations and SmartKiosk™ devices
- SmartInmate™ Electronic Messaging System service, including two **free** SmartInmate™ email messages every week for each inmate (\$8,060.00 annual value)*

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- SmartLaw™ Digital Law Library (\$10,000.00 annual value)*
- SmartRequest™ Digital Request/Grievance/Medical Form System service
- All hardware with installation and software upgrades
- 24/7/365 live, U.S.-based customer and technical support
- **Free** unlimited Attorney Messaging with Legal Document delivery and eSignature functionality
- SmartEd™ and SmartReentry™ tablet-based inmate educational resources and rehabilitative programs
- External Inmate Data Feed Interface(s) (JMS, Commissary, etc.)

*Based on an inmate average daily population (ADP) of 155.

TOTAL VALUE-ADDED TECHNOLOGIES, SERVICES & BENEFITS OVER 5-YEAR CONTRACT TERM:

\$648,300.00+

To strengthen the County's budget, our offer also includes a one-time **\$60,000.00 Technology Grant**.

As a forward-thinking partner dedicated to delivering exceptional value, Smart Communications remains flexible and willing to explore alternative service and commission rate structures that align with the County's financial goals.

We are excited about the opportunity to collaborate with the County and contribute to the improvement of inmate communication, safety and efficiency by providing the most innovative and comprehensive communication technology and services available.

If you have any questions or would like to discuss modifications to our proposed offer, please contact Smart Communications' CEO, Jon Logan, directly via email at jon.logan@smartcommunications.us or by phone at 888-253-5178.

Proposed Service and Commission Rates |

SmartEvo™ ITS Service and Commission Rates		
Telephone Service Type	Service Rate/Minute	Commission Rate
Local, IntraLATA/Intrastate, InterLATA/Interstate and International Calls (all payment types)	\$0.21	69.7%
NOTE: ITS rates apply to all call tariff (Local, IntraLATA/Intrastate, InterLATA/Interstate, Interstate and International) and payment types (Collect, Direct-Billed, Prepaid Collect and inmate PIN Debit). ITS rates do not include local, state or federal taxes, or any amount Smart Communications collects for payments required by statutory or regulatory programs mandated by governmental agencies, such as the Federal Universal Service Fund or Cost Recovery Fees. SmartEvo™ ITS Voicemail Exchange (VMX™) service is available. This service allows public users to leave up to a 60-second voicemail for a charge of \$0.50/voicemail message.		

SmartVisit™ VVS Service and Commission Rates		
Visitation Service Type	Service Rate/Minute	Commission Rate
Local (On-site)	FREE	N/A
Local (On-site) and Remote (Scheduled and On-Demand) for Authorized Attorneys and Public Defenders		
Remote (Scheduled and On-Demand)	\$0.21	25.0%

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SmartInmate™ Electronic Messaging System Service and Commission Rates		
Service Type	Service Rate	Commission Rate
Internal Facility/Staff Text Messages	FREE	N/A
Attorney Messages with Legal Document delivery and eSignature functionality		
Email Message	\$0.50/email	N/A
Photo Attachment (inbound only)	\$1.00/photo	50.0%

SmartEntertainment™ Service and Commission Rates		
Media Type	Service Rate/Minute	Commission Rate
Basic Content Streaming	FREE	N/A
Premium Content Streaming	\$0.05	25.0%



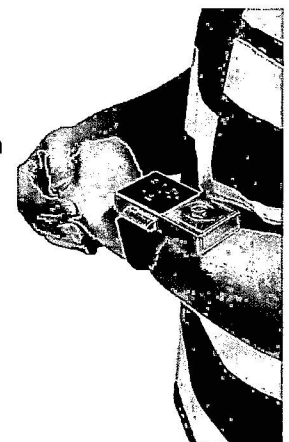
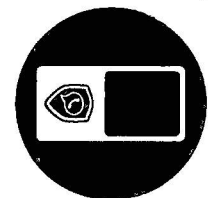
A Whole New Universe of Control, Communication, Intelligence and Possibilities

SmartWatch™ Offender Wearable

By partnering with Smart Communications, Brown County will be among the first agencies to have the opportunity to utilize our latest patented innovation – the **SmartWatch™ Offender Wearable**.

The SmartWatch™ is the most advanced technology ever introduced to the corrections environment, opening a whole new universe of control, communication, intelligence and possibilities:

- Health and Wellness Monitoring and Alerts - PREVENT IN CUSTODY DEATHS:**
 Our new, patented **SmartWatch™** technology now enables agency staff and medical personnel to receive alerts and notifications of potential health anomalies. The **SmartWatch™** is a sophisticated device that tracks the vital health metrics of inmates, including body temperature, oxygen levels and heart rate, all in real time. It features a customizable dashboard that allows for the creation of emergency alarms, alerts, reports, wellness histories and more. This innovation allows agency staff and medical personnel to have their finger on the pulse of each inmates' physical health in real time, enabling them to stay ahead of potential health crises and prevent deaths among the population before they occur.
- Live Location Tracking and Monitoring:** The **SmartWatch™** provides the most advanced, live inmate-tracking technology in the industry, far superior to decades of old RFID tracking



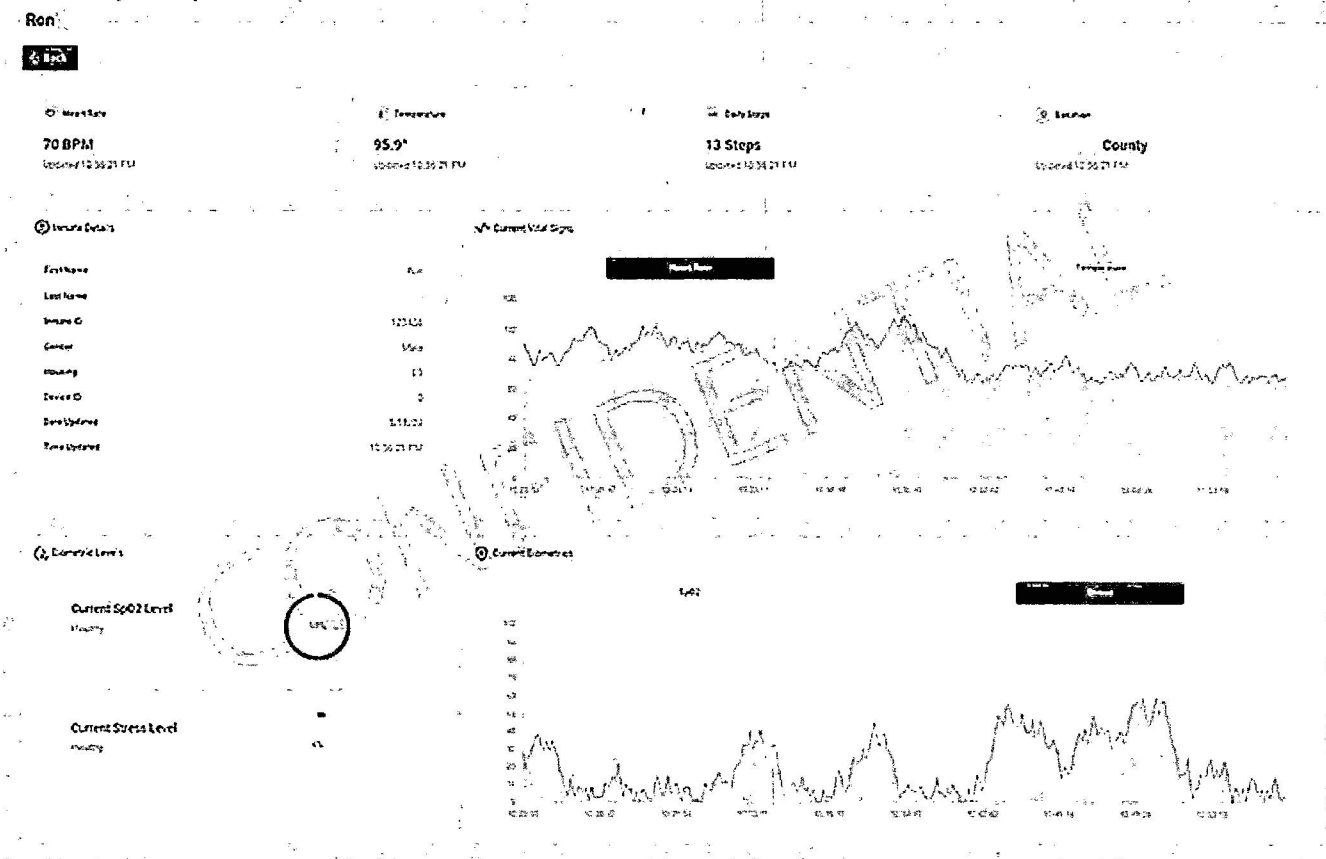
BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



capabilities. The **SmartWatch™** can trace live and historical, exact inmate location within inches, track history of movement, see live mapping of all inmates in motion or segregate monitoring to specific inmates. Create patterns, alerts of motion and gathering activities, and more.

- **Investigative Intelligence:** The **SmartWatch™** opens a new universe of never before possibilities of live and historical intelligence and control of the entire inmate environment. With baked-in intelligence controls fully integrated into the SmartEcosystem™ Dashboard, the **SmartWatch™** allows administrators and investigators to monitor phone calls, visits, text and emails, as well as shadow inmates in real time with voice biometrics, key word tracking, covert monitoring voice and video capabilities – all at the fingertips of administrators. The **SmartWatch™** empowers agency intelligence in the inmate environment at levels never possible before.
- **Communication and Connection:** The **SmartWatch™** provides total communication and connection to the facility and the outside world, leveraging advanced technology to support inmate phone calls, video visitation, telehealth visits, privileged visits, text messaging, email, MailGuard® mail scanning, digital request forms, optional music, movies, media, facility alerts/announcements, digital forms and more.

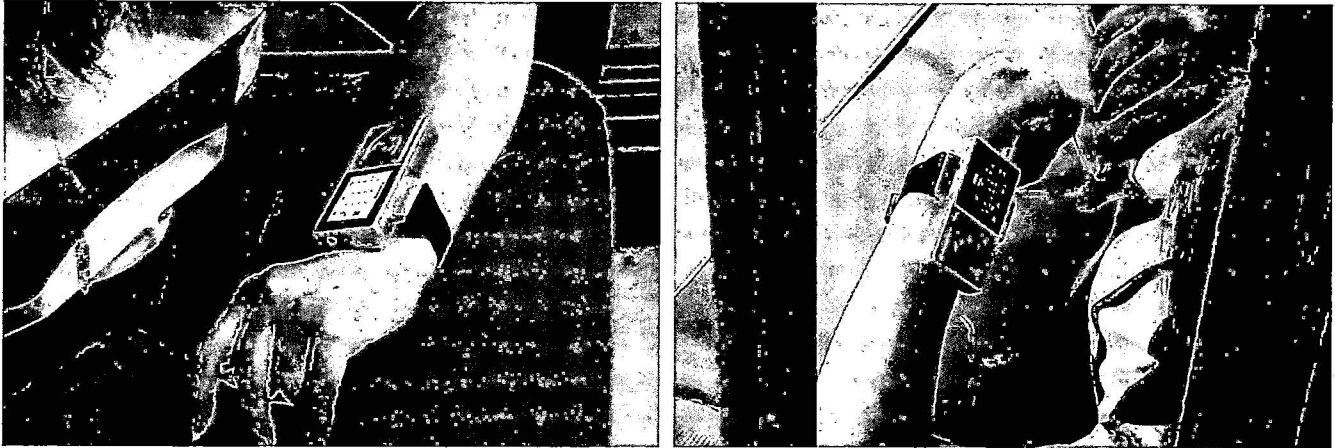


BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



SmartWatch™ is the future and Smart Communications welcomes Brown County to the possibilities.



PROPOSAL INFORMATION: Each vendor submitting a proposal shall include a synopsis of their company including, but not limited to, the following information:

- Company name, address, telephone number, & chief executive officer;
- Parent company name, address, telephone number, & chief executive officer;
- Contact person's name, address, & telephone number for purposes of this proposal;
- Company history, current status, & length of time in business;
- Qualifications & experience including ability to perform the requested services;
- Overview of telecommunications experience including inmate telephone services;
- Company financial statement showing income and earnings for the most recently closed year;
- Minimum of FIVE (5) inmate telephone accounts currently operational in TX or surrounding states including Center name, address, and contact person & telephone;
- Sample Contract that the Vendor will propose to the County.

RESPONSE: Smart Communications is a true technology company driven by a passion for innovation, registered as a "C" corporation in the State of Florida. We are currently the fastest-growing communications company in corrections. This impressive growth is driven by earning client partner trust, listening to their needs, investing heavily in research/development and customer support, and developing innovative, first-to-market devices and features.

Our commitment to innovation has resulted in the development of multiple new technologies and services that have truly transformed the inmate communications landscape for the better. In fact, many technologies and services that are now commonplace in corrections, such as inmate messaging/e-mail, inmate digital requests and grievances, digital postal mail scanning with digital delivery, and content filtering in video visitation, were first invented and implemented by Smart Communications.

In 2009, we launched SmartInmate™, the world's first two-way electronic messaging system exclusively designed for correctional use. SmartInmate™ not only changed the corrections environment by giving inmates access to a faster, more affordable option to stay connected with family and friends, it also provided an entirely new intelligence source to help investigators prevent and solve crimes. A year later, we launched SmartRequest™, the industry's first digital request/grievance/medical platform and deployed the first facility-wide digital law library.

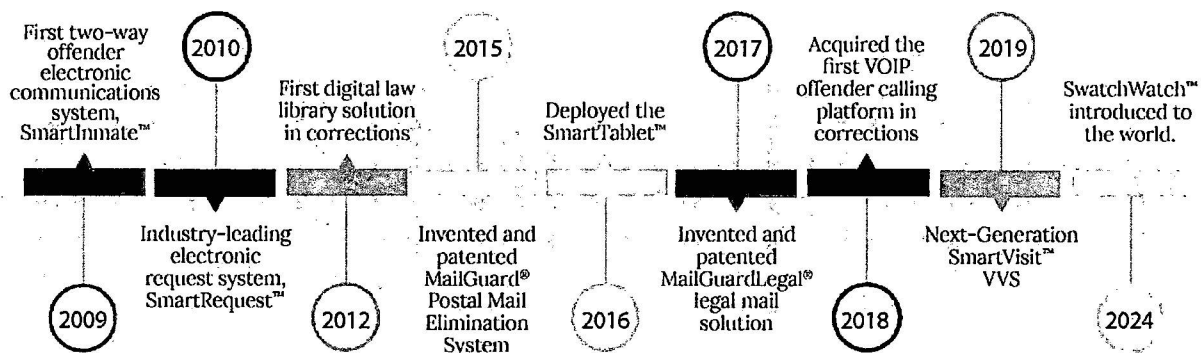
BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



The experience gained by deploying these new technologies and working directly with our facility partners gave us insight into the many challenges faced by correctional institutions and how we could use our technological expertise to provide solutions to overcome them. This solution-based approach led directly to the development of our proprietary SmartEvo™ Inmate Telephone System (ITS), the intelligent SmartVisit™ Video Visitation System (VVS), the patented, industry first MailGuard® Postal Mail Elimination and MailGuardLegal™ Privileged Mail Systems, and more.

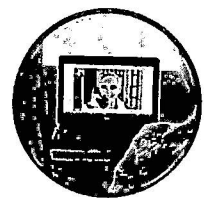
OUR HISTORY OF FIRSTS & EXCLUSIVE INNOVATIONS



Our SmartEvo™ ITS platform was developed and is supported by the most knowledgeable and experienced individuals in the correctional telecommunications industry. For example, our Vice-President of Engineering, Thomas Spadaro, has over 30 years of experience in the design and development of real-time, large-scale communications systems for corrections. He worked on the development of the voice systems used by many of the major telecommunications carriers and service providers, including BellSouth, Verizon, AT&T, Sprint and several international carriers. In 1986, Thomas was credited as the co-inventor of the *first* purpose-built Inmate Phone Control System (IPCS) for Bell South. In 2000, he played a critical role in the introduction of the *first* Voice-Over Internet Protocol (VoIP) enabled IPCS and holds the earliest patent of this application. The telecommunications systems and software developed by our staff have been installed in over 450 correctional institutions and used by more than 158,000 inmates in the United States and abroad.



Smart Communications' SmartVisit™ VVS was first introduced in 2015. In 2019, the SmartVisit™ platform underwent a major update to incorporate various enhancements, including the implementation of Visitation On-Demand (VOD) and full integration in the SmartEcosystem™ Dashboard. SmartVisit™ VVS sessions are scheduled via our robust web-based Visitation Scheduler application. This web-based design allows public users to schedule both on-site and remote video visitation sessions from a PC, smartphone or tablet with an active Internet connection, or a facility lobby kiosk. Visitations may also be scheduled by authorized facility via the SmartEcosystem™ Dashboard. The Visitation Scheduler employs an intelligent, conflict-checking algorithm that only allows video visitation sessions to be scheduled when the on-site visitation hardware is available.

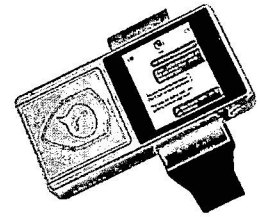


BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



We're once again redefining the future of corrections with our latest patented innovation (U.S. Patent #12,310,762 B2), the groundbreaking **SmartWatch™ Offender Wearable**. This fully integrated, multi-function device is the most advanced technology ever introduced into the corrections environment, ushering in an entirely new era of safety, control, communication, intelligence and operational efficiency. The **SmartWatch™** isn't just a device — it's a game-changer.



Our unique SmartEcosystem™ Dashboard centralizes all services, communication and administrative tools into a single interface, empowering facility staff to monitor, manage and investigate inmate activities in real time from one secure platform. This system enhances visibility, ensures accountability and improves responsiveness across departments.

With over 16 years in the corrections technology industry, we have developed a deep understanding of the unique challenges and needs of correctional facilities. This experience translates into well-designed, practical solutions that address real-world issues. Our continuous investment in research and development has kept us at the forefront of the industry, introducing new technologies that set the standard for inmate communications. By fostering strong relationships with our clients and actively seeking feedback, we ensure our solutions remain relevant and effective.

The stakeholders at the BCSO stand to benefit significantly from our expertise and innovative solutions in many ways, including:

- Enhanced monitoring and communication systems will bolster facility security, reducing the risk of contraband and unauthorized activities.
- Automated processes and integrated systems will streamline operations, freeing up staff time for more critical tasks.
- Access to communication, educational and entertainment resources will support inmate rehabilitation and improve overall inmate satisfaction.

Headquartered in Seminole, FL, with various satellite offices located throughout the country, Smart Communications employs over 160 individuals, including strategically-located and experienced account and technical service representatives. Unlike other vendors that are owned and controlled by private equity funds, Smart Communications is a privately owned company and is not for sale. Our executives and team of great employees are all personally invested and here to stay. All technologies and services we offer are solely developed, managed, supported and enhanced in-house. This ensures the needs and interests of our client partners are the priority and will be met with the quickest and highest level of service and support available.

At Smart Communications, we uphold exceptional standards in all aspects of our operations. This encompasses the way we value our employees, our commitment to ethical and legal business practices, and most importantly, our dedication to serving our client partners. We take pride in maintaining an untarnished reputation. Unlike our competitors, we have never experienced security breaches compromising data, engaged in illegal recording of attorney calls, misused call recipient cell phone location technology, faced multiple class action lawsuits or incurred fines from regulatory agencies.

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



Founder and CEO – Jon Logan



Jon Logan founded Smart Communications at the age of 26, transforming a groundbreaking concept — the world's first offender email system — into the fastest-growing technology company in the corrections industry over the past 16 years. As the inventor behind numerous issued U.S. patents and dozens of pending applications, Jon has helped revolutionize the corrections landscape, advancing it toward a paperless, automated and intelligent environment.

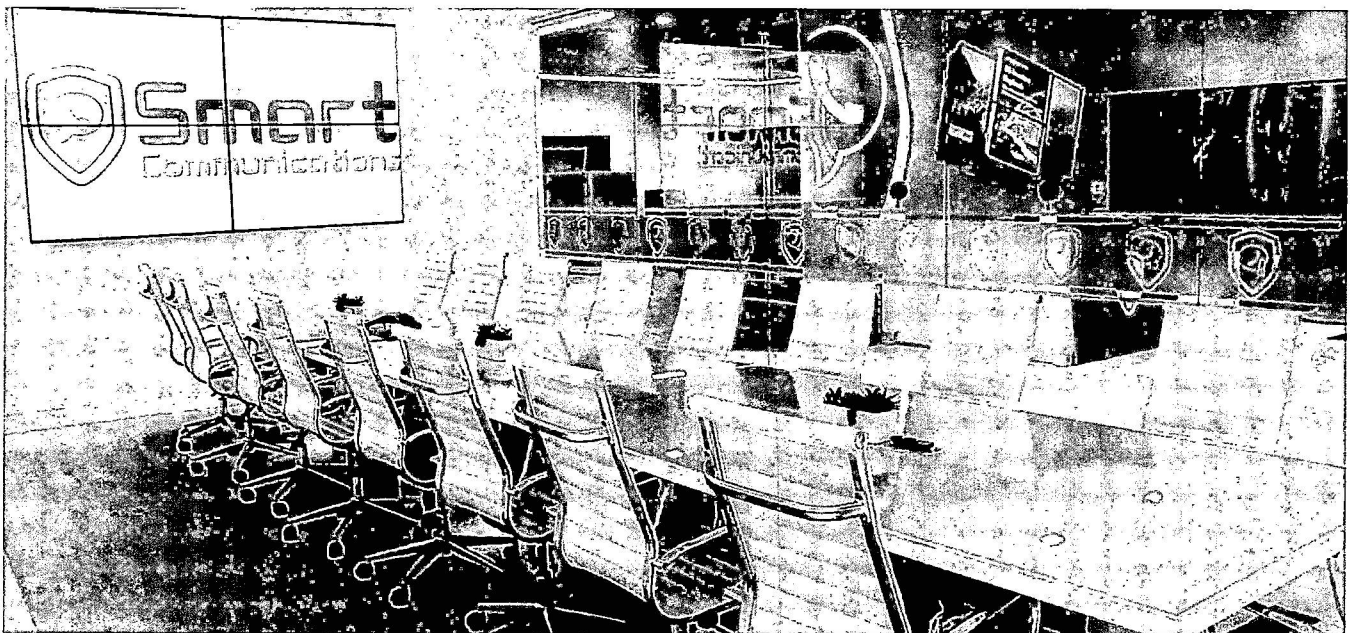
Unlike a hired executive, Jon is the founder, owner and driving force behind Smart Communications, fully invested in the success of its products, services and customer relationships. His hands-on leadership spans every aspect of the business, from product development and strategic planning to hardware assembly, warehouse operations, agency meetings, product demonstrations and keynote speaking engagements at national correctional conferences.

With 16 years of direct, ground-level experience, Jon brings unmatched insight and commitment to every project. He will personally engage with your agency to align Smart Communications' resources with your goals, coordinate implementation strategies and ensure the successful delivery of innovative technologies that meet and exceed expectations.

Jon will serve as the primary contact for the proposal and works primarily out of Smart Communications' corporate headquarters located at 10491 72nd St., Seminole, FL. Jon may be reached via email at jon.logan@smartcommunications.us or by phone 888-253-5178.

Smart Communications is a successful, financially stable, privately owned corporation. We have an exclusive banking relationship with Truist Bank. Truist Bank is held by Truist Financial Corporation, headquartered in Charlotte, NC.

To demonstrate our financial stability and resources available to continue operations to meet the requirements of this RFP a copy of our audited FY 2023 Consolidated Financial Statements are provided in "**Exhibit G: Confidential Financial Statements.**"



BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



DESCRIPTION OF SERVICES: Vendors submitting proposals shall detail services to be provided as outlined in this Request for Proposal including technical specifications and equipment. Available options, including those noted in this proposal, shall be submitted along with any alternative proposals offered by prospective vendors.

RESPONSE: A comprehensive description of Smart Communications' services, including all technical specifications, equipment details, and available options, is provided throughout our proposal. In addition to the services specifically outlined in this Request for Proposal, Smart Communications has included detailed descriptions of the features, technologies, and support offered as part of our solution.

Where applicable, alternative options and enhancements have also been identified to ensure the County has a full understanding of the flexibility and scalability of our proposed services. This information has been organized within the proposal for clarity and ease of review, ensuring all requirements of the RFP are fully addressed.

COMPETITIVE PROPOSALS: Proposals shall be by sealed bid and will be opened as to avoid disclosure of contents until all negotiations with prospective vendors have been completed. Upon completion of award all proposals shall be open for public inspection. Negotiations may be conducted with prospective vendors who submit proposals. All vendors shall be accorded fair and equal treatment with respect to any opportunity for negotiation and revision of proposals. Revisions to proposals shall be permitted for the purpose of obtaining the best proposal for the services requested herein. Brown County reserves the right to reject any and all proposals or waive portions thereof and to choose the proposal which best meets the needs and requirements of Brown County and the Brown County Sheriff's Office.

RESPONSE: Acknowledged and agreed.

DEMONSTRATIONS: The Brown County Sheriff's Office shall reserve the right to require a thirty (30) day demonstration of services offered. Such demonstration shall be at no cost to Brown County and shall be for the purpose of evaluation of offered services.

RESPONSE: Acknowledged and agreed.

PROPOSALS: Proposals shall be submitted in the form as set forth by the County. Vendors shall submit all required forms with proposal.

RESPONSE: Confirmed.

BROWN COUNTY SHERIFF'S OFFICE
RFP INMATE TELEPHONE SYSTEM
PROPOSAL



Exhibit A: Vendor Information Sheet

VENDOR INFORMATION SHEET

Company Name Smart Communications Holding, Inc.

