



Agenda Item #: _____

Staff Report

City of Manhattan Beach

TO: Honorable Mayor Powell and Members of the City Council

THROUGH: David N. Carmany, City Manager

FROM: Eve R. Irvine, Chief of Police
Ryan Small, Police Sergeant
Gwen Eng, General Services Manager

DATE: May 15, 2012

SUBJECT: Five-Year Telephone System Contract with Legacy Inmate Communications for Inmates Housed within the Manhattan Beach Police Jail Facility at No Cost to the City

RECOMMENDATION:

Staff recommends that the City Council authorize the City Manager to execute a contract with Legacy Inmate Communications for a five-year contract (with three one-year extension options) to provide telephone services for inmates housed within the Manhattan Beach Police Jail Facility.

FISCAL IMPLICATION:

There are no costs to the City associated with this contract. The Contractor will absorb the entire cost of installation, training, and maintenance of the telephone system. Any proceeds from revenues generated will be shared with the City, estimated at \$3,000 per year, which is placed in the inmate welfare fund.

DISCUSSION:

The primary purpose of the inmate telephone system is to comply with statutory laws to provide arrested persons with three free local calls within a three-hour period from the time of their arrest. These calls are not subject to any charge to the caller, the called party, or the City.

The most economically feasible means to achieve this is to outsource this service. There are numerous vendors that provide inmate communication services. However, vendors must absorb the total cost of installation, training, and maintenance of the system, as well as the three local calls; and the only way to recover their costs is to provide collect telephone services for inmates to call friends or relatives at an additional cost. Any proceeds from collect calls are typically shared with the public agency. By regulation, the proceeds received may only be used for inmate morale and welfare programs, and they may not be deposited into the City's General Fund.

The system must provide dependable inmate collect-call telephone service; ensure inmate telephone usage is appropriately restricted and monitored; keep administration to a minimum; and ensure the rates for calls charged to the billed party are reasonable and accurate for each collect call placed from these telephones. In addition, the inmate telephone system can be used in conjunction with the Manhattan Beach Police Department’s Jail Management System to identify and recover potential evidence, log telephone calls made by inmates, and document that staff has satisfied legal requirements in providing telephone calls to inmates at the time of booking.

The City’s most recent contract has expired. As a result, staff solicited proposals (RFP #829-11) and four responses were received from the following vendors:

<u>Vendor</u>	<u>Connection Fee + Per Minute Charge</u>	<u>Share of Revenues</u>	<u>Meets Requirements</u>
1. Legacy Inmate Communications	\$3.15 / \$0.08	61%	Yes
2. Littlejohn Communications	\$0.00 / \$0.99	45%	Yes
3. The Payphone Company	\$3.15 / \$0.08	62%	No
4. Inmate Communications Corporation	\$4.99 / \$0.50	33%	No

Proposals were evaluated on a number of factors including; ability to provide free calls to the local calling area for arrestees; equipment technology; ability to integrate with existing jail management system; references; contractor support; reasonableness of fees charged; commission to be shared with the City of Manhattan Beach; and responsiveness to the RFP requirements.

Legacy Inmate Communications was selected for their ability to meet all necessary technical requirements and ability to integrate with the Police Department’s Jail Management System; their system is currently being employed by other South Bay law enforcement agencies (including El Segundo, Hermosa Beach, and Gardena), which will allow for standardization and exchange of information between agencies; the entire system (communication lines and hardware/software) is managed by one vendor; and the rates charged are reasonable.

As a result, staff recommends awarding this bid to Legacy Inmate Communications. The contract period is for five years with options for three additional one-year periods. Staff is requesting that the City Manager be given the authority to exercise the option years based upon staff’s recommendations. The City may cancel the contract at any time without cause if necessary, with five calendar days notice. If approved, the contract will be executed immediately, and it will take approximately 30-45 days to transition from the current system.

Attachment A: Agreement between the City of Manhattan Beach and Legacy Inmate Communications for a Jail Telephone System

**AGREEMENT BETWEEN THE CITY OF MANHATTAN BEACH AND LEGACY
INMATE COMMUNICATIONS FOR A JAIL TELEPHONE SYSTEM**

THIS AGREEMENT is made and entered into on this _____, 2012, by and between the City of Manhattan Beach, a municipal corporation ("City") and Legacy Inmate Communications ("Contractor")

RECITALS

A. City desires to engage a qualified contractor to provide and maintain an inmate telephone system for inmates housed in the City's Police Department jail;

B. Contractor represents that it is qualified and able to perform the equipment and services required by the City;

NOW, THEREFORE, in consideration of the foregoing recitals and the mutual promises and undertakings contained herein and for other good and valuable consideration, the adequacy of which is hereby acknowledged, the parties, hereby mutually agree as follows:

Section 1. Contractor's Scope of Work. Contractor shall perform the Scope of Work described in Exhibit A in a manner satisfactory to City and consistent with that level of care and skill ordinarily exercised by members of the profession currently practicing in the same locality under similar conditions ("Services").

Section 2. Term of Agreement. This Agreement shall commence on _____ 2012 and shall terminate on _____ 2017 ("Initial Term"), unless extended as provided for herein. The City Manager or his designee may extend the term of this Agreement in writing for three additional one-year periods pursuant to the same terms and conditions of this Agreement. In such case, the City shall provide Contractor with at least 60 days notice of its intent to renew.

Section 3. Time of Performance. Contractor shall commence its services under this Agreement upon receipt of a written notice to proceed from City in the manner described in Exhibit A. Contractor shall complete the services in conformance with the timeline set forth in Exhibit A.

Section 4. Compensation. In consideration for permitting Contractor to operate and maintain an inmate telephone system in the City's Police Department Jail so that inmates and detainees may place collect, collect pre-paid and/or debit telephone calls, Contractor shall provide City the Services set forth in Exhibit A at no expense to City and shall compensate City in the form of a commission pursuant to the formula described in Exhibit B ("Commission").

Section 5. Method of Payment. Contractor shall pay City said Commission in accordance with the method and schedule of payment set forth in Exhibit B, attached hereto and incorporated herein.

Section 6. Independent Contractor. The parties agree, understand and acknowledge that Contractor is not an employee of the City, but is solely an independent contractor. Contractor expressly acknowledges and agrees that City has no obligation to pay or withhold state or federal taxes or to provide workers' compensation or unemployment insurance or other

employee benefits and that any person employed by Contractor shall not be in any way an employee of the City. As such, Contractor shall have the sole legal responsibility to remit all federal and state income and social security taxes and to provide for his/her own workers compensation and unemployment insurance and that of his/her employees or subcontractors. Neither City nor any of its agents shall have control over the conduct of Contractor or any of Contractor's employees. Contractor shall not, at any time, or in any manner, represent that it or any of its agents or employees are in any manner agents or employees of City.

Section 7. Assignment. This Agreement shall not be assigned in whole or in part, by Contractor without the prior written approval of City. Any attempt by Contractor to so assign this Agreement or any rights, duties or obligations arising hereunder shall be void and of no effect.

Section 8. Responsible Principal(s)

(a) Contractor's responsible principal, Michael S. Harvey, shall be principally responsible for Contractor's obligations under this Agreement and shall serve as principal liaison between City and Contractor. Designation of another Responsible Principal by Contractor shall not be made without prior written consent of City.

(b) City's Responsible Principal shall be Joe Aiello who shall administer the terms of the Agreement on behalf of City ("City's Project Manager").

Section 9. Personnel. Contractor represents that it has, or shall secure at its own expense, all personnel required to perform Contractor's Services under this Agreement. All personnel engaged in the work shall be qualified to perform such Services.

Section 10. Permits and Licenses. Contractor shall obtain and maintain during the Agreement term all necessary licenses, permits and certificates required by law for the provision of services under this Agreement, including a City business license.

Section 11. Compliance with Laws. Contractor shall comply with all laws, rules and regulations in providing the Services, including but not limited to, ensuring that all work is compliant with Federal Communications Commission Rules and Regulations, compliance with the provisions of information to end users regarding operator services and compliance with all applicable California Public Utilities Commission rate and tariff rules, regulations and schedules.

Section 12. Regulatory Requirements. The Services provided under this Agreement shall be construed in accordance with applicable state and federal laws, rules and regulations. In the event those regulatory or legal requirements are in any manner inconsistent with or require modification to the terms of this Agreement subsequent to the date of execution hereof, no written amendment or variation executed by both parties shall be necessary. Rather, any such amendment or variation shall be effective upon mailing of written notice by Contractor via first-class, postage-prepaid mail or telephone facsimile transmission of written notice to the City and such amendment or variation shall automatically be made part of this Agreement.

Section 13. Confidentiality.

(a) Contractor and City agree to hold confidential all information shared that may be marked or indicated by the other as confidential except that Contractor recognizes and agrees that the City is subject to the California Public Records Act and that some or all of the information provided by Contractor may be disclosable thereunder. In the event a public

records act request for any Contractor information is received, City shall use its best efforts to provide Contractor with written or verbal notice of such request, prior to compliance. However, nothing herein shall prevent City from complying with the requirements of the California Public Records Act.

(b) The City understands that Contractor's inmate communications operating system, iCON™, is proprietary and access to and all information about the system are to be considered confidential unless disclosure is required by state or federal law. Access to the system cannot be granted to any non-designated facility personnel. Should the City contract with a vendor in the future to replace Contractor's services, City will insure that the iCON™ system is not viewed or accessed by the third party vendor.

Section 14. Access to Police Facilities. The City's Project Manager shall coordinate all access to the City's jail by Contractor's designated and authorized personnel. Contractor agrees to comply with all City access requirements.

Section 15. Interests of Contractor. Contractor affirms that it presently has no interest and shall not have any interest, direct or indirect, which would conflict in any manner with the performance of the Scope of Work contemplated by this Agreement. No person having any such interest shall be employed by or be associated with Contractor.

Section 16. Insurance.

(a) Contractor shall at all times during the term of this Agreement carry, maintain, and keep in full force and effect, insurance as follows:

(1) A policy or policies of Comprehensive General Liability Insurance, with minimum limits of Two Million Dollars (\$2,000,000) for each occurrence, combined single limit, against any personal injury, death, loss or damage resulting from the wrongful or negligent acts by Contractor.

(2) A policy or policies of Comprehensive Vehicle Liability Insurance covering personal injury and property damage, with minimum limits of One Million Dollars (\$1,000,000) per occurrence combined single limit, covering any vehicle utilized by Contractor in performing the Scope of Work required by this Agreement.

(3) Workers' compensation insurance as required by the State of California.

(b) Contractor shall require each of its sub-contactors (if any) to maintain insurance coverage which meets all of the requirements of this Agreement.

(c) The City's Risk Manager may, in writing, amend and/or waive the insurance provisions set forth in paragraph (a) herein. In such case, the Contractor shall comply with the insurance provisions required by the City's Risk Manager.

(d) The policy or polices required by this Agreement shall be issued by an insurer admitted in the State of California and with a rating of at least a A-VII in the latest edition of Best's Insurance Guide.

(e) Contractor agrees that if it does not keep the aforesaid insurance in full force and effect City may either immediately terminate this Agreement or, if insurance is available at a reasonable cost, City may take out the necessary insurance and pay, at Contractor's expense, the premium thereon.

(f) At all times during the term of this Agreement, Contractor shall maintain on file with the City Clerk a certificate or certificates of insurance on the form approved by the City's Risk Manager, showing that the aforesaid policies are in effect in the required amounts. Contractor shall, prior to commencement of work under this Agreement, file with the City Clerk such certificate or certificates. The general liability insurance and vehicle insurance shall contain an endorsement naming the City as an additional insured. All of the policies required under this Agreement shall contain an endorsement providing that the policies cannot be canceled or reduced except on thirty (30) days prior written notice to City, and specifically stating that the coverage contained in the policies affords insurance pursuant to the terms and conditions as set forth in this Agreement.

(g) The insurance provided by Contractor shall be primary to any coverage available to City. The policies of insurance required by this Agreement shall include provisions for waiver of subrogation.

(h) Any deductibles or self-insured retentions must be declared to and approved by City. At the option of City, Contractor shall either reduce or eliminate the deductibles or self-insured retentions with respect to City, or Contractor shall procure a bond guaranteeing payment of losses and expenses.

Section 17. Indemnification. Contractor shall defend, indemnify, and hold the City, its officials, and every officer, employee and agent of City (collectively "City"), free and harmless from any and all claims, demands, causes of actions, expenses, liabilities, losses, damages, administrative proceedings, injuries to property or persons, including wrongful death arising out of or incident to any acts or omissions of Contractor, its officials, officers, employees or agents in connection with the performance of this Agreement, including any claim regarding noncompliance with applicable laws related to the provision of telephone services, without limitation on the payment of all damages, attorneys' fees, and other related costs and expenses ("Claims"). With respect such Claims, Contractor shall defend City, with counsel of City's choice, at Contractor's own cost, expense, and shall pay and satisfy any judgment, award, or decree that may be rendered against City. Contractor shall reimburse City for any and all legal expenses and costs incurred by each of them in connection therewith or in enforcing the indemnity herein provided. Contractor's obligation to indemnify shall not be restricted to insurance proceeds, if any, received by Contractor or City. All duties of Contractor under this Section shall survive termination of this Agreement.

Section 18. Termination.

(a) City shall have the right to terminate this Agreement for any reason or for no reason upon five calendar days' written notice to Contractor. In such case, Contractor agrees to cease all work under this Agreement on or before the effective date of such notice. Contractor may terminate this Agreement for any reason or for no reason upon 90 calendar days' written notice to City.

(b) In the event of termination or cancellation of this Agreement by City, due to no fault or failure of performance by Contractor, Contractor shall be paid based on the percentage

of work satisfactorily performed at the time of termination. In no event shall Contractor be entitled to receive more than the amount that would be paid to Contractor for the full performance of the services required by this Agreement. Contractor shall have no other claim against City by reason of such termination, including any claim for compensation.

Section 19. Audit Requirements.

(a) Contractor shall maintain accurate books and records in connection with the Commission paid to City, including the basis for such Commission for a period of at least four (4) years following the conclusion of each agreement year. City shall have the right, upon reasonable notice being given to Contractor, to review and to audit Contractor's records.

(b) If upon independent examination of Contractor's records and the data provided to City, City discovers that the Commission due to City pursuant to this Agreement has been understated, City shall notify Contractor of the deficiency, and Contractor shall pay the City the amount of such deficiency plus interest thereon at the lesser of (i) the rate of ten percent (10%) or (ii) the maximum rate allowable by law from the date payment of such sums was due until the date paid. If such independent examination reflects an underpayment of five percent (5%) or more of the sums due during the relevant period, Contractor shall pay City's reasonable costs of such examination.

Section 20. City's Responsibility. City shall provide Contractor with all pertinent data, documents, and other requested information as is available for the proper performance of Contractor's Scope of Work.

Section 21. Information and Documents. All data, information, documents and drawings prepared for City and required to be furnished to City in connection with this Agreement shall become the property of City, and City may use all or any portion of the work submitted by Contractor and compensated by City pursuant to this Agreement as City deems appropriate.

Section 22. Changes in the Scope of Work. City shall have the right to order, in writing, changes in the scope of work or the services to be performed. Any changes in the scope of work requested by Contractor must be made in writing and approved by both parties.

Section 23. Notice. Any notices, bills, invoices, etc. required by this Agreement shall be deemed received on (a) the day of delivery if delivered by hand during the receiving party's regular business hours or by facsimile before or during the receiving party's regular business hours; or (b) on the second business day following deposit in the United States mail, postage prepaid to the addresses set forth below, or to such other addresses as the parties may, from time to time, designate in writing pursuant to this section.

If to City:
Director of Finance
1400 Highland Avenue,
Manhattan Beach, California 90266.

If to Contractor:
Legacy Inmate Communications
10833 Valley View Street, Suite 150
Cypress, California 90630

Section 24. Attorney's Fees. In the event that either party commences any legal action or proceeding to enforce or interpret the provisions of this Agreement, the prevailing party in such action shall be entitled to reasonable attorney's fees, costs and necessary disbursements, in addition to such other relief as may be sought and awarded.

Section 25. Entire Agreement. This Agreement represents the entire integrated agreement between City and Contractor, and supersedes all prior negotiations, representations or agreements, either written or oral. This Agreement may be amended only by a written instrument signed by both City and Contractor.

Section 26. Governing Law. The interpretation and implementation of this Agreement shall be governed by the domestic law of the State of California.

Section 27. City Not Obligated to Third Parties. City shall not be obligated or liable under this Agreement to any party other than Contractor.

Section 28. Exhibits; Precedence. All documents referenced as exhibits in this Agreement are hereby incorporated in this Agreement. In the event of any material discrepancy between the express provisions of this Agreement and the provisions of any document incorporated herein by reference, the provisions of this Agreement shall prevail.

Section 29. Severability. Invalidation of any provision contained herein or the application thereof to any person or entity by judgment or court order shall in no way affect any of the other covenants, conditions, restrictions, or provisions hereof, or the application thereof to any other person or entity, and the same shall remain in full force and effect.

EXECUTED this ____ day of _____ 2012, at Manhattan Beach, California.

CITY OF MANHATTAN BEACH

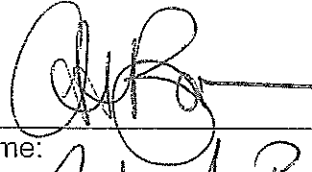


DAVID N. CARMANY
City Manager

ATTEST:

LIZA TAMURA
City Clerk

CONTRACTOR:



Name:

Title: *Curtis A. Brown, President*

Name:

Title:

APPROVED AS TO FORM



ROXANNE M. DIAZ
City Attorney

APPROVED AS TO CONTENT



BRUCE MOE
Director of Finance

EXHIBIT A

SERVICES

Contractor shall provide the equipment, services, labor and material as described in Contractor's "Response to RFP #829-11, Inmate Telephone System," which is attached hereto and incorporated herein as part of this Exhibit A ("RFP") in order to implement and maintain a turnkey inmate call management system that is operational, dependable, secure and well-maintained. Specifically, and is further described in the RFP, Contractor shall:

1. Provide an inmate telephone system as described in the RFP with the following features:

Inmate call services. Inmate calling shall include local, intralata, interlata, interstate, and international available call areas. Each operator service call originating from the telephones and placed through the Contractor may be charged "collect" to pre-approved destinations. The Contractor shall validate each call through the national Line Information Database (LIDB) and will only process "collect" calls to destination points that do not have registered blocks. Calls shall only be billed upon "acceptance" by the destined party. Contractor shall notify each called destination that the call is coming from the City of Manhattan Beach Jail, announce the name of the "caller/inmate", provide an option to access rate information, and allow for acceptance or denial of the call.

Pre-Paid "Collect" Service. Contractor shall provide pre-paid collect service as needed. Contractor shall provide a toll-free access number for friends and family to call to set up prepaid "collect" service accounts. Contractor shall also provide access to an internet-based website where prepaid services can be ordered.

Inmate Phones. Contractor shall provide City with inmate telephones for the entire period of the agreement including adding additional phones as needed and requested by the City.

Communications Management System (iCON™). Contractor shall provide City with access to its inmate communications management system - iCON™. iCON™ shall provide the City with the ability to record and store all inmate calls, live monitor inmate calls, detail reporting of call traffic, and all other options and services offered in Contractor's proposal for inmate telephone services.

2. Provide all labor and material to install eleven telephone stations in the City (eight in holding cells and three in booking cells) as is further described in the RFP, including the provision of all equipment necessary which includes a specially designated computer and equipment that meets the City's specification to allow law enforcement staff the necessary control over the inmate telephone system.

3. Operate and maintain the inmate telephone system for the term of the agreement in the manner described in the RFP including but not limited to all required upgrades to the software system and any replacement and/or additions to hardware.

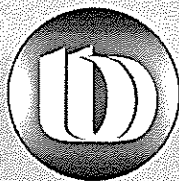
4. Provide City with customized reports as required and as described in the RFP.

5. Provide training to City staff in the operation and management of all components and features of the inmate telephone system in a manner agreed upon by the City and Contractor as is further described in the RFP.
6. Provide telephone services in a manner required by the City as is further described in the RFP including but not limited to Contractor's compliance with the federal requirements of free local calls for inmates and other such requirements as described in the RFP.
7. Install the inmate telephone system within a 30-day implementation timeline as established by Contractor and City.
8. Provide City with a royalty-free license to use iCON™ software and any other software provided by Contractor in connection with the Services.

City of Manhattan Beach General Services Department

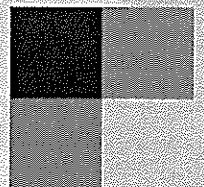
Response to RFP #829-11 Inmate Telephone System

Deadline: Wednesday, April 20th, 2011



Michael S. Harvey
Point of Contact
Legacy Inmate Communications
Phone: (800) 577-5534
Mobile: (714) 209-8192
mharvey@golegacy.com

Copy





10833 Valley View Street - Suite 150
Cypress, California 90630

Phone: 800.577.5534
Fax: 800.700.1116
www.legacyinmate.com

April 18, 2011

City of Manhattan Beach – General Services Department
c/o Manhattan Beach City Jail
1400 Highland Avenue
Manhattan Beach, CA 90266

Re: RFP #829-11 Inmate Telephone System

General Service Department,

On behalf of Legacy Inmate Communications ("Legacy") I am pleased to submit our proposal for the provisioning of our inmate telephone system to be utilized by the City of Manhattan Beach Jail. Legacy Inmate Communications is a dba of Legacy International, Inc. We are a class "C" Corporation with offices located throughout the United States and provide service to all fifty (50) states through the deployment of hundreds of technicians nationwide. Legacy has been providing communication related services since its inception in 1996. Over the course of the past fifteen (15) years, Legacy has led the way in "next-generation" technology and earned the reputation of being an industry leader in assisted call processing and billing.

Legacy's proposal to the City includes our state-of-the-art iCON™ - Inmate Call Management System. The system is a complete turnkey solution that allows for the complete management of service schedules, inmate call recordings, on/offsite Live Monitoring, PIN/PAN applications, User Watch Lists, and countless investigative tools to streamline the facilities day-to day tasks. The system also provides real-time comprehensive call detail and commission reporting.

Legacy would like to offer your facility, factory-new inmate telephones; each device being industry proven and already deployed within hundreds of correctional facilities across the nation. All inmate telephone devices are FCC certified and provide the highest level of security available for such product types.

A monthly gross-billed compensation rate of **61%** will be paid to the City of Manhattan Beach for all calls generated by the Legacy furnished inmate telephones as well as calls placed through our Friend & Family Prepaid program.

Legacy prides itself on offering direct, localized technical support to each and every client. While we believe that iCON alone, separates us from most competitors – it is our commitment to providing proactive, around-the-clock customer support that truly places us above all others.

Legacy's proposal guarantees a thirty (30) day installation from any given contract award date. Our team will ensure zero downtime to the telephones during the transition. Special emphasis is placed on the knowledge that a safe, and secure correctional environment relies heavily upon scheduling. The daily operation of the facility will not be compromised during normal work hours and if required, the installation team will gladly conduct the installation after-hours.

You will find that Legacy is one of the only providers capable of providing all services without the need for subcontracting. Legacy is a facilities based Interexchange Carrier (IXC) and CLEC and will provision all telephone circuitry on its own behalf.

Legacy currently employs over one-hundred eighty (180) great individuals with varying amounts of telecommunications years of experience in telecommunications. It is our duty to do our best to cement managerial positions with individuals that possess some form of military experience. In doing so we believe that we can deliver a product that is focused on details with a delivery mechanism focused on integrity and quality.

I realize that no facility looks forward to a transition of this kind so our entire offer is based on making the transition problem free with no disruption to the facility or its staff. Our growth can only be contributed to one simple thing – delivering exactly as we say. This is our commitment to the City of Manhattan Beach, its Police Department, and the dedicated individuals of law enforcement.

On behalf of our entire organization, I thank you in advance for your serious consideration. I look forward to answering any questions that you might have.

Best Regards,

Michael Harvey

Account Executive – Correctional Applications
Legacy Inmate Communications

Toll Free: (800) 577-5534 ext. 224
Mobile: (714) 209-8192
Fax: (800) 700-1116
Email: mharvey@golegacy.com

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Executive Summary

Executive Summary

Legacy Inmate Communications ("Legacy") is a nationwide provider of inmate communication services and is very pleased to present its response to the City of Manhattan Beach – General Services Department to provide Inmate Telephone Service to the City Jail. We would like to thank the General Services Department and the City Jail in advance for their serious consideration of the Company's response to RFP #829-11 – Inmate Telephone System.

Legacy's Proposal to the City of Manhattan Beach Includes:

- **A Complete Turnkey Inmate Telephone System (ITS).** Legacy's iCON™ system features some of today's most widely recognized call management tools and incorporates them all into a single, user-friendly interface. iCON™ is completely owned, manufactured, and developed by Legacy allowing for targeted project management and a far superior project installation and support plan.

The system includes a wide array of features such as total Call Control, Inmate Call Recording, real-time Call Detail Reporting (CDR), long-term recorded Call Archive, detailed Commission and Trouble Ticket Reporting, Third-party Silence Detection, and an ultra modern PIN application that incorporates Legacy's AccuPIN™ - PIN Authentication System (patent pending). Some of the iCON™ system cutting-edge investigative tools include Inmate Watch Lists, On & Off-site Live Monitoring, Dialed Number Address Look-up, iCONTracker - Cellular GPS Tracking, and Legacy's WatchWord+ - Audio Word Search feature. Centralized Management is available to the City of Manhattan Beach and its Jail Staff 24 hours a day and will receive around-the-clock Customer and Technical Support.

