

STELLAR Services, LLC

Inmate Banking Software, Commissary & Communication Services

Bryan Jostad;
njostad@lacrossecounty.org
“Sheriff’s Office
Operational RFP”
212 North 6th Street,
La Crosse WI
Upload to DemandStar



STELLAR Services, LLC

We Support You!

Streamlined commissary,
financial and communications
services for county facilities.

We offer customer support
24/7, 365 days of the year.

Inmate Commissary & Banking Software

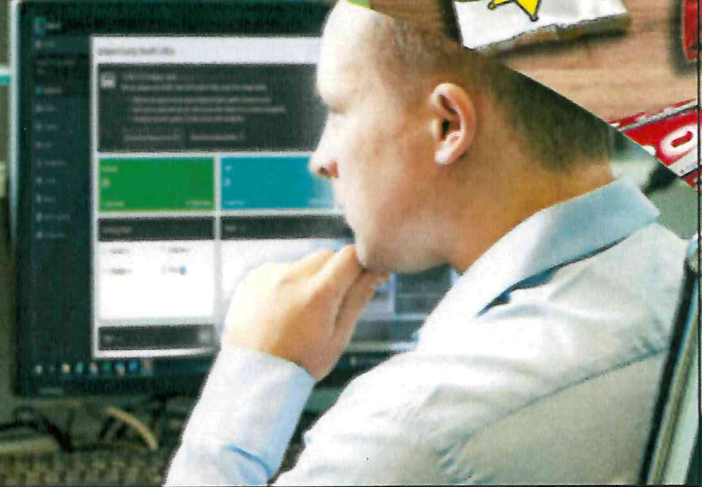
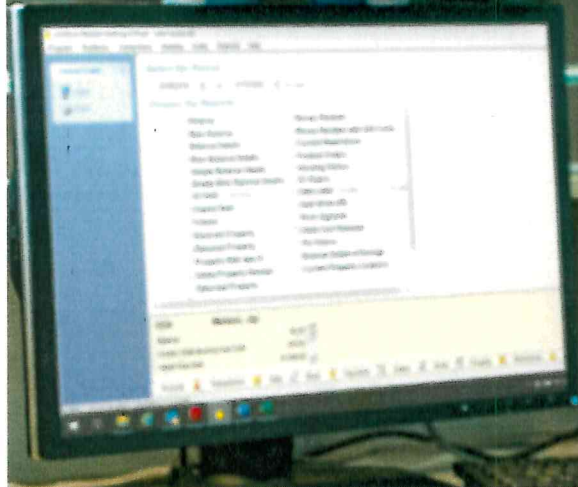
- Lockdown™ Inmate Software
- Booking Money Manager
- Stellar Teller Kiosk
- Credit Card Bonding

Inmate CIDNET Communication Services

- Voice-Data (Phones)
- Video Visitation and Email



866-320-4200
stellar-services.net





301 Business Park Circle, Stoughton, WI 53589

Inmate Banking Software, Commissary and Communication Services

RFP Response

“Sheriff’s Office Operational RFP”

212 North 6th Street, La Crosse, WI

PHONE & VIDEO VISITATION

Upload to DemandStar by April 6th, 2022@2:00 pm, CST

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Section 3 QUALIFICATIONS

3.1 Vendor / Partnership Information

- A. Letter of introduction that includes name of contact person and contact information (email address, phone number, etc.), no more than two (2) pages.

March 9, 2022

La Crosse County
Bryan Jostad
212 North 6th Street
La Crosse, WI 54601

Dear Bryan Jostad,

It is with great pleasure that we are providing the enclosed Request for Proposal for your consideration for the La Crosse County Sheriff's Inmate Phone and Video Visitation (Services Group C). It is the intention of Stellar Services, LLC to demonstrate to you that we are the company that can supply you with a seamless system.

There are many items that will make this a great experience for the La Crosse County Sheriff's Department Inmate Phone and Video Visitation (Services Group C) on many levels. Our experience and knowledge in this industry allow us the ability to provide the type of service expected as a valued client of Stellar Services, LLC. We are committed to service excellence every day, and we provide our customers with solutions through integrity, trust and innovation. We believe and understand that communication, solid technology, stable pricing and overall ease of operation of this system are the key components to success.

- As part of our proposal, we are proud to offer:
- Affordable, reliable, secure inmate communications.
- Competitive commission structures.
- Trained professional staff and leadership.
- Seamless integration with your other technology vendors.

We appreciate the opportunity to present this proposal to the La Crosse County Sheriff's Department, and if you should have any questions, please feel free to contact me directly. This proposal will be honored for 120 days.

Sincerely,



Dave Frick,
Sales Manager, 866-320-4200, dfrick@stellar-services.net

B. Partnership Structure / Relationship (if applicable)
-include which partner is primary

Stellar Services, LLC is the primary service provider

Encartele/Stellar Partnership – service providers of voice phones, video visitation and tablets

C. Office location(s) that would service each segment of this contract

Stellar Services, LLC, 301 Business Park Circle, Stoughton, WI 53589, Service Group B & C
Encartele, 8210 S 109th St., La Vista, NE 68128, 888-231-3393, Service Group C

D. Company's objectives in relation to this project

About Stellar Services, LLC

Stellar Services, LLC is a full-service provider of Inmate Banking Software, Commissary Services, CIDNET Inmate Voice Phones and Pod Kiosks, video visitation and email.

So, why Stellar Services?

We are not your typical inmate commissary and communications company. ***We're about service.*** We focus on each of our customers. You receive the kind of service that provides consistency, quality and success for your facilities operation.

Our Vision is to provide the corrections industry the best tools that enrich the work of facility employees which in turn gains the trust of inmates and their family and friends.

Our Mission is to establish a credible dialogue with our customers to provide solutions for their complete satisfaction.

We partner with You.

Stellar Services, LLC started in February 2001 offering Commissary and Inmate Banking Software. The past five years we have partnered with quality communication companies to additionally offer communication services. Our values of integrity, honesty and commitment are held to the highest standard, in order to create trust that we are supporting you. A partnership guaranteed to succeed.

You get experience. The team at Stellar Services tailor our services to meet the specific needs and objectives of each customer. We take great pride in our outstanding customer service record and are committed to continuing this in our everyday business practice. That means each facet of your operation has the tools you need in order to facilitate, operate and take the best care of each inmate.

Service Package.

Voice is CIDNET's new feature-rich inmate phone system. The system is web-based, providing agency personnel with access through their web browsers. All calls made through the system can be monitored and by default are recorded, depending on who is speaking i.e. lawyer or clergy. Call data is securely stored at 2 redundant information centers across the US.

Gone are the days of confusing, disarrayed user interfaces with millions of buttons.

CIDNET Voice keeps your interface simple and easy-to-learn. With Voice, you can give your staff complete control of all communications taking place inside your facility. With configurations and notifications, staff can get emails whenever illicit inmate activity is detected.

Changing from one vendor to another is a process that Stellar Services has a lot of experience at. We have a team of technicians that can take all of the stress out of this process. All of the Stellar Services, LLC equipment is completely covered under our 100% warranty. You never pay for any equipment that fails or becomes broken.

We realized that being adaptable, having great product selection, advanced technology, and developing a successful communications program requires a strong emphasis on customer service and great communication paths. Stellar Services, LLC has the knowledge and commitment to work alongside the La Crosse County staff to create a highly successful communications program.

Stellar Services, LLC is the company large enough and experienced enough to handle any issue but small enough that you get that family feeling of true customer service.

Encartele is our partner organization in the Telephone Communication Industry and are located in La Vista, Nebraska. This organization has been operating for approximately 18 years. Their correctional Communication solution empowers people to make intelligent decisions when using the CIDNET platform.

Empowering Technology

CIDNET has three main apps that allow people to communicate: Voice, Video and Mail. Any instance of communication within these apps is classified as a "Cue" (Cidnet Utilization Event). CIDNET CUES let people pay by the second, instead of by the minute. The CID family of devices is made up of detention-grade equipment designed for long-term use in a correctional environment. All equipment is manufactured in the US and thoroughly tested before it is installed in a jail/facility.

The communications platform, CIDNET Voice, Video Visitation and email system makes investigations easier for investigators, all the inmates' information is on one screen with different tabs and is easily downloaded.

- E. Provide client agency name, contact name, title, address, and phone number of references that your organization has or is contracting with regarding the Service Groups in the proposal
- *Stellar Services, LLC – Ed Bierer, President, 301 Business Park Circle, Stoughton, WI 53589, 866-320-4200 ; Service Group B & C*
 - *Encartele, Scott Moorland, President, 8210 S 109th St., La Vista, NE 68128, 888-231-3393, Service Group C*

3.2 Relevant Experience (respond to statements that are applicable to proposal)

- A. Food Service Management experience regarding a County Jail Facility
- include average number of inmates served on a daily basis
- B. Food Service Management experience regarding Juvenile Detention Center
-include average number of clients served

Not bidding on this section

Not bidding on this section

- C. Inmate Laundry Services

Not bidding on this section

- D. Inmate Commissary Services

Not bidding on this section in this proposal

- E. Inmate Trust Account Services

Not bidding on this section in this proposal

- F. Video Visitation Services

Stellar Services, LLC has 7+ years' experience in the Video Visitation Services with an emphasis also on our customer service.

Encartele is our partner organization in the Telephone Communication Industry and are located in La Vista, Nebraska. This organization has been operating for approximately 18 years. Their correctional Communication solution empowers people to make intelligent decisions when using the CIDNET platform.

- G. Phone Service and E-messaging

Stellar Services, LLC has 5+ years' experience in the Voice/Phone Services with an emphasis also on our customer service.

Stellar Services, LLC is well known in the corrections industry for our outstanding customer service record, County Jails are in operation 24/7/365 days a year and

Stellar's customer service is available on the same 24/7/365 days a year. When you need assistance, we are here to answer your call!

Encartele is our partner organization in the Telephone Communication Industry and are located in La Vista, Nebraska. This organization has been operating for approximately 18 years. Their correctional Communication solution empowers people to make intelligent decisions when using the CIDNET platform.

