TKC TELECOM

Sheriff's Office Operational RFP

La Crosse County

Service Group C: Video Visitation, Phone Service, E Messaging

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While this bid is being provided in conjunction with the bid offered by TurnKey Corrections, the services from TKC are stand-alone, and we do not require La Crosse County to choose both services to have access to either one.

Purpose

TKC is submitting this proposal to offer the La Crosse County Law Enforcement Center a turn-key solution for a fully operational, flexible, secure, and reliable inmate technology solution including Inmate Phone, Tablets, Messaging, and Video Visitation services. TKC will provide a full technology solution for all services, including installation, maintenance, and repairs.

Introduction

T.W. Vending, Inc., d/b/a TurnKey Corrections and its sister company TKC Telecom, LLC (TKC), is a family-owned and operated business, relying on over 20 years of experience serving the corrections industry to bring La Crosse County the best possible technology and service available. Our journey began in 1997 when we opened our doors as T.W. Vending, Inc., as a full-service vending provider founded by two brothers, Tim and Todd Westby. We rebranded in 2001 and continue as the product of many innovations. TurnKey Corrections began working with jails and providing jail commissary across the Midwest while introducing the first-of-its-kind inmate kiosk in 2003. This took jail commissary to a higher level of service and efficiency. Since then, Turnkey Corrections has grown into a one-stop-shop for all jail needs. In 2008, we deployed our proprietary software system, TEAM, which fully manages all inmate ordering, inventory, requests, and accounting functions. TurnKey Corrections currently services over 250 jails across the United States. We provide the following services: commissary, mail scan, MP3, education, and communications through our sister company TKC Telecom, LLC., including phone, email, SMS, picture mail, video visitation. All these services can be utilized through the inmate kiosks or hand-held devices customized for the needs of your facility.

In addition to 24 years of operations, TurnKey Corrections comes with a wide variety of experience from the jail industry, including many staff members who have joined our team after working in law enforcement and corrections. Much our team is located within our headquarters office located at 3329 Casey Street, River Falls, Wisconsin, with additional warehouses in Kansas City, Missouri; Fargo, North Dakota; and Salt Lake City, Utah. We pride ourselves on being vertically integrated, from building a kiosk out of a sheet of metal, to writing our own code in our proprietary software, to installing the same and implementing our services. We take pride in managing and controlling every step of the process, which translates for our partners as industry-leading response time and unparalleled customer service.

TKC continues to operate under the ownership and direction of the Westbys. TKC leadership oversees the day-to-day operations and ensures we are relentlessly moving forward with continued innovation seeking long-term customer success. As a family-owned business, we care about our outcomes, staying nimble and adaptable to meet the needs of our jail partners and are always pushing ourselves to create the best products for your facility.

TKC has access to over 400+ employees throughout the U.S. to provide communication services to our partners.

Feel free to reach out to our President, Tom Graham with any questions.

Phone: 715-318-7367

General Requirements:

1. TKC offers a web-based, easy to use application available securely from anywhere at any time remotely.
2. TKC has the ability to turn off incoming calls and allow only outgoing calls from Hub devices, Kiosks, and or industrial style handsets.
3. TKC allows for time restrictions to be set. La Crosse County staff with permissions will have the ability to manage these restrictions. Restrictions can be limited to a housing unit/pod, specific inmate, or a group of phones.
4. Both the inmate and the called party will be notified of call limit in advance of the system terminating the call.
5. TKC will supply a minimum of one telephone device for the deaf (TDD/TTY) to the La Crosse County Jail.
6. The called party must actively accept a call prior to the call taking place.
7. TKC offers prompts in English and Spanish.
8. TKC and TurnKey Corrections utilize a website for family and friends to create accounts and communicate with their incarcerated loved ones. InmateCanteen.com allows for family and friends to pre-pay for calls. This site also allows for E messaging and video visitation from the same communications account.
9. Friends and family utilizing InmateCanteen.com have access to see their balance and transaction history at any time.

Personal Identification Number (PIN)

1. TKC utilizes PINs generated from the integration with the facility's JMS for logging into the phone system or kiosks. PINS can be reset by the inmate or by staff but cannot be seen or retrieved.
2. TEAM3, the TKC software, prevents duplicate PINs by recognizing past inmate account numbers and integrating with the Facility's JMS.
3. TKC does not have a minimum or maximum number of digits to be used in a PIN.

Fraud Management

1. TKC is able to detect, notify, and prevent three-way calling utilizing voice recognition. Reports can be generated to provide data of a new voice in a call. This will not affect legal calls, due to being "white-listed" and not recorded.
2. TKC does not allow the inmate to receive a second dial tone or have the ability to chain-dial.
3. Once a call is accepted from a called party, extra digits will not register to allow for an additional call or selection.
4. TKC is web-based, providing access to remotely survey inmate calls. Investigators can be given permission to access calls for specific inmates with the ability to set up alerts when a specific inmate or outside user is using the phone system. Calls can be listened to in real-time or played back at a later time.
5. Calls will notify the called party an inmate from La Crosse County Jail is attempting to contact them. The call will need to actively be accepted by the called party.

