



From: Clements, Robin <Robin.Clements@cobbcounty.org>
Sent: Tuesday, June 2, 2020 2:20 PM
To: AO Records <records@americanoversight.org>
Cc: Chesney, Pryor <Pryor.Chesney@cobbcounty.org>
Subject: RE: Open Records Request (GA-COBB-20-1224)

EXTERNAL SENDER

Good Morning,

I have attached our current service agreement with Global Tel Link as well as the Vine contract with Apriss that is related to GTL. The only change in price for inmate calls was between the dates of Wednesday March 18, 2020 through Thursday April 30, 2020. GTL offered free calls to all inmates during this time.

Very Respectfully,

Robin E. Clements
Public Safety Services Coordinator
Cobb County Sheriff's Office
185 Roswell Street
Marietta, GA 30090
(770) 499-4728



From: AO Records [mailto:records@americanoversight.org]
Sent: Tuesday, May 12, 2020 2:39 PM
To: Clements, Robin <Robin.Clements@cobbcounty.org>
Subject: Open Records Request (GA-COBB-20-1224)

Dear Open Records Officer:

Please find attached a request for records under Georgia's open records laws.

Sincerely,

Vibha Kannan
Paralegal
American Oversight
records@americanoversight.org
www.americanoversight.org | @weareoversight

ORR: GA-COBB-20-1224

CAUTION: This email originated outside Cobb County Government. Please exercise caution when opening links/attachments in this email .



Service Agreement Renewal Notice

Date: January 19, 2018

Customer Name: Cobb County Sheriff's Office
Address: 185 Roswell Street
Marietta, GA 30090

Funding Source: Global Tel Link
2609 Cameron Street
Mobile, AL 36607

Service Agreement #: 52011300201-R3

Project Type: VINE Service

Original Service Agreement Date: 05 May 2013

Last Service Agreement Date: 05 May 2017

Service Agreement Renewal Date: 05 May 2018

Service Agreement Renewal Term: 12 Months

Next Service Agreement Renewal Date: 05 May 2019

Comments: As noted in service agreement number 52011300201-R2, pricing is held through May 4, 2019. In consideration of the budget process, a 3% increase will be assessed annually as of the term beginning May 5, 2019.

Project Pricing: \$74,547.72 Annually or \$6,212.31 Monthly





Service Agreement Renewal Notice

Cobb County Sheriff's Office
January 19, 2018
52011300201-R3

Ownership of Intellectual Property: Licenses. The Service Provider retains all ownership rights in the VINE Software and all documents, designs, inventions, copyrightable material, patentable and unpatentable subject matter and other tangible materials authored or prepared by the Service Provider (the "Intellectual Property") in connection with the Services. The Service Provider hereby grants the Customer during the term of this Agreement, a limited, non-exclusive, non-transferable, non-sublicensable license to use the VINE Software in connection with the provision by the Service Provider of the VINE Services for the Customer's internal purposes only. Nothing herein shall grant the Customer a license to the source code of the VINE Software.

Nothing contained herein shall be construed to grant the Service Provider any ownership rights in the Data supplied by the Customer to the Service Provider in connection with this Agreement.

Service Provider builds and maintains databases and solutions utilizing data from disparate incarceration systems. The hygiene, maintenance and storage of this incarceration data improves data quality and solutions for all clients seeking to manage risk, security and fraud (collectively "Risk Solutions"). A network effect is created whereby benefits increase with each participating organization. Customer permits internal access (within Service Provider) to the Data for development and improvement of Service Provider's Risk Solutions. Customer authorizes third-party access to the Data only for Risk Solutions. Notwithstanding the foregoing, Service Provider may utilize non-confidential Data made available to the public.

Please sign & return this service agreement renewal to avoid delayed processing. Thank you.

This Service Agreement Renewal Notice extends all service terms and other contract provisions of the prior contract period, except as modified herein. No interruptions in delivery of service will occur in relation to this Service Agreement Renewal.

AUTHORIZATION:

APPRISS INC., BY:

 1/19/2018
Signature Date

Joshua P. Bruner
President – Appriss Safety
Sheriff's Office

~~Cobb~~ COUNTY ATTORNEY'S OFFICE, BY:

 4-9-18
Signature Date
Sonya Allen Lt. Col
Name Title

CUSTOMER, BY:

 4-2-18
Signature Date
RANDALL ROSE Colonel
Name Title

FUNDING SOURCE, BY:

 3/26/18
Signature Date
Jeffrey B. Hardinger President
Name Title



MEMORADUM OF UNDERSTANDING AGREEMENT

This Memorandum of Understanding ("MOU"), takes effect as of the date signed by all the parties listed in this preamble ("Effective Date"), by and between Global Tel*Link Corporation with an address of 12021 Sunset Hills Road, Suite 100, Reston, Virginia 20190 ("Company") and the Sheriff of Cobb County, with an address of 185 Roswell Street, Marietta, Georgia 30090 ("Premise Provider") (Company and Premise Provider, collectively, the "Parties" and each a "Party").