Mailing Address 10491 72nd St.
Seminole, FL 33777

Email Address jon.logan@smartcommunications.us

Phone Number 888-253-5178

Fax Number 941-761-5448

SIGNATURE

Name & Title Authorized to Sign Bid (Print or Type) Jon Logan, CEO

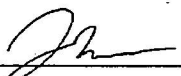
Signature  Date 8/25/25



Exhibit B: Statement of Qualification

STATEMENT OF QUALIFICATION

The following statements relating to experience and general qualifications of the proposing firm as submitted in conjunction with the Request for Proposal, as part thereof, accuracy of information is guaranteed by the proposing firm and included in the evaluation of the proposals.

Name and Address of Proposing Firm:

Smart Communications Holding, Inc.

10491 72nd St.

Seminole, FL 33777

Telephone: 888-253-5178

Fax Number: 941-761-5448

1. Number of years proposer has been in this business: 16
2. Proposing firm must have satisfactorily completed or currently maintained FIVE (5) contracts of similar size in the last five (5) Years.

(a) Facility: Bell County Jail (Belton, TX)

Contact Name: Lt. Michael Craft

Telephone: 254-338-6534 | michael.craft@bellcounty.texas.gov

(b) Facility: Brazos County Adult and Juvenile Detention Center (Bryan, TX)

Contact Name: Lt. James Mitchell

Telephone: 979-361-4814 | jmitchell@brazoscountytexas.gov

(c) Facility: Webb County Jail (Laredo, TX)

Contact Name: Capt. Jime Magana

Telephone: 956-701-7978 | jmagana@webbcountytexas.gov

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



(d) Facility: Tarrant County Sheriff's Office (Fort Worth, TX)

Contact Name: Capt. Jennifer Renner

Telephone: 817-884-3523 | jdrenner@tarrantcountytx.gov

(e) Facility: Jefferson County Correctional Facility (Beaumont, TX)

Contact Name: Sheriff Zena Stephens

Telephone: 409-726-2500 | zstephens@co.jefferson.tx.us

BROWN COUNTY SHERIFF'S OFFICE
RFP INMATE TELEPHONE SYSTEM
PROPOSAL



Exhibit C: Confidential Client Partner Testimonials

IMPORTANT NOTE: This exhibit contains confidential information related to Smart Communications' client partners and is exempt from public disclosure under the Texas Public Information Act (TPIA), including, but not limited to, Tex. Gov't Code § 552.110, which exempts from disclosure: Tex. Gov't Code § 552.110(b): "Information that, if released, would give advantage to a competitor or bidder."

This exemption applies to trade secrets, proprietary technology, and confidential commercial or financial information, the disclosure of which could result in competitive harm.

If any portion of our proposal marked "CONFIDENTIAL" becomes the subject of a public information request or other third-party inquiry, Smart Communications will assert all applicable statutory and common law exemptions to prevent disclosure. We respectfully request immediate notification in such instances so Smart Communications may respond appropriately and protect its proprietary, confidential, and legally sensitive information.



NEW MEXICO CORRECTIONS DEPARTMENT

MICHELLE LUJAN GRISHAM, GOVERNOR

Alisha Tafoya Lucero, Cabinet Secretary

March 26, 2025

To whom it may concern,

On behalf of the New Mexico Corrections Department, we are pleased to endorse "Smart Communications." Over the past year, we have successfully implemented their services across our correctional facilities. The Smart Communications tablets have significantly transformed our operations, enhancing the experience for inmates, their families, as well as our officers and staff. The tablets have provided inmates with a secure, cost-effective, and efficient means of communicating with their loved ones. Additionally, they have equipped our investigators with powerful tools to monitor and prevent criminal activity, including automated keyword monitoring and a searchable message database.

A key highlight has been the introduction of the "MailGuard" system, which has been instrumental in reducing the flow of contraband into our facilities through physical mail. This advancement has greatly enhanced the safety and security of both our inmates and staff. Moreover, the tablets offer a wealth of resources that support rehabilitation and personal growth. Smart Communications has also revolutionized the management of inmate requests, grievances, and medical forms. By digitizing these processes, we have dramatically reduced paperwork, leading to significant improvements in efficiency.

In conclusion, we fully endorse Smart Communications for their outstanding technology and the transformative impact they have had on our correctional facilities.

Sincerely,

Tim Hatch, Director of Adult Prisons Division, New Mexico Corrections Department

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



SHERIFF WAYNE IVEY

BREVARD COUNTY SHERIFF'S OFFICE

860 Camp Road * Cocoa, Florida 32927 * (321) 690-1500 * (321) 635-7800 * www.BrevardSheriff.com

Brevard County Jail Complex
860 Camp Road
Cocoa, FL 32927
(321) 690-1500
(321) 635-7800 fax

Canaveral Precinct
111 Polk Avenue
Cape Canaveral, FL 32920
(321) 868-1113
(321) 784-8340 fax

East Precinct
2575 N. Courtenay Pkwy.
Merritt Island, FL 32953
(321) 454-6652
(321) 454-6631 fax

Investigative Services
340 Gus Hipp Boulevard
Rockledge, FL 32955
(321) 633-8499
(321) 633-8403 fax

North Precinct
750 Park Avenue
Titusville, FL 32780
(321) 264-5208
(321) 264-5359 fax

Operational Services
2575 N. Courtenay Pkwy.
Merritt Island, FL 32953
(321) 454-6643
(321) 454-6642 fax

South Precinct
1515 Sarno Road, Bldg B.
Melbourne, FL 32935
(321) 253-6658
(321) 253-6666 fax

West Precinct
2725 Judge Fran Jamieson
Way, Bldg. E
Viera, FL 32940
(321) 633-2123
(321) 633-1965 fax

3/25/25

Subject: Letter of Recommendation for Smart Communications

To whom this may concern,

I am writing this letter to express my utmost satisfaction and appreciation for the exceptional services provided by Smart Communications, the telecommunications company that Brevard County Sheriff's Office has been using since 2021.

Over the past several years, we have consistently relied on Smart Communications to meet our communication needs within the correctional facility. The level of professionalism, reliability, and efficiency demonstrated by Smart Communications has significantly contributed to the smooth functioning of our operations.

One of the standout features of Smart Communications is the reliability of its services. The consistent and uninterrupted communication services have played a crucial role in maintaining order and security within our facility. In an environment where communication is vital for both inmates and staff, Smart Communications has proven to be a reliable and trustworthy partner.

The technological advancements and innovations introduced by Smart Communications have been particularly commendable. The user-friendly interfaces and secure communication channels have not only simplified the process for our staff but have also provided inmates with a means of communication that is efficient and secure. This has contributed positively to the overall well-being of the individuals within our facility.

Furthermore, the customer support provided by Smart Communications has been exceptional. The responsiveness and dedication of their support team in addressing any concerns or inquiries have undoubtedly set a high standard in the industry. It is reassuring to know that we can rely on their team for prompt and effective assistance whenever needed.

In conclusion, I wholeheartedly recommend Smart Communications as a telecommunications provider. The level of service, reliability, and commitment demonstrated by their company has made a significant impact on the efficiency and security at Brevard County Sheriff's Office. We look forward to continuing our partnership with Smart Communications and appreciate the valuable contribution their services make to our operations.

Sincerely,

Stephen Fernandez
Commander
Brevard County Sheriff's Office/Jail Complex

Member: Florida Sheriff's Association : National Sheriff's Association

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



SUSAN HUTSON
Sheriff



OFFICE OF THE SHERIFF
Parish of Orleans • State of Louisiana

March 24, 2025

To Whom It May Concern,

I am writing to endorse Smart Communications for their outstanding contributions to Inmate communications within our agency. As the Chief of Staff at the Orleans Parish Sheriff's Office, I have witnessed firsthand the transformative impact of their innovative technologies on our operations and the lives of those in our care.

What sets Smart Communications apart is their approach and commitment to innovation, as well as their role as a strategic partner rather than a typical vendor. They have consistently demonstrated a deep understanding of our needs and challenges, working closely with us to tailor solutions that meet our unique requirements.

Their tablets, which are part of a broader suite of services, have been particularly effective in enhancing inmate communication and access to educational content. The ease of use and seamless integration with other services have significantly improved the communication experience for both inmates and their families.

Smart Communications' dedication to innovation is evident in their continuous efforts to improve and expand their offerings. They have been instrumental in supporting our agency's goals, providing not only cutting-edge technology but also exceptional support and collaboration.

Their commitment to being a strategic partner has allowed us to leverage their expertise and resources to drive meaningful change within our facility. This partnership has been invaluable in helping us achieve our objectives of improving morale, reducing violence, and enhancing rehabilitation efforts.

I recommend Smart Communications to any correctional facility seeking a collaborative and innovative partner to empower their agency. Their approach and commitment to innovation have been a game-changer for our agency, and I am confident they will provide similar benefits to others.

Please feel free to contact me if you require any additional information.

Sincerely,

John Williams, Chief
Orleans Parish Sheriff's Office
3000 Perdido St.
New Orleans, LA 70119

e.g. DPL

2800 Perdido Street • New Orleans LA 70119



Screen Time

thelensnola.org/2025/04/30/screen-time/

By Bernard Smith

April 30, 2025



Since February, most eyes in the Orleans Parish jail have been locked in on electronic computer screens.

The entire jail received the Smart Communication tablets free of charge. Sort of.

The jail provided the tablets at no cost to help incarcerated people communicate more consistently with their families, according to the Orleans Parish Sheriff's Office, which runs the jail, now called Orleans Justice Center.

The sheriff's other main goal was to "reduce overall violence in the jail, improve quality of life and reduce tension among incarcerated residents." And that seems to have worked, according to a month-long tally done by the sheriff, which found that chaos has declined – disciplinary incidents dropped by nearly 40% in February and were down 63% for the month of March, when compared with January.

The Lens checked the sheriff's conclusions with a 42-year-old man who is currently on the inside. "You can tell. You see it everyday, really," he said. "Stuff that normally happen don't happen no more."

He's seeing a new sort of calm, he said.

No more waiting in long lines fighting over the wall phones. Fewer arguments over whether the tier's television should be on a movie or sports. No more wondering if money cleared in your account.

People within the jail can now watch movies, listen to music, play videos, or make phone calls while sitting on their bunk or in the day room. They also have free access to a digital law library of case law, along with self-help, religious, and educational programs. Smart

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



tablets can't access social media or Internet searches. The heavy-duty tablets are designed to withstand jailhouse use, with connections that block Google, Facebook, Instagram, and similar apps used in the free world.

Often, programming costs a penny per minute



The content provided by the tablet company, Smart Communication, comes with costs that can feel steep: a penny a minute to listen to the radio, rent movies, or play video games. (Photo courtesy of the Orleans Parish Sheriff's Office)

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



While the tablets seem wildly popular, they have some downsides. The content provided by the tablet company, Smart Communication, comes with costs that can feel steep: a penny a minute to listen to the radio, rent movies, or play video games.

E-messaging is one of the top costs. Smart Communication uses a point system, for a penny a point. One email costs 50 points. Per minute, phone calls run six points, with video calls priced higher, at 11 points. A family member or friend can purchase points in increments: 1,000 points for \$10, for example.

With every transaction, Smart Communications collects a \$3 fee. So while family members can purchase messages in bulk for as little as \$5, that \$5 — like all transactions—comes with a \$3 fee.

A new Federal Communications Commission (FCC) rule that took effect in November lowered phone rates considerably and banned audio-video fees and all commissions to correctional agencies. A January 2024 letter from Smart Communications to the sheriff's office described the \$3 transaction fee as a still-allowed "service cost" that would help the company keep down other costs. But as of November, the jail has received no payments for phone and video services — a drop of \$1.2 million in commissions revenue for the jail from the previous year, when the company Securus provided phone services, according to the jail spokesperson. OJC does issue some 15-minute free phone calls, to help maintain outside connections while detained.

But at first, inmates say, they were told that they would be able to earn points for the tablets by completing educational or self-help programs — reducing their reliance on money coming from friends and family for their tablet use. Similar points-earning incentives are available in jails elsewhere.

But a sheriff's office spokesperson said that jail leadership was not aware of such a points system for Orleans.

E-books may replace paperback books in jail

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



At 11 p.m., the tablets go off and are set into the charger for the night. (Photo courtesy of the Orleans Parish Sheriff's Office)

Inside OJC, tablets turn on in the morning at six and stay on until 11 at night, when they go into a charging-station shelf so that they will be fully charged by morning.

E-books are free on the tablets. But as the jail moved closer to distributing the tablets, officials announced that they would eventually discontinue paper books sent to inmates by mail.

Family members can still order paperback books for a loved one, as long as the books are sent directly from Amazon or a book publisher. But the jail's leadership has not yet decided whether books will continue to be available, a sheriff's spokesperson said.

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



Relying on the new tablet technology alone could limit reading, because tablets are picked up by 11 p.m.

That's the best time to settle in with a book, when the tier is quiet, said the man held in OJC. "It's really great for your mental health, because you go through so much in here."

If the jail stops allowing paperback books, he would lose that moment. "Every person on the tier look for a book at night," he said. "It's a time when everyone can go in the cell and get their real peace."

Though he doesn't believe that tablets should push paperbacks out of the jail, he is otherwise 100% pro-tablet. "Let's say we didn't have the tablets," he said. "Days would be hectic again."

© 2025 The Lens

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



Louisville Metro Department of Corrections

400 S. Sixth St. | Louisville, KY 40202

Phone: 502-574-8477 Visit: <https://louisvilleky.gov/government/corrections>

Director Jerry Collins

3/24/2025

Subject: Letter of Recommendation for Smart Communications

To whom this may concern,

We have been using Smart at our facility since 2022, and we have been extremely satisfied with their services. Our facility has a capacity of 1,600, with an average daily population of around 1,350, and Smart Communications has played a crucial role in managing our inmate communications efficiently.

The things that we looked at differently on this contract and service. We wanted to make it easy and better for our Corrections staff since they are the ones that use it daily; Smart Communications is built for Corrections officers to make their daily lives easier while also meeting the needs of the inmates, family and friends, as well as other people that might need to use the system

As mentioned above, Smart Communications has made our Corrections job easier, especially when it comes to inmate mail. The elimination of physical inmate mail and we cannot wait to use the legal mail carts, that will be a game changer for us. My staff no longer touches the inmate mail. The inmate Action Requests system and how it is built has also made our operation better. We have one of our Classification Supervisor that can easily go in and build Action Requests, turn them on and off easily, applying restrictions and rules around selecting Action Request or any other forms we use is simple, and it does what it is supposed to do. One big thing about Smart Communication is that everything is on one single platform.

As far as service...Smart Communications is "Excellent" in every way. I highly recommend you call their service number. Every time I call, I get a service rep right away. There are no delays, and you're not dealing with a horrible phone tree where you get lost or put on hold forever. Just call the number and see for yourself. When they answer, just say that you called the wrong number.

I highly recommend choosing Smart Communications because of how user-friendly their system is for both deputies and inmates. They handle all our inmate communication needs, including phone calls, messaging, grievances and requests, physical mail, video visitation, and inmate tablets, which has been a great improvement for both our facility and the inmates. We look forward to continuing our partnership with Smart Communications and we appreciate the valuable contribution their services make to our operations.

Sincerely,

Major, Lawrence Bisson,

Louisville Metro Corrections

lawrence.bisson@louisvilleky.gov Contact number (502) 574-2167

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



BELL COUNTY DETENTION CENTER

101 E. Central Ave.
Belton, TX 76513

September 2024

To Whom It May Concern,

I am writing to express my full support and endorsement of Smart Communications and the incredible innovation and technology they provide. Our agency has experienced significant improvements in safety and efficiency as a direct result of their solutions, empowering our staff to perform their duties with confidence and competence.

It comes as no surprise that Smart Communications has been recognized and well-earned the coveted Texas Jail Association's Vendor of the Year Award. Unlike typical vendors, they have proven to be true strategic partners to our agency, consistently bringing value, exceptional service, and fostering strong relationships with us and all their client agencies.

I would also like to specifically highlight Scott Holte, Chief Strategy Officer at Smart Communications. His commitment to treating us like family is evident in every interaction. His vast experience, unwavering effort, and relentless pursuit of continuous improvement have made a remarkable impact on our agency. We are grateful for the partnership we have built with Scott and the entire team at Smart Communications.

In conclusion, I wholeheartedly endorse Smart Communications for their exceptional inmate communications technologies, leading innovations, and unwavering dedication to improving the safety and efficiency of Bell County's agency operations.

T.J. Cruz

T.J. Cruz
Chief Deputy
Bell County Sheriff's Department
2405 S Loop 121
Belton, TX 76513
Office (254) 933-5436
Cell: (254) 718-8461
Email: tj.cruz@bellcounty.texas.gov

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



BRAZOS COUNTY OFFICE OF THE SHERIFF WAYNE DICKY, SHERIFF

PAUL MARTINEZ, CHIEF DEPUTY OF ENFORCEMENT
KEVIN STUART, CHIEF DEPUTY OF CORRECTIONS

1700 WEST STATE HIGHWAY 21
BRYAN, TEXAS 77803-1300

Abigail Belangeri
Lieutenant
Brazos County Sheriff's Office
October 2, 2024

To Whom It May Concern,

It is with great enthusiasm that I offer my endorsement of Smart Communications and the exceptional service provided by Scott Holte. As a leader in public safety, I understand the importance of integrating reliable, innovative solutions into our operations. Our agency's partnership with Smart Communications has been instrumental in enhancing communication efficiency and security within our system, positively impacting both staff and the individuals we serve.

The technologies implemented by Smart Communications have streamlined many of our processes, providing significant improvements in operational management and inmate communication. These solutions have increased our agency's ability to maintain security and transparency, offering peace of mind and greater control over our communication infrastructure.

I must also emphasize Scott Holte's personal commitment to our agency. From the start, Scott has treated us not merely as clients but as part of an extended family. His dedication to understanding our unique needs and tailoring solutions accordingly has been invaluable. His responsiveness, sincerity, and genuine care for our success set him apart in the industry. Scott's ability to maintain strong connections and prioritize our needs has created a partnership built on trust and mutual respect.

In today's environment, it is rare to find individuals who consistently demonstrate a strategic vision, coupled with an impeccable work ethic. Scott Holte has brought both to the table, ensuring that we are not just equipped with cutting-edge technology but also provided with the ongoing support and collaboration needed to meet our goals.

I wholeheartedly recommend Smart Communications and Scott Holte to any organization seeking a trustworthy and forward-thinking partner. Their commitment to excellence and their passion for fostering genuine relationships with clients make them an invaluable asset in any setting.

Sincerely,

Abigail Belangeri
abelangeri@brazoscountytexas.gov
979-361-4846

OFFICE (979) 361-4900



ADMINISTRATION (979) 361-4992



FAX (979) 361-4999



BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
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Bristol
Buchanan
Dickenson
Lee
Norton
Russell
Scott
Smyth
Tazewell
Washington
Wise



P.O. Box 279
Meadowview, VA

Telephone
276-739-3523

Fax
(276) 739-3534

Richard Alsbrook
Superintendent

9/27/2024

Smart Communications

To Whom it may concern:

We have been under contract with Smart Communications 2020 and the experience that we have had with their product and customer service has exceeded all expectations entering the contract period. We do use the tablets in our facility and have found that to be a positive experience for the incarcerated population and our staff as well. Inmates have access to books, movies, music, visitation, mail and requests via the tablet reducing incidents of inmate conflict over access to the inmate kiosks. We operate four facilities with a total population of around 2000 inmates and even with the challenges that come with managing four facilities Smart Communications have met those difficulties head on and prevented any loss of services. I can say with confidence that the investigative platform is the most user friendly and impactful experience I have had in my 27 years in the field of corrections. We have had numerous other providers in that time and none have been on par with the services provided by Smart to complete investigations to assist in the prevention of contraband entering the facility or other nefarious acts discussed by inmates with outside individuals. In addition, the ability to approve and grant outside agencies access for investigative purposes helps reduce work hours that your staff would have to devote to assisting those agencies obtain this information and thereby eliminates the need for court appearances to verify the call origin. The customer service provided by our representative Guy Mosteller has been better than we could have hoped for based on our past experiences with providers. He is attentive to our requests and addresses our concerns whenever an issue arises no matter how minor it may be. I can recommend Smart Communications to your agency with no hesitation and complete confidence.

R I Alsbrook, Superintendent

Physical Address: 15205 Joe Derting Dr., Abingdon, VA 24210

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



To: Whom it may concern
From: Sheriff Gary "Stitch" Guillory, Sheriff
Date: October 21, 2024
Re: Letter of Recommendation

Since partnering with Smart Communications in 2020, we've made significant strides in enhancing the safety and security of both inmates and staff by cutting down on contraband and streamlining mail communications. The tablets used not only serve as a secure way for inmates to connect with the outside world but also offer access to education, religious materials, and entertainment. This is a major upgrade in technology, improving communication and providing valuable resources. Inmate correspondence has also proven to be a valuable resource for intelligence gathering related to criminal investigations.

We are grateful for Scott Holte, Chief Strategy Officer at Smart Communications and his team, who have been excellent in ensuring our facilities are well-equipped. They check in on a regular basis to ensure we are not facing any issues and are quick to remedy any problems. We're proud to have recently renewed our contract for the duration of my term.

Sincerely,

Gary "Stitch" Guillory
Sheriff
Calcasieu Parish Sheriff's Office

Parish of Calcasieu • 5400 E. Broad Street • Lake Charles, LA 70615 • (337) 491-3700 • cpso.com

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



WHITE COUNTY SHERIFF'S OFFICE

Phillip E. Miller ★ Sheriff

October 14, 2024

Greetings,

My name is Phillip E. Miller and I have served as the elected sheriff of White County for close to six year and previously served as the chief deputy for six years. During much of this time I have become acquainted with and come to know Scott Holte and Smart Communications. Since our relationship began in March 2015, we have experienced significant advancements that continue to support our objectives in the management of inmate communications and security protocols. I am pleased to endorse Smart Communications as a vital partner in enhancing the operational effectiveness of our correctional facility.

Smart Communications is distinguished by their solutions that effectively tackle the most complex issues present in every detention facility. Their MailGuard® and MailGuard Legal™ solutions have eliminated contraband threats linked to inmate mail, ensuring the safety of our officers, staff, and those in custody. Moreover, inmates gain essential and easy access to stay connected with family, while the system streamlines their requests and grievances. This capability enables us to maintain efficiency in response and reporting, creating a more supportive environment for all involved.

As sheriff, my staff and I work with many different vendors and their representatives-some good, some not so good; however, our collaboration with Smart Communications has been vital in creating an environment where communication is seamless, and safety is prioritized. Their understanding of our unique challenges delivers solutions that directly address our needs. The positive outcomes we have experienced reflect the commitment and expertise of the Smart Communications team.

As we navigate the changing landscape of corrections, having a visionary partner like Smart Communications, which shares our commitment to safety and operational excellence is crucial.

I am confident their contributions will be essential in addressing your challenges, and advancing your objectives, just as they have been with ours.

Sincerely,

Sheriff Phillip E. Miller

1600 E. Booth Road ★ Suite 100 ★ Searcy, Arkansas 72143 ★ Fax 501-279-6287 ★ Phone 501-279-6279

BROWN COUNTY SHERIFF'S OFFICE
RFP INMATE TELEPHONE SYSTEM
PROPOSAL



County of Mississippi
State of Arkansas



SHERIFF'S DEPARTMENT

685 North CR 599 Luxora, Arkansas 72358 870-762-2243 FAX 870-658-2510

"Mission #1 is to Protect and Serve"

AUBRY D. COOK
SHERIFF

September 16, 2024

Smart Communications
Attn: Scotty Holte
Chief Strategy Officer
scott.holte@smartcommunications.us

Dear Mr. Holte,

The Mississippi County Sheriff's Office has had a relationship with Smart Communications for over seven years. In that time, we have had very little issue with any smart communication services. And any small issue that occurred was quickly resolved. Your company is reachable and responsive to our needs.

The service provided to the Mississippi County Sheriff's Office has benefited us in a multitude of ways. It is an added convenience for staff members as well as detainee family members; making correspondence easier and faster. It is also a valuable resource for our Criminal Investigation Division; allowing them to strengthen their criminal cases and solve otherwise unsolvable cases. Judges and Prosecutors have also come to rely on this service in our facility.

We appreciate the service your company provides and look forward to our continued relationship.

Thank you,

Aubry D. Cook
Sheriff

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



Sheriff Mike Tregre

St. John the Baptist Parish



(985) 652-9513 - Office

(985) 359-8651 - Fax

September 30, 2024

Dear Scotty,

This is Mike Tregre, Sheriff of St. John the Baptist Parish, in Louisiana. I'm writing to you in appreciation for helping our agency to evolve to the next level as it relates to inmate communications.

You have been servicing our agency for nearly six years with Smart Communications technologies, and we are thankful for the personal commitment you have shown in making our agency a priority for your services.

The Smart Communications technologies, which we use at our parish jail—the Sherman Walker Correctional Facility—include ten tablets that contain two charging stations in each of the dorms for inmates. The Smart Communications System has a multitude of functions and features that are valuable for the administrative user, but also useful for the inmates.

For instance, one of the many feature tables listed is **Lockdown & Scheduling**. This tab helps the administrative user to have full control of the inmate's ability to view the tablets in the dorm. This is helpful in the event that an inmate has a disciplinary infraction, the admin user can disable all functions and features for that specific inmate. That could include video visitation, photos being received, games, etc. If the admin user needs to inform a specific inmate or an entire dorm of an event or an event change in the facility, this can be added to the scheduling calendar for just that one inmate or for all to see.