- **New Inmate Telephones.** Inmate telephone units are constructed of 14-gauge high-security stainless steel, armored cords, stainless steel lanyards and heavy steel retainers. Legacy will also add inmate telephones as required for the life of the contract. There is no cost to the City of Manhattan Beach or its Jail Facility for such an upgrade.
- **Visitation Telephones Stations.** Legacy will furnish the City of Manhattan Beach Jail with inmate visitation stations. Call recording and monitoring functions will be provided to these stations.
- **Higher Compensation to the City.** Legacy would like to propose a compensation rate of **61%** to the City of Manhattan Beach for all traditional collect calls generated by the Legacy furnished inmate telephones. A matching compensation rate of **61%** will also be paid for calls processed through Legacy's Friends & Family Prepaid Service.
- **Increased Revenue Applications.** Legacy's increased revenue applications offer various ways of generating additional commissions year-round for the Jail. International Calling to Mexico, the United Kingdom, Puerto Rico, Canada, and Japan are all available as part of Legacy's standard service package. We also offer the unique Friends and Family program that proactively sets up prepaid calling accounts based upon information received during the call validation process. Legacy's Cardless Debit program is yet another way of allowing inmate calling to any non-U.S. country worldwide while generating additional revenue for the City Jail.
- **24/7/365 Customer & Technical Support.** To ensure that your agency is receiving the highest level of service and support available, we offer local technical support to eliminate unnecessary system downtime. Legacy deploys its own Service Technicians from across this great nation thus guaranteeing the fastest problem resolution possible. Support to the City of Manhattan Beach will be deployed from the North Orange County area of California. Customer Service Representatives are available 24/7/365 as well to address any inquiries or trouble you may be experiencing.
- **Superior Experience.** Legacy holds an unsurpassed track record in the field of inmate communications; having provided service since 1996 to over one-hundred eighty (180) correctional facilities nationwide.

- **Around-the-Clock System Access.** The iCON system is accessible from not only the Legacy furnished Administrative Workstation but from any existing City computer located either on or off-site. Legacy will fulfill the City's request for a designated computer for accessing the iCON system and performing the Jail's daily duties with regards to their inmate calling.
- **User-Conscious Calling Rates.** Legacy understands that low and affordable calling rates to end-users in combination with a fair and reasonable compensation rate to the City is an integral part of any inmate telephone service program. Any rates presented by the Company's response may upon request, be modified to custom-fit the needs of the City and its public end-users.
- **A Timely Installation Plan.** Legacy understands that a secure and safe correctional environment is dependent upon a set schedule for the inmate population. We have included a Project Installation Plan that is centered on minimal disruption to the facility and if preferred, all work being performed after-hours. The Company proposes to have all inmate communication services established within thirty (30) days of contract execution.

Project Overview

Legacy has submitted that it can provide all requested services within thirty (30) days of a resulting contract execution. We have included a project installation plan that will provide structure and guidelines necessary for procedures timely implementation of all Legacy proposed services.

The Company is State of California certified, facilities-based Interexchange Carrier (IXC), Local Exchange Service (LEC), Operator Service Provider (OSP) and the sole manufacturer of its inmate communication management system iCON™. The Company's timeline and project plan will ensure services are established at the City Jail by the required turnover date. Legacy will provide the City of Manhattan Beach with an on-going Technical Support program that provides a 24-hour customer support, Remote Equipment Diagnostics and On-site System Training for City and Jail Staff for the life of any resulting contract.

Delivering the Best Service, Technology and Value

Legacy's approach involves a turnkey solution that meets and exceeds the City of Manhattan Beach's RFP requirements, giving the City Jail a more modern, up-to-date system; a solution that is focused on improving the fundamentals of industry standard applications, not just the application of the day.

Legacy has been serving the correctional industry with inmate telephone services since its inception in 1996. Legacy is proud to be providing service of similar size and scope to that of the City of Manhattan Beach Jail such as City of Glendale Police Department, City of Gardena Police Department, and the Lynnwood Detention Center. The Company also operates a back office infrastructure that includes our own facilities-based interexchange network, the billing of all Legacy processed calls, and the deployment of our very own technical support and customer service departments. While our name may reflect a touch of nostalgia, it also reflects our firm belief that in today's fast moving world, we do business the way it should be done, with the service you expect! Legacy is uniquely qualified to provide the best service, technology and value that will accomplish the goals for new inmate telephone services for the City of Manhattan Beach and its City Jail.

**City of Manhattan Beach RFP # 829-11
Inmate Telephone System**

**SECTION 1
INTRODUCTION AND OVERVIEW OF REQUIREMENTS**

1.0 - PURPOSE AND OBJECTIVES

The City of Manhattan Beach, CA is soliciting proposals from qualified vendors for an Inmate Telephone System for the Manhattan Beach Police Department jail. The City is seeking a single primary vendor with end-to-end responsibility for the entire system. The City shall bear no responsibility for any costs associated with the system. There are no concession fees associated with the Inmate Telephone System Agreement.

The purpose of this RFP is to ensure a fully operational, secure and reliable Inmate Telephone System designed to improve the management and control of inmate telephone usage in the facility. The system shall provide timed collect only calling and shall include features such as selective blocking of calls; programmable, free, direct calling to the local calling area. The system shall meet these requirements and shall prevent criminal activity without jeopardizing the security of the Jail, and shall prevent fraudulent calling.

The primary goals of this RFP are to establish an Inmate Telephone Agreement that:

- 1) Provide dependable, well-maintained, state-of-the-art inmate collect-call telephone service;
- 2) Ensure that inmate telephone usage is appropriately restricted and monitored, and staff time required to administer the system is kept to a minimum;
- 3) Ensure that the rates for calls charged to the billed party are reasonable and customary for each collect call placed from these telephones;
- 4) To receive a reasonable market-driven commission from the calls which are placed from these telephones.

Legacy Response: Read, acknowledged and understood.

Legacy Inmate Communications is an experienced facilities-based telecommunications provider. We have been providing innovative inmate telecommunication services to law enforcement agencies nationwide since 1996. The Company's upper-level management team holds over one-hundred (100) total combined years of experience in communication-related services. Legacy is truly confident that its technical and management experience will prove to be advantageous to the City of Manhattan Beach and aid in the full implementation and support of the Inmate Telephone System (ITS) located at the City Jail.

Legacy is a true single-source provider and will install the latest, state-of-the-art inmate telephones with call recording, visitation stations, and our self-developed inmate call management system - iCON™. Our solution is a centralized-based system allowing for prime management by both the City of Manhattan Beach (if applicable), and the City's Jail Staff through one single application.

There is no cost to the City for any of the products and/or services presented by the Company's response. We must point out that low and affordable rates are a primary concern to Legacy so we pride ourselves on passing discounted calling rates directly on to the public end-users. Not only does this bode well with the local community but also encourages future calling without economic burden on billed parties, households, cellular phone subscribers, etc. All compensation to the City is based upon gross billable revenues and is without deductions of any kind.

Legacy has utilized the City issued Request for Proposal (RFP) to directly respond to all terms and conditions of the system, its service, and all technical requirements described by City. We hope that by utilizing this format, it will provide for an easy-to-follow, yet informative representation of the Company's proposed services. Legacy also believes that by directly responding to each item listed; all Scope of Work requirements have been met.



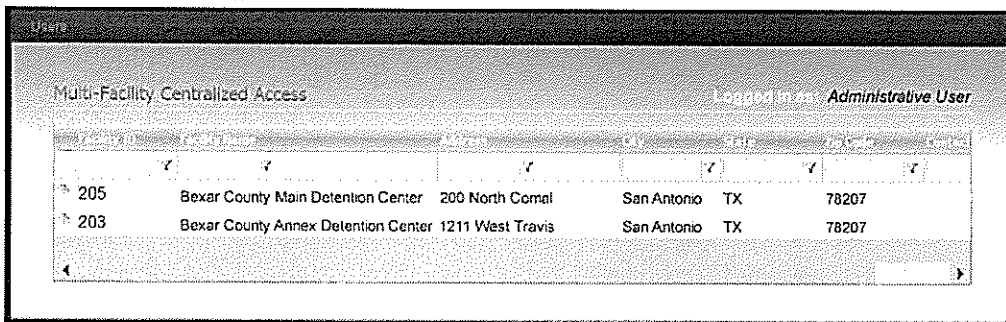
Detailed explanation of the design/features of Legacy's iCON™ System:

Legacy is proposing a technical approach that consists of the latest state-of-the-art procedures and methods in providing inmate telephone services to the correctional market. Our next-generation call processing equipment incorporates industry-leading features that make system administration simple and extremely user-friendly; a turnkey solution that complies with 100% of the RFP requirements, giving the City Jail a more modern, up-to-date system; a solution that focused on improving the fundamentals of industry standard applications, not the just the application of the day.

Legacy's iCON™ System

iCON™ is a Legacy developed inmate calling platform, specifically designed to combat the numerous support-related issues faced by correctional facilities with traditional inmate phone systems. iCON provides superior performance while still simplifying the Jail's communication infrastructure. Advanced Call Recording, on and off-site Live Monitoring capabilities, numerous calling options with real-time Prepaid Services, Call and Compensation reporting, network-level Third-Party Silence Detection, Reverse Address Look-up, step-by-step GPS Cellular Phone Tracking, and sophisticated Call History and Voice Archives are just a few of the system's ultra-modern features. Effortless to learn, and easy to navigate, the system will be customized to meet each and every need that the City has for its Jail facility.

Centralized Access Screen



Facility ID	Facility Name	Address	City	State	Zip Code
205	Bexar County Main Detention Center	200 North Comal	San Antonio	TX	78207
203	Bexar County Annex Detention Center	1211 West Travis	San Antonio	TX	78207

The iCON system has been thoroughly hardened within the field of corrections and has proven reliable by Legacy clients of all sizes. The City Jail will be connected directly to the iCON network through the Company's safe and secure, high-speed network. The network has self-healing capabilities and continuous, real-time monitoring.

System Features:

- Centralized Management for superior control of City facilities through a single application.
- Safe and secure, remote system access for investigative purposes.
- Fully integrated, digital call recording with monitoring capabilities.
- Immediate access to all Call Data.
- Inmate Personal Identification Number (PIN) and Personal Allowed Number (PAN) lists.
- Unlimited number Call Blocking.
- Call Limit Restrictions.
- Emergency System Disconnect.
- Network-Level Three Way Silence Detection.
- Encrypted Password Protection.
- Real-time Cellular Phone Tracking.
- Investigative Alert generation with notification.
- Customizable Voice Overlay.
- Standard and Customizable Reporting.

- Customizable Facility Branding.
- WatchWord⁺ (Audio Word Search)
- AccuPIN[™] Inmate PIN Authentication System (patent pending)
- iCONTracker - Reverse Address Look-up
- Cellular Telephone GPS Tracking System
- Voice Biometrics
- Investigative Tools: Hot Number – Alerts – Watch Lists
- Inmate Telephone Scheduling and Shutdown

The iCON[™] system uses cutting edge call processing and data management technology that's designed specifically to operate with the highest degree of reliability against the challenging demands of correctional environments. The system has been engineered with the highest level of processing accuracy available and incorporates an extensive array of call management features and investigative tools for immediate activation at the City of Manhattan Beach Jail.

iCON is database program run on our carrier-grade interexchange telecommunications network. The system's database is written in a .NET environment and operates in a Windows-based operating system. This ultimately provides for a far more flexible and easy-to-use system interface.

The Interactive Voice Response (IVR) units (automated operators) are based within our network platform. These IVR are owned and operated directly by Legacy and span several thousand automated response units strong; each servicing correctional institutions and public telephones located nationwide. Legacy utilizes Envoy 7.0 IVR technology in concert with its telecommunication switching platforms to create an ultra-modern, 100% reliable voice response system.

Some Advantages to Envoy 7.0 IVRs:

Comprehensive support for industry standards enable Legacy to leverage prior investments in hardware, software and solution development, while providing a smooth migration path to the emerging standards and technologies that will be required in the correctional call environment.

- **Superior performance.** The Envoy Communications Development Platform has handled *billions* of transactions for first-tier providers throughout the U.S. in some of the most demanding of environments.
- **Ease-of-Use.**
- **Unmatched Flexibility.**
- **Reduced Development Time = Faster Time-to-Market.** Legacy's developers have the ability to create voice solutions 50% faster than they would with other graphical development tools.
- **Outstanding Performance.** In comparison to proprietary IVR systems and other standards-based voice platforms.
- **The Industry's Broadest Support.** Industry Standards such as VoiceXML, CCXML, MRCP, SIP, and Web services, ensure that all of our solutions are compatible with all IT environments, including Web and service oriented (SOA) architectures.

Off-Site Based System

The Legacy iCON platform is an inmate call processing system designed with the flexibility to take advantage of our ultra modern network. The system intelligence will be located in our main network data center, which has the following benefits:

- Completely Secure and Environmentally Controlled location.
- Skilled Technicians On-site 24-hours/day to maintain equipment.

- Real-time updates for immediate use by the City of Manhattan Beach
- Maximized System Up-time and Reliability
- Multi-layered Redundancy

The system is configured with built-in redundancy to guarantee no loss of data or functionality. The database for the system is maintained in a Primary Secure Data Center and a Secondary Data Center. These Data Centers are automatically replicated on an on-going basis, so that each center holds a complete and up-to-date database of all call data and voice content from the City Jail.

The system uses Legacy's central database located off-site for all calling applications. When an inmate lifts the receiver to make a telephone call, an immediate connection is made to our carrier-grade network utilizing a direct connection from the City Jail directly into our Network. Call Detail Records are created and stored at our Primary Data Center, and immediately replicated to the Company's Secondary Data Center.

Ease of Use

The System's Graphical User Interface (GUI) is simple, straight-forward, and intuitive. Its simple design allows Jail Staff and Investigators to take full advantage of iCON's powerful investigative tools and comprehensive utilities after only minimal training.

Anytime, Anywhere Access

There is absolutely no need for specialized administrative computers of any kind. In fact, any PC capable of running Microsoft Internet Explorer 6.0 or greater can be granted full access to all of iCON's features including Live Monitoring and playback/review of recorded call files in real-time.

In addition, the Legacy system allows authorized users, with an accredited password to connect to the inmate telephone system through any computer connected to the Internet. Once the user has securely logged in using his/her user name and password, he/she will be able to perform all administrative functions from any location. Firewalls, encrypted passwords, a private MPLS network, and allowable IP addressing provide 100% security into and out of the system at all times.

Superior Three-Way Calling Advantage

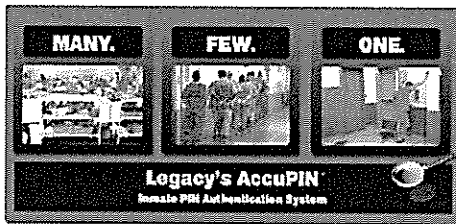
Legacy has a distinct advantage over most other vendors in the inmate telephone market: Legacy is a facilities-based interexchange carrier, CLEC, and operator service provider. Our proposal includes providing both local and long distance service to the City of Manhattan Beach Jail. Operating in the MPLS network architecture, with our Legacy's own network and call switches, we have total call control of all aspects of each and every call thus enabling Legacy to control all three-way call attempts.

Other ITS vendors may contract for phone service and can only 'monitor the call' and looking for detection signals while control of the call is still in the hands of the LEC (Verizon, AT&T as an example). Since traditional vendors do not have network control, they can *only* rely on a combination of silence, dial tone, DTMF detection, and other energy algorithms that may not always be accurately detected signs of fraudulent activities or three-way calling.

**Our three-way calling solution operates from within Legacy's Network;
not detecting from outside the network.**



With the Legacy network in place, set-up signals initiated by the called party that prompt a three-way call or remote call forwarding attempt fall within the network and are received by the call control system of the network. Whenever an attempt at fraud is received, the iCON system will respond by (a) advising the calling parties of the detection, (b) terminating the call, (c) or both. Legacy will implement whichever option the City chooses. In all cases, the calls are flagged on their Call Detail Record.



Enhanced Inmate Identification System (AccuPIN™)

In addition to a full featured PIN application, Legacy is offering AccuPIN™, a patent pending enhanced inmate PIN authentication system. The primary purpose of incorporating a PIN system is to readily identify which inmate is associated with a specific call record, to include its voice content. When presented in court, there must be no doubt as to the identity of the caller. Therefore, Legacy's solution is modeled after the most prevalent federal guidelines for electronic, password-based authentication.

In order to offer a secure PIN system, some vendors will provide voice biometric identification options that simply do not perform at a high enough percentage of success. Although some solutions may produce a high percentage of identification, it cannot be an identification option that stands up in a court of law. Not to mention the service related issues. Legacy has created a PIN authentication protocol equal to Level-4 Security and offers superior efficiencies; this application is (a) economical, (b) simple to use and (c) by far, the most reliable of any biometric application deployed in the market today. There is no cost whatsoever to the City for this service.

We strongly urge the City to consider Legacy's AccuPIN application in comparison to other biometric applications and reflect on not only the operational efficiencies but also the level of service and accuracy. While we can offer a voice biometric identification application as part of our system, we highly recommend AccuPIN as a far superior product.

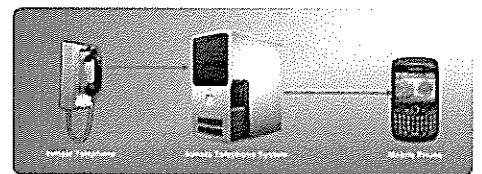
International Collect Calling

Over the past decade, facilities nationwide have seen a dramatic increase in Spanish speaking inmates. This increase involves a fair percentage of inmates with family and friends residing in Mexico. The iCON system provides collect and prepaid collect services to Mexico giving inmates the ability to place calls to virtually anywhere in that country. Legacy offers collect and prepaid calling to Canada, United Kingdom, Japan, Germany, and the Caribbean Islands as well.

When traditional collect calls cannot be made, any destination point in the entire World can be reached by utilizing any one of Legacy's prepaid calling options. Our inmate telephone system has the ability to speak any language the facilities may desire with additional languages easily being configured into the system to provide endless language possibilities. For concerned family members needing assistance, multi-lingual customer service representatives are available around-the-clock to answer questions on billing and the establishing of prepaid collect services.

Inmate Calling to Cellular Phones

One major disadvantage that most agencies is not having the ability to dial and bill inmate calls to cell phones. Today's market actually distributes more cell phones than traditional land-lines which severely limits the ability to bill inmate calls affordably and consistently. Legacy offers collect calling to cellular telephones as one of its standard service offerings. Through Legacy's very own customer-billing and network platform, automated operators give the accepting party the option of billing inmate calls to their credit card; all while increasing revenue to the City. All calls are subject to the same call controls as traditional collect calling from the Jail.

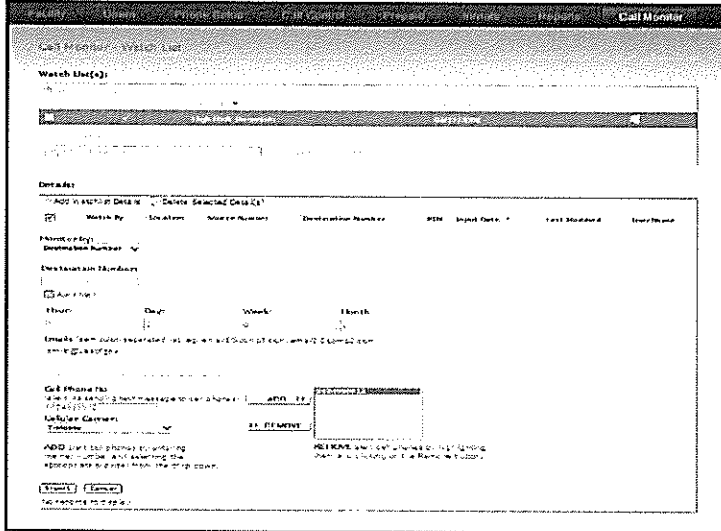


Superior Investigative Tools

The iCON system features numerous inventive investigative tools. Jail Staff can create Watch/Hot Alert lists by inmate dialed numbers, the inmate telephone used, originating area of the Jail, Inmate PIN, day of week, time of day, and by spoken-word.

Investigators can select to be notified via their mobile phone, office phone, or even e-mail when a call has been placed that meets their WatchList criteria. Recorded call files that contain the WatchList information will be automatically filed in the issuing Investigators designated WatchList folder by the system awaiting their review.

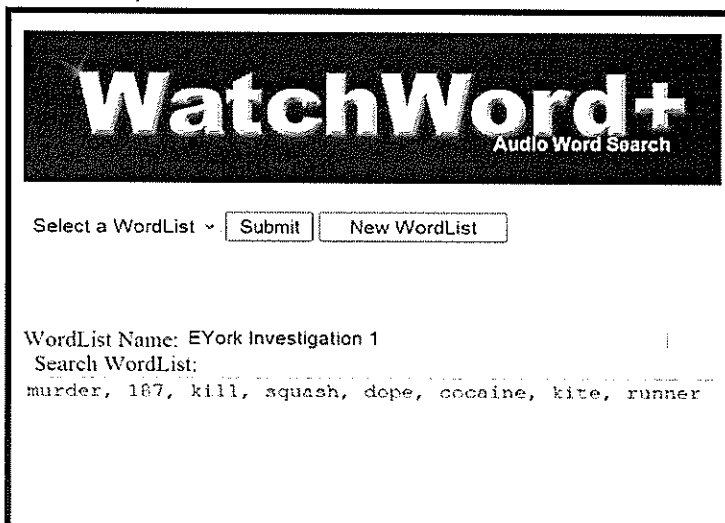
WatchList Utility



WatchLists can be used to target inmate calls by originating number (inmate phone), originating area of the jail, called numbers, inmate PIN, or date/time. Investigators can be notified immediately by telephone, e-mail or cell phone when a call has qualified for their WatchList whether previously placed or currently in progress.

The system will allow investigators to be connected to the on-going call from any location. iCON includes an audio word search utility that we call WatchWord+. This allows investigators to add "keywords" in to a Watch List category. By doing so iCON will search for the "keywords" in all call recordings. If that word is found the call recordings are placed in a designated WatchList folder belonging to that investigator and notification is sent to their e-mail, cell phone, or land-line. Investigators may wish to utilize words such as "hide", "kill", "drugs", "sneak-in", "burn", or even another inmate or suspects name in the WatchWord+ dictionary. There is no preset limit on the amount of words that can be utilized. The iCON system utilizes Dragon Audio-Mining technology in provision of the WatchWord+ program. This technology supports the absolute best success rate in the market.

WatchList Utility



An audio mining feature (WatchWord+) allows investigators to customize a word list dictionary to search for "keywords" spoken in conversations.

Investigators can set the system to review all call recordings or by date range, inmate telephone, specific dialed number(s), or by a specific inmate PIN.

1.1 - TERM OF CONTRACT

Any resulting contract as a result from this Request for Proposal (RFP) shall be for an initial period of five (5) years. Upon mutual agreement with the Contractor, the City may extend the contract for three (3) additional periods of one (1) year each. Therefore, proposals in response to this RFP shall be binding offers to provide the City services for up to eight (8) years.

Legacy Response: Read, acknowledged and understood.

1.2 - CANCELLATION OF CONTRACT

The City may cancel the contract at any time without cause. The Contractor may cancel the contract upon 90-day written notice to the City.

Legacy Response: Read, acknowledged and understood.

Legacy Inmate Communications acknowledges the City's right to cancel any resulting contract at any time without cause. In the case that Legacy wishes to cancel its contract with the City, a 90-day written notice of cancellation will be furnished by the Company.

1.3 - BACKGROUND

The City currently has a Vending Agreement for inmate telephone service, which is due to expire in June 2011. Any resulting contract will be coordinated and implemented at an agreed date with the City (approximately June 22, 2011).

The jail facility averages an annual total population of 2,000 detainees, with an average stay of 1- 3 days each. The jail facility is located at 420 Fifteenth Street, Manhattan Beach, CA. The facility is under the direct supervision of Manhattan Beach Police Department. There are eight (8) holding cells and three (3) booking cells in the facility, and each cell requires a separate telephone. Most telephone calls originate from the booking cells, when the arrested person is initially booked. Persons brought in for "Booking" are entitled to three (3) free telephone calls within a three-hour period, with no restriction on the duration of each call. The free calls are limited to the local calling area, and shall be allowed at no cost to the arrested person or the City. Telephone calls placed outside the local calling area or in excess of the free calls shall be on a collect basis, and chargeable to the called party.

Legacy Response: Read, acknowledged and understood.

1.4 - PROPOSAL CLARIFICATIONS AND UPDATES

After reviewing the RFP package, proposers may find that they require clarification of some requirements. Proposers may submit written questions. Written responses to such questions, addenda and clarifications, if any, will be provided via email to all potential proposers that leave their contact information when they request the RFP. Proposers should leave the primary contact name, company name, address, e-mail address, and phone number. Only written responses will govern. Written questions may not be accepted after the date shown in the schedule in Section 1.15, as this would leave insufficient time for the City to provide an adequate response to all potential proposers. However, if proposers have simple questions regarding how to complete submittal forms or otherwise complete the proposal requirements, proposers may continue to request assistance via telephone until the proposal due date. See "Communications During RFP Process" below for instruction on where to submit timely questions.

Legacy Response: Read, acknowledged and understood.

1.5 - COMMUNICATIONS DURING RFP PROCESS

Communications regarding this RFP shall be made exclusively through Gwen Eng, General Services Manager (by mail at 3621 Bell Avenue, Manhattan Beach, California, 90266 by FAX (310) 802-5590; or email at geng@cityymb.info by no later than 4:30PM, March 25, 2011. Late questions may not be considered.

Legacy Response: Read, acknowledged and understood.

1.6 - PROPOSAL ADMINISTRATION

In order to objectively evaluate all proposals, the City has attempted to describe the desired services and the terms and conditions in a manner that will allow a reasonable level of comparability among the proposals. Proposals that do not include the information required may be disqualified. Provided that the proposer has submitted a proposal that meets all of the minimum requirements of this RFP, the proposer may also offer additional enhancements that exceed the RFP requirements.

The City reserves the right to reject all proposals, disqualify nonconforming or incomplete proposals at its sole discretion, waive deviations from the RFP, and determine whether proposers are qualified, or to make no award. The City reserves the right to issue addenda to the RFP, to modify the RFP, to modify the franchise agreement, or to withdraw the RFP. The City may request clarification or additional information from any of the proposers at any point in the RFP process. Proposals must comply fully with the requirements detailed in this RFP. Required supporting documentation must be included as attachments and be appropriately identified. All proposers should take whatever steps they believe are necessary to reasonably establish the actual existing service information when preparing their proposals.

Legacy Response: Read, acknowledged and understood.

1.7 - SUBMISSION OF PROPOSALS

Proposals shall include information related to the equipment and call features specified herein, rate setting, billing, reporting, commission to the City, and other activities related to the performance of these services.

Submission of a proposal shall constitute acknowledgment and acceptance of all the terms and conditions contained in this RFP, unless exception to particular terms and conditions are expressed in writing in the proposal. The successful proposer will be expected to enter into a contract agreement with the City; only those exceptions noted in its proposal will be considered for modification. The City is not obligated to agree to these exceptions but reserves the right to negotiate modification of such noted exceptions to the draft franchise agreement.

