



**REQUEST for PROPOSAL #2025-8 ADDENDUM 1
CHRISTIAN COUNTY DETENTION CENTER
INMATE COMMUNICATIONS SOLUTION**

**Christian County Detention Facility
110 W Elm Street, Room 70
Ozark, MO 65721**

**Due Date and Time:
August 5, 2025, 09:00 AM (CT)**

**PROPOSAL RESPONSE / PRICING
ORIGINAL**



KIOSKS



**REMOTE
VISITATION**



MAIL SCANNING



MESSAGING



**PHONE
CALLS**

NCIC.com | 800-943-2189

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COVER LETTER

On behalf of NCIC Correctional Services (“NCIC”), I am pleased to present to Christian County Sheriff’s Office and Jail (“Christian County”) our complete response to **Request for Proposal for Detention Center Inmate Communications Solution**. NCIC has thoroughly reviewed, understands, and complies with all aspects and provisions of this RFP. Provided throughout this proposal is detailed information regarding how NCIC aims to provide reliable service to Christian County and its constituents. This proposal will remain open and valid for at least 180 days from the close date, if not longer.

NCIC is a trusted provider of communication services across the United States and 9 other countries, providing a range of value-adding technologies and tailored service to more than 900 separate correctional facilities, including County Jails, US Military Prisons, Bureau of Indian Affairs Prisons, Private Prisons, Police Departments, and Juvenile facilities. NCIC is extremely proud of the work we have done, and continue to do, in the law enforcement community, where we support the daily operations of law enforcement, and provide quality service for inmates, friends, and family members, all while providing a vital service at the industry’s lowest rates.

NCIC also enjoys the benefits of being the largest employee-owned communications provider in the United States – we are not beholden to the demands of Private Equity groups and offshore interests; our shareholders are our facility customers and constituents they serve, as well as our own employees.

NCIC’s overall proposal for Christian County revolves around increasing connectivity between inmates and their loved ones, leading security and investigative technology and a sturdy, **transparent** compensation offer that will provide a trustworthy method of forecasting the monthly earnings related to the Inmate Communications Agreement. NCIC is proposing a completely **no-cost, revenue-generating** proposal for Christian County, without any monthly commission deductions (as are being applied under the incumbent’s arrangement). Here is a snapshot of what we’re offering, which we will expand upon in the pages that follow:

- ✓ Replace all existing Inmate Kiosks and Tablets with brand new NCIC equipment (and add more, if needed);
- ✓ Provide, **from day one of operation**, the industry-leading NCIC Correctional Tablet, which is fully equipped with the NCIC InTouch suite of applications (Phone Calling, Tickets, Video Visitation, Messaging, etc.) and NCIC’s “Learn to Earn” educational / entertainment program...**at a 1:1 inmate – tablet ratio**;
- ✓ **Bring ALL Inmate Communications services under ONE provider, ushering in significant benefits for the Agency, inmates and their friends and families.**
- ✓ Provide a far superior, *guaranteed* monthly revenue-share to Christian County based on 100% of the revenue-generating services at the Facility;
- ✓ Provide all needed Inmate Communications hardware and infrastructure, including phones (if needed), kiosks, tablets, tablet charge carts, wireless access points and network equipment at **NO COST**;
- ✓ Provide a level of support that our competitors cannot come close to matching, for facility staff, inmates and their friends and families. **No “honeymoon period!”**



Over the past several months, NCIC has been in settlement discussions with the FCC in order to resolve our Petition for Reconsideration of the recent FCC Rate Ruling. NCIC filed our Petition for Reconsideration due to the FCC failing to enforce the past 12 years of rulings and denying consideration of the Safety and Security Costs (site commissions) dictated in the Martha Wright-Reed Act. NCIC’s later Settlement Offer is being considered the industry benchmark for rate caps and per-minute commission amounts. The National

Sheriff's Association has filed comments in support of NCIC's Petition for Reconsideration. As Christian County is aware, several weeks ago the 2024 FCC IPCS Rulemaking was "stayed" (for the most part), providing an opportunity for the FCC to correct the glaring errors and fashion a new Rulemaking that will include crucial Cost Recovery for Safety and Security Functions of phone and video visitation services. NCIC plans to remain at the forefront of these efforts, going in to bat for ALL involved parties. Additionally, NCIC is the ONLY provider who is actively fighting on behalf of law enforcement and correctional agencies in Missouri as well, with the Missouri legislature moving forward with IPCS legislation that would be crippling for the operating budgets of local jails in the State. NCIC vows to continue with this fight to ensure that this issue lands in a fair and reasonable place for *all* involved parties.

On January 6, 2025, we were made aware of Missouri House Bill Number 317, which introduced legislation to lower rates at all correctional facilities in the state of Missouri down to \$.12 based on the recent erroneous FCC ruling. We immediately hired lobbying firm, Flotron McIntosh, to lobby on our behalf with both representatives and senators in Missouri to educate them on the differences between county jails and the Missouri DOC, as the \$.12 would probably work for the DOC but not for county jails with limited budgets. The session ended before we could garner the votes to change the rates, so we will be taking up this battle in the next session. We are also looking to intervene on the Hammerschmidt Lawsuit that addresses various issues, including the state dictating rates to local entities. As it looks for now, all providers may have to lower their rates to \$.12 this month, which can impact all offers received by Christian County, so we plan on offering a second option that takes this rate into consideration as we continue to fight the legislature. As of right now, NCIC is the only correctional communications provider attempting to fight this legislation

In closing, as you review this proposal, we hope that you will become aware of NCIC's qualifications and commitment to Christian County as your ideal inmate communications partner. NCIC already enjoys an established presence in the State, as the existing provider of Inmate Communications and Tablets for a number of Missouri Counties including Lawrence, Callaway, Adair, Clinton, Ray, and Schuyler Counties, as well as Joplin and Independence Police Departments. Should NCIC become the trusted provider of inmate communications for Christian County, the Sheriff's Office and the broader community, your account will be managed collaboratively by Craig Storer, Director of Marketing and Bill Rounds, Missouri Sales, Service and Support, whose efforts will be supported by NCIC's experienced team of administrative, support, networking, IT, and field technician personnel.

Sincerely,

A handwritten signature in blue ink that reads "Bill Rounds".

Bill Rounds

Regional Sales, Service, and Support

Mobile: 816-651-5936

Email: Bill.Rounds@ncic.com

COMPANY HISTORY / FIRM QUALIFICATIONS

Network Communications International Corporation dba NCIC Correctional Services is Texas-owned with a corporation date of August 29, 1996, and is the longest running telecommunications carrier in the inmate communications industry. Company principals William Pope and Jay Walters offer more than 57 years of combined experience in the communications sector. NCIC is headquartered in Longview, Texas with satellite offices in Alabama, California, Iowa, Georgia, Minnesota, Missouri, North Carolina, Wisconsin, Mexico, El Salvador, Ecuador, Panama, and Honduras. In the event an inmate from Christian County is transferred to any facility serviced by NCIC, all associated data could be accessible to the County, if needed for investigation purposes.

NCIC operates with a commitment to transparency, integrity, and service, and the company's employee-owned model has enabled long-term investment in technology and customer support, without the influence of private equity firms or offshore interests. This unique ownership structure aligns the company's goals with those of its clients—correctional facilities and the communities they serve. While NCIC is the third largest Provider in the industry, *we are the largest provider that is not owned by Private Equity.*

NCIC has over 157 employees including full-time field technicians, with approximately \$90 Million dollars in revenue per year. In total, our platforms manage and record in excess of 700,000 secure phone calls, video visits, and text messages per day. NCIC is the *only* large communications provider for incarcerated persons in the U.S. that has not been sued for overcharging inmates and friends and family on calling rates and fees. Furthermore, NCIC has had no contract terminated for any reason in the last five years. NCIC is a trusted provider of communications services in the United States and nine other countries, providing a range of value-adding technologies and tailored service to more than 900 separate correctional facilities, including County Jails, US Military Prisons, Bureau of Indian Affairs Prisons, Police Departments, Private Prisons, and Juvenile facilities. NCIC is extremely proud of our continued accomplishments in the law enforcement community, supporting the daily operations of law enforcement, providing quality service for inmates and friends and family members, all while providing a generous return to our facility partners.

From its origins as a wholesale network provider, NCIC has evolved into the third-largest inmate communications provider in the United States, offering a full range of secure, scalable solutions tailored to correctional environments. Since 1998, NCIC has provided secure phone services in jails and prisons, and in 2007, the company shifted its focus exclusively to correctional communications, building a 100% VoIP platform designed for maximum security and operational flexibility. Unlike many competitors, NCIC has never been sued for overcharging inmates or their families and has never received notice of overcharge from any regulatory body. The company is proud to offer the lowest calling rates and fees in the industry, and it has had no contract terminations or active litigation in the past five years—a testament to its reliability and ethical practices.

NCIC provides an extensive suite of in-house developed communications and investigative technologies, including:

- Inmate Telephone System (ITS)
- Video Visitation System (VVS)
- e-Messaging and call transcription
- Voice Biometrics / Translation / Keyword Detection
- Multi-functional kiosks
- Tablet-based inmate services

- Digital and legal mail scanning
- Grievance systems
- Educational and rehabilitative programs

These services are offered at no cost to correctional facilities, demonstrating NCIC's commitment to affordable, accessible, and effective solutions. Each system is built in close collaboration with facility partners, ensuring features are responsive to real-world needs.

In 2019, NCIC launched our InTouch Video Visitation and Tablet Systems, which are now active in more than 230 jails across the U.S. These systems support on- and off-site video visitation, inmate messaging, and customizable request forms covering areas such as grievances, medical, PREA, and religious services. The platform also provides access to educational content, consular websites, and inmate handbooks.

NCIC's Digital Mail Scanning Services offer secure off-site *and* onsite mail processing, as well as an on-site Legal Mail Scanning solution, ensuring compliance with legal standards while enhancing facility security and efficiency. These services are fully integrated into NCIC's investigative platform and require no third-party infrastructure.

Today, NCIC continues to set industry standards through innovation, transparency, and customer-focused solutions. Its reputation for technological leadership, operational excellence, and ethical business practices has made it a preferred partner for correctional facilities across Missouri and the United States—serving everything from five-bed rural jails to large-scale international prison systems.

EXECUTIVE SUMMARY

NCIC Correctional Services is pleased to present this proposal in response to Chrisian County's Request for Proposal for Inmate Communications Services. Our submission outlines a fully turnkey, web-based communications platform designed to meet and exceed the County's technical, operational, and service requirements. NCIC's proposed solution includes all necessary equipment, software, installation, training, maintenance, and ongoing support - delivered without reliance on third-party vendors. Every aspect of the system is owned, operated, and directly supported by NCIC, ensuring unmatched accountability, performance, and responsiveness.

What sets NCIC apart from other providers is our continued commitment to innovation, integrity, and partnership. Many of our platform's core features were developed through direct collaboration with our correctional facility partners, ensuring the system meets the evolving operational and compliance needs of today's correctional environments. We reinvest approximately 20% of our annual revenue into R&D and have invested more than \$2 million in patents and licensing, and over \$1.5 million defending those patents – eliminating reliance on third-party technologies that may not meet our high standards of service delivery.

Our proprietary InTouch Suite and NCIC Tablet System, launched in 2019 and now deployed in over 230 facilities, offers a complete digital ecosystem. The platform supports secure on-site and remote video visitation, inmate messaging, automated and customizable request forms (such as medical, maintenance, PREA, ICE, religious, and more), and integration with commissary, facility handbooks, consular resources, and other approved web links. All services are built to enhance security, reduce staff workload, and empower inmate engagement in a controlled and transparent environment.

As part of our ongoing mission to positively impact the incarcerated population, NCIC is also proud to include our Schoolhouse program, an in-house educational and rehabilitative platform offered at no cost to inmates or the facility. Schoolhouse is designed to support successful re-entry by addressing cognitive behavioral patterns, encouraging emotional intelligence, and promoting self-improvement. Participants earn free access to entertainment content by engaging in learning modules, fostering a sense of reward through personal growth.

Our proposal includes a detailed implementation strategy, timeline, and a full explanation of how we will meet each of the County's RFP requirements. We are confident that our solution will deliver a modern, secure, and cost-effective communications experience for Dodge County, its staff, and the inmates they serve.

We appreciate the opportunity to be considered and encourage you to review the remainder of this response for full details on how NCIC will fulfill all functional, technical, and financial components of this engagement.

Mr. Bill Rounds, Field Service and Support, whose efforts will be supported by NCIC's experienced team of administrative, support, networking, IT, and field technician personnel, shall be the primary point of contact for all the County's maintenance and service needs.

DETAILED RESPONSE

Detailed Response:

This section should constitute the major portion of the proposal and must contain at a minimum the following information:

1. A brief **history** of the company, including but not limited to: ownership, date business started, (including business name changes), mission statement, number of clients pertaining to this RFP, etc.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

Founded on August 29, 1996, Network Communications International Corporation (NCIC) dba NCIC Correctional Services is a Texas-owned company and the longest-operating telecommunications carrier in the inmate communications industry. Headquartered in Longview, Texas, NCIC has steadily grown into one of the nation's most trusted and innovative inmate communications providers. NCIC is a reliable provider of communications services in the United States and nine other countries, providing a range of value-adding technologies and tailored service to more than 900 separate correctional facilities, including County Jails, US Military Prisons, Bureau of Indian Affairs Prisons, Police Departments, Private Prisons, and Juvenile facilities.

In 2019, NCIC launched its InTouch Video Visitation and Tablet Systems, which are now active in more than 230 jails across the U.S. These systems support both on-site and off-site video visitation, inmate messaging, and customizable request forms covering areas such as grievances, medical, PREA, and religious services. The platform also provides access to educational content, consular websites, and inmate handbooks. With over 157 employees, including full-time field technicians, NCIC generates approximately \$90 million in annual revenue, and its platforms process over 700,000 secure communications (calls, messages, and video visits) every day. Please also reference Company History / Firm Qualifications beginning on Page 5.

2. A **complete narrative** of the vendor's assessment of the work to be performed, the vendor's ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the vendor's understanding of the desired overall performance expectations. Clearly indicate any options or alternatives proposed.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC Correctional Services intends to provide the County with a comprehensive, turn-key suite of investigative and communications technologies which meet or exceed the requirements of the County, offering the perfect blend of functionality and profitability. Additionally, equipment specifications have been provided beginning on Page 58 in response to the request for information pertaining to specific equipment under item 1.

NCIC's proposed systems and services have been thoughtfully developed in-house over the years as intuitive, web-based solutions designed to deliver an exceptional user experience. NCIC delivers a fully integrated portfolio of advanced investigative and communication solutions tailored to the unique needs of correctional agencies and the communities they serve. Our offerings include secure Inmate Telephone and Video Visitation Systems, digital e-messaging, tablets, cutting-edge voice biometrics, automated call transcription, and versatile, multi-functional kiosks. We also provide secure mail scanning solutions, inmate

tablets equipped with educational and rehabilitative programming, as well as digital tools for grievances and intra-facility communications. Each solution is thoughtfully designed to enhance security, streamline facility operations, and support positive outcomes for incarcerated individuals.

Setting NCIC apart is our commitment to innovation driven by real-world input—many of our most powerful features in the platform were created in direct response to feedback from our Facility partners. This collaborative approach has allowed us to continually refine and tailor our solutions to meet the evolving needs of correctional facilities. Ensuring our technology remains at the forefront of the industry, NCIC performs system upgrades on a quarterly basis (at least). These enhancements not only introduce new features and capabilities but also improve system performance, security, and usability—providing our partners with a reliable, future-ready platform that evolves alongside their operational needs.

NCIC's InTouch Video Visitation and Tablet Systems are the newest platforms to the industry, having been first rolled out in 2019 and now in over 230 jails, providing both on and off-site video visitation, inmate messaging, unlimited customizable inmate requests (grievances, PREA, medical, dental, general requests, religious, maintenance, etc.), along with links to various services, such as educational content, rehabilitative programs, commissary, Immigration Information Websites, Consular websites, Veteran Services, approved videos, inmate information, and access to inmate documents / jail handbooks.

NCIC's Video Visitation ("VV") is conducted using high-quality, correctional-grade touchscreen kiosks, available in both wall-mounted and portable rolling configurations. Additionally, video visitation can be accessed through our tablets for enhanced convenience (secured by Facial Detection / Background Filtering). The proposed VV kiosks are specifically designed for correctional environments, offering a sturdy and robust construction with no removable exterior components.

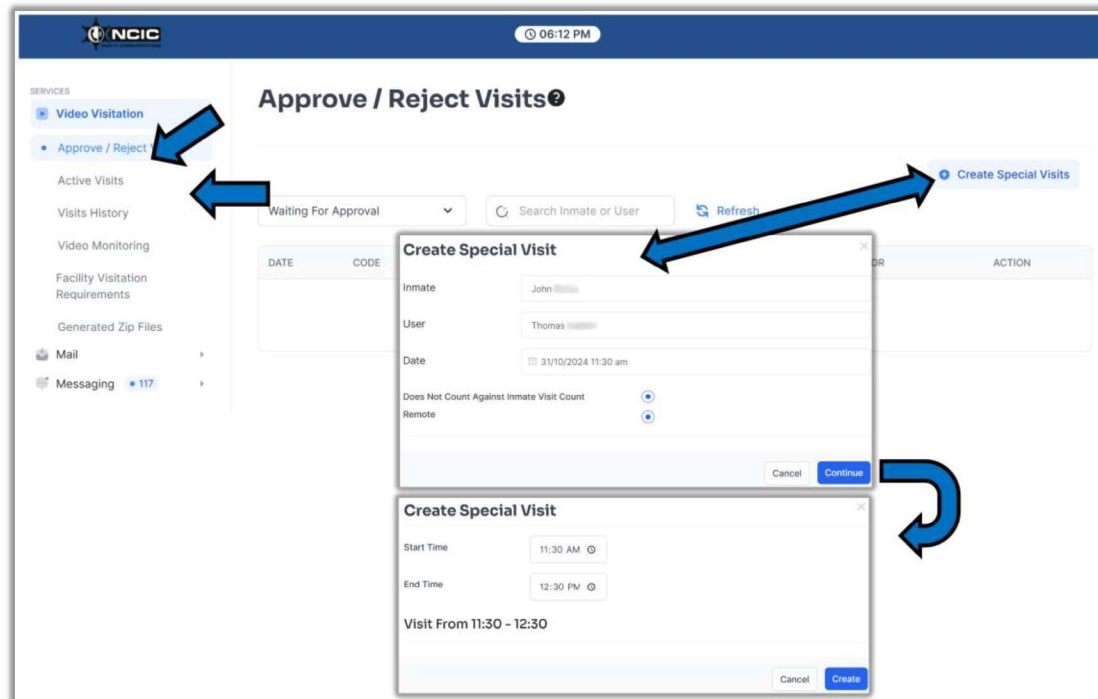
The proposed system provides a visitation calendar with the ability for Facility staff to add and remove visits to and from a visitation calendar. Within the system also exists the options to either have Facility staff manually manage visitation requests or to have the system automatically manage visitation requests based on configuration and criteria determined by the Facility. Once a visitation session is complete, any Facility staff with the appropriate permission levels will be able to view and download standard sessions along with the ability to utilize some investigative features such as associating investigative notes with selected sessions.



The proposed system allows for configurable user access and provides the ability for users to create/manage/edit schedules easily within the system. The scheduling system is based upon inmate housing, facilitated by the real-time interface with the JMS. Upon installation, all housing units will be listed by which kiosks are available for which inmates as labeled by their housing area. The scheduler is built with sophisticated tracking to know which kiosks are available based on the schedule put in place for each housing unit and how many visits are available at one time.

Authorized Facility Staff can create Special Visits within the system to override standard scheduled visitation configurations. These visits are considered privileges, allowing flexibility for last-minute visits or specific types of visits, such as legal or court-related meetings. Staff can configure Special Visits between inmates and designated registered users, ensuring they do not count toward the inmate's prescheduled visit quota. Additionally, visits can be set as either remote or onsite, with a specific date and time assigned, providing tailored options to meet unique circumstances.

Creating Special Visits Screenshots



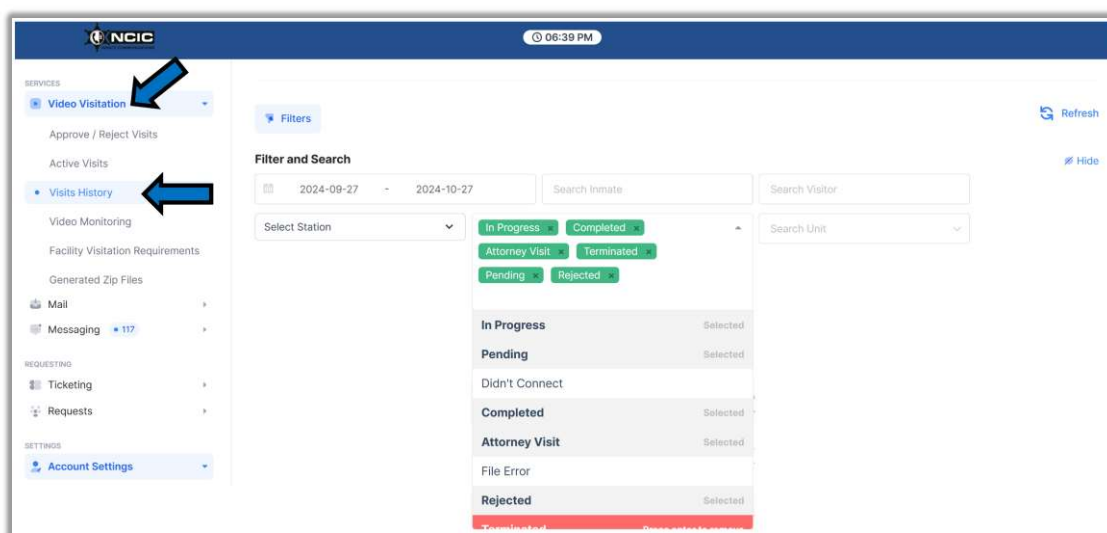
The proposed platform allows a visitor to schedule a remote video visit from any personal mobile device, tablet and/or home or public desktop computer with an internet connection through the user- friendly website. Remote video can be made through a desktop, laptop, tablet or mobile device. NCIC recommends using Windows10 or the most recent version of Mac OS as compatible software. On-site video units can be placed in designated areas of the lobby or visitation areas which allow friends, family members, attorneys, and public officials to schedule and participate in pre-scheduled on-site video visits.

All sessions can be accessed via a weblink provided at the time of schedule/purchase. Our platform can be configured to require that inmates and visitors agree to the Facility(s) terms and conditions and/or visitation policies prior to connecting and the start of the scheduled video visit. Visitation terms and conditions are based upon Facility(s) policy and easily uploaded and modified within the system's jail settings.