I mentioned earlier that Smart Communications help me to make my correctional facility more progressive in terms of inmate communications. With the tablets in each dorm, the inmates have the ability to receive **Video Visitation**, which is helpful for family members and the inmate. The technology allows inmates to create a date and time for a family visit with the approval from the admin user. Families no longer need to drive to the facility or have to miss a visitation due to a scheduling conflict or inclement weather. Each video visit for the inmate ranges from 45 minutes to an hour.

Another useful feature for the inmates and admin users is the **Messaging and Grievances** tab. Inmates have the opportunity to voice their questions and concerns they may not have been able to do during morning inspections/walkthroughs. This function gives inmates a sense of

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BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
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Sheriff Mike Tregre

St. John the Baptist Parish



(985) 652-9513 - Office

(985) 359-8651 - Fax

relief knowing their concerns are being prioritized. If an investigation is needed regarding a specific inmate, the admin user can enable an alert when the inmate uses the tablet. The alert will go to the investigating admin user without the inmate knowing.

The system also helps reduce the flow of **Contraband** throughout the facility by limiting physical mail and cutting down on explicit photographs. The facility does not receive any physical mail. All mail will be posted on the tablet that has to be approved by the admin user along with pictures the inmate receives.

In closing, the Smart Communications system has been a major help to our agency and we are looking forward to continuing our partnership with the company. If our agency has ever needed a refresher or update, your customer service department has been prompt in assisting us in our needs. I can only think that is because you, Scotty, strive to treat client agencies like family and make our needs a priority. Thank you for keeping your service connection strong!

Sincerely,

Mike Tregre
Sheriff, St. John

1801 W. Airline Hwy. • P.O. Box 1600 • LaPlace, LA 70069 • www.stjohnsheriff.org

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



COUNTY OF OAKLAND OFFICE OF THE SHERIFF

MICHAEL J. BOUCHARD



03/18/2024

To whom it may concern,

I am writing to wholeheartedly recommend the technology solutions provided by Smart Communications. As the Chief Technology Officer at the Oakland County Sheriff's Office, I have had the privilege of utilizing their services and have consistently found them to be innovative, reliable, and invaluable to our jail operations.

Smart Communications offers a comprehensive suite of inmate communication solutions that have greatly enhanced our ability to ensure secure, quality programs, resources, and connections for our inmates, streamline our internal processes, and ultimately improve our overall efficiency. From their cutting-edge messaging platforms to their advanced automation tools, Smart Communications has consistently delivered exceptional results for us.

One aspect of Smart Communications' technology that particularly stands out is their commitment to customization and flexibility. They understand that every organization has unique needs and challenges, and they work closely with their clients to tailor their solutions accordingly. This level of personalized service has been instrumental in helping us achieve our goals and stay ahead in today's rapidly evolving digital landscape.

Furthermore, I have been consistently impressed by the reliability and performance of Smart Communications' technology. Their platforms are robust, secure, and user-friendly, making it easy for our team to integrate them into our existing workflows with minimal disruption. Whether it's sending critical notifications to inmates or automating routine communication tasks, Smart Communications' solutions have consistently exceeded our expectations. These systems improve safety, reduce the workload of Corrections staff and help us in our fight to stop contraband coming into our facility.

In addition to their exceptional technology offerings, I must also commend Smart Communications for their outstanding customer support. Whenever we have had questions or encountered technical issues, their team has been incredibly responsive, knowledgeable, and dedicated to ensuring our satisfaction. Their commitment to excellence in both their products and their service is truly commendable.

In conclusion, I wholeheartedly recommend Smart Communications to any organization seeking innovative and reliable technology solutions to enhance their inmate programming and communication strategies. Their expertise, dedication, and commitment to customer satisfaction make them a standout choice in the industry, and I am confident that they will continue to exceed expectations for years to come.

Sincerely,

Steve Schneider
Captain / Chief Technology Officer
Oakland County Sheriff's Office
Technology, Information & Innovation Division

1200 N TELEGRAPH RD BLDG 38E • PONTIAC MI • 48341-1044 • (248) 858-5000

BROWN COUNTY SHERIFF'S OFFICE
RFP INMATE TELEPHONE SYSTEM
PROPOSAL



COUNTY OF ERIE
DEPARTMENT OF CORRECTIONS

Brenton Davis,
County Executive

Kevin Sutter,
Warden

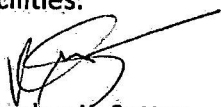
January 29, 2024

To whom it may concern,

In 2023, the Erie County Prison switched to Smart Communications after a 10-year contract with another vendor. We could not be happier with Smart Communications and the services they provide to our facility.

In our opinion, Smart Communications has the most advanced inmate technology and the most user-friendly system than any other vendors, all on one platform. For years, we had to jump around from platform to platform, in order to perform various tasks, complete investigations and monitor communications. That all changed when we made this switch. The capability of our staff to navigate the robust platform makes it easy to manage all of the incoming and outgoing communications for the inmates we supervise. It is obvious their system was built with the facility and staff in mind. No longer do we have the equipment shortages and failures we had in the past. These systems improve safety, reduce workload of staff and help in our fight to stop contraband coming into our facility, while providing the inmate population with better communications options and tools they need to succeed.

We could not be happier with our selection and services provided by Smart Communications and encourage you to join the Smart Communications family of facilities.


Warden K. Sutter
Erie County Prison
Erie, Pa

Erie County Prison | 1618 Ash St., Erie, PA 16503 | Phone: 814-451-7500 | Toll free: 800-352-0026
TTY: 814-451-7548 | Fax: 814-451-7520 | www.eriecountypa.gov

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



Sheriff Eric Flowers

Indian River County Sheriff's Office

Friday, October 18th 2024,
To whom it may concern,

I am delighted to write this letter of recommendation for Guy Mosteller, who has been an invaluable member of Smart Communications. During their time with us, they have consistently displayed exceptional dedication, skills, and passion for our cause to establish a streamline system for communications for our staff members and inmate population via the inmate phones, messaging, video visitation, Inmate requests and grievances on one platform.

Smart Communications stands out for their unwavering commitment to our mission. We have been live since November 4th, 2021. Since that time, I have been the main administrator in our facility. This system gave me options to build specialized request forms, post documents and videos of any information you will need the inmate population to see. This system can be run off your desktop computer and cell phone. I have worked with DEA, Marshals, Immigration and other local agencies. This system allows you to give access you control to help with their cases. Guy and his team have helped us with upgrades on this system to improve are abilities to retrieve information needed. Because of their hard-work we have been able to compile all information needed that has helped close cases for our detective unit and state attorney's office. Additionally, this system has helped the inmate population stay in contact with their family and friends. It also makes it easier for inmates to stay in contact with their lawyers. We have cut down on our mail from coming into the facility, as the MailGuard provided by smart scans and sends the mail to be seen on the tablets. Smart also provides options for digital/audio books. With these great digital options, we have reduced contraband coming into our facility. Smart gives the abilities to have digital request/grievance this has reduced our cost of paper. We also have our phone system through smart communications. Our revenue has increased from our last provider. Having all these options in one system is a time and money saver.

Guy possesses impressive organizational and leadership skills. They have come to are facility to fix any issues very quickly at no cost. Every tech person I have engaged with have been very knowledgeable and efficient.

I wholeheartedly recommend Smart Communications for any future opportunities. Their dedication, skills, and passion make them a standout candidate, and I am confident that they will make a positive impact on your facility as they did ours.

Sincerely,

Detective Shannon Kartak
Indian River Sheriff Office.

4055 41st Avenue • Vero Beach, FL 32960 • (772) 569-6700 • www.ircsheriff.org



BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



Scott Wriggelsworth
Sheriff

Andrew Bouck
Undersheriff

Darin Southworth
Chief Deputy

INGHAM COUNTY SHERIFF'S OFFICE

December 18, 2023

To whom it may concern,

In 2023, the Ingham County Sheriff's Office switched to Smart Communications after a 10-year contract with another vendor. We could not be happier with Smart Communications overall service provided to Ingham County.

In 2018, Ingham County residents approved a new \$80 million-dollar Justice Complex which included a new District Court, Sheriff's Law Enforcement, Training and support services building and a 429 bed Correctional Facility. This coincided with the end of a 10-year long contract with our previous vendor. After an extensive open bid process, Ingham County selected Smart Communications as the preferred vendor moving into the new Justice Complex in January 2023.

We are now coming up on our one-year anniversary of switching over to Smart Communications. In our opinion, Smart Communications has the most advanced inmate technology and the most user-friendly system than any other vendor. The capability for Corrections staff to navigate the robust platform makes it easy to manage all the incoming and outgoing communications for the inmates we supervise. It is obvious their system was built with the facility and the Corrections officer in mind. In addition, their investigative components to gain criminal intelligence and solve crimes is hands down the best in the industry. Lastly, their MailGuard Postal Mail Elimination System and MailGuardLegal Privileged Mail Solution is a game changer for any Correctional Facility. These systems improve safety, reduce workload of Corrections staff and help us in our fight to stop contraband coming into our facility.

We could not be happier with our selection and services provided by Smart Communication and encourage you to join the Smart Communications family of facilities.

Captain Robert Earle, Jail Administrator
Ingham County Sheriff's Office
Ingham County Correctional Facility
Mason, Michigan

630 N. CEDAR STREET, MASON, MI 48854 PHONE: (517) 676-2431 EMAIL: SWRIGGELSWORTH@INGHAM.ORG

BROWN COUNTY SHERIFF'S OFFICE
RFP INMATE TELEPHONE SYSTEM
PROPOSAL



JACKSON COUNTY
OFFICE OF THE SHERIFF

212 W. Wesley St. Jackson, Michigan 49201 Telephone: (517) 768-7900

Gary R. Schuette
Sheriff

Christopher A. Simpson
Undersheriff

12/18/23

RE: Smart Communications Collier Inc.
10491 72nd Street
Seminole, FL 33777

The Jackson County Jail entered into an agreement with Smart Communications in May of 2022 to provide phone services, video visitation, inmate postage mail scanning, inmate messaging and inmate entertainment tablets.

Since the implementation, Smart Communications has provided excellent customer service. My main focus when I was looking for a new service provider was to lessen the burden on my staff. I no longer have to dedicate front line staff to work on tablets, phones or kiosks. Our staff also no longer have to watch video visits for inappropriate behavior due to Smart's built in facial detection feature. Also, the Mail Guard scanning has reduced contraband such as Suboxone through the mail 100%.

From a staff security standpoint, Smart Communications provides an easy to navigate dashboard with several investigative tools. I have shown members of the ATF, local law enforcement detectives, prosecutors, members of the Michigan Department of Corrections recovery team and more on how the system works. All have been impressed with the program in terms of ease and navigation. Many have commented that the information that they have recovered has been invaluable.

From my desk, I can assert that Smart does strive to fix any issues in a timely manner. I know that if I make a call regarding an issue, I know it will be handled. Smart Communications has backed up everything that was promised in our agreement. I have no qualms about recommending Smart Communications to any of my fellow jail administrators.

Respectfully,

Lt. Michael D. Coburn

Lt. Michael D. Coburn
Jackson County Sheriff's Office

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



SANILAC COUNTY SHERIFF'S OFFICE

65 NORTH ELK STREET SANDUSKY, MICHIGAN 48471 OFFICE: (810) 648-2000
FAX: (810) 648-5162 • EMERGENCY: 9-1-1 • WWW.SANILACSHERRIFF.ORG
• WE ARE AN EQUAL OPPORTUNITY EMPLOYER •

PAUL D. RICH
SHERIFF

NATHAN L. SMITH
UNDERSHERIFF

With an approaching end to our communications contract, and less than satisfactory service, Sanilac County Sheriff's Office reached out to several communication vendors for information and demonstrations before starting the bid process. It was apparent to my staff and I, immediately after our demonstration, that Smart Communications was the provider we wanted in our facility. We found their technology to be second to none.

Like most jails, contraband is a key concern and with Smart we were able to stop two major avenues of contraband coming into the facility. Smarts off site mail scanning stopped all mail from coming into the facility and reduced the risk of officer exposure to narcotics. They also included a legal mail cart that answered our demands for a way to stop counterfeit legal mail containing contraband. Inmates can see and review mail and legal work via kiosks and tablets in their housing units.

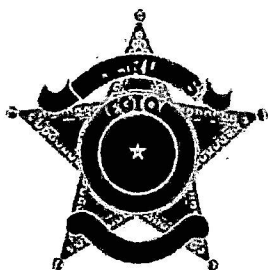
We were also able to add some features that the inmates were happy with. The inmates have messaging service, video visitation, on demand visits, and tablets with music, movies, games and other media to keep them entertained. Law library is provided on kiosks and tablets for inmate review without staff having to move them in and out of their cells. Smart also offers privileged communication to attorneys on the housing unit phones, so inmates can contact their attorneys whenever they desire.

The Smart Ecosystem is very user friendly and easy to navigate. Officers are able to perform necessary functions quicker and easier with everything being on one platform. Investigators are able to access information that was never available to them before as well as review messages and calls with ease. I highly recommend Smart Communications and my only regret is not having them in my facility sooner.

Lt Ryan McConnachie
Jail Administrator
Sanilac County Sheriff's Office

"SERVICE THROUGH PROFESSIONALISM, RESPECT, INTEGRITY, DEDICATION, AND EXCELLENCE"

BROWN COUNTY SHERIFF'S OFFICE
RFP INMATE TELEPHONE SYSTEM
PROPOSAL



Mike Griffis
Sheriff



Eddie Mancha
Chief Deputy

P.O. BOX 2066
ODESSA TEXAS 79760
(432)335-3050
FAX (432)335-3586

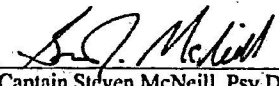
March 21, 2022

We live in an era when legislation continues to add increased workloads on law enforcement organizations. While having the added struggle of personnel shortages, we regularly search for innovating solutions at overcoming challenges. Throughout the past few years, the implementation of Smart Communications helped our detention center with a variety of stellar advancements, including – Mail Guard, electronic grievance process, inmate electronic messaging capabilities, and widespread access to a digital law library. These features created no financial strain to the taxpayer, and yielded a wealth of benefit to the detention center and inmates alike.

Inmate correspondence also serves as a valuable resource for gathering intelligence about potential threats inside the facility or details related to criminal investigations. Through use of this feature, detention personnel identified numerous individuals presenting with suicidal ideation, threats to assault others, and attempts to smuggle in contraband. This resource benefits the community in reducing criminal activity and identifying some of the warning signs of persons experiencing a mental health crisis.

Throughout the nation, a large sum of detention centers face a new emerging threat of illicit substances introduced into the jail. Inmates discovered a method of exploiting the privileged correspondence of legal mail as a vessel to transport illicit drugs inside the secured area of the detention center. Under the guise of legal mail, the papers are soaked and dried with harmful substances. These often consist of THC, synthetic cannabinoids, fentanyl, and other narcotic analgesics. Risks of overdose, injuries to inmates and staff amassed substantial concerns with the compromised vulnerability of legal mail.

In a meeting with our strategic partner, Smart Communications offered yet another solution to an existing challenge. With use of a specialized cart, scanned documents of legal mail become accessible to inmates through encrypted files. The tangible papers themselves do not enter the cell, as they either become stored within inmate personal property or shredded in the presence of the inmate. This new practice of disseminating legal mail is currently in the implementation phase at this detention center, and we are enthusiastic about cutting down on drugs entering the facility.



Captain Steven McNeill, Psy.D.
Jail Administrator



Sheriff Mike Griffis

BROWN COUNTY SHERIFF'S OFFICE
RFP INMATE TELEPHONE SYSTEM
PROPOSAL



Spalding

SPALDING COUNTY CORRECTIONAL INSTITUTION

Carl Humphrey, Warden
Anthony Washington, Deputy Warden of Security
Beth Griffin, Deputy Warden of Care & Treatment

SCCI began using inmate tablets through a contract with Smart Communications in September of 2020. The initial plan was to process inmate mail through the Smart Communication processing facility and have it downloaded to the tablets for inmate viewing. This decision was made to protect SCCI staff members and inmates from potential harmful and/or lethal chemicals placed on letters, cards and envelopes.

To date, inmate mail continues to be downloaded to the inmate tablets. This process allows more time for Mail Room staff to complete other tasks and creates a safer living and working environment by reducing the clutter of excess correspondence in the inmate living areas and eliminating the entrance of foreign substances into the facility on inmate mail.

Inmates also have the benefit of electronic messaging and video visits using the Smart Communications tablets. Electronic messaging gives SCCI inmates an alternative to the inmate phone system and allows instantaneous written contact with inmate family members.

Video visits through the Smart Communications tablets has been especially helpful during COVID-19 pandemic when face to face inmate visits are not possible. Video visitation was eagerly welcomed and widely used by the inmate population.

Warden's Signature

12-28-2020

Date

295 JUSTICE BLVD. • GRIFFIN, GEORGIA 30224 • TEL. 770-467-4760 • FAX 770-467-4766

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
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MARION COUNTY REGIONAL CORRECTIONAL FACILITY

BERKLEY HALL, SHERIFF

DEREK MINGO, WARDEN

503 SOUTH MAIN STREET • COLUMBIA, MS • 39429

PHONE: 601.736.3621

FAX: 601.736.4473

January 20, 2021

To Whom It May Concern:

Marion County Mississippi has been using Smart Communications since April of 2017. Starting with the SmartKiosk system then later adding the MailGuard system and just recently added the tablets. I have worked in investigations since 2014 and would say that the systems we use from Smart Communications are a huge asset to gathering information, intel and helping push cases along to the District Attorney and followed by prosecution.

We have been able to use these systems to identify phone numbers tied to large narcotic cases and even find out locations and develop location patterns based on the information the system provides. These systems have assisted in all types of cases including murder, kidnapping, sexual assaults, narcotics, extortion just to name a few. The ability to monitor inmate correspondence by implementing key words and have those messages sent directly to an assigned e-mail is a huge time saver and allows investigators to use their time wisely and not have to sit and read messages word for word every day.

Marion County's system has been used to assist in cases worked by the Federal Bureau of Investigations, the Drug Enforcement Administration, Mississippi Bureau of Investigations, Mississippi Bureau of Narcotics, Mississippi Department of Corrections, the Attorney Generals office and numerous County and municipalities locally.

This system is extremely user friendly and even the most novice officer can use it. It offers a way to monitor inmate population all while making revenue for the agency while also providing intel that would normally take countless man hours or would never be gathered. I would recommend this system to any agency that houses inmates of any kind or custody.

Major Zack Guidroz
Marion County Sheriffs Office
Marion County Mississippi

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



COUNTY SHERIFF

January 29, 2021

Smart Communications
10491 72nd St.
Seminole, FL 33777

To Whom It May Concern:

The Montgomery County Jail has been using Smart Communications' SmartKiosks since May of 2019. These kiosks have been a game changer for our jail. We no longer have mail coming into our facility as it goes directly to Smart Communications facility where it is scanned into the kiosk. This has cut down on contraband coming into the facility and also limits the amount of trash and papers in our housing units.

When the Coronavirus Pandemic hit in March 2020, we were not utilizing all the features on the kiosk system. At the time we were only allowing inmates to submit request, grievances, receive photos and mail. The Ohio Governor Mike DeWine shut down much of Ohio including not allowing public visitors in jail's and prison facilities. Once this occurred, I was able to contact Smart Communications who had our Video visitation for inmate's families up in running in only a few days. Smart Communications continued to work with us to allow video visitation for attorneys and also free messaging for all attorneys and public defenders doing business in our facility.

Smart Communications employees are very proactive and when problems do occur, they are quick to respond and fix the issue. All the employees I have personally dealt with from Smart Communications are very friendly, personable and ready to help once called upon.

If you're looking for a better solution for your jail, I would highly recommend Smart Communications.

Thanks,

Captain Brad Daugherty Montgomery
County Sheriff's Office 345 W.
Second Street
Dayton, OH 45402



Exhibit D: Confidential SmartEcosystem™ Dashboard Overview and Sample Reports

IMPORTANT NOTE: This exhibit contains confidential information related to Smart Communications' proprietary administrative platform, the SmartEcosystem Dashboard, and is exempt from public disclosure under the Texas Public Information Act (TPIA), including, but not limited to, Tex. Gov't Code § 552.110, which exempts from disclosure: Tex. Gov't Code § 552.110(b): "Information that, if released, would give advantage to a competitor or bidder."

This exemption applies to trade secrets, proprietary technology, and confidential commercial or financial information, the disclosure of which could result in competitive harm.

If any portion of our proposal marked "CONFIDENTIAL" becomes the subject of a public information request or other third-party inquiry, Smart Communications will assert all applicable statutory and common law exemptions to prevent disclosure. We respectfully request immediate notification in such instances so Smart Communications may respond appropriately and protect its proprietary, confidential, and legally sensitive information.

All Smart Communications' inmate communication services are administered via the SmartEcosystem™ Dashboard. The SmartEcosystem™ Dashboard's unified and fully integrated design provides authorized facility users with access to all inmate communication service monitoring, reporting, data sharing and investigative tools in one place, with a single login. Authorized users can use any PC with a modern browser and active Internet connection to access and utilize the SmartEcosystem™ Dashboard.

Smart Communications' SmartEcosystem™ Dashboard incorporates a robust Role-Based Access Control (RBAC) framework to ensure secure, granular and auditable management of user access across all administrative functions. RBAC enforces the principle of least privilege, ensuring each user is granted only the level of access necessary to perform their authorized duties, while protecting sensitive data and system integrity.

Key Features of RBAC in the SmartEcosystem™ Dashboard include:

- **Role Definition and Assignment:** Administrators can create and configure predefined roles aligned with organizational responsibilities (e.g., System Administrator, Staff Administrator, General Staff and Investigator). Each role comes with a clearly defined set of permissions governing access to specific modules, features and datasets in the SmartEcosystem™.
- **Granular Permissions:** Permissions can be set at a fine-grained level, controlling which users can view, create, edit, delete or export information in various modules, such as inmate communication records, investigative tools, financial reports, request/grievance workflows or device management.
- **Multi-Facility and Multi-Tenant Support:** In multi-facility environments, roles can be scoped to specific facilities or organizational units, ensuring staff only access the data and tools relevant to their assigned locations.
- **Audit Logging and Accountability:** All user activity in the Dashboard is logged and auditable, providing full visibility into actions performed by each role. This supports compliance with agency policies and regulatory requirements.
- **Ease of Administration:** Authorized administrators can easily modify roles, add or remove users, and adjust permissions through an intuitive web-based interface without requiring technical support.

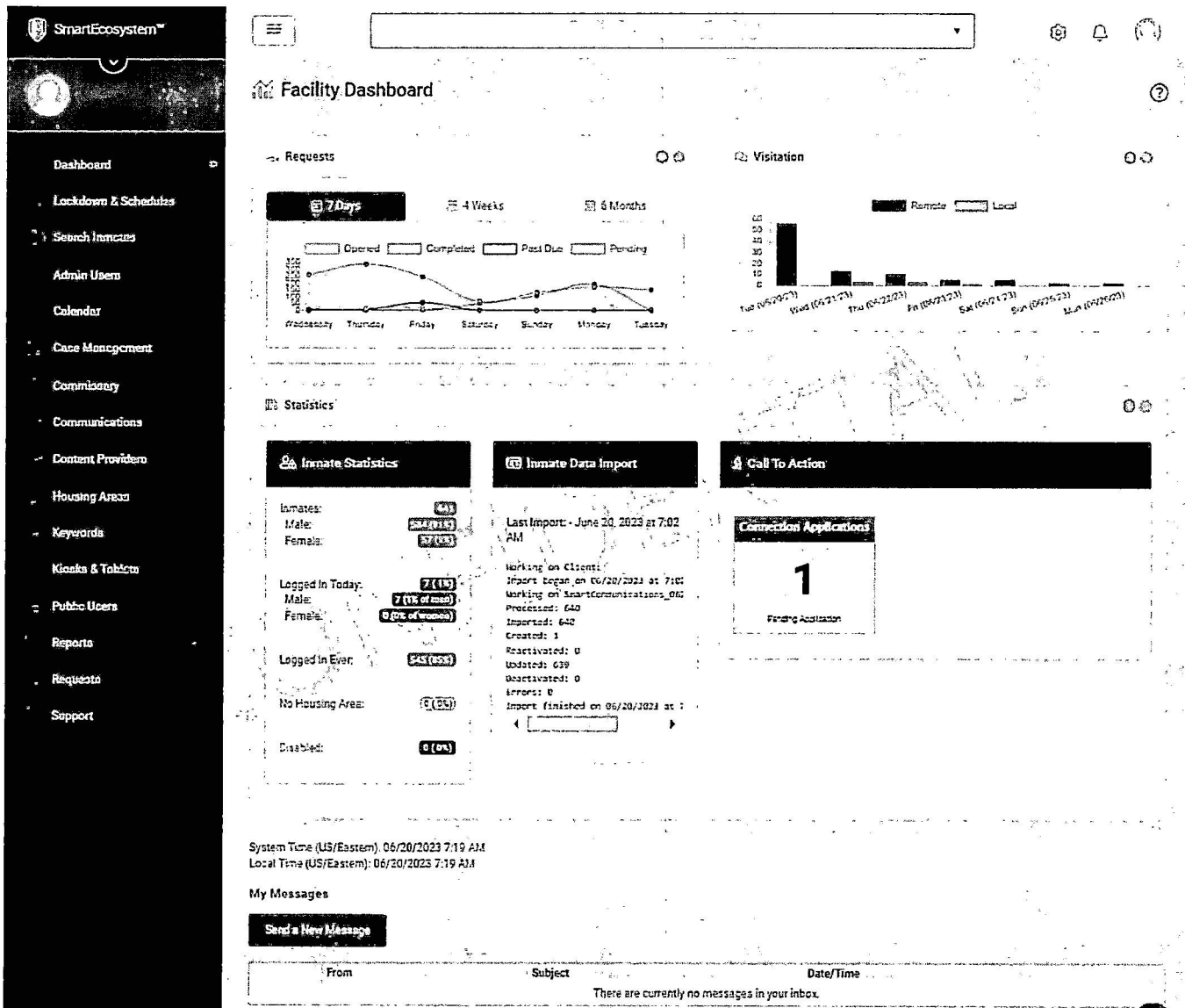
By leveraging RBAC, the SmartEcosystem™ Dashboard enhances security, improves operational efficiency and simplifies compliance management for correctional agencies.