Each and every term and condition of the proposal shall be irrevocable until the City enters into a contract to perform the scope of services for the proposed rates according to those terms and conditions. The terms of this RFP and the proposals are firm for a period of ninety (90) days. Once submitted, responses to this RFP cannot be altered without the City's express written consent. The City reserves the right to reject any or all proposals, and may elect to make a decision without further discussion or negotiation. This RFP is not to be construed as a contract of any kind. The City is not liable for any costs incurred by any potential proposer in the preparation of a response to this RFP. The City may withdraw or modify this request at any time.

Proposals may be mailed, couriered, or hand delivered to the City of Manhattan Beach, 1400 Highland Ave, Manhattan Beach, CA 90266. All proposals must be received by the City Clerk of Manhattan Beach by the date and time shown in the cover sheet of this RFP. Proposals received after this time and date may be returned unopened. Postmarks will not be accepted as proof of receipt. The successful proposer shall also provide an electronic copy to the City after the award of a contract by the City.

Legacy Response: Read, acknowledged and understood.

1.8 - PROPOSER'S QUALIFICATIONS

- **General Experience** – Demonstrated experience providing similar services to other Jurisdictions
- **Jurisdiction Satisfaction** – Satisfaction of proposer references with services received, including but not limited to, equipment installation and maintenance, working cooperatively with City staff; reasonableness of calling rates and commissions
- **Equipment** – Demonstrated ability to provide the requirements described in this RFP
- **Commitment to Service** – Demonstrated ability to proactively and assist the City in meeting its Inmate Telephone Systems requirements
- **Rates and Commission** – Reasonableness of calling rates and commission to the City
- **Implementation Plan** – Feasibility of installing a new inmate telephone system; reasonableness of implementation schedule and ability to meet any deadlines to preclude or mitigate interruption of existing service.

Legacy Response: Read, acknowledged and understood.

- A Profile of Success and Experience -



Legacy Inmate Communications has been providing operator-assisted telecommunication services to correctional and public use phones since 1996. Our Company's foundation began amidst the telecommunications boom of the early 90's where we sought out to offer a smarter, more cost-effective line of calling products; fully backed by our committed and endearing customer support. In doing this, we developed a network backbone of the greatest capacity and reach. The intent was and still is today, to deliver optimal performance to each and every call that passed through its circuitry. With our foundation in place; we catapulted ourselves to the forefront of the telecommunications evolution through innovative solutions to the common struggles each of our clients faces daily.

Legacy's client base includes hundreds of correctional facilities, public use telephones, hospitality locations, hospitals, colleges, universities, and rehabilitation centers. The combination of Legacy's cutting-edge technology, fully-owned inmate platform, Live and Automated Operator Call Center, and the ability to directly provide interexchange long distance and local exchange service has helped solidify the Company's position as a true leader in the industry. Through hard work, shrewd investment, and strategic alliances, the Company now operates one of the most rock-solid networks in the correctional marketplace. Employing over eighty (80) team members, each prides themselves on supplying the highest level of quality customer support available. Our ability to identify individual customer needs and develop flexible solutions is unparalleled due to this fact. Ownership equates to responsibility. Legacy's corporate offices are located in Cypress, California and our state-of-the-art Call Center is also located in Cypress with stations available in Los Angeles, California. Technical Support offices are located in Cypress and Santa Cruz, California with satellite operations in literally every state.

Legacy defines its products and services by collectively taking into consideration the needs of each customer and implementing a service plan to meet those needs. We understand that our correctional customers demand localized customer support, an easy-to-use, reliable communications system, and a secure communications environment. Legacy is already supplying these services to many facilities across the nation utilizing a wide-array of products to deliver exactly what each facility requires.

Legacy is extremely proud of its past and looks forward to bettering the future for it and its valued clients. With Legacy, you have found a company that believes that the partnership formed between it and its clients should be

grounded in integrity, with flourishing results. Legacy has always been a firm believer that through sheer diligence and a customer-first philosophy that we can achieve all things great.

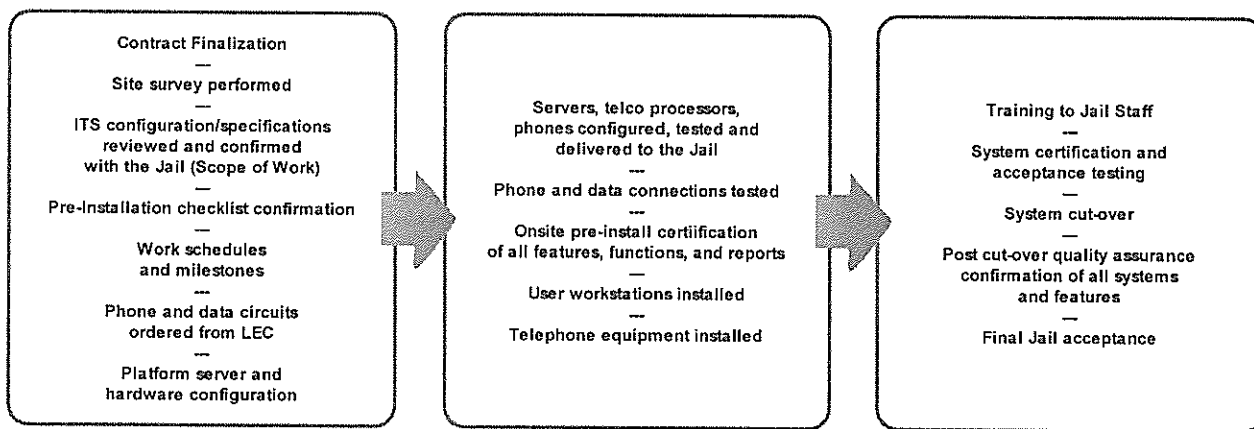
Legacy's approach involves a turnkey solution that meets 100% of your facility's minimum requirements by furnishing a modern, up-to-date system; a solution that is focused on improving the fundamentals of industry-standard applications, not just the application of the day.

Legacy has been servicing the correctional market with innovative telephone services over the past 13 years, under the same ownership and the same company name. The Company currently provides collect call services to over one-hundred eighty (180) correctional accounts nationwide. This superior call processing experience has enabled us to build a nationwide communications network anchored by a Siemens Class 5 Telco switch, state-of-the-art data collection center, billing all Legacy calls on our own behalf, and fully-skilled technical and customer support departments. Legacy has never outsourced any departmental function and takes pride in servicing its customers directly.

As inmate telephone providers are bought and sold, exit the business, change their names, etc., Legacy has been a steady, consistent provider to the corrections marketplace. While our name may reflect a touch of nostalgia, it also reflects our firm belief that in today's fast moving world, we do business the way it should be done - with the service you expect.

- Implementation Plan -

The Company has submitted that all services can be established at the City of Manhattan Jail within thirty (30) days of a resulting contract execution.



- Installation and Cut-Over -

Project Reporting

Legacy will utilize a Microsoft SharePoint Database where all project management information is shared and viewed by the project team. The database will be the key location for all involved personnel to view the progress of each team member in relation to the project schedule. The database is accessed via a secure VPN from off-site. Access will also be given to any City or Jail Staff assigned to supervise and coordinate with Legacy on the installation. This database will serve as a key communication point for the entire project team.

Project Leads will conduct daily teleconferences to review each stage of the City project schedule and implementation plan. The Project Team Lead, Edward Arthurs, will monitor progress at the County Jail utilizing this key tool. Legacy staff based in our corporate and technical offices will also receive instructions and ordering information in real-time.

Implementation Overview

City of Manhattan Beach Jail:

- Inmate Telephone System and Service
- Inmate Telephones (Booking Area 3)
- Inmate Telephones (Holding Cells x 8)
- Hearing-Impaired TTD

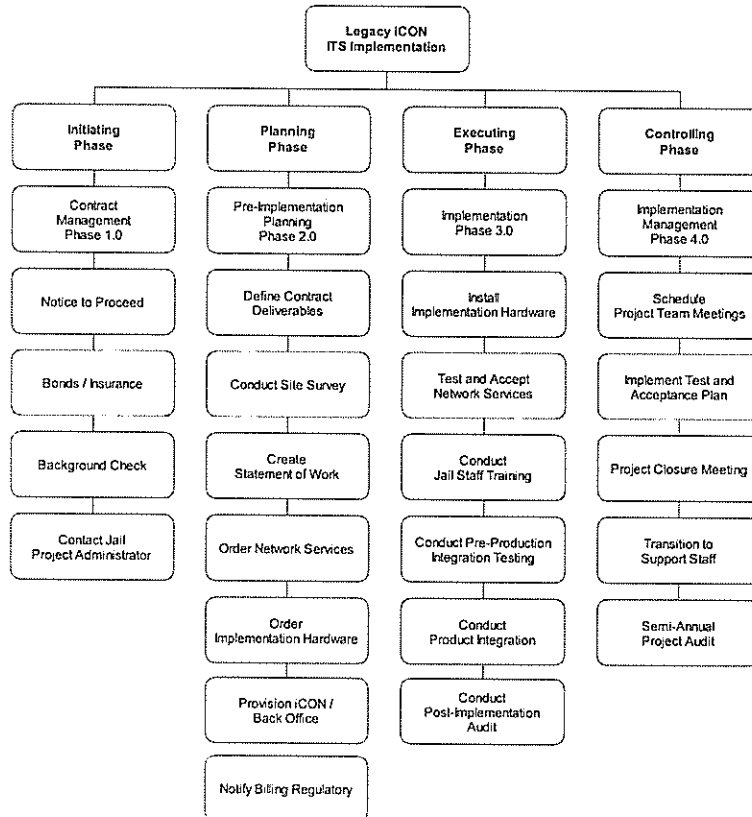


Service Implementation Timeline

Legacy proposes a 30-day service implementation timeline for the City Jail. Legacy is prepared to start services within thirty (30) days of contract execution to include: iCON Inmate Telephone Services offering collect and prepaid calling, iCON Management Portal offering full Investigative, recording, and monitoring tools, iCONTracker offering complete mobile location services, and TTD service.

Implementation Phases

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



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

- **Contract Deliverables** – Legacy will summarize the service delivery of each product and service and obtain approval from the City Jail's Project Administrator.
- **Site Survey** – A comprehensive survey will be conducted at the City Jail, holding cells, booking area, and telecommunications room; cable, power, and HVAC requirements are defined; facility naming conventions obtained; special numbers lists obtained; and site security and escort requirements defined.
- **Statement of Work** – A detailed document describing the Implementation Plan and Timelines, Contract Deliverables, and implementation specific activities required for a successful implementation.
- **Project Plan** – A detailed timeline representing Legacy's Implementation Work Breakdown Structure for implementing the products and services. The Project Plan includes milestones for measurement of success to plan.

Our Project Manager will also coordinate Legacy's inter-departmental activities required in support of the deployment of the Inmate Telephone System and services. These activities are defined within the Legacy Implementation SOP. Our skilled staff will design and provision the voice and data network services, order and provision the implementation hardware and value-added products and services. **Because Legacy is a single-source provider, we control the implementation from the start.**

- **Network Services** – Frank Flores, Director of Network Services, will design, order, and implement the Voice and Data services required for each product and service. In addition, Frank's staff will order and configure the hardware required.
- **Single Source Provider** – Legacy owns and operates the iCON platform, and provides all supporting services for designing, implementing, operating, and managing your service.

The account team will create a comprehensive profile of the account within iCON, and will confirm or add capacity for voice, data, and storage requirements within the back-office, as required. The Billing and Regulatory Departments are informed of the pending implementation and rate structures and tariffs are filed and/or verified. In order to ensure an orderly transition, the incumbent provider is contacted and a transition plan coordinated. Where JMS, Commissary, or other integrations with service providers are required, Legacy's Project Manager will contact each vendor and coordinate integration activities with Legacy's Information Services Department. Throughout the Planning Phase, weekly project meetings are held to communicate status and mitigate risk.

- Legacy's Account Team is comprised of business and technical professionals that collaborate in designing, implementing, operating, and managing your service. With Legacy's centralized platform, your services are configured and ready for operation in advance of the service installation date.
- Legacy's Billing and Regulatory Departments ensure all rates, commissions, tariffs, certifications, and other service provider requirements are completed prior to the start of service.
- Legacy's IT Staff is highly skilled in the art of integrations with JMS and Commissary systems. We can support numerous file formats and our rapid development capabilities will ensure service integration from the start.
- Project Meetings are scheduled weekly to keep all project members up to date and provide an opportunity to discuss, identify, and mitigate risk.

The *Executing Phase* of the project provides the implementation steps for installing hardware and services within the Jail. The Legacy Implementation Team will arrive on-site 5 to 7 days prior to the production integration date. During this time the team follows the *Transition Plan* to ensure an orderly transition, typically in conjunction with the incumbent provider. All circuits are tested and accepted from service providers, inmate phones are swapped out, network hardware is installed, and Pre-Production Integration testing completed. During *Pre-Production*

Integration all network devices are added to the Network Management System for 24/7 monitoring by our Network Operations Center. Only after successful *Pre-Production Integration* testing is the inmate services integrated into production.

- A Transition Plan will be presented to Ontario County and the incumbent provider for approval. This Transition Plan will define the interactions and steps to be taken to ensure the smooth transition of services to Legacy. **Legacy plans the transition to minimize or negate any service interruption to inmate calling.**
- Circuit Test and Acceptance is completed for all voice and data circuits installed by Legacy's service providers. This testing and subsequent burn-in time period ensures services are ready at cutover.
- Pre-Production Integration Testing is critical to a successful implementation. Legacy turns up all services 48-72 hours prior to the cutover date to initiate Pre-Production Integration Testing. During this time all systems and services are thoroughly evaluated using comprehensive Test Scenarios and corrected prior to the cutover date.

Legacy's implementation process plans for zero downtime to inmate telephone services. Upon cut-over of services to *Production Integration*, Legacy implements a *Test and Acceptance Plan* to ensure all voice and data services meet Legacy and industry standards. The *Test Plan* includes test scenarios that are executed and monitored for performance. Any disparity is corrected and re-tested until successful. After a successfully executed *Test Plan*, the Project Administrators are presented the results for *Test Acceptance*.

- Legacy will provide the Investigative and Administrative staff comprehensive classroom training that will allow your staff to observe, create, or modify your real data directly from the iCON Management Portal so they are familiar with *your services*.
- We also train our supporting staff so they are 100% familiar with your products and services. By including them in the implementation they are already familiar with the project and ready to serve.

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

- Effective communications throughout the implementation provides everyone with a sense of empowerment, empowered by knowledge and the ability to affect change.
- During this phase Legacy is conducting Test Scenarios following the Test Plan in preparation of Final User Acceptance. Upon completion of the Test Plan, the results are presented to the Jail Administrator for Test Acceptance. Legacy will test and correct until you agree services are 100%.
- The Post-Implementation Project Meeting takes place after Legacy has successfully completed the Test and Acceptance Plan. During this meeting we will review the Contract Deliverables to determine Project Status for each deliverable. For multi-phased project implementations, the project timeline will be reviewed and approved.

During this phase the Facilities Authority staff is introduced to our Client Services Representatives and Technical Services Representatives. Your CSR, Eddie Mendez, will schedule a meeting to review your first commission statement, and will continue to be your business interface on an ongoing basis, providing you with a semi-annual audit report that summarizes all commissions, contract deliverables, trouble tickets, and network performance.

Your Technical Services Representative will provide you the Trouble Ticket and Escalation Procedures. The TSR provides 1st Level Support for Emergency / Non-Emergency services and routine maintenance and will continue to be your technical interface on an on-going basis.

- **Service is our strength.** Our Account Team is comprised of business and technical professionals that care about you and your business. We know that managing inmate telephone services is not your core

responsibility, it is ours! Our goal is to achieve the least overall impact to your staff for the term of the contract.

To ensure that Legacy is performing to your expectations, we also provide an Annual Audit Report that summarizes your services and our overall performance. Of course, we are always a phone call away in the event that you have any questions or concerns.

1.9 - EXCEPTIONS TO THE TERMS AND CONDITIONS

Exceptions to the RFP – Any exceptions to the terms and conditions of this RFP shall be indicated in the proposals. State Number and nature of the exceptions.

Legacy Response: Read, acknowledged and understood.

Legacy makes no exceptions to the City of Manhattan Beach RFP #829-11.

1.10 - PROPOSAL OUTLINE

The following is an outline that proposers shall follow when completing their proposals. Under each section, proposer must include all information as outlined below.

- 1) General Requirements
 - a) Title page
 - b) Transmittal letter
 - c) Table of contents
- 2) Description of Proposer's Experience
- 3) Proposer's Overview
- 4) Exceptions to Terms and Conditions
- 5) Rate Proposal Forms (Attachment1)
- 6) Customer Service/Call Center procedures (for reporting malfunctions)
- 7) Optional proposal items
- 8) Proposal enhancements
- 9) Telephone charge rates and commissions to the City
- 10) Transition plan
- 11) References

Legacy Response: Read, acknowledged and understood.

1.11 - AWARD

To be considered, proposals must be complete and must conform to the requirements of this RFP as to form and content. The contract agreement will be awarded to the proposer that the City determines will best assist the City to reach its goal of receiving the highest quality service and the most reasonable commission to the City. The successful proposal may or may not be the lowest cost proposal. The City reserves the right to reject any or all proposals, to accept or reject any one or more items of a proposal, or to waive any minor irregularities or informalities in the proposal.

Legacy Response: Read, acknowledged and understood.

1.12 - NOTICE OF INTENT TO AWARD

A Notice of Intent to Award for this solicitation will be sent to all participating Bidders.

Legacy Response: Read, acknowledged and understood.

1.13 - PRE-PROPOSAL CONFERENCE

The City will set up a pre-proposal conference if vendors state an interest by no later than the deadline aforementioned in Section 1.5 for communications regarding the RFP. Written questions received prior to the cutoff date for submission of such questions, will be answered at the conference without divulging the source of the query.

Legacy Response: Read, acknowledged and understood.

1.14 - VENDOR EXPERIENCE AND REFERENCES

The Contractor shall submit verifiable documentation of their experience in furnishing, maintaining and managing Inmate Telephone Systems. The Contractor shall submit a list of all correctional facilities in which said Inmate Telephone Systems have been installed, both currently and formerly, including a proper mailing address, contact name, and contact telephone number.

Legacy Response: Read, acknowledged and understood.

Section 2

**City of Manhattan Beach RFP # 829-11
Inmate Telephone System**

**SECTION 2
SERVICE REQUIRMENTS**

2.0 - SYSTEM DEMONSTRATION

This City may require a presentation of the bidder's proposed system. The presentation is intended to allow the City the ability to validate claims made by the proposer's response to the requirements, and to corroborate and confirm that the proposers have the requisite experience and expertise to perform the services being proposed. The demonstration is also intended to validate that the telephone hardware, related software, and overall operation of the Bidder's system are fully functional. The demonstration must be performed on the Bidder's proposed network and hardware system. Proposers must be able to provide the demonstration at the Manhattan Beach Police Facility. Demonstration will be weighted on a pass or fail basis.

Legacy Response: Read, acknowledged and understood.

2.1 - GENERAL

This specification describes the requirements for the design, supply, installation, maintenance and support of all inmate telephones, inclusive of all materials and labor, at absolutely no expense to the City of Manhattan Beach. All initial expense and all ongoing maintenance, repair, modification, relocation, upgrade or replacement expenses shall be borne exclusively by the Contractor. The City shall bear no expense with the provision of these equipment and/or services. The City shall receive a reasonable commission for all calls placed. No expenses shall be deducted from revenue figures, or from commissions paid to the City of Manhattan Beach. The Contractor shall concurrently present and include in the proposal the turn key inclusion of all IntraLata and InterLata services, both local and long distance, from which the maximum commission revenues shall be derived. The City shall bear no responsibility or loss for fraudulent calls, theft of funds, non-billable or uncollectible calls. No such losses may be deducted from revenue figures, nor shall any losses be deducted from the commissions paid to the City.

Legacy Response: Read, acknowledged and understood.

All products and services presented by the Company's response to RFP #829-11 will be directly furnished by Legacy Inmate Communications. The Inmate Telephone System, iCON Call Management System, user workstation(s), and all other equipment to include wiring and cabling, will be provisioned at no cost to the City of Manhattan Beach or its City Jail. All commissions due to the City are based upon gross revenues and are without taxes, bad debt, or any other deductions of any sort. All customer billing, call processing, uncollectables, and billing inquiries/resolution is handled by Legacy's own designated departments.

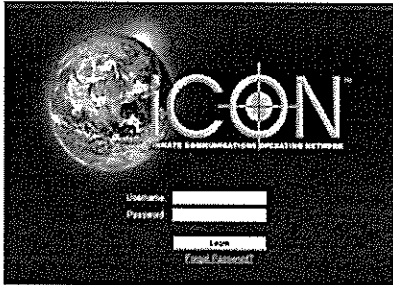
2.2 - SCOPE OF SERVICE

The vendor shall provide all labor, materials and transportation to install eleven (11) telephone stations in the City jail - eight (8) located in holding cells (local, collect calls only), and three (3) in the Booking cells (unlimited access, except blocked numbers and free allowed calls). The Contractor shall operate and maintain the inmate telephone system at no cost to the City. The Contractor will be solely responsible for the collection of charges for all calls placed.

Legacy Response: Acknowledged, understood, and will comply.

Legacy will continue to detail its product and service offerings throughout this response to the City's Request For Proposal. Equipment catalog sheets have been provided as an attachment to this response. Legacy proposes to

install the latest state-of-the-art inmate telephone in conjunction with our iCON™ Inmate Call Management System in provision of the City of Manhattan Beach Jail contract. Legacy's inmate calling solution shall be an on-premise solution to include the installation of all new inmate telephones and ancillary equipment.



The iCON™ System by Legacy

Legacy is proposing a technical approach that consists of the latest state-of-the-art procedures and methods to provide inmate telephone services as stated in the response to the City of Manhattan Beach Jail's request for inmate telephone services. Legacy's next-generation call processing equipment includes industry leading features that make administrative duties extremely simple and user-friendly; a **turnkey solution that complies with 100% of the RFP requirements**, giving the City's Jail a more modern, up-to-date system; a solution focused on improving the fundamentals of industry standard applications, not the just application of the day.

iCON™ is a Legacy developed inmate calling platform, specifically designed to combat the numerous support related issues faced by correctional facilities with traditional inmate phone systems. iCON provides superior performance while simplifying the Jail communications infrastructure. Advanced call recording features, onsite and offsite live monitoring capability, multiple calling options with real-time prepaid services, advanced call and commission reporting, network level third party call detection, called number last known address look-up, real-time Cellular Telephone GPS tracking, and a sophisticated call history and voice archive are just a few of iCON's ultra-modern capabilities. iCON is effortless to learn, and extremely easy to navigate and will be customized to meet every need the City of Manhattan Beach Jail has for inmate communications.

The iCON system is a state-of-the-art calling platform that is thoroughly hardened in the corrections field. Our platform's proven reliability has been experienced by Legacy clients of all sizes. Legacy will connect the City of Manhattan Beach Jail directly to our iCON telecommunications network through our secure, high-speed network. This network boasts self-healing capabilities and constant, real-time network monitoring. This MPLS solution is unmatched in the industry.

iCON™ offers the following features:

- Centralized Management allowing management of the City of Manhattan Beach Jail through one single system application.
- Safe, secure remote access to the system to enable investigators or other City agencies to investigate cases from their desktop with administrative permission from on or off-site.
- Fully integrated digital call recording and monitoring capability.
- Instantaneous access to Call Data.
- Personal Identification Number, Personal Allowed Numbers list.
- Unlimited number Call Blocking.
- Call timing restrictions.
- Emergency Disconnect.
- Network level three-way call prevention.
- Encrypted Password Protection.
- Real-time called party Cellular Telephone Tracking.
- Investigator Alert generation and notification by cellular telephone, telephone, or e-mail.
- Customized Voice Overlay.
- Standard and Customized Reporting.
- Audio-Mining.
- iCONTracker™ (patent pending) – Reverse Address Look-up / Cellular Telephone GPS Tracking System.
- Customized Facility Branding.
- Investigative Tools: Hot Number | Alerts | Inmate WatchLists.
- Inmate Telephone Scheduling with Emergency/System Shutdown.

The System utilizes cutting-edge call processing and data management technology designed specifically to operate with the highest degree of reliability within the challenging environment of the corrections industry. iCON has been engineered with the highest level of accuracy available and incorporates an extensive array of call management features and investigative tools ready for activation at the City Jail.

iCON is a system database program run on our carrier grade interexchange telecommunications network. The system's database is written in a .NET environment operating in a Windows-based operating system which ultimately provides a flexible and easy to use interface. Legacy is a full-service interexchange carrier, competitive local exchange service and operator service provider in the state of California. The Interactive Voice Response (IVR) units (automated operators) are based within our state-of-the art network platforms. The Company currently owns and operates several thousand automated response units that service correctional facilities and public pay telephones throughout the country. Legacy utilizes Envoy 7.0 IVR technology in concert with our telecommunication switching platforms to create an ultra modern, 100% reliable voice response system.

The system is configured with built-in redundancy to guarantee no loss of data and/or functionality. The database for the system is maintained in a Primary Secure Data Center and a Secondary Data Center. The Data Centers are automatically replicated on an on-going basis so that each center holds a complete and up-to-date database of the call data and voice content from the City's Jail. When an inmate lifts the receiver to make a telephone call an immediate connection is made to our network utilizing a direct connection from the City Jail into Legacy's network. Call detail records for each call is created and stored at the Company's Primary Data Center, and immediately replicated to our Secondary Data Center.

Ease of Use

The simple Graphical User Interface (GUI) is straightforward and intuitive. The simple design allows institutional staff and investigators to use the powerful investigative tools and comprehensive utilities with ease after only minimal training.

Anytime, Anywhere Access

There is no need for specialized administrative computers: any PC capable of running Microsoft Internet Explorer 6.0 or greater has full access to all of the features, including live monitoring and playback of call recordings in real-time. In addition, the Legacy system allows authorized users, with an accredited password to connect to the inmate telephone system through any computer connected to the Internet. Once the user has securely logged in using his/her user name and password, he/she will be able to perform all administrative functions from any location. Firewalls, encrypted passwords, a private MPLS network, and allowable IP addressing provide 100% security into and out of the system at all times.

