



homewav[®]



Proposal for Partnership

Effingham County (GA) Prison

Inmate Voice, Video, and Tablet Proposal

Due: April 26, 2023

*By behaving in ways
that **build trust** with one,
you build trust with many.*

- Stephen Covey

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Cover Letter

Warden Victor Walker
 Deputy Warden Joseph Scroggins
 Effingham County Prison
 321 GA-119
 Springfield, Georgia 31329

Dear Warden Walker and Deputy Warden Scroggins:

HomeWAV would like to thank you for this opportunity to propose our all-in-one inmate communications solution for Effingham County.

Our Promise to Effingham County Prison

By partnering with HomeWAV, Effingham County will benefit from our priority to provide solutions that meet the demands of this ever-changing industry while providing value to our partners through our organizational pillars of **Integrity, Innovation, and Impact.**



Based on our conversations with your leadership team, we pulled together a list of the objectives of the County with an explanation of how HomeWAV can meet or exceed that objective. Following this table, you will find a detailed description of HomeWAV’s proposed solution for the County.

Effingham County Prison Objective	How HomeWAV Can Help Attain the County’s Objectives
Ease of Use Through HomePAS™ All-in-one Kiosk	HomeWAV has combined the most innovative voice and video technology on the market into this one device, the HomePAS™ Kiosk . Through our kiosk, inmates conduct voice and video calls from one convenient location—no more wasted wall space with antiquated steel telephones. Our approach will benefit the County by providing our all-in-one video call and voice call system via wall-mounted kiosks. All of our services are secure, easy-to-use, and paid for by-the-minute, meaning more usage and more revenue for the County. Please refer to Appendix A for an overview of the hardware and software.
ComPAS™ Tablets and Wall-mounted Charging Solution	While many providers offer a one-dimensional mobile solution, HomeWAV offers the County a customizable tablet solution that may include education, entertainment, voice calls, and video calls.

Effingham County Prison Objective	How HomeWAV Can Help Attain the County's Objectives
	HomeWAV will bring ComPAS™ tablets to the County at a 1:1 (inmate to tablet) ratio . All tablets issued and installed will be brand new and fully supported by HomeWAV's Customer Service and IT Departments. Please refer to Appendix B for additional information.
5-Star Service and Support, No Cost	As a partner, HomeWAV provides 5-star service and support for the life of the agreement at no cost. This service and support include 24/7/365 support with remote capabilities to address system needs immediately from our home office. Additionally, HomeWAV will provide a dedicated account representative specific to your facility. We utilize local technicians, in Georgia, for installation and any on-site maintenance to ensure the quickest response time. A representative in the United States will answer all calls. Please refer to Appendix C for a detailed overview of the support provided by HomeWAV.
Preventative Maintenance & Service Plan	HomeWAV will immediately conduct a full network inspection to identify and resolve any factors that may compromise call quality, cause freezing, or other performance deficiencies. HomeWAV will also provide a scheduled preventative maintenance plan with a local technician based on the preferences of the County.
Remote System Management	Many systems do not allow for remote system management by County staff. The HomeWAV system allows County staff (with proper permissions) to manage the system and live monitor from any PC, tablet, or mobile phone, anywhere in the world. The system also requires administrators to complete a multi-factor authentication process to ensure that administrator accounts have the highest security protection.
Multiple Administrator Permissions for County Users	HomeWAV's system has 5 types of permissions for County Users. <ol style="list-style-type: none"> 1. Facility Administrator 2. Facility Manager 3. Facility User 4. Facility Monitor 5. Archive User <p>Please refer to Appendix D for a detailed view of this feature.</p>

Effingham County Prison Objective	How HomeWAV Can Help Attain the County's Objectives
<p>Accelerated 60-Day Project Schedule</p>	<p>HomeWAV understands the importance of a well-organized implementation plan for the County's project to ensure there is no interruption of service. As such, HomeWAV is proposing a quick, 60-day transition plan. In preparation, our organization has already kicked off the process by allotting the equipment to ensure quick delivery to the County and has reached out to the JMS provider for a quote and estimated delivery time. As a result, the project will start immediately upon the execution of the agreement.</p>
<p>Law Library Application</p>	<p>HomeWAV will provide inmate access to GoLegal™—HomeWAV's Law Library feature—through our all-in-one kiosk or tablet. This optional feature will be provided at no cost to the County. Benefits the County will see with this feature include research solutions that meet Georgia's requirements to provide your jail population proper access to legal research, customized solution based on your facility's local and state laws, reduced contraband by eliminating paper books, limiting inmate movement throughout the facility. Please refer to Appendix E for an overview of GoLegal™.</p>
<p>Commissary Integration</p>	<p>HomeWAV can offer an onscreen ordering application to access the County's commissary menu right through the HomePAS™ Kiosk or ComPAS™ Tablet. The process is simple and more user-friendly than ordering through paper forms. Please refer to Appendix F for an overview of our commissary integration.</p>
<p>Argus Voice Biometric System (VBS) & Investigative Platform</p>	<p>HomeWAV integrates with the Argus VBS & Investigative Platform for security purposes. Through the platform, HomeWAV delivers the most advanced biometric identification system available worldwide.</p> <p>As the only inmate communications company providing continuous voice biometric services for both voice and video calls, the County will find that our offering far exceeds the competition.</p> <p>Benefits include no lengthy enrollment process due to covert enrollment, identification of PIN sharing and PIN imposters, search capabilities (all inmate activity by voice, name, ID, or</p>

Effingham County Prison Objective	How HomeWAV Can Help Attain the County's Objectives
	<p>PIN), visual link analysis relationship between inmate and caller, and enhanced grid provides download, transcription, translation, and export of generated results.</p> <p>Please refer to Appendix G for an overview of this feature.</p>
<p>Inmate Education - Kolibri</p>	<p>With the ComPAS™ Tablets, inmates have access to education portals through Kolibri at no cost. Kolibri is an educational platform where inmates can choose from a catalog of 120 different channels.</p> <p>An added benefit to education through Kolibri is their self-paced learning feature. Inmates can go at their own pace, track their progress on all their courses, and re-visit courses they did not finish. This feature helps inmates stay on track while reaching their educational goals.</p> <p>Please refer to Appendix H for additional information.</p>

Thank You

Thank you for the opportunity to provide this proposal. We anticipate many future conversations—with significant input from your team—to create the best solution for the County.