Video Visitation Monitoring, Recording, and Retention

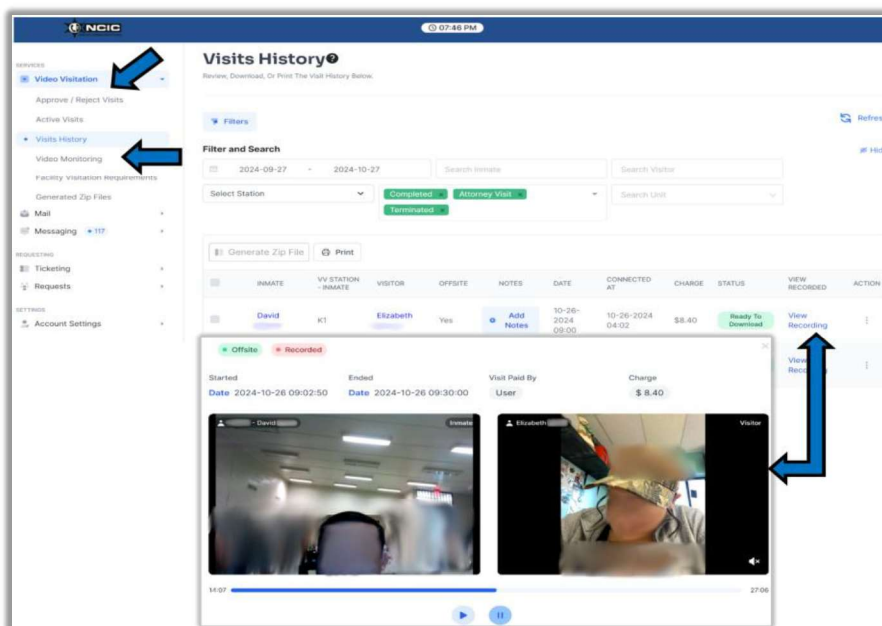
The proposed system records all VVS sessions by default, unless a session is a verified Attorney / Client visit. The length of recording retention is negotiable, depending on the specific requirements of the Facility. The proposed InTouch Video Visitation system allows users to track, research and investigate visitation history from within the web-based

platform. Available search parameters include visitation date, visitor, inmate, specific unit, as well as status, stations, and more as pictured in the images below.



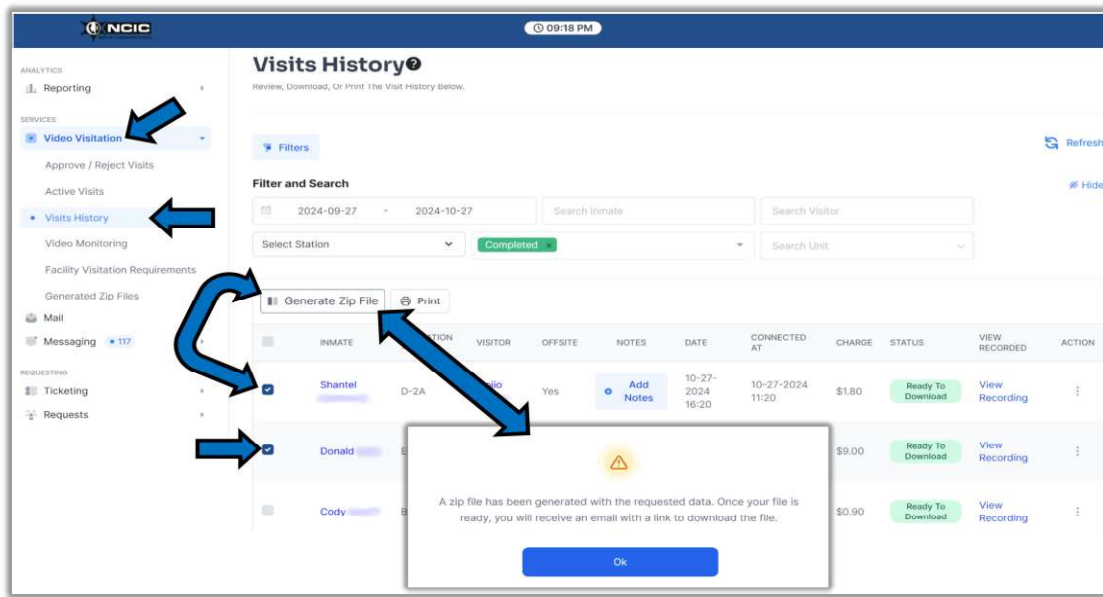
The proposed VVS allows Authorized Users to search for and view a recorded visitation session. This is performed directly through the system's "Visits History" tab where users can manually search for a specific visit of interest. Once selected and criteria is filtered, the search history will display the inmate's name, visitor name, start and end time the visit took place, and additional details. Users will have the ability to select "View Recording" to begin playing the recorded visit and will have the ability to mute the audio for one specific party, pause/stop the recording, and view any messages that may have been broadcasted during the visit. Please reference the following screenshot.

Viewing Recorded Visit Screenshot



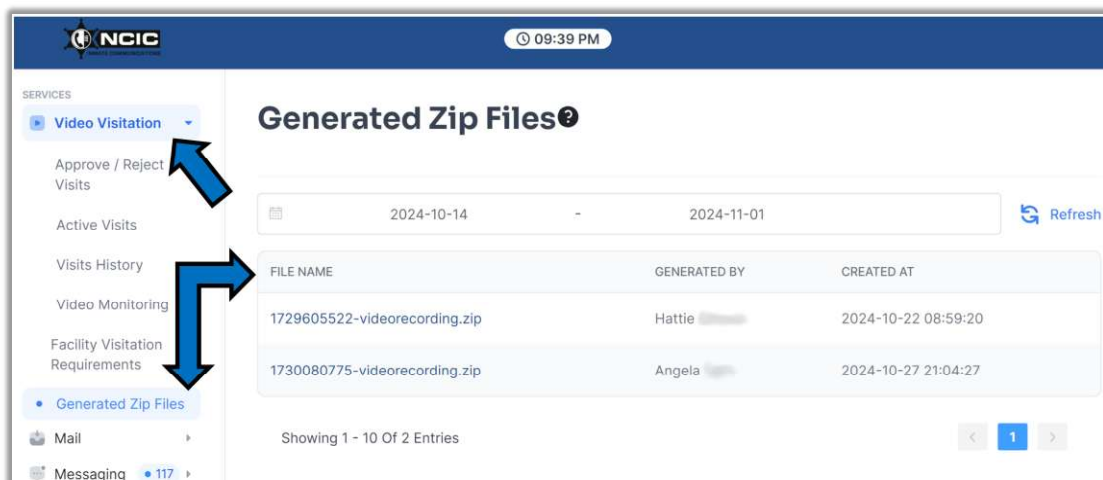
Authorized users will have the ability to digitally extract any video recordings and data directly through the proposed system. This is performed through Visits History Tab and investigators will have the ability to select and download an unlimited number of video visits. Users will have the ability to playback recorded conversations and download these records to external media.

Downloading Visit Results Screenshot



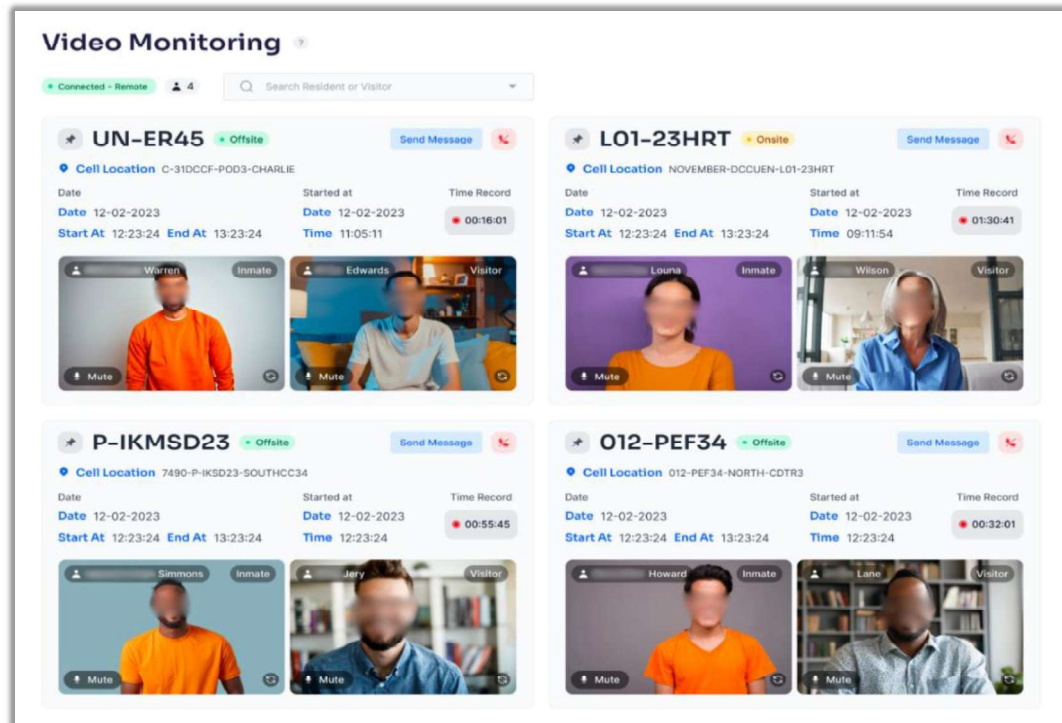
The proposed VVS provides access to previously downloaded video recordings typically based on a user-selected date range within the platform. The current date is automatically displayed by default, but a desired date range can be selected to display a listing of video recordings that have been previously downloaded. Once displayed, users can select a recording, and the system will begin downloading the .zip file directly to the user's personal computer. Exported recordings are separated by the isolated inmate side conversation, as well as the visitor side.

Generated Zip Files – Viewing Downloaded Visits Screenshot



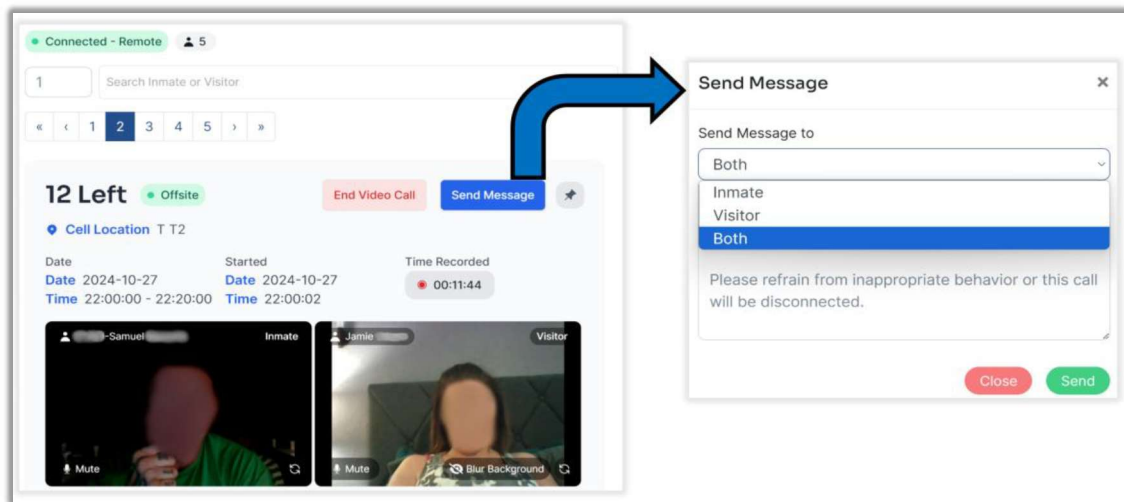
The proposed VVS also allows for secure recording and viewing of live video visitation sessions through the VVS Console. In addition, all previously recorded visits may be viewed in the Video Visitation reporting function unless there are restrictions that prohibit the recording and monitoring of certain calls, such as attorney-client privilege. Multiple users can monitor simultaneously without affecting the performance of the system, and without the parties on the session knowledge. Following is a sample screenshot of the monitoring functionality:

Monitoring a Live Video Session – Screenshot

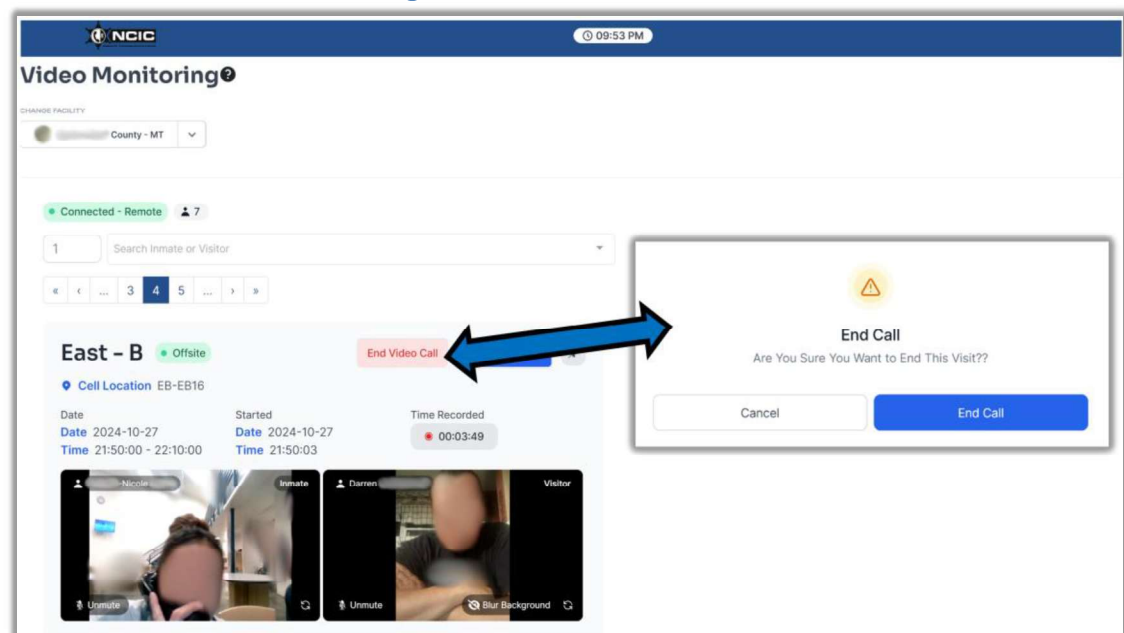


The proposed VVS allows Authorized Users to monitor all, individual and current, or completed sessions and rotate randomly between enlarged sessions in order to catch any untoward or suspicious behavior. Sessions can easily be terminated, if such behavior is observed. The Authorized User has the ability to first display a warning message to one or both parties, prior to termination, if chosen. Additionally, NCIC has recently implemented a facial detection feature that works to provide an additional measure of security for visits. The feature will provide the ability to grey out the screen any time that a face is not detected on the kiosks or visitor's camera. Please reference the following screenshots.

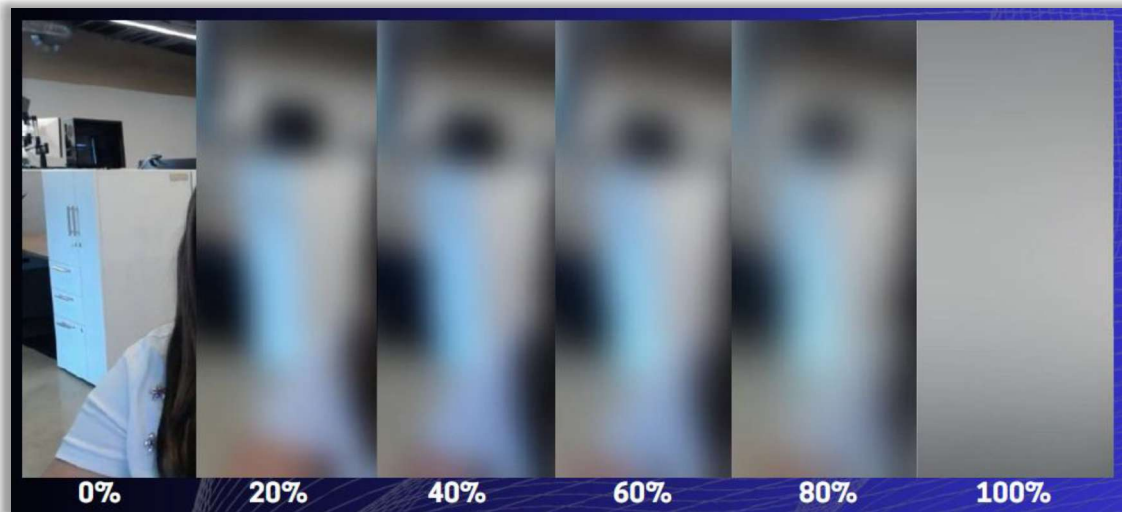
Sending a Warning Message – Screenshot



Terminating a Live Video Session – Screenshot



NCIC has worked hard to develop the best background filtering and facial detection technologies in the industry. The proposed technology allows the Agency to select a level of “blur” based on the unique needs of the agency, as well as allows for multiple faces to be shown on the family / visitor side, if preferred by the Agency. This feature is helpful when visiting with multiple family members, children, toddlers, etc.



Shown below is a sample screenshot of our Multi-Face Detection on the Visitor Side.



Inmate Messaging

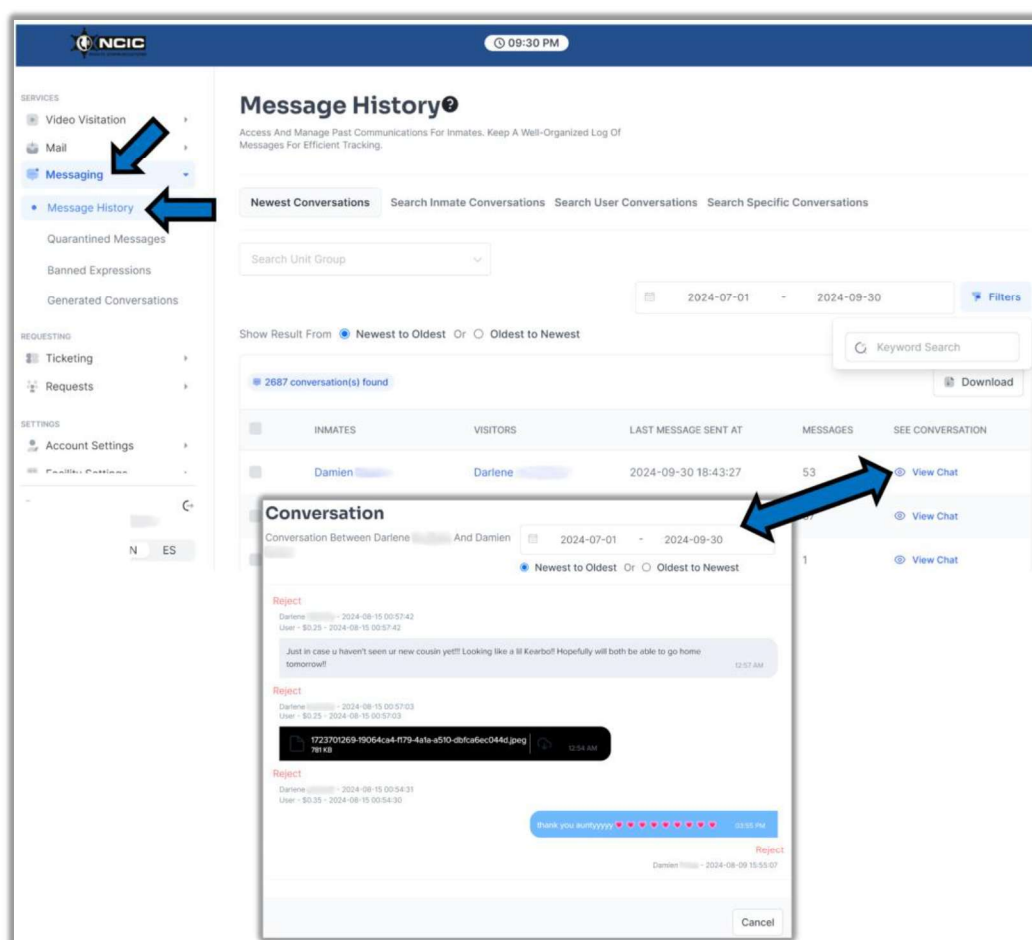
NCIC is capable of providing a secure, integrated Inmate Messaging application which is able to be provided through the Inmate Kiosks, or through a secure handheld device. Inmates will have the ability to send text messages and emojis. In addition, inmates will be able to receive photo attachments after being approved by Facility staff. All message history is stored in the system and can be audited by authorized users. Users will have the ability to filter through messages by specific inmate, visitor, custom date ranges, text/photo only findings, and keyword searching.

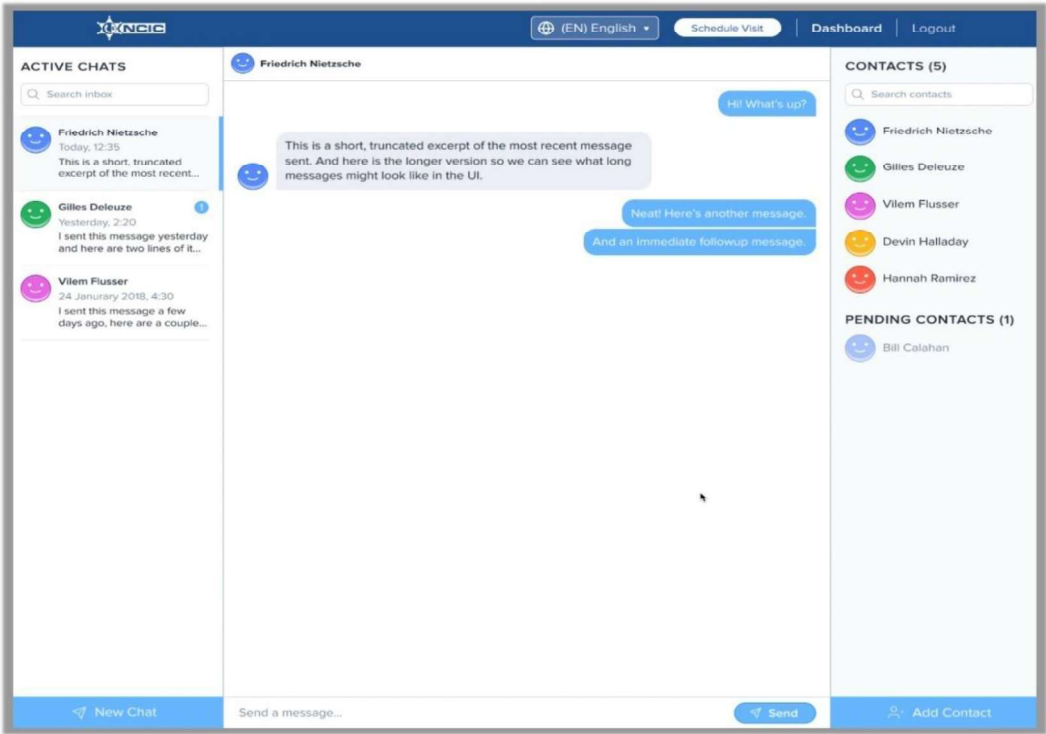


Inmate messages are subject to a range of security features, including:

- ✓ Ability to automatically detect certain keywords within messages that would have previously been marked as “Banned Expressions”. The proposed system offers a standard dictionary of common keywords and also offers the ability to supplement that standard dictionary with local slang and colloquialisms.
- ✓ Ability to quarantine messages based on whether keywords are detected, or whether they contain attachments, etc. Quarantining the messages would delay delivery until facility review. Quarantining can be done based on inmate or outside party, particular kiosk being used, etc.
- ✓ Ability to limit the number of characters / lengths of the messages. This can be done based on specific inmate, visitor, particular kiosk being used, etc.
- ✓ Ability to run warrant checks based on outside parties signing up for the messaging.
- ✓ Ability to send an email or text alert to designated investigators when certain messaging occurrences happen.