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



SmartEcosystem™ Dashboard Main Menu/



SmartEvo™ ITS Call Detail Record (CDR) Analysis, Search and Reporting Tools/

Each SmartEvo™ ITS call attempt results in the automatic creation of a Call Detail Record (CDR) that is stored in our secure and redundant data centers. The CDR captures various data points related to each call, including the date and time of the call, the duration of the call, the originating and receiving phone numbers, call type (i.e., prepaid collect, PIN debit, collect, direct, etc.), associated charges and more.

CDR data is accessible to authorized facility users via the SmartEcosystem™ Dashboard. The SmartEcosystem™ is equipped with a broad range of call analysis, call search and reporting tools to allow CDR data to be effectively used to support the facility's inmate telephone administration, investigation and security efforts.

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



Call Analysis Search Menu

Call Analysis - View Call Analysis

Call Analysis

Search

Called Number:	
Inmate Number:	
Start Date:	06/01/2023 ☐
End Date:	06/01/2023 ☐
Attribute One:	Date v
Attribute Two:	Call Type v
Attribute Three:	Lata v
Search Hide Search Form	

(Click on a row to expand)

Date	Call Type	Lata	Call Count	Total Duration	Avg. Duration
06/01/2023			3,403	244h 18m 27s	07:50
	Courtesy Call		42	7h 50m 33s	11:12
		Local	14	2h 15m 14s	09:39
		Intralata	20	4h 5m 07s	12:15
		Interlata	8	1h 30m 12s	11:16
	Direct		13	0h 1m 08s	00:05
		Interlata	13	0h 1m 08s	00:05
	PIN Debit Call		1,910	243h 30m 41s	07:38
		Local	351	50h 35m 42s	07:58
		Intralata	1,243	159h 45m 18s	07:42
		Interlata	286	33h 6m 41s	06:56
	Prepaid		1,438	192h 55m 05s	08:03
		Local	439	53h 29m 19s	07:35
		Intralata	623	111h 52m 25s	08:09
		Interlata	176	25h 34m 21s	08:43

The SmartEcosystem™ Dashboard's Call Analysis function allows authorized users to generate call record reports within a defined Date Range based on a Called Number, Inmate Number and/or the combination of up to three other separate Attributes (i.e., Call Type, Circuit (Phone Station), Termination Type, PIN, ANI, Duration, Blockcode, etc.).

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RFP INMATE TELEPHONE SYSTEM PROPOSAL



Call Search Menu |

Phone Calls - Search for Phone Calls



Phone Calls

Call Search

Call From: ctrl + click for multiple selections Collapse

Call To:

Inmate ID: Inmate Name:

Alternate ID:

Included Calls: ☐ Only include answered calls (not blocked or restricted)

Termination Type: ctrl + click for multiple selections

Blocking: ctrl + click for multiple selections

Call Type: ctrl + click for multiple selections

Recording: ☐ Recorded Calls

Fraud Detection: ☐ Calls with PFE Detection ☐ Calls with Extra Digit Dialing

Date Range From: To:

Start Time Range From: To: (hh:mm:ss)

The SmartEcosystem™ Dashboard's Call Search function allows authorized users to quickly isolate calls of interest and/or generate reports based on a single or multiple parameters. These parameters include:

- Call From (individual, group or all phone stations)
- Call To (dialed number or public user's name)
- Caller Details (inmate name, ID, alternate ID and PIN)
- Answered Calls (not blocked or restricted)
- Call Termination Type (time up for timed call, called party hung up, busy signal, etc.)
- Call Block Type (admin block, call type blocked, called number blocked, etc.)
- Call Type (prepaid collect, PIN debit, collect, direct, booking, etc.)
- Recorded Calls
- Suspicious/Fraudulent Calls (calls with 3-way call (PFE) or extra digits dialed detected)
- Call Date Range
- Call Time Range

Call Search results can be downloaded, printed or exported to .CSV or .PDF file.

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RFP INMATE TELEPHONE SYSTEM
PROPOSAL



The SmartEcosystem™ allows users to store Call Search parameters for reuse when needed. This time saving feature makes routine investigations simple to reload and use when needed. Once a set of search criteria is saved, a new option on the search form will allow the selection of saved searches to preload the search form. Once the saved search is loaded, it can be modified, such as entering a different date range or inmate ID.

Delete Saved Search

Saved Search Criteria ▼

Load Criteria

Saved Search Criteria

Tablets

The following are various samples of some of the standard and customizable SmartEvo™ ITS reports available in the SmartEcosystem™ Dashboard. Please note that our dedicated in-house software engineers can create additional reports to meet any specific reporting needs at **no cost**.

Call Analysis by Call Type Report Sample:

Call Analysis - View Call Analysis

Call Analysis

Search

Called Number:

Inmate Number:

Start Date:

End Date:

Attribute One:

Attribute Two:

Attribute Three:

Search Hide Search Form

Expand All (Click on a row to expand)

Date	Call Type	Call Count	Total Duration	Avg. Duration
06/01/2023		1,961	295h 53m 07s	09:05
	Booking Call	91	19h 18m 29s	12:45
	Commissary	89	0h 44m 46s	00:30
	Direct	230	7h 49m 06s	02:02
	PIN Debit Call	1,124	193h 16m 30s	10:19
	Prepaid	422	75h 45m 24s	10:46
	VoiceMail	5	0h 3m 52s	00:46

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



Call Analysis by Circuit (Phone Station) Report Sample:

Call Analysis - View Call Analysis

Call Analysis

Search

Called Number:	
Inmate Number:	
Start Date:	06/01/2023
End Date:	06/01/2023
Attribute One:	Date
Attribute Two:	Circuit
Attribute Three:	Optional

Search Hide Search Form

Collapse All (Click on a row to expand)

Date	Circuit	Call Count	Total Duration	Avg. Duration
06/01/2023		1,961	296h 58m 07s	09:05
	1C-3	2	0h 18m 09s	09:04
	1C-5	3	0h 15m 34s	05:11
	1C49	1	0h 8m 12s	08:12
	1D-1	3	0h 16m 27s	05:29
	1D-2	12	1h 27m 53s	07:19
	1F-1	13	2h 2m 06s	09:23
	1F-2	11	1h 30m 57s	08:16
	1F-3	3	0h 45m 14s	15:04

Call Analysis by Termination Type Report Sample:

Call Analysis - View Call Analysis

Call Analysis

Search

Called Number:	
Inmate Number:	
Start Date:	06/01/2023
End Date:	06/01/2023
Attribute One:	Date
Attribute Two:	Termination
Attribute Three:	Optional

Search Hide Search Form

Collapse All (Click on a row to expand)

Date	Termination	Call Count	Total Duration	Avg. Duration
06/01/2023		1,961	296h 58m 07s	09:05
	Called Party Hung Up	622	73h 26m 47s	07:05
	Normal Call	1,203	163h 6m 11s	08:08
	Terminated by Administrator	2	0h 4m 09s	02:04
	Time Up for Timed Call	135	60h 21m 00s	26:49

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



Call Analysis by PIN Report Sample:

Call Analysis - View Call Analysis

Call Analysis

Search

Called Number:

Inmate Number:

Start Date:

End Date:

Attribute One:

Attribute Two:

Attribute Three:

(Click on a row to expand)

Date	Pin	Call Count	Total Duration	Avg. Duration
06/01/2023		1,961	295h 58m 07s	09:05
	1000337	1	0h 10m 37s	10:37
	1000754	1	0h 1m 23s	01:23
	1000938	5	0h 2m 49s	00:33
	1001527	5	0h 17m 37s	03:31
	1002456	1	0h 6m 12s	06:12
	1003407	5	0h 12m 10s	02:26
	1003726	1	0h 5m 56s	05:56

Call Analysis by Inmate Name Report Sample:

Call Analysis - View Call Analysis

Call Analysis

Search

Called Number:

Inmate Number:

Start Date:

End Date:

Attribute One:

Attribute Two:

Attribute Three:

(Click on a row to expand)

Date	Inmate Name	Call Count	Total Duration	Avg. Duration
06/01/2023		1,961	295h 58m 07s	09:05
	Usman	1	0h 2m 03s	02:03
	Augustine	7	1h 16m 51s	10:58
	Michael	17	1h 53m 26s	06:40
	Anthony	1	0h 2m 21s	02:21
	Lionel	2	0h 10m 41s	05:20
	Collins	5	1h 34m 24s	18:52
	Omar	4	1h 5m 30s	16:22
	Adam	2	0h 29m 30s	14:45
	David	1	0h 20m 23s	05:05

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



Call Summary/Traffic Detail Report Sample |

☒ Call Summary - Call Summary Report ?

Date Range

Start Date:	05/01/2023
End Date:	05/30/2023

Call
Summary by Call Type From May 1, 2023 to May 30, 2023

PIN Debit Call

Region	Call Count	Minutes	Average	Total Charges	Average Charge
Local IntraState	22,294	244,058	10.95	\$17,084.06	\$0.81
Intralate IntraState	28	268	9.57	\$18.76	\$0.71
Intralate InterState	560	7,057	12.60	\$493.99	\$1.28
Interlata IntraState	1,223	13,401	10.96	\$938.07	\$0.81
Interlata InterState	5,465	60,573	11.08	\$4,240.11	\$1.12
Interlata International	1,314	11,976	9.11	\$838.32	\$0.92
Total for PIN Debit Call	30,884	337,333	10.92	\$23,613.31	\$0.76

Prepaid

Region	Call Count	Minutes	Average	Total Charges	Average Charge
Local IntraState	9,703	119,401	12.31	\$10,746.09	\$1.18
Intralate IntraState	11	221	20.09	\$19.89	\$1.92
Intralate InterState	238	3,797	15.95	\$341.73	\$2.08
Interlata IntraState	729	8,662	11.88	\$779.53	\$1.14
Interlata InterState	1,095	12,631	11.54	\$1,136.79	\$1.50
Interlata International	13	124	9.54	\$11.16	\$1.24
Total for Prepaid	11,789	144,836	12.29	\$13,635.24	\$1.11

Voice Mail Msg Chrg

Region	Call Count	Minutes	Average	Total Charges	Average Charge
Interlata International	20	0	0.00	\$20.00	\$1.00
Total for Voice Mail Msg Chrg	20	0	0.00	\$20.00	\$1.00

Grand Total	42,693	482,169	11.29	\$36,669.55	\$0.86
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RFP INMATE TELEPHONE SYSTEM PROPOSAL



Frequently Called Number Report Sample |

Frequent Numbers - Frequently Called Numbers

Frequent Numbers

Search

Start Date:
End Date:
Threshold:

Displaying 1081 of 1081 records

Export

Number	Attempts	Connected	Accepted	Denied	Minutes	CDR Data	Pins
(856)	20396	0	0	0	19729	calls	pins
(703)	1185	1042	1023	0	3231	calls	pins
(594)	1179	831	831	0	1248	calls	pins
(594)	1080	77	77	0	1114	calls	pins
(703)	824	513	124	0	2829	calls	pins

Call Search by Phone Report Sample |

Showing 8 of 8 Record(s)

Export

☐	Date	Time	Call To	Call From	Duration	Call Type	Inmate	Charge	Termination Code
☐	05/04/2023	13:34:19	(571)	(703) [1C-1]	03:26	Prepaid	[2033357]	\$0.39	Normal Call
☐	05/03/2023	14:41:25	(703)	(703) [1C-1]	02:28	PIN Debit Call	[1105030]	\$0.22	Normal Call
☐	05/03/2023	13:31:17	(703)	(703) [1C-1]	03:48	PIN Debit Call	[11005633]	\$0.29	Normal Call
☐	05/03/2023	13:19:23	(703)	(703) [1C-1]	09:25	PIN Debit Call	[11005633]	\$0.74	Called Party Hung Up
☐	05/02/2023	14:13:41	(703)	(703) [1C-1]	10:44	Prepaid	[2063006]	\$1.05	Called Party Hung Up
☐	05/02/2023	14:11:39	(703)	(703) [1C-1]	01:28	Direct	[2063006]	\$0.00	Normal Call
☐	05/02/2023	14:02:42	(703)	(703) [1C-1]	01:16	Prepaid	[2063006]	\$0.20	Normal Call
☐	05/02/2023	14:00:03	(703)	(703) [1C-1]	00:24	Direct	[2063006]	\$0.00	Normal Call

Call Search by Inmate Report Sample |

Showing 100 of 284 Record(s)

Export

1 2 3

☐	Date	Time	Call To	Call From	Duration	Call Type	Inmate	Charge	Termination Code
☐	06/29/2023	08:02:16	(202)	(703) [4N5 L]	09:26	PIN Debit Call	[2092343]	\$0.74	Called Party Hung Up
☐	06/28/2023	17:34:07	(202)	(703) [4N5 R]	00:03	PIN Debit Call	[2092343]	\$0.07	Normal Call
☐	06/28/2023	17:22:10	(202)	(703) [4N5 R]	06:13	PIN Debit Call	[2092343]	\$0.52	Normal Call
☐	06/28/2023	15:43:14	(371)	(703) [4N5 L]	07:50	PIN Debit Call	[2092343]	\$0.59	Normal Call
☐	06/28/2023	14:33:33	(434)	(703) [4N5 R]	29:30	PIN Debit Call	[2092343]	\$2.22	Normal Call
☐	06/28/2023	14:04:19	(434)	(703) [4N5 R]	28:35	PIN Debit Call	[2092343]	\$2.15	Normal Call
☐	06/28/2023	14:03:27	(434)	(703) [4N5 R]	00:13	PIN Debit Call	[2092343]	\$0.07	Called Party Hung Up

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM

PROPOSAL



Debit Call Refused Report Sample

Showing 100 of 13187 Record(s)

Export

12345678910...

☐	Date	Time	Call To	Call From	Duration	Call Type	Inmate	Charge	Termination Code		
☐	05/31/2023	22:51:59	(571)	(703)	[3S1 L]	02:20	PIN Debit Call	[2110188]	Jose	\$0.00	Debit Call Refused
☐	05/31/2023	22:49:20	(571)	(703)	[3S1 L]	02:38	PIN Debit Call	[2110188]	Jose	\$0.00	Debit Call Refused
☐	05/31/2023	22:46:05	(571)	(703)	[3S1 L]	02:43	PIN Debit Call	[2110188]	Jose	\$0.00	Debit Call Refused
☐	05/31/2023	22:44:23	(703)	(703)	[4N5 R]	00:39	PIN Debit Call	[2092343]	Mateo	\$0.00	Debit Call Refused
☐	05/31/2023	22:44:02	(703)	(703)	[Available]	02:22	PIN Debit Call	[2076763]	Daniel	\$0.00	Debit Call Refused
☐	05/31/2023	22:36:18	(571)	(703)	[3S1 L]	02:08	PIN Debit Call	[2107907]	David	\$0.00	Debit Call Refused
☐	05/31/2023	22:35:22	(540)	(703)	[4A-1]	01:08	PIN Debit Call	[2106114]	Tyler	\$0.00	Debit Call Refused
☐	05/31/2023	22:31:52	(202)	(703)	[C5]	01:42	PIN Debit Call	[2087252]	Nakia	\$0.00	Debit Call Refused
☐	05/31/2023	22:29:56	(202)	(703)	[C5]	01:48	PIN Debit Call	[2087252]	Nakia	\$0.00	Debit Call Refused

Call Terminated Due to Insufficient Account Balance Report Sample

Showing 100 of 2706 Record(s)

Export

12345678910...

	Date	Time	Call To	Call From	Duration	Call Type	Inmate	Charge	Termination Code
☐	05/31/2023	22:58:40	(571)	(703) [4S1 R]	00:16	Direct	[2005774] <u>Nahemiah</u>	\$0.00	Account Balance is Insufficient
☐	05/31/2023	22:55:28	(571)	(703) [4S1 R]	00:22	Direct	[2005774] <u>Nahemiah</u>	\$0.00	Account Balance is Insufficient
☐	05/31/2023	22:49:56	(703)	(703) [GH2-1]	00:18	Prepaid	[1057981] <u>Kelvin</u>	\$0.00	Account Balance is Insufficient
☐	05/31/2023	22:22:14	(240)	(703) [4N2 L]	00:17	Direct	[2032133] <u>Terrence</u>	\$0.00	Account Balance is Insufficient
☐	05/31/2023	22:21:38	(240)	(703) [4N2 L]	00:23	Direct	[2032133] <u>Terrence</u>	\$0.00	Account Balance is Insufficient
☐	05/31/2023	22:21:19	(240)	(703) [4N2 L]	00:19	Direct	[2032133] <u>Terrence</u>	\$0.00	Account Balance is Insufficient
☐	05/31/2023	22:15:19	(571)	(703) [4N4 L]	00:12	Direct	[1045469] <u>Curtis</u>	\$0.00	Account Balance is Insufficient

Called Party Hung Up Report Sample

Showing 100 of 15521 Record(s)

Export

12345678910...

	Date	Time	Call To	Call From	Duration	Call Type	Inmate	Charge	Termination Code
☐	05/31/2023	23:45:39	(703)	(703) [FH-1]	05:10	Prepaid	[2064025] Danielle	\$0.58	Called Party Hung Up
☐	05/31/2023	22:57:52	(202)	(703) [4S2 L]	01:03	PIN Debit Call	[2078292] Noah	\$0.14	Called Party Hung Up
☐	05/31/2023	22:54:57	(202)	(703) [3S3 L]	00:18	PIN Debit Call	[2111112] Celvin	\$0.07	Called Party Hung Up
☐	05/31/2023	22:51:36	(202)	(703) [3S3 R]	05:20	PIN Debit Call	[2065184] Phil	\$0.44	Called Party Hung Up
☐	05/31/2023	22:51:01	(360)	(703) [4S2 L]	05:53	Prepaid	[2078292] Noah	\$0.78	Called Party Hung Up
☐	05/31/2023	22:50:05	(202)	(703) [C5]	02:27	PIN Debit Call	[2083380] Kelina	\$0.22	Called Party Hung Up
☐	05/31/2023	22:49:31	(571)	(703) [A-7]	08:14	PIN Debit Call	[2095927] Manuel	\$0.66	Called Party Hung Up
☐	05/31/2023	22:48:08	(703)	(703) [FR Mobile 2]	08:17	Direct	[2096736] Jhansi	\$0.00	Called Party Hung Up

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



3-Way Call/Possible Fraud Exception (PFE) Report Sample

Call Search

Call From: [click here to select where the call originated](#)

Call To:

Inmate ID: Inmate Name:

Alternate ID:

Included Calls: ☒ Only include answered calls (not blocked or restricted)

Call Type: [click here to select call types](#)

Recording: ☐ Recorded Calls

Fraud Detection: ☒ Calls with PFE Detection ☐ Calls with Extra Digit Dialing

Date Range From: To:

Start Time Range From: To:

[Search](#) [Hide Search](#) [New Search](#)

[Search Criteria Name](#) [Save Search Criteria](#)

Showing 100 of 248 Record(s)

[Export](#)

	Date	Time	Call To	Call From	Duration	Call Type	Inmate	Charge	Termination Code
☐	06/01/2023	23:59:51	(215)	(703)	04:31	Prepaid	[2111288]	\$0.65	Called Party Hung Up
☐	06/01/2023	23:00:13	(215)	(703)	06:16	Prepaid	[2111288]	\$0.91	Called Party Hung Up
☐	06/01/2023	22:53:01	(202)	(703)	03:51	PIN Debit Call	[2106745]	\$0.29	Called Party Hung Up
☐	06/01/2023	22:52:16	(202)	(703)	07:00	PIN Debit Call	[2087352]	\$0.52	Time Up for Timed Call
☐	06/01/2023	22:50:29	(202)	(703)	00:18	PIN Debit Call	[2095927]	\$0.07	Called Party Hung Up
☐	06/01/2023	22:47:41	(202)	(703)	11:30	PIN Debit Call	[2109552]	\$0.89	Normal Call

Extra Digits Dialed Report Sample

Call Search

Call From: [click here to select where the call originated](#)

Call To:

Inmate ID: Inmate Name:

Alternate ID:

Included Calls: ☒ Only include answered calls (not blocked or restricted)

Call Type: [click here to select call types](#)

Recording: ☐ Recorded Calls

Fraud Detection: ☐ Calls with PFE Detection ☒ Calls with Extra Digit Dialing

Date Range From: To:

Start Time Range From: To:

[Search](#) [Hide Search](#) [New Search](#)

[Search Criteria Name](#) [Save Search Criteria](#)

Showing 56 of 56 Record(s)

[Export](#)

	Date	Time	Call To	Call From	Duration	Call Type	Inmate	Charge	Termination Code
☐	06/01/2023	22:38:58	(202)	(703)	05:02	PIN Debit Call	[2106745]	\$0.52	Normal Call
☐	06/01/2023	21:37:31	(549)	(703)	22:27	PIN Debit Call	[2090824]	\$1.70	Normal Call
☐	06/01/2023	21:01:05	(703)	(703)	03:41	PIN Debit Call	[2052893]	\$0.66	Normal Call
☐	06/01/2023	20:59:07	(703)	(703)	03:55	Direct	[2098761]	\$0.00	Normal Call
☐	06/01/2023	20:15:36	(549)	(703)	16:27	PIN Debit Call	[2105361]	\$1.26	Normal Call
☐	06/01/2023	19:39:49	(202)	(703)	21:29	PIN Debit Call	[2105361]	\$1.63	Called Party Hung Up
☐	06/01/2023	19:35:32	(571)	(703)	29:25	PIN Debit Call	[2110162]	\$2.22	Normal Call

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



Phone Commission Report Sample |

Phone Commission Report



Search

From: 05/01/2023 To: 05/31/2023

Sort Type: Call Type, Lata/Region

Exclude Booking and Courtesy Calls

Search

Export PDF Export CSV

Call Type	Tariff Type	Calls	Minutes	Gross Revenue	Commission Rate	Commission Earned
PIN Debit	interlata/interstate	4,855	39,998	\$6,399.68	75%	\$4,799.76
	interlata/intrastate	1,931	14,301	\$2,288.16	75%	\$1,716.12
	intralata/interstate	0	0	\$0.00	75%	\$0.00
	intralata/intrastate	36,156	296,997	\$47,519.52	75%	\$35,639.64
	international	341	2,586	\$413.76	75%	\$310.32
	local	12,520	102,953	\$16,376.48	75%	\$12,282.36
Total PIN Debit		55,703	456,235	\$72,997.60		\$54,748.20
PrePaid	interlata/interstate	3,568	33,695	\$5,391.20	75%	\$4,043.40
	interlata/intrastate	2,339	20,751	\$3,320.16	75%	\$2,490.12
	intralata/interstate	0	0	\$0.00	75%	\$0.00
	intralata/intrastate	28,753	249,604	\$39,936.64	75%	\$29,952.48
	international	5	52	\$8.32	75%	\$6.24
	local	12,503	108,361	\$17,337.76	75%	\$13,003.32
Total PrePaid		47,167	412,463	\$65,994.08		\$49,495.56
Zero to One	interlata/interstate	0	0	\$0.00	75%	\$0.00
	interlata/intrastate	0	0	\$0.00	75%	\$0.00
	intralata/interstate	0	0	\$0.00	75%	\$0.00
	intralata/intrastate	0	0	\$0.00	75%	\$0.00
	international	0	0	\$0.00	75%	\$0.00
	local	0	0	\$0.00	75%	\$0.00
Total Zero to One		0	0	\$0.00		\$0.00
Total	interlata/interstate	8,423	73,693	\$11,790.88		\$8,843.16
	interlata/intrastate	4,169	35,052	\$5,608.32		\$4,206.24
	intralata/interstate	0	0	\$0.00		\$0.00
	intralata/intrastate	64,909	546,601	\$87,455.16		\$65,592.12
	international	346	2,638	\$422.08		\$316.56
	local	25,023	210,714	\$33,714.24		\$25,285.68
Final Total:		102,870	868,698	\$138,991.68		\$104,243.76
Voice Mail		Call Type	Messages	Gross Revenue	Commission Rate	Commission Earned
		PrePaid	0	\$0.00	0%	\$0.00
Grand Total:				\$138,991.68		\$104,243.76

BROWN COUNTY SHERIFF'S OFFICE

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Facility Commission Report Sample |

Facility Commission report



Search

Reporting Period:

June 2023

Search Hide

Export

Collapse

Date	Facility	Message		Entertainment		Visitation		Photos		Phone		Commission To Credits
		Gross	Rev.	Gross	Rev.	Gross	Rev.	Gross	Rev.	Gross	Rev.	
06/01/2023		\$576.00	\$57.60	\$47.30	\$23.65	\$172.00	\$86.00	\$27.00	\$2.70	\$1,274.23	\$0.00	\$0.00
06/02/2023		\$462.50	\$46.25	\$59.43	\$29.72	\$84.99	\$42.50	\$91.00	\$9.10	\$1,413.60	\$0.00	\$0.00
06/03/2023		\$338.50	\$33.85	\$63.29	\$31.65	\$71.10	\$35.55	\$70.00	\$7.00	\$1,188.22	\$0.00	\$0.00
06/04/2023		\$691.50	\$69.15	\$64.90	\$32.45	\$91.50	\$45.75	\$70.00	\$7.00	\$708.28	\$4.00	\$0.00
06/05/2023		\$631.00	\$63.10	\$71.06	\$35.53	\$80.70	\$40.35	\$39.00	\$3.90	\$1,075.20	\$2.00	\$0.00
06/06/2023		\$563.20	\$56.32	\$72.46	\$36.23	\$56.70	\$28.35	\$29.00	\$2.90	\$1,346.19	\$0.00	\$0.00
06/07/2023		\$547.50	\$54.75	\$59.63	\$29.82	\$80.19	\$40.10	\$49.00	\$4.90	\$1,525.06	\$0.00	\$0.00
06/08/2023		\$494.00	\$49.40	\$62.24	\$31.12	\$80.99	\$40.50	\$65.00	\$6.50	\$1,425.84	\$0.00	\$0.00
06/09/2023		\$552.50	\$55.25	\$59.25	\$29.63	\$84.89	\$42.45	\$63.00	\$6.30	\$1,243.30	\$1.00	\$0.00
06/10/2023		\$407.00	\$40.70	\$40.06	\$20.03	\$95.00	\$47.50	\$47.00	\$4.70	\$1,188.36	\$1.00	\$0.00
06/11/2023		\$557.50	\$55.75	\$53.77	\$26.89	\$78.50	\$39.25	\$80.00	\$8.00	\$1,008.13	\$1.00	\$0.00
06/12/2023		\$504.50	\$50.45	\$54.46	\$27.23	\$61.29	\$30.65	\$51.00	\$5.10	\$1,441.04	\$1.00	\$0.00
06/13/2023		\$523.10	\$52.31	\$60.52	\$30.26	\$73.78	\$36.89	\$46.00	\$4.60	\$1,465.05	\$0.00	\$0.00
06/14/2023		\$512.50	\$51.25	\$56.58	\$28.29	\$85.40	\$42.70	\$32.00	\$3.20	\$1,388.14	\$4.00	\$0.00
06/15/2023		\$559.50	\$55.95	\$58.00	\$29.00	\$94.40	\$47.20	\$26.00	\$2.60	\$1,340.05	\$1.00	\$0.00
06/16/2023		\$513.50	\$51.35	\$62.64	\$31.32	\$82.90	\$41.45	\$51.00	\$5.10	\$1,260.89	\$0.00	\$0.00
06/17/2023		\$597.50	\$59.75	\$42.13	\$21.07	\$84.59	\$42.30	\$52.00	\$5.20	\$1.59	\$0.00	\$0.00
06/18/2023		\$589.00	\$58.90	\$55.98	\$27.99	\$130.50	\$65.25	\$166.00	\$16.60	\$1,646.83	\$0.00	\$0.00
06/19/2023		\$160.50	\$16.05	\$17.85	\$8.93	\$22.10	\$11.05	\$4.00	\$0.40	\$0.00	\$0.00	\$0.00
06/20/2023		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
06/21/2023		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
06/22/2023		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
06/23/2023		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
06/24/2023		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
06/25/2023		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
06/26/2023		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
06/27/2023		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
06/28/2023		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
06/29/2023		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
06/30/2023		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
TOTAL:		\$9,841.30	\$984.13	\$1,061.55	\$530.78	\$1,611.52	\$805.76	\$1,018.00	\$101.80	\$21,940.30	\$15.00	\$0.00

The highly sophisticated call processing and accounting software we maintain ensures all call report and service usage data, including revenues and commissions, are accurate. When an inmate lifts the receiver to make a call, an immediate connection is made to our carrier-grade network utilizing a direct connection from the facilities to our network. Upon termination of the call by either end, the call record is completed and rated in real time. This information is then immediately viewable by authorized County staff from the SmartEcosystem™ Dashboard reports utility, making it impossible for Smart Communications or any other party to tamper with that data at any point. ***In our 16 years of business, Smart Communications has never had a client facility contest the accuracy of any call report data or commission payment amounts.***

BROWN COUNTY SHERIFF'S OFFICE

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SmartVisit™ VVS Session Summary, Search and Reporting Tools

Recent, In Progress and Upcoming/Scheduled Visits Summary and Reports:

The SmartEcosystem™ Dashboard's Upcoming Visits feature provides a quick summary and count of all recent and upcoming/scheduled SmartVisit™ VVS sessions. A variety of data is provided for each visitation session, including Date/Time, Duration, Inmate Name and ID, Visitor (Public User) Name, QuickCode, Housing Unit, Session Type and Status (In Progress or Scheduled). This data can be exported/downloaded as a .CSV or .PDF file.

Visitation - Upcoming Visits



Upcoming Visits User Blocks Visit Blackout

There are pending visitation applications (3), click here to process.

Recent and Upcoming Counts (SJM Admin Only)

Date	Count
Friday - 6/9	62
Saturday - 6/10	64
Sunday - 6/11	125
Monday - 6/12	39
Tuesday - 6/13	11
Wednesday - 6/14	61
Thursday - 6/15	12
Friday - 6/16	9
Saturday - 6/17	2
Sunday - 6/18	32

* Visits where the inmate location has changed since the visit was scheduled are highlighted in the housing column

Schedule a New Visit

Export

Visit Date/Time	Duration	Inmate	Public User	QuickCode	Housing	Type	Status
06/12/2023 9:30:00 AM	30	EDDIE (0442189)	Adam (Privileged)	337 122	D5 (A,B,C)	Remote	Scheduled
06/12/2023 9:30:00 AM	15	TINA (0435567)	Shanell (Privileged)	153 036	1G East	Remote	Scheduled
06/12/2023 10:00:00 AM	30	DANIEL (0169419)	Taylor (Privileged)	441 891	2H	Remote	Scheduled
06/12/2023 10:00:00 AM	30	JEFFERY (0248090)	Tina (Privileged)	901 952	B4 (A,B,C)	Remote	Scheduled
06/12/2023 10:00:00 AM	30	RANDAL (0443430)	Judith (Privileged)	142 770	A4 (A,B,C)	Remote	Scheduled
06/12/2023 10:00:00 AM	15	YVETTE (0384530)	Shanell (Privileged)	991 574	1H	Remote	Scheduled

Past Visits/Session History Search and Reports:

The SmartEcosystem™ Dashboard's Past Visits feature allows authorized users to quickly locate a SmartVisit™ VVS session of interest as well as generate a variety of custom reports based on a single or multiple parameters, such as Inmate Name, Visit Category (Schedule or On-Demand), Visit Type (Local/On-site or Remote), Visit Status

BROWN COUNTY SHERIFF'S OFFICE

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(Stopped by Admin, Missed, Cancelled or Completed), Visit Date Range, Housing Unit, Inmate of Interest and Kiosk/Tablet ID. Search result data can be exported/downloaded as a .CSV or .PDF file.

Visitation - Past Visits



Past Visits

Search

Name:

Visit Category:

Visit Type:

Visit Status:

Visit Date: From: To:

Housing:

Inmates of Interest:

Kiosk ID:

Visit Date/Time	Duration	Inmate	Public User	Privileged	Kiosk ID	Housing	Type	Status
06/10/2023 02:00:00 PM	30	JONIS (0291161)	Kilah		26437	A1 (A,B,C)	Remote	Completed
06/10/2023 01:30:00 PM	30	MARVIN (0381814)	Jamella		26334	A5 (A,B,C)	Remote	Completed
06/10/2023 01:00:00 PM	30	SUSAN (0412483)	Ricky (Privileged)	☒	25374	1H	Remote	Completed
06/10/2023 01:00:00 PM	30	GARY (0347908)	Jayne		23784	B5 (A,B,C)	Remote	Completed
06/10/2023 01:00:00 PM	30	REGINALD (0219255)	Michelle		25373	I-Right	Local/Onsite	Completed

SmartRequest™ Digital Request/Grievance/Medical Form Platform Search and Reports

Automated documents, such as grievances and requests, are managed through our highly customizable SmartRequest™ platform. Prior to the go live date, Smart Communications will work directly with designated staff to replicate the documents, forms and processes currently in place and load them into the SmartEcosystem™ Dashboard. After the go live date, authorized users can create new or modify existing documents/forms/processes in SmartRequest™ with or without the assistance of Smart Communications.

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The following screenshots demonstrate the various SmartRequest™ search and reporting tools available in the SmartEcosystem™ Dashboard:

Opened and Closed Inmate General Requests Report Samples:

Number of Requests Opened

Search

Reporting Period: 05/10/2023 to 06/10/2023 Go

Request Type	Count
Additional Law Library Materials Request	426
Case Worker Request (Must explain reason)	1,702
Cleaning Supplies Request	39
CVR- Deductions and Payments	56
Faith Accommodations- Request to clergy	752
HARDSHIP-release- must be completely filled out	33
I want to be a Trusty- Any location	337
Inmate Account Information	256
KITE- (DO NOT USE FOR MEDICAL NEEDS)	3,323
KITE- GENERAL REQUEST- NOT MEDICAL- KITE	2,985
PROPERTY Related Questions	316
Religious Diet Request (New)	39

Number of Requests Closed

Search

Reporting Period: 05/10/2022 to 06/10/2023 Go

Request Type	Count
Additional Law Library Materials Request	3,758
Case Worker Request (Must explain reason)	13,227
Cleaning Supplies Request	347
CVR- Deductions and Payments	111
Faith Accommodations- Request to clergy	6,112
HARDSHIP-release- must be completely filled out	241
I want to be a Trusty- Any location	2,671
Inmate Account Information	2,508
KITE- (DO NOT USE FOR MEDICAL NEEDS)	27,861
KITE- GENERAL REQUEST- NOT MEDICAL- KITE	24,498
PROPERTY Related Questions	2,430
Religious Diet Request (New)	25

Opened and Closed Inmate Grievances Report Samples:

Number of Grievances Opened

Search

Reporting Period: 05/10/2023 to 06/10/2023 Go

Request Type	Count
Grievance - Aramark Kitchen	223
Grievance - Chaplain	32
Grievance - Classification	103
Grievance - Commissary	171
Grievance - General	736
Grievance - Inmate Accounts	40
Grievance - Inmate Programs	25
Grievance - Inmate Records	37
Grievance - Law Library	16
Grievance - PREA	4
Grievance - Property	40

Number of Grievances Closed

Search

Reporting Period: 05/10/2023 to 06/10/2023 Go

Request Type	Count
Grievance - Aramark Kitchen	357
Grievance - Chaplain	38
Grievance - Classification	101
Grievance - Commissary	154
Grievance - General	746
Grievance - Inmate Accounts	44
Grievance - Inmate Programs	23
Grievance - Inmate Records	39
Grievance - Kitchen	9
Grievance - Law Library	14
Grievance - PREA	4
Grievance - Property	40

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Opened and Closed Inmate Medical Requests Report Samples:

Number of Medical Requests Opened

Search

Reporting Period: 05/10/2023 to 06/10/2023 Go

Staff Member	Message Count
Grievance - Behavioral Health	81
Grievance - Medical	359
Request - Behavioral Health	397
Request - Medical	1,152
Sick Call - Dental	381
Sick Call - Medical	1,329

Number of Medical Requests Closed

Search

Reporting Period: 05/10/2023 to 06/10/2023 Go

Request Type	Count
Grievance - Behavioral Health	77
Grievance - Medical	378
Request - Behavioral Health	366
Request - Medical	1,151
Sick Call - Dental	380
Sick Call - Medical	1,317

Average Response Time by Inmate Request Type Report Sample:

Request Reports - Average Response Time by Request Type



Search

Date Responded: From: 05/10/2023 To: 06/10/2023

Search

Average Response Times by Request Type

All figures are in days. Zero days means that a request was answered the same day it was submitted or received. Business days are calendar days excluding weekends, holidays and other non-working weekdays are not excluded from Business day calculations at present.

Request Type	Calendar Since Submitted	Calendar Since Received	Business Since Submitted	Business Since Received	Count
Grievance - Aramark Kitchen	15	2	11	1	354
Grievance - Behavioral Health	0	0	0	0	77
Grievance - Chaplain	2	0	2	0	32
Grievance - Classification	1	0	1	0	99
Grievance - Commissary	1	1	1	1	120
Grievance - General	1	1	0	0	742
Grievance - Inmate Accounts	4	2	3	2	43
Grievance - Inmate Programs	1	0	1	0	23
Grievance - Inmate Records	5	1	4	1	39
Grievance - Kitchen	39	31	29	23	9
Grievance - Law Library	1	0	1	0	13
Grievance - Medical	2	0	1	0	378
Grievance - PREA	0	0	0	0	4
Grievance - Property	2	0	2	0	40
Investigative Services (In House Boards)	0	0	0	0	132

BROWN COUNTY SHERIFF'S OFFICE

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Answered Inmate Request Log Report Sample:

Request Reports - Answered Request Log

Search

Request Form Type: **- All Form Types -**

Date Responded: From: **05/03/2023** To: **06/10/2023**

Search

Answered Request Log

Export as PDF | Export as CSV/Excel

Request ID	Received	Name	Resident ID	Nationality	Responder	Responded	Topic
15639175	06/06/2023	BRIAN	4948195		Chaplain	06/06/2023	Request: Chaplain
Please check all that apply: ☒ Sacred Text Other: I never received my holy Quran I have court on June 7th and was wondering if there was anyway I can receive before then I'm not trying to resubmit the same request but I really need this Response: Being reviewed.							
15675724	06/07/2023	BRIAN	4948195		Sergeant	06/07/2023	Grievance - General
Other: Co papesh would not let me take a shower in the morning @ 5:00am after breakfast two weeks ago so today I politely talked to her and explained my frustration and that I read the inmate manual and it said that lockdown is 3:30 in the morning and that there is nothing prohibiting me from showering when I explained this to co papesh she then said she did not care and it was her shifts top run (which is true) and that she would tell the sergeant that people needed to shower for court (which I understand) but when asked if the court people don't shower or finish and it's still before lockdown may I shower she responded no because she is in charge of what we do and said and I quote we do as she says nothing more nothing less Response: Refer to page 9 of your inmate handbook regarding grievances. This occurred 2 weeks ago. Grievances are not accepted until a request has been submitted and under no circumstance will be accepted after 5 days.							
15679840	06/08/2023	BRIAN	4948195		Sergeant	06/08/2023	Grievance - General
Select all that apply: ☒ Administrative Other: hurry up and bring my lunch and tell pascio to hurry up and come get me im done talking and looking at yall :)) Response: This request is completed and closed.							

Request Aging Report Sample:

Request Reports - Request Aging Report

Request Aging Report

Request Type	Initial Period	Warning	Due in 24 Hours	Overdue	Unknown
Grievance - Aramark Kitchen	11	0	11	21	0
Grievance - Behavioral Health (Medical)	0	0	1	4	0
Grievance - Chaplain	1	0	0	2	0
Grievance - Classification	1	0	3	1	0
Grievance - Commissary	3	0	7	12	0
Grievance - General	10	0	2	8	0
Grievance - Inmate Accounts	1	0	2	1	0
Grievance - Inmate Programs	2	0	0	0	0
Grievance - Inmate Records	2	0	0	2	0
Grievance - Law Library	0	0	1	2	0
Grievance - Medical (Medical)	4	0	1	16	0
Grievance - Property	0	0	0	1	0
Investigative Services (In House Boards)	5	0	0	1	0
Request - Behavioral Health (Medical)	2	0	0	30	0

BROWN COUNTY SHERIFF'S OFFICE

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Staff Response Counts by Inmate Request Type and Date Report Sample:

Request Reports - Staff Response Counts by Request Type and Date

Search

Request Form Type:

Reporting Period:

Response Counts by Staff Members and Request Form Type

Staff Member	Responses
RN.	849
Aramark.	184
Corrections	163
Aramark Commissary.	163
Chaplain.	158
Chaplain.	151
Classification	145
Sergeant.	136
Corizon Behavioral Health.	122
Corizon Medical Director of Nursing.	119
Classification.	111
Corrections Deputy.	104
Corporal.	100
Classification.	98

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



24+ Hours to Respond to Request/Grievance Report Sample

24+ Hours to Respond



Search

Date Opened: From: To:

Type:

Opened and Responded Report

Export

Ref #	Requests	Date Opened	Date Responded	Inmate	Assigned To
14603914	Request - Inmate Records	03/01/2023 5:48 AM	03/07/2023 8:42 AM	JASON (244839)	Inmate Records
14604371	Request - Chaplain	03/01/2023 8:17 AM	03/02/2023 1:03 PM	CYNTHIA (160493)	Chaplain
14604437	Request - Commissary	03/01/2023 8:24 AM	03/13/2023 12:19 PM	JONATHAN (5015548)	Aramark Commissary
14604461	Request - General	03/01/2023 8:27 AM	03/02/2023 9:25 AM	ANGELICA (323923)	Corrections Deputy
14604488	Request - General	03/01/2023 8:31 AM	03/02/2023 9:23 AM	JAMARCUS (4988435)	Corrections Deputy
14604500	Request - Commissary	03/01/2023 8:33 AM	03/02/2023 9:22 AM	JAMARCUS (4988435)	Aramark Commissary
14604508	Request - Classification	03/01/2023 8:34 AM	03/02/2023 8:57 AM	TIMOTHY (316705)	Banks C. (Corporal.)
14604512	Request - Classification	03/01/2023 8:34 AM	03/02/2023 9:21 AM	JAMARCUS (4988435)	Banks C. (Corporal.)
14604531	Request - Supply	03/01/2023 8:37 AM	03/02/2023 10:34 AM	JOY (281928)	Corrections Deputy
14604598	Request - General	03/01/2023 8:47 AM	03/02/2023 9:15 AM	MARILYN (306546)	Corrections Deputy
14604647	Request - Chaplain	03/01/2023 8:53 AM	03/02/2023 1:08 PM	SAHEEDAH (4921388)	Chaplain
14604835	Request - General	03/01/2023 9:12 AM	03/02/2023 9:16 AM	JACKALYNN (4941151)	Corrections Deputy
14605072	Request - ID Card	03/01/2023 9:29 AM	03/05/2023 4:50 AM	OMAREE (303730)	Corrections Deputy
14605141	Request - Law Library	03/01/2023 9:34 AM	03/02/2023 9:12 AM	MICHAEL (4925582)	Law Library

Inmate Document Acknowledgement Report Sample

Not Acknowledged Report - Documents Not Acknowledged Report



Search

Inmate:

Document:

Export

Inmate	Inmate ID #	DOB	Document(s) Not Acknowledged
BRIAN	4948195	6/7/1999	No Commissary 500 Echo
CHRISTIAN	4054206	12/16/1994	No Commissary 500 Echo
ANGEL	329454	8/26/1978	No Commissary 500 Echo
LARRY	288691	7/25/1959	No Commissary 500 Echo
JEREMIAH	321491	9/10/1983	No Commissary 500 Echo
ROBERT	4020095	4/28/1958	No Commissary 500 Echo
BERNARD	4946917	8/4/1987	No Commissary 500 Echo
DONOVAN	4003243	9/7/1993	No Commissary 500 Echo
MATT	4972896	7/9/1971	No Commissary 500 Echo
HOLLY	343274	10/3/1984	No Commissary 500 Echo
MARQUES	308129	9/13/1992	No Commissary 500 Echo
MARK	4963472	11/30/1985	No Commissary 500 Echo
GREGORY	4994385	2/1/1982	No Commissary 500 Echo

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PROPOSAL



SmartInmate™ Electronic Messaging System Search and Reports

Smart Communications' SmartInmate™ Electronic Messaging System has many built-in investigative features that make the system an invaluable intelligence-gathering, crime solving and crime prevention tool. For example, SmartInmate™ can automatically monitor and send instant notifications when messages containing investigator-defined keywords or names are transmitted, or inmates being shadowed under investigation send or receive messages or connect with a new public user. Furthermore, SmartInmate™ messages are fully keyword searchable. Keywords are highlighted in the search results to allow investigators to quickly locate content of interest.

SmartInmate™ also collects statistics, data and information on public users in the community who are in communication with inmates at your agency, such as connected inmates, phone numbers, IP addresses, email addresses, credit card and bank information, GPS locations, devices used and more.

The following screenshots demonstrate the various SmartInmate™ search and reporting tools available in the SmartEcosystem™ Dashboard:

Electronic Messaging High Usage Report Sample:

Message Report - High Usage Message Report

High Usage Report Messages Message View Report Quarantine

Search

Date Range: From: 06/03/2023 To: 06/10/2023

Search

Export

Date	Full Name	User name	User Type	Message Count
06/04/2023	MAXWELL	4917132	Inmate	63
06/04/2023	TRACY	292309	Inmate	55
06/05/2023	DARYL	4991574	Inmate	132
06/05/2023	MAXWELL	4917132	Inmate	57
06/07/2023	NATALIE	sammie1972	Public User	54
06/07/2023	MAXWELL	4917132	Inmate	52
06/08/2023	MAXWELL	4917132	Inmate	52
06/09/2023	MAXWELL	4917132	Inmate	54

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM

PROPOSAL



Unique Message Count Viewed by Staff Member Report Sample:

Unique Message Count Viewed by Staff Member

Search

Reporting Period: 06/03/2023 to 06/10/2023 Go

Staff Member	Message Count
Message viewed by Detective.	425
Message viewed by Analyst.	195
Message viewed by	113
Message viewed by Correctional Probation Sr. Supervisor.	97
Message viewed by Sergeant	96
Message viewed by Detective.	88
Message viewed by LT.	84
Message viewed by Investigator	84
Message viewed by Agent.	82

Photos Approved/Rejected by Staff Member Report Samples:

Photos Approved by Staff Member

Search

Reporting Period: 06/03/2023 to 06/10/2023 Go

Staff Member	Message Count
Accepted by Sergeant.	392
Accepted by Sergeant.	372
Accepted by Lieutenant.	322
Accepted by Sergeant.	166
Accepted by Sergeant.	105

Photos Rejected by Staff Member

Search

Reporting Period: 06/03/2023 to 06/10/2023 Go

Staff Member	Message Count
Rejected by Sergeant.	81
Rejected by Lieutenant.	64
Rejected by Sergeant.	57
Rejected by Sergeant.	12
Rejected by Sergeant.	10

Keyword Tracking Report Sample:

Keyword Tracking Report

Keywords Keyword Tracking Report

This report will show the number of messages which had a hit on a keyword over a period of time. If a keyword was found multiple times in the same message it is only counted once for the purposes of this report. Keywords are only counted when a keyword is active at the time the message was processed. If a new keyword has been added the report will not show activity on the keyword from messages sent before the keyword was added, only messages sent after a keyword was added. If a keyword is disabled it will no longer be tracked for this report. The earliest date that data is available is December 1, 2013.

Search

Reporting Period From 06-03-2023 to 06-10-2023 Go

Keyword Tracking Report

Keyword	Incoming Hits	Outgoing Hits	Total Hits
administrator	1	0	1
animal control			
beat	115	138	253
bitch	286	343	629
blade	2	0	2
blood	85	77	162
blunt	11	5	16
cap	21	37	58
cigarette	8	2	10

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
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SmartEd™, SmartReentry, SmartLaw™ Library and SmartEntertainment™ Report Samples/

Beyond Prison, Probation and Parole (BPPP) Inmate Progress and Submitted Response Report Sample:

Beyond Prison, Probation and Parole Report

Export

Inmate	Inmate ID #	Last Updated	Percent Complete	Report
TRAYVEON	4909351	3/25/2022 9:11 AM	37%	View Responses
WILLIAM	4929393	12/17/2021 1:29 PM	1%	View Responses
AUDREY	344538	5/19/2022 3:08 PM	7%	View Responses
CARISSA	4847514	8/3/2022 7:19 PM	10%	View Responses
TYLER	6091146	5/16/2023 9:45 PM	3%	View Responses
XAVIER	5003957	4/4/2023 9:46 PM	1%	View Responses
EDWIN	4750515	4/19/2023 11:15 AM	4%	View Responses
TED	4861308	12/18/2021 4:22 PM	12%	View Responses
RICHARD	4952073	12/19/2021 5:22 PM	100%	View Responses
ANN	206447	12/25/2021 3:24 PM	22%	View Responses
ANTHONY	324703	12/29/2021 1:41 PM	6%	View Responses
DYLAN	4760074	1/5/2022 1:33 PM	1%	View Responses
KASEY	301087	9/5/2022 2:52 PM	22%	View Responses
DESMOND	297633	4/29/2023 3:41 PM	5%	View Responses

North American Learning Institute (NALI) Inmate Progress Report Sample:

NALI Progress - NALI Progress Report

Search

Inmate:

Course:

Status:

Progress:

Inmate	Course	Priority	Status	Date	Progress	Notes	Action
ACCOUNT, SAMPLE (00000000)	Drug And Alcohol Awareness Class	10	Approved				Request Details
USER (0436247)	Parent Education And Family Stabilization Course	10	Approved	3/11/21 7:34 AM		Manually Assigned	Request Details
RICHARD	Parent Education And Family Stabilization Course	10	Approved	4/13/23 11:33 AM	Finished	Started at 4/14/23 8:56:47 PM EDT	Request Details View Certificate
FREDDIE	Anger Management Class	10	Approved	10/25/21 3:16 PM	Finished	Started at 5/23/23 4:13:33 PM EDT	Request Details View Certificate
NICHOLAS 3)	Domestic Violence Class	10	Approved	4/12/21 2:16 PM	Finished	Started at 4/25/21 6:06:52 PM EDT	Request Details Retrieve Certificate
NICHOLAS 3)	Anger Management Class	10	Approved	4/12/21 2:17 PM	Finished	Started at 4/20/21 9:01:55 PM EDT	Request Details Retrieve Certificate
AA (0279151)	Parent Education And Family Stabilization Course	10	Approved	1/22/21 9:19 AM		Manually Assigned	Request Details
AA (0279151)	Anger Management Class	10	Approved	3/10/21 7:03 AM		Manually Assigned	Request Details
LADAZYANNA 5)	Anger Management Class	10	Approved	10/4/21 1:37 PM	Started	Started at 11/9/21 10:09:30 AM EDT	Request Details

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



SmartLaw™ Digital Law Library Inmate Usage Log Report Sample:

Law Library Usage Report

Search

Reporting Period:

NOTE: This summary report only includes data where session length was at least one minute. Sessions lasting less than one minute are excluded from this report.