HomeWAV will honor this proposal (60) days from the labeled date. We are looking forward to a successful partnership!

HomeWAV, LLC

Drew Willy
 Director of Strategic Accounts
 813.428.3311
 d.willy@homewav.com



THE HOMEWAV DIFFERENCE

About The HomeWAV Difference

HomeWAV, LLC has remained the industry leader in providing safe, secure inmate communication and technology solutions to correctional facilities across the country. Headquartered in St. Louis, MO, our patented platform is the first of its kind to satisfy the growing demands in the correctional industry. We partner with correctional facilities to provide flexible solutions that reduce security risks, ease administrative burdens, and deliver much-needed revenue streams during a time of heightened regulation.

Founded in 2011, our first web-based video call system was installed in January 2012, and our first inmate voice system became available in June 2016. Since then, HomeWAV has disrupted the industry standard and grown organically by designating all company resources, research, and product development to improve our inmate video call and voice call solutions. We treat each client with the utmost respect and transparency while providing a zero-cost solution that can be trusted from day one.

HomeWAV stays committed to research and development to continually provide cutting-edge solutions to our customers. Our team has weekly product development meetings to discuss improvement plans for our hardware and software solutions. We analyze all feedback—from facility staff, inmates, and visitors—and then put together a strategic plan to execute any proposed enhancements.

Our all-in-one solutions meet this ever-changing industry's demands while providing value to our partners through our organizational pillars of Integrity, Innovation, and Impact. In the 860+ active communities we serve, we've connected 89,000+ families and serve over 160 facilities—and we're just getting started.

Business Profile
HomeWAV, LLC
Data Communication Equipment

BBB Rating & Accreditation

ACCREDITED BUSINESS A+

Accredited Since: 1/4/2017
Years in Business: 11



DEDICATED CUSTOMER SUCCESS TEAM

Dedicated Customer Success Team

Several Layers of Accountability to Effingham County

At HomeWAV, we pride ourselves on the depth and breadth of experience of our team members and the strategic approach that we use to bring exceptional service to our facilities. HomeWAV's Dedicated Customer Success Team will offer the County a wealth of management experience that we believe is unsurpassed by any other company in the country.

Our Customer Success Team for Effingham County will be supported by Drew Willy, Todd George, Ken Kienzler, and Brian Spinner.

Drew Willy, Director of Strategic Accounts, is a former NFL & CFL quarterback, who has over 10 years of training in high-pressure situations. He is responsible for managing the sales process, business development, sales presentations, and product demonstrations. Drew works with each client to analyze their current call policies and procedures to recommend the proper solution and customize it to the client's needs. His previous experience will be instrumental as a member of the County's Dedicated Customer Success Team to ensure satisfaction from day one.



**DREW
WILLY**
DIRECTOR OF STRATEGIC ACCOUNTS

Todd George, Senior Director of Strategic Accounts, is responsible for managing the sales process, business development, sales presentations, and product demonstrations. Todd works with each client to analyze their current call policies and procedures to recommend the proper solution and customize it to the client's needs.



**TODD
GEORGE**
SENIOR DIRECTOR OF STRATEGIC ACCOUNTS



DEDICATED CUSTOMER SUCCESS TEAM

Ken Kienzler, Regional Client Relationship Manager, has over 30 years of management experience. He will be responsible for supervising HomeWAV Field Service operations in Georgia. Additional duties will include but are not limited to ensuring that HomeWAV is meeting contractually obligated installation dates and service level agreements, maintaining equipment uptime, serving as the primary escalation contact for service-related issues, and following established workflow processes and procedures.



Brian Spinner, Senior Product Manager, is responsible for serving as an expert in our overall product development by researching, designing, and marketing current and future products. He plays a pivotal role within the business development cycle where technical expertise and advanced industry knowledge are required. Brian also serves as a translator to explain highly technical information to customers and clients, focusing on revealing how a product or piece of equipment can solve specific problems.



Experience Highlights:

- Trains the BD team on HomeWAV's product suite, technical capabilities, and differentiators.
- Attends, prepares, and delivers technical sales presentations.
- Co-managed relationships with approximately 40 client facilities and oversees the operations that support 100,000 visitors.
- Managed development of the HomeWAV customer education process delivered through webinars, on-site demos, informational posters, and on-site reference cards.



REFERENCES

References

We believe that HomeWAV’s all-in-one inmate communications solution will be of great value to you and will help you reach your goals **within your planned timeline**. HomeWAV has developed a seamless transition process for deployment of our HomePAS™ Kiosks and ComPAS™ Tablets that will allow you to onboard without stress or delay. Our dedicated internal team will work with you to establish a specific timeline for complete deployment and will support you throughout the transition process. We invite Effingham County to contact the following HomeWAV partners **for their feedback on HomeWAV’s approach to installation and ongoing contract support and services**.

In addition to the following references, we encourage the reader to visit **Appendix I** to view case studies that were completed on two of HomeWAV’s Georgia partner facilities.