6. TKC can randomly replay the recording with the facility branding throughout a live call.
7. TKC does not provide the opportunity for "Hook-switch dialing" to occur.
8. TKC does not allow the inmate to communicate with the called party until the call is accepted.
9. The TKC inmate phone system will only allow communication with a live party who actively accepts a call by selecting the option to do so. Answering machines, busy signals, and other telephone activity will not provide access to accepting a call or for inmate communication.
10. TKC provides the ability to block calls to specific phone numbers by site.
11. Settings and approved calling numbers are managed by the inmate account, monitored by the PIN number.
12. TKC allows the called party to block all future calls from the facility.
13. Disciplinary tools include the ability to suspend an inmate's privilege to place a call with a beginning and end date without the need to manually re-enable privileges.
14. TKC allows the inmate to record their name one time and store this name to announce who they are for future calls. This recording will also be used for the voice recognition tools.
15. TKC utilizes biometric technology and offers facial recognition as another security option.

Other Investigative Tools

1. TKC provides an e-mail notification feature for numbers under surveillance. These calls can be monitored in real-time or listened to at another time. Calls from specific inmates or to specific numbers can be compiled easily and assigned to files for investigation.
2. Investigators can accept call alerts utilizing log in criteria to monitor and listen to calls.
3. Many other investigative tools can be found under Reports.
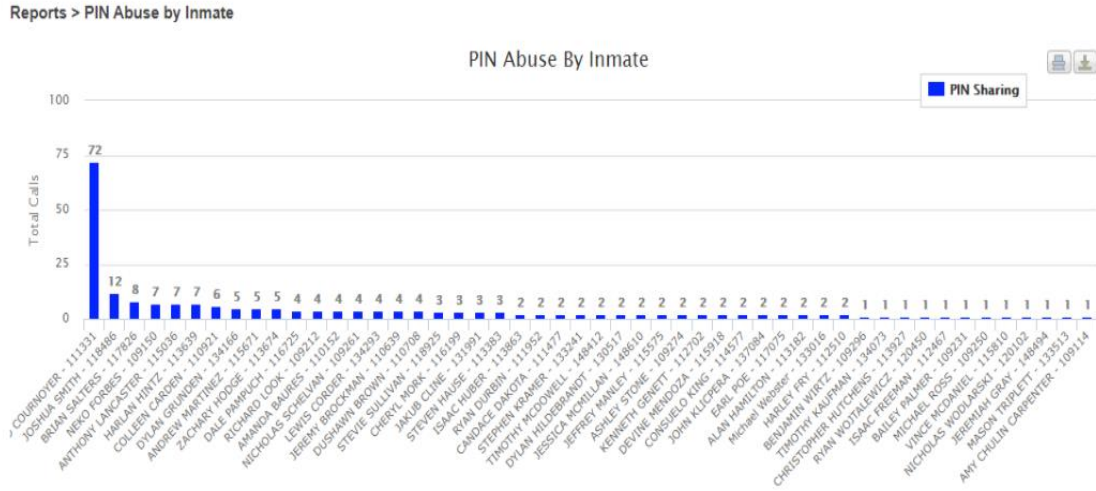
Call Acceptance

1. Prior to a called party paying for a call, they will first need to create an account at InmateCanteen.com, deposit funds to their communications account and accept the terms and conditions of using the inmate communications services. These terms and conditions cover a wide range including payment criteria, privacy, fees and so on.
2. The called party must actively accept the call by selecting an option to do so.
3. The inmate cannot communicate with or hear the called party until the call has been accepted.
4. Billing does not begin until the call is accepted. Rates are charged by the minute and deducted from the inmate's trust unless the called party has pre-selected to pay for calls from the inmate in their account at InmateCanteen.com. Rates are rounded up to the nearest minute.
5. TKC stores all information and recordings in a secure, cloud-based server.

Reports

1. Using the available elite software add-on provided by TKC, TKC Insight®, the County will be able to create and save customized reports, which can provide a level of detail and analysis unmatched in the industry and give great insight into the use of our system by the County's inmate population. Reports can include, but are not limited to, the number of calls placed, the duration of each call, the number called, the web-user associated with each outside number, the city/state to which a number is registered, the date and time of each call, the associated cost, and a report of all attempts at 3-way calls. TKC Insight and reporting capabilities are available via the web and can be accessed at any time.

2. Call detail reports are available to the Cunty via a self-service access tool. Reports include a variety of call information and are customizable to suit the needs of La Crosse County.
3. Standard reports include Frequently Dialed Numbers, 3-Way Call attempts, and Call Volume by Telephone.
4. TKC will supply monthly revenue reports.
5. Samples of some of the reports available with TKC are as follows.

Sample PIN abuse by Inmate

Snapshot Report

TurnKey CORRECTIONS

Welcome, tkcjacobd   Log Out   Set Date   Select Site

| Voice Prints | Identification | Investigation | Search | Reports | Resources | Configuration | User Management |

Snapshot   WordShot

Search by CSN, Name, or Destination

JARRED COURNOYER ✕   [7 Days 📅] [15 Days 📅]   From Date: 10/01/2021   To Date: 11/04/2021   [Go]

Snapshot

Snapshot of 286679 JARRED COURNOYER for the last 35 days:

JARRED COURNOYER spoke in 85 calls.