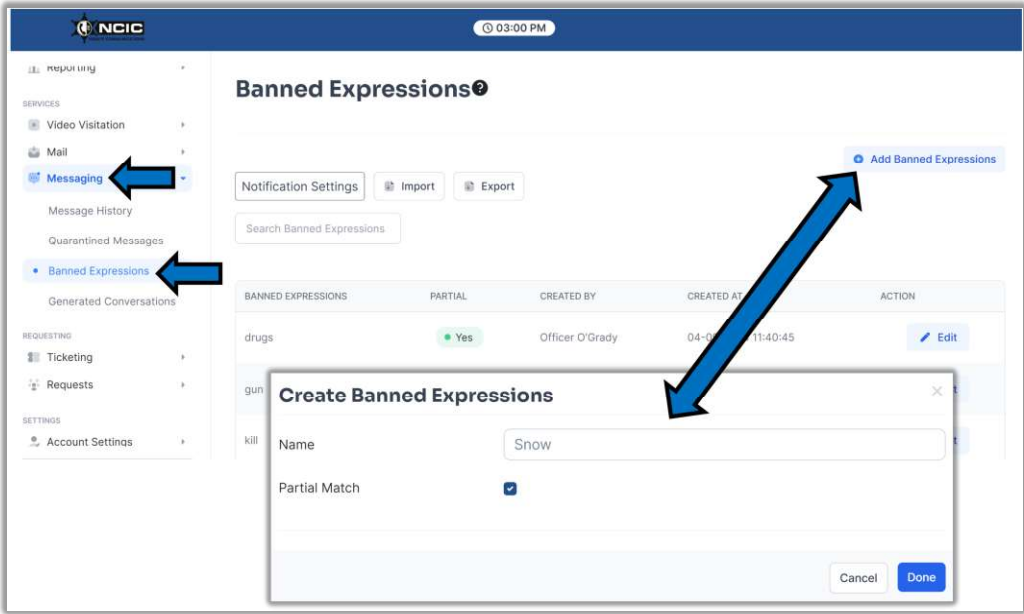
Shown below and on the following page are screenshots depicting the proposed Inmate Messaging application.





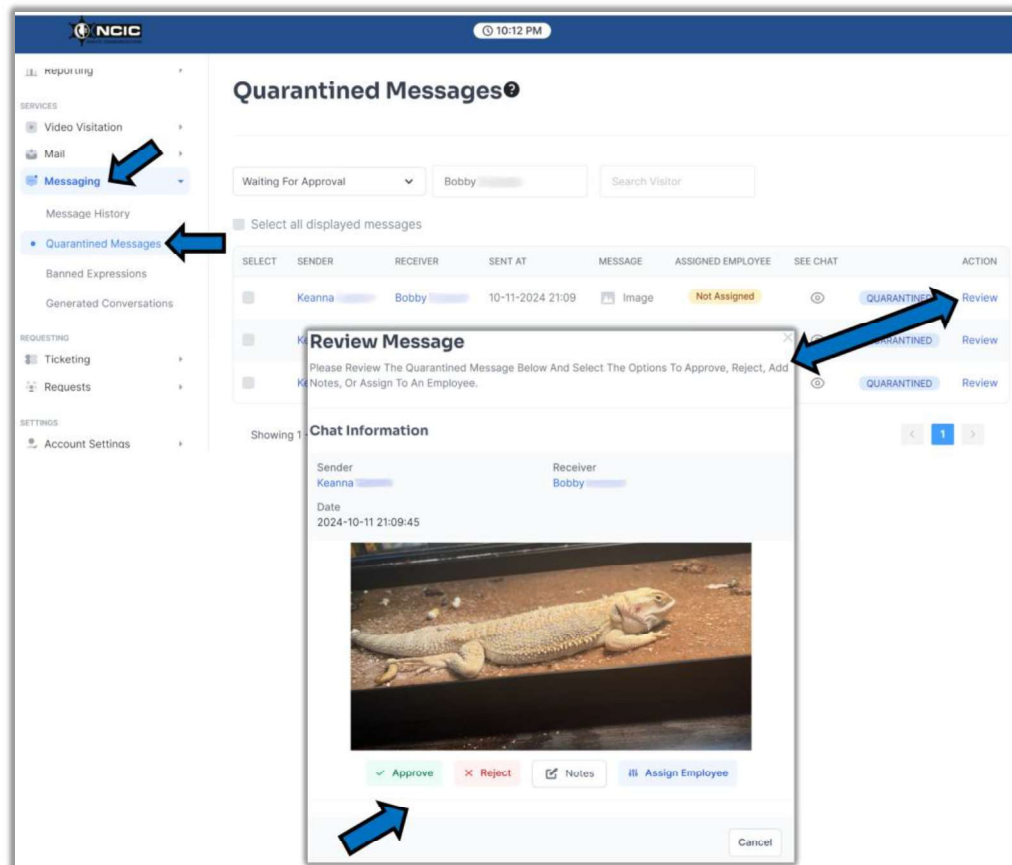
The proposed inmate messaging application allows specific expressions, language, verbiage between an inmate and/or visitor that is questionable in content to be flagged – this is performed through the use of our “Banned Expressions” tool. Investigators and agencies can either choose from NCIC’s standard dictionary of investigative keywords that can be used, or investigators can add words / expressions that are relevant to their specific agency. If a banned expression is detected, the message will be automatically quarantined for authorized investigators to review and approve the message, before it is delivered to the inmate. Please refer to the following sample screenshot.

Creating Banned Expressions Screenshot



The proposed Messaging Application contains a “Quarantined Messages” tab which automatically quarantines photo attachments and video messages that are sent by an inmate or pre-approved contact, if enabled by the Facility. Authorized users will have the ability to view the message and either approve, reject, add notes to, or assign the quarantined message to another user in the Facility. This ensures that all photos/video messages are properly screened and approved, prior to it being delivered to the receiving party.

Quarantined Messages Screenshot



Digital Mail Scanning Application

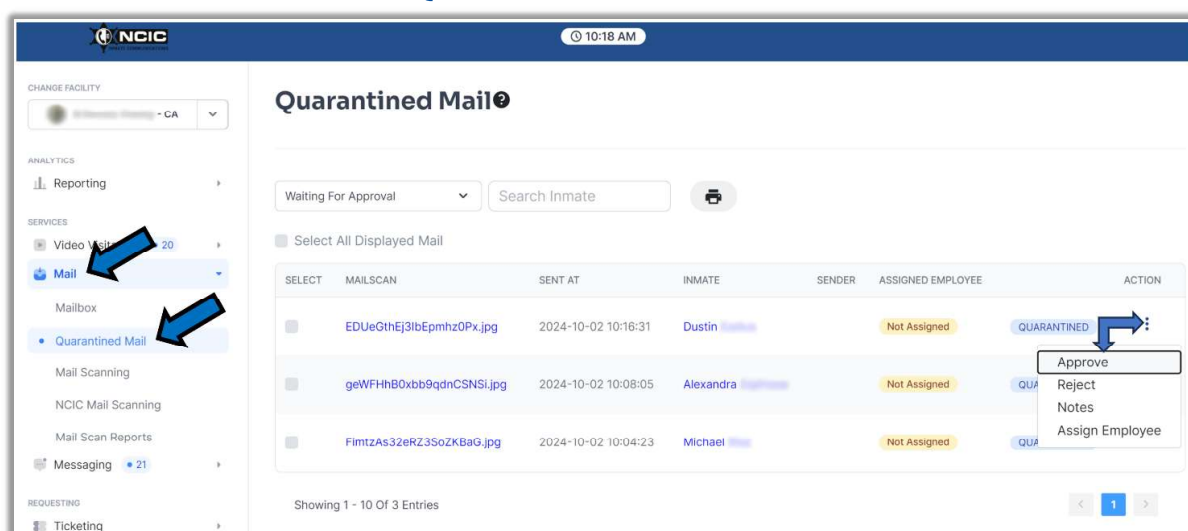
NCIC would be pleased to offer our industry-leading InTouch Mail Scanning application to Christian County. Our Mail Scanning application leads the industry in robust, secure digital delivery of incoming physical mail and is completely customizable based on the needs of the Facility. By intercepting the incoming physical mail and converting it into digital format for secure delivery to inmates, NCIC's Mail Scanning application disrupts the flow of incoming contraband such as harmful drugs which are commonly soaked into paper, greeting cards, envelopes, and stamps. All scanned mail is performed on a real-time basis and is available to the inmate almost immediately.

Upon arrival at NCIC's secure mail processing center, our highly trained personnel sort mail by Correctional Facility and carefully scan all qualifying mail for electronic delivery to the intended inmate's secure message center using the unique identifier for each inmate (e.g. SO number, Jacket number, Booking number, etc.), accessible by the NCIC Kiosks or Tablets inside each housing area within the Facility. The front of the envelope is scanned in

along with the contents of the envelope (letter, postcard, etc.), so that inmates can see all aspects of their mail (and for investigative benefit). Upon logging into the Inmate Tablet with their own unique PIN and PIN2, inmates will be notified in their “Message Center” if they have any messages awaiting them, including scanned mail.

If desired by the Facility, a configuration can be made to automatically quarantine all scanned mail, prior to it being delivered to the appropriate inmate, so that Facility staff may have a chance to scan and approve the mail contents. This provides an additional means of security to monitor incoming mail just as staff would do with physical mail. Facility staff can then reject, approve, add notes to, or assign mail to another staff member at the Facility. A sample screenshot can be shown below.

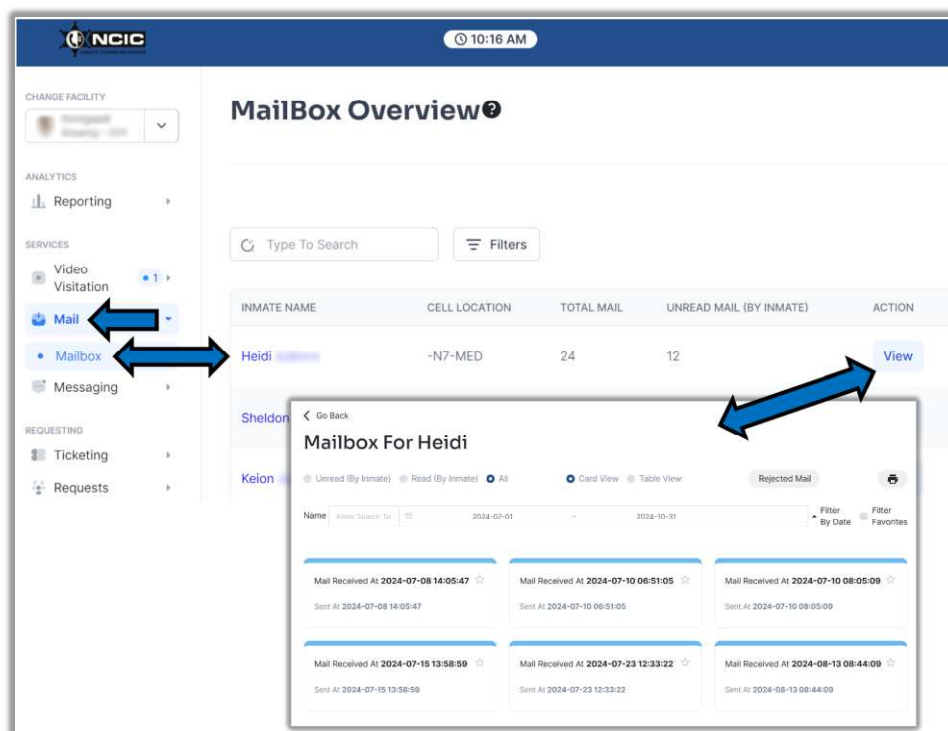
Quarantined Mail Screenshot



All scanned mail is securely stored within the system and can be audited by authorized administrative staff with the appropriate permission. Staff can search for mail using criteria such as inmate name or cell location to generate a list of inmates with scanned mail associated with their profiles. By selecting “View” next to an inmate’s name, investigators can further refine searches by date range, rejected mail, previously approved mail, or favorited items.

Detailed features for each mail item allow authorized users to adjust viewing settings, such as rotating or changing contrast, to enhance readability. Additional functions include the ability to print, add comments, review mail history, delete items, and more. Approval or rejection of mail is managed through the facility's side of the platform, ensuring inmates only see approved, non-quarantined items when accessing their mailbox feature. For additional details, please refer to the accompanying mailbox screenshot.

Inmate Mailbox Screenshot



Confidential Mail Scanning Solution

As part of our Mail Scanning application, NCIC offers facilities a secure and efficient solution for processing confidential and legal mail. Designed as a self-managed option for correctional agencies, this all-inclusive mail scanning and shredding system is fully portable and includes a personal computer. This setup enables facility staff to allow inmates to open their confidential mail and securely scan it into their inmate accounts, ensuring complete confidentiality.

When scanning their mail, inmates must designate it as confidential within the system. They will then review the digitized document, adjusting brightness and contrast as needed, before confirming the final version on the provided personal computer. Once scanned, inmates are directed to shred the physical mail, ensuring its secure disposal.

To access confidential mail within the system, inmates must first create a password. They will also be required to select and answer a set of security questions. In case of a forgotten password, inmates can reset it by correctly answering all security questions, maintaining a secure and controlled authentication process.

For added privacy, confidential mail is not accessible through the InTouch platform by administrative users or NCIC personnel. While the system logs the date and time of scanning, the actual content remains proprietary to the intended recipient, ensuring the highest level of security and privacy for inmate correspondence.

NCIC's Tablets are multi-functional, secure, and able to be provided at no cost to the Facility or to the inmate population. The tablets operate on the same InTouch Suite platform as the Kiosk System, allowing for streamlined delivery of approved services and applications

to the inmate population. The proposed Inmate Tablets are capable of offering video visitation services, standard inmate phone calling, messaging, grievances/ticketing, educational & rehabilitation program services, entertainment services, commissary ordering, inmate handbooks, law library, medical/mental health sick call requests; digital mail services; email messaging services, and various other services.

Individuals in custody will have the ability to pay for all communication services including phone calls, video visits, and messaging using available funds from their debit account. In addition, they may use their account balance to purchase access to premium tablet content, such as movies and TV shows, which are available as part of the entertainment offerings.

The proposed tablet system is currently installed in more than 230 facilities of all types and sizes. NCIC installs a secure network with ample bandwidth to support all services delivered from the Tablets, avoiding complaints or user issues for the inmate population. NCIC's proprietary Tablets are multi-functional, secure, and able to be provided at no cost to the Facility or to the inmate population. The tablets operate on the same InTouch Suite platform as the Kiosk System, allowing for streamlined delivery of approved services and applications to the inmate population. The proposed Tablets are capable of offering video visitation services, standard inmate phone calling, messaging, grievances/ticketing, educational & rehabilitation program services, entertainment services, commissary ordering, inmate handbooks, law library, medical/mental health sick call requests; digital mail services; email messaging services, and various other services.

The proposed Inmate Tablet solution operates on a dedicated Wi-Fi network that does not allow access to external networks, websites, or applications. The wireless solution has various components that can be either wired to an extended switched ethernet network or can be fully meshed with other existing access points. At no time will inmates be able to access the Operating Systems of the proposed Inmate Tablet solution. Prior to being deployed in correctional facilities, the proposed Tablets are subject to strenuous Penetration Testing methodologies to ensure suitability for deployment in a correctional environment. A Connect appliance is installed at each facility which manages the network and content distribution. This appliance maintains connectivity to the Private Cloud for continuous monitoring and content updates. At all times, the appropriate personnel are able to view, in real time, the interactions between inmates and the proposed Tablet solution.

The proposed tablet system offers both "no cost" and Paid content. NCIC's base offering is the "Learn 2 Earn" system whereby inmates can earn a minute of Entertainment Time ("ET") by completing a minute worth of something productive (coursework, rehabilitative content, etc.). Entertainment Time options include movies, music streaming and games. The proposed Tablet system offers our internally developed Schoolhouse application, comprised of more than 1,100 hours of educational, vocational and rehabilitative content.

Additionally, inmates have the option of purchasing "Premium Content" at a per-minute rate. Premium Content is comprised of more "up to date" entertainment options compared to the options available under the Learn 2 Earn model. The religious content and E-Books are available at no "cost" (no monetary cost and not having to complete educational content to access these items).

NCIC Correctional Services offers a groundbreaking education and entertainment platform, designed to significantly enhance the rehabilitation and reentry preparation for incarcerated individuals. The Schoolhouse system is the culmination of years of meticulous planning and the assembly of high-quality learning materials, videos, and games. It operates using our proprietary RISE Method (Restoration through Incentives, Skills, and Education) model, aiming to actively engage and transform our Learners into responsible citizens. Through this innovative method, learners can explore personal growth and skill development while earning rewards for their dedication. It offers a comprehensive range of over 1,100 hours of educational content and over 2,000 books, covering academic subjects, vocational skills, life-enhancing topics, and more.

**SCHOOLHOUSE**Powered by  NCIC

NCIC is continuing to add new educational course content, as well as entertainment content, to the Schoolhouse system with the help of our full-time Curriculum Coordinator, who has a master's degree in education and various certifications ranging from low-literacy education to special education. NCIC is constantly working with our customers and partners to generate new, custom content that suits the needs of our Facility customers and inmates. Engaging with our customers allows us to target the specific requirements for reform and education of their incarcerated population.

NCIC strongly believes in widespread accessibility of educational opportunities for those who are incarcerated. Because of this, we believe a truly impactful tablet program requires free and continuous access, irrespective of an incarcerated individual's ability to pay or socioeconomic status. There are many tablet programs that focus on a revenue-generating model, requiring incarcerated individuals to "pay to play." These programs that charge their incarcerated population to access content and entertainment (such as movies, games, music, e-books, etc.) often see significantly lower engagement rates. NCIC's education platform also allows agencies to upload their own courses and content via URL's or SCORM files, which also can be added as part of our module allowing the Learners to earn rewards.

The benefits that our Schoolhouse System provides an Agency, such as decreased incidences of violence, lowered recidivism, and better re-entry preparation, often far outweigh the potential revenue that may be generated from the devices. NCIC's educational platform and incentive-based entertainment comes at no additional cost to the incarcerated individuals, or their friends and family. Our Schoolhouse system helps Learners realize that incarceration is their opportunity to find a path forward instead of a brief pause from their struggles outside of your facility. These thoughtful courses were designed for incarcerated individuals struggling with mental health issues, grief, anxieties, and addictions. Your efforts to offer these meaningful programs will help your community curb recidivism by providing encouragement to your detainees and their families.

Priority courses cover:

- Anger Management – Course aimed at helping Learners control anger and emotions during heated moments.
- Stress Management – Courses aimed at helping Learners overcome stressful situations and lighten the mood of Learners.
- Personal Finance – Money management, budgeting, understanding credit cards, debt management and personal checking.

- Personal wellness – Courses aimed at confidence building, social skills, meditation, mindfulness, relaxation, and self-awareness activities.
- People skills – Interacting with others, dispute resolution, management techniques, communications skills, and reconnection with loved ones.
- Work skills – Courses aimed at computer / technical skills, how-to videos on construction, auto repairs, mechanical trades, etc.

How Schoolhouse Works from a Learner's Perspective:

The Schoolhouse system is integrated into NCIC's broader tablet suite, allowing for the simplicity of single sign-on functionality. On the Learner side, users can securely log in by a single click of the Schoolhouse link that is displayed on their Dashboard, where they will be re-routed to the Schoolhouse login page. Learners will not need to manually enter their information as the system will automatically populate the fields with their auto generated User ID and Password.

Once logged in, Learners will have a variety of educational, rehabilitative, and skill courses to choose from by selecting the "Courses" window link. They will be redirected to our Courses page that offers a variety of categories that a Learner can select and drop down to show an even wider range of courses that are broken down in alphabetical order. Learners will have the ability to manually search for specific courses of interest that they wish to participate in.

Collecting and Redeeming Awarded Time:

Upon completing coursework, Learners earn Entertainment Time, available for future redemption. Each course has a rating for the length of time it takes to complete based on data gathered from past completions of each course. Based on this rating, the Learner will earn the same amount of time it takes to complete a course in Entertainment Time. This gamified reward system is designed to keep Learners continually engaged in their digital education. It's important to note that Entertainment Time can be earned only once per course to prevent exploitation of the reward system, such as repeatedly taking memorized courses and quizzes to rack up Entertainment Time.

When Learners complete a course, the associated Entertainment Time is automatically added to an Entertainment Timer, visible on the Learner's Schoolhouse dashboard. The automation of this process keeps things simple for even those Learners who do not have much experience with technology.

Entertainment Time Usage:

After earning Entertainment Time, Learners gain access to an array of entertainment choices. These offers include approved movies, radio, games, and more notably, access to religious material and approved e-books is available without the need to expend Entertainment Time. The total number of minutes a Learner has collected directly influences the amount of time they can allocate toward various entertainment activities, whether that's extended gaming sessions, movie marathons, or prolonged radio listening. Upon choosing an option from the entertainment categories and initiating a session, the countdown of the Learner's redeemed time commences. A visible countdown timer allows Learners to keep track of the remaining entertainment time, ensuring they are fully aware of the remaining time left before needing to exit the entertainment interface.

Facility Staff Interacting with Their Learning Management System:

Administrators have the ability to access our Learning Management System through specialized administrative login. Within this portal, they can review course materials, monitor Learner certificates and activity, as well as add or remove Entertainment Time from Learner accounts.

Reporting Capabilities:

Our system offers robust reporting capabilities that are essential for tracking learning progress, engagement, and overall effectiveness of training programs. Here is a summary of some key reporting features that we can provide upon request:

- Custom Reports: Allows the creation of custom reports based on specific criteria, which can then be saved, scheduled, and distributed automatically.
- Predefined Templates: Offers a variety of pre-configured report templates for common reporting needs.
- Dashboard Analytics: Provides real-time analytics on the dashboard, giving administrators a quick overview of key metrics.
- User Tracking: Enables detailed tracking of individual user progress, including course completion, grades, and activity engagement.
- Course Analytics: Provides insights into course engagement and effectiveness, including data on participation, time spent, and course completions.
- Data Filters: Allows users to sort and filter data based on different criteria, such as date ranges, user roles, or specific courses and activities.
- Data Export: Capability to export reports in multiple formats like CSV, Excel, and PDF for further analysis or sharing.
- Dynamic Data: Reports can be set to auto-update, ensuring stakeholders always have access to the most current data.
- Competency Reports: Tracks skill and competency development across various learning programs
- Multi-Tenancy Support: Allows for isolated reporting in multi-tenancy environments, providing different departments or organizations with their own specific reports.
- Audit Trails: Keeps a log of all system activities, including user login and course modifications, aiding in compliance and auditing processes.