3.3 Proposed staff and structure

A. Organizational Structure / Hierarchy

Edward Bierer-Owner

Patty Bierer-Owner

Dave Frick-Sales Manager

Kevin Rudoll-Applications Manager

Amanda Rudoll-Commissary Production Manager

Joan Huedepohl-Office Manager

B. Responsibilities and qualifications of management personnel providing services under this proposed agreement.

Dave Frick-Sales Manager, responsible for initial sales and negotiations of contracts

Kevin Rudoll-Applications Manager, responsible for technical support and Applications personnel, this will include all installation of hardware, software and replacement/repair of equipment, and commissary installation/training.

Joan Huedepohl-Office Manager, manages the administrative functions for accounts payable and receivables and other finances. Supports Sales with contracts, proposals and conferences. Implements marketing materials and products.

C. Responsibilities and qualifications of the staff who are performing each function

Edward Bierer-Owner, Ed has over 30 years of experience within the corrections market with inmate commissary and accounting systems.

Patty Bierer-Owner, Patty has over 20 years of experience within the corrections market with inmate commissary and accounting systems.

Dave Frick-Sales Manager- 28 years of contract food management, commissary management and sales experience.

Kevin Rudoll-Applications Manager – 20 years in technical support, IT networks, IT team lead for the banking industry.

Joan Huedepohl-Office Manager – over 30 years managing business projects, business office support and small business ownership.

D. Provide a detailed explanation of the training the vendor's staff workers

Training of facility staff happens prior to the installation for the communications CIDNET platform online.

Section 7 Inmate Phone, Video Visitation, E-messaging (Service Group C)

La Crosse County is requesting proposals to provide a digital inmate telephone, mail (e-messaging) service and video visitation system (with the potential to add on tablets) and services at the La Crosse County Jail. La Crosse County is interested in receiving proposals that provide a fully operational system, which includes all phone, mail (e-messaging) and video visitation services at the lowest cost possible for inmates, family and friends for all calls and visits processed by coin-less telephones, tablets, kiosks and/or visitation stations, as well as an administrator to monitor day-to-day operations. This method of providing service will include a single primary contractor with end-to-end network and equipment responsibilities. Sub-contractor relationships will be permitted as needed to obtain and maintain end-to-end service.

The system shall include, at no cost to the County, installation, maintenance and service of the equipment and the telephone/video visitation system as a whole.

The vendor must provide a complete "turn-key" fully operational system, which will provide local, inter-lata and intra-lata, and interstate and intrastate service.

The minimum requirements of this system shall consist of 38 fixed inmate telephones, 20 non-contact visitation kiosks and/or tablets for recording and monitoring inmate visits, 6 public visitation kiosk booths.

The goal is a complete inmate phone, mail (e-messaging) and video visitation system for the benefit of the La Crosse County Jail. The County desires lowest possible cost to inmates, state of the art technology, accountability, enhanced customer service, increased performance, maintenance and service of the equipment and the system as a whole. The County desires to contract with a vendor who will assure that calls are billed, the costs of services and equipment are paid, and customer service is handled while providing the lowest cost possible to the inmates and no cost to the County.

Background:

The La Crosse County Jail consists of one facility: located at 333 Vine Street is a podular style jail which was originally built in 1997 and expended in 2010. This facility houses adult lock up inmates. We have 2 direct supervision pods which house a maximum of 57 inmates each. These pods have 6 video visitation kiosks each. We have eight indirect supervision pods that contain either one or two video visitation kiosks in each dayroom. Each dayroom has 1 to 3 inmate phones. Each dayroom has one phone. Our booking section consists of 3 temporary beds. This area has 5 phones. Our receiving/medical section has three blocks with one phone in each dayroom. There are also 2 portable handheld phones in receiving. In the 3 receiving/medical block dayrooms, there is only one video

visitation kiosk, but we would like two more added. There is also one video visitation booth in receiving for inmates housed in a medical cell to use. The total capacity of this building is 317.

Visitation is held within the pods at the main jail.

Visitation is held on video visitation booths both for the inmates and the public.

La Crosse County is requesting that the phone service include an automated information system. This allows all callers to select an option from the phone tree.

General Requirements:

1. The system shall be a Web-Browser-based, easy to use application that is available securely from anywhere at any time remotely.

Stellar Services, LLC is proud to offer:

THE FUTURE OF INMATE PHONES

Voice is CIDNET's new feature-rich inmate phone system. The system is web- based, providing agency personnel with access through their web browsers. All calls made through the system can be monitored and by default are recorded, depending on who is speaking i.e. lawyer or clergy. Call data is securely stored at 2 redundant information centers across the US.

Gone are the days of confusing, disarrayed user interfaces with millions of buttons.

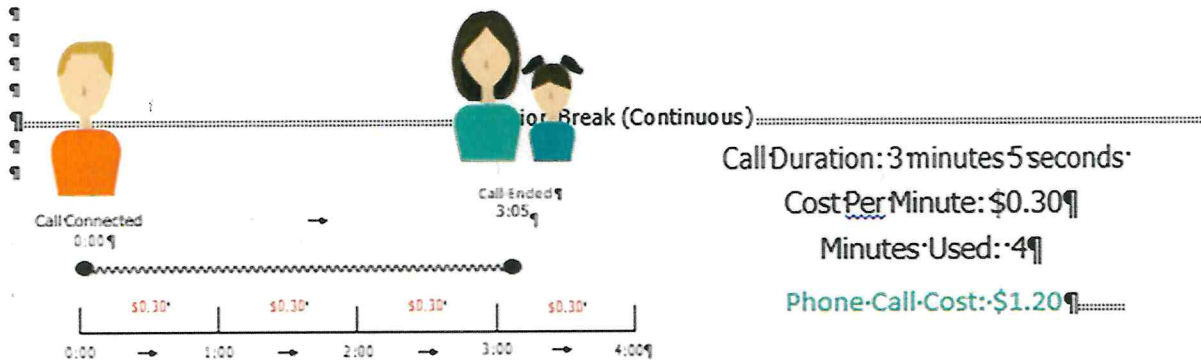
CIDNET Voice keeps your interface simple and easy-to-learn. With Voice, you can give your staff complete control of all communications taking place inside your facility. With configurations and notifications, staff can get emails whenever illicit inmate activity is detected.

INMATES & CONTACTS PAY LESS TO TALK MORE

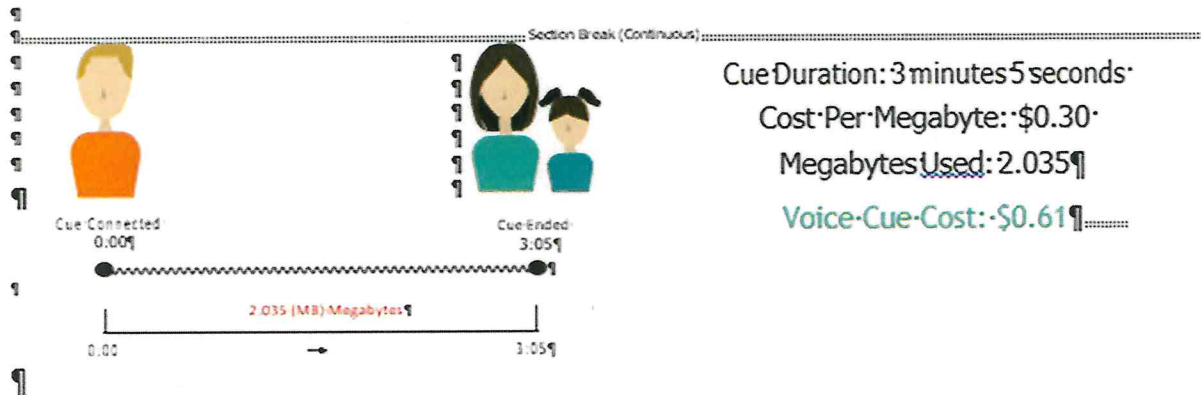
Today, every cellphone has a data plan, but rewind 15 years. In those days, people paid for a finite number of minutes to talk on the phone every month. Fast forward to 2022. Now, we live in a data-centric world with 5G internet speeds that keep us connected like never before. In correctional telecom, the same transition from per-minute to data pricing didn't happen until Cidnet came on the scene.

Cidnet has three main apps that allow people to communicate: Voice, Video and Mail. Any instance of communication within these apps is classified as a 'Cue' (Cidnet Utilization Event). Data is sold to either the inmate, a person on the outside who wants to talk to an inmate (a contact) or the facility, at a universal rate of \$0.30 for 1 megabyte. Once data is purchased, it can be used to communicate through Voice, Video and Mail Cues.

Per-Minute Pricing Model



Data Pricing Model



2. The proposed system shall allow outgoing calls, only.

Stellar Services, LLC CIDNET Platform only allows outgoing calls.

3. The proposed system shall allow inmate calls to be restricted to a specific period, such as 15 minutes. La Crosse County representatives must be able to change this call duration limit throughout the entire site, by inmate Account / PIN, or group of telephones

Stellar Services, LLC CIDNET Platform can have limits on phone calls and can also be changed by facility staff that has the proper access credentials that can be determined by the County.

4. The users – inmate and called party – shall be notified of limit in advance of the system terminating the call.

Stellar Services, LLC CIDNET Platform has the ability to notify the inmate and called party prior to termination of call.

5. Vendor shall supply one telephone device for the deaf (TDD/TTY) to the La Crosse County Jail.

Stellar Services, LLC will provide one device for the deaf.

6. The proposed system must require active acceptance by the called party.

Stellar Services, LLC CIDNET Platform requires acceptancy by called parties.

7. The proposed system shall include user prompts in English and Spanish.

Stellar Services, LLC CIDNET Platform is setup for English and Spanish.

8. The vendor will need to have a program that will proactively attempt to set-up an account for individuals who are not able to accept collect calls, enabling families to quickly communicate with incarcerated individuals. Please describe your program.

Stellar Services, LLC CIDNET Platform is unique in its authorized contact list, other collect types of call the user will need to make an account (link sent via text on cell phone). This also helps to ensure that a no contact order with an inmate is enforced. Our system also can be configured for a picture ID.

9. Vendor must notify end user when they have reached a \$20.00 balance of its site or personal credit limit and describe process.