JARRED COURNOYER's PIN was used to call 26 different numbers.

18 of those numbers were dialed by other inmates.

162 calls were made with JARRED COURNOYER's PIN.

72 calls were made by other inmates sharing JARRED COURNOYER's PIN.

JARRED COURNOYER spoke in 0 calls originating on the PIN of another inmate.

JARRED COURNOYER spoke in 63 calls to females.

JARRED COURNOYER spoke in 10 calls to males.

JARRED COURNOYER spoke in calls where languages were:
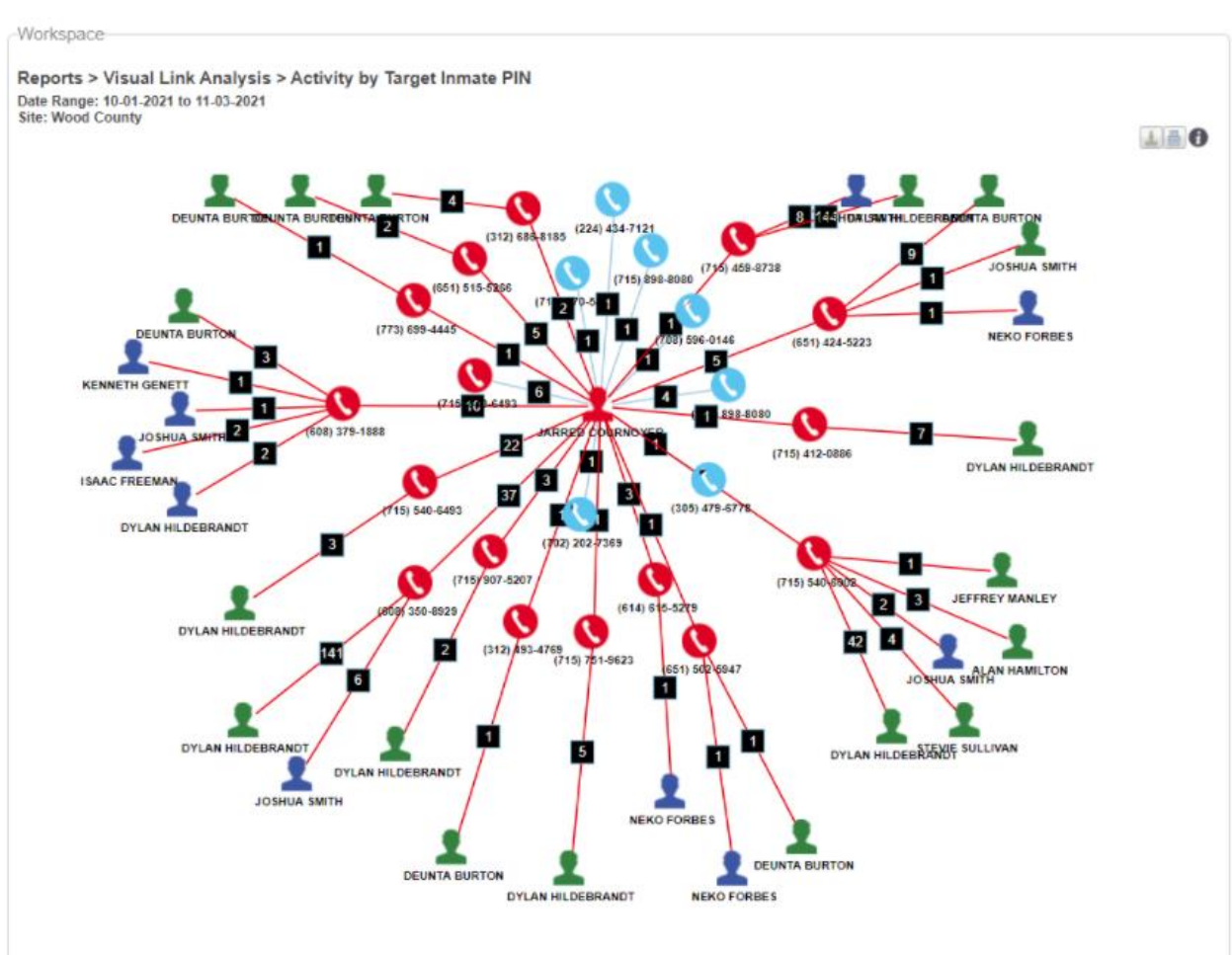🇺🇸 English Calls: 47

Workspace

Word Shot Report:

Visual Link Analysis Report:

6. Access to TKC is secured with username and password. TKC is a permissions-based site and can be customized to meet the needs of La Crosse County and specific users.

Service & Maintenance

TKC prides itself on providing a personal level of support. Our call center is more than just a call center; we develop relationships with our partners. TurnKey Corrections and TKC strive to resolve all trouble tickets within 24 hours of submission and aims for "first call resolution" where any issues or questions are resolved in the initial call to or from the facility. A dedicated phone line is provided exclusively for our jail partners to contact us. Our call center hours of availability are 5:00am to 6:30pm Central. Additionally, each of our partners are assigned a designated specialist for direct contact and quick assistance any time of day. This specialist will be responsible for ongoing account assistance and support.