2.3 - EQUIPMENT

All Inmate Telephone System station equipment (telephone sets and associated equipment) shall be owned, installed, serviced/maintained and repaired by the Contractor. The Contractor must maintain the inmate telephone system with the most recent upgrades at no additional cost to the City, to ensure it remains at par with the latest communications technology during the term of the Contract. The Inmate Telephone System must include at least one (1) portable telecommunications device for the deaf/mute in a portable configuration, which must be fully compatible with the Inmate Telephone System. The Contractor shall submit detailed information, descriptions, and samples of the manner of compliance with the foregoing. This shall include detailed descriptions of provisions for persons who are physically handicapped, hearing impaired, or visually impaired. Inmate telephone sets and mounting systems shall meet the safety and security requirements of the City and must not present the ability to be utilized as a weapon or dangerous instrument. Samples must be submitted and approved prior to installation.

In addition, the Contractor shall provide a specially designated computer meeting Manhattan Beach City Standard P.C. specifications (Dell brand only, and upgraded every four years) to allow law enforcement staff the necessary

control over the inmate telephone system (data retrieval, communications monitoring, etc.). The Contractor must also provide the necessary equipment for police department to monitor and record all inmate phones, all booking phones, one (1) set of visitation phones and one (1) set of two-way visitation phones suitable for inmate communications including wiring and installation, monitoring and recording, and an “On/Off” switch box for attorney/client confidential purposes.

Legacy Response: Acknowledged, understood, and will comply.

Administrative Workstations and Personal Computers

Legacy will supply the City of Manhattan Beach Jail with a designated computer workstation as requested. The Company will furnish the City with the Dell OptiPlex Desktop Computer. An accompanying laser printer will also be furnished. The iCON system is also accessible by any existing City or Jail computer or laptop from either on or offsite.

Dell - Optiplex Desktop Computer

Demanding applications require serious performance. The Optiplex personal computers deliver advanced technologies to tackle any challenge without missing a beat. The Optiplex takes advantage of continuously evolving security technologies to deliver numerous defense-in-depth options. The Optiplex gives you the power to choose your level of security, from hardware to software, local or remote. The stations will include 22" Wide Flat Screen Monitors, laser printers, DVD writer/player, speakers, 4GB Memory and 100GB Hard Drives. Each PC is equipped with a media burner for the transference of data.



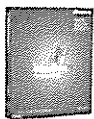
Secure Inmate Telephones

Each inmate telephone unit is constructed from a 14-gauge stainless steel housing and incorporates stainless steel cords, lanyards, and retainers. Specifically for use in correctional facilities, each phone delivers proven reliability and will stand up to the harsh environments of the facility. Keypads include a stainless-steel keyboard template, keyboard keys and LCD display. Special security screws and fasteners are also utilized to ensure that there is no tampering with any of the equipment.



HP Laser Printers

Each administrative station will include a new HP P10006 Laser Printer. The P1006 offers a print capability of up to 17 high quality pages per minute and has several customizable features. The HP-P1006 Laser Printer is compatible with all Windows operating systems.



Windows 2007 Operating System

The Company will install Microsoft Office 2007 and Windows-7 on all Company supplied computer workstations unless otherwise specified by the City.



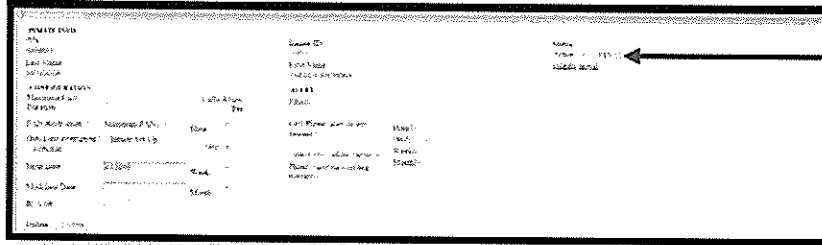
TDD for the Hearing-Impaired

Legacy will provide secure TDD units in order for hearing-impaired inmates to place their calls. All handicapped accessible and TDD units meet the Americans with Disabilities Act (ADA) standards for such equipment. The Company will provide the vandal-resistant, Ultratec Model 4400 to accomplish the City's hearing-impaired population's call processing. TDD phones can also be added as needed throughout the contract period.

Legacy's TDD service includes an advanced feature that will allow the City of Manhattan Beach Jail the ability to provide TDD service to select inmates while still providing added security by prohibiting unauthorized users to access the Call Relay Service. Hearing-impaired inmates will be identified through the iCON portal as such and categorized as TDD phone eligible. This is available as an “inmate” level configuration within the Inmate Registry

of iCON; starting at the main screen by clicking on the "Inmate" tab, then selecting the "Inmate List", then selecting the appropriate inmate name, and then "checking" the "TTY" box:

Inmate Detail Screen



By clicking on the TTY assignment box within the Inmate Registry, Jail Administrators have the option of assigning telephone access to *only those inmates with TDD privileges.*

2.4 - PREVENT INWARD CALLS

Inmate telephone lines shall be restricted from receiving telephone calls by an irrevocable Termination Restriction in the Line Class of Service.

Legacy Response: Read, acknowledged and system compliant.

Legacy's iCON system restricts all inmate telephones to one-way, out-going service only. Immediately upon picking up the handset, callers are directly connected to one of Legacy's automated operators and dial tone is never delivered. Strict line control over each and every circuit prevents the likelihood of any service option(s) other than collect and prepaid collect calling.

2.5 - COLLECT ONLY CALLING

Calls placed from Inmate Telephone System shall be station-to-station 0+Collect Only. Calls to WATS numbers, 900 and 976 numbers, and IOXXX dialing shall not be allowed. The ability to place collect-calls from the inmate phone system to cell phones is highly desirable. Call acceptance by the called party is to be accomplished through an active process initiated by the called party. The active process required is the dialing of a digit on the called party's telephone. The active call acceptance method must permit the called party to accept the call by dialing the digit specified not only on a Touch Tone telephone but also on a rotary dial telephone.

Legacy Response: Read, acknowledged and system compliant.

Callers have zero ability to call 911, toll free numbers, 900/976 number, 411 or 555-1212 directory assistance, or any number utilizing any form or method of calling other than traditional collect or prepaid collect. Direct dialing of any kind is prohibited by the system.

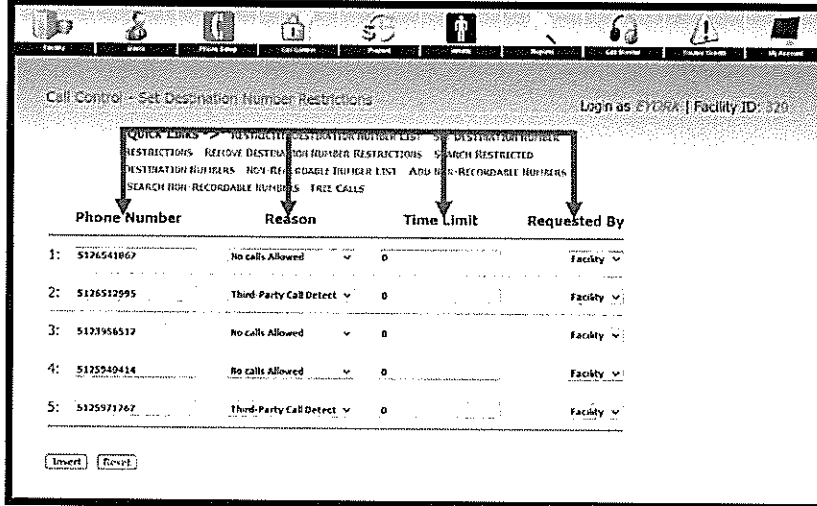
The Company utilizes Intel Dialogic telephony cards to power its IVR responses and answer supervision. Calls are unable to be connected without a positive call acceptance response being furnished by the dialed party. DTMF, pulse-dial and rotary responses are 100% accurate utilizing this technology. Legacy is unable to bill calls to answering machines, fax machines, or computer modems utilizing this technology. A DTMF, pulse-dial or rotary signal of "1" must be received in order for any call to be bridged and connected. Billing time does not begin until the time that this response is received by the system.

The iCON system's Call Control feature (pictured below) allows Jail Staff to block numbers in real-time. Number Restrictions can be set for a large range of NPA-NXX (prefix) sequences utilizing this utility – a simple drop down option is provided for this use. Numbers may be blocked from any authorized PC or laptop whether on or off-site.

As an added feature the iCON automated operator will give the option of blocking any future calling from the City Jail by simply pressing "3" on their telephone keypad when prompted to do so by the automated operator.

The system will be update immediately to solidify the dialed party's request for blocking. All call blocks are instantly implemented upon entry in to the system.

Destination Number Restrictions



2.6 - AUTOMATED OPERATOR SERVICE

All collect calls must be processed without the involvement of a LIVE OPERATOR. The system shall be capable of providing an automated outgoing message at the start of a call when the call receiver picks up the phone. During the call set up process, a pre-recorded announcement identifying that the collect call is coming from a specific inmate at the Manhattan Beach Jail Facility must be heard by the answering party. The identification to the called party of the identity of the inmate who is placing the call must be done by a pre-recorded statement of the inmate's name. It is not permissible to require or permit the inmate to state his name during the call set up process. No pre-acceptance communication by the inmate who is placing the call is permitted. However, the inmate must be able to hear the call set up announcements and acceptance results, which occur, after the call has been answered.

Legacy Response: Read, acknowledged and system compliant.

The parties will not have the ability to communicate until such time the call has been actively accepted by the dialed party. Automated prompts are automatically furnished in English and Spanish to both the inmate and the dialed party. Legacy can easily customize the system to deliver any language selection desired by the City. The iCON system can be programmed with up to ten (10) language options and all calls receive an advisement of their call being subjected to call recording and monitoring.

The initial operator response is as follows:

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

Once a language is selected:

- "Press "1" to acknowledge your call as being recorded and monitored by the City Jail"
- "Press "2" if you do not wish to proceed with your call"

Once an acknowledgement of call recording has been furnished:

- *"Press "1" to place a collect call"*
- *"Press "2" to place a call to a telephone number with an established prepaid calling account"*
- *"Press "3" to utilize an inmate established prepaid service"*

Once a billing method has been selected:

- *"Please enter the number you wish to call"*

At this time the call is validated through the Line Information Database LIDB – a reply code is sent within milliseconds. Validation is performed by Legacy's main call processing network and once connection to the dialed number has been made, Legacy automated operator will deliver a list of options to the accepting party:

- The system will announce, *"This is a call from the City of Manhattan Beach Jail"*
- The recorded name of the inmate caller will then be played to the dialed party

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

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

At this time Legacy will provide the option of a rate quote for the call:

- *"Press "1" to accept this collect call and acknowledge that your call may be recorded and monitored"*
- *"Press "2" to deny this collect call"*
- *"Press "3" to block your number from further calls from the City of Manhattan Beach Jail"*

Once a call has been accepted, the iCON system will play a voice overlay message every five minutes to announce, *"This call is from the City of Manhattan Beach Jail and subject to call recording and monitoring."* Legacy welcomes the opportunity to present its professional voice prompts in any demonstration the City might request. The overlay message is completely customizable and can be played at any time interval the City prefers.

2.7 - DIALING AND USE INSTRUCTIONS

The Contractor shall prepare, furnish, install and maintain accurate and current dialing instructions at each Telephone installation location.

All proposed dialing instructions and any subsequent revisions thereto, shall be provided to the City for review and approval in both content and form. The telephone number of the Inmate Telephone shall not be displayed on the Inmate Telephone instruments, nor shall those network telephone numbers be known to the inmate population. However, a unique "identification designation" (numeric or alphanumeric) must be displayed on each Inmate Telephone System instrument, to aid in reporting telephone troubles. The Contractor shall provide the City with accurate and current cross reference lists, referencing the unique identification numbers with the network telephone numbers. The dialing instruction placard of inmate telephones shall not include telephone numbers or dialing instructions for Emergency Calls (9-1-1) or calls for repair, refund or assistance.

Legacy Response: Read, acknowledged and agreed.

All Inmate Telephones are furnished with user dialing instructions in order for callers to efficiently process their calls. Instructions can also be placed in any area that the City deems necessary. User dialing instructions are very straight-forward and easy to understand. No other information than how to process an inmate call will be included on these dialing instructions. All network telephone numbers will be assigned an individual Station I.D. to clearly identify the line of origination and to disclose that originating telephone number from the caller.

2.8 - BRANDING, OVERLAY AND TIME LIMIT RECORDED MESSAGES

The system must provide a call “branding” recorded announcement that indicates that a call originated from a Manhattan Beach jail facility, which informs the called party that the call will be monitored and recorded. Signage will be posted at the jail by the City to ensure the inmate is aware of the recording and/or monitoring.

Branding is the initial recorded message the inmates/wards and called parties hear during the inmate/ward call process. The inmate and called party cannot talk to each other when the branding is played.

Overlay is defined as the message that is played randomly throughout the call. The Contractor shall provide Overlay messages at periodic intervals throughout the course of the call. The Overlay messages shall advise the caller and the called party that the call was originated by an inmate in the Manhattan Beach jail, and that the call is being recorded and monitored. The random overlay is played in the background of the call and does not block the conversation between the inmate and called party. Distinct beep tones sound shall be heard every 15 seconds throughout the duration of the call to remind the inmate and called party that the call is being recorded.

Call termination recorded messages must be played for the inmate and called party at two separate times towards the end of the call. The inmate and called party hears, “you have two minutes remaining” and “you have 60 seconds remaining.”

Legacy Response: Read, acknowledged and system compliant.

iCON automatically brands each call with the “City of Manhattan Beach Jail” name prior to acceptance by the dialed party. Once the Call has been accepted, iCON will play this voice overlay message every five minutes that announces “*This call is from the City of Manhattan Beach Jail and subject to call recording and monitoring.*” Neither calling party will have the opportunity to communicate until the call has been **actively accepted by the dialed party**. Legacy instinctively provides English, and Spanish prompts to both the inmate, and the dialed party. Legacy will customize its IVRs to meet the exact requirements of the City. Legacy welcomes the opportunity to present its professional voice prompts in any demonstration the City might require. The overlay message is completely customizable and can be played at any time interval the City requires.

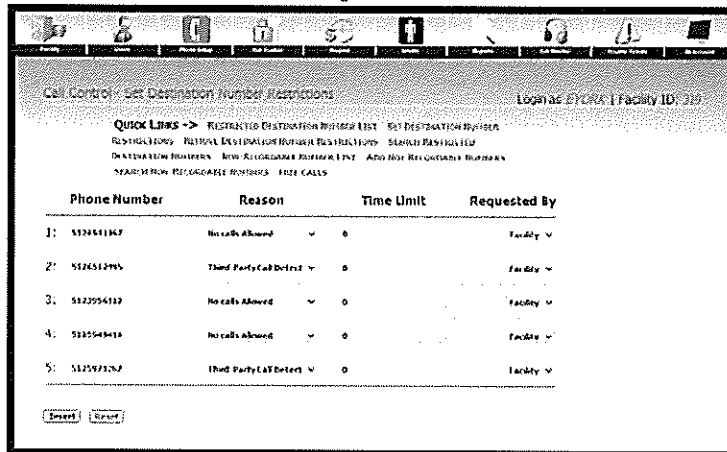
2.9 - CALL BLOCKING

Direct dial calls must be blocked except for allowed free calls to County of Los Angeles area codes from booking cells. Access to “4-1-1” and/or “555-1212” information service or to any toll free exchanges such as “800 and 888” numbers must be blocked; access to multiple long distance carriers via 800+, 888+, 900+, 950+, 976+, or 1 OXXX numbers and other calls as defined from time to time by the City must be blocked. However, access to the “9-1-1” emergency system must be enabled in the booking cells only.

Legacy Response: Read, acknowledged and system compliant.

Call Blocking features can all be accessed by the City jail whether on or offsite. The iCON system’s Call Control feature (pictured below) allows Jail Staff to block numbers in “real-time” as needed. Upon installation of our services Legacy will pre-load all current blocked numbers in to our system allowing for a smooth transition. Number Restrictions can also be set for a large range of NPA-NXX (prefix) sequences utilizing this utility – a simple drop down option is provided for this use. Numbers may be blocked from any PC or laptop with access to the iCON system from on or off-site. As an added feature the iCON automated operator will give the option to each called party to block any further calling from the Jail by pressing “3”. The system will automatically update to ensure no further calling to that destination number. A call block is instantly active upon entry in to the system. The iCON system prohibits all direct dialing, 411/555 information calling, access to 800, 900, 650, or 1010XXX services. The iCON system will be configured to allow for 911 dialing from the booking cells as requested by the city.

Destination Number Restrictions Assignment Screen



2.10 - THREE-WAY CALLING LOCKOUT

The Inmate Calling System shall be able to detect attempted three-way calls and prevent the call completion.

Legacy Response: Read, acknowledged and system compliant.

As part of Legacy's technological innovations that provide operational results, the Company offers a superior method for three-way silence detection. Legacy actually has a distinct advantage over most other vendors in the inmate market where Legacy is a facilities based interexchange carrier. The Company's proposal includes providing Legacy local and long distance service to the facility: originating and terminating all calls, operating with SS7 technology, with our own network and call switches, Legacy has total call control of all aspects of the call, enabling the Legacy system to control all 3-way call attempts.

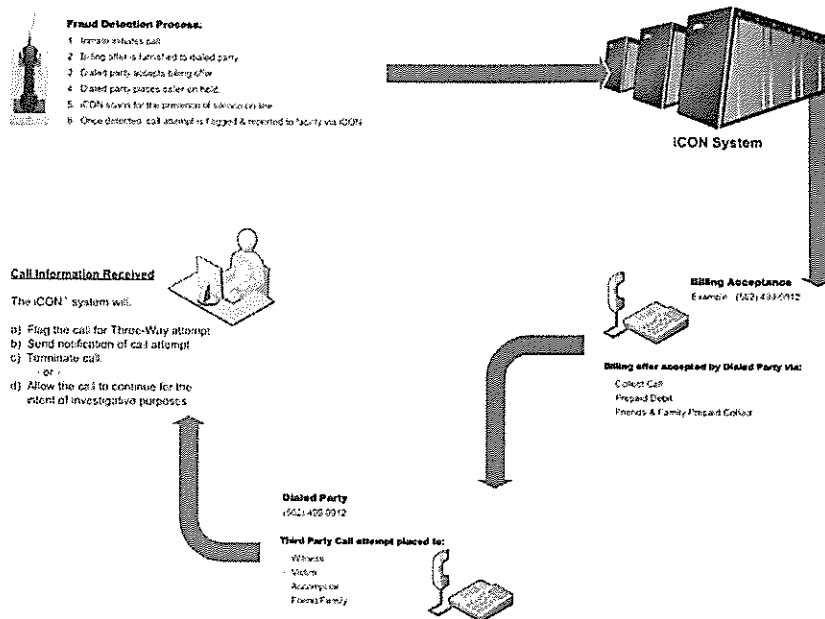
Other ITS vendors may contract for phone service and may only 'monitor the call' and are looking for a detection signal with the call control in the hands of the LEC (Verizon, AT&T as an example). Since traditional vendors do not have network control, they may rely on a combination of silence, dial tone, DTMF detection, and other energy algorithms that does not accurately detect fraudulent activities or 3-way calling. The Network relies upon on a combination of silence, dial tone, DTMF detection, and other energy algorithms that accurately detect fraudulent activities. Many providers propose patented three-way detection technologies, which the Legacy team has tested in the past and has proven not to be 100% worthy in the field. These technologies do not catch 100% of three-way calls, and have a very high percentage of detecting and disconnecting valid calls that are in fact, not three-way (false positives). The Legacy solution originates and terminates all calls, processing calls within our own network, not detecting from outside the network.

With the Legacy network in place, any set-up signal initiated by the called party that prompts a three-way call or remote call forwarding falls within Legacy's network and is received by the iCON call control. Whenever an attempt of fraud is received, iCON responds by advising the parties to the call, terminating the call, or both. Legacy will implement whichever option the facility chooses. However, in all cases, the calls are flagged within the call detail record.

Secondary dial tones are also eliminated and detected by the iCON system. Dial tone is not received from an installed system, but rather Legacy's worldwide telecommunications network. In order to combat the issue of additional dialed digits after a call has been accepted; once abnormal DTMF tones are detected, iCON will automatically disconnect the call in progress and alert Investigators of this potentially fraudulent occurrence. This same process will continue for as long as the system's dialogic infrastructure senses DTMF pulses.

Hook-switch dialing cannot be achieved through Legacy's system. Point-to-point connection from the facility straight into our IXC network eliminates the likelihood of any secondary access ever being achieved.

Secondary Dial Tone and Chain Dialing



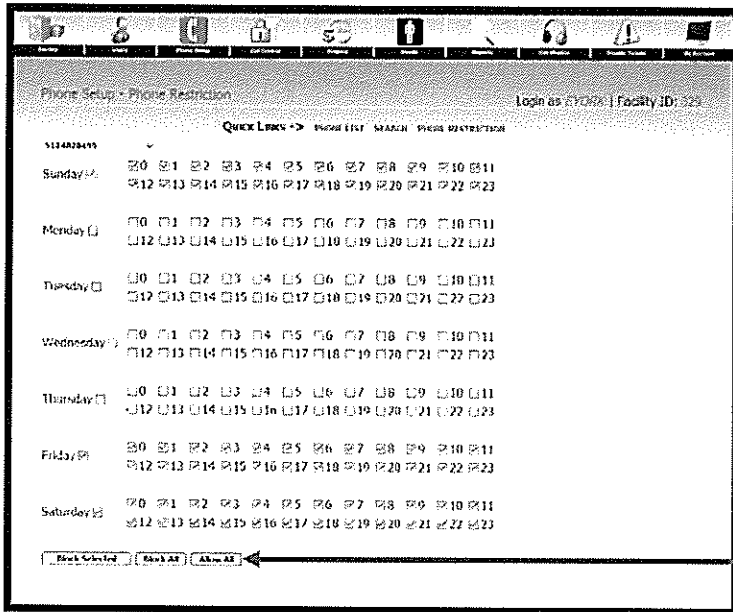
2.11 - LIMITATION OF CALLS

The duration of calls placed by inmates shall be limited to three (3) minutes each in the jail cell, and no limit for the telephones in the booking cell, except as noted in Section 4.1 of this RFP. The time limit shall be controlled by variables selected by the City and may be imposed on different types of calls. The time limit variables shall include the Type of Number Called, Time of Day, Day of Week, Weekday, Weekend, Holiday, Geographic Location/Type of Call, i.e. Local, IntraLata, InterLata. The function of call timing shall be fully available and functional.

Legacy Response: Read, acknowledged and system compliant.

The iCON system will allow the City Jail to schedule individual inmate telephones and/or groups of inmate telephones by a simple click of a button. Inmate Telephones will be shut-off and unusable during any time period initiated by the Jail. Legacy's installation team will set the phone schedule as directed by the City and will train the Jail Staff on how to modify the Phone Schedule (pictured below) as needed.

Inmate Phone Restriction Screen

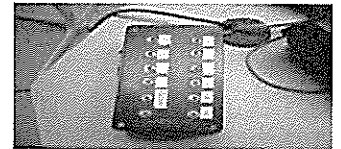


The City Jail can assign Phone Schedules by:

- Time of Day
- By Hour
- Day of Week
- Holiday Schedules
- Full, Partial, or Individual Inmate Telephone Shutdown

Full, group or individual inmate telephone shutdown by a "click of the button" - Block/schedule by individual inmate phone or housing area!

Manual shutdown can be performed on any individual phone, set of phones, or full phone shut down utilizing the Facility Phone Schedule utility. As pictured to the right our installation team will also install manual cutoff switches to be located in any area requested by the City including at the demarcation locations, central security control centers, and by select housing units.



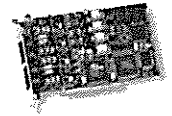
2.12 - FRAUD REDUCTION

The recipients of all calls which originate from an inmate telephone shall receive an announcement which discloses that the collect call being attempted is originating from the Manhattan Beach City Jail. The announcement shall be issued while the call between the originating station and the destination telephone is still "split" and the inmate cannot hear the announcement(s) to the intended recipient of the call. The Inmate Telephone System and its associated network components shall require an active, affirmative response indicating acceptance of the telephone call. That affirmative response may either be verbal or particular digits transmitted via dual tone multi-frequency (DTMF (touch tone)). It is not acceptable for a call to be completed, and presumed accepted, when the destination telephone responds with a pause, or answering machine.

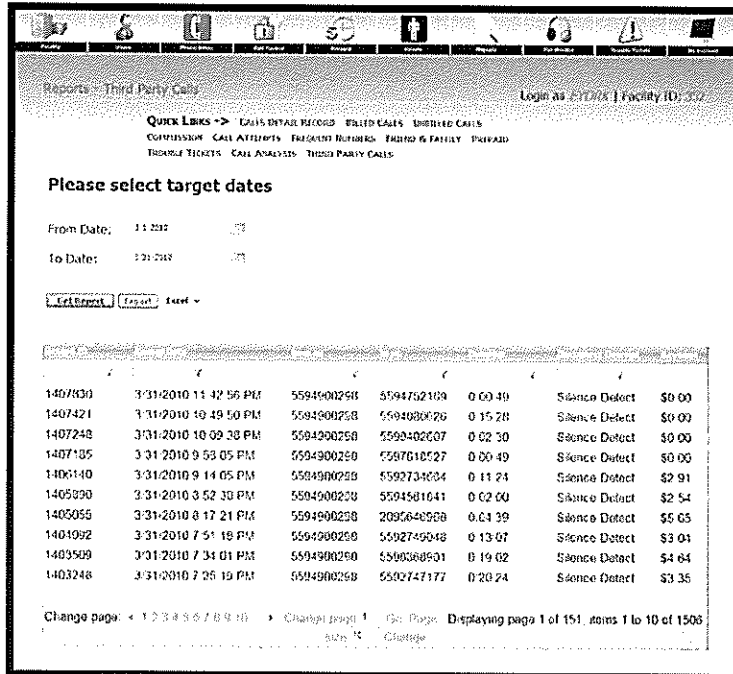
The system or its associated network shall provide a "split" connection during the interval commencing with the signaling (ringing) of the destination telephone, until the collect call is actively accepted at that destination. Inmates shall not be able to speak to or hear the called party until the call is accepted. Inmates shall not be able to hear the operators or automated collect call attendant systems announcement of the call to the called party, nor shall the inmates be able to hear the called party's response. The system shall prevent the transfer of call which originates from that system to a third party once the call is accepted. The prevention of the call transfer shall be accomplished through the detection of a switch hook flash or the dialing of additional digits or any other available means. The system shall provide the option to disable the inmate telephone keypad once a call is accepted, and shall be capable of forcing disconnection of the call upon the detection of a switch hook flash from either the originating station or the recipient telephone.