HomeWAV Partnerships	
<p>Effingham County (GA) Jail Voice Calls, Video Calls, Messaging, and Tablets 130 West First Street Springfield, Georgia 31329 Captain Brian Barrs 912.536.9191 BBarrs@effinghamcounty.org</p>	<p>Liberty County (GA) Jail Voice Calls, Video Calls, Messaging, and Tablets 180 Paul Sikes Drive Hinesville, Georgia 31313 Major Sascha Krumnow 912.977.7977 sascha.krumnow@libertycountyga.com</p>
<p>Bulloch County (GA) Correctional Institute Video Calls and Video Messaging 17301 U.S. Highway 301 North Statesboro, Georgia 30458 Warden Randy Tillman 912.387.6106 rtillman@bullochcounty.net</p>	<p>Emanuel County (GA) Jail Video Calls and Video Messaging 769 GA-57 West Swainsboro, Georgia 30401 Captain West Bedgood, Jail Administrator 478-494-4469 wbedgood@emanuelco-ga.gov</p>
<p>Jefferson County (GA) Jail Video Calls and Video Messaging 911 Clarks Mill Road Louisville, Georgia 30434 Major Virginia Durden 478.206.0420 vdurden@jeffersoncountyga.gov</p>	



HOMEWAV'S COUNTY SOLUTION

HomeWAV's County Solution

As part of our proposal, we would like to offer the following to Effingham County. HomeWAV will provide at **no cost**:

- Eighteen (18) HomePAS™ Kiosks (final kiosk number to be determined after site survey)
- ComPAS™ Tablets: 1:1 Ratio (Tablet/Inmate)
- ComPAS™ Tablet Charging System
- One (1) router/firewall
- One (1) 24-port PoE switch
- Equipment installation
- Necessary data cabling to all kiosk locations (pending site survey)
- Arrange for HomeWAV dedicated internet service
- Marketing package (includes lobby and inmate posters)
- Remote and on-site testing and training
- HomeWAV Hardware & Software Service Level Agreement
- Three-hundred and sixty-five (365) days of on-demand storage for voice, video, and messaging. On-demand storage is defined as immediate Effingham County facility administrator access to recordings via the HomeWAV administrator panel. Archived storage (beginning on day 366) will be available upon request for a fee. Archived Storage is defined as recordings that can only be retrieved via request via HomeWAV Technical Support.



...
WHAT OUR
CLIENT PARTNERS
ARE SAYING
...

"We have been with HomeWAV since 2015 and had a great experience. Not only are our inmates and their families provided with a user-friendly platform to communicate but our staff can spend more time running the facility because the product just works. Their customer service is very responsive and excellent to work with. I highly recommend HomeWAV."

- Sheriff Brett Clark

Hendricks County
Sheriff's Department (IN)



HOMEWAV'S COUNTY SOLUTION

Core Services to be Provided

- Voice Calls
- Remote Video Calls
- Messaging
- Video Messaging
- Tablet Entertainment
- Education



REVENUE SHARE, ADD-ON SERVICES, USAGE FEES, CONTRACT TERM AND COUNTY OBLIGATIONS

HomeWAV's Zero Cost, Turnkey Installation

Revenue Share, Add-on Services, Usage Fees, Contract Term and County Obligations

At HomeWAV, we treat each client with the utmost respect and transparency while providing a **zero-cost**, turnkey solution that can be trusted from day one. Our solution for the County will include inmate voice and video kiosks and tablets that include the purchase of all equipment, installation, service, technical support, customer service and support, maintenance, warranty, licensing, and day-to-day operation.

Moreover, HomeWAV will provide all service and maintenance and will be responsible for all repair and replacement costs throughout the term of the contract. HomeWAV will provide the County our Software and Hardware Service Level Agreement at **zero cost**. This includes all hardware and software upgrades, along with all warranties.

Please refer to the page that follows for HomeWAV's proposed financial proposal for the County.



Revenue Share

As outlined below, HomeWAV shall pay to the County the following revenue share of the **Gross Billable Revenue (GBR**)**.

Proposed Revenue Share	
Service	Commission to County
Domestic Voice Calls (Interstate)	55%
Domestic Voice Calls (Intrastate)	55%
International Voice Calls	55%
On-site Video Calls	No Cost
Remote Video Calls	35%
Messaging	25%
Bonus Commission Options	
Minimum Monthly Guarantee (MMG*)	HomeWAV will pay the County a Minimum Monthly Guarantee (MMG) payment of \$7,500 per month based on the required monthly ADP of 160 inmates, or the commission percentages described above, whichever is greater each month.
<p>* MMG will be less any Add-On Fees.</p> <p>** GBR shall be defined as Gross Revenue of the Usage Fees less monthly internet services and entertainment licensing fees, international calling fees, Federal, State and Local taxes, and Cost Recovery Fee. MMG shall be defined as GBR less any Add-Ons, 3rd Party Fees, and Cost Recovery Fee.</p>	

Term and County Obligations






- 5-year agreement w/automatic 1-year renewals
- Provide an inmate roster from the Jail Management Software (JMS), minimum every 15 minutes

* MMG will be less any Add-On Fees.

** GBR shall be defined as Gross Revenue of the Usage Fees less monthly internet services and entertainment licensing fees, international calling fees, Federal, State and Local taxes, and Cost Recovery Fee. MMG shall be defined as GBR less any Add-Ons, 3rd Party Fees, and Cost Recovery Fee.

Add-On Services

HomeWAV will provide to the County the add-on services selected below.

Add-On Service	Description of Features/Benefits	HomePAS™ Kiosk	ComPAS™ Tablet	Cost
 Commissary Ordering Integration	Integrate w/current or future provider through the all-in-one HomePAS™ Kiosk.	X	X	\$0.0025/min. No Cost
Premium Add-Ons	Description of Features/Benefits	HomePAS™ Kiosk	ComPAS™ Tablet	Cost
 GoLegal™ Law Library	Provide Law Library through the all-in-one HomePAS™ Kiosk and the ComPAS™ Tablet.	X	X	\$2 per/inmate/month (\$150 min) No Cost
 Voice Biometric System (VBS) & Investigative Platform	Full Voice Biometric System (VBS) and investigative suite for administrative users for voice and video calls.	X	X	\$0.01/min.
 Call Transcription	Voice-to-text transcription services for voice and video calls	X	X	\$0.01/min.
 Inmate Education	A diverse collection of inmate education portals and topics through Kolibri.		X	No Cost

* MMG will be less any Add-On Fees.