Regular maintenance will be completed by the designated specialist and/or our repair team for preventative measures.

Installation and Transition

1. TKC will provide inmate phone sets, additional workstations for call control if required, visitation recording sets and ensure they are working properly. This installation can be completed within sixty (60) days after contract award and full execution.
2. Suggested Implementation Plan:

TKC will work with La Crosse County to finalize an installation schedule based on the following proposed schedule. This plan can be completed over the course of 4 weeks.

Week 1: Kickoff and Project Planning

Kick Off Call – A brief conference call where key players from both parties are introduced. This conversation will also include information on the project schedule and integration plan. If a site visit is required or desired, our team will coordinate such a visit at this time.

Installation Documentation –The Installation Coordinator will share pertinent documents for the transition. This will include information on how to set up banking, detailed explanations of services, and a conversation about which TurnKey Corrections and TKC options the jail will choose to use.

Schedule Effective Meeting – an itemized, Q & A session where all aspects of the installation and scope of services are discussed in detail with the installation coordinator and jail administration, accounting staff, maintenance, and IT personnel.

Week 2: Design and Development
Complete Effective Meeting – during a meeting at a location of the County's choosing, compile and share Effective Meeting notes with all involved. This will also include solidifying Installation and Go Live dates.

During the Effective Meeting, the Installation Coordinator will gather details about the customizable options La Crosse County wishes to use. The Installation Coordinator works with the I.T. team to develop those options; the team will also contact the appropriate I.T. personnel at the County to discuss any requirements needed on location.

Begin Preliminary TEAM3 Software Training – The Installation Coordinator and Training Coordinator will work with jail staff to begin user training on TEAM3 software. This training will happen via phone, video, conference call or onsite, as appropriate.

Kiosk Manufacturing – TurnKey Corrections will order materials and construct hardware and kiosk components for the use of TKC and TurnKey Corrections services.

Progress Reporting – The Installation Coordinator will follow up on Effective Meeting Notes / Progress with jail administration. We will also share an updated checklist progress.

Documents Requested from La Crosse County – Receive returned installation documents.

Hardware – Complete construction and testing of all hardware / kiosks.

Training – Continue preliminary TEAM3 software training.

Progress Reporting – The Installation Coordinator will follow up on Effective Meeting Notes / Progress with jail administration and other pertinent personnel.

Week 3: Training and Deployment

Software – TurnKey Corrections and TKC will present customized software to La Crosse County administration. This will include the final presentation and verification of the following and will depend on what features are chosen between TKC and TurnKey Corrections services:

1. Built-in site charges (line items charged by the jail to inmates, such as medical/dental costs, prescriptions, damages, etc.)
2. Inmate Handbook
3. Automated messaging system for kites/grievances and other inmate communications
4. Automated inmate PREA agreement
5. Other customizations and features

   Banking and Accounting – TKC will verify account, vendor and sub-vendor information to ensure accuracy. This also includes verifying debit card release credentials for inmate release procedure.

   Security – TurnKey Corrections and TKC will verify the appropriate personnel are designated as TEAM3 users as well as ensure the proper TEAM3 security access levels.

   Training – Continue preliminary TEAM3 software training.

   Progress Reporting – The Installation Coordinator will follow up on Effective Meeting Notes / Progress with jail administration and other pertinent personnel to share updated checklist progress.

   Installation Team Travel – Confirm the installation team arrival information and work itinerary.

Week 4: Continued Training and Installation

Under the TurnKey Corrections model, training begins as soon as possible through remote channels such as phone, video, webinar, and conference call. As the installation progresses, the training will keep pace.

Additional training will take place when the installation team arrives onsite before go-live. Once the system is live, TurnKey Corrections and TKC continues to provide remote training for a minimum of one (1) month and as needed or required thereafter.

The installation team will spend approximately two (2) weeks (or more if needed) onsite to ensure all equipment is installed and working properly; to ensure jail personnel are fully trained; and to work with inmates to teach kiosk/Tablet use, as appropriate.

The installation team is available at any time to any jail personnel for questions, troubleshooting, problem resolution, and to address other questions or concerns which may arise. Defects or deficiencies

will be addressed and corrected immediately. The Sheriff and/or his designee will sign off on all deliverables at the completion of this phase.

3. The above proposed schedule is broken into a 4-week period. Extended installation time may be considered if in the best interest of the County.
4. After an initial kick-off call is completed, a schedule with dates and a full plan can be created and shared between all involved to meet the needs of the County.
5. Loss and damage during shipment, unloading and installation will be assumed by TKC.

Call Monitoring, Video Visitation & Recording

1. All call recordings are stored in AWS S3. No use of tape drives are utilized for storage of call recording.
2. All call recordings are stored online and available for online user interface for a minimum of a year.
3. Facility personnel will be able to search call recordings by dialed number, date, time, or inmate account.
4. Facility personnel can listen to live calls while the system is recording the conversation.
5. Approved professionals can communicate with inmates via telephone without charge.