WHEREAS, Company and Premise Provider are Parties to an Inmate and Public Pay Telephone Services Agreement, as amended;

AND

WHEREAS, the Parties have agreed to undertake an MOU to implement video visitation services as defined in Exhibit A (Statement of Work) ("Video Visitation") subject to the terms below:

NOW, THEREFORE, in consideration of the promises and covenants set forth in this MOU, and for good and valuable consideration, the sufficiency of which is acknowledged by the Parties' signatures, the Parties agree as follows:

1. Company agrees not to terminate services under the Inmate and Public Pay Telephone Services Agreement until after December 31, 2019.
2. Company agrees to provide Video Visitation services as set forth in Exhibit A, attached hereto.
3. Except as set forth above, there is no other revision to the MOU or the obligations of any Party, and the MOU and underlying agreement remains in full force and effect.

IN WITNESS WHEREOF, the MOU has been executed by the Parties, effective as of the latest date listed below.

Company

GLOBAL TEL*LINK CORPORATION

By: [Signature]
Name: Jeffrey B. Haidinger
Title: President and CBO
Date: 2/16/18

Premises Provider

COBB COUNTY SHERIFF'S OFFICE

By: [Signature]
Name: ROLAND GRAZ
Title: MAJOR / ADMIN COMMANDER
Date: 2-19-18

Approved as to form:

By: [Signature]
Name: Sonya Allen
Title: LT Colonel / Admin Asst Cmdr
Date: 2-19-18

**Enhanced Services
Video Visitation Service Schedule**

1. **Applicability.** This Service Schedule applies only to video visitation services. Where "Company" is used in this Service Schedule, it shall mean GTL Enhanced Services, LLC.

2. **Definitions.** Capitalized terms used and not otherwise defined shall have the meaning set forth in the Agreement.

"Enhanced Services" means enhanced communications, information services, educational, and entertainment products.

"Video Visitation Service or System" ("VVS") means an Enhanced Service that permits face-to-face visits, on-site video visits, or remote video visits using a platform to facilitate inmate communications with family, friends, and attorneys.

"Video Visitation Unit" means the hardware and equipment installed at Premises Provider Locations (as defined below) that provides access to Video Visitation Services.

3. **Deployment Locations.** VVS will be deployed at the locations listed in the table below, as may be altered by agreement of the parties (individually "Location" and collectively "Locations"). Company reserves the right to terminate the VVS at any Location and all Locations if equipment is subjected to recurring vandalism or there is insufficient revenue to warrant the continuation of the VVS at such Location(s), including the failure by Company to recover the Expenditure (as defined below) for VVS within twenty-four (24) months following the deployment of Enhanced Service at the Locations.

Location
Cobb County Adult Detention Center
1825 County Services Parkway
Marietta, Georgia 30008

4. **Company Provided Equipment, Services and Cabling.** Company will supply equipment, hardware, circuits, and cabling to deploy VVS at the Locations at no cost to Premises Provider. Company will retain all right, title, and interest in and to all equipment (including any associated hardware and software), and services supplied. Cabling will become the property of Premises Provider upon the expiration of the Agreement. Upon termination of VVS in any Location(s), provide Company a reasonable opportunity to collect all Video Visitation Units and associated equipment and hardware (except cabling).

5. **Support and Maintenance.** Company will provide all support and maintenance services for the VVS, subject to the limitations described herein. Company will respond promptly to all support requests. Premises Provider acknowledges that the resolution of certain hardware and software events will be subject to supply chain lead times, and that Video Visitation Units will not be available while being repaired or maintained. Premises Provider will permit Company authorized personnel access to the equipment, information, data, data communication services, and communication lines required for the installation, operation, and/or maintenance of the VVS, at such times and for such purposes as reasonably necessary or appropriate to permit Company to perform its obligations herein. Company will provide service and maintenance for the video visitation system under this Agreement at no cost to the Premise Provider. Company will utilize Company's current two site technicians for maintenance and support. The current hours of on-site support are 5:30am – 6:30pm, Monday through Friday and afterhours support will be on a call out basis in the same manner as they are with the current Company's phone system.

6. **Video Visitation Services.** Company shall be responsible for: (a) furnishing, installing, repairing and servicing the VVS equipment listed below; (b) the performance (alone or through others) of all validation, billing, outclearing and collection services; and (c) the handling of all billing and other inquiries, fraud control, and all other services essential to the performance of Company's obligations hereunder. Company reserves the right to control unbillables, bad debt and fraud. Premises Provider and Company shall use best efforts to promote video visitation, including: (a) make video visitation available for at least 12 hours a day every day, without inmate session limitations except in connection with disciplinary action; (b) allow Company to promote the use of video visitation through, among others, the distribution of promotional material at Premises Provider Facility locations, IVR recordings, the Web, and press releases; (c) allow Company to have promotional pricing to make video visitation an attractive alternative. Under this Agreement, the Premise Provider shall govern the use and limitation of all free video visitation sessions. Should Company and Premise Provider decide to implement internet visits, the parties agree to negotiate charges and visitation times in good faith.