Stellar Services, LLC CIDNET Platform will state inmate debit account balance at the beginning of the call and for the visitor (for their account) it displays their balance on their cell phone and also states it prior to the call.

Personal Identification Number (PIN)

1. The proposed system shall utilize Personal Identification Numbers (PIN) for the inmates. Describe your system's use of PINs, including Open PIN, Restricted PIN, and Closed PIN.

Stellar Services, LLC CIDNET Platform has a dual login, the inmate ID or Permanent number and a 4-digit PIN. PIN's may have restrictions applied to the inmate account and Closed PIN's are not accessible.

2. The proposed system shall prevent duplicate PINs.

Stellar Services, LLC CIDNET Platform is programmed to not allow duplicate PIN's.

3. What is the minimum and maximum number of digits used in a PIN?

Stellar Services, LLC CIDNET Platform has an Inmate ID and 4–6-digit PIN combination to access any device on our CIDNET platform. So, both numbers are required to access the system at all times. Each location has devices assigned and the inmates must be housed in that location in order to access those devices.

Fraud Management

1. The proposed system shall be able detect, notify and prevent three-way or conference calls, except for those calls to attorney's, probation and parole agents or other approved numbers. We understand that there are industry patents in this area. Please provide a description of the process you have deployed on your platform and why you feel the technical approach provides the best 3-way detection solution.

Stellar Services, LLC CIDNET Platform has a Multi-party Voice Detection will identify when more than one voice is present in a Voice and/or Video Cue. With CIDNET's Voice ID feature, facilities can combat inmate identity fraud. If more than one voice is detected from either the inmate or contacts audio, the cue is flagged as multi-party.

2. The proposed system shall prevent the inmate from receiving a second dial tone, or "chain-dialing."

Stellar Services, LLC CIDNET Platform has no dial tones. It is all voice, menu driven and there is no way for the inmate to get to another line.

3. The proposed system shall prevent any extra digits dialed by the inmate after the party has accepted the call. Please describe process.

Stellar Services, LLC CIDNET Platform only allows regular phone numbers, no additional numbers are allowed or able to enter.

4. The proposed system shall have capability to remotely survey Inmate calls and be able to transfer specific calls in progress to investigators

Stellar Services, LLC CIDNET Platform, all calls are recorded. Live calls can be listened to during the call and tagged for easy retrieval in the call to a specific time to listen. The officer listening can also contact the investigator to listen at the same time.

5. The proposed system shall brand each call with the name of the facility and the inmate placing the call.

Stellar Services, LLC CIDNET Platform identifies the facility and that an inmate is trying to call them.

6. The proposed system shall continue to play the brand recording at random intervals throughout the call.

Stellar Services, LLC CIDNET Platform has this ability to notify outside person the status of the call.

7. The proposed system shall guard against “Hook-switch dialing,” and other fraudulent activities. Please describe

Stellar Services, LLC CIDNET Platform is a unique platform, no dial tones so no hook-switching is available.

8. The inmate shall not communicate with the called party until the call has been accepted.


Stellar Services, LLC CIDNET Platform has this built into the system. All calls are approved by the called party before any connection is made.

9. The system shall detect the difference between an accepted call, and an answering machine, busy signal, and other telephone activity. Please describe.

Stellar Services, LLC CIDNET Platform requires an approval for the call, answering machines have no way to approve the call. This is interactive with the called party.

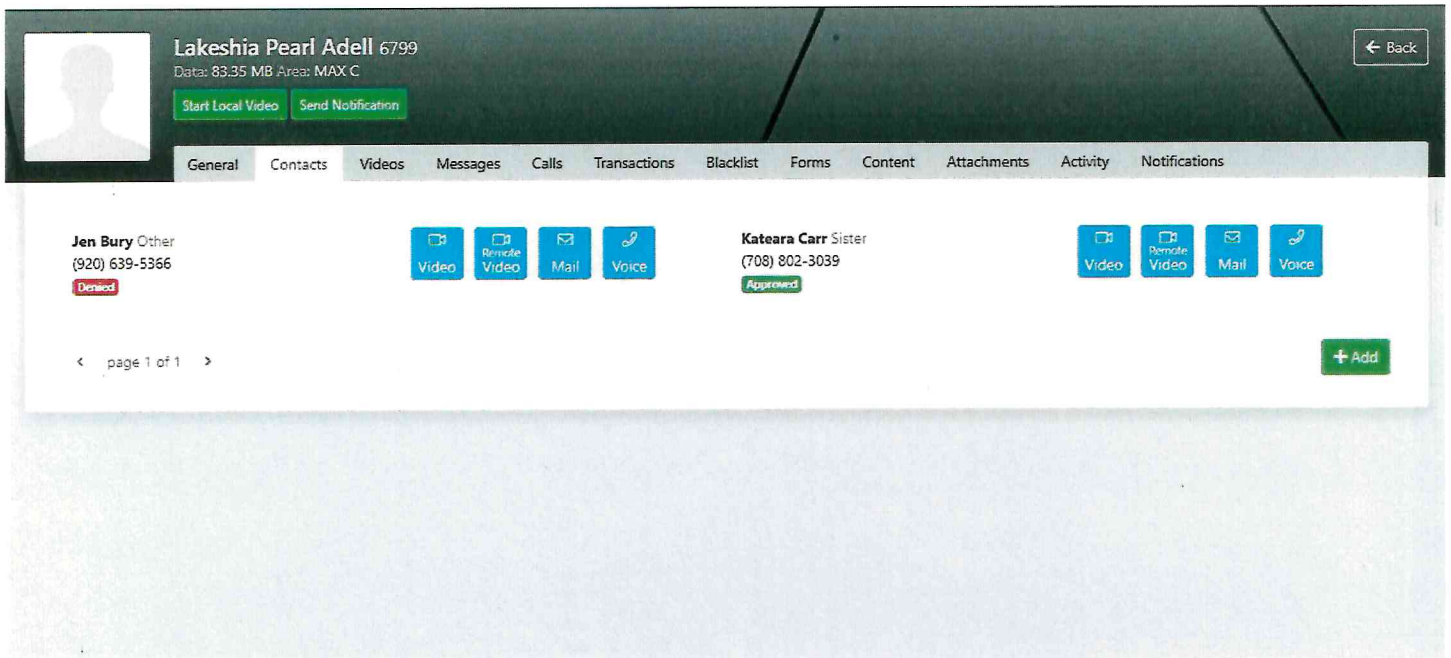
10. The proposed system shall allow call blocking of specific numbers by customer and site.

Stellar Services, LLC CIDNET Platform has a black list that numbers can be added to either a specific inmate or entire facility.

Contacts					Dashboard / Contacts
Process	Search	Blacklist			
Enter Phone Number...					 Search
					41 Results
Phone Number	Description	Reason	Inmate	Created	
(715) 751-0898	Cody Schladweiler	No Contact Leah Hahn	CODY SCHLADWEILER	2/16/22 8:03 PM	
(715) 819-6944	NO CONTACT SCHOOLMASTER	NO CONTACT	CHAD SCHOOLMASTER	2/7/22 7:50 PM	
(715) 323-5897	No contact violation	No contact violation	CARLOS INFANTE CORTES	2/2/22 12:37 PM	
(800) 362-9082	8003629082	Contact Requested	All Inmates	1/27/22 3:30 PM	
(715) 384-8832	7153848832	Contact Requested	CARLOS INFANTE CORTES	1/27/22 3:21 PM	

11. The proposed system shall also assign approved calling numbers according to inmate PIN.

Stellar Services, LLC CIDNET Platform has this ability, for approved and denied contacts for phones, video visitation (internal and external) and emails, see screen shot below:



12. The proposed system shall permit the called party to block all future calls from a correctional facility.

Stellar Services, LLC CIDNET Platform has this ability, the called party, if they have the application on the phone/computer, can deny any additional calls from an inmate or entire facility.

13. The system must have the capability to suspend an inmate privileges from placing a call and set a beginning and end date without the need to manually re-enable privileges

Stellar Services, LLC CIDNET Platform has this ability, the facility staff with proper access can deny a specific type of service Voice (Phones), Video Visitation (Internal and External) and Emails with a specified time frame and reason. See screen shot below:

Relationship *

Sister



☒ Record

☐ Bypass Acceptance

☐ Free

☐ Allow Simultaneous Calls

Note (This is only displayed internally, never to the Contact or the Inmate)

This contact is linked from the public portal.

Status *

Status Reason (This will be seen by the Contact) *

Suspended

Scheduled Removal Date (CST) *

12 hours

1 day

3 days

1 week

2 weeks

1 month

Clear



14. The proposed system shall allow the inmate to record their name one time and store this recorded name for all future calls.

Stellar Services, LLC CIDNET Platform is currently being programmed into the platform along with:

Voice ID – Verifies that the voice of an inmate is present in a Voice or Video conversation. With CIDNET's Voice ID feature, facilities can combat inmate identity fraud. Every inmate provides a voice print during the intake process that is tied to their unique PIN number. Once any Voice or Video cue is completed, the system will verify whether the inmate's voice was present. CIDNET Voice ID is the intelligent solution to notify corrections personnel of inmate PIN theft and PIN sharing.

Voice ID will reduce phone commissions by 2%

15. The proposed system should offer Inmate Biometric technology and associated reporting, that validates the inmate's identity based on the inmate PIN, prior to connecting the call

Voice ID – Verifies that the voice of an inmate is present in a Voice or Video conversation. With CIDNET's Voice ID feature, facilities can combat inmate identity fraud. Every inmate provides a voice print during the intake process that is tied to their unique PIN number. Once any Voice or Video cue is

completed, the system will verify whether the inmate's voice was present. CIDNET Voice ID is the intelligent solution to notify corrections personnel of inmate PIN theft and PIN sharing.

Voice ID will reduce phone commissions by 2%

Other investigative Tools

1. The system will need to be equipped with a remote conferencing feature and e-mail feature for those numbers that are under surveillance by the investigative unit. The feature will need to allow authorized personnel to monitor a call and receive e-mail notification from any designated remote location, while the call is in progress. The call will need to be automatically conferenced to a predetermined investigators telephone number in listen mode only once the call is accepted by the called party and in progress.