Training

1. TKC will provide training to the La Crosse County staff in system administration, operation, and reporting.
2. Much of the training takes place during weeks 3 and four of the Go-Live process.

Payment Options

1. Payment for outside users can be completed by credit card at InmateCanteen.com or in the Lobby utilizing a kiosk in the form of credit or cash. If an inmate has funds to deposit to their trust account when they enter the facility, funds can be added by staff.
2. All prepaid calls with TKC are pre-authorized to be paid for by the called party. These calls will be subject to the same restrictions and features as any other inmate call.
3. The called party can only accept to pay the charges for the call if pre-authorized on their account at InmateCanteen.com.
4. Inmate family and friends can set-up payment options directly within InmateCanteen.com with no assistance needed from jail staff. Payments can be completed using credit card or ACH transfers.
   a. User accounts within InmateCanteen.com connect directly with all services offered by TurnKey Corrections and TKC.
   b. Users can opt to pre-pay for calls from the inmate using their communications account in InmateCanteen.com.
5. TKC provides a secure, password protected, two-way communication tool for inmates to connect with outside friends and family to connect. Communications options include telephone calls, email, SMS/text, video visitation, video voicemail, and picture messaging.
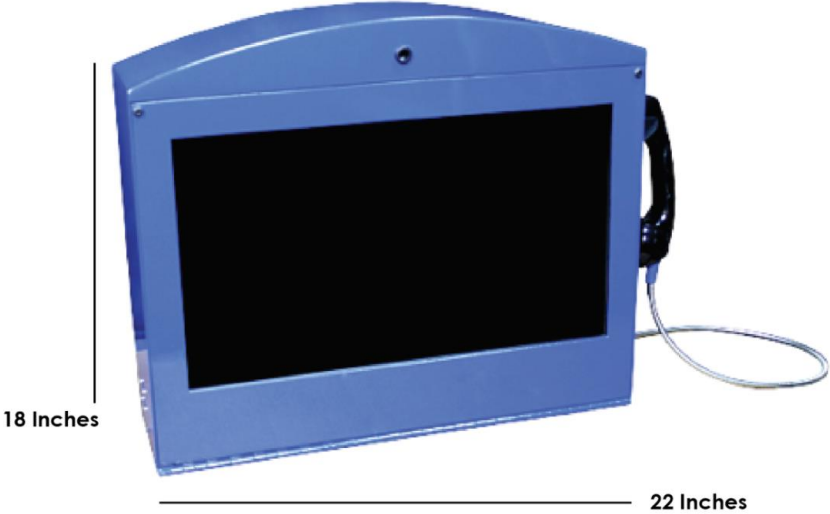
Equipment