These reporting features enable organizations to measure the impact of their learning and development programs, making it easier to adjust strategies and achieve learning outcomes effectively.

Rising Stars Re-Entry Program

NCIC is proud to present Rising Stars: Pathway to Re-Entry, our re-entry program developed in-house. The Rising Stars Program is a transformative 130-hour journey crafted for students who are rebuilding their lives and seeking a fresh start. This program is designed to provide the tools, skills, and support needed to navigate the challenges of reintegration, empowering participants to break the cycle of recidivism. Through a combination of educational opportunities and personal development, we aim to inspire hope, foster resilience, and help individuals realize their full potential as they embark on a new chapter. Rising Stars is more than a program; it is a lifeline to a brighter future.

The program covers a range of topics, including interpersonal skills, emotional intelligence, job readiness, and financial literacy, all aimed at setting individuals up for success post-

release. Students even receive a separate certificate for this accomplishment that is unlike the others in our system. Below is a detailed overview of the different objectives broken out by category.

Orientation and Self-Awareness (20 hours)

Program Introduction and Expectations
Self-Assessment and Goal Setting
Emotional Intelligence and Self-Management
Building Self-Confidence and Resilience

Interpersonal Skills Development (30 hours)

Effective Communication Techniques
Active Listening and Empathy
Conflict Resolution and Mediation Skills
Cultural Sensitivity and Respect

Professional Development (30 hours)

Job Readiness and Resume Building
Interview Skills and Job Search Strategies
Workplace Etiquette and Professionalism

Life Skills Training (20 hours)

Financial Literacy, Budgeting, and Planning for Retirement
Time Management and Organizational Skills
Health and Wellness Strategies

Problem Solving and Thinking Critically (30 hours)

Teamwork and Collaboration
Leadership and Decision-Making
Building and Maintaining Networks

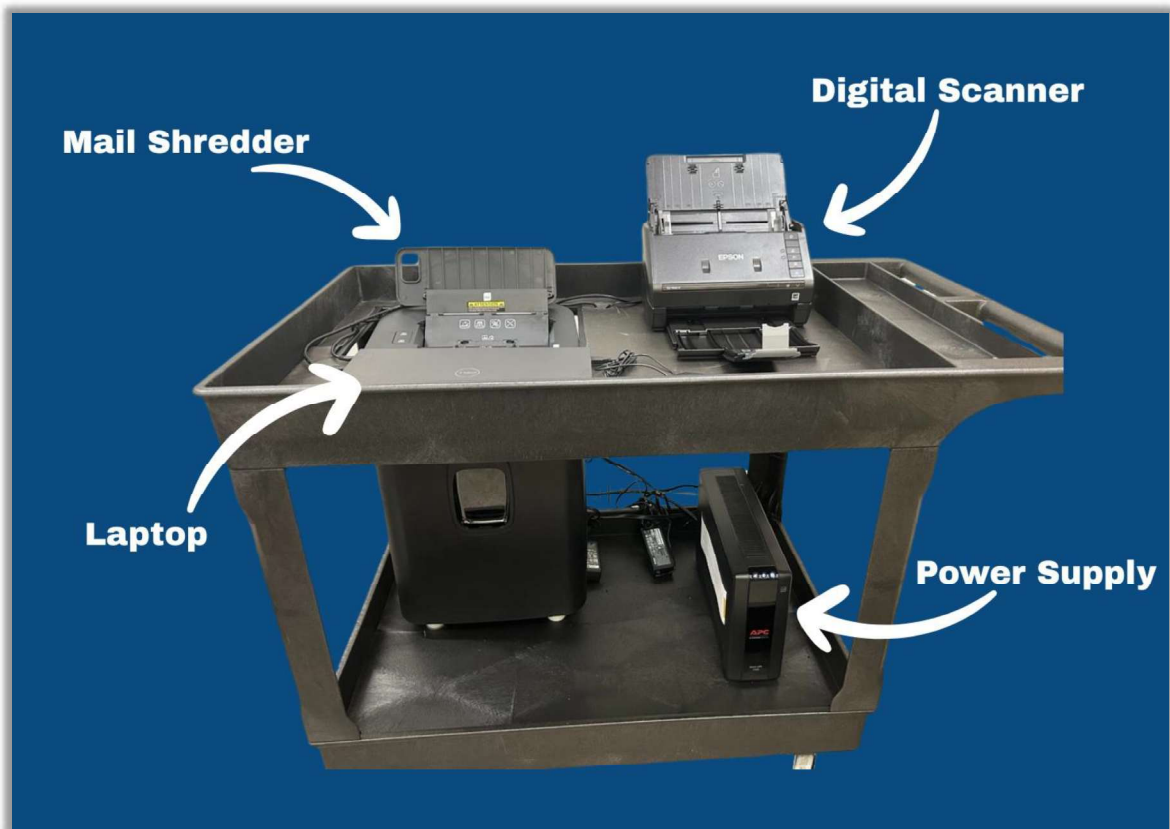
Review and Reflection

Program Review, Personal Reflection, and Feedback
Celebration of Achievements and Graduation

The proposed Schoolhouse platform has designed the courses to serve as re-entry preparation. Materials provided include those for independent GED study, parenting skills workshops, and interpersonal and social skills such as impulse control and anger management. Additionally, some courses assist students in practical matters, such as completing documents and obtaining a driver's license. Over the past decade, NCIC's curriculum coordinator has conducted extensive research on educational trends and identified gaps contributing to involvement in the criminal justice system. As a result, courses have been created aimed at addressing the need to reduce recidivism rates and collaborating on plans to offer court-mandated courses tailored to specific offenses, such as shoplifting, animal abuse, etc.

NCIC's proposed kiosks and tablets can provide an external link made accessible to inmates that connects to a desired program, if the County has a specific program that needs to be accessed.

The Mail Scanning application allows NCIC to offer facilities a secure and efficient solution for processing confidential and legal mail. Designed as a self-managed option for correctional agencies, this all-inclusive mail scanning and shredding system is fully portable and includes a personal computer. This setup enables facility staff to allow inmates to open their confidential mail and securely scan it into their inmate accounts, ensuring complete confidentiality. The inmates must designate the mail when it is scanned as confidential. The document can be reviewed as a digitized document, adjusting brightness and contrast as needed, before confirming the final version on the provided personal computer. Once scanned, inmates are directed to shred the physical mail, ensuring its secure disposal. Access to confidential mail within the system requires the inmate to first create a password along with selecting and answering a set of security questions. In case the password is forgotten, inmates can reset it by correctly answering all security questions, maintaining a secure and controlled authentication process. For added privacy, confidential mail is not accessible through the InTouch platform by administrative users or NCIC personnel. The system logs the date and time of scanning and the actual content remains proprietary to the intended recipient, ensuring the highest level of security and privacy for inmate correspondence.



3. Provide a listing of any **data or information** which the vendor will require in order to undertake the project.

 **NCIC RESPONSE:** READ, AGREE, AND WILL COMPLY.

NCIC generally does not require additional data or information outside the requirements provided in the proposal. Upon award, NCIC's intended approach is to initiate communication with the County in order to provide the installation team assisting with

undertaking this project. Any required integration with the Facility's JMS or Commissary / Trust provider will be completed at NCIC's sole expense.

4. Provide any certifications you may have for the industry standards.

 **NCIC RESPONSE:** READ, AGREE, AND WILL COMPLY.

NCIC is a registered business entity and has provided our certifications below. Additionally, all equipment meets or exceeds applicable FCC licensing, rules, and certification regulations according to the industry standards. NCIC's FCC number is 817994 and additional certification-related documents follow below.

The files have been shortened for brevity; however, the full document can be promptly provided upon request. Additionally, documents are available at the following link:
https://tariffs.net/select_client_docs.asp?comp=137

NETWORK COMMUNICATIONS INTERNATIONAL CORP.
d/b/a NCIC Inmate Communications
607 E. Whaley Street
Longview, Texas 75601

Missouri Price List
Original Title Page

Effective: July 27, 2017

INTEREXCHANGE TELECOMMUNICATIONS SERVICES PRICE LIST

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INTEREXCHANGE TELECOMMUNICATIONS PRICE LIST

OF

NETWORK COMMUNICATIONS INTERNATIONAL CORP.

Institutional Calling Services are provided under the trade name: NCIC Inmate Communications

This Price List contains the descriptions, regulations and rates applicable to the provision of interexchange telecommunications provided by Network Communications International Corp. d/b/a NCIC Inmate Communications within the State of Missouri. This Price List may be inspected, during normal business hours, at the Company's principal place of business at 607 E. Whaley Street, Longview, Texas 75601, or at the Company's website at:

http://tariffs.net/select_client_docs.asp?comp=137

Network Communications International Corp. d/b/a NCIC Inmate Communications operates as a competitive telecommunications company within the state of Missouri.

NETWORK COMMUNICATIONS INTERNATIONAL CORP.
 d/b/a NCIC Inmate Communications
 607 E. Whaley Street
 Longview, Texas 75601

Missouri Price List
 Original Page 1

Effective: July 27, 2017

INTEREXCHANGE TELECOMMUNICATIONS SERVICES PRICE LIST

CHECK SHEET

Pages of this price list, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original price list and are currently in effect as of the date on the bottom of this page.

<u>PAGE</u>	<u>REVISION</u>		<u>PAGE</u>	<u>REVISION</u>	
Title	Original	*	21	Original	*
1	Original	*	22	Original	*
2	Original	*	23	Original	*
3	Original	*	24	Original	*
4	Original	*	25	Original	*
5	Original	*	26	Original	*
6	Original	*	27	Original	*
7	Original	*	28	Original	*
8	Original	*	29	Original	*
9	Original	*	30	Original	*
10	Original	*	31	Original	*
11	Original	*			
12	Original	*			
13	Original	*			
14	Original	*			
15	Original	*			
16	Original	*			
17	Original	*			
18	Original	*			
19	Original	*			
20	Original	*			

* - indicates those pages included with this filing

NETWORK COMMUNICATIONS INTERNATIONAL CORP.
d/b/a NCIC Inmate Communications
607 E. Whaley Street
Longview, Texas 75601

Missouri Price List
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INTEREXCHANGE TELECOMMUNICATIONS SERVICES PRICE LIST

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NETWORK COMMUNICATIONS INTERNATIONAL CORP.
d/b/a NCIC Inmate Communications
607 E. Whaley Street
Longview, Texas 75601

Missouri Price List
Original Page 3

Effective: July 27, 2017

INTEREXCHANGE TELECOMMUNICATIONS SERVICES PRICE LIST

APPLICATION OF PRICE LIST

The regulations, rules and conditions set forth in this Price List apply to the provision of intrastate public telecommunications services furnished within the State of Missouri by Network Communications International Corp. subject to the jurisdiction of the Public Service Commission of Missouri.

NETWORK COMMUNICATIONS INTERNATIONAL CORP.
d/b/a NCIC Inmate Communications
607 E. Whaley Street
Longview, Texas 75601

Missouri Price List
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INTEREXCHANGE TELECOMMUNICATIONS SERVICES PRICE LIST

EXPLANATION OF SYMBOLS

The following are the only symbols used for the purposes indicated below:

- (C) - To signify a changed listing, rule or condition that may affect rates or charges.
- (D) - To signify discontinued material, including a listing, rate, rule or condition.
- (I) - To signify an increase in rates or charges.
- (M) - To signify material relocated from or to another part of this Price List with no change in text, rate, rule or condition.
- (N) - To signify new material, including a listing, rate, rule or condition.
- (R) - To signify a reduction in rates or charges.
- (T) - To signify a change in the wording of the text, but no change in rate, rule or condition.
- (X) - To signify a correction or reissued matter.

NETWORK COMMUNICATIONS INTERNATIONAL CORP.
d/b/a NCIC Inmate Communications
607 E. Whaley Street
Longview, Texas 75601

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INTEREXCHANGE TELECOMMUNICATIONS SERVICES PRICE LIST

PRICE LIST FORMAT

- A. **Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new sheets are occasionally added to the price list. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. **Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version of the price list. For example, the 4th revised Page 14 cancels the 3rd revised Page 14.
- C. **Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
 - 2.
 - 2.1.
 - 2.1.1.
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a).
 - 2.1.1.A.1.(a)I.

NETWORK COMMUNICATIONS INTERNATIONAL CORP.
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 607 E. Whaley Street
 Longview, Texas 75601

Missouri Price List
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Effective: July 27, 2017

INTEREXCHANGE TELECOMMUNICATIONS SERVICES PRICE LIST

STATEMENT OF COMPETITIVE CARRIER STATUS

Network Communications International Corp. is classified as a competitive telecommunications company in Missouri for which the following statutory and regulatory requirements are waived:

Section 392.240 (1)	-	Ratemaking
Section 392.270	-	Property valuation (ratemaking)
Section 392.280	-	Depreciation accounts
Section 392.290	-	Issuance of securities
Section 392.310	-	Stock and debt issuance
Section 392.320	-	Stock dividend payments
Section 392.330	-	Issuance of securities, debt and notes
Section 392.340	-	Reorganization(s)

Commission Rules:

4 CSR 240-10.020	-	Depreciation fund income
4 CSR 240-30.010(2)(C)	-	Rate schedules
4 CSR 240-30.040	-	Uniform System of Accounts
4 CSR 240-32.030(1)(B)	-	Exchange boundary maps
4 CSR 240-32.030(1)(C)	-	Record keeping
4 CSR 240-32.030(2)	-	In-state record keeping
4 CSR 240-32.050(3)	-	Local office record keeping
4 CSR 240-32.050(4)	-	Telephone directories
4 CSR 240-32.050(5)	-	Call intercept
4 CSR 240-32.050(6)	-	Telephone number changes
4 CSR 240-32.070(4)	-	Public coin telephone
4 CSR 240-33.030	-	Minimum charges rules
4 CSR 240-33.040(5)	-	Financing Fees

NCIC has provided our General Business – For Profit Business Filing below.

Denny Hoskins

Missouri Secretary of State

MISSOURI ONLINE BUSINESS FILING

[MY ACCOUNT](#)
[HOME](#)
[SEARCH](#)
[MISC INFO](#)
[UCC FILING](#)
[Help](#)

Gen. Business - For Profit Details as of 5/15/2025

File Documents - select the filing from the "Filing Type" drop-down list, then click **FILE ONLINE**.

To terminate an entity two documents are required:

General Business and Nonprofit-- Articles of Dissolution followed by Articles of Termination

Limited Liability Companies-- Notice of Winding up followed by Articles of Termination

File Registration Reports - click **FILE REGISTRATION REPORT**.

Copies or Certificates - click **ORDER COPIES/CERTIFICATES**.

[RETURN TO
SEARCH RESULTS](#)

Create Filing

Amended Articles Accepting Professional Corporation Law (Corp 43)

[FILE
ONLINE](#)

[ORDER COPIES/
CERTIFICATES](#)

General Information	Filings	Principal Office Address	Contact(s)
Name(s) NETWORK COMMUNICATIONS INTERNATIONAL CORP. Type Gen. Business - For Profit Domesticity Foreign Registered Agent NATIONAL REGISTERED AGENTS, INC. 5661 Telegraph Rd Ste 4B Saint Louis, MO 63129-4275 Date Formed 11/23/1998	Principal Office Address 607 E Whaley St LONGVIEW, TX 75601-6526 Charter No: F00462761 Home State TX Status Good Standing	Duration Perpetual Report Due 4/30/2026	

The information contained on this page is provided as a public service, and may change at any time. The State, its employees, contractors, subcontractors or their employees do not make any warranty, expressed or implied, or assume any legal liability for the accuracy, completeness or usefulness of any information, apparatus, product or process disclosed or represent that its use would not infringe on privately-owned rights.

NCIC has provided our State of Texas certification below.



The State of Texas
SECRETARY OF STATE

IT IS HEREBY CERTIFIED that
Articles of Incorporation of

NETWORK COMMUNICATIONS INTERNATIONAL CORP.
File No. 01413495-00

were filed in this office and a certificate of incorporation was issued to this corporation,
and no certificate of dissolution is in effect and the corporation is currently in existence.



*IN TESTIMONY WHEREOF, I have hereunto
signed my name officially and caused to be
impressed hereon the Seal of State at my office in
the City of Austin, on November 12, 1998.*



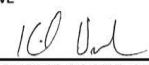
Alberto R. Gonzales
Secretary of State

MAC

NCIC has provided our W-9 below.

Form W-9 (Rev. October 2018) Department of the Treasury Internal Revenue Service	Request for Taxpayer Identification Number and Certification ► Go to www.irs.gov/FormW9 for instructions and the latest information.	Give Form to the requester. Do not send to the IRS.																																																		
Print or type. See Specific Instructions on page 3.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. Network Communications International Corp.																																																			
	2 Business name/disregarded entity name, if different from above NCIC Correctional Services / NCIC Inmate Communications																																																			
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes. ☐ Individual/sole proprietor or single-member LLC ☐ C Corporation ☒ S Corporation ☐ Partnership ☐ Trust/estate ☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► _____ Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner. ☐ Other (see instructions) ► _____																																																			
	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ (Applies to accounts maintained outside the U.S.)																																																			
	5 Address (number, street, and apt. or suite no.) See instructions. 607 E. Whaley St.	Requester's name and address (optional)																																																		
6 City, state, and ZIP code Longview, Texas 75601																																																				
	7 List account number(s) here (optional)																																																			
Part I Taxpayer Identification Number (TIN) Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i>, later. Note: If the account is in more than one name, see the instructions for line 1. Also see <i>What Name and Number To Give the Requester</i> for guidelines on whose number to enter.																																																				
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="10" style="text-align: center;">Social security number</td> </tr> <tr> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> </tr> <tr> <td colspan="10" style="text-align: center;">or</td> </tr> <tr> <td colspan="10" style="text-align: center;">Employer identification number</td> </tr> <tr> <td style="width: 30px; height: 20px;">7</td> <td style="width: 30px; height: 20px;">5</td> <td style="width: 30px; height: 20px;">-</td> <td style="width: 30px; height: 20px;">2</td> <td style="width: 30px; height: 20px;">6</td> <td style="width: 30px; height: 20px;">6</td> <td style="width: 30px; height: 20px;">7</td> <td style="width: 30px; height: 20px;">4</td> <td style="width: 30px; height: 20px;">2</td> <td style="width: 30px; height: 20px;">4</td> </tr> </table>			Social security number																				or										Employer identification number										7	5	-	2	6	6	7	4	2	4
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Part II Certification Under penalties of perjury, I certify that: 1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and 2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and 3. I am a U.S. citizen or other U.S. person (defined below); and 4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct. Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.																																																				
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Sign Here</td> <td style="width: 55%;"> Signature of U.S. person ► <i>William 2 Pope</i> </td> <td style="width: 30%;"> Date ► <i>3/25/2025</i> </td> </tr> </table>			Sign Here	Signature of U.S. person ► <i>William 2 Pope</i>	Date ► <i>3/25/2025</i>																																															
Sign Here	Signature of U.S. person ► <i>William 2 Pope</i>	Date ► <i>3/25/2025</i>																																																		
General Instructions Section references are to the Internal Revenue Code unless otherwise noted. Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9. Purpose of Form An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following. • Form 1099-DIV (dividends, including those from stocks or mutual funds) • Form 1099-MISC (various types of income, prizes, awards, or gross proceeds) • Form 1099-B (stock or mutual fund sales and certain other transactions by brokers) • Form 1099-S (proceeds from real estate transactions) • Form 1099-K (merchant card and third party network transactions) • Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition) • Form 1099-C (canceled debt) • Form 1099-A (acquisition or abandonment of secured property) Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN. If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.																																																				
Cat. No. 10231X Form W-9 (Rev. 10-2018)																																																				

NCIC has provided our Certificate of Insurance below.

 CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 12/23/2024				
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER. IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).						
PRODUCER GANS & SMITH INSURANCE AGENCY INC P.O Box 2869 Longview TX 75606		CONTACT NAME: Ann Arnn CISR, ACSR PHONE (A/C, No, Ext): (903) 757-4601 FAX (A/C, No): (903) 753-0782 E-MAIL: AARNN@gans-smith.com ADDRESS:				
INSURED NETWORK COMMUNICATIONS INTERNATIONAL CORP dba NCIC INMATE COMMUNICATIONS 607 E WHALEY ST LONGVIEW TX 75601-6526		INSURER(S) AFFORDING COVERAGE INSURER A: American Casualty Co of Reading PA NAIC #: 20427C INSURER B: Continental Insurance Company NAIC #: 35289C INSURER C: Continental Casualty Co (CNA) NAIC #: 20443C INSURER D: INSURER E: INSURER F:				
COVERAGES		CERTIFICATE NUMBER: 2025/26 REVISION NUMBER:				
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.						
INSR LTR	TYPE OF INSURANCE	ADDL INSD SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR ☒ Incl explosion collapse underground GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☐ PRO-JECT ☐ LOC OTHER:		6016376074	01/01/2025	01/01/2026	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/OP AGG \$ 2,000,000
B	AUTOMOBILE LIABILITY ☒ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☒ HIRED AUTOS ONLY ☒ NON-OWNED AUTOS ONLY		6016376057	01/01/2025	01/01/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Medical payments \$
B	☒ UMBRELLA LIAB ☒ OCCUR ☒ EXCESS LIAB ☐ CLAIMS-MADE DED ☒ RETENTION \$ 10,000		6016376060	01/01/2025	01/01/2026	EACH OCCURRENCE \$ 2,000,000 AGGREGATE \$ 2,000,000
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N/A	WC 6 16376088	01/01/2025	01/01/2026	☒ PER STATUTE ☐ OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 F.I. DISFASR - POLICY LIMIT \$ 1,000,000
C	Network Security & Privacy Liability & Professional Liability		6083194789	01/01/2025	01/01/2026	CYBER LIABILITY LIMIT 2mil/2mil PROF LIABILITY LIHIT 3mil/3mil
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) The general liability policy includes a blanket automatic additional insured endorsement provision that provides additional insured status to the certificate holder only when there is a written contract between the named insured and the certificate holder that requires such status. The general liability & workers compensation policies includes a blanket automatic waiver of subrogation endorsement that provides this feature only when there is a written contract between the named insured and the certificate holder that requires it.						
CERTIFICATE HOLDER For Information Purposes Only				CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 		

ACORD 25 (2016/03)

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5. Provide information on applicable prior projects completed for Christian County Sheriff's Office.

 **NCIC RESPONSE:** READ, AGREE, AND WILL COMPLY.

Currently, NCIC does not have any prior projects completed for the Christian County Sheriff's Office.

6. A description of the vendors intended relationship with county staff, including the level of assistance anticipated in completing the work of this project.
7. A description of any subcontracts and associations with other firms that the vendor proposes to utilize in the performance of this work. Fully describe the intended working relationships and responsibilities of each subcontracted firm and the number of past projects in which the vendor worked with each subcontracted firm.