Stellar Services, LLC CIDNET Platform has a follow function built in on the inmate level where staff members can determine what functions they want to be notified of when an inmate is using the system. This is fully customizable to the user to determine how much or how little they want to be notified of. Multiple users can be set up on this notification group as well.

2. The proposed system must allow for all calls remotely conferenced to investigators to be accepted by the investigator with a unique PIN

Stellar Services, LLC CIDNET Platform at this time there is not a barge in feature for calls. All calls can be followed, but not jumped in on.

3. Please provide any other additional investigative tools, features or creative solutions that might be available to La Crosse County.

Stellar Services, LLC CIDNET Platform, under the inmate tab has ALL communications in one place for exceptionally easy lookup. Please see screen shots below:

Tab on Inmate Screen

Kirk Cousins 333
Visitation
Start Facial Videos Send Notifications

General Contacts Videos Messages Calls Blacklist Forms Content Attachments Activity Notifications

First Name *	Middle Name	Last Name *
Kirk		Cousins
Suffix	Birthdate	SSN
Identifier *	Agency *	Classification *
333	Unassigned	Unclassified
Access Pin *	Configuration Profile (Override)	
333		
Incarceration		
<input checked="" type="checkbox"/> Incarcerated		
Area *	Cell *	
Visitation	Complaints	
In Date *	Out Date	
1/20/2020		

Call Acceptance

1. The proposed system shall provide an option for the called party to request rate of the call prior to acceptance.

Stellar Services, LLC CIDNET Platform is the least expensive system in the market. Everything is data based and data rates are \$0.30 per Megabyte, the average call ranges from \$0.15 to \$0.18 per minute. This system also does not round up to the next whole minute so the inmate or friends and family are only charged what was actually used in data. A standard video visit transmits approximately 1.4 Megabytes for every minute of talk time. This equates to approximately \$0.42 for 1 minute of video visitation. Basic emails are \$0.10 text and additional for picture messages.

2. The called party must actively accept the call.

Stellar Services, LLC CIDNET Platform will only connect the call when the called party actively accepts the call.

3. The inmate cannot communicate nor hear the called party until the call has been accepted.

Stellar Services, LLC CIDNET Platform will only connect the call when the called party actively accepts the call and the inmate cannot hear them or speak to them until acceptance is made.

4. Billing does not begin until the call is accepted. Describe when your billing begins, if it is charged per minute and if the time is rounded to a specific minute

Stellar Services, LLC CIDNET Platform is one of the least expensive systems in the market. Once the call is connected, billing starts. Our CIDNET Platform is data based and data rates are \$0.30 per Megabyte, the average call ranges from \$0.15 to \$0.18 per minute. This system also does not round up to the next whole minute so the

inmate or friends and family are only charged what was actually used in data. A standard video visit transmits approximately 1.4 Megabytes for every minute of talk time. This equates to approximately \$0.42 for 1 minute of video visitation. Basic emails are \$0.10 text and additional for picture messages.

System Security

1. The proposed system must be programmed for auto shut-off at times designated by the County.

Stellar Services, LLC CIDNET Platform has this ability and can be changed by staff with the proper credentials.

2. The County personnel must be able to manually shut down the system in case of emergency.

Stellar Services, LLC CIDNET Platform has this ability and can be shut down by staff with the proper credentials of staff that has access.

3. The proposed system shall be password protected to permit only appropriate facility personnel access to the system.

Stellar Services, LLC CIDNET Platform is customized to your facility and groups can be made for access of facility personnel and each user has a login and password that can be accessed by any computer with internet access and login information. Everything staff does in the system is stamped with their name, i.e. listened to a call, watched a video visit, looked at emails etc.

4. The system must have the capability to enable and disable any phone at the facility from any secured internet enable computer.

Stellar Services, LLC CIDNET Platform has this ability and can be shut down by staff with the proper credentials from any computer with internet capabilities and login information.

5. For security purpose, the system must be a centralized non-premise system that will keep all records secure and not require the need to maintain at the facility. Describe your system and how your system will meet this requirement.

Stellar Services, LLC CIDNET Platform is not a premise based system and completely online. Online storage of all call recordings and call data is never removed or deleted. The system also has logs to identify any staff member who accesses the platform. These call recordings and call data will be available the entire contract duration plus any required retention period or as required by State or Federal law.

There are 2 data centers for redundancy to maintain integrity. The main data center is in Omaha, NE and the backup data center is in LaVista, NE.

Reports

1. The vendor shall supply the capability for the facility to view and track call activity, commission information, and facility service requests from practically any location at any time via a web accessible site.

Stellar Services, LLC CIDNET Platform has customizable reports to track call activity, recorded/non-recorded calls, country, classification and contact etc. All facility service requests are available to any authorized user from their Dashboard. See screen shots below:

Voice Calls Report

Dashboard / Reports / Apps / Voice

Report Name [^]

Output [^]

Call Date Start

Call Date End

Voice Call Report

Pdf

2/1/2022

2/28/2022

Inmate

Inmate Agency

Inmate Classification

Phone Number

Contact

Device

Billed To

☒ Only Billed

☒ Only Connected

Columns

Sort By [^]

Click and drag a column from the Available Columns to add it to the Selected Columns.

Start Date

Available Columns

Selected Columns

Search

Phone Number

Agency

Contact

Classification

Start Date

Device

Length

DeviceArea

Recorded

End Date

Inmate

Ended Reason

Pin

Billed To

Off Hook Date

Warning, if the report will generate a file larger than 500 pages it will not create the report. You will be notified in the notification and will need to filter the result set to be smaller.

Queue Report

The CIDNET Platform can also export to the following files:

The screenshot shows a web interface for exporting reports. On the left, under the heading "Report Name *", there are two dropdown menus. The first menu is open, showing "Voice Call Report" as the selected option. The second menu is closed and shows "Inmate". On the right, under the heading "Output *", there is a dropdown menu that is open, showing three options: "Csv", "Html", and "Pdf". The "Pdf" option is highlighted with a blue background.

2. The vendor shall supply call detail reports to the County via a system self- serving access tool that is fully integrated into the platform provided. These reports shall contain a variety of call information and be customizable to suit the County’s needs.

Stellar Services, LLC CIDNET Platform has customizable reports to not only track call activity, recorded/non-recorded calls, country, classification and contact etc. See screen shots above:

3. Standard reports should include: Frequently Dialed Numbers, 3-Way Call attempts, and Call Volume by Telephone.

Stellar Services, LLC CIDNET Platform has customizable reports to not only track call activity, recorded/non-recorded calls, country, classification and contact etc. See screen shots above:

4. Vendor shall supply monthly revenue reports.

Stellar Services, LLC will provide monthly revenue reports for data usage on the CIDNET Voice Platform. See screen shots below:

5. Vendor shall attach samples of their call detail and other standard reports.

Stellar Services, LLC can produce a variety of reports selected by filters from the screenshots above, here below is a standard report:

Voice Call Report

Marinette County Jail EN0322



Called on or After: 3/1/2022, Called on or Before: 3/31/2022, Only Billed, Only Connected

Phone Number	Contact	Start Date	Length	Recorded	Inmate	Pin	Billed To	Off Hook Date
(715) 586-3203	Casandra Seline	3/1/2022 7:24 AM	00:00:25	✓	James Hoisington	13989	Contact	3/1/2022 7:24 AM
(708) 802-3039	Kateara Carr	3/1/2022 7:38 AM	00:00:43	✓	Lakeshia Adell	6799	Inmate	3/1/2022 7:37 AM
(268) 425-8970	Sydni Brodock	3/1/2022 7:50 AM	00:20:01	✓	Walter Smith		Contact	3/1/2022 7:50 AM
(262) 933-8812	Donna Berrelez	3/1/2022 8:05 AM	00:19:53	✓	Johnnie Snow	8732	Contact	3/1/2022 8:05 AM
(708) 802-3039	Kateara Carr	3/1/2022 8:21 AM	00:10:43	✓	Lakeshia Adell	6799	Inmate	3/1/2022 8:21 AM
(908) 282-3947		3/1/2022 8:37 AM	00:00:48	✓	David Greene		Inmate	3/1/2022 8:36 AM
(908) 282-3947		3/1/2022 8:40 AM	00:03:15	✓	David Greene		Inmate	3/1/2022 8:40 AM
(908) 282-3947		3/1/2022 8:46 AM	00:04:45	✓	Dakota Juul	34873	Inmate	3/1/2022 8:46 AM
(808) 957-3183		3/1/2022 8:59 AM	00:20:00	✓	Gary Montgomery	30803	Inmate	3/1/2022 8:58 AM
(703) 507-8949	Sandra LaBoon	3/1/2022 9:02 AM	00:00:48	✓	David Greene		Inmate	3/1/2022 8:02 AM
(801) 218-6307		3/1/2022 9:39 AM	00:19:51	✓	Gary Montgomery	30803	Inmate	3/1/2022 9:38 AM
(908) 239-2407	Jenell Graves	3/1/2022 9:48 AM	00:08:44	✓	Kyle Dettman	22811	Inmate	3/1/2022 9:47 AM
(715) 587-8278	Joseph Poore	3/1/2022 9:59 AM	00:01:29	✓	Dana Houska	2639	Inmate	3/1/2022 9:58 AM
(920) 740-0149	Angela Kain	3/1/2022 10:01 AM	00:06:12	✓	Travis Kain	33260	Contact	3/1/2022 10:00 AM
(908) 792-8628	Perrie Thunder	3/1/2022 10:03 AM	00:03:54	✓	Trevor Tallman	3817	Inmate	3/1/2022 10:02 AM
(715) 587-2664	Danny Brzycki	3/1/2022 10:05 AM	00:01:27	✓	Desie Van Ginkel	6187	Contact	3/1/2022 10:04 AM
(920) 277-0624	Wendy Felden	3/1/2022 10:24 AM	00:16:24	✓	Travis Kain	33260	Inmate	3/1/2022 10:23 AM
(801) 618-7163	Denise Kemper	3/1/2022 10:26 AM	00:01:59	✓	Gary Montgomery	30803	Inmate	3/1/2022 10:26 AM
(801) 618-7163	Denise Kemper	3/1/2022 10:29 AM	00:19:54	✓	Gary Montgomery	30803	Inmate	3/1/2022 10:29 AM
(908) 239-2407	Jenell Graves	3/1/2022 10:53 AM	00:01:50	✓	Kyle Dettman	22811	Inmate	3/1/2022 10:52 AM
(715) 330-6297	Rayna Gamlin	3/1/2022 11:08 AM	00:20:01	✓	Kody Lalonde		Inmate	3/1/2022 11:08 AM
(920) 518-0586	Dicky Wollum	3/1/2022 11:15 AM	00:12:35	✓	Nicholas Wollum	9788	Inmate	3/1/2022 11:15 AM
(715) 586-3203	Casandra Seline	3/1/2022 11:22 AM	00:03:58	✓	James Hoisington	13989	Contact	3/1/2022 11:22 AM
(715) 302-6497		3/1/2022 11:24 AM	00:01:24	✓	Mattea Mcquisten	1536	Inmate	3/1/2022 11:23 AM
(715) 587-6278	Joseph Poore	3/1/2022 11:32 AM	00:08:32	✓	Dana Houska	2639	Inmate	3/1/2022 11:32 AM
(708) 802-3039	Kateara Carr	3/1/2022 11:43 AM	00:00:51	✓	Lakeshia Adell	6799	Inmate	3/1/2022 11:43 AM
(908) 221-3097	Bridget Altoft	3/1/2022 11:48 AM	00:19:21	✓	Daniel Carlson	9698	Contact	3/1/2022 11:47 AM
(880) 941-7237		3/1/2022 11:48 AM	00:05:24	✓	Tristan Wager	3676	Inmate	3/1/2022 11:47 AM
(908) 239-2407	Jenell Graves	3/1/2022 11:49 AM	00:02:00	✓	Kyle Dettman	22811	Inmate	3/1/2022 11:48 AM