7. **VVS Software.** Company shall deploy a hosted application server in Company video visitation data center. Company's VVS software provides the following functionalities for visitation scheduling: (a) unlimited number of user licenses for scheduling software; (b) facility registration and scheduling; (c) public web-based registration and scheduling; (d) multilingual web

interface (English, Spanish); and (e) professional web-based registration and scheduling. The VVS software allows Premises Provider to (a) manage public and professional visits; (b) manage non-contact and contact visits; (c) manage on premises video visitation and remote video visitation; (d) establish set schedules for non-contact visits, contact visits, on premises video visits, and remote video visits; (e) have officer check in for all on premises visits; and (f) have officer video check-in prior to remote video visitation start. Premises Provider may configure the VVS software for staff access privileges, visitation restrictions for inmates and visitors, and scheduling and conflicts. The VVS software may be integrated with Premises Provider's Jail Management System (or "JMS") for one-way data transfers; provided, however, Company shall not be responsible for any charges that may be assessed for the interface or its maintenance by Premises Provider's JMS provider. Premises Provider may use the VVS software for live monitoring and recording with sixty (60) day recording storage, and may create certain data reports based on the data available via the VVS software.

8. VVS Hardware. Company will provide the following hardware and equipment for use with VVS:

210 Inmate Units
69 Visitor Units

9. VVS Rates.

There will be no charge for On-Premises video visits, the Public Defender's officer or any other Cobb County Agency unless negotiated by the Parties in writing. The cost of calls to private attorneys will be negotiated in writing in good faith by the Parties.

Remote video visits shall be charged in accordance with the table below. There shall be 10 and 25 minute visits allowed.

Visit Duration	Charge to Visiting Party
10 Minute	\$4.00
25 Minutes	\$10.00

10. VVS Commissions. Company shall pay Premises Provider a commission every month on gross payments collected for revenue generating video visits ("Video Revenue") in accordance with the percentages provided in the table below, as applied each month. Video Revenue does not include taxes, fees and other charges collected on behalf of Local, State, Federal or other governmental agencies. If Premises Provider terminates the Agreement for any reason other than breach by Company, Premises Provider will pay Company within thirty (30) days following termination the Expenditure less any Content Revenue collected by Company. Commission payments shall be completed monthly, and all commission payments shall be final and binding upon Premises Provider unless written objection is received by Company within sixty (60) days of receipt of commission payment by Premises Provider.

Video Visitation Commission	
Monthly Paid Minutes	Commission %
	Should Company and Premise Provider agree to offer off-site internet visits, a commission rate of 25% will be applied.

11. Additional Terms

- a. **Monitoring and Recording.** Premises Provider agrees that Company has no responsibility to advise Premises Provider with respect to any law, regulation, or guideline that may govern or control video communication recordation or monitoring by Premises Provider or compliance therewith. Premises Provider has its own legal counsel to advise it concerning any and all such law, regulation, or guideline, and compliance therewith, and makes its own determination on when and how to use the video monitoring and recording capabilities supplied through this Agreement. Company disclaims any responsibility to provide, and in fact has not provided, Premises Provider any legal advice concerning such applicable law, regulation, or guideline, or compliance therewith. Premises Provider shall be solely responsible for any liability, costs and expenses relating to any claims made against Company or its affiliates arising out of failure of Premises Provider (or Company at the direction of Premises Provider) to comply with such law, regulation or guideline. Premises Provider acknowledges that all video communication detail records and recordings (DRs) in connection with VVS are the exclusive property of Premises Provider for the term of this Agreement and any resulting extensions of this Agreement; provided, however, Company shall have the right to use the DRs and recordings to respond to legal requests, to provide the services under this Agreement, and for other lawful business purposes.

12. Limitation of Liability. COMPANY AND ITS AFFILIATES AND SUPPLIERS SHALL IN NO WAY BE RESPONSIBLE, OR LIABLE FOR, ANY PHYSICAL HARM OR OTHER INJURY, FORESEEN OR UNFORESEEN, IN THE USE OF THE VIDEO VISITATION UNITS, OR RELATED ACCESSORIES. PREMISES PROVIDER IS SOLELY RESPONSIBLE FOR KEEPING CORDS AWAY FROM THOSE WHO PRESENT RISK TO THEMSELVES OR OTHERS.

12. Termination.

Should Premise Provider choose to terminate this Agreement for convenience, Premise Provider agrees to pay amounts in accordance with the below chart.