 **NCIC RESPONSE:** READ, AGREE, AND WILL COMPLY.

NCIC is implementing a “Best-in-Class” strategy to meet and exceed the requirements outlined in this RFP. NCIC is equipped with well-trained and appropriately certified technical personnel (directly employed by NCIC – not subcontractors) who will be responsible for planning and executing the installation of technologies, as well as managing the ongoing maintenance and support of all systems. All NCIC personnel involved in the provision of services will pass and maintain security, background and any other clearances as required.

NCIC shall handle all work items related to the project directly, rather than utilizing subcontractors. However, should subcontractors be utilized in any fashion, they will be required to perform to the same level of quality and workmanship as direct NCIC employees while following the direction of County personnel.

8. Provide a **detailed** transition plan, if applicable. **Include milestone dates.**

 **NCIC RESPONSE:** READ, AGREE, AND WILL COMPLY.

An overview is provided detailing NCIC’s intended approach for a seamless transition of services at Christian County. A detailed walk-thru is encouraged with Christian County officials and, if awarded, NCIC’s installation team, along with the County, shall provide an approved and most efficient approach that will minimize down time. All phases are fully customizable to meet the requirements and needs of the County.

Inmate Video Visitation and Tablet System Transition / Installation Plan

Project Phase	Timeline	Description
Pre-Installation and Phase I	Week 1 (Day 1 – 7)	During Pre-Installation <u>Video Visitation</u> Phase, NCIC's Project Team will: • Meet with Customer to confirm the overall project scope, project schedule and acceptance criteria, conduct a supplemental Site Survey; • Order equipment including but not limited to circuits, network equipment, system software, video visitation kiosks and related equipment; • Confirm project team members and define roles and responsibilities; • Identify team members requiring onsite access – complete background / security clearance forms and any other Customer requirements to obtain facility access; and • Conduct site survey at each location identifying existing equipment locations, confirming installation requirements including number of video visitation kiosks (incarcerated individual(s)-side and public-side), infrastructure requirements, equipment room(s), cut-off switches. (Each facility location where equipment will be installed will be a task on the project plan). • Confirm scheduling requirements for video visitation for all User Groups. • Confirm the required functionality of the multi-functional video visitation kiosks, covering the following possible services: ○ On-site video visitation ○ Off-site ('remote') video visitation ○ Grievances ○ Medical Requests ○ Ticketing ○ Jail Handbook ○ Messaging ○ PREA Notifications ○ Suicide Notifications ○ Commissary Ordering ○ Links to other 3rd Party Services • Initiate the business relationship and dialogue with critical third parties such as the Facility's JMS and / or Commissary providers, in order to implement the critical interfaces.

		During the Pre-Installation <u>Tablet</u> Phase, NCIC's Project Team will: • Meet with Customer to confirm the overall project scope, project schedule and acceptance criteria, conduct a supplemental Site Survey; • Order equipment including but not limited to wireless access points, network equipment, system software, correctional tablets, and charging stations; • Confirm project team members and define roles and responsibilities; • Identify team members requiring onsite access – complete background / security clearance forms and any other Customer requirements to obtain facility access; and • Conduct site survey at each location identifying existing equipment locations, confirming installation requirements including number of correctional tablets, charging stations, infrastructure requirements, equipment room(s), charging stations. (Each facility location where equipment will be installed will be a task on the project plan). • Initiate the business relationship and dialogue with critical third parties such as the Facility's JMS and / or Commissary providers, in order to implement the critical interfaces. • Conduct Pre-Installation Configuration; • Confirm Requirements and Features with Customer; Conduct Initial Software Demo Training.
Installation, Cut-Over & Acceptance	Week 1 – 2 (Day 7 – 14)	During Installation & Cut-Over Video Visitation Phase, NCIC's Project Team will: • Configure and test network; • Account setup and configuration completed including setup and configuration of the correctional phones to test for required features and functionality; • Inspect and test all video visitation kiosks. Enable all required features in accordance with Customer requirements and contract. • Confirm visitation rules and User Access requirements with Customer, test configuration and User Access. • Request required data from the incumbent system (where applicable). Review, 'scrub' and migrate from current system. • Develop and test the required interfaces with 3rd Party providers such as JMS and Commissary. • QA testing on delivered equipment. • Test all installed Network Circuits; • Equipment setup and powered; • Installation of incarcerated individual(s)-side and public-side video visitation kiosks including installing any new cabling, QA testing; • Installation and setup of Computer Workstations and Administrative Software in designated areas;

- Confirm that incarcerated individual(s) information and other critical elements of the integrations are accurate and working;
- ID all kiosk ports and create equipment inventory listing.
- User Acceptance testing
- Comprehensive, on-site training which is scheduled in advance and ensures coverage of all required facility personnel and different shifts, if applicable.

Cut-over phase & Customer Acceptance Phase, which includes:

- Monitoring initial video visitation sessions for any issues, ensuring quality connectivity and accuracy of scheduling software;
- Miscellaneous support activities (e.g. ensuring NCIC video visitation information is on the City / Sheriff's web pages, providing informative posters / flyers / brochures for Friends and Families of incarcerated individual(s)s, providing NCIC Escalation List etc.);
- Post-Installation report;
- Final project documentation is completed; Project Plan is updated and closed out;
- Joint facility Walk-Thru, System Acceptance Testing, Final Documentation

During **Installation & Cut-Over Tablet Phase**, NCIC's Project Team will:

- Configure and test network;
- Account setup and configuration completed including setup and configuration of the correctional tablets to test for required features and functionality;
- Inspect and test all correctional tablets. Enable all required features in accordance with Customer requirements and contract.
- Confirm User Access requirements and User Roles with Customer, test configuration and User Access.
- Develop and test the required interfaces with 3rd Party providers such as JMS and Commissary.
- QA testing on delivered equipment.
- Implement System Configurations;
- Initiate Facility Training;
- Test all installed Network Circuits;
- Equipment setup and powered;
- Installation of charging stations and wireless content servers including installing any new cabling, QA testing;
- Installation and setup of Computer Workstations and Administrative Software in designated areas;
- Confirm that incarcerated individual(s) information and other critical elements of the integrations are accurate and working;
- ID all correctional Tablets and create equipment inventory listing.

- Additional On-site Software Training

Cut-over phase & Customer Acceptance Phase, which includes:

- Monitoring initial Education and Entertainment Content interaction for any issues, ensuring quality connectivity and charging consistency;
- Miscellaneous support activities (e.g. ensuring NCIC Correctional Tablet information is on the County web pages, providing informative posters / flyers / brochures for Staff and Incarcerated individual(s), providing NCIC Escalation List etc.);
- Post-Installation report;
- Joint facility Walk-Thru, System Acceptance Testing, Final Documentation

9. Include jobs and contract that your company has held that are similar in scope and size to this RFP. Enter this information in Attribute 21-23 below.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC has provided the three (3) requested references, submitted under Attributes #12, #13, and #14 on the bid portal and encourages the County to contact each of our references at any time.

Qualifications:

Include the following documentation of qualifications:

1. Copy of any license(s)
2. Copy of certification(s)
3. Copy of registration(s)
4. Provide a copy of any document **required** by the State of Missouri, local or federal authorities having jurisdiction for the vendor to perform the work of this project.

NOTE: It is a **Requirement** of this proposal that your firms equipment and software are compatible with Jail Management Software (JMS) Omnigo. Indicate what software you are providing and how that will integrate with Christian County's JMS. It will be the awarded vendor's responsibility to pay for the integration to Omnigo and training of the software.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC is a registered business entity and has provided our license(s), certification(s), registration, insurance, W-9 beginning on Page 28. All equipment meets or exceeds applicable FCC licensing, rules, and certification regulations. NCIC shall be fully responsible for all integration expenses and training details are provided in the section that follows. There will be no cost to the County.

Training:

Explain your training proposal, if applicable. Include milestones and approximate timeframe to be up and running. **Explain how your training will be conducted.**

 **NCIC RESPONSE:** READ, AGREE, AND WILL COMPLY.

NCIC provides free, comprehensive, *onsite* training to all customers and will provide free recurring training as needed and/or requested by the County. Facility Administrators, along with any County staff who will have access to the equipment and the system interface, are thoroughly instructed on how to use the proposed platforms. Staff will receive hands-on training to ensure they are properly acquainted with the new systems. Training can be provided over multiple days and shifts to ensure all Facility staff have a chance to participate, if needed. All staff will be provided with a detailed syllabus, as well as a training manual. In addition, the proposed communications platforms offer sections where users can reference instructional documents and videos that show said user how to use the systems. NCIC will provide on-site training based on the staff's areas of expertise, including, but not limited to:

- a. System administration and operation
- b. Investigative features for investigative staff
- c. Managerial and financial reporting for administrators

Initial on-site training is typically provided during the implementation and is included as part of the overall project plan. NCIC will work with the appropriate County personnel to identify any employee or personnel requiring additional training or a review. Including all staff (e.g., Administrator, Operation, Reporting, Investigative). A hands-on demonstration and training are provided to all necessary individuals to ensure proper acquaintance or reacquaintance with the new system.

Training will be provided over multiple days and shifts to ensure:

- All staff can attend;
- Trainings are provided for the staff's area of focus (e.g., administration, investigation);
- Smaller class sizes; and
- To accommodate the staff's schedules.

NCIC will provide on-going training to include, but not limited to training:

- a. New and existing Staff on new features or upgrades
- b. Investigative staff on new features or upgrades

On-demand training will be available via phone/web-based access, or on-site, if preferred. Web-based training can be done on the same day, in case of emergency. NCIC provides full documentation, and all supporting material is online and easily available from any Internet-enabled computer, accessible within the proposed system by clicking the Documentation tab. Online resources include Instructional Documents and more than thirty (30) Instructional How-To Videos which can be accessed on an as-needed basis covering various common functions of the proposed systems. NCIC's comprehensive training overview, including a proposed training schedule follows and can be customized based on the needs of the County.

System Training Overview			
Inmate Telephone System	Video Visitation System	Voice Biometrics System	Schoolhouse Learning Management System
Live Monitoring - Monitoring & Terminating Calls - Searching Specific Calls - Adjusting Columns Call History - Using “Canned” Searches / Selecting Search Criteria - Call Duration and Call Charges - Exporting and Revenue Tracking Briefcase - Selecting and Saving Calls to Briefcase - Sharing and Downloading Calls Destinations - Adding Destination Numbers - Searching Specific Destination Numbers - Managing Destination Number Configurations - Viewing Pre-Paid Account Information - Managing Restrictions & Allowed/Denied Numbers Inmate Accounts - Searching Specific Inmates - Managing Inmate PINs - Managing Inmate Restrictions - Inmate Greeting (Name Recording) - Inmate Messaging - Inmate Transactions Authorized Users - Adding a User - Setting and Editing User Permissions - Updating User Password - Viewing User Activity Investigative Alerts - Setting Alert Triggers - Receiving Alert Notifications (Call / Text / Email) Generating System Reports - Exporting Capabilities - Filtering through desired reporting criteria	Video Monitoring - Monitoring & Terminating Sessions - Using “Canned” Searches / Selecting Search Criteria - Selecting and Saving Calls to Briefcase - Sharing and Downloading Calls Inmate Accounts - Searching Specific Inmates - Managing Inmate PINs - Managing Inmate Restrictions - Inmate Messaging Authorized Users - Adding a User - Setting and Editing User Permissions - Updating User Password Investigative Alerts - Setting Alert Triggers - Receiving Alert - Notifications (Call / Text / Email) Generating System Reports - Exporting Capabilities - Filtering Through Desired Reporting Criteria Ticketing System - Manage Grievances - Manage Medical Requests - Manage Inmate Tickets	Pin Abuse - Selecting an Inmate - Selecting a Pin Sharer / Thief - Reviewing Calls Multi-Speaker Events - Selecting an Inmate - Selecting Additional Speakers - Reviewing Multi-Speaker Calls Visual Link Analysis - By Inmate and by Destination Number - Searching Specific Inmates - Reviewing Common Calling Activity - Reviewing Calls and Call Types - Navigating via Visual Link Analysis - Searching Specific Destination Numbers Hotlists and Scheduled Hotlist Reports - Configuring a New Hotlist - Selecting Points of Interest (Inmates / Destinations) - Establishing a Schedule for Reports - Configuring a New Report - Establishing a Schedule for Reports	Learner Engagement - Monitoring Learner Engagement - Checking Learner Login Frequency - Checking Learner Login Duration - Checking Learner Activity Distribution Learner Accounts - Searching Specific Learners - Managing Learner Logins - Managing learner Restrictions - Setting Alerts for Specific Learners Learner Certificates - Searching Course Completion Certificates - Printing / Exporting / Sharing Learner Certificates - Aggregating Learner Certificates Entertainment Management - Managing Entertainment Options - Movies / Radio / Games - Managing Entertainment Restrictions - Managing GEMs Generating System Reports - Exporting Capabilities - Filtering through Desired Reporting Criteria - Generating Learner Data Reports Authorized Users - Adding a User (Staff Member) - Setting Up and Editing User Permissions - Updating User Passwords

It is also a requirement that the awarded vendor will maintain/replace all equipment at no charge to the County.

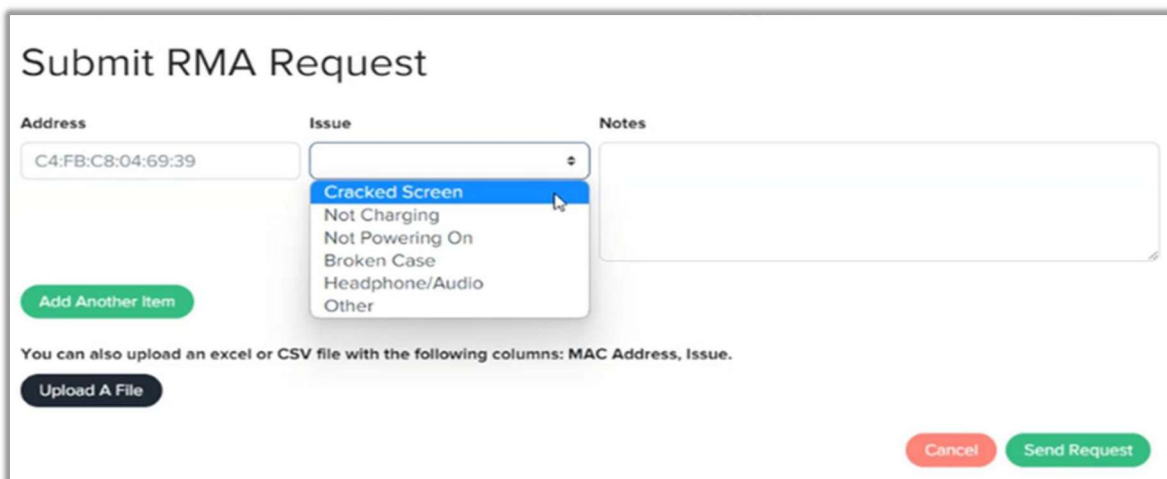
NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC directly provides maintenance and technical services including replacing / repairing equipment, as well as customer service and facility support at no cost to the County. All maintenance and repairs to telephones, tablets, and the ITS shall remain NCIC's full responsibility. NCIC's Customer Support is completely maintained "in-house". The bi-lingual Facility Support Department is available 24/7/365 and can be contacted by telephone at 903-757-4455 or toll-free 888-686-3699, or through email (for trouble-ticketing) at support@ncic.com. Callers can easily access a live agent within a few seconds, by following the easy prompts. All inquiries received will receive immediate notification of receipt, and resolution will follow shortly thereafter.

Provided as part of our continuous technical support, NCIC has made it easier for the management of damaged or faulty Tablets by allowing Authorized Users to prepare and submit a Return Merchandise Authorization (RMA) request, directly through the proposed InTouch Suite.

By default, all Tablets are identified by using the individually assigned MAC address on the back of the casing. Specifications for individual Tablet are required in order for the RMA process to be initiated such as providing the MAC Address, a pre-selected issue, and a written description of the issue, in order to proceed. If Facility staff would like to submit a long list of faulty equipment, users will have the ability to either manually add each device or upload an Excel spreadsheet with all required detail. Please reference the screenshot(s) that follow.

Submitting an RMA Request Screenshot



Submit RMA Request

Address	Issue	Notes
C4:FB:C8:04:69:39	Cracked Screen	

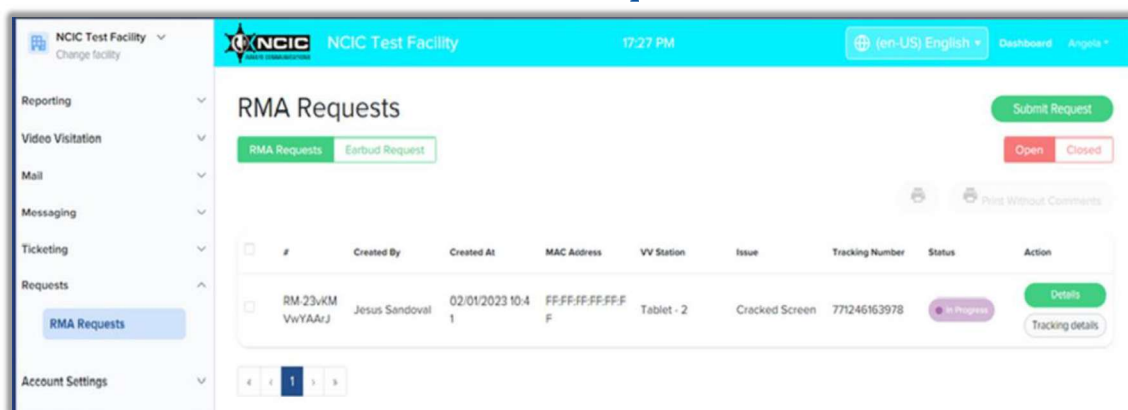
[Add Another Item](#)

You can also upload an excel or CSV file with the following columns: MAC Address, Issue.

[Upload A File](#)

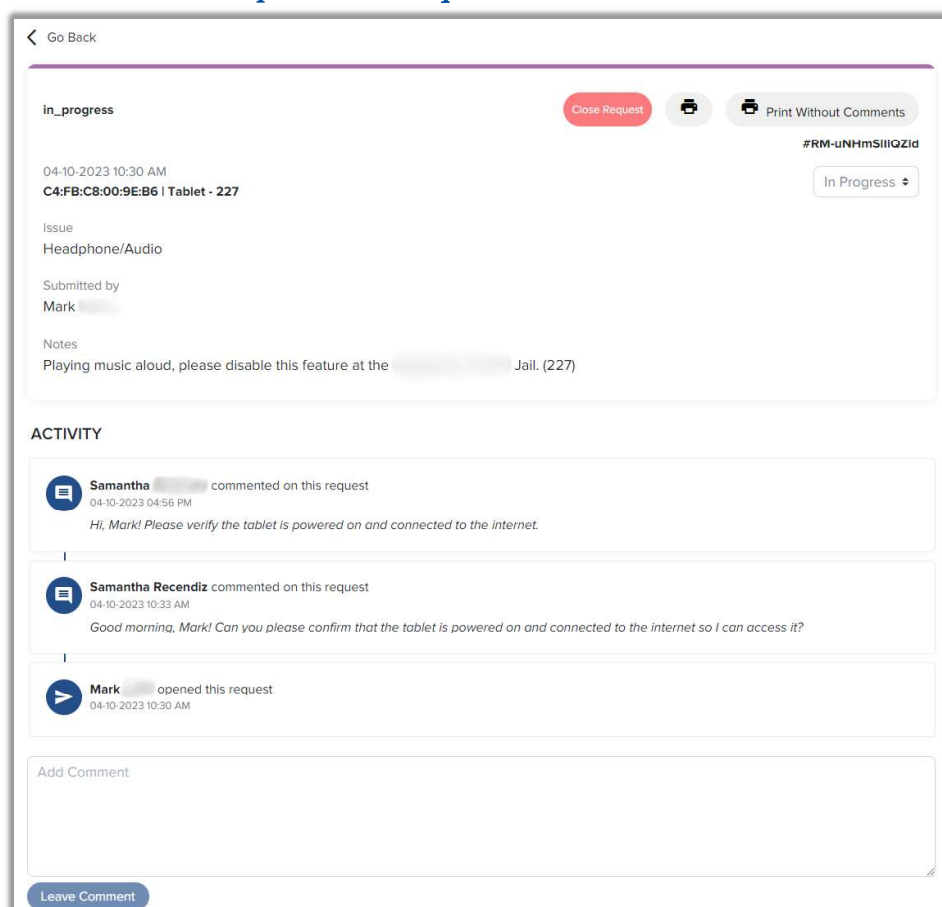
[Cancel](#) [Send Request](#)

Return Merchandise Request Screenshot



NCIC provides ticket information and resolution updates of RMAs by sending an email notification to the appropriate parties throughout the process. Once an RMA has been submitted, it will be assigned a unique RMA identifier number so that facility staff and NCIC personnel can easily locate RMA requests. NCIC personnel can communicate with Facility staff by sending messages back and forth within the submitted RMA request, until the request has been resolved and closed. Comments list the name of the NCIC staff member responding, along with a stamped date and time of the message. Please see the screenshot that follows.

Open RMA Request Card Screenshot



Key Personnel/Staffing:

Project Manager/Other Key Personnel:

1. Provide the Project Manager name, contact information and provide a copy of their resumes. Details, experience and/or resumes for employees that will work on this contract (include training programs, certifications, etc. as applicable to this RFP.

 **NCIC RESPONSE:** READ, AGREE, AND WILL COMPLY.

Should NCIC become the trusted provider of inmate communications for Christian County, the following team will collaboratively serve as Project Manager and Field Service, Maintenance and Support. NCIC will assign Mr. Craig Storer as the primary point of contact for the County during the contract term. Mr. Storer will oversee contract documentation and management, manage the implementation of all service, ongoing maintenance, and oversight into management of the day-to-day operations.

Mr. Bill Rounds, Field Service and Support, whose efforts will be supported by NCIC's experienced team of administrative, support, networking, IT, and field technician personnel, shall be the primary point of contact for all the County's maintenance and service needs.

Please reference the Escalation List / Key Personnel and resumes on the following pages.

Escalation List / Key Personnel

Level 1

Responsibilities

Primary contact and liaison for the Facility; Responsible for orchestrating installation and ongoing customer service. Responsible for site surveys, assessment of infrastructure and equipment needed, installation of network equipment, cabling, telephone systems, kiosks, wireless access points, and other necessary equipment in correctional facilities.

Experience

156 years of experience in installing, testing, and maintaining a variety of communications equipment. Experienced and qualified in project management for routine maintenance and installations pertaining to communication systems.



Bill Rounds

BUSINESS DEVELOPMENT &
TECHNICIAN SERVICES

Support@ncic.com
903-757-4455



Craig Storer

ACCOUNT EXECUTIVE

Craig.Storer@ncic.com
903-757-4455 ext. 1053



Randy Polk

CLIENT SERVICES DIRECTOR

Randy.Polk@ncic.com
903-757-4455 ext. 1020



Randy Dilday

WAREHOUSE / INSTALLATION
PROJECT MANAGER

Randy.Dilday@ncic.com
903-757-4455 ext. 1024



William Pope

PRESIDENT

Bill.Pope@ncic.com
903-757-4455 ext. 1001

Level 2

Responsibilities

Project Management and secondary contact for the County and responsible for orchestrating installation and ongoing maintenance of inmate telephone and equipment. Oversees NCIC's compliance with contractual obligations and ensure adherence to proposed calling rates and ancillary fees.