1. Inmate phone calls with TKC can be utilized from industrial grade phones appropriate for the corrections environment, Hub devices, and/or kiosks.
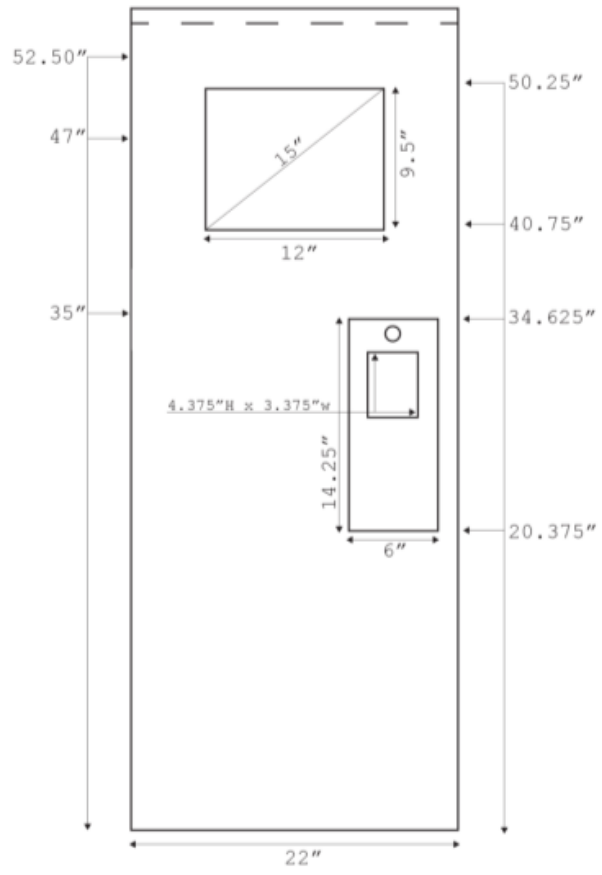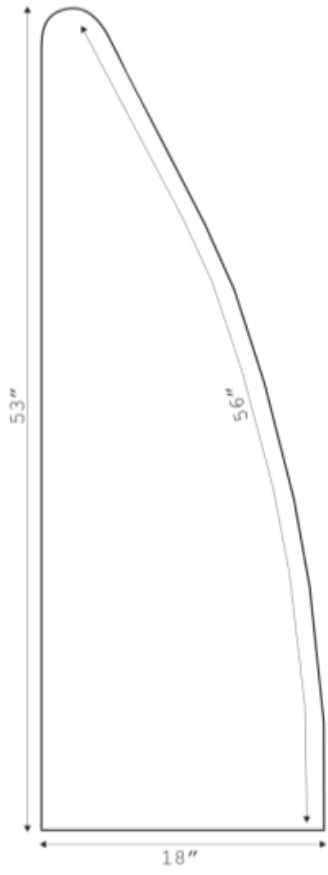2. TKC phones are non-coin, composed of durable steel, and are suitable for jail environments.
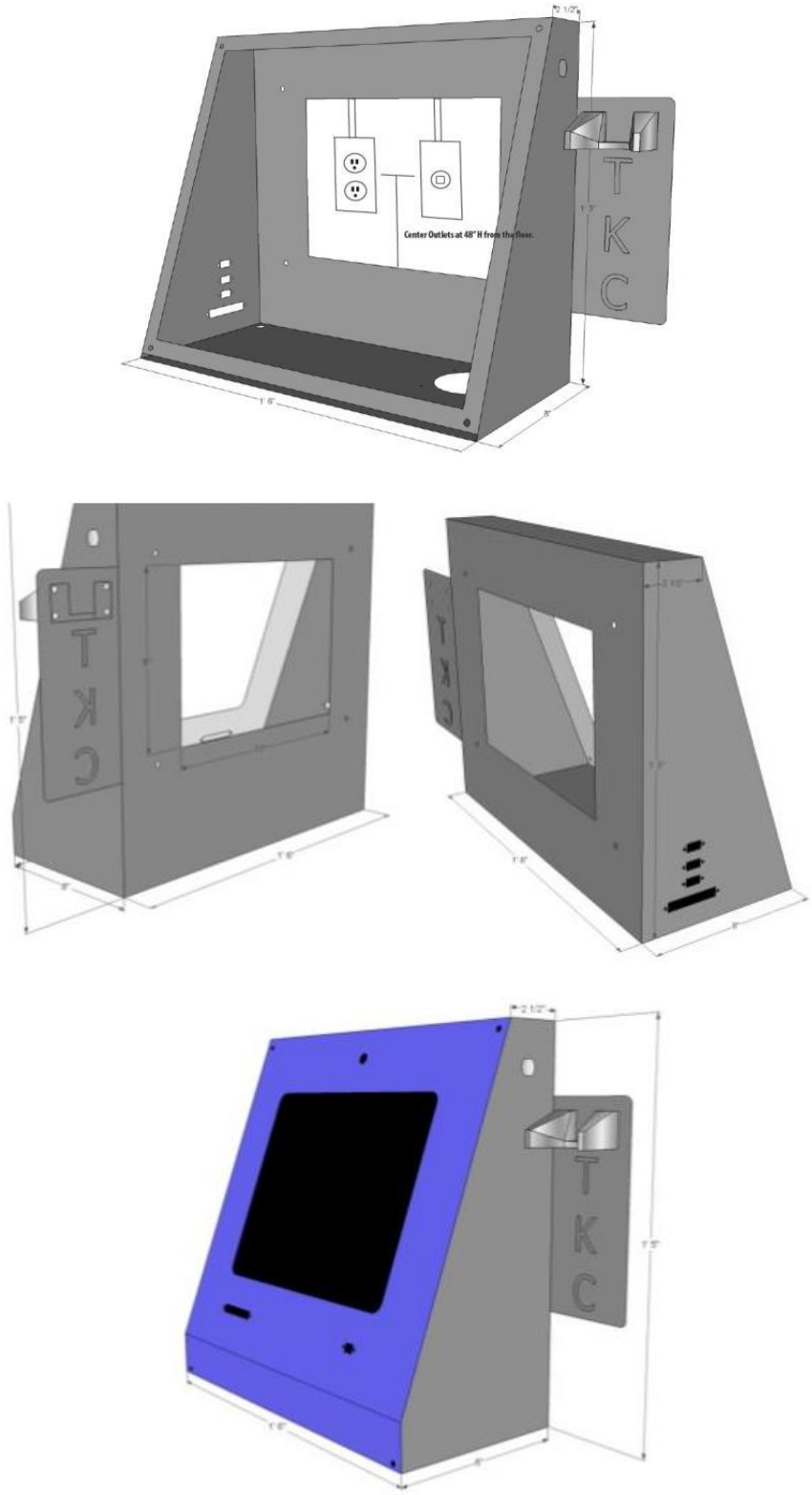
Inmate Phone

Video Visitation Kiosk

18 Inches

22 Inches

Lobby Kiosk

Inmate Kiosk

Hub Devices

3. Monitoring and managing the inmate phone system can be managed utilizing the current PCs available at the County without the need for additional PCs.
4. Calls can be monitored live or listened to at a later time by authorized staff. TKC is web-based and does not require a special interface for members of the Sheriff's Office.
5. TKC is protected by username and password. User accounts are permission based.
6. All TKC equipment complies with FCC regulations.
7. TKC can provide multiple options to accommodate the needs of La Crosse County providing inmate telephone services.
8. TKC equipment will include backup power in the event of temporary loss of commercial power.
9. TKC will utilize as much of the wiring as possible already in place at La Crosse County. Facility Specialists at La Crosse and/or hired electrical technicians can pull any additional wiring needed. All equipment installation is completed by the TKC team, and no subcontractors will need to be utilized.
10. Authorized users of the TKC system can be provided with reporting tools including, but not limited to the following:

   - Phone location originating the call

   - Time the call takes place

   - Telephone number called

- Most frequently called numbers and what inmates are communicating with the same phone numbers.