** GBR shall be defined as Gross Revenue of the Usage Fees less monthly internet services and entertainment licensing fees, international calling fees, Federal, State and Local taxes, and Cost Recovery Fee.
MMG shall be defined as GBR less any Add-Ons, 3rd Party Fees, and Cost Recovery Fee.

Usage Fees

HomeWAV believes in transparency, integrity, and socially acceptable practices. This is why we have a simple fee structure that is easy for users to understand. HomeWAV is offered at a significantly lower cost than our competitors with **NO HIDDEN FEES** and **NO CONNECTION FEES**.

Usage Fees	
Service	Rates & Fees
Domestic Voice Calls (Intrastate)	\$0.13 per Minute
Domestic Voice Calls (Interstate)	\$0.20 per Minute
International Voice Calls	International Rate + \$0.20 per Minute
Onsite Video Calls	No Cost
Remote Video Calls	\$0.20 per Minute
Messaging	
Text	\$0.03 per 10 characters
Photo	\$0.25
Video Messages (60 sec.)	\$0.40
Entertainment	
E-Books	\$0.00 - \$1.99 per Book
Games	\$0.00 - \$1.99 Standard / \$2.49 Premium
Movies/TV	\$0.00 - \$1.99 Short Form \$0.00 - \$3.99 Standard \$4.99 Premium
Music	\$0.00-\$2.99
* HomeWAV provides a wide range of entertainment choices that include e-books, games, movies/TV, music. In addition to unlimited, open-source content, HomeWAV will offer additional premium content based on recommended retail price.	
Transaction	Fees
Online Deposit	\$2.00
PayNearMe.com	\$1.99
Surcharge	\$0.00
Connection	\$0.00
Refund	Issued upon request less 10% of the current balance.
* Subject to change based on recommended retail price.	

* MMG will be less any Add-On Fees.

** GBR shall be defined as Gross Revenue of the Usage Fees less monthly internet services and entertainment licensing fees, international calling fees, Federal, State and Local taxes, and Cost Recovery Fee. MMG shall be defined as GBR less any Add-Ons, 3rd Party Fees, and Cost Recovery Fee.

Appendix A:

HomePAS™ Kiosk Overview

HomePAS™ Kiosk Hardware

ALL-IN-ONE DETENTION GRADE KIOSK



Shatterproof Touch Screen
3mm tempered glass
6mm tempered soda-lime glass

- PURPOSE BUILT
- 14-GAUGE STEEL ERGONOMIC DESIGN
- SPILL PROOF
- DUST PROOF
- DUAL SECURITY LOCKS
- ROUNDED EDGES
- STEEL LANYARDS WITH POLYCARBONATE COATING FOR EXTRA PROTECTION
- SHATTERPROOF TOUCHSCREEN: 9MM TEMPERED GLASS PROTECTION
- SUPPORTS DUAL HANDSETS

HomePAS™ Kiosk Software

ALL-IN-ONE THE HOMEWAV DIFFERENCE



-  Video Calls
-  Voice Calls
-  Email/Messaging
-  Commissary Ordering



-  Voice Biometrics
-  Paperless System
-  Law Library
-  Video Arraignment

Appendix B: HomeWAV ComPAS™ Tablet and Charging System



homewav[®]
ComPAS[™] Tablet

REVOLUTIONIZING
COMMUNICATION AND
REDEFINING INNOVATION.

CONFIDENTIAL &
PROPRIETARY



- ✓ **SECURE POWER OVER ETHERNET** ELIMINATES THE ELECTRICAL HASSLE AND ADDITIONAL COSTS INQUIRED.
- ✓ **PERFORMANCE AND BEHAVIORAL-BASED** RULE-SETTINGS AND DISCIPLINARY PROCEDURE CAPABILITIES.
- ✓ **FULLY CUSTOMIZABLE PERMISSIONS** TO INCLUDE AVAILABLE TIMES, APPLICATIONS, AND INDIVIDUAL USER-SETTINGS.
- ✓ **EXPANDABLE CHARGING BAY** TO ACCOMMODATE GROWTH AND HOUSING NEEDS.



TABLET APPLICATIONS: VIDEO CALLS | MESSAGING | EMAIL | EDUCATION | BOOKS
PODCASTS | NEWS | RELIGION | LAW LIBRARY | HEALTH | APP STORE | COMMISSARY



ComPAS™ TABLET

REVOLUTIONIZING COMMUNICATION
REFORMING POPULATIONS
REDEFINING INNOVATION



Officer safety, improved inmate behavior, and increased revenue are key reasons correctional facilities issue tablets to inmates.



HomeWAV provides one trusted platform to secure every identity in your facility. Allow inmates to connect with their loved ones and improve their lives for a more positive reentry.

AVAILABLE SOFTWARE APPLICATIONS



Audio



eBooks



Commissary



HomeWAV



Games



Law Library



Market



Videos



Education



Guarded with

Supermax™
Technology



Explore the HomeWAV difference, visit www.digitalbooth.homewav.com

ComPAS™ Tablet: Charging System

The ComPAS™ Tablet System is flexible and dynamic; the tablets can be issued either inmate specific or using a shared model system.