Experience

13 years' experience in inmate communications reconciliations and audits. Experienced in assembling RFP responses and proposals. 6 years' experience directly managing customer accounts as the Account Executive.

Level 3

Responsibilities

Manages the NCIC Customer Service team and conducts training on the communications and investigative software, as well as all related systems.

Experience

29 years of customer service experience. Pivotal in cultivating the company's overall approach to customer support and call center operations.

Level 4

Responsibilities

Oversees and manages all installations which includes pre-installation visits and site surveys; ordering hardware and actual installation of communications equipment required for the facility.

Experience

26 years' experience including facilitating installations, call center experience and 10 years as NCIC's call center manager. Experienced in performing platform integrations with JMS and Commissary providers.

Level 5

Responsibilities

Manages the daily operations of operator services and billing as well as the development strategy of new billing products for payphone and inmate phone industry. Primary representative to regulatory authorities and partner companies. Exists as the ultimate escalation point for County / Facility personnel.

Experience

Telecommunications career specifically in payphone, inmate telephone and billing services for 30+ years. More than 25 years dealing with correctional agencies and telephone carriers in over 20 countries.



Bill Rounds

Business Development and Field Services

Education:

High School Diploma

Related Work Experience:

Experienced in managing telecommunications projects, maintaining complex systems, and coordinating multi-team operations since 1995

Qualifications:

- **Project Management:** Responsible for site surveys, assessment of infrastructure and equipment needed, installation of network equipment, cabling, telephone systems, kiosks, wireless access points, and other necessary equipment in correctional facilities.
- **Installation, maintenance, and service of telephone systems and video visitation systems** at correctional facilities, including infrastructure and network equipment.

Relevant Experience:

- **1/18/2010 – Present**
Tele-Connect, Inc (a partner company of NCIC)
Account Representative
 - Provides pay telephone service for the residents at the Johnson County Adult Residential Center in New Century, Kansas. Visit several times monthly for coin collection and maintenance.
- **1/30/23 – Present**
Account Representative for
NCIC Inmate Communications
Clinton County Jail, Missouri
 - Performed site survey, determined all necessary equipment and materials, installed inmate phones, video visitation kiosks, wireless access points, tablets, network equipment and cabled jail for infrastructure. Also provides continuous maintenance.
- **2/8/23 – Present**
NCIC Inmate Communications
Ottawa County Jail, Kansas
 - Performed site survey, determined all necessary equipment and materials, installed inmate phones, video visitation kiosks, wireless access points, tablets, network equipment and cabled jail for infrastructure. Also provides continuous maintenance.
- **1/23/23 – Present**
NCIC Inmate Communications
Cowley County Jail, Kansas
 - Performed site survey, determined all necessary equipment and materials, installed inmate phones, video visitation kiosks, wireless access points, tablets, network equipment and cabled jail for infrastructure. Also provides continuous maintenance.
- **1/11/23 – Present**
NCIC Inmate Communications
Callaway County Jail, Missouri
 - Performed site survey, determined all necessary equipment and materials, installed inmate phones, video visitation kiosks, wireless access points, tablets, network equipment and cabled jail for infrastructure. Also provides continuous maintenance.
- **3/29/21 – Present**
Account Representative for
NCIC Inmate Communications
Ray County Jail, Missouri
 - Performed site survey, determined all necessary equipment and materials, installed inmate phones, video visitation kiosks, wireless access points, tablets, network equipment and cabled jail for infrastructure. Also provides continuous maintenance.



Craig Storer

Marketing Director

Qualifications:

- Requirements gathering for Inmate Communications Requests for Proposals (RFPs)
- RFP drafting in accordance with facility needs to address technological, compliance and monetary requirements
- Manage vendor correspondence and engagement with the RFP process
- Consult with correctional clients upon receipt and review of RFP responses
- Provide unbiased assessment and evaluation of RFP responses based on compliance with RFP requirements, technical capabilities, industry experience, cost proposals and financial offers
- Draft the subsequent Inmate Communications Agreements based on initial RFP requirements and in accordance with the responses/offers of successful offerors

Relevant Experience:

- Praeses, LLC- Shreveport, LA
- October 2010- February 2017
- National Accounts Manager- Correctional Services Division
 - Provide oversight of vendor contractual compliance on an ongoing basis, covering the following areas:
 - Insurance;
 - Surety;
 - Drug-Free Workplace Requirements, and;
 - Local/State Tariffs.
 - Manage and track monthly and annual compensation guarantees;
 - Manage monthly remittance and reporting processes;
 - Conduct detailed monthly reconciliations of call detail records related to the inmate communications environment.

Education:

Bachelor of International Business Murdoch University Perth, Western Australia

Master of Business Administration (MBA)
Centenary College
Shreveport, Louisiana

Related Work Experience:

Experience with inmate communications, reconciliations, RFP management, and sales in correctional telecommunications since 2010.

Certifications

- **Club Officer within Toastmasters Club 718 of Shreveport- served as President for 5 years**
- **Attained the awards of 'Competent Communicator' and 'Advanced Communicator Bronze.'**



Randy Polk

Client Service Director

Qualifications:

- **Efficient & Detail-Oriented:** Proven ability to perform accurate data entry and manage high workloads while meeting tight deadlines.
- **Strong Communicator:** Skilled in clear, professional verbal and written communication across diverse audiences.
- **Client-Focused:** Experienced in supporting customer needs with responsiveness, problem-solving, and a service-first mindset.
- **Organized & Reliable:** Demonstrated success in managing tasks, priorities, and systems with consistency and accountability.

Relevant Experience:

- **11/01/1997 – Present**
NCIC Correctional Services
Client Service Director
 - Serve as the primary point of contact for correctional facility clients nationwide, managing all aspects of account support, service delivery, and relationship retention.
 - Maintain and update client accounts, including rate configurations, commission structures, and billing details across NCIC's communication platforms.
 - Lead training for facility staff on NCIC's InTouch platform, covering phone systems, video visitation, messaging, and inmate tablets.
 - Manage service tickets through NCIC's customer support system, ensuring timely resolution of technical issues and service requests.
 - Represent NCIC at industry conferences and trade shows, presenting product solutions and fostering client engagement.
 - Collaborate with internal teams to support client onboarding, equipment deployment, and ongoing service optimization.

Education:

High School Diploma

Related Work Experience:

Experienced in managing client relations through customer service direction, as well providing in-depth system training for correctional agencies since 1994



Randy Dilday

Warehouse / Installation Project Manager

Qualifications:

- Call Center Director – 9 years
- Managing Customer Service Representatives - 12 years
- Training Customers/Facility Staff on Communications Platform
- Facilitate and perform platform integrations with JMS and Commissary providers
- Project Manager Jail Installation: pre-installation visits and site surveys; ordering hardware and actual installation of telephones/equipment required for the facility.
- Basic programming for statistical reporting

Relevant Experience:

- **March 2017**
 - Allen Correctional in Kinder La. Managed and assisted with the installation and cut over of the inmate phone system. Worked with JMS to get inmate data and create the Personal ID numbers Allen Correctional requested. Interfaced with the Commissary to allow phone time purchases and phone based commissary ordering.
- **May 2016**
 - Installed Panola County Jail, Texas. Evaluated jail ordered phones and equipment as well as facilitated the interface with the Commissary. Assisted with the hanging of the inmate phones and made sure the cut over went smooth. Trained staff on the ICE Platform.
- **April 2015**
 - Installed Gregg County Jail and assisted with training staff and educating inmates on the inmate phone system. Organized the incumbent provider cut-off, install of equipment and conversion to NCIC's platform. Assisted in the hanging of phones, running of wires and punch downs.
- **January 2015– March 2015**
 - Worked with Lone Star Commissary and the Gregg County Jail IT department to interface JMS, Commissary and Inmate Phone System.

Education:

High School Diploma

Attended East Texas Baptist University

Attended Kilgore College

Certifications:

Multiple Human Resource and Customer Service accreditations

2010
C# Programming Certification

Related Work Experience:

Experienced in managing telecom call center, as well as directing installation operations at correctional agencies since 1994



Bill Pope

President

Qualifications:

- Telecommunications career specifically in telecommunications, inmate communications/services and billing services for 34+ years.
- Extensive international sales and travel over past 27 years dealing specifically with government correctional agencies in over 20 countries.
- Manages the daily operations, regulatory activities and billing as well as the development strategy of new products for the corrections industry
- Primary representative to regulatory authorities and partner companies
- Successfully defended and settled approximately 10 lawsuits

Relevant Experience:

In addition to serving as President and Owner of NCIC Inmate Communications, the following details are inclusive with the relevant experience:

- **2022**
 - Testifying in front of the Montana State Legislature on how to effectively regulate inmate communications.
- **2019-2021**
 - Working with the staff of U.S. Senator Tammy Duckworth to guide wording of the Senator's bill to regulate the inmate communications industry.
- **2019 - 2021**
 - Working with California PUC staff to ensure fair regulations of our industry.
- **July 2017**
 - Testified in Georgia PSC meeting to convince PSC not to attempt to cap or regulate commission payments to jails. Only two inmate phone providers (NCIC & ICS) publicly supported the position that the PSC does not have authority to regulate commission payments to counties.
- **2013 - 2015**
 - Working with FCC and the Alabama Public Service Commission to form fair regulations of the inmate telephone industry. Received an excellent ruling in October 2015 and August 2015. Intervened on appeal of the ruling in support of the FCC.
- **2015-2016**
 - Working with the Louisiana and Georgia Public Service Commissions on regulations of inmate telephone rates and fees.
- **July 2015**
 - participated on an FCC workshop panel regarding regulation of inmate telephone services.

Education:

1983 - 1987
BS - Political Science
 Texas A&M University

1990 - 1992
Masters level courses in Telecommunications Management
 University of Dallas /University Texas - Tyler

Total Years of Related Work Experience:

34+ years in the telecommunications industry

2. List 1-3 examples of comparable projects undertaken by the project manager under your employment. Please note: Should a contract be given to your company and your project manager or dedicated representative leave your company, Christian County will have final say on who the representative will be for any replacement.

 **NCIC RESPONSE:** READ, AGREE, AND WILL COMPLY.

NCIC has provided the following list of customers where comparable scope of services have been implemented as requested by Christian County. For all referenced projects, NCIC personnel worked directly with facility staff to coordinate installation timelines. This included the delivery and setup of all required equipment—such as phones, kiosks, and tablets—along with the necessary software and network infrastructure tailored to each agency's specific needs. NCIC is pleased to provide the following information for products and services to Yellowstone County Jail and Minnehaha County Jail:

Lawrence County Jail, Mt. Vernon, MO:

Mr. Bill Rounds first engaged with Lawrence County, Missouri in February of 2024, at which time it immediately became evident that the Agency was in need of an improved Inmate Communications and Educational Tablet system. At the time, Lawrence County was preparing to open a brand new Jail facility and was weighing up options, relative to these services.

At the very outset of the relationship, it became evident that Lawrence County had some very stringent requirements and standards relative to the new system coming in to the new Jail facility. Tablets would need to be provided (and more importantly, *sustained*) at a 1:1 inmate-tablet ratio, and the tablet charge cart scenario would need to be implemented in such a manner that it was a “self-service” model – not tying up the time and attention of staff, passing out and collecting tablets each day. Something unique about the new Lawrence County Jail facility is that the Facility’s administration wanted to forego the wall-mounted kiosks and even the traditional wall-mounted phones (aside from 2 of them in the Booking / Intake area), and use solely Tablets for the delivery of services and applications to the inmate population. Bill personally oversaw the installation of all of NCIC’s services, ensuring that the Wireless Access Points were plentiful and positioned in a manner that allowed for seamless, unfettered access to all available tablet services.

Significant improvements also came to the Inmate Phone System in the new Facility (with phone calling being delivered through the “Phone App” on the Tablets). Under the previous arrangement, the Phone provider preferred the use of “online calling cards,” a cumbersome, outdated technology that allowed the Provider to retain any unused balances in the case of inmate release / transfer. NCIC implemented a digital, cardless “Debit” interface with the Facility’s commissary provider, streamlining the process for allowing Lawrence County inmates to access their Commissary (trust) funds for communications. Through such an interface, any unused balances are automatically credited back to the commissary account during the release process – reducing complaints and refund requests coming back to the Facility staff.

Bill provides the Lawrence County Jail Facility with regular “Preventative Maintenance Visits” where he calls upon the facility – *whether or not there are any reported issues* – and spot-checks all NCIC equipment to ensure it’s functioning correctly.

Through the introduction of superior technologies, more consumer-friendly billing practices and a “facility first” approach to service and maintenance, NCIC has been able to vastly improve the Inmate Communications and Tablet environment at the new Lawrence County Jail.

Yellowstone County Detention Facility, Billings, MT:

In the initial meeting with Yellowstone County, NCIC learned of the frustrations the facility had with the inmate communications provider regarding the level of service provided as well as technologies installed. NCIC successfully responded and was awarded the County’s RFP and seamlessly installed inmate telephones, wall-mounted kiosks, and educational tablets at a ratio of 1 tablet for every 2 inmates (later moved to 1:1 ratio). In addition to vastly improving the technology environment for facility staff, investigators, inmates, and loved ones, NCIC lowered the rates and fees charged for all communication services. As anticipated, lowering rates and offering more affordable services to the population resulted in a significant increase in call volume, video visits, and messages allowing NCIC to guarantee a revenue-share back to the agency more than double the return from the previous provider.

In addition to these improvements, the agency now enjoys our exemplary level of service and responsiveness for facility staff, inmates, and loved ones. Our quality of service is achieved through quick response times for tickets, facility and call center support offered 24/7/365, and NCIC’s Account Executives paying close attention to the unique needs of Yellowstone County Detention Center.

Minnehaha County Jail, Sioux Falls, SD:

NCIC became aware of some significant challenges being faced by this agency and we were eager to assist. Once NCIC was chosen as the trusted provider for Minnehaha County, we immediately completed a thorough site survey ensuring a deep understanding of the agency’s needs in terms of equipment counts for each housing area of the facility, and the required blend of NCIC’s technology suite to be deployed. NCIC’s installation of phones, wall-mounted kiosks, and tablets was headache-free and the transition was successful with *zero* communications downtime. Minnehaha County had not been able to achieve a 1:1 ratio of tablets for inmates and this was an important aspect of NCIC’s overall installation. All qualifying inmates now have access to educational tablets, easing tension throughout the facility and acts as a valuable management tool for the facility’s administration. As well as being able to communicate via the tablets with phone calling, video visitation (secured by facial detection) and messaging, inmates can complete educational coursework as well as vocational, self-awareness, substance & alcohol abuse, parenting, money management skills and much more. The tablets are wirelessly charged via in-pod charge carts and available on an automated daily schedule, the overall program is almost entirely “hands off” for facility staff.

Minnehaha County Jail, like all of the agencies served by NCIC, enjoys an excellent level of service from NCIC’s team. Any damaged or faulty equipment is addressed quickly, and service tickets are responded to in a timely fashion. Also, as is common with NCIC’s deployments, the calling rates and fees were reduced as compared to the previous provider, making communications more affordable and accessible for the incarcerated individuals and loved ones.

In the event the assigned project manager or dedicated representative is no longer with the company or otherwise unable to fulfill the duties, we agree to collaborate closely with Christian County to identify and assign a suitable replacement. While NCIC will propose qualified candidates who meet the technical and professional standards required for the role, we fully respect and accept that Christian County will have final approval on any replacement representative.

Sherburne County Jail, Elk River, MN:

Sherburne County Jail is a very unique agency, in that it houses a large number of Federal detainees, in addition to local inmates. Sherburne County pays close attention to the needs of its detainees, especially as it relates to programming, educational and self-improvement needs. To that end, it is absolutely *critical* that the Tablet program at Sherburne County operates on a 1:1 (inmate-tablet) ratio. There is no room for a shortage of tablets for Sherburne County – this was made clear to NCIC during our very initial discussions with the County and it has remained true during the course of our relationship. NCIC was awarded the business for Sherburne County in 2021 and since installing our full suite of services (phones, wall-mounted kiosks and tablets) we have been able to sustain the needed 1:1 tablet ratio – a feat that few Providers in our industry are able to achieve, especially for large agencies.

NCIC continues to enjoy an excellent working relationship with Sherburne County, paying close attention to the needs of the facility, its administration, employees, and detainees in custody there.

Include the following:

1. List the specific equipment and material storage requirements. Include the make, model and quantity of the equipment you are proposing.

 **NCIC RESPONSE:** READ, AGREE, AND WILL COMPLY.

NCIC is well positioned to provide all required inmate communications equipment at no cost to the County. All equipment and hardware being proposed is robust, correctional grade, with no exterior removable parts. All proposed inmate telephones are FCC approved and are built for a correctional environment, sturdy, with no exterior removable components.

NCIC understands that Christian County, through the current arrangement with HomeWAV, does not have traditional “phones” but instead, the “phone app” is built into the HomeWAV kiosks. NCIC will, if preferred by Christian County, install traditional wall-mounted phones, however; we can also configure our proposed Kiosks to include the phone dialer. Additionally, with NCIC’s proposed 1:1 tablet-inmate ratio, all tablets will operate as phones, as well.

The NCIC phone’s housing is made of durable 14-gauge stainless steel which is ideal for a correctional environment and has no exterior removable parts. It offers volume control and has a rubber seal to prevent moisture from entering through the back of the phone. The phone offers a heavy-duty armored handset cord capable of withstanding 1,000 lbs. pull strength and contains a hearing aid compatible handset with an anti-static receiver. NCIC has also developed their own phone to include buttons that are 100% larger than standard inmate phones, allowing visually impaired inmates to see the numbers and letters on the keypads. Further, the phones are easier to use in low-light conditions, as the numbers and

letters are over 100% larger than traditional phone keypads. Our variety of phone styles ensures that the right equipment can be used to meet your Facility's specific needs.

NCIC WALL-MOUNTED PHONES

The NCIC phone's housing is made of durable 14-gauge stainless steel which is ideal for a correctional environment and has no exterior removable parts. It offers volume control and has a rubber seal to prevent moisture from entering through the back of the phone. The phone offers a heavy-duty armored handset cord capable of withstanding a 1,000 lbs. pull strength and also contains a handset that is hearing-aid compatible, and has an anti-static receiver.

NCIC has also developed our own phone to include buttons that are 100% larger than standard inmate phones, allowing visually-impaired inmates to see the numbers and letters on the keypads. Further, the phones are easier to use in low-light conditions, as the numbers and letters are over 100% larger than traditional phone keypads. NCIC's variety of phone styles ensures that the right equipment can be implemented to meet your Facility's specific needs.



Specifications

- | | |
|--|--|
|  Constructed of durable 14-gauge stainless steel |  Optional noise-canceling microphone available |
|  Large, stainless steel ADA keypad |  Ambient Temperature: -40°C - + 60°C, -40 F - + 140 F |
|  Adjustable volume button |  Relative Humidity: ≤95% (at room temperature) |
|  Large customizable instruction card area |  Atmospheric Pressure: 80 - 110KPa |
|  Tamper resistant locking system |  Frequency Response: 250 - 3000 Hz |
|  Built in mounting plate designed for fast, easy installation |  Supply Voltage: 48 - 60V |
|  Mounting plate includes gasket which prevents moisture from entering phone |  Feed Current: 25mA |
|  Oversized line-wire entrance hole w/ moisture preventing gasket |  Call Transfer Index: SLR≤12 dB, RLR≤-1dB, STMR≥10dB |
|  Handset cord retaining bracket is designed for fast, easy handset changes |  Environmental Noise: ≤70dB |
|  Stainless grommet provides added security for handset cord |  Ringing Level: ≥80dB |
|  Adjustable handset cord lengths |  Operates on C.O., analog lines or analog dial tone PABX/KSU stations |
|  Armored cord is made to Bell Core standards and withstands minimum 1000 lb. pulling test |  Dimensions: 11¼" tall, 5¼" wide, 6" deep (287.5×135×75mm) |
|  Magnetic hook switch/handset |  Weight: 8lbs, 3KG |

Video Visitation is conducted using high-quality, correctional-grade touchscreen kiosks, available in both wall-mounted and portable rolling configurations. Additionally, video visitation can be accessed through our tablets for enhanced convenience. The proposed

wall-mounted VVS kiosks are specifically designed for correctional environments, offering a sturdy and robust construction with no removable exterior components. To prevent misuse, the top surface is angled to discourage the placement of drinks or other items, and the units are moisture-resistant for added durability. Neither NCIC nor our Facility customers have encountered any limitations of the proposed VVS. Following below are the specifications pertaining to the proposed kiosk equipment:

NCIC VIDEO VISITATION KIOSKS

The NCIC video visitation kiosk offers a state-of-the-art touch-screen input and is made of a rugged 16-gauge steel shell that contains small openings for cooling and ventilation – there are no exterior removable parts. The NCIC kiosk employs a heavy-duty armored swivel handset that is hearing aid compatible and has an anti-static receiver. The kiosks are designed to be wall mounted inside the living areas in approved locations by NCIC’s technicians. In addition to wall mounted kiosks, NCIC also offers a Wi-Fi-enabled portable kiosk option that can be easily transported to provide video communications and a range of other important paperless applications. The interior of the proposed kiosks contains a powerful, encrypted CPU and monitor designed to be secure and ideal for a correctional environment.

Specifications

 CPU: Quad-core Cortex A17

 Ram: 2GB

 Storage: 32GB SSD

 Network: RJ45 10/100/1000 MBPS Auto

 15.6-inch Screen 1920x1080p

 10-point Multi-touch Screen

 Tempered shatterproof touch panels

 Front 5 Megapixel Auto Focus

 ELP-USBFHD06H-MF80 2mp USB Camera

 24-inch and 32-inch swivel handsets

 17-inches wide, 19-inches in height and 6-inches in depth

 Weight: 6.4lbs

 19-inches wide, 11 ½ inches in depth, 59-inches in height, with a 22-inch x 21-inch base plate

 Min. Operating Temperature: 32°F / 1.7°C

 Max. Operating Temperature: 90°F / 32.2°C



Public-Side Kiosk Installation



NCIC will provide and install an adequate Uninterruptible Power Supply (UPS) to provide emergency power to load in the event the input power source fails. NCIC agrees to maintain, replace or upgrade the UPS at no cost to the Facility. One standard, unconditioned, 1500-volt power source will power, via UPS, the proposed platform.

UNINTERRUPTIBLE POWER SUPPLY FOR VIDEO UNITS

An Uninterruptible Power Supply (UPS) unit protects the Video Visitation equipment in the event of a power outage. These UPS units prevent down-time during power failures, or conversions from power to generator, for up to four (4) hours.