Termination for Convenience Prior To	Amount to be Repaid to Contractor
2/1/2018	\$ 422,685.00
3/1/2018	\$ 404,308.00
4/1/2018	\$ 385,931.00
5/1/2018	\$ 367,554.00
6/1/2018	\$ 349,177.00
7/1/2018	\$ 330,800.00
8/1/2018	\$ 312,423.00
9/1/2018	\$ 294,046.00
10/1/2018	\$ 275,669.00
11/1/2018	\$ 257,292.00
12/1/2018	\$ 238,915.00
1/1/2019	\$ 220,538.00
2/1/2019	\$ 202,161.00
3/1/2019	\$ 183,784.00
4/1/2019	\$ 165,407.00
5/1/2019	\$ 147,030.00
6/1/2019	\$ 128,653.00
7/1/2019	\$ 110,276.00
8/1/2019	\$ 91,899.00
9/1/2019	\$ 73,522.00
10/1/2019	\$ 55,145.00
11/1/2019	\$ 36,768.00
12/1/2019	\$ 18,391.00

	Inmate	Attorney	Mobile	
84 Building				
A-Pod	12	1		
B-Pod	12	1		
C-Pod	12	1		
D-Pod	12	1		
97 Building				
G-Pod	4	2		
Infirmery - Main			2	
Infirmery Ext.	2			
Female Inf	2			
L-Pod	12	1		
M-Pod	12	1		
O-Pod	12	1		
R-Pod	8	1		
Tower				
2N	6	3		
2S	6	3		
3N	6	3		
3S	6	3		
4N	6	3		
4S	6	3		
5N	6	3		
5S	6	3		
Work Release				
W1	2	1		
W2	2	1		
W3	2	1		
W4	2	1		
W5	2	1		
W6	2	1		
W7	2	1		
W8	2	1		
Courthouse	4			
TOTALS	168	42	2	
Visitation Center	64	3		
	232	45	2	279

Current Phone Contract

- 2 site administrators for support and service
- GTL pays for VINE at 4K per year
- New Local Call Rate - .12 per minute
- Commission payable to CCSO .085 per minute (Effective rate 71%)
- Previous Rate was (Flat Rate \$2.00 for 30 minutes (State of Georgia Tariff Rate Cap \$2.70)
- CCSO has always been lower than current market value
- Current deposit fees \$2.75 (Lower than FCC Max of \$3.00)
- Providing no cost handheld devices thru partner Dynamic Imaging

Revenue and Commissions

Year	Calls	Minutes	Revenue	Commission
2015	655,216	13,819,115	\$1,384,217.87	\$852,639.21
2016	794,100	12,973,748	\$1,442,412.15	\$884,098.41
2017	1,149,012	14,034,236	\$1,686,577.88	\$1,015,191.12
Grand Total	2,598,328	40,827,099	\$4,513,207.90	\$2,751,928.74

Craig, RG COL

om: Don Eades <Don.Eades@gtl.net>
Sent: Thursday, January 11, 2018 2:14 PM
To: Craig, RG COL
Subject: RE: Revenues

Importance: High

Col Craig

Sorry for the delay

See below – any questions let me know

Thanks
Don

Cobb County GA Adult Detention

Year	Calls	Minutes	Revenue	Commission
2015	655,216	13,819,115	\$1,384,217.87	\$852,639.21
2016	794,100	12,973,748	\$1,442,412.15	\$884,098.41
2017	1,149,012	14,034,236	\$1,686,577.88	\$1,015,191.12
Grand Total	2,598,328	40,827,099	\$4,513,207.90	\$2,751,928.74

Remember 2017 we were at the per minute rate for the whole year thus the increased numbers (.12 cents per minute for all calls)

From: Craig, RG COL [mailto:Roland.Craig@cobbcounty.org]
Sent: Wednesday, January 10, 2018 10:07 AM
To: Don Eades <Don.Eades@gtl.net>
Subject: Revenues

Don

Can you tell me what your total revenues/commissions were from Cobb Jail over the last couple of years (split out by year)? Sheriff hasn't asked, but I expect it when we meet this week. Thanks



Roland G. Craig

Colonel; Administrative Services Commander
Cobb County Sheriff's Office
185 Roswell Street
Marietta, Georgia 30090-9650

MEMORADUM OF UNDERSTANDING AGREEMENT

This Memorandum of Understanding ("MOU"), takes effect as of the date signed by all the parties listed in this preamble ("Effective Date"), by and between Global Tel*Link Corporation with an address of 12021 Sunset Hills Road, Suite 100, Reston, Virginia 20190 ("Company"), DSI-ITI, Inc. a wholly owned subsidiary of Company, and the Sheriff of Cobb County, with an address of 185 Roswell Street, Marietta, Georgia 30090 ("Premise Provider ") (Company and Premise Provider, collectively, the "Parties" and each a "Party").