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Below is a data/charge for the different types of service:

Data Transaction Report

Marinette County Jail EN0322



On or After: 3/1/2022, Before: 3/8/2022

Transaction Date	Account Type	Account Name	Data Type	Kilobytes	Megabytes	Amount
3/7/2022 11:59:28 PM UTC	Contact	Kayla Hill	Mail	342	0.34 MB	\$0.10
3/7/2022 11:57:56 PM UTC	Contact	Kayla Hill	Mail	342	0.34 MB	\$0.10
3/7/2022 11:57:29 PM UTC	Contact	Kayla Hill	Mail	342	0.34 MB	\$0.10
3/7/2022 11:57:15 PM UTC	Contact	Scott Williams	Mail	342	0.34 MB	\$0.10
3/7/2022 11:56:40 PM UTC	Contact	Kayla Hill	Mail	342	0.34 MB	\$0.10
3/7/2022 11:56:31 PM UTC	Contact	Scott Williams	Mail	342	0.34 MB	\$0.10
3/7/2022 11:56:18 PM UTC	Contact	JoAnn Novinski-Wood	Mail	342	0.34 MB	\$0.10
3/7/2022 11:56:00 PM UTC	Contact	Linda Mays	Mail	342	0.34 MB	\$0.10
3/7/2022 11:55:21 PM UTC	Contact	JoAnn Novinski-Wood	Mail	342	0.34 MB	\$0.10
3/7/2022 11:54:33 PM UTC	Contact	Linda Mays	Mail	342	0.34 MB	\$0.10
3/7/2022 11:54:09 PM UTC	Contact	Donna Berrelez	Mail	342	0.34 MB	\$0.10
3/7/2022 11:53:42 PM UTC	Contact	JoAnn Novinski-Wood	Mail	342	0.34 MB	\$0.10
3/7/2022 11:53:20 PM UTC	Contact	Jesse Felch	Mail	342	0.34 MB	\$0.10
3/7/2022 11:52:32 PM UTC	Contact	Theresa Malnar	Mail	342	0.34 MB	\$0.10
3/7/2022 11:50:03 PM UTC	Contact	Jesse Felch	Mail	342	0.34 MB	\$0.10
3/7/2022 11:48:42 PM UTC	Inmate	Angela Throm	Voice	2538	2.48 MB	\$0.74
3/7/2022 11:46:49 PM UTC	Contact	Scott Williams	Mail	714	0.70 MB	\$0.20
3/7/2022 11:46:45 PM UTC	Contact	Olivia Deau	Mail	342	0.34 MB	\$0.10
3/7/2022 11:46:27 PM UTC	Contact	Scott Williams	Mail	385	0.38 MB	\$0.11
3/7/2022 11:46:39 PM UTC	Contact	Scott Williams	Mail	342	0.34 MB	\$0.10
3/7/2022 11:46:30 PM UTC	Contact	Scott Williams	Mail	342	0.34 MB	\$0.10
3/7/2022 11:45:18 PM UTC	Inmate	Trevor Tallman	Voice	6240	6.10 MB	\$1.82
3/7/2022 11:44:58 PM UTC	Contact	JoAnn Novinski-Wood	Mail	342	0.34 MB	\$0.10
3/7/2022 11:44:42 PM UTC	Contact	JoAnn Novinski-Wood	Mail	342	0.34 MB	\$0.10
3/7/2022 11:44:36 PM UTC	Contact	JoAnn Novinski-Wood	Mail	342	0.34 MB	\$0.10
3/7/2022 11:43:14 PM UTC	Inmate	Kerri Anderson	Voice	5626	5.50 MB	\$1.64
3/7/2022 11:42:50 PM UTC	Inmate	Dakota Juul	Voice	12033	11.78 MB	\$3.52
3/7/2022 11:42:18 PM UTC	Contact	Jeremy Demers	Mail	342	0.34 MB	\$0.10
3/7/2022 11:42:00 PM UTC	Contact	Jeremy Demers	Mail	342	0.34 MB	\$0.10



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Data Transaction Report

Marinette County Jail EN0322

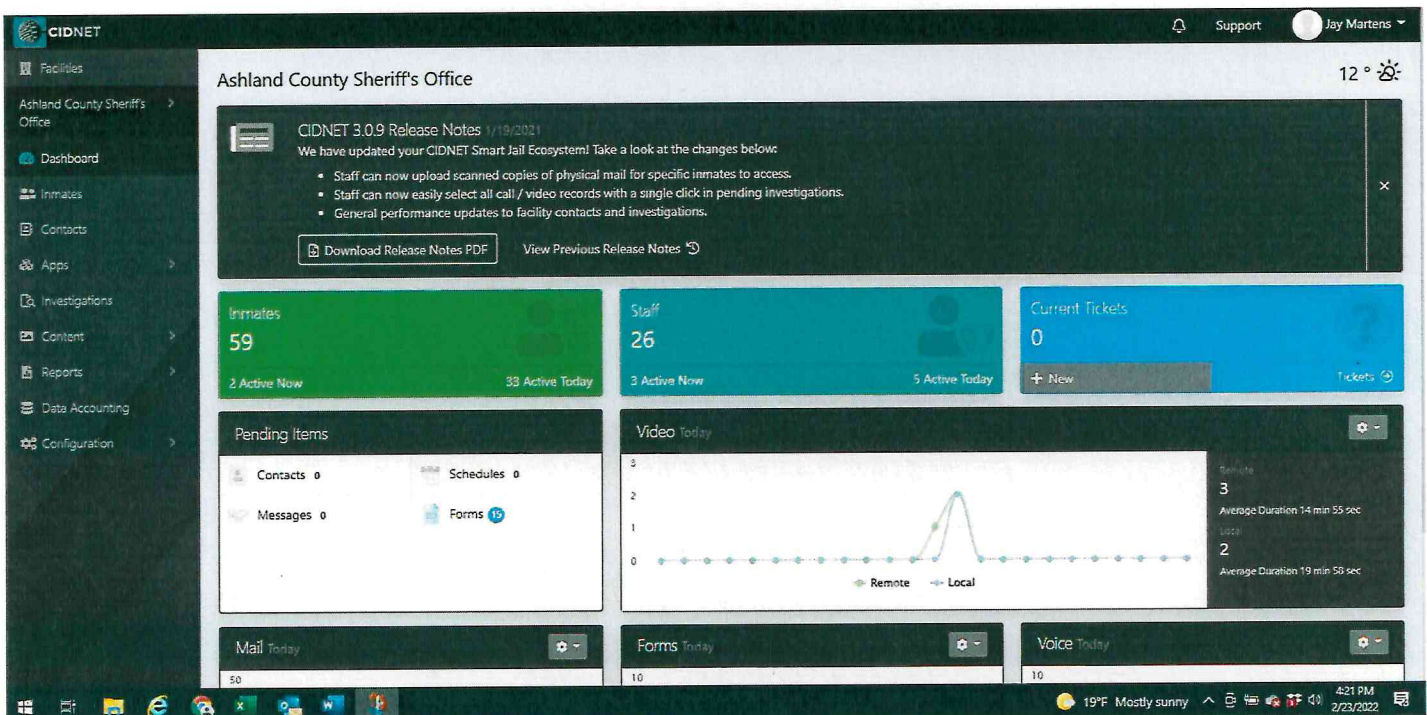


Transaction Date	Account Type	Account Name	Data Type	Kilobytes	Megabytes	Amount
3/1/2022 12:07:08 AM UTC	Contact	Dicky Wollum	Mail	342	0.34 MB	\$0.10
3/1/2022 12:08:11 AM UTC	Contact	Sydni Brodock	Mail	342	0.34 MB	\$0.10
3/1/2022 12:08:09 AM UTC	Contact	Sydni Brodock	Mail	782	0.77 MB	\$0.22
3/1/2022 12:06:42 AM UTC	Contact	Tracy Johnson	Mail	342	0.34 MB	\$0.10
3/1/2022 12:06:19 AM UTC	Contact	Dicky Wollum	Mail	342	0.34 MB	\$0.10
3/1/2022 12:06:00 AM UTC	Contact	Dicky Wollum	Mail	342	0.34 MB	\$0.10
3/1/2022 12:04:31 AM UTC	Contact	Dicky Wollum	Mail	342	0.34 MB	\$0.10
3/1/2022 12:04:20 AM UTC	Contact	robert baker	Mail	342	0.34 MB	\$0.10
3/1/2022 12:04:13 AM UTC	Contact	robert baker	Mail	342	0.34 MB	\$0.10
3/1/2022 12:02:54 AM UTC	Contact	Linda Mays	Mail	342	0.34 MB	\$0.10
3/1/2022 12:02:40 AM UTC	Inmate	Skylar Minkin	Voice	3047	2.98 MB	\$0.89
3/1/2022 12:02:04 AM UTC	Contact	Connie Dixon	Mail	342	0.34 MB	\$0.10
3/1/2022 12:01:49 AM UTC	Inmate	Nicholas Wollum	Voice	1845	1.80 MB	\$0.56
3/1/2022 12:00:30 AM UTC	Contact	Jason Gustafson	Mail	342	0.34 MB	\$0.10
				14699014	14,354.51 MB	\$4,306.35

Transparency is a must with Stellar Services, LLC. No hidden fees or additional charges to the inmates, friends and family or the facility.