Specifications

-  **Manufacturer:** APC
-  **Model:** BN1500M2
-  **Dimensions:** 10.47" x 3.9" x 14.5"
-  **Nominal Input Voltage:** 1500V
-  **Input Connections:** NEMA 5-15P
-  **Joule Rating:** 1080 joules
-  **Wattage:** 900 watts



NCIC's proprietary Inmate Tablets are multi-functional, secure, and able to be provided at no cost to the Facility or to the inmate population. The tablets operate on the same InTouch Suite platform as the Kiosk System, allowing for streamlined delivery of approved services and applications to the inmate population. The proposed Inmate Tablets are capable of offering video visitation services, standard inmate phone calling, messaging, grievances/ticketing, educational & rehabilitation program services, entertainment services, commissary ordering, inmate handbooks, law library, medical/mental health sick call requests; digital mail services; email messaging services, and various other services.



The proposed tablet has a heavy-duty exterior which is specifically designed for a correctional environment and operates on a dedicated Wi-Fi network that does not allow access to external networks, websites, or applications (and operates independently of the existing Jail network). At no time will inmates be able to access the Operating Systems of the proposed Inmate Tablet solution. Prior to being deployed in correctional facilities, the proposed Tablets are subject to strenuous Penetration Testing methodologies to ensure that they are suitable for deployment in a correctional environment.

TABLETS

Our tablets are comprised of a heavy-duty exterior which is specifically designed for a correctional environment, allowing it to withstand a shock and/or drop test onto concrete. We have used similar grade materials to the kinds used in bullet resistant glass, windows in correctional facilities, military applications, etc., ensuring that the tablet is suitable for your Facility. This case protects the tablet from being tampered with, general damage, and contraband storage. We have only allowed access to critical hardware buttons such as the power button, volume buttons, and the home button.

Specifications

-  CPU RK3368H, Cortex-A53 Octa Core 64 bit 1.5GHz
-  RAM/ROM 2 GB / 32 GB
-  Operating System Google Android 7.1.2 Nougat
-  Display 8" LCD panel, 800 x 1280 pixels
-  5-Point Capacitive Touch Screen Camera Front 5.0MP
-  WLAN 802.11 a/b/g/n/ac 2.4GHz/5GHz
-  Bluetooth Bluetooth 4.1
-  RFID 860 - 960MHz NFC Supported
-  FM Supported
-  I/O Interface 3.5mm earphone jack, Power button, Volume +/-, DC Port, MicroUSB 2.0 x 1, High quality speaker 1W x 2 Wireless Charging Supported
-  5V/1.2A Battery 8000mAh Polymer Lithium-Ion battery DC Input: 100-240VAC, 50-60Hz
-  Output: USB 5V/2A DC Weight Unit (without packaging) 758.2g / 1.67lb
-  Dimensions L(241.9) * W(147) * D(22.3) mm / L(9.52") * W(5.79") * D(0.88") Accessories Power Adapter, Wireless Charger (Optional)




The proposed tablets are stored and charged in mobile charging carts allowing for secure storage and easy transport (or wall-mounted charging options are available, if preferred for certain areas of the Jail). Charging carts can be wheeled between pods to allow for maximum distribution of tablets in areas equipped with secure wireless connectivity. The charge cart itself simply plugs into a wall outlet when it is time to charge the tablet devices; otherwise, it can be rolled between pods without exposed cords or wiring. This prevents any inmate access to electrical components or wiring. /Below are several examples of available charging cart options.

NCIC Wireless Charging Cart – 20 Ports

Model: CC2002- N	Secure door lock
Power input: 90-260V 50-60Hz	Operational Temp: 0°C - 45°C
Tray power output: 1A, 5V	Operational Humidity: 20% - 80%
Rated Wattage: 320W	Storage Temp: -15°C - 45°C
Materials: Flame Retardant ABS for trays Cold Rolled Steel for chassis	Slot Dimension: 248 x 51 x 152 (mm) / 9.76 x 2.01 x 5.98 (in)
Lightning protection	Cart Dimension: 640 x 370 x 746 (mm) / 25.20 x 14.57 x 29.37 (in)
Electrical surge protection	Packaging Dimension: 685 x 415 x 880 (mm) / 26.77 x 16.34 x 34.65 (in)
Overload protection	Unit Weight: 55.6kg / 122.5lbs
Leakage protection	Net Weight: 60.6kg / 133.6lbs
Isolation protection	In Box: Charging cart x 1, Lock keys x 2, Power cord x 1, User manual x 1
Current overload protection on devices	
Voltage overload protection on devices	
Shortage protection	
Over-charging protection	
Auto-controlled overheating protection	
Automatic on/off timer	
Cart door handle	
Quiet universal wheels with brake	



NCIC Wireless Charging Cart – 40 Ports

Model: CC4002- N	Quiet universal wheels with brake
Capacity: 2 x 20 Wireless charging trays	Cart door handle
Power input: 100-240V, 50-60Hz	Secure door lock
Tray power output: 1A, 5V	Operational Temp: 0°C - 45°C
Rated Wattage: 600W	Operational Humidity: 20% - 80%
Materials: Flame Retardant ABS for trays Cold Rolled Steel for chassis	Storage Temp: -15°C - 45°C
Lightning protection	Slot Dimension: 248 x 41 x 152 (mm) / 9.76 x 1.61 x 5.98 (in)
Electrical surge protection	Cart Dimension: 640 x 370 x 1155 (mm) / 25.20 x 14.57 x 45.47 (in)
Overload protection	Packaging Dimension: 685 x 415 x 1280 (mm) / 26.77 x 16.34 x 50.39 (in)
Leakage protection	Unit Weight: 81kg / 178.57lbs
Isolation protection	Net Weight: 92.5kg / 203.93lbs
Current overload protection on devices	In Box: Charging cart x 1, Lock keys x 2, Power cord x 1, User manual x 1
Voltage overload protection on devices	
Shortage protection	
Over-charging protection	
Auto-controlled overheating protection	
Automatic on/off timer	



Adtran Total Access 924 routers will be installed and connect the inmate phones to the VoIP network and the centralized switching environment. These routers are backed up by a 4-hour UPS manufactured by APC. All equipment meets applicable FCC licensing and certification regulations.

Manufacturer: Adtran

- Model Number: Total Access 924
- 1.7”H x 17”W x 8.5”D
- Nominal Input Voltage 90-120 VAC
- Input Frequency 60Hz
- Standard EIA 310-D rack-mount system
- Each Adtran unit is connected to a dedicated 66 block generally located on a plywood board next to the 66 block where the phone lines terminate. The 66 block measures 10”x3”x4.”

Please see the specification sheet that follows.

ADTRAN & UNINTERRUPTIBLE POWER SUPPLY

AdTran Total Access routers will be installed to connect the inmate phones to the VoIP network and the centralized switching environment. Each AdTran VoIP router can connect up to 24 telephones, and contains self-diagnostics software, providing remote configuration, diagnostic and reboot capabilities. All equipment meets applicable FCC licensing and certification regulations. The registration numbers for the two types of AdTran routers that may be placed on-site are provided below. Each AdTran unit is connected to a dedicated 66 block generally located on a plywood board next to the 66-block where the phone lines terminate. The 66 block measures 10" x3" x4".

In an effort to guard against VoIP router outages, we utilize UPS battery backup units, which also provide surge protection. All equipment is connected to a network-enabled Uninterruptible Power Supply (UPS) backup in order to prevent down-time during power failures, or conversions from power to generator. The UPS units allow for remote power management by our Network Operations Center for up to four (4) hours.

AdTran Specifications

-  AdTran Total Access 924 - HDCDENAN4213616LI
-  AdTran Total Access 904/908 - HDCDENAN4213680L1
-  Manufacturer: AdTran
-  Model Number: Total Access 924 1.7' H x 17' W x 8.5' D
-  Nominal Input Voltage 90-120 VAC Input Frequency 60Hz
-  Standard EIA 310-D rack-mount system
-  Min Operating Temperature 32 °F
-  Max Operating Temperature 122 °F
-  Humidity Range Operating 0 - 95%
-  An Uninterruptible Power Supply (UPS) unit protects the AdTran equipment in the event of a power outage.



UPS Specifications

-  Manufacturer: APC
-  Model: BE650G
-  Dimensions: 7.09" x 11.18" x 3.39"
-  Nominal Input Voltage: 120V
-  Input frequency: 50/60 Hz
-  Input Connections: NEMA 5-15P
-  Active Network Diagnostics
-  Operating Temperature: 32 - 104 °F (0 - 40 °C)
-  Operating Relative Humidity: 5 - 95 %
-  Storage Temperature: -15 - 45 °C
-  Storage Relative Humidity: 5 - 95 %



2. Procedures for dealing with inmate/staff complaints about customer service issues. Include all ways the Jail staff may communicate to resolve customer service issues on behalf of the inmates.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC directly provides technical services including customer service and facility support. All maintenance and repairs to telephones, tablets, and the ITS shall remain NCIC's full responsibility. Mr. Bill Rounds will be the main point of contact for the County ongoing account management and support.

Contact: Mr. Bill Rounds, Business Development and Field Services
Email: bill.rounds@ncic.com
Office: 800-943-2189
Cell: 816-651-5936

NCIC's Customer Support is completely maintained "in-house". NCIC's bi-lingual Facility Support Department is available 24/7/365 and can be contacted by telephone at 903-757-4455 or toll-free 888-686-3699, or through email (for trouble-ticketing) at support@ncic.com. Callers can easily access a live agent within a few seconds, by following the easy prompts. NCIC directly provides the technical services including customer service and facility support – at no time will these functions be outsourced to a third-party company, they are all managed from our company headquarters in Longview, TX. All inquiries received will receive immediate notification of receipt, and resolution will follow shortly thereafter.

NCIC will provide prompt service to the County. The assigned technician is notified once a maintenance request is received and responds by contacting the customer to acknowledge receipt of the request while gathering additional information then begins the process to resolve the issue. All equipment, component, and system service issues are reported to NCIC via call or e-mail. An assessment will be made to determine if the issue is hardware or software. NCIC personnel will continue to be fully engaged and work with our customers to give them updates until the issue is resolved. Technicians are available 24/7/365 basis and work in a close team environment providing back-up for after-hour coverage. NCIC responds promptly to all service outages and maintenance requirements. The following Service Priority Levels Response/Repair Times serve as a guideline for repairs and maintenance at County facilities.

Service Priority Levels			
Service Level	Description	Response Time	Resolution Time
High	Report of 50% or greater of equipment is not operational. Any occasion when NCIC's admin portal cannot be accessed by the County.	1 hour	4 hours
Medium	Report of 25% or greater of equipment is not operational. Any occasion when recording or live monitoring utilities are non-operational or malfunctioning.	2 hours	10 hours
Low	<25% of equipment is not operational. Static or other noise heard while conducting a telephone call. Administrative function not working in NCIC's admin portal.	4 hours	24 hours

The proposed InTouch Suite features an Inmate Ticketing application that exists as the perfect platform for secure internal communications between inmates and facility staff. Inmate ticketing allows for both inmate-initiated and staff-initiated tickets. Agencies can create an unlimited number of ticket types, based on the requirements of each facility. The overall ticketing system can be completely customized based on the requirements of each agency, has full reporting, reminders and escalation functions, allows for the sharing of documents, and can support the translation of more than 100 different languages.



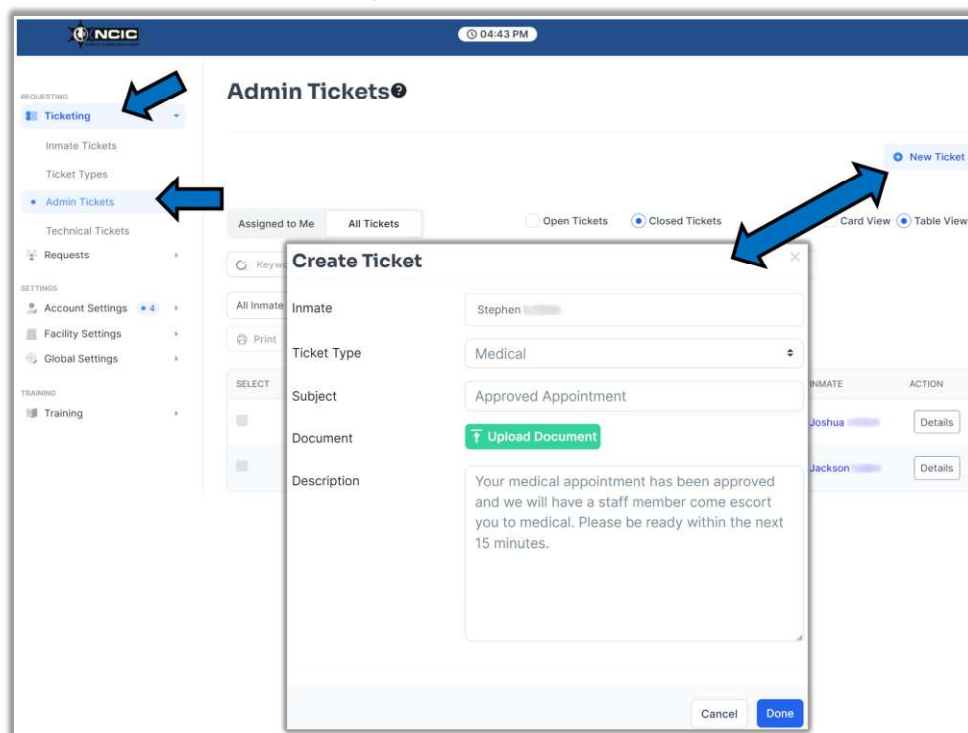
In addition, the InTouch Suite features an industry-leading Grievance Request module, allowing inmates to submit electronic grievances and medical requests. These requests can be

directed to all personnel or specific users responsible for handling grievances or medical matters. Facility staff can manage and respond to these requests efficiently. The software is highly configurable, enabling facilities to set parameters such as a Grievance Request schedule, limits on the number of open grievances or requests per month, and the duration for handling these requests. Notifications can be sent to staff via email and/or fax. Moreover, the system can integrate seamlessly with the facility's medical provider, allowing Sick Call slips to be sent directly to medical staff without intervention from the facility. Within the platform, the facility or designated Grievance staff can:

1. Assign to Grievance staff users
2. Assign to a Grievance category
3. Add Admin notes
4. Update status
5. Request additional information from the inmate
6. Reassign to the Non-Medical (grievance/request system)
7. Print with or without notes
8. View History
9. View inmate
10. View all Grievance Requests relating to the inmate

Authorized staff members have the ability to create Admin Tickets, allowing them to initiate a ticket-based dialogue with a specific inmate. This feature is particularly beneficial for addressing unresolved grievances, sharing important updates, or providing detailed information tailored to the inmate's needs. Staff can effortlessly navigate between different ticket types within the system and attach supporting documents to add depth and clarity to the communication. By streamlining and enhancing interactions, Admin Tickets promote transparency, improve communication efficiency, and contribute to a more organized and effective grievance resolution process.

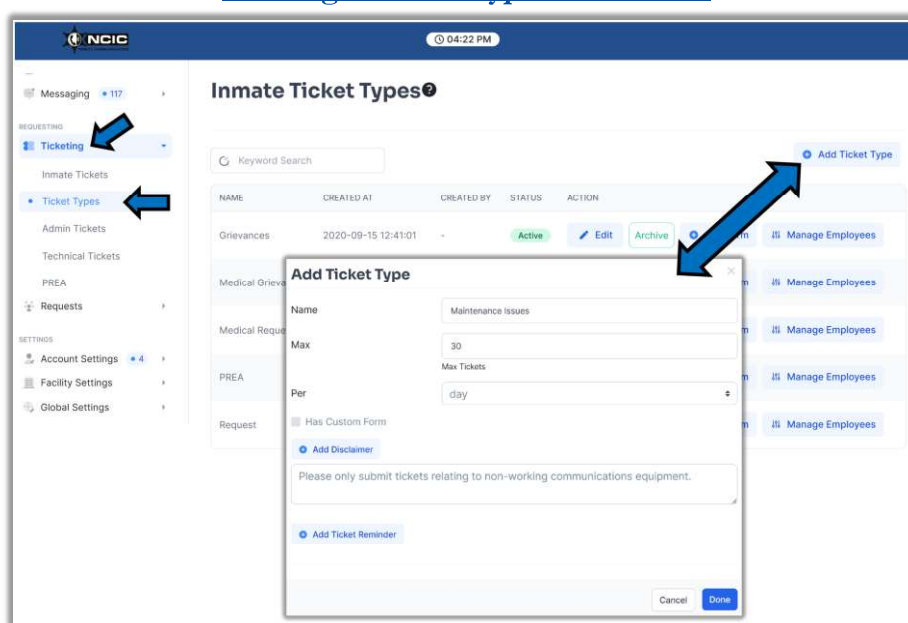
Creating an Admin Ticket - Screenshot



Authorized staff can create custom ticket subject categories within the system, which inmates can select from when submitting a grievance or ticket. There is no limit to the number of ticket types that can be created, providing flexibility to meet the facility's needs. Authorized users can configure the system to control the frequency with which a specific ticket type can be submitted, whether it's on a daily, weekly, or monthly basis.

Ticket types can also include custom written disclaimers, which require an inmate to physically acknowledge the disclaimer to proceed, offering additional information to inmates when submitting their requests. Furthermore, authorized administrative staff have the ability to assign specific personnel to handle particular ticket types, ensuring that specialized or higher-level requests are directed to the appropriate individuals for review and resolution.

Creating a Ticket Type - Screenshot



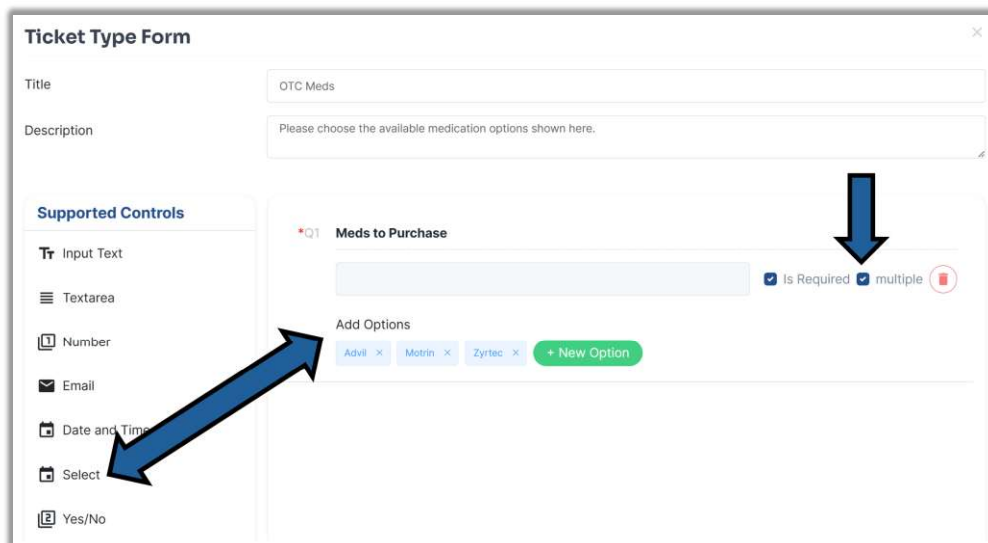
Facilities can enhance their ticketing system by incorporating customized, fillable forms when creating a new ticket type or modifying an existing one. This feature allows facilities to design grievance forms with tailored questions and response formats, enabling inmates to provide more detailed and relevant information.

When setting up a fillable form, authorized users can select from a variety of question types with a single click, making it easy to customize the form based on the specific needs of the grievance or request. For example, a form designed for court appearance requests can be configured to ask whether the inmate has had a previous court hearing, the date of the last hearing, the case number, and any additional details explaining the request for another appearance. This streamlined approach ensures that all necessary information is gathered upfront, minimizing the need for back-and-forth communication and expediting the resolution process.

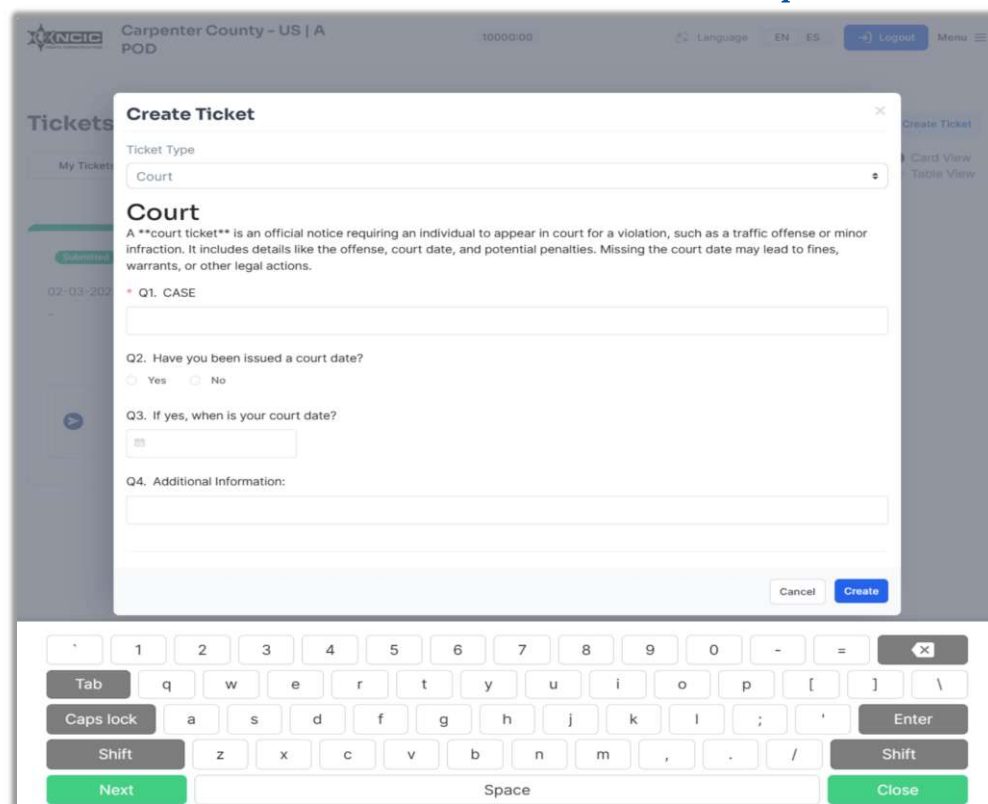
There is no limit to the number of questions that can be included in a fillable form, allowing staff to collect as much information as needed. Additionally, facility staff can provide multiple-choice answer templates for each question while still allowing inmates the option

to submit written responses when required. Additionally, staff members can designate specific questions as mandatory, ensuring that inmates must provide a response before submitting their ticket or grievance.