WHEREAS, Company and Premise Provider are Parties to an Inmate and Public Pay Telephone Services Agreement, as amended;

AND

WHEREAS, the Parties have agreed to undertake an MOU to implement the CorreTrak Solution as defined in Exhibit A (Statement of Work) ("CorreTrak Solution") on a trial basis subject to the terms below:

NOW, THEREFORE, in consideration of the promises and covenants set forth in this MOU, and for good and valuable consideration, the sufficiency of which is acknowledged by the Parties' signatures, the Parties agree as follows:

1. Company agrees not to terminate services under the Inmate and Public Pay Telephone Services Agreement until after December 31, 2018.
2. Company agrees to procure and arrange for the delivery and implementation of those portions of the CorreTrak Solution as defined in Phase 1 of the Statement of Work found on **Exhibit A** ("Phase 1") to the Premise Provider upon execution of this MOU or receipt of the Premise Provider's written authorization to proceed, as set forth in Exhibit A.
3. During the 90-day trial period reliability, accuracy, and feasibility of the hardware and software will be evaluated. Benchmarks for acceptance will involve evaluation of the software and hardware components of the system, reliability of the solution, and integration of the system into the existing Offender Management System (OMS) currently in use by Cobb County Sheriff's Office. Acceptance will be implied if the CorreTrak Solution is not rejected on or before the 90th day following implementation ("Acceptance").
4. Upon Acceptance, Company will implement the remainder of CorreTrak Solution as defined in Phase 2 of the Statement of Work found on Exhibit A ("Phase 2"). Upon Acceptance, Company will provide maintenance and support at an annual rate of \$19,101.60, to be paid by Premise Provider beginning one (1) year after the date of Acceptance.
5. If the CorreTrak Solution is not Accepted at the end of a 90-day trial period, Company will remove Phase 1 deliverables of the CorreTrak Solution and there will be no further obligation to Premise Provider.
6. Failure of CorreTrak to pass Acceptance testing during the 90-day trial period will relieve Premise Provider of any further monetary obligations to pay Company for the CorreTrak product as described in the paragraph (9) below.
7. Payments if required will be made by check should be made out to the following address

Global Tel*Link Corporation
Attn: Accounts Payable
2609 Cameron Street
Mobile, AL 36607

8. The CorreTrak Solution Software is provided on a license only basis, subject to strict compliance by Premise Provider with the terms of the end user license agreements with Dynamic Imaging attached hereto as **Exhibit B (End-User Licensing Agreement)**, which Premise Provider hereby specifically acknowledges and to which

Premise Provider agrees. No right, title, or interest in or to any of the licensed software, shall transfer to Premise Provider at any time, whether during or after the term of this MOU, and such rights, title, and interest in and to the licensed software is retained exclusively by its licensors.

9. In the event that the MOU is terminated for convenience by Premise Provider prior to December 31, 2018, Premise Provider shall repay the following to Company:

3/1/2017	147,748
4/1/2017	140,712
5/1/2017	133,677
6/1/2017	126,641
7/1/2017	119,606
8/1/2017	112,570
9/1/2017	105,534
10/1/2017	98,499
11/1/2017	91,463
12/1/2017	84,427
1/1/2018	77,392
2/1/2018	70,356
3/1/2018	63,321
4/1/2018	56,285
5/1/2018	49,249
6/1/2018	42,214
7/1/2018	35,178
8/1/2018	28,142
9/1/2018	21,107
10/1/2018	14,071
11/1/2018	7,036
12/1/2018	(0)

10. Except as set forth above, there is no other revision to the MOU or the obligations of any Party, and the MOU and underlying agreement remains in full force and effect.

IN WITNESS WHEREOF, the MOU has been executed by the Parties, effective as of the latest date listed below.

Company
GLOBAL TEL*LINK CORPORATION

By: [Signature]
Name: Jeffrey B. Haidinger
Title: President and COO
Date: 2/20/17

Premises Provider
COBB COUNTY SHERIFF'S OFFICE

By: [Signature]
Name: Neil Warren
Title: Sheriff
Date: 3-7-2017

Approved as to form:

By: [Signature]
Name: Lauren S. Bruce
Title: Assoc. County Atty
Date: 3/1/17

EXHIBIT A
STATEMENT OF WORK

To be attached

EXHIBIT B

END USER LICENSE AGREEMENT DYNAMIC IMAGING SYSTEMS, INC.

In consideration of the mutual obligations assumed under this MOU, Sheriff of Cobb County ("End-User") located at 185 Roswell Street, Marietta, Georgia 30090 and Dynamic Imaging Systems, Inc., (DISI) a New Jersey corporation, having an office at Atrium 1, 1000 Atrium Way, Suite 203, Mt. Laurel, N.J. 08054, ("DISI") agree to the terms and conditions set forth below.

1. License

In consideration of the license fee paid by End-User to the DISI Authorized Reseller for the software described in Schedule A (together with any updates provided to End-User hereunder, collectively, the "DISI Software") and related documentation ("DISI Documentation"), DISI hereby grants to End-User a personal, non-exclusive, non-sublicensable and non-transferable license to use an object code version of the proprietary and confidential DISI Software and DISI Documentation, solely for End-User's internal data processing requirement (the "License"). End-User shall not decompile, disassemble or otherwise reverse engineer any of the DISI Software or use any similar means to discover the source code or trade secrets contained therein. End-User shall not modify or create derivative works of the DISI Software. This MOU does not transfer to End-User title to any intellectual property contained in any DISI Software or DISI Documentation

Upon termination or cancellation of any License granted under this MOU, End-User will destroy or return to DISI all copies of the DISI Software.