Law Library Usage Summary

[Print this report](#)

[Export](#)

Last Name	First Name	ID	Sessions	Total Minutes	Detail...
	BRIAN	4948195	1	1	Detail...
	ANGEL	329454	2	63	Detail...
	MATT	4972896	13	249	Detail...
	DAVID	4870102	1	9	Detail...
	MARCUS	4941395	7	73	Detail...
	OSCRAN	4934725	2	9	Detail...
	CAMERON	4992768	4	123	Detail...
	KRISTOPHER	4801681	24	341	Detail...
	ELIJAH	4957378	12	207	Detail...
	UNIQUE	4847645	2	2	Detail...
	EVAN	4007824	7	81	Detail...
	EMORY	309164	2	2	Detail...
	PATRICIA	4660637	4	33	Detail...
	SHAUNTAVIOUS	4833572	4	6	Detail...
	CARLO	4661094	38	3,858	Detail...
	JOHNATHON	4007477	15	176	Detail...
	JONATHAN	241748	2	18	Detail...

SmartEntertainment™ Usage Report Sample:

Entertainment Usage Report

Search

Month:

Content	Usage	Inmates	Average
Deactivated Content	0%	7	0 hours and 0 minutes
Books - Free	56%	359	8 hours and 30 minutes
Games	24%	350	4 hours and 0 minutes
Internet Radio	12%	370	2 hours and 0 minutes
TV / Movies	8%	425	1 hour and 0 minutes

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



MailGuard® Report Samples

Received Mail Report Sample:

Postal Mail - All Postal Mail ?

Print Batches Print Packages Responses Search Mail

Search

Keyword:

Recipient:

Sender:

Date Received: From: 11/01/2023 ☐ To: 11/30/2023 ☐

Flagged:

Rejected:

Inmates of Interest:

Housing Area:

Export:

Date Received	From	To	Housing Area	View Mail	Status
11/30/2023	RTS	JONATHAN	C200	View Mail...	✓ Delivered
11/30/2023	IVETTE	TIMOTHY	C200	View Mail...	✓ Recipient Read
11/30/2023	ERICK #LU2102	CRYSTAL	B500	View Mail...	✓ Recipient Read
11/30/2023	STEVEN	ELENA	B400	View Mail...	✓ Recipient Read
11/30/2023	RTS	CHARLES	A760	View Mail...	✓ Recipient Read

Return to Sender Mail Report Sample:

Postal Mail - All Postal Mail ?

Search Mail

Search

Keyword:

Recipient:

Sender:

Date Received: From: 01/01/2023 ☐ To: 01/01/2024 ☐

Flagged:

Rejected:

Inmates of Interest:

Housing Area:

Found matches...

Date Received	From	To	Housing Area	View Mail	Status
12/29/2023	RTS	BERNARD	E-0	View Mail...	✓ Rejected
12/22/2023	RTS	JAMES	D-4	View Mail...	✓ Rejected
11/29/2023	STACEY	JUSTIN	F-0	View Mail...	✓ Rejected
11/23/2023	VERDONE	HERNAN	B-4	View Mail...	✓ Rejected
11/21/2023	STACEY	JUSTIN	F-0	View Mail...	✓ Rejected
11/13/2023	RTS	NICHOLAS	C-8	View Mail...	✓ Rejected

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



User Activity Log Report Samples:

Facility Staff Activity Log Report Sample -

The SmartEcosystem™ Dashboard provides comprehensive search/query and on-demand reporting tools to allow designated administrative and investigative staff to audit facility staff user activities. For security and accountability purposes, all facility staff user SmartEcosystem™ Dashboard activities, such as page views, database modifications and more, are logged in detail:

User Activity Log



Search

From: To: Access Point: Activity:

Start Time: End Time: Inmate ID:

Miss/Tables ID: Request/Grievance Ref #: Description Contains:

Phone:

Showing 50 of 1000 records.

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20

Date/Time	Activity	Description	Access Point	Location	Details
06/01/2023 11:59:20 PM	View	Sgt. J viewed the phone settings of inmate	SmartEcosystem™ Dashboard		N/A
06/01/2023 11:59:07 PM	View	Sgt. J viewed phone calls	SmartEcosystem™ Dashboard		N/A
06/01/2023 11:58:50 PM	View	Sgt. J viewed connections for inmate	SmartEcosystem™ Dashboard	Jail facility	Details
06/01/2023 11:58:43 PM	View	Sgt. J viewed inmates	SmartEcosystem™	Jail facility	N/A

Inmate Mail Activity Log Report Sample -

The SmartEcosystem™ Dashboard provides comprehensive search/query and on-demand reporting tools to allow authorized facility staff to audit inmate digital postal mail activities. For example, a report can be generated to display all inmate postal mail received within a specified date range (i.e., 11/01/23 through 11/31/23):

Postal Mail - All Postal Mail



[Print Batches](#) [Print Packages](#) [Responses](#) [Search Mail](#)

Search

Keyword:

Recipient:

Sender:

Date Received: From: To:

Flagged:

Rejected:

Inmates of Interest:

Housing Area:

[SHOW ALL PENDING REVIEW](#)

[SHOW ALL MAIL ON HOLD](#)

[Export](#)

Date Received	From	To	Housing Area	View Mail	Status
11/30/2023	RTS	JONATHAN	C200	View Mail	Delivered
11/30/2023	IVETTE	TIMOTHY	C200	View Mail	Recipient Read

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



Miscellaneous Report Samples/

Facility Staff SmartEcosystem™ Dashboard Activity Report Sample:

User Activity Log



Search

From: To: Access Point: Activity:

Start Time: End Time: Inmate ID: Admin:

Kiosk/Tablet ID: Request/Grievance Ref #: Description Contains: Public User:

Phone:

Showing 50 of 1000 records.

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20

Export

Date/Time	Activity	Description	Access Point	Location	Details
06/01/2023 11:59:30 PM	View	Sgt. J. viewed the phone settings of inmate [0244434].	SmartEcosystem™ Dashboard		N/A
06/01/2023 11:59:07 PM	View	Sgt. J. viewed phone calls.	SmartEcosystem™ Dashboard		N/A
06/01/2023 11:58:50 PM	View	Sgt. J. viewed connections for inmate at Jail facility.	SmartEcosystem™ Dashboard		Details
06/01/2023 11:58:43 PM	View	Sgt. J. viewed Inmate at Jail facility.	SmartEcosystem™ Dashboard		N/A
06/01/2023 11:58:43 PM	View	Sgt. J. viewed Inmate at Jail facility.	SmartEcosystem™ Dashboard		N/A

SmartKiosk™ and SmartTablet™ Reports:

Kiosk/Tablet Live Monitoring Report Sample -

Kiosks - All Kiosks

Search Kiosks:

Export

Edit	ID	Housing Area	Assigned	Computer	MAC Address	Assets	Active	Maint	Monitor	Last Login
Edit	21981	72 HOUR HOLDING	Yes	TAB-58612	10:c8:14:07:9e:68	1	Yes	No	2 days ago	2 days ago
Edit	22740	C1	Yes	TAB-59306	0c:cf:89:3f:af:9c	1	Yes	No	10 minutes ago	10 minutes ago
Edit	22996	C1	Yes	TAB-59506	0c:cf:89:3f:bfe3	1	Yes	No	33 minutes ago	33 minutes ago
Edit	23151	C1	Yes	TAB-59661	54:ef:33:28:4a:94	1	Yes	No	4 hours ago	4 hours ago
Edit	24738	C1	Yes	TAB-61159	54:ef:33:27:ba:14	1	Yes	No	1 hour ago	1 hour ago
Edit	18389	C1	Yes	TAB-55215	10:c8:14:05:01:6f	1	Yes	No	6 days ago	6 days ago
Edit	18431	C1	Yes	TAB-55258	0c:cf:89:3c:a7:6d	1	Yes	No	38 minutes ago	38 minutes ago
Edit	18443	C1	Yes	TAB-55270	0c:cf:89:3f:c2:4b	1	Yes	No	3 days ago	3 days ago
Edit	18456	C1	Yes	TAB-55283	0c:cf:89:3e:c8:90	1	Yes	No	36 minutes ago	36 minutes ago
Edit	18902	C1	Yes	TAB-55698	10:c8:14:04:bd:31	1	Yes	No	37 minutes ago	37 minutes ago

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



Inmate Connection Report Sample:

Connection Report

Search

Keyword:

Start date: ☐

End date: ☐

Connection Type: ☐

Inmate	Public User	Connection Created	Type
CHRISTOPHER (315310)	ryfe (LOSERS321)	06/10/2023 6:39 AM	Standard User
ROLAND (287407)	ryfe (LOSERS321)	06/10/2023 6:41 AM	Standard User
RODNEY (4910994)	Lois (JOParch)	06/10/2023 8:05 AM	Standard User
ASHLEY (4790327)	Cody (Codylo)	06/10/2023 8:19 AM	Standard User
DALE (4049867)	(iamhades)	06/10/2023 8:37 AM	Standard User
CAPURSO, LYNNETTE (4919343)	Jason (jasonOjensen)	06/10/2023 8:44 AM	Standard User
BRUCE (157923)	ryfe (LOSERS321)	06/10/2023 8:44 AM	Standard User
MICHAEL (276543)	Pam (Pamf1977)	06/10/2023 9:30 AM	Standard User
PEDRO (4788096)	Tuti (Tutigitxo)	06/10/2023 9:31 AM	Standard User
MICHAEL (4802058)	Jennifer (ksjayjayduh)	06/10/2023 9:31 AM	Standard User
MALIKAL (4967679)	alco, Matthew (mattimusmax)	06/10/2023 9:33 AM	Standard User
RONIECA (5027446)	Kimyarda (Kimyarda1)	06/10/2023 9:37 AM	Standard User
DAMEIN (5013790)	Aaron (321kzone)	06/10/2023 9:49 AM	Standard User

Facility Commission Report (Entertainment) Sample:

Facility Commission report

Search

Show Search

Export:

Collapse				
Date	Facility	Entertainment	Rev.	Commission
		Gross		To Credits
06/01/2023		\$102.81	\$25.70	\$0.00
06/02/2023		\$93.76	\$23.44	\$0.00
06/03/2023		\$81.11	\$20.28	\$0.00
06/04/2023		\$80.33	\$20.08	\$0.00
06/05/2023		\$74.68	\$18.67	\$0.00
06/06/2023		\$101.57	\$25.39	\$0.00
06/07/2023		\$109.63	\$27.41	\$0.00
06/08/2023		\$103.56	\$25.90	\$0.00
06/09/2023		\$90.88	\$22.72	\$0.00
06/10/2023		\$53.45	\$13.36	\$0.00

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



Facility Commission Report Sample:

Facility Commission report

Search

Reporting Period:

June 2023

Export

Collapse

Date	Facility	Message		Entertainment		Visitation		Photos		Phone		Commission
		Gross	Rev.	Gross	Rev.	Gross	Rev.	Gross	Rev.	Gross	Rev.	
06/01/2023		\$576.00	\$57.60	\$47.30	\$23.65	\$172.00	\$86.00	\$27.00	\$2.70	\$1,274.23	\$0.00	\$0.00
06/02/2023		\$462.50	\$46.25	\$59.43	\$29.72	\$24.99	\$22.50	\$91.00	\$9.10	\$1,413.60	\$0.00	\$0.00
06/03/2023		\$388.50	\$38.85	\$63.29	\$31.65	\$71.10	\$35.55	\$70.00	\$7.00	\$1,188.22	\$0.00	\$0.00
06/04/2023		\$691.50	\$69.15	\$64.90	\$32.45	\$91.50	\$45.75	\$70.00	\$7.00	\$708.28	\$1.00	\$0.00
06/05/2023		\$621.00	\$62.10	\$71.06	\$35.53	\$80.70	\$40.35	\$39.00	\$3.90	\$1,075.20	\$2.00	\$0.00
06/06/2023		\$563.20	\$56.32	\$72.46	\$36.23	\$56.70	\$28.35	\$29.00	\$2.90	\$1,346.19	\$0.00	\$0.00
06/07/2023		\$547.50	\$54.75	\$59.63	\$29.82	\$80.19	\$40.10	\$49.00	\$4.90	\$1,525.06	\$0.00	\$0.00
06/08/2023		\$494.00	\$49.40	\$62.24	\$31.12	\$80.99	\$40.50	\$65.00	\$6.50	\$1,425.84	\$0.00	\$0.00
06/09/2023		\$552.50	\$55.25	\$59.25	\$29.63	\$24.89	\$42.45	\$83.00	\$8.30	\$1,243.30	\$1.00	\$0.00
06/10/2023		\$407.00	\$40.70	\$40.06	\$20.03	\$95.00	\$47.50	\$47.00	\$4.70	\$1,188.36	\$1.00	\$0.00
06/11/2023		\$557.50	\$55.75	\$53.77	\$26.89	\$78.50	\$39.25	\$80.00	\$8.00	\$1,003.13	\$1.00	\$0.00
06/12/2023		\$524.50	\$52.45	\$54.46	\$27.23	\$61.29	\$30.65	\$51.00	\$5.10	\$1,441.04	\$1.00	\$0.00
06/13/2023		\$523.10	\$52.31	\$60.52	\$30.26	\$73.78	\$36.89	\$46.00	\$4.60	\$1,465.05	\$0.00	\$0.00
06/14/2023		\$512.50	\$51.25	\$56.58	\$28.29	\$85.40	\$42.70	\$32.00	\$3.20	\$1,388.14	\$4.00	\$0.00
06/15/2023		\$569.50	\$56.95	\$58.00	\$29.00	\$94.40	\$47.20	\$26.00	\$2.60	\$1,340.05	\$1.00	\$0.00
06/16/2023		\$513.50	\$51.35	\$62.64	\$31.32	\$82.90	\$41.45	\$51.00	\$5.10	\$1,260.89	\$0.00	\$0.00
06/17/2023		\$597.50	\$59.75	\$42.13	\$21.07	\$84.59	\$42.30	\$52.00	\$5.20	\$1.89	\$0.00	\$0.00
06/18/2023		\$589.00	\$58.90	\$55.98	\$27.99	\$130.50	\$65.25	\$106.00	\$10.60	\$1,646.83	\$0.00	\$0.00
06/19/2023		\$160.50	\$16.05	\$17.85	\$8.93	\$22.10	\$11.05	\$4.00	\$0.40	\$0.00	\$0.00	\$0.00
06/20/2023		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
06/21/2023		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
06/22/2023		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
06/23/2023		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
06/24/2023		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
06/25/2023		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
06/26/2023		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
06/27/2023		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
06/28/2023		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
06/29/2023		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
06/30/2023		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
TOTAL:		\$9,841.30	\$984.13	\$1,061.55	\$530.78	\$1,611.52	\$805.76	\$1,018.00	\$101.80	\$21,940.30	\$15.00	\$0.00

All reports can be exported as a MS Excel or Adobe PDF file.

Please note that our dedicated in-house software engineers can create additional Smart Communications reports to meet any specific reporting needs at **no cost**.



Exhibit E: Service Escalation Matrix and Maintenance Plan

Smart Communications provides dependable service from initial system design planning and implementation through ongoing maintenance and support. All maintenance, support, training, and repair of our technologies and services will be provided to the County at **no cost**.

Technical and maintenance support services will be provided to the County by in-house Smart Communications staff:

- Account Manager (Scott Holte)
- Client Services Manager (Larry Gibson)
- Network Operations Center (NOC)
- Technical Support Center (TSC)

Additional technical and maintenance support services will be provided by our qualified Field Service Technicians (FSTs).

Account Manager |

Scott Holte will serve as the County's Account Manager and primary point of contact. As the Account Manager, Scott will provide the County with service and support in the following areas:

- Technology and Service Utilization
- Proactive and Reactive Communications
- Staff and Inmate Training Support
- Troubleshooting and Trouble Ticket Assistance

Smart Communications is committed to ensuring our technologies and services continue to meet and exceed the County's expectations. To deliver on this commitment, Scott will meet with facility staff each quarter to discuss their satisfaction with system performance, and the quality of the support and maintenance provided. During these meetings, Scott will also provide information regarding any new systems, options and/or features available that will benefit inmates and staff. Scott can be reached via email at scott.holte@smartcommunications.us or phone at 281-896-3349.

Network Operation Center (NOC) |

Smart Communications' Network Operations Center (NOC) is responsible for maintaining the network infrastructure that supports the hardware and services provided to the County, 24/7/365. The NOC continuously monitors the health, security and capacity of all communications equipment, applications and associated networks to help ensure 99.9% uptime with uninterrupted, reliable operations. Proactive monitoring allows Smart Communications to diagnose and resolve issues before they become a problem and affect service.

Our backup environment is designed to provide comprehensive, reliable, and secure data protection and disaster recovery capabilities, with real-time data shadowing, frequent backups, and robust encryption and key management practices, as follows:

- **Backup Strategy:** We employ a robust backup strategy, including full backups three times per week, differential backups every 12 hours and transaction log backups every minute. This approach ensures data can be restored to any point in time with minimal data loss.
- **Backup Rotation and Storage:** Backups are rotated weekly, balancing the need for space with the requirement to maintain sufficient historical data for recovery purposes.

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



- **Test Restores:** Test restores are conducted monthly to validate the integrity and effectiveness of the backup processes.
- **Data Redundancy and Shadowing:** Database mirroring maintains real-time copies of data across multiple data centers, enhancing resilience and facilitating rapid failover in case of a primary site failure.
- **Geographical Distribution of Backups:** Backups are maintained across the three data center locations, ensuring geographic dispersion of data for enhanced disaster recovery capabilities.
- **Backup Encryption and Key Management:** Backup encryption keys are securely managed using a third-party password/secrets management system, with access limited to authorized technical personnel, ensuring the confidentiality and integrity of backup data.

The NOC also provides preventive and ongoing maintenance and repairs to help minimize the disruption of services. Proactive maintenance and repair are conducted as often as necessary to keep the systems and support components in good operational status. Regular system updates to software and hardware are performed based on availability of new features, updates of 3rd party content and bug fixes. The NOC will make every attempt to perform service maintenance during our normal maintenance window of 1:00am - 6:00am EST. If maintenance requires system downtime, your Account Manager will provide notification 24 hours in advance.

Technical Support Center (TSC)

Should a service issue arise, our highly trained, professional Technical Support Center (TSC) staff, located in Seminole, FL, is available 24/7/365 to assist the County via the following methods:

- **Toll-free Phone:** 844-346-0988
- **Email:** support@smarteco.us
- **Web Portal:** <https://www.smarteco.us>

Our TSC manages all service requests via a ticketing system. When a service request is received, a TSC representative obtains the specifics of the request and opens a ticket. Each service request ticket is assigned a priority level (P1, P2, P3 or P4) based on the percentage of the Inmate Communications System (ICS), telephone hardware, SmartTablet™ devices and/or SmartKiosk™ devices being adversely affected. System/service adversities also include all software and user applications that affect the County's ability to record and monitor calls, maintain call permission settings, etc. The priority level assigned determines the initial response time, on-site response time, target resolution time, resolution status updates and the escalation path.

SERVICE REQUEST TICKET PRIORITY LEVELS AND ESCALATION PATHS

Priority Level	Percentage of ICS Adversely Affected	Initial Response Time	On-Site Response Time	Target Resolution Time	Resolution Status Updates	Escalation Path
P1	50% or more	< 1 hour	< 4 hours	< 12 hours	Provided to Client every 4 hours	P1 ticket requests are immediately reported to Vice-President of Network Operations.
P2	25% to 49%	< 1 hour	< 4 hours	< 24 hours	Provided to Client every 6 hours	P2 ticket requests not resolved within 24 hours are reported to the NOC Manager and escalated to P1 status.

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



P3	5% or 24%	< 2 hours	< 4 hours	< 36 hours	Provided to Client every 8 Hours	P3 ticket requests not resolved within 36 hours are reported to the TSC Manager and escalated to P2 status.
P4	5% or less	< 2 hours	< 4 hours	< 48 hours	Provided to Client every 12 Hours	P4 ticket requests not resolved within 48 hours are reported to the TSC Manager and escalated to P3 status.

Support Tickets

Inmates, Friends, Family, and Media Inquiries

If the inmate, their family, friends, or any other public end-user or media outlet has questions or concerns, please direct them to the support option on our public website at www.SmartJailMail.com.

Internal Facility Support

Phone: 1-844-346-0360

E-Mail: support@smarttsc.us

You may also open a ticket directly by submitting a form below. Responses will be sent to your e-mail address at:

Request Type is:

General Support

Subject is:

Question or Concern is:

Open Support Ticket

Active Support Tickets

Ticket #	Subject	Location	Requested By	Queue	Type	Date Requested	Priority
734559	B500 Kiosk	FL - Jail	Sergeant Philip	Facility	Question	11/12/2023 7:11am	Normal
734562	A500 Kiosk #3	FL - Jail	Sergeant Philip	Facility	Question	11/12/2023 7:11am	Normal
733692	NALI Course not starting	FL - Jail	Programs Deputy Will	Facility	Question	11/09/2023 2:11pm	Normal
733697	NALI Course not starting	FL - Jail	Programs Deputy Will	Facility	Question	11/09/2023 2:11pm	Normal
733637	Anger Management Class	FL - Jail	Mr. Derek	Facility	Question	11/09/2023 2:11pm	Normal

The TSC representative takes full ownership of the service request and will make every effort to resolve the service issue remotely within the designated timeframe. If additional support is necessary, the TSC representative will engage our NOC. If the service request cannot be resolved remotely, the TSC representative will contact the facility to coordinate the dispatch of a Field Services Technician.

Field Service Technicians (FST)

FSTs will be scheduled to visit the facility on a regular basis to perform routine inspection and preventive maintenance tasks. These tasks include comprehensive hardware checks and system performance assessments to ensure everything is operating at peak efficiency. The vehicles utilized by our FSTs are fully equipped with a range of advanced tools and additional equipment. This setup allows them to address more complex issues without delays, ensuring they are always prepared for a broad spectrum of potential repair scenarios.

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM PROPOSAL



Please note that all new inmate hardware will be furnished and installed. Since this hardware is extremely durable, there is no planned replacement schedule. Should any hardware become damaged/inoperable throughout the course of the contract, it will be promptly replaced by an FST at **no cost**.

System Updates|

Smart Communications is committed to delivering new technology and system improvements to our clients as they become available. Smart Communications plans for quarterly releases of major application upgrades, including a major version update once a year. Hot issues or emergency feature requests are incorporated using the same strict development process and are released as system patches. In between scheduled updates, minor system patches are applied, as needed, to incorporate urgent client feature requests. System patches are also incorporated into the next quarterly release cycle. System patches and upgrades are provided at **no cost**.

All software enhancements and patches for all Smart Communications' components are developed and tested by our in-house software engineering and quality assurance teams. Dedicated and authorized service personnel are permitted remote access to the servers through firewall permissions, which only permit access from our corporate network. Software updates are applied and tested. Each update has processes in place to back out and restore a previous version, if necessary. All software is version controlled and devices report currently running versions back to a central management system.

Immediate SmartTablet™ Replacement|

Smart Communications will provide the facility with a pool of spare SmartTablet™ devices to allow for a damaged or inoperable device to be immediately replaced. Pre-printed shipping labels and boxes will also be provided to return damaged/inoperable devices. Upon receipt of such device, we will send a replacement to replenish the spare device pool. Smart Communications will provide additional/replacement tablets to the County at **no cost** and we do not hold the County liable for any SmartTablet™ device that sustains damage.