Wall-Charging Solution

HomeWAV will install our Wall Charging Solution for Effingham County. Features of HomeWAV's Charging Solution include:

- Complete remote system management. **All functions will be controlled via desktop without the need for an administrator to visit the pod.**
- A full charging, locking, and check-out system; no staff required.
- Fully customizable permissions to include available times, available applications, individual inmate user permissions.
- Behavioral-based rule setting and disciplinary procedure capabilities.
- Expandable to accommodate facility and housing needs.
 - Units come in 2, 5, and 10-tablet configurations by default. Other quantities will be available upon request.

Tablet Security Measures

HomeWAV administrators will install a customized, secure firmware on all tablets. Firmware is a customized version of Android that is modified to meet correctional security measures. Security measures include:

- Locked factory reset
- Locked safe mode
- Locked Internet surf
- Locked google play access
- Locked network access
- Locked audio resources
- Locked video resources
- Administrator-controlled interface (administrators can lock the device, when needed, and the device will be non-functional until the administrator re-enables the device for use)

All device settings are burnt into the firmware and operating system. This eliminates the need for changes on any device. Other device settings, such as the wireless network, will be removed from the user interface once the device is configured. The only settings options that can be available to inmates (upon facility approval) include language, sound settings, and screen settings (such as brightness and screen rotation).

HomeWAV ComPAS™ Tablet WALL CHARGER



Product Details:

- ✓ Power over Ethernet (POE) capability. No need for high voltage power source connection.
- ✓ Effortless inmate tablet access and return with no officer intervention.
- ✓ Pogo pin charging eliminates unsightly, dangerous cords.
- ✓ Tilt-out door for easy maintenance.
- ✓ 2, 5, and 10 tablet designs allow custom, scalable solutions.
- ✓ Lock feature quickly and easily secures tablets.
- ✓ Liquid draining system to guard against inmate neglect.
- ✓ Ergonomic design emphasizes safety with a curved, sloped top and bottom.

CHARGING OPTIONS AND DIMENSIONS

2 Tablet Charging: 20"h 16"w 6"d

5 Tablet Charging: 27.6"h 16"w 6"d

10 Tablet Charging: 48.5"h 16"w 6"d



Appendix C: HomeWAV Support Overview



RELIABLE, RESPONSIVE SERVICE AND SUPPORT



TECHNICAL TEAM

HomeWAV's **Information Technology Team** is responsible for software configuration during pre-implementation, provides remote support during implementation, and supports post-implementation.

WEB-BASED SUPPORT GUIDE

We also have a Support Guide that can be accessed through our website, where visitors can find answers to our most asked questions—this includes, but is not limited to:

- How to get started
- How to add funds
- How to run an "Internet Speed Test"
- Indicator definition
- How to request a refund
- How to transfer funds
- Device compatibility

CUSTOMER SERVICE TEAM

The Customer Service Department's objective is to provide each HomeWAV visitor with the assistance they need while using our software. The goal of the team is to be prompt, informative, and courteous. **HomeWAV's domestic Customer Service Team** is responsible for providing visitor support for technical questions and account management via email and phone. The Customer Service Department is open from 6:00 AM PDT – 6:00 PM PDT, **365 days a year** via the following channels:

- Customer Service Phone/Text: **(844) 394-6639**
- Customer Service Email: **support@homewav.com**
- Customer Service Chat: **On-screen**
- Customer Service Message: **Facebook, LinkedIn, or Instagram**

TECHNICAL AND CUSTOMER SUPPORT STAFF

HomeWAV's in-house support team consists of staff to manage account management, technical support, and customer support. The leadership team that will be responsible for serving the County's needs include the following individuals:

- Chief Operating Officer (COO)
- Senior Director of Strategic Accounts
- Director of Strategic Accounts
- Regional Client Relationship Manager
- Field Service Group
- Senior Product Manager
- Product Operations & IT Manager
- Software Engineer
- Learning and Development Manager
- Contact Center Support Specialist Team

For more information, visit: homewav.com

Appendix D:

Administrator Permissions by Type

Administrator Dashboard: Administrator Permissions by Type

Please refer to the following table for a list of permissions by Administrator user type.

Facility Administrator Permissions by User Type	
Facility Administrator	<ul style="list-style-type: none"> Can monitor active calls Can disconnect an active call Can playback previously recorded calls Can download a previously recorded call Can refund a call Can view all inmates in the system Can disable an inmate from logging in and making calls Can reset an inmate's login PIN Can view all operators in the system Can create new facility administrator Can delete a facility administrator Can make changes to a facility administrator Can view all visitors registered to the facility Can view individual visitor details Can view facility settings Can disable all calls for a facility Can edit maximum call length Can view facility usage Can restore accounts that have been deleted due to 90 days of inactivity
Facility Manager	<ul style="list-style-type: none"> Can disconnect an active call Can playback previously recorded calls Can download a previously recorded call Can refund a call Can view all inmates in the system Can disable an inmate from logging in and making calls Can reset an inmate's login PIN Can view all operators in the system Can make changes to a facility administrator Can view all visitors registered to the facility Can view individual visitor details Can view facility settings Can disable all calls for a facility Can edit maximum call length Can view facility usage
Facility User	<ul style="list-style-type: none"> Can monitor active calls Can disconnect an active call Can playback previously recorded calls Can download a previously recorded call Can refund a call Can view all inmates in the system

Facility Administrator Permissions by User Type

	<ul style="list-style-type: none">Can disable an inmate from logging in and making callsCan reset an inmate's login PINCan view all operators in the systemCan view all visitors registered to the facilityCan view individual visitor detailsCan view facility settingsCan disable all calls for a facilityCan view facility usage
Facility Monitor	<ul style="list-style-type: none">Can monitor active callsCan disconnect an active callCan playback previously recorded calls
Archive User	<ul style="list-style-type: none">Can playback previously recorded callsCan download a previously recorded callCan refund a callCan view all visitors registered to the facility