Legacy Response: Read, acknowledged and system compliant.

In order to curb the likelihood of fraud, Legacy utilizes Intel Dialogic telephony cards to power its IVR responses and answer supervision. A call cannot be connected without call acceptance under any circumstance. DTMF, pulse-dial and rotary responses are 100% accurate utilizing this technology – without exception. Calls cannot be billed to answering machines, fax machines, or computer modems utilizing this superior technology. A DTMF, pulse-dial or rotary signal of "1" must be received for a call to bridge and connect. Billing time will not begin until such time the called party has pressed "1" to accept the call.



Third Party Call Report



Call ID	Date/Time	Number 1	Number 2	Duration	Charge Type	Amount
1407830	3/31/2010 11:42:56 PM	5594900258	5594752109	0:00:49	Silence Detect	\$0.00
1407421	3/31/2010 10:49:50 PM	5594900258	5594900670	0:15:28	Silence Detect	\$0.00
1407248	3/31/2010 10:09:30 PM	5594900258	5590400207	0:02:30	Silence Detect	\$0.00
1407135	3/31/2010 9:53:05 PM	5594900258	5587010527	0:00:49	Silence Detect	\$0.00
1406140	3/31/2010 9:14:05 PM	5594900258	5592734634	0:11:24	Silence Detect	\$2.91
1405930	3/31/2010 9:52:30 PM	5594900258	5594581641	0:02:00	Silence Detect	\$2.54
1405055	3/31/2010 8:17:21 PM	5594900258	2095640508	0:01:39	Silence Detect	\$5.05
1404992	3/31/2010 7:51:18 PM	5594900258	5592749048	0:13:07	Silence Detect	\$3.04
1403509	3/31/2010 7:34:01 PM	5594900258	5590360501	0:19:02	Silence Detect	\$4.64
1403248	3/31/2010 7:25:19 PM	5594900258	5502747177	0:20:24	Silence Detect	\$3.35

Legacy offers a superior method for 3-way calling prevention. Legacy has a distinct advantage over most other vendors: Legacy is an interexchange carrier, CLEC and operator service provider in the state. The Company's proposal to the City of Manhattan Beach includes providing Legacy local and long distance operator service on the inmate telephones: originating and terminating all calls, operating with SS7 and MPLS technology, within our own network and call switches. Legacy has total call control, enabling the Legacy system to sense and control 3-way call attempts. The Network relies upon certain algorithms that accurately detect fraudulent activities or 3-way calling. The Legacy solution originates and terminates all calls, processing calls within our own network, not detecting from outside the network. With the Legacy network in place, any set-up signal initiated by the called party that prompts a 3-way call or remote call forwarding falls within Legacy's network and is received by the iCON call control. Whenever attempts at fraud are received, the Legacy iCON system can respond by advising the parties to the call, terminating the call, or both. Legacy will implement whichever option the City chooses. In all cases, these calls are flagged on the call detail record and Fraud Detection Reports.

2.13 - REMOTE DEACTIVATION

There may be instances where an arrested person needs to make a free telephone call to an 800 number from a booking cell, such as for bail deviation. These types of free calls are acceptable; however, the system must be capable of terminating the call or disable all telephones through a cutoff switch, at the discretion of the jail staff or the watch commander if it is determined that the telephone call is for illegitimate purposes. The City shall reserve the right to temporarily deactivate any inmate telephone(s) for security or management of the jail, at its exclusive

discretion. The system shall be capable of indicating the number of calls originated which resulted in a forced termination by the Inmate Telephone System due to an action which violated the system's control parameters, such as dialing more than the allowed number of additional digits subsequent to the connection of the call, or flashing the switch hook.

Legacy Response: Read, acknowledged and system compliant.

Manual shutdown(s) can be performed on (a) individual phone, (b) group of phones, or (c) complete phone shut down. This feature can easily be implemented by using the iCON system's Facility - Phone Schedule utility. Legacy's installation team will also install manual cut-off switches in any area desired by the City Jail. These switches will allow Jail Staff to quickly interrupt service to the telephone system within a matter of seconds.

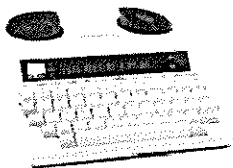
2.14 - TDD/TTY DEVICE AND CONFIGURATION

Contractor shall provide TDD/TTY devices with keypad-only input capability. The TDD/TTY devices provided by the Contractor shall have no handset or speakers. This phone shall be constructed in such a fashion that the telephone is vandal resistant and parts may not be removed and used as weapons or pose a security threat. TDD/TTY devices shall be provided in either portable or fixed mounting configurations as determined by the MB Police Project Manager.

Legacy Response: Read, acknowledged and will comply.

Legacy will provide highly secure TDD units at the designated sites for hearing-impaired inmates to place calls. All handicapped accessible and TDD telephone units will meet American with Disability Act (ADA) standards. Legacy proposes to provide the vandal-resistant Ultratec 4400. TDD phones can be added as needed for the life of the contract. The keypad includes a stainless steel keyboard template, keyboard keys and LCD display. Special security screws and fasteners are utilized to ensure no tampering.

Ultratec 4400
Hearing-Impaired TTY/TDD



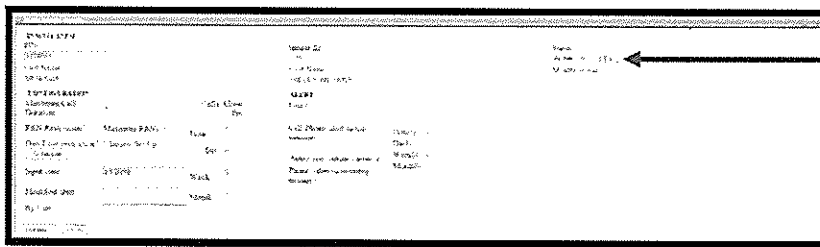
Ultratec 4400 features:

- 32k memory
- Turbo Code® and Auto IDTM
- E-Turbo for simplified relay calling
- Direct connect to Inmate Telephone
- Built-in ring flasher
- Auto-Answer (with programmable message)
- Auto-busy redial, Wait for Response and 3-way calling
- Remote message retrieval
- User-programmable Relay Voice Announcer
- Keyboard dialing, follow-on dialing, tone or pulse dial
- Memory dialing/redial
- Stainless Steel keyboard built specifically for the correctional environment

- Keyboard remains protected by metal drawer until a TTY call is placed
- GA/SK and arrow keys
- Maximum protection against vandalism

Legacy's TDD service includes an advanced feature that will allow the City of Manhattan Beach Jail the ability to provide TDD service to select inmates while still providing added security by prohibiting unauthorized users to access the Call Relay Service. Hearing-impaired inmates will be identified through the iCON portal as such and categorized as TDD phone eligible. This is available as an "inmate" level configuration within the Inmate Registry of iCON; starting at the main screen by clicking on the "Inmate" tab, then selecting the "Inmate List", then selecting the appropriate inmate name, and then "checking" the "TTY" box:

Inmate Detail Screen



By clicking on the TTY assignment box within the Inmate Registry, Jail Administrators have the option of assigning telephone access to *only those* inmates with TDD privileges.

2.15 - TDD/TTY CALL RECORDING FUNCTIONALITY

Contractor's Inmate Telephone System shall include the ability to record calls using the Contractor provided TDD/TTY devices. Recording shall include both the typed text and any voice portions of calls. The text portion of the call shall be accessible from all investigative applications in the same manner as voice recordings and shall not require further processing by the City authorized staff once the text or voice file is opened or played.

Legacy Response: Read, acknowledged and system compliant.

The Company agrees to provide recording on all Legacy supplied TDD devices.

2.16 - RECORDED ANNOUNCEMENTS

The Inmate Telephone System shall provide recorded announcements to the inmate. The Time duration limitation imposed on a call shall be announced to the inmate at the earliest opportunity. The announcement shall be played upon the call being dialed, prior to the call connecting. The time duration limitation of the number dialed shall be determined from the appropriate database

- Upon a call attempt to a restricted number being blocked.
- Upon a call in progress which is approaching duration limitation, prior to forced disconnection. Announcements of impending forced disconnection of a call in progress due to the expiration of the pre-determined Time Duration Limitation shall be provided. The announcement of impending forced disconnection from the booking cell phones shall be made three (3) minutes prior to forced disconnection, indicating the time remaining on the call. A second announcement shall be made one (1) minute prior to forced disconnection. This second announcement shall notify the inmate that it precedes forced disconnection by one minute and it is the final warning.
- Upon a forced disconnection due to dialing of additional digits subsequent to call connection. The announcement shall provide the inmate with the reason for the forced disconnection.

- Upon a forced disconnection due to detection of switch hook flash subsequent to call connection. The announcement shall provide the inmate with the reason for the forced disconnection.
- Upon a call attempt failing due to dialing error, such as a failure to precede the telephone number with a "0" (failure to dial call 0+). The announcement shall inform the inmate the reason for the failure of the call and shall direct the inmate in the correct manner of dialing the call.

The Inmate Telephone System should provide recorded information giving the inmates appropriate dialing instructions.

The recorded announcements to the inmate shall be independent of any recorded announcements originating from the automated operator system.

Legacy Response: Read, acknowledged and system compliant.

Legacy will prompt the inmate as directed throughout the entire call sequence. The following automated prompts are delivered to all calls.

The automated operator will notify the inmate when and why a call is not completed:

- "Your call was denied"
- "Your call was not answered"
- "The number you have dialed has been blocked from calling by the City Jail"
- "The number you have dialed has been blocked from calling by the called party"
- "The number you have dialed is not a valid number"
- "The number you have dialed has been blocked due to suspected fraudulent calling"
- "The number you have dialed has been blocked due to non-payment"
- "The number you have dialed does not allow collect calls"

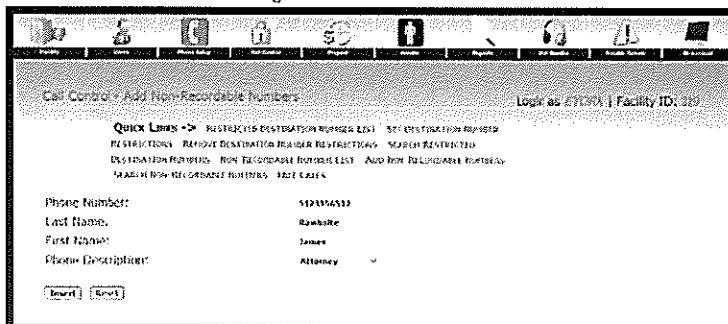
2.17 - "DO NOT RECORD NUMBERS"

The recording system shall have the ability to not record specific telephone numbers authorized by the City Project Manager. Contractor's staff shall not set a number to not record without the written consent by the Project Manager.

Legacy Response: Read, acknowledged and system compliant.

Every call attempt will be recorded unless designated as "non recordable" by the Jail Staff. The iCON system's Call Control utility provides a non-recordable (monitoring) feature that will allow the facility to enter a limitless number of destination numbers not to be recorded or monitored. As part of our installation process Legacy will ensure that all destination numbers that are currently blocked from monitoring or recording in the current vendor's system are entered and blocked.

Non-Recordable Number Assignment Screen



2.18 – “DO NOT RECORD REPORT”

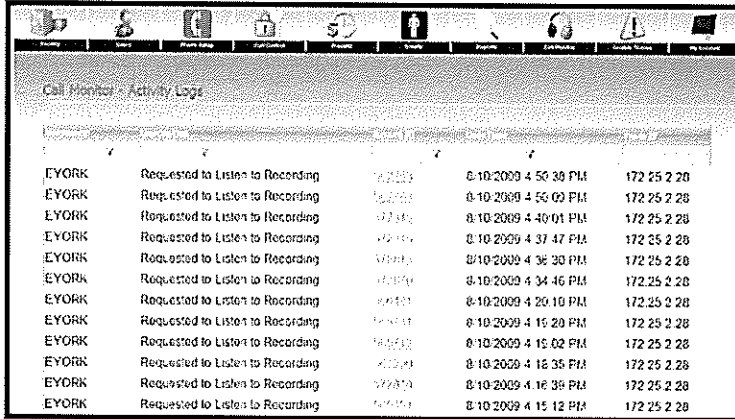
The Do Not Record Report details the telephone numbers that have been set to not be recorded. The Do Not Record Report shall include the unique user identifier of the personnel that entered or modified the “do not record” status as well as the dates of status changes to each number.

Legacy Response: Read, acknowledged and system compliant.

User Activity Logs

User Activity Logs (pictured below) are available to give detail to all Jail Staff accessing the user account. The functions performed by the accessing staff member are consistently logged giving added security that all call detail records, call recordings, and calling rates are positively secure at all times. Password encryption offers extreme system flexibility and allows Jail Staff to view information that pertains only to their assigned position.

Non-Recordable Number Assignment Screen



User Name	Description of User Session	Date/Time	IP Address of Authorized User
EYORK	Requested to Listen to Recording	8/10/2009 4:50:38 PM	172.25.2.28
EYORK	Requested to Listen to Recording	8/10/2009 4:50:09 PM	172.25.2.28
EYORK	Requested to Listen to Recording	8/10/2009 4:49:01 PM	172.25.2.28
EYORK	Requested to Listen to Recording	8/10/2009 4:37:47 PM	172.25.2.28
EYORK	Requested to Listen to Recording	8/10/2009 4:36:30 PM	172.25.2.28
EYORK	Requested to Listen to Recording	8/10/2009 4:34:46 PM	172.25.2.28
EYORK	Requested to Listen to Recording	8/10/2009 4:20:10 PM	172.25.2.28
EYORK	Requested to Listen to Recording	8/10/2009 4:16:20 PM	172.25.2.28
EYORK	Requested to Listen to Recording	8/10/2009 4:15:02 PM	172.25.2.28
EYORK	Requested to Listen to Recording	8/10/2009 4:13:35 PM	172.25.2.28
EYORK	Requested to Listen to Recording	8/10/2009 4:12:39 PM	172.25.2.28
EYORK	Requested to Listen to Recording	8/10/2009 4:11:12 PM	172.25.2.28

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

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

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

2.19 - CALL DETAIL RECORDING AND REPORTING

The Inmate Telephone System shall provide centralized Call Detail Recording and Reporting (CDR), real time observation of call activity, long term collection and storage of data and reports and on line searching of CDR records. The Call Detail Recording and Reporting (CDR) System shall be similar in functionality and purpose to those commonly utilized with the prevalent PBX telephone systems. The CDR System must capture and store every dialing transaction, whether or not a call is actually completed, from each inmate telephone at the Jail facility.

The minimum data required for each CDR record shall include:

- Digits Dialed (telephone number called).
- Date and Time Call Begins
- Date and Time Call Ends.
- Telephone Number of Inmate Station from which the call originated.
- Location of Inmate Station from which the call originated.
- Disposition of the call.

The disposition of call must indicate the manner in which the call was disposed (denied, disconnected, failed, etc.), and specific reason for disposition (expiration of time limit, no dial tone, etc.).

The CDR and Reporting System shall allow the City to monitor calling traffic in real time. Each line may be observed to determine the present status of that line (such as call in progress, including the number dialed, the starting time of the call, etc.).

The standard reports available from the CDR System, in addition to the Call Detail Reports, shall include List and Print which, are formatted reports listing the information contained in each of the Inmate Telephone System databases, such as:

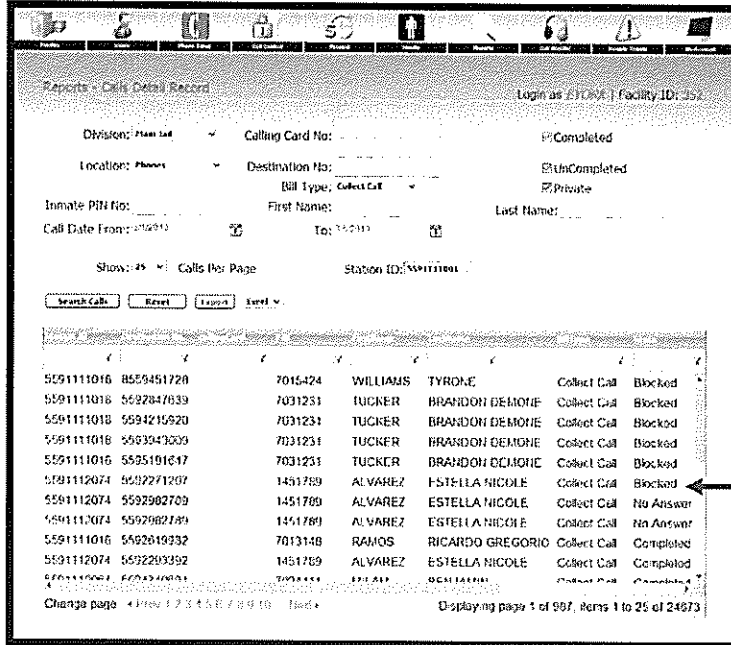
- a) Allowed Telephone Numbers; Global, Global-Free, Restricted/Disallowed Telephone Numbers;
- b) Entry Disallowed Numbers

A minimum of thirty (30) days of CDR records shall be available on line (on the hard drive of the platform on which the CDR System resides) for display of those records, conducting searches and preparing reports. It is acceptable to collate records on the basis of the calendar month.

Legacy Response: Read, acknowledged and system compliant.

All iCON reporting reflects real time call events. The iCON system features a comprehensive Call Detail reporting feature that reflects data from every single call *attempted* through our service. Call Detail can be tracked by inmate telephone, facility area, called number, day, time, any date period, and numerous other criteria (see following page). All Call Detail contains the result of the call attempt (completed, denied, blocked, etc.). Legacy's proposal to the City includes customization of any report needed by the City of Manhattan Beach Jail for the entire contract period.

Call Detail Record Report



Phone No.	Area	Cell Block	Inmate Name	Called Number	Call Type	Disposition
5591111016	8559451720	7015424	WILLIAMS TYRONE		Collect Call	Blocked
5591111016	5622847039	7031251	TUCKER BRANDON DEMONE		Collect Call	Blocked
5591111016	5694215820	7031251	TUCKER BRANDON DEMONE		Collect Call	Blocked
5591111016	5693949009	7031251	TUCKER BRANDON DEMONE		Collect Call	Blocked
5591111016	5695191617	7031251	TUCKER BRANDON DEMONE		Collect Call	Blocked
5591112074	5692271207	1451769	ALVAREZ ESTELLA NICOLE		Collect Call	Blocked
5591112074	5692902709	1451769	ALVAREZ ESTELLA NICOLE		Collect Call	No Answer
5591112074	5692902709	1451769	ALVAREZ ESTELLA NICOLE		Collect Call	No Answer
5591111016	5692619332	7031148	RAMOS RICARDO GREGORIO		Collect Call	Completed
5591112074	5692293352	1451769	ALVAREZ ESTELLA NICOLE		Collect Call	Completed
5591112074	5692293352	1451769	ALVAREZ ESTELLA NICOLE		Collect Call	Completed

iCON reports every call attempt made from the facility. Call Detail Reports (CDR) are completely user defined. Standard CDR reporting options include; by Inmate Phone, Inmate Name, Cell Block (area), Dialed Number, Date, Time, Bill Type, Call Duration, Billed Revenue (or unbilled), and accept/denied by the dialed party.

Legacy will store the City Jail's call detail records (CDR) for the life of the contract. All call detail records will remain accessible to the City of Manhattan Beach for the life of the agreement.

2.20 - RECORDING STORAGE CAPACITY

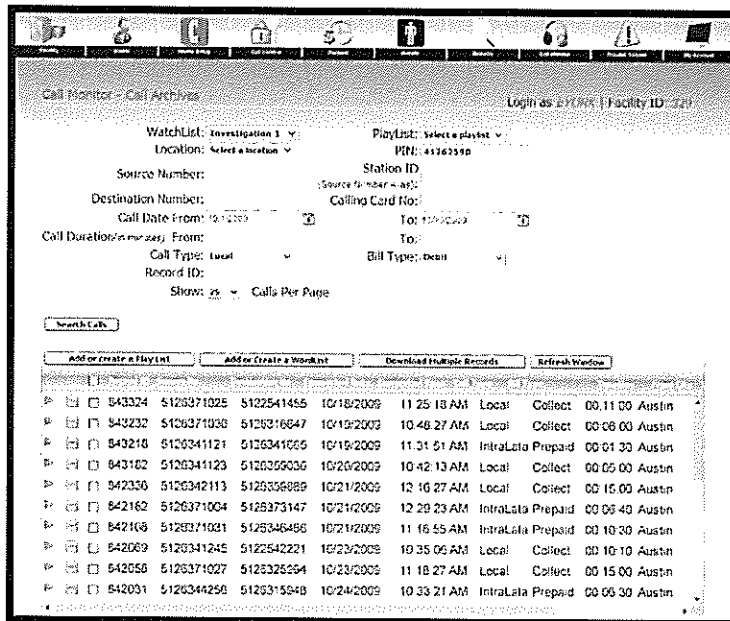
The Contractor’s recording system shall have sufficient storage capacity to locally (on-site) retain one year of recorded calls and call detail records. The stored data must be retrievable by police department personnel at any time, without Contractor intervention and without disrupting ongoing operations. The storage media shall not require regular operator intervention to change or replace. Tape media is not acceptable. This database shall include recordings of all incomplete and completed calls.

The City is also interested in additional retention capability after the initial one-year storage provided there is no charge to the City. The files may be archived in the Contractor’s centralized storage facility; however, the facility must be located in California. Otherwise, the data must be deleted automatically from the on-site system storage after one year.

Legacy Response: Read, acknowledged and system compliant.

All call recording will be available in real-time on the system for a period of one (1) year. Archived call recordings (recordings beyond one year) will be available, by request, from the system and restored on the system within twenty-four hours of the request. All of the iCON system’s recordings reflect real-time call events. The iCON system features comprehensive Call Recording and Live Monitoring features that reflect data from every single call made through our service – unless otherwise indicated as non-recordable in the system. Call Recordings can be searched by investigator WatchList, Inmate Telephone, Called Number, Date, Time, Call Type, Call Recording ID, Bill Type, Debit Calling Card, Inmate PIN, or by previous play list (see below). All Call Recording details contain the result of the call attempt (completed, denied, blocked, etc.).

Call Archive Screen



Search Call Recordings By:

- Investigator WatchList
- Inmate Telephone
- Called Number
- Previous Playlist
- Inmate PIN
- Debit Calling Card
- Bill Type
- Recording ID
- Date/Time
- Type of Call
- State Called
- City Called
- Originating Area of the Jail

Call Recordings can be accessed from any approved City approved PC. All stations supplied by Legacy will have audio capabilities in order to listen to Call Recordings. Recording call files can be downloaded to City approved PC's or laptops as well.

2.21 - POWER AND OPERATIONAL REQUIREMENTS

The system for inmate calling service must have the following operational standards:

- 1) Telephone station equipment must be powered by the telephone line and require no additional power source;

Legacy Response: Read, acknowledged and system compliant.

Each Inmate Telephone furnished by Legacy is designed to be line-powered and requires no AC power source of any kind.

- 2) The system must be capable of operating without the use of personal identification numbers (PIN);

Legacy Response: Read, acknowledged and system compliant.

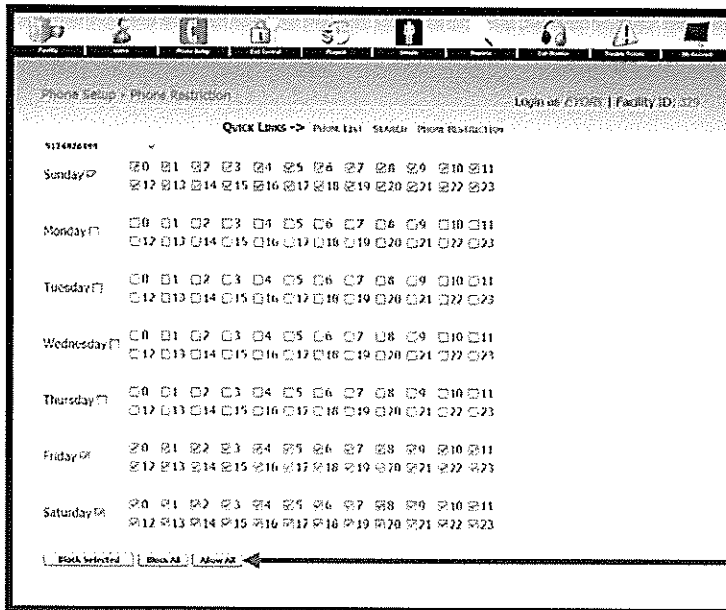
Although the iCON system instinctively offers Inmate Personal Identification Numbers as part of its design, the use of PIN's is merely a service option which can either be enabled or disabled during the configuration period of installation and/or post installation by request of the City.

- 3) The system must be able to take an individual station out of service. State the procedures and the length of time in minutes that will be required to take a station off-line;

Legacy Response: Read, acknowledged and system compliant.

iCON will allow the City Jail to schedule service to any specific inmate telephone and/or group of inmate telephones by a simple click of a button. Telephones can be shut-off by Jail Staff at any given time from within the Phone Restriction utility. Legacy's installation team will set the phone schedule as directed by the City and will train Jail Staff on how to modify these Schedules.

Phone Service Restrictions



The City of Manhattan Beach can set phone Schedules by:

- Time of Day
- By Hour
- Day of Week
- Holiday Schedules
- Full, Partial, or Individual Inmate Telephone Shutdown

Full, group or individual inmate telephone shutdown by a "click of the button" - Block/schedule by individual inmate phone or housing area!