2. Intellectual Property Indemnification

DISI, at its own expense, will defend and indemnify End-User against claims that the DISI Software or the DISI Documentation furnished under this Agreement infringes a United States trademark or a copyright protected under United States law, provided End-User (i) gives DISI prompt written notice of such claims, (ii) grants DISI the sole and exclusive authority to defend or settle the claims, and (iii) provides all reasonable assistance to DISI in defending or settling the claims. This Section 2 states the entire liability of DISI and End-User's sole and exclusive remedies for trademark, copyright and any other alleged or actual intellectual property infringement.

3. Warranties

DISI warrants, for a period of one (1) year following delivery of the DISI Software to End-User ("Warranty Period"), that the DISI Software shall operate in material conformity with the functional specifications set forth in the DISI Documentation and Statement of Work (SOW). DISI will make reasonable efforts to correct any failures of the DISI Software to operate in material conformity with the functional specifications set forth in the DISI Documentation and SOW, provided End-User notifies DISI in writing of such failure(s) of the DISI Software within such Warranty Period.

EXCEPT AS EXPRESSLY SET FORTH ABOVE, DISI DISCLAIMS ALL WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY, TITLE, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.

4. Limitation of Liability

In no event shall DISI or DISI's suppliers be liable to End-User or any third party for any direct, indirect, incidental, special, lost profits or consequential damages, and in no event shall DISI's or DISI's suppliers' liability, whether in contract or in tort or otherwise, exceed the amount of monies received by DISI or its parent company from End-User in connection with this MOU.

5. Miscellaneous

End-User acknowledges that the DISI Software, together with all intellectual property rights embodied therein, is the sole and exclusive property of DISI and/or its suppliers and licensors. DISI and such parties shall retain all right and title, to the extent of their respective interests, to all propriety rights in the DISI Software and to any other intellectual property owned or otherwise provided by DISI. Any failure or delay by either party in exercising any right or remedy will not constitute a waiver. This MOU shall be construed and enforced in accordance with the laws of the State of Georgia, excluding its choice of law provisions. This MOU constitutes the entire agreement between the parties with respect to its subject matter and may be modified only by a writing

GA-COBB-20-1224-A-000013

signed by the parties' authorized representative. Neither Party will assign or transfer its rights or obligations under this MOU without prior written consent of the other Party. Any assignment or transfer prohibited by this provision will be null and void. Each paragraph and provision of this MOU is severable, and if one or more paragraphs or provisions are declared invalid, the remaining provisions of this MOU will remain in full force and effect.

6. Entire MOU.

Each Party acknowledges that it has read this MOU, understands it, and agrees to be bound by its terms and conditions. This MOU (including referenced Schedules) is the entire MOU between the Parties and supersedes all prior communications, oral or written, between the Parties with respect to the DISI Software. Changes to this MOU may only be made by mutual written agreement of the Parties. No terms contained in any invoice, Purchase Order or similar transactional document issued by either party shall be deemed to amend this MOU.

AGREED TO:

For DISI

By:



Name: Linda Holmes, President

Date: 2/21/2017

For END USER:

By:



Name:

Date: 3/7/17

1. Delivery of the CorreTrak hardware components required to support the CorreTrak Solution

A. Description

To provide the following hardware components:

Components include:

- (10) Apple iPod Touch 16GB (5th Generation)
- (10) Otter Defender Case for iPod Touch 5th Generation
- (1) Apple Mac Mini with Apple OS X Server and Profile Manager to be utilized to support the administration of the CorreTrak devices and push of the CorreTrak applications/updates to the enrolled devices.

Note: Securing the devices is the responsibility of the agency.

B. Completion Criteria

This task is considered complete when the hardware components listed to support the CorreTrak Solution have been delivered to Cobb County Sheriff's Office.

2. Delivery of 200 QR Code Placards.

A. Description

To provide delivery of 200 QR Code Placards for use with the Rounds application

B. Completion Criteria

This task is complete upon acceptance of the delivery of the 200 QR Code Placards.

3. Delivery of the CorreTrak Application Server Software

A. Description

To provide delivery of the CorreTrak Application Server Software that enables the server-based functions of the CorreTrak application. This software entitles an agency to install the CorreTrak Application on one or more agency-provided servers based on the agency's desired redundancy or high availability configuration.

B. Completion Criteria

This task is complete upon acceptance of the delivery of the CorreTrak Application Server Software.

4. Delivery of ten (10) CorreTrak client licenses

A. Description

To provide delivery of ten (10) CorreTrak client licenses for installation on the agency's CorreTrak Application Server(s).