Appendix E: GoLegal™ Law Library

GOLEGAL™



DIGITAL LAW LIBRARY OFFERING LEGAL RESEARCH SOLUTIONS TO CORRECTIONAL FACILITIES

- Meet your state's requirement to provide your prison population proper access to legal research
- Customized based on your facility's local and state laws
 - Reduce contraband by eliminating paper books
 - Less hassle moving inmates around the facility



homewav®

Appendix F:

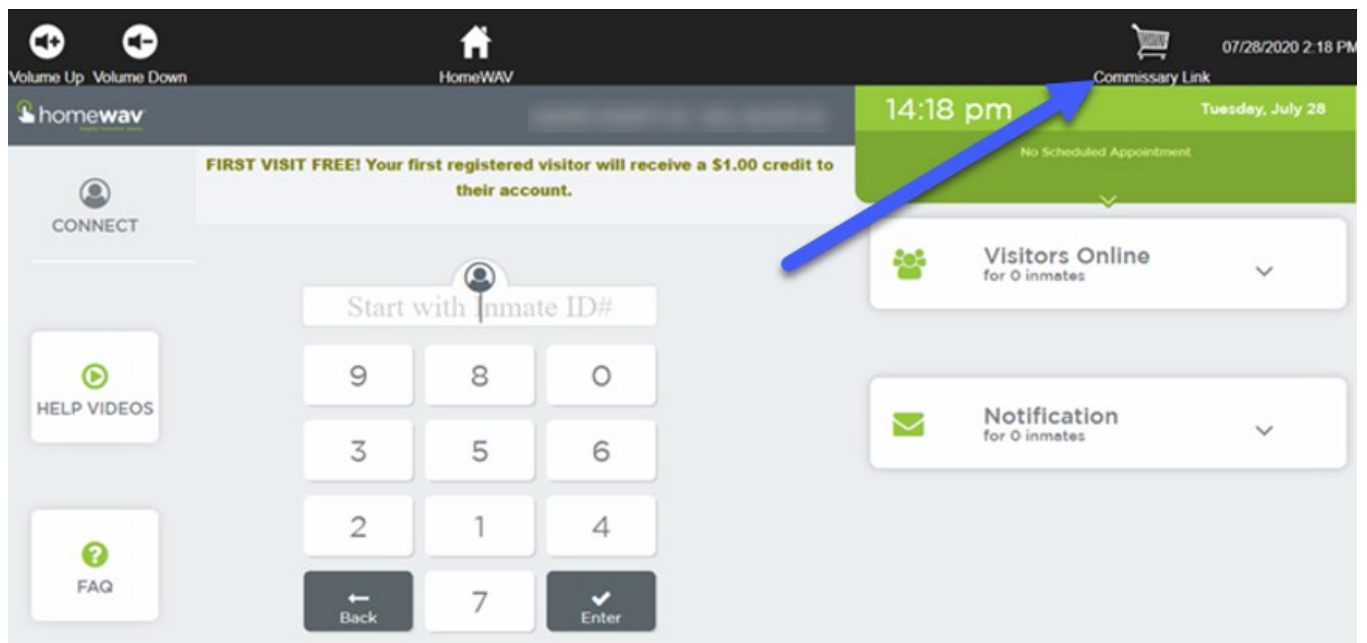
Commissary Interface

Interface with Commissary System

HomeWAV can provide an onscreen ordering application to access the County's commissary menu.

The process is simple and more user friendly than ordering through paper forms or through an inmate phone system.

Inmates can log in and see actual images and descriptions of the products. They can then purchase the items and the order will be deducted from their general fund. Because HomeWAV controls the kiosk and tablet accessibility, we can restrict what hours/days inmates can make their orders.



Appendix G: Argus Investigative Platform

ECHO

CONFIDENTIAL

Echo 2.0 Revolutionizes and Reimagines the Industry-Leading Voice Biometric Solution

An all-new solution underpinned by world-leading machine learning and deep neural networks.



Speaker Identification

Word class Speaker Segmentation technique provides for rapid detection and separation of up to 8 voices in a single audio track.

Continuously Match Voices across any source, in any language, in as little as 3 seconds.



Pinpoint Accuracy

Unmatched Accuracy: Up to 99% accuracy (with proper calibration) for continuous identification.

Defined Persons of interest Hot List to quickly flag and alert suspects on the called party side of the call.



World-Class Process

World Leading and Patented Covert Enrollment Process. The first and only completely covert enrollment process for targets.

On-Demand Voice Print Creation from any source. Match voices from inside or outside the correctional facility.



See What's Said

Transcribe the spoken word with unmatched quality and precision, with no need for human intervention utilizing Echo's 5th Generation Transcription Engine.

Search for recordings where keywords or phrases are phonetically spoken.



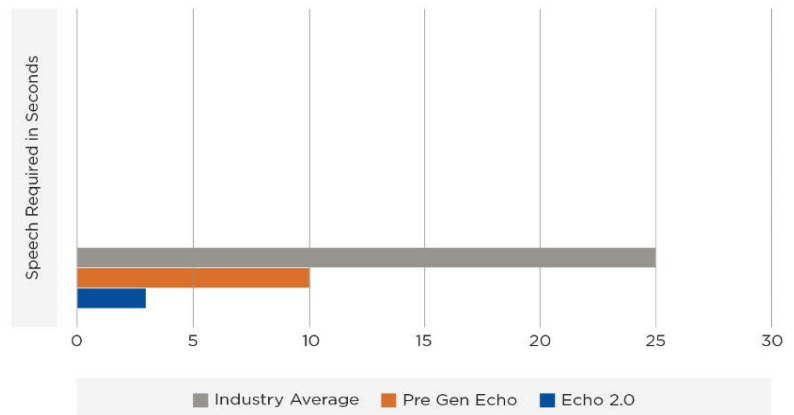
Detect and Translate

Detect and translate more than 60 spoken languages.