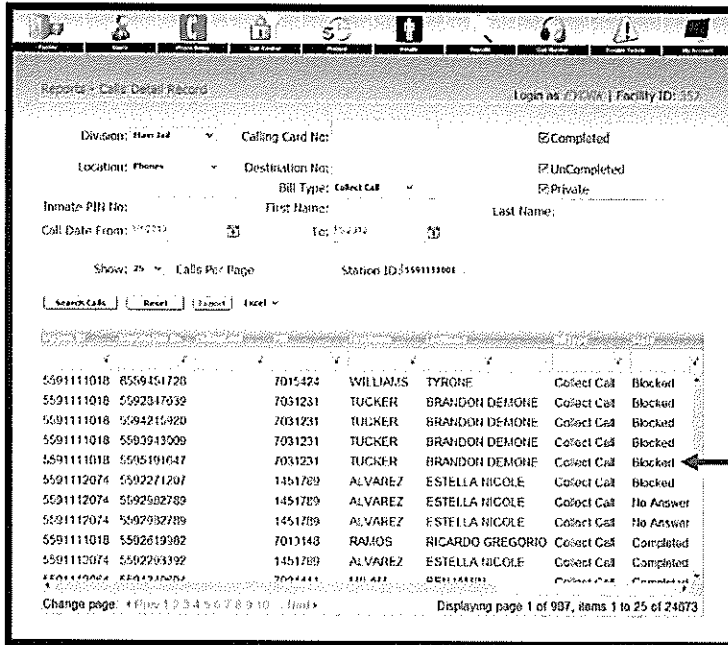
Manual shutdown can be performed on any individual phone, set of phones, or full phone shut down utilizing the Facility Phone Schedule utility. As pictured to the right our installation team will also install manual cutoff switches to be located in any area requested by the City including at the demarcation locations, central security control centers, and by select housing units.

- 4) The system must provide centralized system reporting capabilities and must be capable of producing immediate, real-time reports;

Legacy Response: Read, acknowledged and system compliant.

iCON reporting reflects real time call events. The iCON system features a comprehensive Call Detail reporting feature that reflects data from every single call *attempted* through our service. Call Detail can be tracked by inmate telephone, inmate PIN, facility area, called number, day, time, any date period, and numerous other criteria (see following page). All Call Detail contains the result of the call attempt (completed, denied, blocked, etc.). Legacy's proposal to the City includes customization of any report needed by the City of Manhattan Beach Jail for the entire contract period.

Call Detail Record Report

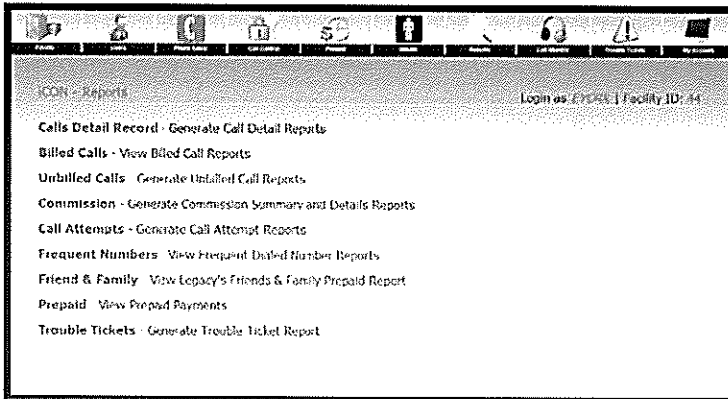


Station ID	Calling Card No.	Destination No.	First Name	Last Name	Call Type	Result
559111018	8594151728	7015474	WILLIAMS	TYRONE	Collect Call	Blocked
559111018	5592817639	7031231	TUCKER	BRANDON DEMONE	Collect Call	Blocked
559111018	5594215920	7031231	TUCKER	BRANDON DEMONE	Collect Call	Blocked
559111018	5593913009	7031231	TUCKER	BRANDON DEMONE	Collect Call	Blocked
559111018	5595191647	7031231	TUCKER	BRANDON DEMONE	Collect Call	Blocked
559112074	5592271207	1451789	ALVAREZ	ESTELLA NICOLE	Collect Call	Blocked
559112074	5592928789	1451789	ALVAREZ	ESTELLA NICOLE	Collect Call	No Answer
559112074	5592932789	1451789	ALVAREZ	ESTELLA NICOLE	Collect Call	No Answer
559111018	5592619982	7013148	RAJOS	RICARDO GREGORIO	Collect Call	Completed
559113074	5592933392	1451789	ALVAREZ	ESTELLA NICOLE	Collect Call	Completed

iCON reports every call attempt made from the facility. Call Detail Reports (CDR) are completely user defined.

Standard CDR reporting options include; by Inmate Phone, Inmate Name, Cell Block (area), Dialed Number, Date, Time, Bill Type, Call Duration, Billed Revenue (or unbilled), and accept/denied by the dialed party.

Reporting Options Menu



- Cells Detail Record - Generate Call Detail Reports
- Billed Calls - View Billed Call Reports
- Unbilled Calls - Generate Unbilled Call Reports
- Commission - Generate Commission Summary and Details Reports
- Call Attempts - Generate Call Attempt Reports
- Frequent Numbers - View Frequent Dialed Number Reports
- Friend & Family - View Legacy's Friends & Family Prepaid Report
- Prepaid - View Prepaid Payments
- Trouble Tickets - Generate Trouble Ticket Report

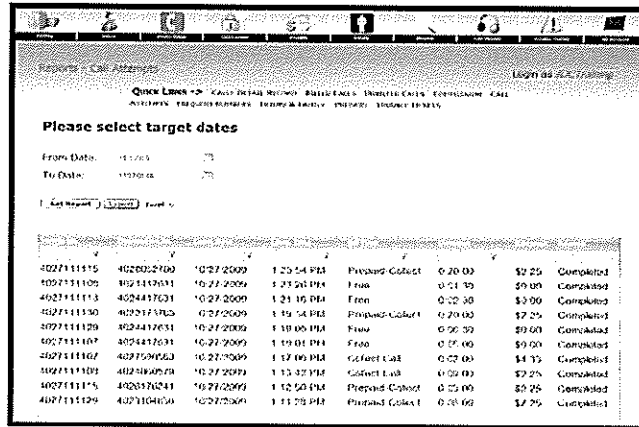
Sample Reports have been provided as part of the Company's response. The system features over seventy (70) easily generated reporting options that meet and exceed all City requirements.

The iCON system features a comprehensive Call Detail management reporting feature that reflects data from every single call *attempted* through our service. Call

Detail can be tracked by inmate telephone, inmate PIN, facility area, called number, day, time, any date period, and numerous other criteria (see above). All Call Detail contains the result of the call attempt (completed, denied, blocked, etc.). Legacy's proposal to the City includes customization of any report needed by the City for the entire contract period. The Call Detail Management report also serves as a template that will allow Jail Staff to select call detail "fields" for their generated report.

Reports are easily accessed from the Reports Utility of iCON. Reports can be viewed from iCON within seconds of report request. The iCON system stores call detail information for up to ten (10) years and will allow system users to request report criteria for the entire contract period. Reports can be viewed and printed directly from iCON or the City can choose to export the report in to another file or via CD or DVD. All iCON reports can be exported in almost any format. Exported files include MS Word, Excel, WordPad, Word Perfect, and HTML. The iCON system can be accessed from on or off site - all report information is available to City personnel at all times, from anywhere.

Call Attempts Screen

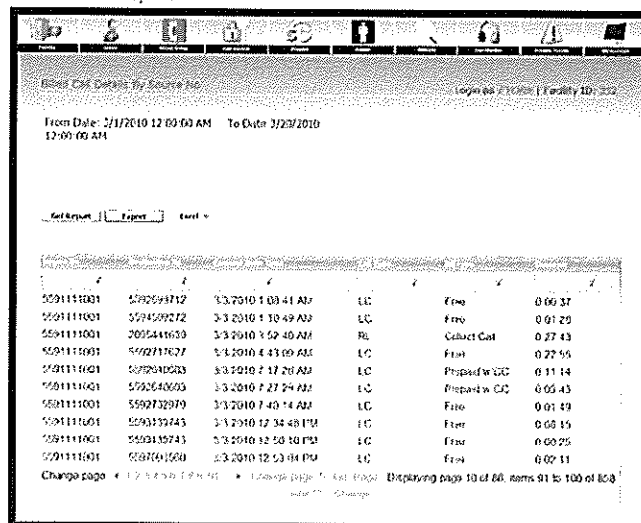


ID	Phone Number	Date	Time	Call Type	Duration	Amount	Status
402711115	4020029700	10/27/2009	1:29:14 PM	Prepaid Collect	0:20:00	\$2.25	Completed
4027111106	4024419031	10/27/2009	1:25:26 PM	Free	0:21:30	\$9.00	Completed
4027111113	4024417631	10/27/2009	1:21:16 PM	Free	0:22:30	\$3.00	Completed
4027111130	4027117625	10/27/2009	1:19:14 PM	Prepaid Collect	0:20:00	\$2.25	Completed
4027111129	4024417631	10/27/2009	1:18:00 PM	Free	0:20:30	\$9.00	Completed
4027111167	4024417631	10/27/2009	1:19:01 PM	Free	0:27:00	\$9.00	Completed
4027111167	4027590563	10/27/2009	1:17:00 PM	Collect Call	0:22:00	\$4.75	Completed
4027111109	4024419031	10/27/2009	1:15:32 PM	Collect Call	0:20:00	\$2.25	Completed
4027111115	4020029700	10/27/2009	1:12:50 PM	Prepaid Collect	0:22:00	\$2.25	Completed
4027111129	4027104630	10/27/2009	1:11:29 PM	Prepaid Collect	0:20:00	\$2.25	Completed

The Call Attempt Report clearly identifies the following areas for a more accurate view of all inmate calls:

- Inmate Phone
- Destination Number
- Date
- Time
- Call Type
- Duration
- Billed Amount
- Reason for not Billing

Billed Calls Report



ID	Phone Number	Date	Time	Call Type	Duration	Amount
559111001	5592591712	3/3/2010	1:00:41 AM	LC	Free	0:00:37
559111001	5594599272	3/3/2010	1:10:49 AM	LC	Free	0:01:29
559111001	2095446630	3/3/2010	1:52:40 AM	RL	Collect Cal	0:27:43
559111001	5592717627	3/4/2010	4:43:00 AM	LC	Free	0:27:56
559111001	5592940583	3/3/2010	7:17:20 AM	LC	Prepaid w/CC	0:11:14
559111001	5592544053	3/3/2010	7:27:59 AM	LC	Prepaid w/CC	0:05:43
559111001	5592732979	3/3/2010	7:40:14 AM	LC	Free	0:01:49
559111001	5593337443	3/3/2010	12:34:48 PM	LC	Free	0:05:15
559111001	5593135743	3/3/2010	12:50:10 PM	LC	Free	0:00:25
559111001	5593041580	3/3/2010	12:53:04 PM	LC	Free	0:02:11



Frequent Dialed Numbers by Jail Division

From	To	Time	Location	Result	Cost
Main Jail	552111004	5521002004	3-1-2010 12:00:41 AM	Local	N/A 0:00:00
Main Jail	552111009	5521400127	3-1-2010 12:02:22 AM	Local	N/A 0:01:30
Main Jail	552111013	5520942000	3-1-2010 12:02:31 AM	Internal	Collect 0:00:00
Main Jail	552111004	5522020004	3-1-2010 12:02:32 AM	Local	N/A 0:00:20
Main Jail	552111004	5522020004	3-1-2010 12:03:11 AM	Local	N/A 0:00:00
Main Jail	552111004	5522020004	3-1-2010 12:05:59 AM	Local	N/A 0:00:00
Main Jail	552111010	5522020000	3-1-2010 12:06:13 AM	Local	N/A 0:01:30
Main Jail	552111013	5520942000	3-1-2010 12:09:27 AM	Internal	Collect 0:00:47
Main Jail	552111002	5520942000	3-1-2010 12:10:05 AM	Local	N/A 0:11:43
Main Jail	552111002	5520942000	3-1-2010 12:10:11 AM	Local	CC Collect 0:05:04

Frequent Dialed Numbers by Station I.D. (Inmate Telephone)

From	To	Time	Location	Result	Cost
552111009	5521400127	3-1-2010 12:02:22 AM	Local	N/A 0:01:30	
552111009	5521400127	3-1-2010 12:04:00 AM	Local	N/A 0:00:30	
552111009	5520942000	3-1-2010 12:09:16 AM	Local	N/A 0:00:58	
552111009	5520942000	3-1-2010 3:01:58 AM	Local	N/A 0:00:10	
552111009	5522020010	3-1-2010 3:00:29 AM	Local	N/A 0:01:14	
552111009	5521400127	3-1-2010 3:29:50 AM	Local	N/A 0:00:49	
552111009	5521400127	3-1-2010 3:41:02 AM	Local	N/A 0:00:24	
552111009	5522020010	3-1-2010 3:50:09 AM	Local	N/A 0:00:55	
552111009	5520942000	3-1-2010 3:57:47 AM	Local	N/A 0:05:41	
552111009	5522020010	3-1-2010 4:02:27 AM	Local	N/A 0:02:02	

The ICON system provides a multi-level password configuration that will allow the City to designate personnel to access information pertinent to their function. For example should a user not have "finance" access they would not be able to view "commission" reporting. All iCON reports are found in the following Utility categories; billed calls, unbilled/attempted calls, Commission, Call Attempts (reflects reports for every single call attempted from the facilities), Frequency Reports (frequently called), Pre-Paid (Friends and Family) Reports, Pre-Paid (Debit Card/Cardless Debit) Call Reports, and Trouble Ticket/Service Reports. As with all Legacy Reports, each report supplies originating number (inmate phone), called number (destination number), time, date, PIN Utilized (identified by inmate), call duration, call cost, call type, and the result of the call. The iCON system also features a report template that will allow the administrator to create any report utilizing the call criteria that the City may need or request. iCON offers a wide array of useful Reporting options to substantiate every area of the inmate call process. From customer Billed Calls to Trouble Ticket Reporting, all reports are available for print (without downloading) 24-hours a day and include vital information regarding individual or specific groups of calls.

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

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

- 5) The system must be capable of processing calls on a selective, bilingual basis (English and Spanish). The inmate must be able to select the preferred language using no more than a two-digit code;

Legacy Response: Read, acknowledged and system compliant.

All automated prompts are furnished in English and Spanish to both the inmate and the dialed party. Legacy can easily customize the system to deliver any language selection desired by the City. The iCON system can be programmed with up to ten (10) language.

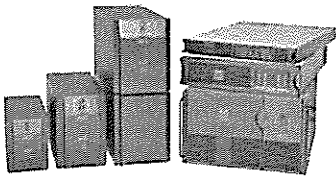
A typical operator response is as follows:

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

2.22 - UPS/BATTERY BACKUP EQUIPMENT

The Inmate Telephone System shall include an Uninterruptible power supply/battery backup (UPS) equipment to maintain the full operation of the system for a minimum of four (4) hours, in the event of an interruption of commercial power. The backup power requirement includes all data processing equipment and all data communications equipment utilized for the administration of the system(s) and for Call Detail Recording/Reporting.

Legacy Response: Read, acknowledged and agreed.



The Company will utilize UPS battery backup for its installed equipment. Legacy's nationwide interexchange network is the backbone of the iCON call management system. Emergency generators are in place at each point ensuring over 72-hours of alternate power in case of emergency. Legacy will also provide and maintain an adequate number of appropriately sized APC Smart Uninterruptible Power Source (UPS) systems with surge protection and line conditioning. These systems will be capable of supporting all on-site components for a minimum of four (4) hours. The APC models utilized by Legacy can be monitored remotely.

2.23 - HARDWARE/SOFTWARE FAILURES OR MALFUNCTIONS

The hardware and software of the Inmate Telephone System shall be designed so as to absolutely prevent an inmate directly accessing a telephone line, accessing a telephone line without Inmate Telephone System controls,



or by any other means, being capable of placing an unrestricted telephone call, in the event of malfunction or failure of Inmate Telephone System hardware or software. A catastrophic failure of the Inmate Telephone System shall isolate the inmate telephones, rather than allow unregulated access to the telephone network.

The Contractor shall promptly restore all data to the Inmate Telephone System in the event of a failure to the system. The restoration of all data, including restoration of the Inmate Telephone System databases to their condition immediately prior to the system failure, shall be considered a normal, routine part of the repair process.

Legacy Response: Read, acknowledged and system compliant.

2.24 - EQUIPMENT LIST AND TEST/MAINTENANCE LINES

All equipment and software necessary or appropriate to administer the Inmate Telephone System, as well as perform Call Detail Recording/Reporting functions, inclusive of processors, monitors, printers, modems, storage media, backup power equipment, software, etc. shall be furnished, installed, and maintained by the Contractor. The Contractor shall provide the City with a detailed list and description of those components and related software. The proposed configuration of equipment, including the types and quantities thereof, shall be subject to the advance approval of the City.

Legacy Response: Read, acknowledged and understood.

Executing Phase

The *Executing Phase* of the project provides the implementation steps for installing hardware and services within the Jail. The Legacy Implementation Team will arrive on-site approximately 10 days prior to the Production Integration date. During this time the team follows the Transition Plan to ensure an orderly transition, typically in conjunction with the incumbent provider. All circuits are tested and accepted from service providers, inmate phones are swapped out, network hardware is installed, and Pre-Production Integration testing completed. During Pre-Production Integration all network devices are added to the Network Management System for 24/7 monitoring by our Network Operations Center. Only after successful Pre-Production Integration testing is the inmate services integrated into production.

- Legacy is prepared to start the installation of services within thirty (30) days of contract execution.
- A Transition Plan will be presented to the Jail and the incumbent provider for approval. This Transition Plan will define the interactions and steps to be taken to ensure the smooth transition of services to Legacy. Legacy plans the transition to minimize or negate any service interruption to inmate calling.
- Circuit Test and Acceptance is completed for all voice and data circuits installed by Legacy's service providers. This testing and subsequent burn-in time period ensures services are ready at cutover.
- Pre-Production Integration Testing is critical to a successful implementation. Legacy turns up all services 48-72 hours prior to the cutover date to initiate Pre-Production Integration Testing. During this time all systems and services are thoroughly evaluated using comprehensive Test Scenarios and corrected prior to the cutover date.

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



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

Legacy's implementation process plans for **zero downtime for inmate telephone services**, with most phones down only during the quick installation of a cable or cross-connect. Upon cut-over of services to Production Integration, Legacy implements a Test and Acceptance Plan to ensure all voice and data services meet Legacy and industry standards. The Test Plan includes Test Scenarios that are executed and monitored for performance. Any disparity is corrected and re-tested until successful. After a successfully executed Test Plan, the Jail Project Administrator is presented the results for Test Acceptance. **Although Legacy will have thoroughly tested all systems and services prior to the cut-over date, we still implement a 30-day Test Plan to ensure services run 100% from the beginning.**

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

- Legacy will provide your Investigative and Administrative staff comprehensive classroom training that will allow your staff to observe, create, or modify your real data directly from the iCON Management Portal so they are familiar with the Jail services.
- We also train your supporting staff so they are 100% familiar with your products and services. By including them in the implementation they are very familiar and ready to serve.

2.25 - TELEPHONE OR DATA LINES REQUIREMENTS

Any telephone lines or data circuits needed for or in support of the Inmate Telephone System, including remote Call Detail Recording/Reporting, remote administration or remote maintenance shall be furnished, installed, and fully paid for, inclusive of recurring charges, by the Contractor. As a part of the Inmate Telephone System, the Contractor shall furnish, permanently install, and bear any expenses for, inclusive of recurring expenses, a minimum of one (1) fully functional Inmate Telephone Station for testing purposes. The test station shall be installed at the location specified by the City and shall remain installed and functional as long as the Inmate Telephone System remains. There is an existing Verizon Telephone point of entry (POE) available at City Hall with conduit to the police facility Telco data room, which may be used to run telephone wire and punch down. The Telco data room is secured.

Legacy Response: Read, acknowledged and will comply.

2.26 - DATA ARCHIVING

The Inmate Telephone System shall provide hardware and software capable of archiving all data. All software operating systems and system data shall be periodically saved to a backup medium to restore the Inmate Telephone System to operation in the event of data corruption or loss, or if the replacement or upgrade of any hardware or software component requires the restoration of these data.

Automatic Archiving of the database files shall be accomplished without requiring manual intervention or degradation to the use of the Inmate Telephone System. The archiving function will be used to maintain and clear

on-site databases on a rolling 365-day basis. Additionally, the City shall have the option of performing an unscheduled backup at any time. The use of floppy diskettes is not an acceptable means of system backup. The backup system shall, at a minimum, consist of a data tape backup system, or a removable, high capacity media system or removable hard drives. The backup system shall allow the City a capability to retain the backup data away from the primary system hardware components.

Legacy Response: Read, acknowledged and system compliant.

Confidential – Trade Secret Information:

As described in several areas of our response to the City's RFP #829-11, Legacy deploys primary and secondary data centers. The Secondary is a real-time duplication of the primary. Additionally the Company utilizes Microsoft System Center Protection Manager (DPM) for tape back-up of the data centers.

Legacy utilizes Microsoft System Center Data Protection Manager (DPM) for data protection of the Main and Secondary Data Centers (SQL System Servers). DPM is a server software application that enables disk-based data protection and recovery of file services in an active directory domain. DPM performs replication, synchronization, and shadow copy creation to provide reliable protection and rapid recovery of data for Legacy's system administrators. Legacy's network and data centers are manned 24-hours a day, 365 days per year. DPM provides the iCON data centers:

- **Continuous Protection** - Legacy utilizes DPM to back up data to the central DPM server every hour during the day. DPM protects files that are open during the backup process, ensuring complete, reliable backup of all protected data.
- **Reliability of Recoveries** – Legacy administrators can quickly and easily confirm the success of a backup by browsing the data on disk.
- **Recover Operations** – DPM provides disk-based protection, recovering data through previous folders on the DPM server and copying selected folders directly to the protected file server.
- **Quick, Efficient Recoveries** - Recovery will only be need in the extraordinary circumstance that both the Primary *and* Secondary data centers (iCON Server Databases) experience downtime at the same time. DPM can perform recovery of the entire database in minutes.
- **Centralized Management** – The DPM architecture allows the company to deploy the program on both our Primary and Secondary Data Centers through one centralized solution.

2.26.1 - DATABASE RECOVERY

The Contractor shall provide in-service recovery of the databases during a failure of the system. In-service recovery will allow the system to continue to operate while a failed portion is recovered.

Legacy Response: Read, acknowledged and system compliant.

Please refer to the previous response.

2.27 - SYSTEM ADMINISTRATION AND TRAINING

The Contractor shall provide designated City staff with complete and detailed training in the operation and management of all components and features of the Inmate Telephone System. The training program shall emphasize the administration of the system and its Call Detail Recording and Reporting System. The training shall be conducted on working, functional components, prior to the implementation of the Inmate Telephone System at the City Jail Facility. As a part of the proposal evaluation, the Contractor shall demonstrate all inmate/user features and functions of the proposed Inmate Telephone

Legacy Response: Read, acknowledged and will comply.

During the Implementation, Legacy's staff will train the City and/or City Jail Staff on the functions of iCON and the comprehensive administrative, investigative and reporting tools available to them through the system's intuitive user-interface. Because Legacy's iCON platform is web-based, your account details are already created and available to observe, create, or modify on your real data.



Paramount consideration is given to on-site training of administrative and investigative staff that will utilize the iCON inmate call management system. Legacy will provide training on the inmate telephone system and all auxiliary services at an agreed to schedule. The size of the class will be determined by the City.

The training will take place at the designated location set by the City. Additional training will be provided as necessary for new staff or authorized personnel from other agencies. Patrick Snook (Information Systems) and Diedre Jay (Technical Support Coordinator) will provide the initial training sessions for the City with ongoing training, including any training requirements to the other agencies the facilities serve being provided by Legacy's assigned National Account Executive, Eddie Mendez and/or our Administrator.

The Company will work with the City of Manhattan Beach Jail to ensure training is provided on a "need to know" basis and if need be will break training sessions up between administrative staff and investigative (user) staff. The training session is normally set-up as an open multi-media presentation with printed materials and question and answer sessions. Live demonstrations and work-shops utilizing the actual iCON system will also be provided. Training will cover in detail how to access and use all iCON system functions from a computer workstation, including playback of call recordings, downloading recordings to CD, live monitoring, exporting case files, setting up watch lists, utilizing Audio Mining, and the like. Training will also include user security levels, the permitted tasks of each security level, and how to assign users to each level or task. The iCON system also provides "help" features for every application. A simple "click" of the mouse and instructions are given on how to complete a task.

Legacy also provides written and digital copies of the iCON manual to the facilities. Any revision, upgrades, adds, moves, or changes to the system throughout our Agreement with the City will be accompanied with modifications to the supplied manuals and training.

While iCON provides advanced services – it truly is an easy-to-use web browser based system. User instructions can be supplied in any language necessary. The Company will also ensure that its training personnel are bi-lingual in Spanish/English at a minimum. On-Site training will be scheduled as part of our Installation and



Implementation Plan. The Company will work with the City to schedule times that are convenient for all involved. The chart shown on the following pages is a sample list of topics that will be covered during a single training session:

- Sample Training Outline -

Module	Subject	Estimated Time
Login	How to Login From on and off-site	10 Minutes
Home	Overview of system and modules	1 to 2 Hours
User Guide	Overview of how to use online manual	30 Minutes
Call Detail Reporting	Discuss all options for running various reports, setting up a template for a report and printing of a reports	1 Hour
Call Recording	Demonstrate the investigative reports, call playback, reverse lookup, making notes, moving calls to CD/DVD Utilities	1 Hour
Call Revenue	Printing/Downloading revenue and commission reports	30 Minutes
Live Monitoring	Monitoring live calls	30 Minutes
PIN	Using PINs as they apply to cardless debit cards	30 Minutes
PIN & PAN Applications AccuPIN	Explain all features that are available to a facility that is using facility-generated PINs for the inmates	1 to 2 Hours
CD/DVD Utilities	Selecting calls to burn on a CD/DVD and actually burning a CD	30 Minutes
System Control	Turning phones on and off setting Phone Schedules and other options	15 Minutes
User Management	Establishing users with IDs and passwords and roles	30 Minutes
Number Management	Doing reverse lookups	10 Minutes
Number Management	Blocking and unblocking called to numbers, entering private numbers that are not to be recorded. Free Calls, entering Hot numbers and other number management details.	15 Minutes
Audio Mining	Utilizing WatchWord +	30 Minutes

Transcripts	Utilizing the Transcript Feature	30 Minutes
Service and Repair	How to use iCON's Trouble Ticket Reporting Utility	30 Minutes
Escalation	Review Service and Escalation Procedures	15 Minutes
Service Level Responses	Review standard Service Level Response Times and procedures	15 Minutes
Contact List	Distribute and review Contact and Escalation List	15 Minutes

**City of Manhattan Beach RFP # 829-11
Inmate Telephone System**

**SECTION 3
INSTALLATION, MAINTENANCE AND REPAIRS**

3.0 - EQUIPMENT INSTALLATION

The vendor shall guarantee that the installation of the equipment and associated wiring shall be made in accordance with all applicable provisions of the National Electric Code and Federal Communications Commission Rules and Regulations.