- Length of call

- Identify numbers called from a specific telephone or inmate(s).

- All calls are recorded unless pre-approved by the County.

- Track multiple calls from different inmate phones to the same number.

11. TKC is a web-based system. All user access accounts are permission based. Authorized user access can be completed from any PC with access to the internet.

Hosted Interactive Voice Response (IVR) Platform

TKC will work with the current IVR provider or other partners to provide this feature.

Building Wireline and Wireless Infrastructure:

TKC will work with La Crosse County IT to determine the infrastructure required for the inmate telephone solution. If additional infrastructure is required, La Crosse County IT will manage and coordinate all required changes/additions to the infrastructure and invoice back the amount to TKC. TKC requires the opportunity to approve the amount quoted to work prior to the work being completed.
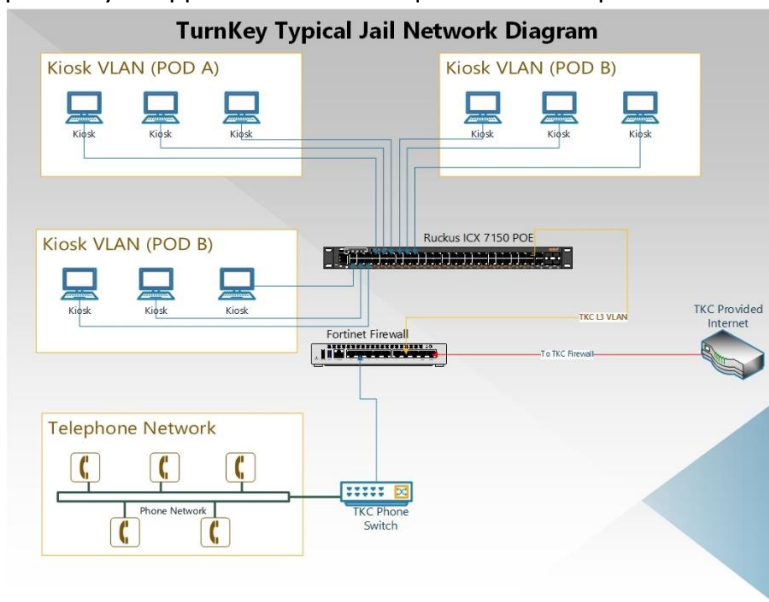
TurnKey Typical Jail Network Diagram

TKC Network Equipment List

Firewall
FortiGate 60F (requires 1U rack space)
Switch
Ruckus ICX 7150 24p PoE (requires 1U rack space)
FortiSwitch 124E-PoE (requires 1U rack space)
Rack space and model varies per site depending on needs of the location.
Wireless Access Point

Ruckus R710 / R750 (mounted behind kiosk or on ceiling in pods)
Phone Gateway
Sangoma Vega 3000g / 3050g (requires 1U rack space)

Offer Mail Services:

1. Inmates can easily access their email and sms messages by logging into a kiosk or Hub device.
2. TurnKey Corrections offers a mail scanning option. Mail is scanned into TEAM3 and uploaded to the inmate's inbox the same as any other message.
3. All inmate mail would still be delivered to the jail with mail scan but would allow the ability to upload an image of the mail to the inmate rather than providing the physical mail to them.
4. Mail scan will allow the ability to deliver electronic versions of letters, photos, and drawings to inmates via E-messages.
5. TKC maintains a long retention period of E-messages and will adjust this time span to accomodate La Crosse County at no cost to the County.
6. There will be no cost to La Crosse County for holding/maintaining emessages.
7. After the retention period of holding emessages, TKC will still be able to access and provide the messages to the facility if requested.
8. There will be no fee to inmates for holding, forwarding and/or disposing of E-messages.
9. E-messages will be delivered to the inmate through TEAM3 and will be in the inmate's inbox with their emails, SMS messages, requests, and other electronic correspondences.
10. Family and friends can track their sent mail in their email inbox associated with their accounts in InmateCanteen.com. All transaction history is available to users within their accounts. Inmate messaging to loved ones will be charged to the sender of each message unless the outside user opts to pay for the inmates' replies. No charge to the facility will take place.
11. Cost for available inmate communications features can be found under the Cost Breakdown section.
12. TKC is willing to work with La Crosse County to accommodate the needs of indigent inmates.

Implementation Plan

TKC will work with La Crosse County to finalize an installation schedule based on the following proposed schedule.

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Kick Off Call – A brief conference call where key players from both parties are introduced. This conversation will also include information on the project schedule and integration plan. If a site visit is required or desired, TKC will coordinate such a visit at this time.