Uncover the full context of recorded conversations and empower investigators to easily search for, discover, and document the spoken word in telephone calls and other recordings.

Topic Detection

- **Recognize Topics** being discussed and get ahead of your targets by detecting emerging trends.
- **Endlessly Flexible**
Any source, any channel, any language.
- **Unmatched Compatibility**
On-demand voice prints, class-leading accuracy.
- **World Leading Technology**
Patented processes, machine learning, and neural networks.



homewav[®]

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Appendix H:

Inmate Education

Inmate Education: Kolibri

With the ComPAS™ Tablets, inmates have access to education portals through Kolibri at **no cost**. Kolibri is an educational platform where inmates can choose from a catalog of 120 different channels that include:

- Educational games
- Books
- Simulations
- Assessments
- Life skills
- GED Preparation Courses
- Legal Topics
- Many more topics



With access to education, the inmates and County can benefit from this feature with:

- **Self-paced & instructor-led learning**
- Free open-source public domain content
- Multi-lingual options
- Academic & practical life skills courses
- Keeps inmates productive and entertained.

Self-Paced Learning

Not only does Kolibri offer various courses throughout their catalog, but it also supports self-paced learning. Inmates can go at their own pace, track their progress on all their courses, and re-visit courses they did not finish. This feature helps inmates stay on track while reaching their educational goals.

All classes > Math 1

- TOPICS
- RECENT
- EXAMS
- LEARNERS
- GROUPS

Channels > Math resources > Early math

Early math

- 22 Exercises
- 19 Resources

Name	Avg. exercise progress	Avg. resource progress	Last activity
Addition and subtraction intro	0%	8%	4 days ago
Addition and subtraction within 20	0%	0%	-
Counting	7%	12%	4 days ago
Geometry	0%	0%	-
Place value (tens and hundreds)	0%	0%	-

Kolibri Content List Examples

Everything in Kolibri’s library is ready to use as-is or can be fully customized to align with the County’s standards. The following table is a snapshot of the courses that are available through Kolibri.

Inmate Education Courses	
Course	Number of Resources
Tackling Violence	10
Astronomy	48
Early Math	185
Pre-Algebra I	348
Pre-Algebra II	289
Ted-Ed Lessons	215
Cooking	97
Arts	36
Health	83
Thoughtful Learning I	451
Thoughtful Learning II	265
HP Life Courses	214
School of Thought	48
Chemistry	78
Economics	318
U.S. History	43
Geometry	332
Biology	250
<i>The County can customize their courses and upload their own courses too.</i>	

Appendix I:

Case Studies: Liberty County Jail (GA) and Ware County Jail (GA)

CASE STUDY

Liberty County Jail | Hinesville, Georgia

Business Development Executive: Drew Willy



Facility exceeded over \$26K IN REVENUE in second month using HomeWAV and continues to exceed over \$20K each consecutive month.

Increased revenue from frequent usage helps inmates' and jail needs: supplies, medical, transportation, maintenance, operations, and training.

FACILITY SNAPSHOT

Located in Hinesville, Georgia, Liberty County Jail's mission is to serve citizens through dedication, professionalism, and cooperation in order to preserve peace, maintain order, and protect life by using proven law enforcement standards that respect individual dignity and rights. Beginning jail operations using HomeWAV on June 1, 2021, the facility houses an average of 230 inmates with a maximum capacity of 305 beds.

KEY FACILITY PARTNERS:

Sheriff William Bowman, Chief Deputy Max Brown, Major Sascha Krumnow, Major David Edwards

CHALLENGES

Prior to his retirement, Major David Edwards wanted a solution that would help Liberty County Jail move forward to keep up with technological advances and resolve on-site visitation issues. With the burden on staff to move inmates back and forth, on-site weekend visitation oftentimes resulted in long visitor lines that stretched out the door. Then, early COVID-19 lockdowns halted the facility's on-site visitation operations completely. Major Edwards and the sheriff's department understood why an all-in-one inmate communications solution was critical moving forward, but they needed to find the right partner to deliver this type of system. Looking to resolve these on-site visitation issues, Liberty County Jail wanted a streamlined communication platform provided by an innovative partner to propel their facility into the future of remote video visitation. Through a previously established relationship with Major Edwards, Business Development Executive Drew Willy connected the county with HomeWAV.

IDEAS

With an abundance of frequent lobby visits, the facility staff felt immense stress during weekend hours. HomeWAV introduced video visitation and eMessaging features to help reduce this stress while still offering convenient communications between inmates and their loved ones and improving overall visitation efficiency. ByPAS™ smart scheduling managed directly between the visitor and the inmate was key in resolving inmate transportation issues throughout the jail. Due to the size of their facility, HomeWAV installed 38 HomePAS™ kiosks to provide ample communications for all. Services provided through these kiosks included voice, video, eMessaging, digital documents, and commissary ordering, as well as free voice and video calls for all county employees. Liberty County Jail's facility staff maximized their training sessions with HomeWAV by asking in-depth questions to ensure they would understand all the benefits of their new all-in-one platform and how to use it successfully.

RESULTS

Working together since June 2021, HomeWAV's partnership with Liberty County Jail has been one of the most successful relationships the company has had to date, and in the growing area of Hinesville, Georgia, there are many great possibilities for expansion. HomeWAV's products allowed for remote video visitation and eMessaging capabilities for the first time ever at Liberty County Jail, dramatically boosting connectivity for all and doubling revenue for jail operations. The facility staff's experience drastically improved by having a streamlined product with all services housed under one simple platform. Using HomeWAV's product to improve the overall user experience, low rates benefit family and friends to be able to frequently connect with their incarcerated loved ones. With consistent product usage to connect communities and solid leadership under Sheriff William Bowman, Chief Deputy Max Brown, and Major Sascha Krumnow, Liberty County Jail is destined for exponential growth.