Legacy Response: Read, acknowledged and understood.

3.1 - FAULT ALARM REPORTS

The Inmate Telephone System shall perform Self Diagnostic tests upon its hardware and software systems, and shall generate Alarms relative to the detection of malfunction or failure. Trouble Alarms shall be displayed at a central control location within the Jail facility and shall be recorded within a maintenance log resident in the Inmate Telephone System. Trouble Alarms shall also be broadcast to the Contractor's maintenance, repair and technical support center, either via the initialization of an automated calling out process, or via a dedicated, private line circuit.

Legacy Response: Read, acknowledged and system compliant.

The system data centers are manned twenty-four (24) hours a day. Additionally the network can be remotely accessed by all designated Legacy personnel. Our Account coordinators and administrators are specifically charged with viewing daily call activity and testing all iCON features to ensure maximum productivity. Remote diagnostics are used to test the entire system as well as circuits and on-site telephones. With the networks diagnostic tools, technicians are able to make test calls from each circuit, as if an inmate were using the system. This allows for all diagnostics to be completed from CITY OF MANHATTAN BEACH JAIL Jail. Remote diagnostics is a 24/7 ongoing process that ensures optimal performance of the system. The system can be operated remotely and is capable of reporting on diagnostic operations or other programs initiated from either local or remote control. The Company utilizes a dedicated, point-to-point circuit that is open and communicating between the facility and our data center 24/7. Legacy has developed as part of its preventive maintenance and diagnostic program, a real-time 24-hour/ 7-day alarm and diagnostic interface. Real-time reporting is recorded into the Legacy project record keeping system. Legacy has developed a statistical database and will review the Jail's calling patterns to determine a set of parameters that provide thresholds to determine any irregular calling activity. When a parameter threshold is triggered, escalation and alarm will be disseminated to the administrator and additionally to the appropriate Legacy staff. Legacy believes that customer service begins long before any problems occur or are brought to our attention by our customers. Legacy is totally accountable for the inmate telephone system and has dedicated a large amount of resources and time to ensure that our system is constantly in check.

Proprietary and Confidential:

For all installed equipment on and off-site, Legacy utilizes the Qualtech System TEAMS Remote Diagnostic Server (RDS). TEAMS-RDS collects diagnostics information gathered from the equipment, performs diagnostics, serves intelligent procedure, and manages the health of the system. Delivering of system Diagnostic Reports are done in real-time to Legacy. Any trouble report identified by TEAMS is automatically added to iCON's advanced trouble ticket utility and immediately viewable by City personnel. As discussed previously, trouble reports are delivered to Legacy personnel via e-mail, cellular text message, and via Legacy's self developed AVAS alert system. All diagnostic results, test outcomes, and procedure steps are taken during maintenance are logged in the RDS for later analysis or display during future maintenance activities.

3.2 - SERVICE RESPONSE

The Contractor shall respond and implement corrective action within a maximum of four (4) hours in cases of a major system problem or service interruption. Major system problems shall include any service affecting problem that interferes with the normal processing of inmate calls affecting a quantity of stations or lines equal to or more than fifty percent (50%) of the Inmate Telephones or lines at the affected site. The maximum time interval until repairs are completed, and service is fully restored may not exceed twenty-four (24) hours. The measured repair interval shall commence at the time of a trouble being first reported to the Contractor. The time of the report being made shall be acknowledged/confirmed by the Contractor's personnel receiving the report.

The Contractor shall respond and implement demonstrable corrective action within a maximum of eight (8) hours in cases other than a major system problem or service interruption as defined above. The maximum time interval until repairs are completed, and service is fully restored shall not exceed twenty-four (24) hours.

Legacy Response: Read, acknowledged and will comply.

Legacy will address all service requests immediately and guarantees acknowledgement of all reported issues within one (1) hour. Technical repair responses are guaranteed within two (2) hours. Response Service Levels are valid every day including weekends and holidays. Main and back-up systems are located at various Legacy offices with **24-hour technicians on-site to maintain, manage, and administer the network system as needed.**

Legacy's network is managed and maintained by its own expert network and IT personnel, 24-hours a day. All system features are monitored by live personnel as well as a state-of-the-art self diagnostic system. Located on the following pages is our guaranteed Service Level Responses times. These service response times are detailed in the Company's standard service agreement and illustrate our dedication to providing a superior service and support program for our clients. We encourage the City to call our references so our clients can confirm on our behalf our ability to respond to service and repair requests in a quick and efficient manner. As we have described throughout this response the iCON system is completely redundant with architecture that encompasses call processing in Legacy's nationwide, carrier grade telecommunications network. The Company will utilize dedicated circuits that will serve as an entry-way in to our network further decreasing and chance of any major outages. The Company utilizes three (3) service level categories; Minor (Priority Level 3), Major (Priority Level 2), and Emergency (Priority Level 3). The assigned priority level to any service request will be at the sole discretion of the City and/or our on-site administrator. The Service Level categories are usually defined by the following:

Minor Service Category (Priority Service Level 3)

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

- one (1) individual inmate phone not operational.
- static or other noise heard on and individual telephone line
- block or free call number entry or other iCON system administrative action needed

All minor categories will be **addressed immediately** by our National Account Executive or 24 hour customer support staff with resolution provided within four (4) hours of the report.



Major Service Category (Priority Service Level 2)

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

- * two (2) or more inmate phones not operational in any pod or housing unit
- * call detail report information not listing on iCON system
- * call recording or live monitoring utilities not operational or dysfunctional

All major categories will be addressed immediately by our support administrators with resolution provided within three (3) hours of the report. Legacy's administrators or local technicians will coordinate any equipment replacement needed. Legacy's Information Technology (IT) department will address and iCON related issues that may be the cause of a Major Service Category.

Emergency Service Category (Priority Service Level 1)

An "emergency" service category consists of any report of 25% of inmate telephones being disabled in any location or any occasion where iCON cannot be accessed by the City or individual facility. An "emergency" trouble report is immediately responded to and a service technician is guaranteed on-site within one (1) hours of a report.

Response Service Level	Escalation Plan - Contacts
<p>Minor Category:</p> <p>A single phone non-operational in a housing unit or booking. Response within four (4) hours. Repaired within twenty four (24) hours.</p>	<p>Customer Support iCON Trouble Ticket Utility</p> <p>Account Executive: 800-577-5534 E-Mail emendez@golegacy.com</p> <p>24-hour per day toll free customer service number: after hours, weekends, or holidays: 877-700-5534</p>
<p>Major Category:</p> <p>Two or more phones are non-operational</p> <p>Response within two (2) hours. Repair within four (4) hours.</p>	<p>Account Executive iCON Trouble Ticket Utility</p> <p>24 Hour Customer Support: 877-700-5534</p> <p>Escalation: Eddie Arthurs, Voice Network Specialist 24 Hour Mobile: (502) 572-2595 E-Mail earthurs@golegacy.com</p>

<p>Emergency:</p> <p>System Down - 2 Hours Repaired</p>	<p>Account Executive Escalation - Afterhours Eddie Arthurs, Voice Network Specialist 24 Hour Mobile: (562) 572-2595 E-Mail earthurs@golegacy.com</p> <p>Frank Flores, Director of Network 24 hour Mobile: 562-244-8491 E-Mail fflores@golegacy.com</p>
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3.3 - RECORDS OF SERVICE INTERRUPTIONS AND REPAIRS

The Contractor shall maintain accurate records of each trouble reported. The Contractor shall report to the City's designated Project Manager the disposition of each Trouble Report, prior to considering the matter disposed of and "closing" the repair ticket. The information provided to the City must include the time of the service technician's arrival on site, the true nature and source of the trouble as is diagnosed by the technician and the nature of the repair or other remedial action taken. The Contractor shall provide a written report, containing the aforementioned information at a minimum, for each trouble report made by the City or received directly by the Contractor through a Fault Alarm System. The written, formal Report of Disposition of Trouble must be submitted to the City within seventy-two (72) hours of the initial trouble report received by the Contractor. A monthly summary of such repairs shall be delivered to the City's designated Project Manager.

Legacy Response: Read, acknowledged and will comply.

3.4 - ACCESS TO SECURE POLICE FACILITIES

The City's designated Project Manager shall coordinate all access to the City Jail with designated, authorized Contractor personnel. A list of the Contractor's designated personnel shall be provided to the City's designated Project Manager. The Contractor's staff, subcontractors, agents or any person the Contractor assigns in the performance of this contract shall be bound by the following requirements.

Legacy Response: Read, acknowledged and will comply.

3.5 - OPERATIONAL TESTS

Upon completion of the installation of inmate stations, the equipment/system furnished by the vendor will be subjected to a 30-day operational test to determine the reliability of the equipment/system and the integrity of the installation.

Legacy Response: Read, acknowledged and will comply.

3.6 - SYSTEM ACCEPTANCE

The City will make final acceptance of the system when all terms and conditions of the contract and this RFP have been met.

Legacy Response: Read, acknowledged and will comply.

**City of Manhattan Beach RFP # 829-11
Inmate Telephone System**

**SECTION 4
RATES, CHARGES AND COMMISION**

4.0 - RATES AND CHARGES

The rates charged by the Contractor for all calls of any and every type shall comply with all applicable Federal Communications Commission and California Public Utilities Commission rate and tariff rules, regulations, and schedules. The maximum charges which may be applied to any calls and services, including Local, Intra-Lata, Inter-Lata, International, Collect, Third Number, Operator Assisted, Direct Dialed, Sent Paid, etc., may not exceed those tariff rates which would be charged by Verizon or AT&T (Inter-Lata). Charges for services of any type or kind shall not exceed the published rates of Verizon and AT&T. The Contractor shall submit a detailed, complete and accurate list of every charge, for every type of call or service, which may be billed or charged to a caller or billed party. The basis, explanation and legal authority for each charge shall be submitted as an attachment to the requisite list of charges. In each case, the Contractor shall certify that the rate which is listed for a particular call, service, or other charge is not in excess of the rate charged by Verizon or AT&T for the same call or service. The Contractor shall certify that rates charged to consumers shall not exceed the rates charged by Verizon and AT&T rates for the duration of the contractual agreement.

Legacy Response: Read, acknowledged and agreed.

Legacy Inmate Communications is a facilities-based Interexchange Service Provider (IXC) and registered Operator Service Provider (OSP) within the State of California. All rates and charges associated with inmate calling have been registered with the California Public Utilities Commission (CAPUC) and do not exceed those of the dominant carrier in the State. If the City of Manhattan Beach desires, the rates presented by our response to the City's RFP #829-11 may be modified to better fit the needs of the City, its Jail, and its public end-users. **Legacy prides itself on not applying frivolous rates, charges or fees in order to recuperate the costs associated with the provisioning of Legacy's services to the City.**

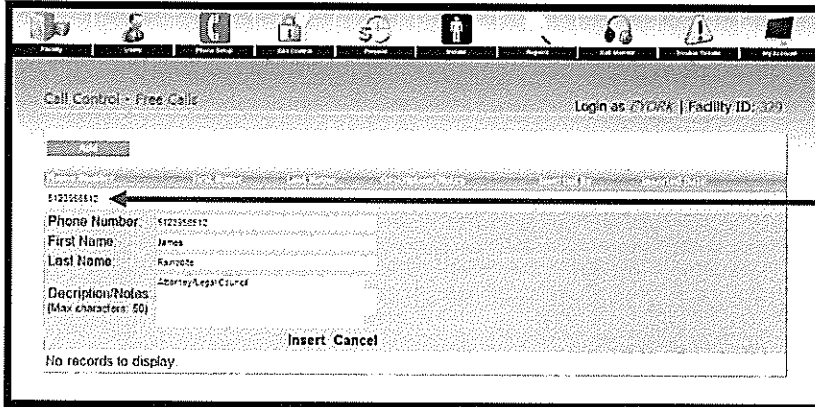
4.1 - FREE CALLS TO LOCAL DIALING AREA

Arrested persons are entitled by federal court order to three (3) local free calls within a three-hour period when initially booked. These calls shall not be subject to any charge to the caller, the called party or the City. Calls to any blocked numbers will not be allowed. Arrested persons identified as a custodial parent shall be entitled to two additional calls at no expense if the calls are completed to telephone numbers within the local calling area to a relative or other person for the purpose of arranging for the care of the minor children in the parent's absence. The free calls shall be dialed as 0+ calls. However, the Inmate Telephone System shall re-translate the digits as necessary in order to complete the call at no charge to the City or the third party. Calls placed from the booking cells outside the local area must be collect.

Legacy Response: Read, acknowledged and agreed.

Legacy will provide free calling to the City of Manhattan Beach as requested. iCON allows pre-authorized "free" calls specifically for the purpose of allowing communication to any parties the City deems acceptable. Legacy can also pre-load any existing "free" numbers in the system as part of the installation process. The Free Call Utility (pictured below) provides Jail Staff with real-time customized reports of all calls placed. Reports may be generated by dialed number, inmate's name, date/time, facility, specific area of the facility, PIN, specific inmate phone, and the type of call placed. The City may utilize the Free Call utility to add an/dor subtract destination numbers as it pleases.

Free Call Assignment Screen



The Free Call Control Utility provides the ability to designate any number as direct dial.

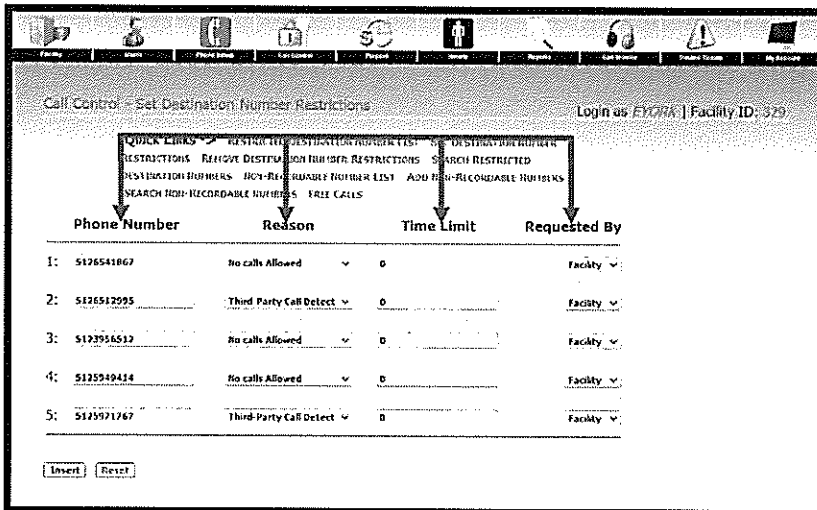
Staff will have the ability to generate Free Call Reports by:

- Dialed Number
- Inmate Name
- Date/Time
- Specific Facility
- Inmate PIN
- Type of Call

The iCON system's Call Control feature (pictured below) allows Jail Staff to block numbers in real-time. Number Restrictions can be set for a large range of NPA-NXX (prefix) sequences utilizing this utility – a simple drop down option is provided for this use. Numbers may be blocked from any authorized PC or laptop whether on or off-site.

As an added feature the iCON automated operator will give the option of blocking any future calling from the City Jail by simply pressing "3" on their telephone keypad when prompted to do so by the automated operator. The system will be update immediately to finalize the dialed party's recent request for blocking. All call blocks are instantly implemented upon entry in to the system.

Destination Number Restrictions



4.2 - PROPOSED RATE STRUCTURE

The proposed rate charges are described in Attachment 1, Domestic Collect and International Call Rates. Rates should be for recorded calls, and will not be different whether the call is recorded or not recorded.

There will be three different call types: Intrastate (local, intraLATA, interLATA), Interstate, and International. The rates will be all inclusive and be charged by a Per-Conversation Minute. The all inclusive rate per minute shall be completely loaded to include equipment, software, taxes, labor, out-of pocket, add-on fees,

administrative, bill statement fees, service fees, user fees, system access fees, plan fees, transaction fees, change fees, processing fees, overhead fee, management fee, wireless service fees, termination fees, and refund fees.

Legacy Response: Read, acknowledged and agreed.

Legacy understands that there is a fine line between generating revenues for the facility while still being able to offer a fair and reasonable calling rate. We believe that a equal balance of the two are crucial factors in ensuring a successful and steady flow of inmate calling. Legacy will work directly with the City of Manhattan Beach to provide a rate plan that is in the City Jail and public end-user's best interest.

Rate quotes are furnished to callers upfront via automated prompts. Prompts are provided in English and Spanish and delivered prior to call acceptance and before the bridging of both calling parties. The automated prompts deliver full detail to the charges associated with their call.

Institutional Calling Rates

Collect	Operator Connect	Per Minute	Additional Minute(s)
Local	\$ 3.15	\$ 0.08	\$ 0.08
IntraLata – Intrastate	\$ 3.00	\$ 0.69	\$ 0.69
InterLata – Intrastate	\$ 3.00	\$ 0.69	\$ 0.69
Interstate	\$ 3.95	\$ 0.89	\$ 0.89
International	\$ 4.95	\$ 0.99	\$ 0.99

Inmate Debit	Operator Connect	Per Minute	
Local	n/a	\$ 0.50	\$ 0.50
Intra/InterLata – Intrastate	n/a	\$ 0.50	\$ 0.50
Interstate	n/a	\$ 1.00	\$ 1.00
International	n/a	\$ 1.25	\$ 1.25

Friends & Family Prepaid	Operator Connect	Per Minute	Additional Minute(s)
Local	\$ 3.15	\$ 0.08	\$ 0.08
IntraLata – Intrastate	\$ 3.00	\$ 0.69	\$ 0.69
InterLata – Intrastate	\$ 3.00	\$ 0.69	\$ 0.69
Interstate	\$ 3.95	\$ 0.89	\$ 0.89
International	\$ 4.95	\$ 0.99	\$ 0.99

4.3 - COMMISSIONS

The Contractor shall provide commission payments based upon a percentage of the GROSS BILLED REVENUE, less applicable local, state or federal taxes, generated at each inmate telephone station. Gross revenue is defined as revenue for all billed calls without exception.

The Rate of Commission shall not be modified during any contract period. The Contractor shall guarantee the Rate of Commission for the duration of the contract.

Legacy Response: Read, acknowledged and will comply.

Legacy proposes to compensate the City of Manhattan Beach at 61% of all collect and/or Friends & Family Prepaid Collect calls generated by the City Jail. All compensation is based upon Gross Revenues and without additional fees, surcharges, tax, or any other deductions.

4.4 - REMITTANCE OF COMMISSIONS

The Contractor shall remit the previous month's commission to the City within 30 days of each closing cycle. A single corporate check may be remitted but it shall be accompanied with a statement showing the commission from the Inmate Telephone System.

Commission checks shall be mailed to:

City of Manhattan Beach
Revenue Services
1400 Highland Avenue
Manhattan Beach, CA 90266

Checks must indicate: "Inmate Phone System Commission."

Legacy Response: Read, acknowledged and will comply.

4.5 - COMMISSION/REVENUE/USAGE SUMMARY REPORTS

The commission check shall be accompanied by the following detailed statements of usage and call records.

A Summary of Usage which shall include the following information for each Inmate Telephone station as a minimum requirement:

- a) The dates for when the payment is applicable.
- b) The telephone number of each station.
- c) The number of calls placed from the station during the payment period.
- d) The number of minutes of use of the station during the payment period.
- e) The total revenue generated by the station for payment period. This shall include the total value of all calls (total charges to users and bills to other parties).
- f) The total revenue generated per telephone for the payment period.
- g) The total revenue from all Inmate Telephone locations generated for the payment period.
- h) The commission rate(s) applied.
- i) The total commission for the payment period
- j) The record of each call placed from the station, including:
 - (1) The date and time call was initiated.
 - (2) The time call ended, and duration of call.
 - (3) The telephone number called.
 - (4) The type of call (i.e., Local, Intra-Lata, Long Distance, etc.) and carrier used.
 - (5) The total value of the call (charges to user or billed party).
 - (6) The total commission paid to the City.

Legacy Response: Read, acknowledged and will comply.

All commissions and usage reports are easily generated via the iCON system. In the case that the City requires a hard-copy printed report of any kind, Legacy will gladly furnish the requested report and deliver it to the City immediately. All compensation issued is backed by a comprehensive call detail report to include the summary of all calls by various City selected criteria.

Attachments



SIGNATURE PAGE

The undersigned has checked carefully the entire Request for Proposal (RFP) #829-11, Inmate Telephone System. By signing this document, I attest that I am authorized to contractually bind the company listed, and will meet the Proposal requirements if awarded a contract.

Dated this 15th day of April

Name Printed: Michael Harvey

Signature: _____

Title: Account Executive

Company Name: Legacy Inmate Communications

Business Address: 10833 Valley View Street, Suite 150

City, State, Zip Code: Cypress, CA 90630

Telephone Number: (800) 577-5534

Fax Number: (800) 700-1116

E-mail: rquinto@golegacy.com

**City of Manhattan Beach RFP # 829-11
 Inmate Telephone System**

ATTACHMENT 1 – DOMESTIC COLLECT & INTERNATIONAL CALL RATES

Domestic Collect Call Price Sheet

(Equipment: Telephones, Cut-Off Switches, Monitoring & Recording, Archiving)

Collect Calls	Connect	Per Minute	Additional Minute(s)
Local	\$ 3.15	\$ 0.08	\$ 0.08
IntraLata – Intrastate	\$ 3.00	\$ 0.69	\$ 0.69
InterLata – Intrastate	\$ 3.00	\$ 0.69	\$ 0.69
Interstate	\$ 3.95	\$ 0.89	\$ 0.89

Call Type Definitions

LATA – Local Access Transport Area. The California Public Utilities Commission has divided the State into Telephone Exchange Areas. (Some LATAs contain multiple area codes).

Intra-LATA – Calls made within a LATA in California

Inter- LATA – Calls made between one LATA to another LATA within California

Interstate – Calls made from a LATA within California to another State

International Call Cost Price Sheet

(Equipment: Telephones, Cut-Off Switches, Monitoring & Recording, Archiving)

International Calls	Connect	Per Minute	Additional Minute(s)
Canada	\$ 4.95	\$ 0.99	\$ 0.99
Mexico	\$ 4.95	\$ 0.99	\$ 0.99
Guatemala	\$ 4.95	\$ 0.99	\$ 0.99
Colombia	\$ 4.95	\$ 0.99	\$ 0.99
Panama	\$ 4.95	\$ 0.99	\$ 0.99
United Kingdom	\$ 4.95	\$ 0.99	\$ 0.99
France	\$ 4.95	\$ 0.99	\$ 0.99
Germany	\$ 4.95	\$ 0.99	\$ 0.99
El Salvador	\$ 4.95	\$ 0.99	\$ 0.99
Switzerland	\$ 4.95	\$ 0.99	\$ 0.99
Ireland	\$ 4.95	\$ 0.99	\$ 0.99
Philippines	\$ 4.95	\$ 0.99	\$ 0.99
Australia	\$ 4.95	\$ 0.99	\$ 0.99

Legacy Inmate Communications
 Name of Bidding Company



**City of Manhattan Beach RFP # 829-11
Inmate Telephone System**

ATTACHMENT 2 - MAINTENANCE CENTER INFORMATION

Maintenance Office Location: Legacy Inmate Communications
10833 Valley View Street, Suite 150
Cypress, CA 90630

Telephone Number: (800) 577-5534

Hours of Operation: 24 Hour Service

Person in Charge: Edward Arthurs

Number of Maintenance Personnel at this location: 6

Number of individuals qualified to maintain inmate stations: 12

Are there any service call costs outside of normal hours of operation? No

**City of Manhattan Beach RFP # 829-11
Inmate Telephone System**

ATTACHMENT 3 - REFERENCES

Proposer shall submit references where similar work of similar size and nature is currently in process or recently completed. Include name of firm, telephone, and name of contact person. These references will be checked and may affect the award of the contract. The City of Manhattan Beach reserves the right to contact any of the organizations or individuals listed or any others that may stem from the inquiry.