NOTE: Devices are licensed on the server. There is no product activation performed locally on the device.

NOTE: The agency may configure no more than ten (10) devices to access the CorreTrak application server. Installing and configuring the application on more devices than the agency has licensed will render all handhelds unusable until the licensing conflict is resolved on the server-side.

B. Completion Criteria

This task is complete upon acceptance of the delivery of ten (10) CorreTrak client licenses.

5. Delivery of the CorreTrak ID Application Site-License

A. Description

To provide delivery of the CorreTrak ID Application site-license for installation on the agency's CorreTrak Application Server(s).

B. Completion Criteria

This task is complete upon acceptance of the delivery of the CorreTrak ID Application Site-License.

6. Delivery of the CorreTrak Rounds/Cell Check Application Site-License

A. Description

To provide delivery of the CorreTrak Rounds/Cell Check application site-license for installation on the agency's CorreTrak Application Server(s).

B. Completion Criteria

This task is complete upon acceptance of the delivery of the CorreTrak Rounds/Cell Check application site-license.

7. Installation and configuration of the CorreTrak Application Server components on a Cobb County Sheriff's Office provided server.

A. Description

To install and configure the CorreTrak Application Server and components that are necessary to support the CorreTrak solution. Refer to Appendix (A) for agency-provided server and database requirements.

NOTE: Cobb County Sheriff's Office is responsible for ensuring that the CorreTrak application server has connectivity to the database server and CorreTrak clients.

B. Completion Criteria

This task is complete once the CorreTrak Application Server and components are installed and verified operational by a Dynamic Imaging Systems technician(s), and approved by a representative of Cobb County Sheriff's Office.

8. **To provide, install, and configure the required CorreTrak databases on a Cobb County Sheriff's Office provided SQL Server.**

A. Description

Provide, install and configure the required CorreTrak databases on a customer provided SQL database server that are necessary to support the Dynamic Imaging solution.

B. Completion Criteria

This task is considered complete once Dynamic Imaging has provided, installed, and configured the required CorreTrak databases to support the Dynamic Imaging solution.

9. **Installation and configuration services of the CorreTrak client-side application on ten (10) iPod Touch devices.**

A. Description

To install and configure the CorreTrak client-side application on ten (10) iPod Touch devices.

NOTE: Cobb County Sheriff's Office is responsible for configuring wireless connectivity on the iPod Touch devices to an agency-provided wireless network that supports 802.11a/b/g/n.

NOTE: Cobb County Sheriff's Office is responsible for ensuring the CorreTrak client devices have connectivity to the CorreTrak application server.

B. Completion Criteria

This task is complete once the CorreTrak client application is installed on ten (10) iPod Touch devices and the application is verified operational by a Dynamic Imaging Systems technician(s), and approved by a representative of Cobb County Sheriff's Office.

10. **Installation and configuration of the CorreTrak Data Synchronization Interface for the GTL Offender Management System Evolution (OMSe) on an agency-provided server.**

A. Description

To install and configure the CorreTrak Data Synchronization Interface for OMSe on the CorreTrak application server(s). The interface consists of a collection of plugins that are installed and accessible from within the PictureLink Deployment Manager.

NOTE: Cobb County Sheriff's Office is required to provide connectivity between the CorreTrak application server and the GTL OMSe application server. The CorreTrak application server must be able to successfully connect to the OMSe API running on the OMSe application server.

NOTE: Reporting on the status of the synchronization and submission interfaces is available within the Plugins module of the PictureLink Deployment Manager application. The agency should ensure the synchronization actions and submissions are error free on a regular basis to ensure the application is performing to the specifications outlined in Appendix (B) of this SOW.

B. Completion Criteria

This task is complete once the CorreTrak Data Synchronization Interface for OMSe is installed on the CorreTrak application server(s), and the interface is verified operational by a Dynamic Imaging Systems technician(s), and approved by a representative of Cobb County Sheriff's Office.

11. Provide (2) days of On-Site installation and training services

A. Description

To provide (2) days of on-site installation and training services for the CorreTrak system for Cobb County Sheriff's Office

Note: All connections to and from the handheld devices, the CorreTrak application server and the GTL server must be operational prior to the on-site installation and training.

B. Completion Criteria

This task is considered complete once the Dynamic Imaging Systems, Inc. technician provides two (2) days of on-site installation and training services. Training sessions will address both end-user application functionality as well as system administration functionality. Cobb County Sheriff's Office may choose to coordinate "group" training sessions at a single location. The Dynamic Imaging Systems, Inc. project manager (or technician) will work with Cobb County Sheriff's Office to customize a training schedule and curriculum that meets their specific needs.

12. Installation and configuration of the custom CorreTrak Mugshot Interface on the agency-provided server.

A. Description

To install and configure the custom CorreTrak Mugshot Interface on the CorreTrak application server(s). The interface plugin will retrieve mugshots from the agency's DataWorks archive server, using the web service URL/syntax provided by the customer.