6. Vendor shall provide a secure access to all calling activity within the facility via the internet/web. The hosted site will need to provide an interface that will allow a facility to view call detail reports, check and track a facility commission data. This system should also allow facilities to open and/or view the status of service tickets.

Stellar Services, LLC CIDNET Platform is completely secure and internet based. No interface is required to view your reports, they are available right from your CIDNET Dashboard, under reports on the side. See screenshot below:



Service & Maintenance

Please explain your service levels. Not limited to, but please ensure to include the following:

- Incident Response time Detail the method of determining service interruptions and service call priorities.

Stellar Services, LLC CIDNET Platform's Dashboard above has the ticket system built in, anyone with access can report any type of issues with the ticket system. Most issues or questions are either fixed or answered within 2 hours (if not hardware issue) or a technician is dispatched to repair.

- Hours of support, Vendor shall provide 24-hour, toll-free service number.

Stellar Services, LLC CIDNET Platform as explained above, is available 24/7/365 days a year. Our toll-free number is 866-320-4200 and after-hours option 6 will connect with a technician.

- Methods to contact Vendor for Support

Stellar Services, LLC CIDNET Platform first option for support is the ticket system on the facility users Dashboard. If no response is received, calling our 866-320-4200 number to talk to a technician.

- Describe the maintenance and quality assurance programs for telephones to be installed.

Stellar Services, LLC maintenance and quality assurance programs is listed below:

System Acceptance Testing

When the Stellar CIDNET system is installed, the jail staff can be at ease knowing that the system has been fully tested to assure that the system will be 100% effective and functional from day one.

Our operations team has developed our systematic process of testing all of the equipment being used. The systems we have in place are as follows:

NEW INSTALLATION PARTS PROCUREMENT

- 1. New parts are shipped to our testing warehouse*
- 2. Parts are received and taken to the Catch-And-Determine (CAD) shelf*
- 3. Parts are then either taken to the Repair-And-Determine (RAD) shelf or assigned to the Staging shelf During this process we are procuring parts for your upcoming installation. When the parts are ordered and received, they are automatically taken to our Lab and taken to the CAD shelf. The CAD shelf stands for "catch and determine". In this stage our service team tests all new products making test calls to ensure product quality and assuring that it came in working condition.*

As far as the VOIP equipment that is sent to us, we have developed a "test facility" in the Lab that allows us to build a phone system so we can make multiple tests calls on each port to ensure that the VOIP device has no issues, during this stage, we can also program them to plug-and-play at the time of installation so there is no configuration needed on-site. This saves down time for the technician and allows for a much quicker installation.

After the part has been "caught and determined" it is time to either take it to the RAD shelf or staging. If the product has issues that our standard testing catches it is automatically taken to the RAD shelf, otherwise known as "repair and determine". If the product passed all of our lab tests, then it is ready to be taken to the staging shelf to await the installation.

ONGOING SYSTEM OPTIMIZATION

- 1. During our preventative maintenance set up our dispatched technician will fix any broken parts found at the facility*
- 2. Broken product is shipped back to Stellar Services, LLC*
- 3. Parts are received and taken to the CAD shelf*
- 4. Parts are either taken to the RAD shelf or assigned to a warehouse shelf*

This process is very similar to the preceding process. In this process we are able to swap out any broken parts with parts that have already gone through our "catch and determine" stage. Once the broken equipment is sent back, we determine if it 1) may be repaired, 2) any issues exist, and 3) whether it's ready to go back into our Metro warehouse to be used for ongoing maintenance in our preventative maintenance program.

- Provide a contact person who will be responsible for ongoing account and support.

Stellar Services, LLC main contact person for installation and maintenance is Kevin Rudoll, Applications Manager at 866-320-4200

- Explain what control and access is needed by the vendor to implement and support the system?

Stellar Services, LLC CIDNET Platform is accessible via internet and most issues are taken care of through direct connection to devices, if it is a hardware issue, a service technician will be dispatched from our Stoughton, Wisconsin location.

Installation and Transition

1. The contractor will provide inmate phone sets, the remote administration station and the automated inmate call control system, install the visitation recording sets, remote system access and the system and ensure that they are working properly. This installation is to be completed within sixty (60) days after contract award and full execution.

Stellar Services, LLC CIDNET platform to include inmate phones, video visitation stations (both visitor and Inmate PODs) will be installed within the time frame outlined in this RFP - 60 days after contract signing.

2. A vendor shall submit a complete and detailed schedule of the time frame required for installation, utility coordination, training, cut over and testing. The system must be installed in a manner and under a time frame designed to minimize disruption of the normal functioning of the facilities.

Stellar Services, LLC CIDNET platform to include inmate phones, video visitation stations (both visitor and Inmate PODs) will be installed to meet the counties time frame, but within the 60 days after contract signing. Installs that do not need additional wiring, we will replace your current phones on days 1 & 2, these phones would still be connected to your current provider, at completion of the phone replacements, we switch out the communication AdTrans boxes so inmate down time in as close to zero as possible, maybe 1 hour. Video Visitation kiosks will replace your current kiosks. All our systems are CAT5e or CAT6e cables (so usually we can use existing cables and plug into our POE Switches. This will happen in days 3 & 4. Our standard conversion/install is within one week and very little down time.

3. If the schedule cannot be met within the 60 days stated above, contractor must propose an installation schedule of events. Failure to state installation time in the bid will obligate the contractor to complete installation so as required in the bid. Extended installation time may be considered when in the best interest of the County.

Stellar Services, LLC CIDNET platform to include inmate phones, video visitation stations (both visitor and Inmate PODs) will be installed within the time frame outlined in this RFP - 60 days after contract signing. If any unforeseen delays do occur if it's Stellar Services or the County, we will work with county personnel to rectify as soon as possible.

4. Any delay in the implementation of the contractors' schedule that is caused by the County will increase the contractor's time allowance to complete installation, but the contractor must submit a complete and detailed schedule of additional time required.

Stellar Services, LLC CIDNET platform to include inmate phones, video visitation stations (both visitor and Inmate PODs) will be installed within the time frame outlined in this RFP - 60 days after contract signing. If any unforeseen delays do occur if it's Stellar Services or the County, we will work with county personnel to rectify as soon as possible.

5. The risk of loss and or damage will be assumed by the contractor during shipment, unloading and installation.

Stellar Services, LLC will assume complete responsibility for any loss or damage during shipment, unloading and installation.

Call Monitoring, Video Visitation & Recording

1. The proposed system shall maintain all call recordings centrally on SAN storage technology and not use tape drives for storage of call recordings

Stellar Services, LLC CIDNET platform stores all of its call recordings on a redundant SAN device with two levels of backup's including in the Microsoft Azure cloud.

2. All call recordings for 121 days shall be stored online and available through the online user interface.

Stellar Services, LLC CIDNET platform all communications are recorded and stored for the entire agreement period. No data has been removed for any facility to date. We will meet or exceed the 121 days storage requirement.

3. Facility personnel must be able to search call recordings by dialed number, date, time, inmate account, or site name

Stellar Services, LLC CIDNET platform has this ability to search calls by dialed number, date, time, inmate account or site name.

4. Facility personnel must be able to simultaneously live monitor conversations while the system is recording the conversations.

Stellar Services, LLC CIDNET platform has this ability to live monitor a conversation while it is recording the conversation. Also, facility staff that has proper access credentials can terminate the call or video visit and also send message to both parties on a video visit.

5. Professionals (attorney, probation and parole or anyone whom La Crosse County determines as a professional) shall be allowed to reach out to inmates preferably at no cost.

Stellar Services, LLC CIDNET platform has the ability to not charge for specific calls to attorney, probation, parole or other professionals identified by La Crosse County.

Training

1. Vendor shall provide training to the La Crosse County staff in system administration, operation, and reporting.

Stellar Services, LLC will provide training to the La Crosse County staff in system administration, operation and reporting. Additional training after install can also be accomplished via remote training.

2. Describe training program; include description of course and any applicable documents.

Stellar Services, LLC CIDNET platform, majority of the training is conducted prior to installation via remote for specific groups to go over their access. For example, all correctional officers will have the same training that mirrors their access and administration personnel will have the same training for their access.

Payment Options

1. The proposed system shall provide a debit account for inmates' families and other approved parties.

Stellar Services, LLC CIDNET platform has the ability to do debit time with a number of commissary vendors, with the Lockdown system this is fully automated, other software may have some manual entries. Friends and Family members can easily setup an account and always have their information available, charges and balances.

2. All prepaid calls will be subject to the same restrictions and features as standard inmate collect calls.

Stellar Services, LLC CIDNET platform's prepaid calls will be subject to the same restrictions and features as all other call types.

3. The called party shall be provided an option to request cost of the call prior to accepting the charges.

Stellar Services, LLC CIDNET platform is one of the least expensive systems in the market. Once the call is connected, billing starts. Our CIDNET Platform is data based and data rates are \$0.30 per Megabyte, the average call ranges from \$0.15 to \$0.18 per minute. This system also does not round up to the next whole minute so the inmate or friends and family are only charged what was actually used in data. A standard video visit transmits approximately 1.4 Megabytes for every minute of talk time. This equates to approximately \$0.42 for 1 minute of video visitation. Basic emails are \$0.10 text and additional for picture messages. This entire system has no additional fees!