1. Firm City of Glendale Police Department
Address 131 North Isabel Street
City Glendale State CA Zip 91206
Contact Juan D. Lopez Email julopez@ci.glendale.ca.us
Telephone (818) 548-3139
Start Date 11/25/10 Completion Date 11/27/10

2. Firm Lynnwood Detention Center
Address 19321 44th Avenue West
City Lynnwood State WA Zip 98046
Contact Commander, Wes Deppa Email wesdeppat@ci.lynnwood.wa.us
Telephone (425) 670-5615
Start Date 12/01/08 Completion Date 12/03/08

3. Firm City of Gardena Police Department
Address 1718 West 162nd Street
City Gardena State CA Zip 90247
Contact Lieutenant, Steve Prendergast Email sprendergast@gardenapd.org
Telephone (310) 217-6188
Start Date 12/19/10 Completion Date 12/21/10

**City of Manhattan Beach RFP # 829-11
Inmate Telephone System**

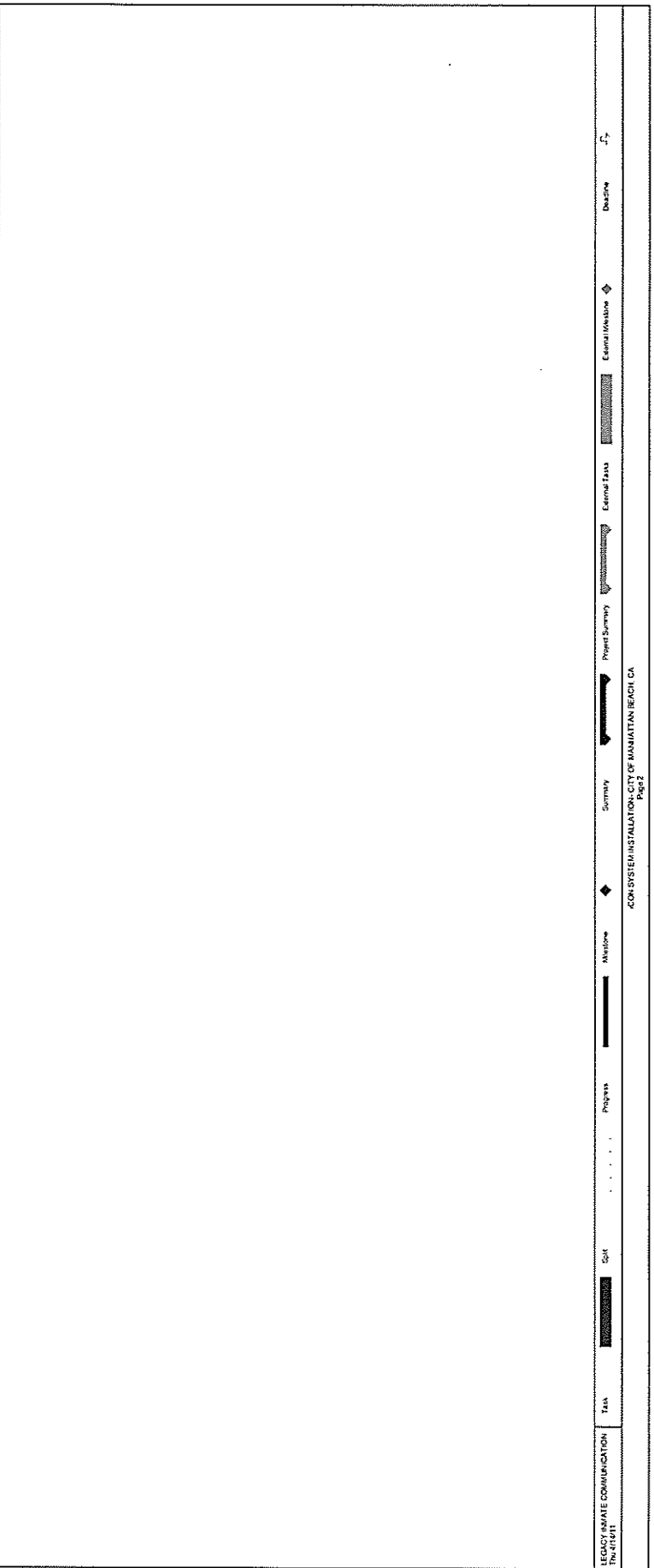
ATTACHMENT 4 – PROPOSAL SUBMISSION CHECKLIST

Does your proposal follow the format, and include the information specified in Section 1.10?

- 1) General Requirements
 - a) Title page _____
 - b) Transmittal letter _____
 - c) Table of contents _____
- 2) Description of Proposer's Experience _____
- 3) Proposer Overview _____
- 4) Exceptions to Terms and Conditions _____
- 5) Rate Proposal Forms (Attachment 1) _____
- 6) Customer Service/Call Center procedures (for reporting malfunctions) _____
- 7) Optional proposal items _____
- 8) Proposal enhancements _____
- 9) Commissions to the City _____
- 10) Transition plan _____
- 11) References _____

Project Plan

Q	Start Date	End Date	Task	Start	End	Summary	Progress	Milestone	External Task	External Milestone	Duration
53	Mon 6/20/11	Mon 6/20/11	Distribute INSTRUCTIONS/FRIENDS FACILITY poster/direction sheets								
54	Mon 6/20/11	Wed 6/22/11	Make phone calls to all existing phone numbers and necessary CPE connects								
55	Wed 6/22/11	Thu 6/23/11	Begin testing of Ernoval/CPE								
56	Wed 6/22/11	Wed 6/22/11	Troubleshoot phones and cross connects								
57	Wed 6/22/11	Wed 6/22/11	TESTING								
58	Wed 6/22/11	Wed 6/22/11	Test Telephone lines on incumbent equipment								
59	Wed 6/22/11	Wed 6/22/11	PRE-PRODUCTION TESTING								
60	Wed 6/22/11	Wed 6/22/11	PROJECT TESTING SOP CHECKLIST (LEGACY INFORMATION)								
61	Thu 6/23/11	Thu 6/23/11	Access Reports for reliability and accuracy								
62	Thu 6/23/11	Thu 6/23/11	FREEZE all new additions to CALL LISTS in incumbent system								
63	Thu 6/23/11	Thu 6/23/11	Import of all CALL LISTS from incumbent								
64	Thu 6/23/11	Thu 6/23/11	CLOSE ANY OUTSTANDING IMPLEMENTATION TASKS								
65	Thu 6/23/11	Thu 6/23/11	Final clean up of work area								
66	Fri 6/24/11	Fri 6/24/11	TRAINING								
67	Fri 6/24/11	Fri 6/24/11	Administration Training								
68	Fri 6/24/11	Fri 6/24/11	Investigator Training								
69	Fri 6/24/11	Fri 6/24/11	FINISH ANY OPEN TASKS ALL FACILITIES								
70	Fri 6/24/11	Fri 6/24/11	CUT OVER KCON								
71	Sat 6/25/11	Sat 6/25/11	POST INSTALL PROCEDURES								
72	Sat 6/25/11	Sat 6/25/11	Notify Billing and Fraud								
73	Sat 6/25/11	Sat 6/25/11	Confirm rates internally and on the CPE								
74	Sat 6/25/11	Sat 6/25/11	SIGN OFF/ACCEPTANCE INMATE TELEPHONE SYSTEM								
75	Sat 6/25/11	Sat 6/25/11	Project Management Post Implementation Meeting								
76	Sat 6/25/11	Sat 6/25/11	Facility Inspection, System Acceptance and Sign-off by facility								

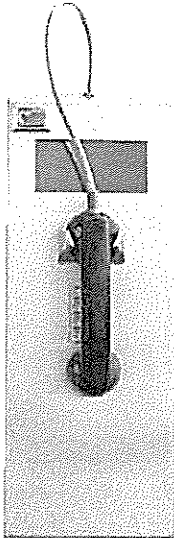


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Equipment

CT-1000-SS-VC-HT

Inmate Telephone



Housing: High Security, 14 Gauge Steel
Size: 21 1/2" H x 7 1/2" W x 2 1/2" D
Connections: Modular or Spade
Handset: Armored cord with steel lanyard, and heavy 14 gauge steel retainer
Instruction Card: 2 1/2" H x 5"W
Line Powered: No A/C power required
Mounting: Direct wall mount
Warranty: 2 Years

Patent Pending - Handset Top design helps reduce risk of suicide.

Technical Specifications

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

Replacement Parts

CT-10107 Chrome Cradle
CT-20106 Magnetic/Micro Hookswitch
CT-30106 Invisible Hookswitch
CT-40109-M 12" Handset
CT-20109-M 18" Handset
CT-20105 Dial
CT-20114 External Volume Control Button
CT-10115-03 Security Screw

Ordering Options

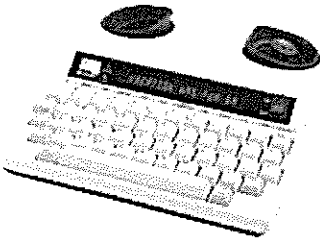
CT- 1000+
SS = Stainless Steel
BL = Blue Powdercoat Painted Steel
BK = Black Powdercoat Painted Steel
VC = Volume Control Button
HT = Handset Top
12 = 12" Mini Handset cord length
18 = 18" Short Handset cord length

Optional Equipment

TM-178A Wall Mount Backboard
TM-24-7 4-Wheel Telephone Cart
TM-24-8 2-Wheel Telephone Cart
CT-19192 PIH Security Screwdriver Tool

Ultratec Supercom 4400

TDD/TTY Hearing-Impaired Telephone



Loaded with advanced capabilities, the Supercom 4400 is the most sophisticated non-printing TTY available.

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

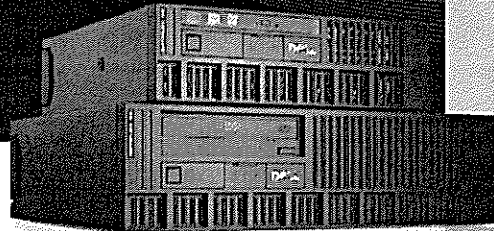
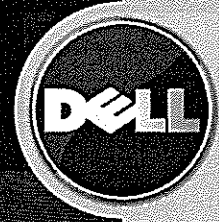
- 32k memory
- Turbo Code® and Auto ID™
- E-Turbo for simplified relay calling**
- Direct connect (with 2 jacks) to standard telephone lines
- Built-in ring flasher
- Auto-Answer (with programmable message)
- Auto-busy redial, Wait for Response and 3-way calling
- Remote message retrieval
- User-programmable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

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

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DELL OPTIPLEX XE

HARDWARE DESIGNED TO FIT EMBEDDED OEM ENVIRONMENTS



The purpose-built Dell™ OptiPlex™ XE delivers reliable, around-the-clock performance to meet unique embedded solution needs. Featuring a three-and-a-half year purchase lifecycle with a six month transition, OptiPlex XE helps OEMs save time, money and resources by locking down BIOS and hardware components. The OptiPlex XE is designed to withstand challenging conditions, features simplified remote management and high stability on a long-life platform. Ideal for harsh operating environments, the OptiPlex XE easily adapts to the tightest space constraints with 'go-anywhere' mounting capability, industry leading heat tolerance and two space-saving form factors. Broadcom® TruManage™ gives the OptiPlex XE remote management and extended built-in system monitoring capabilities to installed systems with limited access.

By working with Dell OEM Solutions, your company can leverage Dell's global supply chain and support, as well as generic and custom-branding services. Whether your solution is industrial, kiosk-based, surveillance or medical devices, the purpose-built OptiPlex XE adapts and solves for your unique embedded needs.

PURPOSE-BUILT DESIGN

Engineered to thrive under demanding day-to-day use, the OptiPlex XE features a purpose-built design that solves operating within hot, dusty enclosures.

- **Design That Fits Right In:** Under the counter, on the desktop or inside of an enclosure. No matter what setup the job requires, the OptiPlex XE offers two form-factor options with the ability to mount in virtually any orientation required. An optional external power button provides easy access for kiosks and other enclosed-space uses.
- **Ready to Take the Heat:** Designed to run 24x7 in enclosed spaces, the OptiPlex XE is specified to operate at ambient temperatures of up to 45° C (113° F). An optional ducting kit can boost heat tolerance up to 55° C (131° F).
- **Dust-Defying:** Standard port covers offer basic dust protection, while an optional dust filter or IP (Ingress Protection Level 5) dust resistant kit helps to reduce the system downtime normally associated with dust removal.
- **Peripheral Perfect:** With native support for PS/2, Serial (RS-232), VGA, and up to ten USB connections, the OptiPlex XE can support a wide variety of legacy peripherals.

STABILITY YOU CAN COUNT ON

The OptiPlex XE offers long-term system stability, customizable integrated solutions, and a low total cost of ownership for equipment manufacturers (OEMs) and retail/point-of-sale (POS) customers.

- **3.5 Year Purchase Lifecycle:** A 3.5-year purchase lifecycle that includes locked key hardware and software components helps reduce the cost and complexity normally associated with system re-certification. The Limited Hardware Warranty 2 can be supplemented with optional additional services and support.
- **Long Managed Transitions:** A 6-month managed transition period makes it easy to maintain a consistent work environment while planning for future deployments.
- **Dell OEM Solutions:** With the OptiPlex XE, Dell offers OEMs the option of a holistic solution that extends from custom branding and factory integration to phenomenal service and support. Contact your Dell representative today to build an OEM solution that meets your needs and budget.

BUILT-IN MANAGEMENT ENHANCED WITH DELL SERVICES

The OptiPlex XE offers superb servicing and manageability, helping to ensure that systems can be easily maintained even when installed in enclosed spaces, kiosks or off-site locations.

- **Efficient Remote Management:** Available Broadcom® TruManage™ technology allows IT to monitor and maintain the OptiPlex XE remotely, helping to minimize user downtime and schedule patches and updates during "off peak" hours.
- **Easy On-the-Job Maintenance:** The OptiPlex XE tool-less chassis also includes a tool-less power supply that makes changing a PSU fast work. Dell DirectDetect™ troubleshooting LEDs that enable quick diagnosis of hardware issues without even opening the chassis.
- **Built-In System Monitoring:** The OptiPlex XE features a "watch-dog" timer to self-monitor system boot, OS load, and specified applications. Additional hardware monitoring features provide notification in the event of temperature, power-on self-test (POST), fan and power-supply unit (PSU) failures.
- **Customizable Dell Services:** From ready-to-use Hardware Customization to dedicated technical service via Dell ProSupport for IT and Dell ProManage, Dell Services offer a suite of highly customizable service and support offerings throughout the PC lifecycle.

ENERGY-EFFICIENT DESIGN, ENVIRONMENTAL RESPONSIBILITY

With its energy-efficient, environmentally conscious design, the OptiPlex XE reflects the potential benefits to your operations and your bottom line.

- **Energy-Conscious Features:** The OptiPlex XE offers Dell Energy Smart power settings (select configurations) and 89% efficient power supplies. The Dell Client Energy Savings Calculator also lets you estimate energy usage for multiple customized OptiPlex systems.
- **ENERGY STAR® Compliance:** As an ENERGY STAR-compliant partner, Dell has designed select configurations of the OptiPlex XE to comply with ENERGY STAR 5.0 standards for energy efficiency.
- **High Environmental Standards:** Select configurations of the OptiPlex XE qualify for an EPEAT® Gold rating. Gold is the highest standard in the Electronic Product Environment Assessment Tool (EPEAT), a set of performance criteria for evaluating electronic products' environmental attributes in both public and private sectors.

OptiPlex XE Technical Specifications			
Processor Options	Intel® Core™2 Duo E7400; Intel® Pentium® Dual Core E5300; Intel® Celeron® 440		
Chipset	Intel® Q45 Express Chipset w/ICH10D0		
Operating System Options	Microsoft® Windows® 7 Home Basic (32-bit); Microsoft® Windows® 7 Home Premium (32-bit); Microsoft® Windows® 7 Professional (32/64-bit); Microsoft® Windows Vista® Home Basic (32-bit); Microsoft® Windows Vista® Business (32/64-bit); Microsoft® Windows® XP Professional (32-bit) via Windows Vista® Business, or Windows® 7 Professional, Downgrade Rights; Microsoft® Windows® Embedded POSReady (target availability Q2 2010) Microsoft® Windows® XP Home (China only) Ubuntu® Linux® (China only); FreeDOS for N-series		
Video Options	Integrated Intel® Graphics Media Accelerator 4500; DVI Adapter card; 512MB ATI® Performance Graphics (available Q1 2010)		
Memory³	Four DIMM slots; Non-ECC dual-channel 1066MHz; DDR3 SDRAM, up to 8GB ⁴		
Networking	Dual Integrated Broadcom® BCM5761 NetXtreme® and Broadcom® BCM57780 NetLink® 10/100/1000; optional Dell Wireless 1520 WLAN card (802.11n)		
Standard I/O Ports	6 External USB 2.0 ports; 1 External 24V Powered USB port; 2 Serial; 2 RJ-45; 2 PS/2; 1 VGA; 1 Display Port; 1 Line-in/Microphone; 1 Line-out		
Hard Drive Options	3.5" Hard Drives: up to 500GB 1 7200 RPM SATA 3.0GB/s, 2.5" Hard Drives: up to 250GB 1 7200 RPM SATA 3.0GB/s, 160GB 1 SATA Full Disk Encryption, up to 128GB 1 SATA Solid State Drive; RAID 0 & 1 support;		
Chassis Options		DESKTOP	SMALL FORM FACTOR
	Dimensions (H x W x D) Inches/(cm)	4.30 x 15.61 x 13.75 / (10.93 x 39.65 x 34.91)	3.35 x 11.40 x 12.74/ (8.52 x 28.96 x 32.36)
	Weight (lbs/kg)	20.60lbs/9.38kg	14.3lbs/6.48kg
	Number of Bays	2 internal 3.5" 1 external 5.25"	1 internal 3.5" 1 external 5.25" (slimline)
	Expansion Slots	1 low-profile PCIe x16 1 low-profile PCIe x 1 (Optional combo risers convert the PCIe x16 and PCI into full height slots or PCIe x16 and PCIe X1 into full height slots) 2 low-profile PCI (Optional riser converts the 2 PCI into full height slots)	1 low-profile PCIe x16 1 low-profile PCI
	DIMM Slots	4	4
	Power Supply Unit (PSU)²	300W 88% Efficient PSU; Energy Star 5.0 compliant, Active PFC	280W 88% Efficient PSU; Energy Star 5.0 compliant, Active PFC
Peripheral Options	Monitors: Dell G-Series and Entry Standard and Widescreen Flat Panel Analog: Dell G2210, G2410, E170S, E190S, E1709W, E1909WDD, E1910H, E1910, E2010H, E2009W, E2210H, E2210, E2310H Dell Professional Digital Standard and Widescreen Flat Panel: Dell P170S, P190S, 1909W, 2009W, P2010H, P2210H, P2210, P2310H Dell UltraSharp™ Digital Standard and Widescreen Flat Panel, with Adjustable Stand: Dell 2007FP, 2209WA, U2410 Dell Touch-Enabled Flat Panel: Dell E157FPT (select countries only), Dell SX2210T,		
	Keyboards: Dell QuietKey™ Keyboard, Dell Multimedia Pro Keyboard		
	Mouse: Dell USB Optical Mouse, Dell Laser Mouse		
	Audio Speakers: Internal Dell Business audio speaker, Dell AX510 and AX510PA Sound Bar Speakers		
Security Options	Dell ControlPoint, Chassis lock slot and lock loop support, Chassis Intrusion Switch, Setup/BIOS Password		
Systems Management Options	Broadcom® TruManage™ Technology System Manage or No System Management options		
Environmental, and Regulatory Standards	Environmental Standards (eco-labels): ENERGY STAR® 5.0, EPEAT Gold, EuP, CECP, TCO 05, WEEE, Japan Energy Law, CEC, Japan Green PC, FEMP, South Korea Eco-label, EU RoHS, China RoHS Other Environmental Options: Dell Energy Smart settings (select configurations); Carbon Off-set; System Recycle (Asset Recovery Service)		
Warranty and Service Options	Limited Hardware Warranty ⁵ ; Standard 3-year Next Business Day On Site Service after Remote Diagnosis ⁶ ; Optional 3-year Dell ProSupport™ for IT ⁷ ; 4-year and 5-year service and support extension options		

¹ GB means 1 billion bytes and TB equals 1 trillion bytes; actual capacity varies with preloaded material and operating environment and will be less.

² These form factors utilize an Active Power Factor Correction (APFC) power supply. Dell recommends only Universal Power Supplies (UPS) based on Sine Wave output for APFC PSUs, not an approximation of a Sine Wave, Square Wave, or quasi-Square Wave (see UPS technical specifications). If you have questions, please contact the manufacturer to confirm the output type.

³ Significant system memory may be used to support graphics, depending on system memory size and other factors.

⁴ A 64-bit operating system is required to support 4GB or more of system memory.

⁵ Remote Diagnosis is determination by online/phone technician of cause of issue; may involve customer access to inside of system and multiple or extended sessions. If issue is covered by Limited Hardware Warranty and not resolved remotely, technician and/or part will be dispatched, usually within 1 business day following completion of Remote Diagnosis. Availability varies. Other conditions apply.

⁶ For copy of Ltd Hardware Warranty, write Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or see www.dell.com/warranty.

⁷ Availability and terms of Dell Services vary by region. For more information, visit www.dell.com/service-descriptions.



References



September 2, 2009

Legacy International
10833 Valley View St.
Suite 150
Cypress, CA 90630

Technical Support

Legacy has been the vendor for Lynnwood jail phone service for approximately one year. The change in service brought a number of changes to how our service is delivered. From the outset our interaction with Legacy staff has been extremely positive.

From the contacts with Jimmy Choi during the bidding process prior to installation, the installation and continuing through our contacts with Deidre Jay for support service our department has not been disappointed.

After the installation occurred there were the initial questions about using the system. I had contact with Deidre Jay to answer questions and minor troubleshooting issues. At that time I asked if she was our contact. Her response was "I can be" and of course my response was "you are". She has allowed a level of confidence in the follow through that I seldom experience with other vendors.

The jail staff that is responsible for upkeep of the system has been very pleased with not only the response to issues but also with the manner in which it is delivered. We recently had some requests for changes to the system from our Detective division. When I contacted DJay with the change requests she immediately contacted the departments necessary to implement them and later followed up to insure they had been completed to our satisfaction.

Her interaction with "Russ", our local technician has also been superior. The exchange of information to insure the system operates to its' capacity and keeping everyone aware of the current status gives us the confidence that whatever it is it will be resolved.

With the extremely superior quality of service this department has experienced I have had no problems in recommending Legacy for any agency that contacts me for a reference.

Being a small facility we don't often receive the attention and quality service that is often reserved for larger, more profitable, facilities. That attention only adds to the satisfaction we have being able to work with DJay and the rest of the staff at Legacy.

Mike McGinnis
Administrative Officer
Lynnwood Police Department



Margaret Mims
Sheriff
Fresno County Sheriff's Office

March 25, 2010

Mr. Curtis Brown
Legacy's ICON
10833 Valley View Street
Cypress, CA 90630

Dear Curtis Brown,

Last fall, the Fresno County Sheriff's Office Jail Division, made the decision to choose Legacy's ICON inmate communications as our new inmate telephone service provider. Unfortunately, the choice was appealed by our previous vendor and had to go before our Board of Supervisors, where the choice was finally upheld.

In that process, the original inmate telephone transition plan was considerably shortened. However, Legacy's ICON staff was eager to begin the transition. Your staff's hard work, long hours and dedication made the transition from the previous inmate telephone system to Legacy's ICON remarkably smooth and did not produce any downtime.

We have been very satisfied with the new features that Legacy's ICON has to offer over the previous system. We are able to expedite our reporting, the call recording quality has improved, and we can access Legacy ICON from any web based computer, which frees up time for our system administrators to focus on more immediate tasks.

Additionally, Legacy's ICON created an automated portal, for both our public and inmates, to access near real-time information regarding inmate's court-dates, release, bonds, charges, etc. This automated system has reduced the amount of staff needed to continuously answer phone calls from the public, as well as the officers to answer inquires from the inmates.

Legacy's ICON had to develop, tailor make and install a new inmate visiting recording system for our use. This project took a lot of ingenuity and hard work, considering the age and configuration of some of our jails. This project's results were more than we could hope for. Moreover, Legacy's ICON has been very responsive to additional requests and modifications.

We wish to extend a THANK YOU to you and your dedicated staff, for making this new endeavor a smooth and efficient transition!

Sincerely,

Sgt. Chirld Shagena
Special Functions Unit/Jail Services
1265 M Street, Fresno, CA 93721
Phone: (559) 488 2845
Fax: (559) 262 4010
chirld.shagena-philpps@fresnosheriff.org

Dedicated to Protect & Serve

Law Enforcement Administration Building / 2200 Fresno Street / P.O. Box 1788 / Fresno, California 93717 / (559) 488-3121
Equal Employment Opportunity • Affirmative Action • Disabled Employer

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Gilchrist County Sheriff's Office
Daniel W. Slaughter, Sheriff
9239 South US Highway 129
Trenton, FL 32693

June 9, 2010

www.gilcso.org

Mr. Michael Harvey
Legacy Inmate Communications
10833 Valley View Street
Cypress, CA 90630

Dear Michael,

Several months ago our facility made the decision to move its inmate communication services to your Company. I wanted to take just a moment to compliment you and the entire staff at Legacy for providing our facility with a professional, thorough, and timely transition. We are very pleased with the quality of service received since the initial transition and the performance levels of your company's iCON call management system have far exceeded our contract requirements for service. Since our switch from our prior vendor, the County Jail has experienced an increase in commission revenues with all payments being received on time. We have yet to encounter any problems and are very pleased to recommend your services to any agency.

Sincerely,

Sgt. Anita Moore
Sergeant Anita Moore
Gilchrist County Sheriff's Office, Florida

OKMULGEE COUNTY CRIMINAL JUSTICE
AUTHORITY



January 10, 2011

To whom it may concern:

I am pleased with the services of Legacy Inmate Communications. Their inmate phone system has been installed in our county adult detention facility since 2009. The equipment works well and support is prompt. Installation of the equipment was without issue. Since using Legacy Inmate Communications our revenues have increased and payments are on time. I would recommend this vendor without reservation.

Sincerely,

A handwritten signature in black ink, appearing to read "John A. Martin", with a long horizontal flourish extending to the right.

John A. Martin
OCCJA Executive Director

315 W. 8TH STREET • OKMULGEE, OK. • 74447
PHONE: (918) 752-0983 • FAX: (918) 752-0989



Montgomery County Sheriff's Office

Sheriff Robert B. Davis

211 East Third Street
Montgomery City, MO 63361

March 23, 2011

To whom it may concern:

On behalf of the Montgomery County Sheriff's Office I am pleased to provide a very positive reference of the services being provided by Legacy Inmate Communications. Since contracting with Legacy, we have experienced prompt customer support that has exceeded contractual obligations. Your staff is friendly, knowledgeable, and tentative to our Jail's needs. We are also very pleased with the significant increase in call revenues. Legacy's installation and implementation plan were carried out with zero downtime to inmate calling. The iCON system has also met the needs of our investigators with positive results. I would strongly recommend Legacy Inmate Communications.

Sincerely,

Matthew J. Schoo
Chief Deputy
Montgomery Co Sheriff's Office
573-564-8087 Desk

September 20, 2010

We are very pleased with the service received from Legacy Inmate Communications. The transition from our old system to Legacy's went very smoothly. The web-based system is convenient and easy to use. Any technical issues we've had have been handled quickly, and professionally. Legacy's staff are always available to answer questions and are a pleasure to work with.

Kim Cincoski

Kim Cincoski
Administrative Specialist
Northeast Regional Corrections Center

EXHIBIT B

CONSIDERATION AND METHOD OF PAYMENT

During the term of this Agreement, including any extensions, Contractor shall pay City a Commission at the rate of 61% of the gross revenue of all "collect" and/or "Friends & Family Prepaid collect" calls generated by the system provided by Contractor at the City's jail.

The Commission shall be based upon the gross revenue of all "collect" and/or "Friends & Family Prepaid collect" calls. "Gross revenue" as used herein is defined as revenue for all billed calls without any deductions.

Contractor shall remit the previous month's Commission to City within 30 days of each monthly closing cycle. A single check may be remitted but it shall be accompanied with a statement showing the commission from the inmate telephone system and said statement shall include the information set forth in the RFP.