CASE STUDY

Liberty County Jail | Hinesville, Georgia
Business Development Executive: Drew Willy



|| DID YOU KNOW?

Inmates can connect securely with county public defenders and county clergy members for free. This benefits all parties, as the inmate can conduct privileged, confidential calls with one click of HomeWAV's inmate-initiated video call that is non-recorded and non-monitored.



"We have been using HomeWAV since 2021, and I can't praise them enough. Not only has their system reduced the workload of moving inmates, but it is also much more convenient for the inmates. Our inmates have gone from one hour of visitation a week, to having visitation available 12 hours a day, 7 days a week. The equipment is excellent, and on the rare occasion where we encounter a problem,

HomeWAV customer service is second to none. Drew Willy and our account rep, Ken Kienzler, are always just a phone call or text away, and they have never hesitated to go above and beyond to help us out when we needed it. It is a rare thing in today's world to be able to pick up the phone and immediately speak to a human being, but that's exactly what we get with HomeWAV. I highly recommend HomeWAV, and I look forward to where our partnership leads in the future."

- Major Sascha Krumnow

INTERESTED IN LEARNING MORE? CONTACT US!

Drew Willy

✉ d.willy@homewav.com

☎ 813-428-3311

🖱 www.homewav.com

🌐 @homewav

📍 **Corporate Office:**
2020 Westport Center Dr.
St. Louis, MO 63146

CASE STUDY

Ware County Jail | Waycross, Georgia

Director of Strategic Accounts: Drew Willy



FACILITY SNAPSHOT

Located in Waycross, Georgia, Ware County Sheriff's Office's goal is to be more interactive with the people they serve, continuously seeking ways to improve the organization and to build upon relationships within their community. The jail facility houses an average of 380 inmates with a maximum capacity of 511 beds.

KEY FACILITY PARTNERS:

Former Sheriff Randy Royal, Sheriff Carl James, Captain Ralph Pittman

CHALLENGES

On weekends, Ware County Jail's on-site visitation was in such high demand that the visitor line would wrap around the building. This popularity of in-person visitation caused the facility staff to be tied up nonstop, attending specifically to in-person visitation needs. This included constant transportation of inmates throughout the facility and created a hazard in overall safety. Looking for a way to safely and securely allow inmates to communicate with their loved ones but eliminate the challenges of weekend visitation, Ware County Sheriff's Office searched for a partner to provide the ability to have remote visitation while keeping the lobby empty. As enticing as this notion already was, when the COVID-19 pandemic struck, it was obvious the jail needed an inmate communication and technology solution more than ever. After a positive referral by Stewart Commissary followed by a lengthy five-hour presentation and in-depth questions between former Sheriff Randy Royal, Ware County's leadership team, and HomeWAV's Director of Strategic Accounts Drew Willy, the Sheriff's Office selected HomeWAV as its video visitation provider.

IDEAS

Since Ware County Jail's facility staff did not want to be required to transport inmates around the jail anymore for in-person visitation, to ease the burden on the facility staff and create a safer atmosphere for the facility, HomeWAV installed 30 HomePAS™ kiosks throughout inmate pods and the lobby for public visitors to utilize video visitation to connect with their incarcerated loved ones. Providing video visitation would allow for improved efficiency for the staff to be able to dedicate their shift time to other important matters while giving inmates the opportunity to communicate much more easily through remote video visits.



LOWEST VIDEO CALL RATE FOR COMMUNITY HELPS FAMILIES AND FRIENDS CONNECT WITH THEIR INCARCERATED LOVED ONES



RESULTS

Since becoming a HomeWAV video visitation customer on March 28, 2020, Ware County Jail has eliminated the need to have visitors on-site since they went live with these technology solutions. Ever since reopening on-site visitation options post-pandemic, it is more cost-effective for visitors to continue communicating with their incarcerated loved ones using remote video calling. HomeWAV's low rates for video visitation cuts costs of travel, gas, and more with the simplicity of visiting from home instead of driving to the jail facility. HomeWAV continues to be a trusted partner for Ware County Sheriff's Office, with a positive, lasting impact that will benefit the jail for many years to come.

CASE STUDY

Ware County Jail | Waycross, Georgia

Director of Strategic Accounts: Drew Willy



DID YOU KNOW?

Even as a video-only customer, facilities can opt to have video messaging. This is a simple, secure way for inmates to connect with their loved ones through images, gifs, and emojis. Through secure, monitored SMS-style messaging, messaging provides convenient communication without the need to always schedule a video call.



"The challenges brought forth by the COVID-19 pandemic along with advancements in inmate communications led us to seek out a reliable partner that would provide the sheriff's office, the inmates, and the families of those incarcerated within the Ware County Jail with the type of updated services they deserve. Like many facilities across the country, we were unable to continue on-site


in-person visitations due to the restrictions associated with the pandemic. This issue was resolved with the installation of the HomeWAV system, which now allowed us to conduct off-site video visitations and once again be able to allow inmates to have the visitations with their family that they both desired.


The HomeWAV system is very user-friendly, not only for staff but also for the inmates and their families. The installation of the HomeWAV system not only provided us with the ability to better allocate our staff during shortages as we were able to monitor visits remotely or through a playback feature rather than having to allocate staff during a determined visitation time, but it also provided us with another valuable investigation tool. Through the use of the HomeWAV system and its playback features, our criminal investigation division has been able to gain additional information on or solve several cases. The customer service of the HomeWAV company is always very responsive and professional to work with. With my experience in management and supervision within a jail facility in my capacity as the Jail Administrator of the Ware County Jail, I would highly recommend HomeWAV."


- CAPTAIN RALPH PITTMAN


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Drew Willy

 d.willy@homewav.com

 813-428-3311

 www.homewav.com

 @homewav

 **Corporate Office:**
2020 Westport Center Dr.
St. Louis, MO 63146