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



Exhibit F: Insurance Certificates

ACORD®		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 2/3/2025															
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 have ADDITIONAL INSURED provisions or 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 The Baldwin Group Southeast LLC 4211 W. Boy Scout Blvd Ste 800 Tampa FL 33607			CONTACT NAME: PHONE (A/C, No, Ext): 813-470-5023 FAX (A/C, No): 813-221-1857 E-MAIL: certificates@bks-partners.com ADDRESS:																
INSURED Smart Communications Holdings, Inc. 10491 72nd Avenue Seminole FL 33777			INSURER(S) AFFORDING COVERAGE <table border="1"> <thead> <tr> <th>INSURER</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A: Travelers Property Casualty Co</td> <td>25674</td> </tr> <tr> <td>INSURER B: Phoenix Insurance Company</td> <td>25623</td> </tr> <tr> <td>INSURER C:</td> <td></td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </tbody> </table>			INSURER	NAIC #	INSURER A: Travelers Property Casualty Co	25674	INSURER B: Phoenix Insurance Company	25623	INSURER C:		INSURER D:		INSURER E:		INSURER F:	
INSURER	NAIC #																		
INSURER A: Travelers Property Casualty Co	25674																		
INSURER B: Phoenix Insurance Company	25623																		
INSURER C:																			
INSURER D:																			
INSURER E:																			
INSURER F:																			
COVERAGES CERTIFICATE NUMBER: 1380923136 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 SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS													
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☐ PRO-JECT ☐ LOC OTHER:		H6304W089833TIA25	2/9/2025	2/9/2026	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/OP AGG \$ 2,000,000 \$													
B	☒ AUTOMOBILE LIABILITY ☒ ANY AUTO ☐ OWNED AUTOS ONLY ☒ SCHEDULED AUTOS ☒ HIRED AUTOS ONLY ☒ NON-OWNED AUTOS ONLY		BA3W4768722513G	2/9/2025	2/9/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$													
A	☒ UMBRELLA LIAB ☒ OCCUR ☒ EXCESS LIAB ☐ CLAIMS-MADE DED ☒ RETENTION \$ 10,000		CUP-8M341133-2413	2/9/2025	2/9/2026	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$													
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N/A				PER STATUTE ☐ OTH-ER ☐ E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$													
A	Professional Liability Tech/E&O incl Cyber & Media		ZPL51M756552513	2/9/2025	2/9/2026	Each Occurrence 5,000,000 Aggregate 5,000,000													
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) Evidence of Insurance																			
CERTIFICATE HOLDER For Informational Proposes Only				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 															

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BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
08/08/2025

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 have ADDITIONAL INSURED provisions or 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 Mary Storti c/o Paychex Insurance Agency, Inc. 225 Kenneth Drive, Rochester, NY 14623		CONTACT NAME: PHONE (A/C, No, Ext): (888) 627-4735 FAX (A/C, No): E-MAIL ADDRESS: PEO_WorkComp@paychex.com	
INSURED Paychex PEO Holdings, LLC Alt. Emp: Smart Communications Holding Inc. 911 Panorama Trail South Rochester NY 14625		INSURER(S) AFFORDING COVERAGE INSURER A: American Zurich Insurance Company NAIC # 40142 INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:	

COVERAGES

CERTIFICATE NUMBER: 20319812

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	ADD'L SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☐ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PRO-JECT ☐ LOC OTHER:					EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMPIOP AGG \$ \$
	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY					COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB ☐ OCCUR EXCESS LIAB ☐ CLAIMS-MADE DED ☐ RETENTION \$					EACH OCCURRENCE \$ AGGREGATE \$ \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	WC 12-68-329-05	06/01/2025	06/01/2026	☒ PER STATUTE ☐ OTH-ER E.L. EACH ACCIDENT \$ 2,000,000 E.L. DISEASE - EA EMPLOYEE \$ 2,000,000 E.L. DISEASE - POLICY LIMIT \$ 2,000,000
			Location Coverage Period	06/01/2025	06/01/2026	Client# 20010808-2

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Coverage is provided for only those co-employees of, but not subcontractors to: Smart Communications Holding Inc., 10491 72nd St, Seminole FL 33777

CERTIFICATE HOLDER

Information purposes only

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

Mary Storti

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20319812 | PaychexPEOHoldingsLLC MAST (FL) WC126832905 | AG | 08/08/2025 11:59:02 AM EDT | Page 1 of 1



Exhibit G: Confidential Financial Statements

IMPORTANT NOTE: IMPORTANT NOTE: This exhibit contains confidential information related to Smart Communications' financials and is exempt from public disclosure under the Texas Public Information Act (TPIA), including, but not limited to, Tex. Gov't Code § 552.110, which exempts from disclosure: Tex. Gov't Code § 552.110(c): "Commercial or financial information for which it is demonstrated based on specific factual evidence that disclosure would cause substantial competitive harm to the person from whom the information was obtained."

This exemption applies to trade secrets, proprietary technology, and confidential commercial or financial information, the disclosure of which could result in competitive harm.

If any portion of our proposal marked "CONFIDENTIAL" becomes the subject of a public information request or other third-party inquiry, Smart Communications will assert all applicable statutory and common law exemptions to prevent disclosure. We respectfully request immediate notification in such instances so Smart Communications may respond appropriately and protect its proprietary, confidential, and legally sensitive information.

FY2023 Independent Auditor's Report Table of Contents

Smart Communications Holding, Inc.
Table of Contents
December 31, 2023

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Consolidated Balance Sheet	3
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Consolidated Statement of Retained Earnings	7
Consolidated Statement of Cash Flows	8
Consolidated Notes to Financial Statements	9 - 15

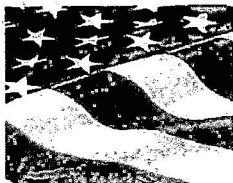
Private Company Confidential

BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



FY2023 Independent Auditor's Report



M L S

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September 27, 2024

Independent Auditor's Report

To the Board of Directors
Smart Communications Holding, Inc.
Seminole, Florida 33777

Opinion

We have audited the consolidated financial statements of Smart Communications Holding, Inc. which comprise the consolidated balance sheet as of December 31, 2023, and the related consolidated statements of income, retained earnings, and cash flows for the year then ended, and the related notes to the consolidated financial statements.

In our opinion, the accompanying consolidated financial statements present fairly, in all material respects, the financial position of Smart Communications Holding, Inc. as of December 31, 2023, and the results of its operations and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for Opinion

We conducted our audit in accordance with auditing standards generally accepted in the United States of America. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of Smart Communications Holding, Inc. and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Responsibilities of Management for the Consolidated Financial Statements

Management is responsible for the preparation and fair presentation of the consolidated financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about Smart Communications Holding, Inc.'s ability to continue as a going concern within one year after the date that the consolidated financial statements are available to be issued.

BROWN COUNTY SHERIFF'S OFFICE

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Auditor's Responsibilities for the Audit of the Consolidated Financial Statements

Our objectives are to obtain reasonable assurance about whether the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with generally accepted auditing standards will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the consolidated financial statements.

In performing an audit in accordance with generally accepted auditing standards, we:

Exercise professional judgment and maintain professional skepticism throughout the audit.

Identify and assess the risks of material misstatement of the consolidated financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the consolidated financial statements.

Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances but not for the purpose of expressing an opinion on the effectiveness of Smart Communications Holding, Inc.'s internal control. Accordingly, no such opinion is expressed.

Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the consolidated financial statements.

Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about Smart Communications Holding, Inc.'s ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control-related matters that we identified during the audit.

M. E. Shreve CPA, P.C.
M. E. Shreve CPA, P.C.
Whitehall, Michigan 49461

BROWN COUNTY SHERIFF'S OFFICE
RFP INMATE TELEPHONE SYSTEM
PROPOSAL



FY2023 Consolidated Balance Sheet

Smart Communications Holding, Inc.
Consolidated Balance Sheet
December 31, 2023

ASSETS	
Current Assets	
Cash and Cash Equivalents	\$ 159,625
Accounts Receivable - Trade	735,767
Florida Corporate Income Tax Receivable	416,400
Prepaid Expenses	422,938
Prepaid Taxes	825,000
Operating Leases - Right of Use	136,913
Inventory	3,033,717
Total Current Assets	\$ 5,730,360
Fixed Assets	
Buildings	5,071,155
Kiosk Computer System	2,987,602
Computer Software	2,987,876
Leasehold Improvements	355,751
Vehicles	2,564,222
Display System & Demo Build	43,780
Equipment	683,905
Furniture	163,692
	14,857,983
Less: Accumulated Depreciation	(8,625,522)
Property & Equipment, Net	6,232,461
Other Assets	
Shareholder Loans	3,533,324
Operating Lease - Lease Liability	317,075
Affiliated Entities Receivable	
Smart Communications Yacht Holding LLC	5,711,298
Mailguard Inc	630
Mailguard Federal Inc	1,746,069
Loco Florida LLC	1,375,101
HLFIP	178,417
Total Other Assets	12,861,912
TOTAL ASSETS	\$ 24,824,733
LIABILITIES AND EQUITY	
LIABILITIES	
Current Liabilities	
Accounts Payable	3,278,472
Accrued Credit Cards	4,609
Accrued Commissions	1,543,693
Accrued Facility Tech Grant	38,056
Accrued Expenses	271,430
Current Portion - Lease Liabilities	136,913
Current Portion - Long Term Debt	233,316
Total Current Liabilities	\$ 5,506,489
Long Term Liabilities	
Operating Lease - Lease Liabilities	317,075
Lattice Technology License	228,140
Notes Payable - HLFIP	74,226,725
Interest Payable - HLFIP	6,153,269
Notes Payable - Vehicles	24,881
Less Current Portion	(233,316)
Total Long Term Debt	80,716,774
Total Liabilities	86,223,263
EQUITY	
Common Stock	364,667
Paid In Capital	392,151
Retained Earnings	(62,155,348)
Total Equity	(61,398,530)
TOTAL LIABILITIES AND EQUITY	\$ 24,824,733

See Notes to Consolidated Financial Statements.

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BROWN COUNTY SHERIFF'S OFFICE
RFP INMATE TELEPHONE SYSTEM
PROPOSAL



FY2023 Consolidated Statement of Income

Smart Communications Holding, Inc.
Consolidated Statement of Income
For the year ended December 31, 2023

Revenue	
Mail Services Income	\$ 4,512,000
Messaging Sales	22,128,682
Commissary Transfer Credits	5,517,534
Telephone Call Sales	18,167,678
Telephone Service Fees	5,740,301
Trust Account Funding Fees	122,803
	56,188,998
Less Reurns and Allowances	(79,075)
	56,109,923
Total Cost of Sales	(41,104,282)
Gross Profit	15,005,641
Total Operating Expenses	(38,540,755)
Income /Loss from Operations	(23,535,114)
Other Income and (Expense)	
Interest Income	\$ 23,480
(loss) on Sale of Assets	(55,525)
Penalties and Late Fees	(28,267)
	(60,312)
Net Other Income and (Expense)	(60,312)
Net Income (Loss) for the Year	\$ (23,595,426)

See Notes to Consolidated Financial Statements

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BROWN COUNTY SHERIFF'S OFFICE
RFP INMATE TELEPHONE SYSTEM
PROPOSAL



FY2023 Consolidated Statement of Income – Cost of Sales|

Smart Communications Holding, Inc.
Consolidated Statement of Income - Cost of Sales
For the year ended December 31, 2023

Cost of Sales			
Beginning Inventory	\$	\$	690,704
Contractor Services		2,382,241	
Computer and Tablet Purchases		10,765,789	
Freight and Shipping		680,458	
Internet Services		645,484	
Data Storage & Server Hosting		371,469	
Merchant Card Fees		2,185,360	
Meals		105,322	
Facilities Commissions Expense		17,061,158	
Labor - Mail Processing		456,299	
Labor - Installations		511,282	
Labor - Telephone CC Sales		1,019,655	
Labor - Repairs & Maintenance		856,849	
Software Purchases		454,693	
Watch		43,814	
Voice Over IP		362,727	
Technology Grant & Services - Facilities		1,252,923	
Salesperson Commissions		263,162	
Facility Rate Tables		14,054	
Repairs and Maintenance		326,574	
Telecommunications Taxes Expense		2,566,987	
Travel		1,120,995	43,447,295
			44,137,999
Ending Inventory			(3,033,717)
Cost of Sales			<u>41,104,282</u>

See Notes to Consolidated Financial Statements

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BROWN COUNTY SHERIFF'S OFFICE

RFP INMATE TELEPHONE SYSTEM
PROPOSAL



FY2023 Consolidated Statement of Income – Operating Expense|

Smart Communications Holding, Inc.
Consolidated Statement of Income - Operating Expenses
For the year ended December 31, 2023

Description	Amount
Advertising and Promotions	\$ 274,651
Inmate Education	145,876
Bank Service Fees	8,598
Depreciation Expense	1,466,652
Business Insurance	346,844
Outside Services	1,173
Dues and Subscriptions	80,513
Professional Fees	126,894
Regulatory and Registration Fees	100,007
Legal and Professional Fees	3,080,226
Licenses and Permits	19,429
Interest Expense	566,663
Charitable Contributions	18,285
Officer Compensation	120,000
Wages and Salaries	5,569,920
Payroll Taxes	718,244
Workman Compensation Insurance	44,833
Health Insurance	559,828
Payroll Service Fees	110,490
Meals and Entertainment	141,108
Employee Welfare Expense	9,760
Office Expense	79,206
Computer Expense	120,392
Postage and Shipping	18,313
IP License Fees	22,443,969
Contract Labor Expense	266,001
Rent Expense	1,499,737
Property Taxes	79,849
Telephone Expense	126,932
Website Design and Maintenance	99,712
Repairs and Maintenance	58,898
Utilities	65,601
Other Expenses	1,791
Recruitment Fees	63,283
Client Welfare Expense	107,077
	<u>38,540,755</u>

See Notes to Consolidated Financial Statements

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BROWN COUNTY SHERIFF'S OFFICE
RFP INMATE TELEPHONE SYSTEM
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FY2023 Consolidated Statement of Retained Earnings|

Smart Communications Holding, Inc.
Consolidated Statement of Retained Earnings
For the year ended December 31, 2023

Retained Earnings - Beginning of Year	\$ (38,742,328)
Adjustment for Prior Year Security Deposit	247,500
Adjustment for Transfer of Assets - Affiliated Entity	(65,094)
	<u>(38,559,922)</u>
Net Income for the Year	<u>(23,595,426)</u>
Retained Earnings - End of Year	<u>(62,155,348)</u>

Private Company Confidential

See Notes to Consolidated Financial Statements.

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BROWN COUNTY SHERIFF'S OFFICE
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FY2023 Consolidated Statement of Cash Flows |

Smart Communications Holding, Inc.
Consolidated Statement of Cash Flows
For the year ended December 31, 2023

Cash Flows from (Provided to) Operating Activities	
Net Income (Loss) from Operations	\$ (23,595,426)
Adjustments to reconcile increase in net assets to net cash provided by (used in) operating activities:	
Depreciation	1,466,652
	(22,128,774)
(Increase) Decrease in operating assets:	
Accounts Receivable	(273,508)
Corporate Taxes Receivable	1,417,715
Affiliated Entities Receivables	(231,809)
Loans Receivable - Shareholder	(619,238)
Prepaid Expenses	503,989
Prepaid Taxes	(379,303)
Inventory	(2,343,012)
Increase (Decrease) in operating liabilities:	
Accounts Payable	2,000,827
Accrued Credit Cards Payable	(178,002)
Accrued Facility Commissions	571,700
Accrued Payroll & Related Expenses	69,838
Accrued Expenses	(104,942)
Current Portion of Long Term Debt	(356,089)
Net Cash Flows from (Provided to) Operating Activities	(22,050,608)
Cash Flows From (Provided to) Investing Activities	
Loss on Disposition of Fixed Assets	(55,525)
Net Cash Flows From (Provided to) Investing Activities	(55,525)
Cash Flows From (Provided to) Financing Activities	
Note Payables -IP License Fee	21,959,011
Payments on Notes Payable	(471,693)
Retained Earnings Adjustments	(87,280)
Net Cash Flows from (Provided to) Financing Activities	21,400,038
Net Increase (Decrease) in Cash From Operating Activities	(706,095)
Cash and Cash Equivalents at Beginning of Year	865,720
Cash and Cash Equivalents at End of Year	\$ 159,625
Interest Expense for the year was in the amount of \$ 566,663	
Taxes Paid for the year was in the amount of \$ 925,000	

See Notes to Consolidated Financial Statements

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Exhibit H: Master Services and Schedule of Services Agreement Samples

Master Services Agreement

This Master Services Agreement (this "Agreement") is by and between INSERT CLIENT NAME AND STATE, hereinafter referred to as "Customer," and Smart Communications Holding, Inc. and/or its designated subsidiary or assignee, with principal offices located at 10491 72nd Street, Seminole, FL 33777, hereinafter referred to as "Provider."

This Agreement supersedes any and all other agreements made between the Parties, written, oral or otherwise.

Whereas, Customer desires that Provider install an inmate communications system(s) and provide inmate communications and maintenance services according to the terms and conditions in this Agreement, and according to the Schedules, which are incorporated by reference into this Agreement, and;

Whereas, Provider agrees to install the inmate communications system(s) and provide inmate communications and maintenance services according to the terms and conditions in this Agreement, and according to the Schedules, which are incorporated by reference into this Agreement;

Now therefore, in consideration of the mutual covenants and agreements hereinafter set forth, the Parties, intending to be legally bound, agree as follows:

1. **Systems.** This Agreement specifies the general terms and conditions under which Provider will perform certain inmate related services and systems (the "System(s)") for the Customer. Additional terms and conditions with respect to the Systems will be specified in the Schedules entered into by the Parties and attached (the "Schedules"). The Schedules are incorporated into this Agreement and are subject to the terms and conditions of this Agreement. In the event of any conflict between this Agreement and a Schedule, the terms of the Schedule shall govern.
2. **Use of Systems and Exclusivity.** In exchange for Provider installing, providing, and supporting its System and inmate communication services throughout Customer's Facility at no cost to Customer, Customer acknowledges, agrees, and grants to Provider the exclusive right to provide such services in Customer's Facility. Provider shall have the exclusive right to install, maintain, and derive revenue from and through Provider's inmate communication services and Systems including, without limitation, the related hardware and software, located in the Customer Facility as identified on the Schedules. Customer agrees that it will not resell, grant, or provide access to Provider's services or System, directly or indirectly, to any third party unless agreed to by Provider in a separate written agreement. During and subject to the terms and conditions of this Agreement, Provider shall be the sole and exclusive provider of existing or future inmate communication services available on or provided by a tablet or kiosk system, including but not limited to video and data services (e.g., electronic video visitation, electronic messaging and email, texting, photo delivery, and electronic entertainment) and inmate software applications (e.g., electronic delivery of routine postal mail, electronic medical or general requests, electronic grievances, electronic law library, and electronic education).
3. **Hardware and Software License.** For the term of this Agreement, Provider grants Customer a non-exclusive, non-transferable license to access and use certain proprietary computer software and hardware products and materials in connection with our inmate services and Systems. Provider will provide free of charge all Software upgrades, modifications, and updates. All hardware upgrades, modifications and updates will be done at Provider's sole discretion.
Provider makes no representation or warranty as to the legality of monitoring or archiving such communications and activities.
4. **Ownership.** Smart Communications is and shall remain the owner of the equipment provided by Smart Communications whether or not physically attached to real estate.
5. **License Restrictions.** The Software is to be used solely in connection with Provider's Services by Customer and inmates housed at Customer's Facility in connection with Provider's services and Systems.

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RFP INMATE TELEPHONE SYSTEM PROPOSAL



The Hardware is to be used solely by inmates housed at Customer's Facility to access Provider's services and Systems. Unless and only to the extent that this Agreement expressly permits, Customer must not:

- a. permit any parent, subsidiary, affiliated entity or third party to use the Hardware or Software;
 - b. rent, lease, lend, assign, sublicense, encumber or otherwise transfer or attempt to transfer the Hardware or Software or any portion thereof;
 - c. alter, create derivatives of, or modify the Hardware or Software in any way, or allow a third party to do so;
 - d. connect the Software or Hardware to any third-party products or services that were not approved of in writing by Provider;
 - e. distribute or otherwise make the Hardware or Software or any password, key, or other access code for the Software available to any third party;
 - f. reverse engineer, decompile, or disassemble the Hardware or Software, or allow a third party to do so;
 - g. defeat or work around any access restrictions or encryption in the Software, or allow a third party to do so;
 - h. remove, minimize, block, or modify any titles, logos, trademarks, copyright and patent notices, digital watermarks, disclaimers, or other legal notices that are included in the Software, whether or not they are Provider's or a third party's;
6. **Title.** Provider shall have and retain all rights, title, and interest in the products and services provided to Customer. The Hardware, Software, Systems, networking, and cabling, including all modifications and updates of Software, shall at all times remain the sole and exclusive property of the Provider. Any trade secrets, methodology and processes of our services and Systems constitute proprietary information of Provider, regardless of any part or portion thereof is the subject of a valid copyright or patent. During the term of this agreement and for the time period(s) as stated in the Schedule for Systems, we will provide you access to the records.
7. **Term.** This Agreement shall commence on the effective date and shall continue for a period of INSERT INITIAL CONTRACT TERM LENGTH years from the date of system going live. After the original INSERT INITIAL CONTRACT TERM LENGTH year term, this Agreement shall automatically renew annually for a one (1) year term unless either Party notifies the other Party with written notice of non-renewal at least ninety (90) days prior to the expiration of the then current term.
8. **Limitation of Liability.** To the maximum extent permitted by applicable law, Provider shall indemnify and hold harmless Customer, his agents, servants and employees from any and all claims, actions, lawsuits, judgments or liabilities of any kind whatsoever deriving from negligent acts or omissions of the Provider, its agents or sub-contractors. Each Party agrees that it shall be solely responsible for the negligent or wrongful acts of its own employees. However, nothing contained herein shall constitute a waiver by Customer of its sovereign immunity or other applicable State Statutes. Notwithstanding anything to the contrary in this Agreement or Schedules, neither Party shall have any liability for indirect, incidental, consequential, exemplary or special damages of any kind, including damages arising from lost profits, lost saving, lost income, loss of use or other benefit, lost or corrupted data or software, even if the Parties have been advised of the possibility of such damages and regardless of whether caused or contributed to by the negligence of Provider or others and notwithstanding anything to the contrary in this Agreement, in no event will Provider's liabilities under this agreement, whether under contract law, tort law, warranty, or otherwise, exceed the total amount of revenue received by Provider pursuant to this agreement, during the twelve (12) month period before the date the claim arose.
9. **Confidential Information and Non-Disclosure.** The parties acknowledge that in their performance of their duties hereunder either party may communicate to the other (or its designees) certain confidential and proprietary information, including without limitation information concerning the party's services

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and know-how, technology, techniques, or business or marketing plans related thereto (collectively, the "Confidential Information") all of which are confidential and proprietary to, and trade secrets of, the disclosing party (the "Disclosing Party"). As a condition to the receipt of the Confidential Information from the Disclosing Party, the receiving party (the "Receiving Party") shall, at all times during and after the term of this Agreement (i) not disclose in any manner, directly or indirectly, to any third party any portion of the Confidential Information; (ii) not use the Confidential Information in any fashion except to perform its duties hereunder or with the Disclosing Party's express prior written consent; (iii) disclose the Confidential Information, in whole or in part, only to employees and agents who need to have access thereto for the Receiving Party's internal business purposes; (iv) take all necessary steps to ensure that its employees and agents are informed of and comply with the confidentiality restrictions contained in this Agreement; and (v) take all necessary precautions to protect the confidentiality of the Confidential Information received hereunder and exercise at least the same degree of care in safeguarding the Confidential Information as it would with its own confidential information, and in no event shall apply less than a reasonable standard of care to prevent disclosure. The Receiving Party shall promptly notify the Disclosing Party of any unauthorized disclosure or use of the Confidential Information. The Receiving Party shall cooperate and assist the Disclosing Party in preventing or remedying any such unauthorized use or disclosure. The term "Confidential Information" does not include, and the obligations and undertakings set out in this section do not apply to: (a) Information which now is in the public domain or publicly known at the time of disclosure or hereafter comes into the public domain or generally known through no fault of the Receiving Party, otherwise than by reason of breach of this Agreement; (b) Information the disclosure of which is requested or required by law, regulation, court order or a regulatory agency, provided that, prompt notice of such requested disclosure shall be given to the Disclosing Party, if legally permitted, so that Disclosing Party may seek appropriate remedy to prevent such disclosure or waive compliance with the provisions of this Agreement and the Receiving Party, its directors, officers, employees, agents and advisers shall reasonably co-operate with the Disclosing Party, at the Disclosing Party's sole cost and expense, if the Disclosing Party elects to challenge the validity of such requirement and/or take such steps as the Disclosing Party may reasonably require to avoid or limit such disclosure; (c) Information that was previously known to the Receiving Party free of any obligation of confidentiality; (d) Information that is independently developed by the Receiving Party without reference to or use of the Confidential Information; or (e) Information that is disclosed to the Receiving Party by a third party not under or in violation of, as the case may be, any confidentiality undertaking to the Disclosing Party. Subsections (a) through (e) of this paragraph notwithstanding, the parties agree that the technology behind the Providers Services and Systems is Confidential Information and is a trade secret of Provider.

10. **Default and Termination.** If either party defaults in the performance of any obligation under this agreement, then the non-defaulting Party must give written notice to the defaulting Party specifically describing the nature of default and clearly notifying the defaulting party that the written notice is being provided pursuant to this provision. The defaulting Party shall have thirty (30) days after receipt of notice of default to cure. If it is not reasonable to cure the default within 30 days, then the right to cure period shall be extended to a reasonable cure period as long as the defaulting Party has made good faith attempts to cure the default. Upon termination of this Agreement, Provider shall remove all hardware and software Systems except for the cabling and conduit which shall become the property of the Customer. Provider shall have the right to immediately terminate this Agreement if Customer breaches the Confidentiality or Non-Disclosure provisions of this Agreement.
11. **Insurance.** Provider shall maintain General Liability Insurance including but not limited to bodily injury, property damage and personal injury with limits of not less than \$1,000,000 combined single limit covering all work performed under this contract. Provider shall maintain automobile insurance including bodily injury and property damage including all vehicles owned, leased, hired and non-owned vehicles with limits of not less than \$1,000,000 combined single limit covering all work performed under this contract. Provider shall provide Worker's Compensation Insurance, on behalf of all employees who are to

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RFP INMATE TELEPHONE SYSTEM PROPOSAL



provide a service under this contract, as required by Florida (LAS), Chapter 440, and Employers Liability with limits of not less than \$100,000 per employee per accident. Customer agrees to furnish to Provider timely written notice of any claim, demand, or cause of action made or brought against Customer or where Provider is listed as a Co-Defendant arising out of or relating to the Systems and Services we provide to you.