Creating a Fillable Form Screenshot



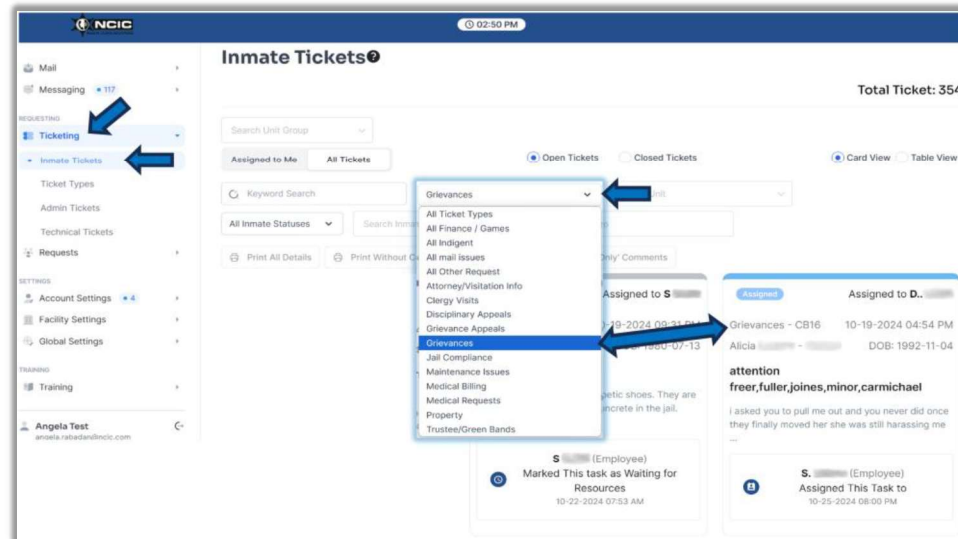
Fillable Form Submission from an Inmate's Side – Sample Screenshot



The proposed Grievance request module allows for an appeal / escalation feature, as well as date/time stamping of all communications so that timeliness of responses can be tracked, for compliance purposes. These requests can be managed and responded to by Facility

personnel and can also be re-assigned to appropriate Facility staff. The implementation of an electronic grievance system, including all expected escalation capabilities, and replacing paper-based processes, reduces Facility liability related to inmate complaints about grievances not being responded to / addressed in a timely manner.

Ticket Type Searching Screenshot



Whenever an inmate submits a ticket or grievance, they can select the appropriate ticket type from a predefined list and provide a subject and description detailing their issue or request. Additionally, inmates have the option to submit a “Hidden” ticket, offering a secure way to report suspicious or critical activity that should be brought to staff’s attention. This feature is designed to allow inmates to provide confidential tips while ensuring their safety. While staff members can see which inmate submitted the request, they will not have the ability to respond, preventing any notifications from being sent back to the inmate and maintaining discretion. Please reference the Fillable Form screenshot on the previous page.

3. Operations procedures for use of all communication devices.
4. List the types

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC does not have any set procedures in place as it relates to the availability and usage of the communication devices. NCIC will provide the County with the required number of kiosks and tablets to be used by the incarcerated population. Unless there are specific designated times that the County wishes to restrict the communication devices to, all devices are typically open for usage and communication.

NCIC’s communication devices are fully automated and the proposed system provides easy-to-understand prompts in English and Spanish (or other languages as requested by the County) to the inmate through each process. All dialing instructions, voice prompts, greetings and any interjected security messages are fully customizable based on the requirements of the County.

Pricing:

Under this portion of your proposal explain ALL your cost/pricing and how it works for your solution in detail. Be very clear. Also, explain what charges will be sent to Christian County Jail. Under the LINE ITEMS TAB are 18 LINE ITEMS. Several of these Line Items are asking for an example of how your charges would look based on a real scenario. This is so we have a comparison basis for all bidders. The LINE ITEMS should MIRROR what your costs are under this proposal.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC enjoys a reputation in the industry of complete transparency and honesty – and our facility customers have complete access to the financial reporting capabilities within the proposed platform, which can be used to verify commission calculations. NCIC has always paid commission on TRUE Gross Call Revenue, including Interstate commissions, and NCIC's method for calculating Gross Revenue is simple, due to our use of truly per-minute calling rates. Gross Revenue is calculated simply by multiplying the number of completed minutes by the agreed-upon per-minute calling rate. NCIC never applies any deductions or adjustments for bad debt, fraudulent calling activity, unbillable calls, etc. NCIC has provided our cost/pricing in the Rates, Fees, and Revenue tables on Page 72.

Prices will remain firm fixed through the first year of the contract or whatever is required by law.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC will fully abide by prices/rates agreed upon, as well as what is required by law.

In this section be very specific and explain in **DETAIL** all your costs for this proposal.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC will furnish all required hardware, software, installation, wiring, network infrastructure, and ongoing maintenance at absolutely no cost to the County. The only charges incurred will be the per-minute or per-message communication costs, as detailed in the Rates, Fees, and Revenue Share table beginning on Page 72.

Please make sure that you add in “service or handling fees” in your proposal and explain what those are for. ALL FEES SHOULD BE EXPLAINED IN THIS PROPOSAL. NO EXCEPTIONS.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC offers a single account covering ALL of our services with just the one low Funding Fee. A webpage (www.ncic.com) is also available for funding accounts and management with low, defined fees to establish accounts, which can be accessed through any mobile device as well.

Rate Caps

All rates must be consistent with FCC rulings and regulations, and Missouri State and local laws.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

Commission Sharing:

Please indicate what commission sharing you are offering to Christian County based off your costs above, if applicable.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

<u>60</u>	% Phone
<u>25</u>	% Video
<u>25</u>	% Messaging purchases
<u>10</u>	% Entertainment purchases -movies

N/A (Charged Premium
Content is only applicable to
movies and tv shows) % Entertainment purchases - games

N/A (Charged Premium
Content is only applicable to
movies and tv shows % Entertainment purchases - songs/music

N/A (Charged Premium
Content is only applicable to
movies and tv shows % Entertainment purchases – ebooks

10% applicable to TV shows;
60% applicable to voice mail % Miscellaneous (Is there anything we did not list?)

In addition to the populated Commission Sharing above, NCIC has provided a detailed breakdown of our cost proposal for the communications portion of this RFP on the pages that follows. NCIC is committed to full regulatory compliance and has outlined the following structure to reflect the FCC-approved rates and revenue share recently enacted.

OPTION 1 – RATES, FEES, & REVENUE SHARE

CORRECTIONAL TELEPHONE SERVICE

Call Type	Prepaid Collect		Debit (Inmate Prepaid)	
	Connection Fee	Per Minute	Connection Fee	Per Minute
<u>ALL CALLS</u> within the United States (Local Inmates)	\$0.00	\$0.18	\$0.00	\$0.18
Mexico / Canada	\$0.00	\$0.25	\$0.00	\$0.25
Cuba	\$0.00	\$0.75	\$0.00	\$0.75
Other International	\$0.00	\$0.35	\$0.00	\$0.35
Inbound Voicemail	\$1.50 (up to 3-Minutes duration)			
Cost Recovery (Commission) Amount	60% on <u>TRUE</u> Gross Call Revenue (Without <u>ANY</u> monthly deductions)			

VIDEO VISITATION, SECURE MESSAGING and PREMIUM TABLET CONTENT

Charge / Fee Name	Amount
Remote (Off-Site) Video Visitation – Per Minute Rate	\$0.25
On-Site Video Visitation – Per Minute Rate	\$0.00
Secure Messaging – Rates	Text Messages - \$0.25 Picture Attachments - \$0.35 Video and Audio Messages (30 Seconds) - \$0.35 GIFs - \$0.05
Remote Video Visitation – Cost Recovery (Commission) Amount	25% of Gross Video Visit Revenue
Secure Messaging – Cost Recovery (Commission) Amount	25% of Gross Messaging Revenue
Premium Tablet Content - Per Minute Rate	\$0.02 - \$0.04 Per Minute (Varies)
Premium Tablet Content - Cost Recovery (Commission) Amount	10% of Gross Revenue

Prepaid Account Funding Fees (for Friends & Family Accounts)

As Allowed by the Federal Communications Commission (FCC).

Training and Transition Cost Recovery Grant (One-Time)

NCIC is proposing a one-time Grant designed to assist Christian County with navigating the system upgrades and transition to a new Provider. The Grant amount is based on the length of the “Initial Term” of the Agreement – as preferred by the County.
(Such payment will be payable, in full, within 10-days of system installation)

One Year Initial Term	\$27,340.80 (Equals 12 months of HomeWAV Commission Deductions)
Two Year Initial Term	\$54,681.60 (Equals 24 months of HomeWAV Commission Deductions)
Three Year Initial Term	\$82,022.40 (Equals 36 months of HomeWAV Commission Deductions)

OPTION 2 – RATES, FEES, & REVENUE SHARE

CORRECTIONAL TELEPHONE SERVICE

Call Type	Prepaid Collect		Debit (Inmate Prepaid)	
	Connection Fee	Per Minute	Connection Fee	Per Minute
<u>ALL CALLS</u> within the United States (Local Inmates)	\$0.00	\$0.12	\$0.00	\$0.12
Mexico / Canada	\$0.00	\$0.25	\$0.00	\$0.25
Cuba	\$0.00	\$0.75	\$0.00	\$0.75
Other International	\$0.00	\$0.35	\$0.00	\$0.35
Inbound Voicemail	\$1.50 (up to 3-Minutes duration)			
Cost Recovery (Commission) Amount	55% on <u>TRUE</u> Gross Call Revenue (Without <u>ANY</u> monthly deductions)			

VIDEO VISITATION, SECURE MESSAGING and PREMIUM TABLET CONTENT

Charge / Fee Name	Amount
Remote (Off-Site) Video Visitation – Per Minute Rate	\$0.25
On-Site Video Visitation – Per Minute Rate	\$0.00
Secure Messaging – Rates	Text Messages - \$0.25 Picture Attachments - \$0.35 Video and Audio Messages (30 Seconds) - \$0.35 GIFs - \$0.05
Remote Video Visitation – Cost Recovery (Commission) Amount	25% of Gross Video Visit Revenue
Secure Messaging – Cost Recovery (Commission) Amount	25% of Gross Messaging Revenue
Premium Tablet Content - Per Minute Rate	\$0.02 - \$0.04 Per Minute (Varies)
Premium Tablet Content - Cost Recovery (Commission) Amount	10% of Gross Revenue

Prepaid Account Funding Fees (for Friends & Family Accounts)

As Allowed by the Federal Communications Commission (FCC).

Training and Transition Cost Recovery Grant (One-Time)

NCIC is proposing a one-time Grant designed to assist Christian County with navigating the system upgrades and transition to a new Provider. The Grant amount is based on the length of the “Initial Term” of the Agreement – as preferred by the County.
(Such payment will be payable, in full, within 10-days of system installation)

One Year Initial Term	\$13,670.40 (Equals half of 12 months of HomeWAV Commission Deductions)
Two Year Initial Term	\$27,340.80 (Equals half of 24 months of HomeWAV Commission Deductions)
Three Year Initial Term	\$41,011.20 (Equals half of 36 months of HomeWAV Commission Deductions)

For the Traffic Months of February, March and April 2025, under the current arrangement with HomeWAV, there has been an average of \$2,278.40 in monthly commission deductions for various services. Because NCIC is proposing to provide these services at no cost (or commission deduction), we are ALSO proposing to make Christian County “whole” as it relates to these deductions under the current Agreement. As part of our overall compensation offer, NCIC is proposing to provide a One-Time Training and Transition Cost Recovery in the amount of \$27,340.80 to reflect the average 12 month agreement term.

February 2025		
Service	Gross Revenue	Revenue-Share
Video Calls	\$6,302.08	\$2,835.93
Interstate Voice Calls	\$3,248.00	\$2,436.00
Intrastate Voice Calls	\$8,405.91	\$6,304.43
International Voice Calls	\$39.96	\$29.97
Video Messages	\$100.14	\$45.06
Text Messages	\$5,801.06	\$2,610.48
Voice Messages	\$31.38	\$14.12
Total Gross Revenue:	\$23,928.53	\$14,276.00
Fees and Deductions		
Monthly Internet Charges		(\$199.32)
Cost Recovery Fee (2.8%)		(\$245.57)
Investigative Platform Transcription		(\$910.16)
Investigative Platform Biometrics		(\$910.16)
Total Deductions		(\$2,265.21)
Entertainment		\$951.11
Total Commission Paid:		\$12,961.90
Average Gross Revenue per Inmate		\$184.07
Average Commission Paid per Inmate		\$99.71

March 2025		
Service	Gross Revenue	Revenue-Share
Video Calls	\$6,453.53	\$2,904.09
Interstate Voice Calls	\$3,466.00	\$2,599.50
Intrastate Voice Calls	\$10,318.23	\$7,738.67
International Voice Calls	\$17.85	\$13.39
Video Messages	\$86.76	\$39.04
Text Messages	\$7,640.07	\$3,438.03
Voice Messages	\$44.30	\$19.94
Total Gross Revenue:	\$28,026.74	\$16,752.66
Fees and Deductions		
Monthly Internet Charges		(\$204.32)
Cost Recovery Fee (2.8%)		(\$289.84)
Investigative Platform Transcription		(\$1,049.00)
Investigative Platform Biometrics		(\$1,049.00)
Total Deductions		(\$2,592.16)
Entertainment		\$797.43
Total Commission Paid:		\$14,957.93
Average Gross Revenue per Inmate		\$215.59
Average Commission Paid per Inmate		\$115.06

April 2025		
Service	Gross Revenue	Revenue-Share
Video Calls	\$5,270.40	\$2,371.68
Interstate Voice Calls	\$3,134.40	\$2,350.80
Intrastate Voice Calls	\$9,862.40	\$7,396.80
International Voice Calls	\$14.91	\$11.18
Video Messages	\$85.00	\$38.25
Text Messages	\$6,302.82	\$2,836.27
Voice Messages	\$85.20	\$38.34
Total Gross Revenue:	\$24,755.13	\$15,043.32
Fees and Deductions		
Monthly Internet Charges		(\$199.32)
Cost Recovery Fee (2.8%)		N/A
Investigative Platform Transcription		(\$889.26)
Investigative Platform Biometrics		(\$889.26)
Total Deductions		(\$1,977.84)
Entertainment		\$1,976.98
Total Commission Paid:		\$15,042.46
Average Gross Revenue per Inmate		\$190.42
Average Commission Paid per Inmate		\$115.71

Average Gross Revenue per Inmate	\$196.69
Average Commission Paid per Inmate	\$110.16

Software:

Indicate what software you will be using. **The software must be able to integrate with Omnigo our current JMS program.** Note: The integration of the company's software and **Omnigo interface will be at no charge to the County.**

 **NCIC RESPONSE:** READ, AGREE, AND WILL COMPLY.

NCIC's proposed system is a fully integrated communications platform which includes all technologies owned, operated and supported by NCIC. the InTouch suite of applications all accessible and provided through one system.

NCIC has multiple interfaces developed with JMS systems and Commissary companies, allowing inmate information to be imported on a real-time basis. Additionally, funds are able to be moved back and forth from the trust account to the inmate communications account, which promotes maximum usage. All features of the interface will be automated, eliminating any need for Facility staff intervention in managing accounts.

Customer Service:

Explain your Customer Service program for complaints. Explain how complaints are resolved.

 **NCIC RESPONSE:** READ, AGREE, AND WILL COMPLY.

NCIC directly handles any customer complaints, in-house. NCIC enjoys the lowest rate of customer complaints in the industry, due to our use of low calling rates and minimal fees. In *every* instance of displacing a competitor in a facility, the number of complaints received by the Facility is drastically reduced. Any complaints received are handled professionally and diligently.

NCIC's US-based Call Center is staffed on a 24/7/365 basis with bilingual operators capable of assisting family/friends and staff. Family/friends are provided with a customer service toll-free number (800-943-2189) as the caller ID on all inmate calls, so family members can easily contact us for further questions about their accounts, balances, recharges and/or refunds. This feature makes it easier for the Called Party to contact NCIC Customer Support to set up or manage pre-paid accounts or service questions.

NCIC also has a webpage (www.ncic.com) for account funding and management with low, defined fees to establish accounts, which can be accessed through any mobile device as well. NCIC proudly operates the most customer-friendly Call Center in the inmate telephone industry, recognizing that satisfied friends and family results in more completed calls, higher Gross Revenue, and minimal complaints to the correctional agency. Our customer service can be customized to provide family and friends with push notifications of important information regarding their communication services and accounts.



NCIC'S Support Team
is available
24 HOURS^{a day}
7 DAYS^{a week}
365 DAYS^{a year}

Round-the-clock help is available for both
Facilities and Families and our support team
is **always** located right here in the US.

*We make it easy to reach a **live** operator!*

Facility Support: 888-686-3699 or support@ncic.com
Friends & Family Support: 800-943-2189

Renewals:

The contract is for one year with options to renew for an additional three (3) one (1) year terms. Please provide your annual renewal increase. **Explain what method** you used to arrive at that figure. For example, if you are going to use the **CPI index**, then cite the index you will be using. If you use a **not-to-exceed percentage**, write what that percentage is Do this for each year, i.e. year 2, 3 and 4. At the time of renewal a justification will be requested for all price renewal increases. If you want the pricing/commissions to stay the same for all renewals going forward, stat that in your bid.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC is not proposing any rate increases during the course of the agreement, including any renewal terms, and will keep the price and commissions the same for years 2, 3, and 4.

Term:

The contract is for one year with options to renew for an additional three (3) one year term. Each renewal must be approved by Sheriff Brad Cole and the Commission.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

Agreements signed by Christian County must be signed by at least a majority of the members of the County Commission. Agreements must be attested by the County Clerk and approved to form by the County Counselor. In addition, the County Auditor must certify that there is an unencumbered balance available to pay the contract cost.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

References:

Provide three references that you have contracted with in similar scope/size. Include name of company, contact name, phone number, email and date of service of contract. The vendor shall agree to authorize its references to furnish any information requested by Christian County to verify references provided and to determine the quality and timeliness of previous work performed. **This should be submitted under ATTRIBUTES #12, #13, and #14 below.**

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC has provided the requested references in Attributes #12, #13, and #14 on the bid portal and encourages the County to contact each of our references at any time. Additionally, provided below is a Letter of Reference followed by a Letter of Commendation for Bill Rounds in regard to his level of professionalism, expertise and dedication when meeting the needs of Clinton County.



Clinton County Sheriff's Office

AJ Carrel, Sheriff

Josh Hamner, Chief Deputy

Office: (816) 539-2156 Fax: (816) 539-2346



July 28, 2025

Bill Pope, Owner
NCIC

Subject: Commendation for Exceptional Service Provided by Bill Rounds

Dear Mr. Pope,

I am writing to express my sincere appreciation for the outstanding service provided by your team and especially your employee, Bill Rounds, to the Clinton County Sheriff's Office.

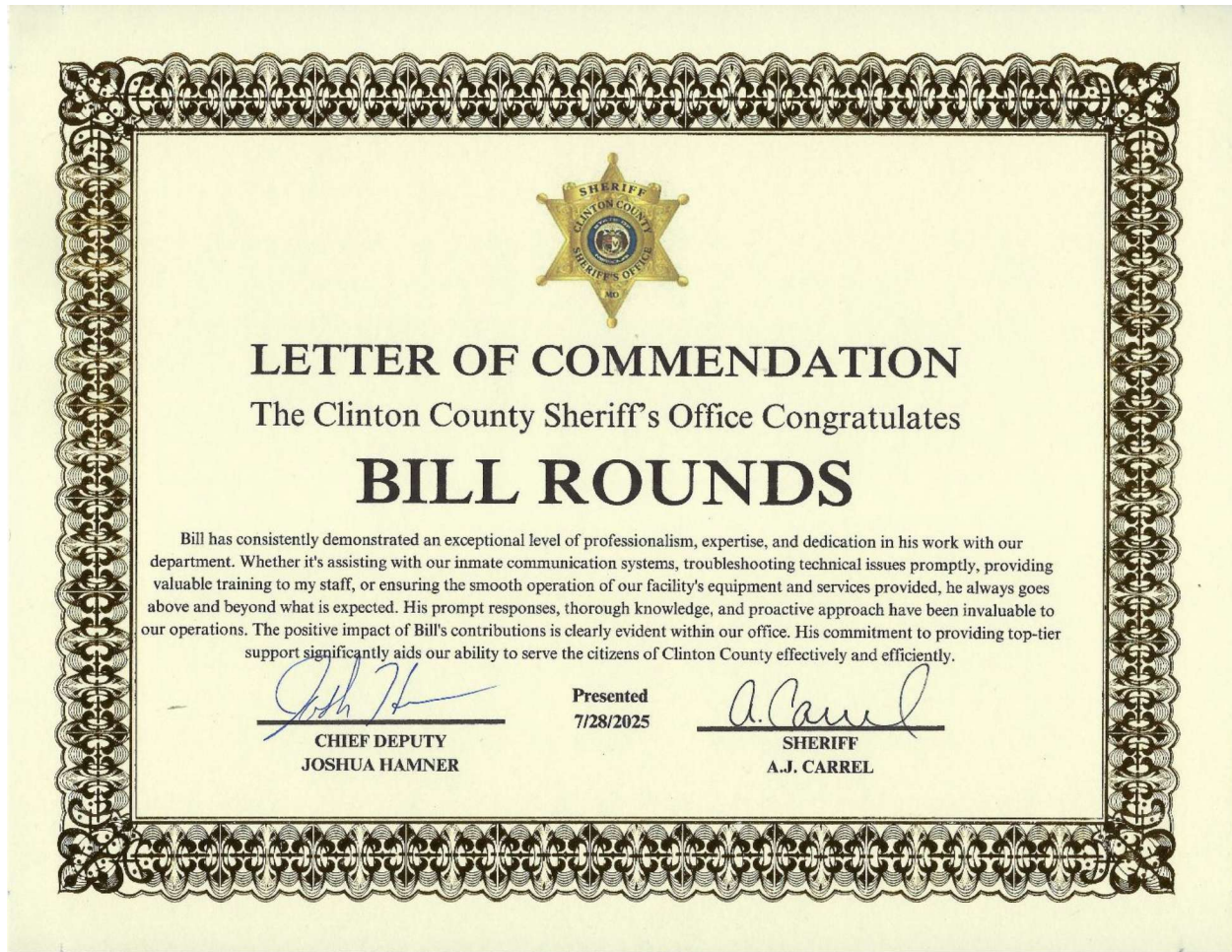
Bill has consistently demonstrated an exceptional level of professionalism, expertise, and dedication in his work with our department. Whether it's assisting with our inmate communication systems, troubleshooting technical issues promptly, providing valuable training to my staff, or ensuring the smooth operation of our facility's equipment and services provided, he always goes above and beyond what is expected. His prompt responses, thorough knowledge, and proactive approach have been invaluable to our operations.

The positive impact of Bill's contributions is clearly evident within our office. His commitment to providing top-tier support significantly aids our ability to serve the citizens of Clinton County effectively and efficiently.

Employees like Bill Rounds are a true asset to any organization, and you are fortunate to have him on your team. Please extend our deepest gratitude to Bill for his exemplary service. We greatly value our partnership with NCIC and the high caliber of individuals you employ.

Sincerely,

Sheriff A.J. Carrel
Clinton County Sheriff's Office



**PLEASE PROVIDE A DETAILED PROPOSAL AS DESCRIBED ABOVE.
ONCE COMPLETED ATTACH YOUR PDF TO THE RESPONSE TAB UNDER PROPOSAL
RESPONSE.**

 **RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC has provided the detailed proposal as described and uploaded to the County's bid portal.