4. The proposed vendor shall have a system in place that will allow inmate families and friends to set-up alternate billing methods directly with the vendor. Two of the methods the County would like to see offered are:

- a. The vendor should have a system in place that will allow inmate families and friends to set-up an account directly with the vendor.

Stellar Services, LLC CIDNET platform has the ability for inmate family and friends to setup an account directly.

- b. The vendor should have an advance payment system. This system should allow customers to prepay for calls from the facility.

Stellar Services, LLC CIDNET platform has the ability to do debit time for the inmate-customers in the facility.

5. The proposed vendor should be able to provide a secure, password protected, two-way communication vehicle for inmates and Friends and Family members with which they can leave voice messages.

Stellar Services, LLC CIDNET platform has a plethora of ways inmates and families can stay connected. Specifically, to voice the inmates do have a way to leave voicemails if the number has been permitted the function of 'bypass acceptance'. The facility can enable or disable this function for any number as it sees fit.

Equipment

1. The proposed inmate telephone system shall be a turnkey telephone system and service.

Stellar Services, LLC CIDNET platform is a turnkey system that allows key facility personnel access to all inmate communications from one page. The inmate page will give investigators a one stop shop of all inmate communications for easy listening, viewing (video visits) and email or e-message communications. Unlike other companies, the Stellar solution for all communications is all on the inmate page.

2. The vendor shall provide non-coin, inmate telephones composed of durable equipment suitable for jail environments.

Stellar Services, LLC CIDNET platform is proven to be durable and suitable for jail environments. See below for specifications:

EQUIPMENT SPECIFICATION SHEET / TELEPHONE DESCRIPTION:

Quadrum 6Q2

Tough on the Outside.

Reliable on the Inside.

Quadrum Telecom's "Tough Guy" security

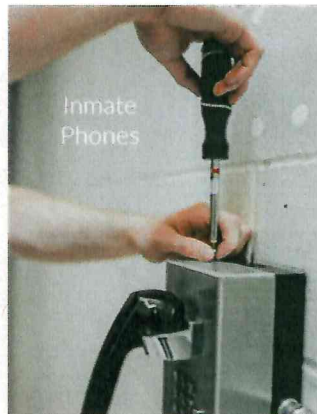
- Data phones are built to work harder, last longer and stand up to more abuse than any other prison phones you can buy.
- Armor Dial Keypad with 1/8" thick steel plate
- Off-hook microswitch hookswitch activation
- One piece switch hook with moisture seal gasket
- Enable/Disable Keypad strap
- Transmitter Sidetone Reduction Feature with 3 Levels
- Volume Control

Specifications

- Handset Cord: 18"
- Security Screws: 4
- Keypad: 11-button

Inmate Unit Tolerances

- Temperature Low: -40° F
- Temperature High: 140° F
- Relative Humidity Limit: 95% condensing
- Housing Blunt force Rating: +300lbs
- Water Spray Rating: TR-TSY-000456 7.2.2.2



3. The proposed system must be able to utilize the current PCs that are available at the County without the need for additional PCs.

Stellar Services, LLC CIDNET platform is a web-based system and any computer/PC with internet access and proper login credentials can be accessed with a web browser.

4. The proposed system shall have the ability, as authorized by the Sheriff's Office, to monitor live or listen to previously recorded calls at the Sheriff's District Offices without the need to interface directly with Sheriff's network.

Stellar Services, LLC CIDNET platform all calls can be listened to from the recordings on while the inmate is live on the phone call.

5. The proposed system user interface shall be based on security level and password protected.

Stellar Services, LLC CIDNET platform is a web-based system and any computer/PC with internet access and proper login credentials (username and password) can be accessed with a web browser.

6. All vendor equipment shall comply with FCC regulations.

Stellar Services, LLC CIDNET equipment complies with FCC regulations.

7. The proposed equipment and system shall be scalable to meet the County's growing needs.

Stellar Services, LLC CIDNET platform is scalable to meet the County's growing needs and any expansions required.

8. Vendor equipment shall include backup power in the event of temporary loss of commercial power.

Stellar Services, LLC CIDNET platform will have a supplied battery backup power supply.

9. Disclose, with percentages clearly shown, what work is or will be subcontracted, and what work is or will be performed by the Vendor's employees.

Stellar Services, LLC CIDNET Platform for subcontracted work and Stellar Personnel work:

Stellar Services, LLC will do all installation, maintenance and repairs of all equipment.

Encartele Inc. will procure and supply Stellar Services with all required equipment. Most customer service is via the customer dashboard through Encartele and if any equipment replacement/repair issues are need, this will be done by Stellar Services.

10. Indicate your firm's ability to provide authorized users detailed reporting tools to include but not limited to the following information:

- Phone Location Originating call
- Time of call

- Telephone number called
 - Most frequently called numbers
 - Length of call
 - Identify numbers called from a specific telephone
 - Identify telephone numbers called by a specific inmate
 - Alarm number status
 - Alarm a telephone number and allow automatic recording of the call
 - Multiple calls from different inmate phones to the same number

Stellar Services, LLC CIDNET Platform has these reports available on demand, see the reports already in this RFP response.

11. Indicate your systems ability to allow authorized user access to system User Utilities from any Windows XP based PC that has access to the internet.

Hosted Interactive Voice Response (IVR) platform

Hosted Interactive Voice Response (IVR) platform accessible by both the public and inmates. The proposed Interactive Voice Response (IVR) system must provide inmates and outside callers the ability to access inmate specific and general facility information over the phone. Inmates must be able to access the system by dialing a speed dial on any designated inmate phone, while outside callers access the system by dialing the main facility telephone number. The system must have a hosted architecture and use the existing telephones.

Stellar Services, LLC CIDNET platform currently does not have an IVR system due to patents by other phone providers.

Information and features available to inmates must include, but not be limited to, the following:

1. English and Spanish interface
2. 24 hours a day availability
3. Charges
4. Court dates
5. Bond amount

Information and features available to outside callers must include, but not be limited to the following:

1. English and Spanish interface
2. Touchtone and speech recognition interface
3. 24 hours a day availability

4. Facility address and direction
5. Visitation policies and times
6. Inmate charges
7. Inmate court dates
8. Inmate bond amount
9. Trust account funding (Optional)
10. Prepaid phone account creation and funding (Optional)

Building Wireline and Wireless Infrastructure:

La Crosse County IT will work with the winning vendor to determine the wireline/wireless infrastructure required for the winning vendor 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 vendor.

Stellar Services, LLC understands the wireline/wireless infrastructure requirements.

Offer mail services:

1. Vendor must provide a fast and effective way for inmates to receive their mail (e-messages).

Stellar Services, LLC CIDNET Platform also has a Mail Scanning feature that has the ability for internal mail scanning or external mail scanning to be done. Mail contents are easily scanned and uploaded to the inmates' letters folder for reading/viewing. This feature is being used by facilities and has minimized contraband in the facility. Also, USPS mail has decreased with our email platform being the least expensive at \$0.10 per email (additional cost for pictures).

2. Vendor should offer a mail processing and scanning service that handles mail (e-messages).

Stellar Services, LLC CIDNET Platform has this ability currently built in and easy to use for facility staff or off-site with Stellar Services processing.

Off-site mail processing will reduce voice/phone commissions by 2%

3. All legal mail would continue to come to the jail and not through the mail (e-messages) processing system.

Stellar Services, LLC understands the requirements for legal mail going directly to the facility. If external mail is selected, legal mail accidentally sent to our facility will be sent to the La Crosse County Jail for delivery and not opened.

4. Vendor should be able to deliver electronic version only of letters, photos, drawings to inmates via email (e-messages).

Stellar Services, LLC CIDNET Platform mail scanning, all letters, photos and drawings will be delivered to the inmates' letters folder for reading/viewing.

5. Vendor must maintain an acceptable retention period of the mail (e-messages), which would be determined by La Crosse County.

Stellar Services, LLC will work with the La Crosse County jail staff to determine the length of time mail must be retained and any disposition of mail.

6. There should be no cost to La Crosse County for holding/maintaining mail (e-messages).

Stellar Services, LLC will not charge La Crosse County for holding or maintaining mail.

7. Must have a procedure for mail (e-messages) after the retention period.

Stellar Services, LLC will work with the La Crosse County jail staff to determine the length of time mail must be retained and any disposition of mail.

8. The procedure must include if there are fees to inmates for holding, forwarding and/or disposing of mail (e-messages).

Stellar Services, LLC will not charge any fees to inmates for holding, retaining mail or any disposing of mail.

9. Vendor should allow for mail (e-messages) to be delivered to a PO Box or a website for delivery to inmate

Stellar Services, LLC, for physical mail will provide a specific P.O. Box and email messages from friends and family can be accomplished through our portal on the web.

10. Family and friends should be able to track their sent mail (e-messages). Service can be provided through a vendor or a third party but at no cost to La Crosse County.

Stellar Services, LLC for physical mail no confirmation is sent to family or friends unless an email address is provided.

11. Feature must be cost effective for inmate, family, and friends.

Stellar Services, LLC mail processing is the cost of the postage to mail the letter/pictures. Emails directly to inmates is tracked through the app so friends and family know the inmate received it. Email messages are the lowest in the industry at \$0.10 (additional for pictures).

12. Feature must offer a solution for indigent inmates.

Stellar Services, LLC CIDNET Platform has the ability for friends and family to setup accounts so the inmate can charge them for emails/voice phone calls.

Implementation Plan

Provide an implementation plan that covers the following:

- Project Plan with milestone events, illustrating key phases, timeline and resources needed

Stellar Services, LLC will install the entire CIDNET platform for Voice (phones), Video Visitation, and e-messaging according to Section 9 in the RFP Service Group Implementation Schedule/Contract start date. This will include all installation, utility coordination, training (mostly remote due to COVID 19) and our testing done prior to cutover.

Survey and Verification – 1 day: Our representative will visit your facility and survey the site with a member of your staff. We verify and gather information at this stage to improve our system design for your facility. “measure twice, cut once” as the saying goes.

System Design – 1 day: Using the information gathered during the survey, the Stellar Services Applications manager will organize and design a system to meet the real specifications of your facility.