12. **Employees.** Provider represents that it has, or will secure at its own expense, all personnel required in performing its obligations under this Agreement. All of the services required hereunder will be performed by the Provider or under its supervision and all personnel engaged in the work shall be fully qualified to perform such services. Provider and any subcontractors used in the performance of the responsibilities listed herein must maintain a drug-free workplace policy. Customer acknowledges that Provider is an independent contractor and nothing in this Agreement is intended nor shall be construed to create an agency relationship, and employer/employee relationship, a joint venture relationship or any other relationship allowing Customer to exercise control or discretion over the manner by which Provider performs hereunder. Provider expressly agrees that it shall be solely responsible for supervising its employees, that it shall comply with all rules, regulations, orders, standards and interpretations promulgated pursuant to the OSHA Act of 1970, including but not limited to training, recordkeeping, providing personal protective equipment, lock/tag out procedures, material safety data sheets and labeling. Provider certifies that neither it nor any subcontractors used to accomplish its obligations hereunder, shall employ unauthorized aliens. Provider certifies that in accordance with the provisions of Title VII of the 1968 Civil Rights Act as amended by the Equal Employment Opportunity Act of 1972 and Executive Order 11914, that neither it nor any subcontractors used to accomplish its obligations hereunder discriminate on the basis of race, color, sex, religion, age, national origin or disability in their employment practices.

Miscellaneous

13. **Warranty Against Contingent Fees.** Provider warrants that no person or selling agency has been employed or retained to solicit this contract upon an agreement of understanding for commission, percentage, brokerage or contingency, except bona fide employees or selling agents maintained by the Provider for the purpose of securing business.
14. **Subcontracts.** Provider shall be allowed to use subcontractors for the purpose of completing the provisions of this Agreement.
15. **Provider Personnel.** All Provider personnel being permitted to work in the Customer Jail Facility will be subject to a security/background check by the Office of the Sheriff.
16. **Provider Cooperation.** Provider shall, at all times observe and comply with all Federal, State, and local municipal laws, ordinances, rules and regulations in any way affecting the Agreement. The Provider shall maintain regular communications with Customer, or its designees, and shall actively cooperate in all matters pertaining to this Agreement.
17. **Public Information.** Neither the Provider nor the Customer shall publish any findings based on data obtained from the operation of this agreement without the prior consent of the other party, whose written consent shall not be unreasonably withheld.
18. **Access to Management Information.** Customer shall have access to certain information maintained by Provider which is needed to ensure compliance with the contract terms and conditions.
19. **Permits and Licenses.** All permits and licenses required by Federal, State, local laws, rules, and regulations necessary for the implementation of the work undertaken by the Provider pursuant to the Agreement shall be served and paid for by the Provider. It is the responsibility of the Provider to have and maintain the appropriate certificate(s) valid for work to be performed and valid for the jurisdiction in which the work is to be performed for all persons working on the job for whom a certificate is required.

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20. **Third-party Rights.** The rights, obligations and duties contained in this Agreement shall exist exclusively between the Parties. The Parties expressly agree and intend that they alone shall have the exclusive rights to seek legal or equitable enforcement, remedy, injunctive relief or to bring a breach of Agreement action. The Parties do not intend to create, nor shall this Agreement be construed to create in any other individual or entity the status of a third-party beneficiary.
21. **Public Entity Crime.** Provider confirms its understanding that a "public entity crime" as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any state or of the United States and involving antitrust, fraud, bribery, collusion, racketeering, conspiracy, or material misrepresentation. Provider hereby certifies that neither its officers, directors, executives, partners, employees, members, nor agents who are active in the management of Contractor have been charged with and convicted of a public entity crime subsequent to July 1, 1989.
22. **Waiver of Breach.** The waiver by either party of a breach or violation of any provision of this Agreement shall not operate as, or be construed to be, a waiver of any subsequent breach of the same or other provision hereof.
23. **Compliance with Laws.** Provider shall comply with all Federal, State and local laws, rules, and regulations applicable to the services or payments for services under this Agreement.
24. **Governing Law.** The parties mutually consent to the jurisdiction of and agree that any litigation arising hereunder shall be brought and completed in Pinellas County, Florida and governed by the laws of the state of Florida.
25. **Attorney Fees.** In the event of litigation concerning this Agreement, the Parties shall each be responsible for their own attorney's fees and costs.
26. **Completeness of Agreement.** This Agreement, together with any additional or supplementary Schedules or documents incorporated herein by specific reference contain all the terms and conditions agreed upon by the parties hereto, and no other agreements, oral or otherwise, regarding the subject matter of this Agreement or any part thereof shall have any validity or bind any of the Parties hereto. This Agreement may be amended or revised only in writing and signed by all the parties.
27. **Force Majeure.** Provider will not be deemed in violation of this Agreement if it is prevented from performing any of its obligations hereunder for any reason beyond its control, including without limitations, strikes, inmate disturbances, failure of Customer to provide proper security services, acts of God, civil or military authority, acts of public enemy, war, terrorism, accidents, fires, explosions, earthquakes, floods, or any similar cause beyond the reasonable control of either Party.
28. **Assignment.** Provider may assign this Agreement or any interest herein at any time to any parent, successor, or subsidiary with prior written notice to Customer.
29. **Severability.** In the event any provision of this Agreement is held to be unenforceable for any reason, the unenforceability thereof shall not affect the remainder of the Agreement which shall remain in full force and effect and enforceable in accordance with its terms.
30. **Matters to be Disregarded.** The titles of the several sections, subsections and paragraphs set for in this Agreement are inserted for convenience of reference only and shall be disregarded in construing or interpreting any of the provisions of this Agreement.
31. **Notices.** Any notices, demands, payments or reports required by this Agreement shall be in writing and sufficient if sent by the parties hereto via registered or certified United States mail, postage prepaid, to the notice addresses noted below the Parties signatures on the signature page.
32. **Counterparts.** This Agreement may be executed in one or more counterparts, each of which shall be deemed to be an original, but all of which together shall constitute the same Agreement. Any signature

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page of any such counterpart, or any telecopy or other electronic facsimile thereof, may be attached or appended to any other counterpart to complete a fully executed counterpart of this Agreement, and any telecopy or other electronic transmission of a signature shall be deemed an original and shall bind the party who made such signature.

33. **Authority.** Customer represents and warrants that it has the authority to enter into this Agreement with Provider, and that the party signing on its behalf likewise has authority to do so.

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by the duly authorized Officers and Agents and have set their hands and seals hereto as of the day and year written below.

Customer: INSERT CLIENT NAME AND STATE

Provider: Smart Communications Holding, Inc.

By: _____

By: Jon Logan

Name: _____

Name: Jon Logan

Title: _____

Title: Chief Executive Officer (CEO)

Date: _____

Date: _____

Email: _____

Email: jon.logan@smartcommunications.us

Notice Address:

Notice of Address:

10491 72nd St.
Seminole, FL 33777

SAMPLE



Schedule of Services Agreement

This Schedule is between INSERT CLIENT NAME AND STATE, hereinafter referred to as "Customer," and Smart Communications Holding, Inc. and/or its designated subsidiary or assignee, with principal offices located at 10491 72nd Street, Seminole, FL 33777, hereinafter referred to as "Provider." This Schedule is part of and governed by the Master Service Agreement, the "Agreement", executed by the Parties. The terms and conditions of the Agreement are incorporated herein by reference.

The Customer's Facility Name and address is: INSERT CLIENT NAME
INSERT CLIENT ADDRESS
INSERT CLIENT STATE, CITY AND ZIP CODE

Provider and Customer agree to the following terms and conditions in connection with Provider's installation and provision of inmate communication services to Customer's Facility:

SmartKiosk™ and Secure Network

1. The SmartKiosk™ system and its entire supporting infrastructure are provided at no cost to Customer or inmates.
2. Provider will furnish the proprietary SmartKiosk™ on a sufficient ratio based on the Average Daily Population ("ADP"). Customer shall determine which inmates have access to the SmartKiosk™.
3. The SmartKiosk™ is a custom, ruggedized and correctional grade Kiosk of our custom specifications that will connect to our secure network.
4. The SmartKiosk™ software operating system and applications are all custom-compiled for a corrections environment to ensure that only the minimum operating system components and applications are present. The inmate only has access to applications that are approved for their use, and the operating system is only allowed to connect to our own secure wireless network within the facility.
5. The network itself is designed to facilitate applications within a corrections environment. We utilize a deny-by-default policy on all traffic, so nothing may traverse the network unless specifically allowed and enabled. We utilize a defense-in-depth strategy which employs many layers of security. If any one layer of security is breached, there are many others to provide continuing protection.
6. We will provide INSERT QUANTITY of SmartKiosk™ devices to the facility.
7. Each SmartKiosk™ is assigned to a specific housing area and will only allow inmates within that housing area to sign in and use the Kiosk.

SmartTablet™ and Secure Network

8. The SmartTablet™ system and its entire supporting infrastructure are provided at no cost to Customer or inmates.
9. Provider will furnish the proprietary SmartTablet™ on a INSERT RATIO inmate to tablet ratio based on the Average Daily Population ("ADP"). Sufficient reserve tablets shall also be provided. Customer shall determine which inmates have access to the SmartTablet™ devices.
10. The SmartTablet™ is a custom, wireless, ruggedized and correctional grade tablet of our custom specifications that will connect to our secure network.
11. The SmartTablet™ software operating system and applications are all custom-compiled for a corrections environment to ensure that only the minimum operating system components and applications are present. The inmate only has access to applications that are approved for their use, and the operating system is only allowed to connect to our own secure wireless network within the facility.
12. The network itself is designed to facilitate applications within a corrections environment. We utilize a deny-by-default policy on all traffic, so nothing may traverse the network unless specifically allowed and enabled. We utilize a defense-in-depth strategy which employs many layers of security. If any one layer of security is breached, there are many others to provide continuing protection.

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Distribution and Refurbishment Plan (SmartTablet™ Devices)

13. We will provide a tablet charging station and "home base" within each housing unit within the facility. These home bases will be permanently installed into a housing area (e.g. wall mounted). Each home base provides the necessary connections for charging the tablets, as well as a convenient storage location to ensure all tablets are accounted for during non-usage times.
14. Each tablet is assigned to a specific housing area and will only allow inmates within that housing area to sign in and use a tablet. Individual tablets are not assigned to specific inmates. Any inmate in a given housing unit may use any tablet that is assigned to that housing unit. If a tablet that an inmate is using stops working, they can return it to a deputy for maintenance, and then take a different tablet and sign on and gain full access to their account and content. Provider will provide to the Customer a sufficient number of extra SmartTablet™ devices so that the available number of SmartTablet™ devices will always meet the approved ratio. In the event a tablet stops working, no longer holds a charge, is damaged, or is otherwise in need of service, facility staff can replace the malfunctioning tablet with a new working SmartTablet™. We will provide pickup and delivery of malfunctioning and replacement SmartTablet™ devices at no charge to the Sheriff's Office.

Damage (SmartTablet™ Devices)

15. The tablets provided are ruggedized for use in a correctional setting. They have been drop tested from two stories high to a concrete floor without damage; however, if an inmate is determined, they can be damaged enough to require repair. Should this occur, the facility will be required to fill out a damage report form. We will seek restitution from the inmate with the assistance of your agency. During the term of the contract, should the number of intentionally damaged tablets exceed 10% of the original provided tablet inventory for a given twelve (12) month period, the facility will be responsible for the cost of the new replacement tablets.

Inmate Telephone System

16. Customer grants to Provider the exclusive right to install and maintain Inmate Telephone Services within and throughout Facility, including for any future expansion of telephone service to buildings or locations under control of Facility, during the term of this Agreement.
17. Provider shall establish rates for telephone services as set forth below.

INMATE TELEPHONE SYSTEM PER MINUTE CALL RATES			
Call Type	Collect	Prepaid Collect	Prepaid Debit
Local	TBD	TBD	TBD
IntraState	TBD	TBD	TBD
InterState	TBD	TBD	TBD
International	N/A	TBD	TBD

DEPOSIT FEES	
Deposit Fee Type	Amount Per Deposit
Live Operator	\$5.95
Secure, Online Website	\$3.00
Interactive Voice Response	\$3.00
Lobby Kiosk (if applicable)	\$3.00
Money Order	\$0.00
Certified Check	\$0.00

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Western Union*	\$0.00
<i>*User is accessed fee by Western Union for the use of their service.</i>	

18. This Agreement includes all other premises, whether now existing (e.g., if a different vendor has a contract and equipment at such premises, this clause applies at the earliest termination opportunity) or subsequently acquired, under the control of Customer within Provider's service areas. Customer will advise Provider in writing, of newly opened, acquired, or available premises, promptly, and Provider can evaluate installation of its telephone services at these premises.
19. In consideration of the compensation paid to Customer under this Agreement, Customer expressly waives carrier selection rights, where applicable, and Provider expressly reserves the right to select and/or contract for the local, intraLATA and interLATA carrier selections for the telephones subject to this Agreement and intended for placement at Customer locations.

Smart Communications' Responsibilities (Inmate Telephone System)

20. Provider's telephone services and system are provided by way of Provider's Smart-EVO™ ITS terminals, which will be installed in quantities and at locations that are mutually agreed upon by both parties.
21. Provider shall service and maintain its telephone system and Smart-EVO™ ITS terminals at Provider's expense, except as otherwise agreed upon herein.
22. Provider shall comply with the Americans with Disabilities Act (ADA) for all equipment it provides.
23. Provider shall provide the Customer an annual review of revenue performance, facility service needs, and expansion requirements and will discuss with the Customer the appropriate action to be taken by Provider at the Customer's request.
24. Provider agrees to pay Customer a commission of INSERT ITS COMMISSION PERCENTAGE RATE of gross revenues collected from inmate phone system used. Said commission is based upon Customer's grant to Provider exclusivity for the services described herein, including secure two-way messaging, video visitation, and entertainment; jail administrative services, including customized information routing of grievances, medical request forms, etc.; commissary menu and electronic ordering as well as all maintenance to system, including price changes, product drop and add, etc.; and all administrative tools.

Customer's Responsibilities (Inmate Phone System)

25. Customer agrees to provide adequate space for installation of Provider's Smart-EVO™ ITS terminals, and easy accessibility for inmate use during the normal operating hours. In the event Customer is not the owner of the premises, Customer shall, where necessary, obtain permission from the building owner or owner's agent for the placement of the ITS terminals, and shall be responsible for any fees for use of required riser cable and electric power.
26. Customer agrees to maintain the area around the ITS terminals and ensure safe and ready access by inmates.
27. Customer agrees to allow Provider access to perform maintenance during the established hours of accessibility as jointly agreed by the parties, except when access must be denied to ensure the safety of Provider service personnel and/or to maintain institutional control.
28. Customer agrees to allow Provider, with prior written approval of Customer, access to and use of house cable and inside wire at no cost, in order to install and provide telephone service. Any new house cable or inside wire required during the contract term will be at the sole expense of the Provider, unless otherwise negotiated with Customer.
29. Customer agrees that any relocation, expansion, addition, or removal of ITS hardware, equipment, or terminals, which would result in extraordinary expenses must be agreed to by Provider in advance of the cost being incurred or alternately, the cost be paid by Customer.

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30. Customer agrees to exercise reasonable and ordinary care to prevent the loss through theft or damage to the ITS terminals and equipment from any source.
31. Customer agrees to, at its option, purchase and provide enclosures at its own expense for Telephones. In the event Customer elects to provide its own enclosures, Customer shall be responsible for installation and maintenance of said enclosures.
32. Customer represents and warrants that Provider's ITS system will be installed on property owned by the Customer, or if Customer is not the owner of the premises, Customer has obtained permission from the Facility's owner or owner's agent.

SmartInmate™ Electronic Messaging

33. Provider will provide a fully functional electronic messaging system for the inmates of the Customer's Facility (SmartInmate™). Provider is responsible for providing and installing all of the hardware, the software to include the operating systems and application software, and all networking requirements needed for operation of the system. Provider shall be exclusively entitled to all revenue derived from electronic messaging and photo delivery.
34. Provider will provide at no cost to Customer the labor for the installation of the SmartInmate™ electronic messaging system.
35. Provider will provide at no cost to Customer the labor, hardware, and software needed for the continued operating, maintaining, and networking of the electronic messaging system.
36. Provider is responsible for all the costs and future costs associated with any modification, reconfiguration, or upgrade of the electronic messaging system at the Customer's Facility. These costs do not include the costs of the actual electrical power.
37. Provider will provide each inmate at Customer's Facility with credits for INSERT QUANTITY messages per week at no charge, to satisfy the needs of indigent inmates.
38. Customer shall have the capability of monitoring and reviewing all electronic messages and attachments sent through the electronic messaging system, except those messages deemed to be privileged under law between attorney and client. Further, Provider will maintain a record of all electronic messages sent through the electronic messaging system for a period of seven (7) years from the time the message is sent.
39. Friends and Family can access the electronic messaging and photo delivery system via the SmartInmate.com website.
40. Electronic Messaging. Each email message is billed at INSERT RATE, which corresponds to INSERT QUANTITY credits.
41. Photo Delivery Service. Each approved photo is billed at INSERT RATE, which corresponds to INSERT QUANTITY credits.

Customer's Responsibilities (SmartInmate™ Electronic Messaging)

42. Customer will provide access to the Customer Jail Facilities and space within the Facilities, subject to operational security requirements, for Provider to install, network, and maintain the electronic messaging system. Emergency access to the system will be granted as needed Monday through Friday 8:00 am to 4:00 pm. Non-emergency access will be granted within twenty-four (24) hour notice by Provider.
43. Customer will include information regarding the SmartInmate™ messaging system in Facility's Inmate Handbook and in all other areas where information on the Inmate Telephone System is located.
44. Customer will provide information regarding the SmartInmate™ messaging system in at least one location next to the inmate mailing address on Customer's website, with a link to the SmartInmate.com website.

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45. Upon completion of installation and appropriate system testing, Customer will allow the electronic messaging to go live within forty-eight (48) hours' notice of system availability.
46. Customer will provide a list electronically twice each day of all inmates residing in the Customer Jail Facilities and their current housing assignments. Provider will use this listing to ensure that each inmate is authorized to use only those kiosks and tablets appropriate to their housing assignment.
47. Customer will give prompt notice, in writing, to Provider of any trouble or irregularity in the functioning of the electronic messaging system, as a whole.

Patented MailGuard® Postal Mail Elimination System

48. Provider is the exclusive licensee of MailGuard®, the patented postal mail elimination system covered by at least U.S. Patent No. 10,0291,617 and multiple pending patent applications.
49. Provider shall provide its patented MailGuard® Postal Mail Elimination system at no cost to Customer. Provider's MailGuard® service converts regular incoming postal mail into an electronic document that is delivered to the inmate recipient via the SmartTablet™ and/or SmartKiosk™ devices within the Customer's Facility.
50. Provider shall provide all the equipment and support services to operate the MailGuard® system and transmit incoming routine postal mail into an electronic document to be delivered to the inmate on the SmartTablet™ and/or SmartKiosk™ at no cost to Customer.
51. For purposes of this agreement, "routine mail" means all regular incoming correspondence between inmates, family and friends and excludes all legal mail, packages, books, magazines, periodicals and religious mail. All legal mail, packages, books, magazines, or other non-routine inmate mail will still be sent to Customer's Facility for delivery.
52. MailGuard® will only integrate with and transmit incoming routine mail to the SmartTablet™ and/or SmartKiosk™ devices.
53. Provider is responsible for all the future costs associated with any modification, reconfiguration, or upgrade of the MailGuard® system at the Customer Jail Facilities. These costs do not include the costs of the actual electrical power.
54. MailGuard® shall become the Inmates' designated Agent to process and electronically deliver incoming routine inmate mail pursuant to Customer's mail policy which shall promote the intent of this Agreement.
55. Customer will instruct and publish on its website that all incoming routine mail must be sent to the designated Post Office Box for electronic delivery via the MailGuard® system.
56. Provider shall be solely responsible for the cost of maintaining the Post Office Box designated by the Customer for incoming routine mail to be sent.
57. Provider will retrieve incoming routine mail from the designated Post Office Box and process and transmit that mail in an expeditious manner.
58. Provider will shred all processed mail after 30 days unless the Customer requests in writing to Provider that all of a particular inmate's mail must be stored.
59. The MailGuard® public website will allow inmates to log into their account and retrieve electronic copies of their processed incoming routine mail for thirty (30) days from the date of their release from the Customer's Facility.
60. Provider will maintain electronic records for a period of seven (7) years from the date of the inmate's release from the Customer's Facility. During the term of this Agreement and upon request, we will provide Customer with electronic copies of the requested record for the purpose of inspecting, examining, and auditing the Provider's records directly relevant to Customer's Facility.

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61. MailGuard® will provide Customer with the capability of monitoring and reviewing all electronic mail sent through the MailGuard® system, except those messages deemed to be privileged under law between attorney and client.

Customer's Responsibilities (MailGuard®)

62. Customer shall be responsible for informing inmates and inmates' friends and family that all routine correspondence must be sent to the designated MailGuard® Post Office Box. Customer will include information regarding the MailGuard® system in the Inmate Handbook and in all other areas where information regarding the Inmate Mail Policy and Procedures are located.
63. Customer will provide information regarding Customer's incoming postal mail policy, the MailGuard® system and the MailGuard® procedure for processing and/or disposing of all incoming mail and pictures in at least one location next to the inmate mailing address on the Customer's website and very clearly state that all incoming routine mail MUST be mailed to the MailGuard® designated Post Office Box.
64. Customer will instruct on its website that all incoming routine mail must be sent to the designated Post Office Box for electronic delivery via the MailGuard® system and display information regarding the Customer's incoming postal mail policy, the MailGuard® system and the MailGuard® procedure for processing and/or disposing of all incoming mail and pictures.
65. Should the Customer receive incoming routine mail instead of the designated Post Office Box, the Customer will be responsible for the delivery of said mail to MailGuard® for processing.
66. Upon completion of installation and appropriate system testing, Customer will allow the MailGuard® system to go live within forty-eight (48) hours' notice of system availability.
67. Customer will provide a list electronically twice each day of all inmates residing in the Customer Jail Facilities and their current housing assignments.
68. Customer will give prompt notice, in writing, to MailGuard® of any trouble or irregularity in the functioning of the MailGuard® system.

Patented MailGuardLegal® System

69. Provider will provide, install, and maintain its patented MailGuardLegal® Mail system, which will include a sufficient number of MailGuardLegal® Mail Scanning Carts to handle the volume of legally privileged mail or other mail deemed to be legal mail (the "Legal Mail") to be processed by the Facility.
70. Customer acknowledges and agrees that Legal Mail must be opened in the presence of the inmate. The Legal Mail may be scanned for electronic delivery via Provider's kiosks or tablets, or printed to hard copy for physical delivery to the inmate, in accordance with Provider's patented MailGuardLegal® system.
71. Provider will install and maintain its proprietary software and the additional infrastructure necessary to operate its patented MailGuardLegal® system, at no cost to Customer.
72. The legal mail may be scanned in the presence of the inmate for electronic delivery to the inmate, in accordance with Provider's patented MailGuardLegal® system, or printed to hard copy for physical delivery to the inmate.
73. Customer specifically understands and agrees that the MailGuardLegal® system does not allow for any electronic copies of legal mail to be monitored, reviewed, or investigated.
74. Customer agrees to adhere to all applicable laws in order to maintain the privileged nature of privileged communications while using or supervising the inmates' use of Provider's patented MailGuardLegal® Mail system.

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Video Visitation

75. Provider will provide at no cost to Customer a fully functional remote video visitation system for the inmates of Customer's Facility. Provider is responsible for providing all of the kiosks or tablets, the software to include the operating systems and application software, and all networking requirements needed for operation of the system. Provider shall be exclusively entitled to all revenue derived from remote video visitation system.
76. Provider will provide at no cost to Customer the labor for the installation of the video visitation system.
77. Provider will provide at no cost to Customer the labor, hardware, and software needed for the continued operating, maintaining, and networking of the video visitation system.
78. Provider is responsible for all the costs and future costs associated with any modification, reconfiguration, or upgrade of the video visitation system at Customer's Facility. These costs do not include the costs of the actual electrical power.
79. Provider will provide Customer with the capability of monitoring the video visitations, except those visitations deemed to be privileged under law between attorney and client. Provider will maintain a record of all parties of the video visitation system for a period of seven (7) years from the time of the visitation.
80. Friends and Family can access and purchase and schedule the video visitation sessions via the Smartjailmail.com website.
81. Remote video visitation will be billed at INSERT RATE per minute, subject to change by mutual agreement of the parties.
82. Remote video visitation will be made available to inmates 7 days a week, in keeping with the same hours and time availability of the inmate phone system.

Grievances, General and Medical Requests

83. We shall provide at no cost to the Customer and Inmate electronic general and medical requests as well as well as electronic grievance forms via the SmartTablet™ and/or SmartKiosk™ devices.
84. Our System presents Inmates with a list of available forms, and once a form has been selected and submitted, it is automatically routed to the appropriate person or department for processing.

Law Library

85. Provider shall provide access via the SmartTablet™ and/or SmartKiosk™ devices to a law library at no cost. The law library provides access to Federal and State statutes and case law, as well as a legal dictionary, practice manual, and other legal aides to assist inmates with researching material appropriate for their case.

Electronic Entertainment and Education

86. Provider shall provide access to electronic entertainment via the SmartTablet™ at a rate of INSERT RATE per minute, which corresponds to INSERT QUANTITY credit per minute.
87. Provider will provide access to an extensive education platform where a variety of educational material can be made available.

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IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by the duly authorized Officers and Agents and have set their hands and seals hereto as of the day and year written below.

Customer: INSERT CLIENT NAME AND STATE

By: _____

Name: _____

Title: _____

Date: _____

Email: _____

Notice Address:

Provider: Smart Communications Holding, Inc.

By: Jon Logan

Name: Jon Logan

Title: Chief Executive Officer (CEO)

Date: _____

Email: jon.logan@smartcommunications.us

Notice of Address:

10491 72nd St.
Seminole, FL 33777

SAMPLE DRAFT