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Primary Support Team

1. **Dewey Wahlin, CEO:** Dewey is the CEO of TKC and TurnKey Corrections, handling all aspects of the business. He came to TKC and TurnKey Corrections with 30+ years of experience with a number of Fortune 500 companies including: Dow Chemical, Pillsbury/General Mills and Land O' Lakes. Contact Dewey at 651.261.7158 or DeweyW@TKC32m.com.

2. **Tom Graham, President:** Tom has 26 years of correctional experience and was formerly a Sergeant at Lincoln County, Oregon. He moved to Wisconsin to join our team and is a huge asset to our TKC and TurnKey Corrections family. Tom, along with his team of Account Executives, Installer Coordinators, and Regional Managers will provide relentless support to you at La Crosse County. Contact Tom at 541.270.0267 or TomG@TKC32m.com.

3. **Melissa Bjergo, Vice President of Sales:** Melissa has been with TKC and TurnKey Corrections for almost a decade. She is an incredible resource to our team and has been involved in a majority of our jail partnerships. Melissa will be sure La Crosse County knows they are part of the family. Contact Melissa at 715.800.8592 or MelissaB@TKC32m.com

4. **Lewis Davids, Field Services Manager:** Lewis joined the TKC Family after spending 21 years working in corrections. Previously, Lewis served at Pottawatomie County Jail, IA as one of TKC's partners. Lewis utilizes his years of corrections experience, leadership, and project management skills to lead our Customer Success team. Contact Lewis at LewisD@TKC32m.com.

5. **Michele Brown, Training Specialist:** Michele is our in-house training expert and assists with the go live process. Her unparalleled knowledge of TEAM3 software is passed along to jail administration and accounting throughout the training process. Contact Michele at MicheleB@TKC32m.com.

6. **Jason Shackles, Installation Coordinator:** Jason joined our team in 2018 with 10 years of experience in inmate management, software training and installation, commissary, and technology. Prior experience includes being Deputized Jail Administrator at Henry County, Missouri for 7 years. Jason worked 3 years with the JailTracker Software Group handling sales, training, installation and support. He is an active member of the Missouri Sheriffs' Association and attends their monthly jail meetings. Contact Jason at 660.424.0697 or JasonS@TKC32m.com.

Rack Space and Power Requirements

TKC Network Equipment List

Firewall
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Switch
Ruckus ICX 7150 24p PoE (requires 1U rack space)
FortiSwitch 124E-PoE (requires 1U rack space)
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Wireless Access Point
Ruckus R710 / R750 (mounted behind kiosk or on ceiling in pods)
Phone Gateway
Sangoma Vega 3000g / 3050g (requires 1U rack space)

Cost and Insurance Coverage

TKC will not charge La Crosse County for any service needs, including but not limited to software, hardware, training, installation, or maintenance.

TKC maintains lawful worker's compensation/ self-insured employee coverage requirements and adequate liability limitations.

TKC will at our expense purchase and maintain the minimum insurance with companies duly licensed to do business in the State of Wisconsin. TKC will be solely responsible for all deductibles and/or self-insured retention.

TKC will submit verification of general liability coverage upon contract award.

TKC will purchase insurance for protection for claims under workers' compensation acts and other employee benefit acts which are applicable, claims for damages because of bodily injury, including death and claims for damages, other than to the Work itself, to property which may arise out of or result from the vendor's operations and completed operations under the Contract, whether such operations be by TKC or by anyone directly or indirectly employed by them. This insurance will be written for no less than the limits of liability required by law. Policies will contain a provision that the policy will not be canceled or allowed to expire until at least 30 days prior written notice.

Cost Breakdown

Service	Description	Cost to Inmate/Web-user
Email	Inmates can communicate with their loved ones outside of the facility utilizing Email.	$0.25 per message
SMS/text	Inmates can communicate with their loved ones outside of the facility utilizing text messaging.	$0.13 per 160 characters
Video Visitation	Inmates can visit remotely using a kiosk or Hub device with their loved ones outside of the facility.	$0.25 per minute
Picture Messaging	Loved ones can send pictures to their incarcerated loved ones with a brief message attached. - Inmates cannot send outgoing Picture Messages.	$0.25 per message
Video Voicemail	Loved ones can leave a 1-minute Video Voicemail for their incarcerated loved ones.	$0.39 per message

TKC will charge La Crosse County a flat rate of $0.09 per minute for phone calls. La Crosse County can charge what they choose and have full control of their own commission rate. Examples are explained below.

Per-Minute Rate Charged by Jail (up to max allowed by law)	Cost to Jail (excluding tax)	Percent Commission (excluding tax)	Commissions Per Munute less taxes
$0.50	$0.09	82%	$0.41
$0.45	$0.09	80%	$0.36
$0.25	$0.09	64%	$0.16
$0.20	$0.09	55%	$0.11

Revenue

Commission	Commission Type	Commission Rate
Sales Commission Rate	Commissary	45%
Communications Rate	Communications – Video Visit, inmate messaging	40%

Implementation Schedule

9.3 TurnKey Corrections and TKC understands there is not a defined start date for this service contract and La Crosse County would like to stagger the go live dates for new services. TKC will accommodate the schedule and timeline La Crosse County requires for the best transition possible.