Network Procurement – 7-14 days: Stellar Services will coordinate with the internet services provider to install a modem in your facility. The Applications Manager will communicate and coordinate this scheduling process with your facility.

Parts Procurement – 7-14 days: Based on the system design, Stellar Services staff will prepare and organize the parts required for your system’s installation. We only use parts that have been fully tested and verified as our Parts Procurement process specifies.

Configuration – 5-7 days: Based on the provisioning form, Stellar Services will configure your CIDNET system and devices.

Installation and Testing - 3–5 days: Our team will arrive onsite to replace and install all new equipment. At this time, our team will also test the new equipment to ensure it functions properly.

Training - 1 -2 days. After the installation is completed, our support team will coordinate with your facility staff to demonstrate the software and ask questions. Outside of this initial session, multiple additional trainings can be scheduled at your request. We aim to be your facility’s technology partner, so additional assistance is offered freely and frequently.

Maintenance Schedule – 1 day: Once the survey has been completed and all outstanding issues have been addressed, Stellar Services will schedule additional

preventative maintenance inspections to be conducted throughout the timespan of the contract.

- Project methodology used to implement - defining the project team makeup (project manager, leads, champs, stakeholders, process owners, process doers), project meetings and communication plans.

Kevin Rudoll-Applications Manager, responsible for technical support and Applications personnel, this will include all installation of hardware, software and replacement/repair of equipment, and commissary installation/training. Kevin has a team of 5 highly experienced technical applications specialist who are responsible for implementing the communications platform. Encartele also provides support virtually and on site in some cases.

- Rack space and power requirements - Please describe your requirements for rack space for any servers that will need to be housed in La Crosse County's data center. Include information related to amount of space needed, power requirements and environment.

Our requirement for rack space is very minimal due to the fact that we would only need a couple spaces for the Switch(s) and our server can be housed in the La Crosse county's data center. No special requirements are necessary we have some flexibility.

Section 8 Cost and Insurance Coverage

Vendors shall provide a cost break down for each of the applicable sections. Vendors shall also indicate the liability and risk insurance coverage they are proposing for each section (Service Group)

Section 6 Commissary and Inmate Trust Accounts (Service Group B):

8.4 The operation shall return monetary compensation to La Crosse County.

Not bidding on this section in this proposal

8.5 The costs related to the commissary and Inmate Trust Account Services are the responsibility of the vendor. This includes all equipment installation, costs relating extending data and power connections to the kiosks, tablets, and all operational costs.

Not bidding on this section in this proposal

8.6 La Crosse County is expecting to receive a percentage of net sales. Net sales defined as gross sales minus returns.

Not bidding on this section in this proposal

8.7 Vendors shall disclose all proposed fees and costs (if any) that will be charged to friends and family members who deposit funds or purchase items via the internet.

Not bidding on this section in this proposal

* Please note that the selected vendor's proposed fee and / cost must be mutually agreed upon by the vendor and La Crosse County.

Not bidding on this section in this proposal

*Please indicate how proposed fees and costs may fluctuate (increase or decrease) during the contractual timeframe.

Not bidding on this section in this proposal

8.8 The vendor shall provide a report each month from each month that provides sales information from the previous month. Vendors shall describe the information that is available to provide in the report. Vendors shall also provide a report with information concerning fees / costs (if any) charged to friends and family members for using the internet to deposit funds and / or purchase items.

Not bidding on this section in this proposal

8.9 Vendors shall submit commission structure options (vendors may submit multiple options) with a detailed explanation that will allow La Crosse County to evaluate the Commission Structure proposals.

Not bidding on this section in this proposal

*Options shall indicate how (if any) the commission structure may change during the contractual timeframe.

Not bidding on this section in this proposal

Section 7 Inmate Phone, Video Visitation, and E-messaging (Service Group C)

La Crosse County wants a minimum to maximum cost breakdown for inmates, family, and friends of each feature:

1. Phone ***\$0.15 to \$0.18 per minute***
2. Video Visitation ***approx. \$0.42 for 1 minute***
3. E-messages ***emails are \$0.10 text and additional for picture messages***

Stellar Services, LLC CIDNET Platform is the least expensive system in the market. Everything is data based and data rates are \$0.30 per Megabyte, the average call ranges from \$0.15 to \$0.18 per minute. This system also does not round up to the next whole minute so the inmate or friends and family are only charged what was actually used in data. A standard video visit transmits approximately 1.4 Megabytes for every minute of talk time. This equates to approximately \$0.42 for 1 minute of video visitation. Basic emails are \$0.10 text and additional for picture messages.

Revenue :

Vendors shall submit commission structure options (vendors may submit multiple options) with a detailed explanation that will allow La Crosse County to evaluate the Commission Structure proposals.

Stellar Services, LLC is proposing the following:

Service Group C – Item 1 (one) Phone above: 60.1% for the entire contract period or any renewals

Service Group C – Item 2 (two) Video Visitation above: 10% for the entire contract period or any renewals

Service Group C – Item 3 (three) E-messages/Email above: 10% for the entire contract period or any renewals

*Options shall indicate how (if any) the commission structure may change during the contractual timeframe.

Stellar Services, LLC is guaranteeing the commission that is proposed above for the life of the contract.

CERTIFICATE OF LIABILITY INSURANCE



STELSER-01

ATROTTER

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
10/21/2021

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 License # 100290819 Hub International Midwest West 251 Progress Way Suite 300 Waunakee, WI 53597	CONTACT PHONE (A/C, No, Ext): (608) 849-6873 FAX (A/C, No): (608) 849-6871 E-MAIL: ADDRESS:
INSURED Stellar Services LLC 301 Business Park Circle Stoughton, WI 53589	INSURER(S) AFFORDING COVERAGE INSURER A: Depositors Insurance Company 42587 INSURER B: AMCO Insurance Company 19100 INSURER C: INSURER D: INSURER E: INSURER F:

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR <input type="checkbox"/> GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:		ACP GLDO 3076750149	9/26/2021	9/26/2022	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPIOP AGG \$ 2,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY		ACP BAPD 3076750149	9/26/2021	9/26/2022	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
B	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION S		ACP CAA 3076750149	9/26/2021	9/26/2022	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000
B	<input type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY <input type="checkbox"/> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N/A	ACP WCA 3076750149	9/26/2021	9/26/2022	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E L EACH ACCIDENT \$ 500,000 E L DISEASE - EA EMPLOYEE \$ 500,000 E L DISEASE - POLICY LIMIT \$ 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 Washington County, Washington County's elected & appointed officials, and Washington county employees are listed as additional insured's on the general liability coverage when required by written contract.

CERTIFICATE HOLDER	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
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ACORD 25 (2016/03)

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Section 9 Service Group Implementation Schedule / Contract start date

9.1 Service Group A Food and Laundry has a defined start date of August 1, 2022. The implementation schedule shall be driven by the defined start date.

Stellar Services, LLC is not proposing this Service Group.

9.2 Service Group B Commissary and Inmate Trust Fund does not have a defined start. The Sheriff's Office is requesting the implementation schedule does not start for a minimum of 60 days after August 1st (Service Group A).

Stellar Services, LLC will Be providing this service in another RFP response

9.3 Service Group C Video Visitation, Phone Service, E-messaging does not have defined start date. The Sheriff's Office is requesting the implementation schedule does not start for a minimum of 60 days after the Service Group B's implementation has started.

Stellar Services, LLC will install Service Group C 60 days after Service Group B's implementation, we will work with County personnel and Sheriff's Office to set a date that will have the least disruption of service to the inmates and staff.

****La Crosse County understands that the Service Group contract mix may consist of One (1), Two (2), or Three (3) organizations and / or partnerships. It is expected that Service Group Vendors shall collaborate with one another and La Crosse County regarding implementation. The staggering of implementation start dates is to manage resources regarding La Crosse County's Sheriff's Office, Information Technology Department, and Facilities Department.**

Stellar Services, LLC has a reputation of working with County personnel to ensure a smooth transition from one platform to another and minimal down time.

Our standard installs that include hardware installation and training usually occur within 1 week for each platform that we are proposing. For the Voice (Phone) and Video Visitation, we would install where current equipment is located and any additional equipment needed would be added once wiring is completed.

SUMMARY OF EXPECTATIONS - Stellar Services, LLC has of La Crosse County

We recommend you contact any of our references to verify any questions or concerns you may have. Stellar Services, LLC has been built on our reputation. How we deliver for our customers is the best demonstration of what we can do for your facility. The following are some of our customers that are similar to your size, geography or type.

ADAMS COUNTY JAIL

Brent York, Sheriff
301 Adams St.
Friendship, WI 53934
Phone: 608-339-4245
Email: BrentYork@co.adams.wi.us

CLARK COUNTY JAIL

Capt. Todd Tessman
517 Court Street, Rm 308
Neillsville, WI 54456
Phone: 715-743-5278
Email: todd.tessman@co.clark.wi.us

GRANT COUNTY JAIL

Travis Klaas, Jail Administrator
1000 N. Adams Street
Lancaster, WI 53813
Phone: 608-723-6372
Email: tklaas@co.grant.wi.gov

FOREST COUNTY JAIL

Dana Bailey, Jail Administrator
100 S Park Ave.,
Crandon, WI 54520
Phone: 715-478-3343
Email: dana.bailey@vo.forest.wi.us

MARINETTE COUNTY JAIL

Robert Majewski, Assistant Jail Administrator
2161 University Drive
Marinette, WI 54143
Phone: 715-732-7306
Email:
BMajewski@MARINETTECOUNTY.com

PORTAGE COUNTY JAIL

Captain Cory Nelson, Jail Administrator
1500 Strongs Avenue
Stevens Point, WI 54481
Phone: 715-346-1259
Email: nelsonc@co.portage.wi.us

RUSK COUNTY JAIL

Captain George Murray, Jail Administrator
311 Miner Avenue E.
Ladysmith, WI 54848
Phone: 715-532-8506
Email: gm121@ruskcountywi.us

MANITOWOC COUNTY JAIL

Joy Brixius, Jail Administrator
1025 S. 9th Street
Manitowoc, WI 54220
Phone: 920-683-4339
Email: joybrixius@co.manitowoc.wi.us

Other References available upon request.