NOTE: Cobb County Sheriff's Office is required to provide connectivity between the CorreTrak application server and the DataWorks application (archive) server where the mugshot images are retrieved. Any required authorization credentials must be provided by the agency and any required licensing to access the DataWorks server is the responsibility of the agency. The CorreTrak application server must be able to successfully connect to the DataWorks application server for this interface to operate successfully. Retrieved mugshot images will be stored on the CorreTrak application server in a manner/structure compatible with the CorreTrak system.

NOTE: Reporting on the status of the CorreTrak Mugshot Interface is available within the Plugins module of the PictureLink Deployment Manager application. The agency should ensure on a regular basis that the interface actions are error free and the application is performing appropriately (i.e., mugshot images are displayed for inmate records on the iPod device).

Statement of Work



B. Completion Criteria

This task is complete once the custom CorreTrak Mugshot Interface is installed on the CorreTrak application server(s), and the interface is verified operational by a Dynamic Imaging Systems technician(s), and approved by a representative of Cobb County Sheriff's Office.

Statement of Work Reviewed by Customer:

Neil Warren, William
Print Name

3-7-2017
Date

Sheriff
Title

Statement of Work Accepted by GTL:

[Signature]
Signature

2/28/17
Date

Jeffrey B. Anderson
Print Name

President of COV
Title

Appendix (A): Deliverables

Equipment:

- (10) Apple iPod Touch 16GB (5th Generation)
- (10) Otter Defender Case for iPod Touch 5th Generation
- (1) Apple Mac Mini with Apple OS X Server and Profile Manager
- (200) QR Code Placards

DISI Software:

- Selected Server Software
- CorreTrak Application Server
- CorreTrak Database
- CorreTrak ID Application Site License
- CorreTrak Rounds/Cell Check Application Site License

Selected Client Software

- (10) CorreTrak Client License

Services:

- (10) Configuration of Handheld Device
- Technical Services
- GTL OMSe Interface
- CorreTrak Mugshot Interface
- Project Management
- (2 days) On-Site Installation and Training (includes travel and expenses)

Appendix (B): Server & Handheld Requirements

The following is a description of the server and mobile computer requirements.

Server Requirements:

CorreTrak Application Server Recommended Configuration (Virtual Servers Supported)

- Windows Server 2012 64 bit Edition
- Modern Intel/AMD Quad Core Processor
- 4GB – 8GB Ram
- 50GB – 100GB Free Disk Space
- 100mb Network Connection
- Server roles: Application Server & Web Server IIS 8 with Management Tools
- .NET Framework 4.5

NOTE: Dynamic Imaging recommends that virtual application servers be configured with a minimum of two (2) virtual CPUs.

Minimum CorreTrak Application Server

- Windows Server 2008 R2

Recommended Database Server Configuration

- SQL Server 2012

Minimum Database Server

- SQL Server 2008 R2

NOTE: The PictureLink databases can be installed on an existing database server. A dedicated database server for the PictureLink application is not required.

CorreTrak Mobile Wireless Device Requirements:

Use of the CorreTrak Mobile Jail applications requires the Apple iPod Touch 16GB 5th Generation devices. These devices must conform to the following specifications.

Operating System and Software Requirements

- iOS9

Minimum Storage Requirements

- 16GB

Wireless Device Hardware Requirements

- 802.11 a/b/g/n wireless network access

Appendix (C): CorreTrak Interface (GTL – Offender Management System)

The following is a description of the interface between the CorreTrak System and the GTL Offender Management System ("OMSe").

Interface Overview:

The CorreTrak interface is comprised of multiple retrieval interface plugins that periodically synchronize booking, images and code values from OMSe to the CorreTrak database. They are as follows:

1. **Booking Retrieval:** Synchronizes inmate booking/name information and alerts data for active inmates as defined in the Data Fields section below.
2. **Mugshot Images:** Retrieves inmate face images from OMSe for the booking records of active inmates.
3. **Code Table Retrieval:** Synchronizes OMSe code tables as defined in Data Fields section below. Code table data is utilized for certain picklist fields on the CorreTrak mobile devices.

Data Fields:

The following is a list of the data fields to be synchronized from the GTL OMSe to the Dynamic Imaging CorreTrak database.

Inmate Booking/Name Information

- | | |
|------------------|--------------------|
| • Inmate Number | • Booking Date |
| • Booking Number | • Living Unit |
| • Last Name | • In Custody |
| • First Name | • Classification |
| • Middle Name | • Primary Status |
| • Date of Birth | • Temporary Status |
| • Gender | • Medical Status |
| • Gang Member | • Release Status |

Code Tables/Values

- Area, Building, Jail
- Classification
- Locations
- Status (Release, Primary, Medical, Temporary)

Appendix (D): CorreTrak Applications (GTL – Offender Management System)

The following is a description of the CorreTrak client applications and associated interfaces to the GTL Offender Management System ("OMSe").

CorreTrak ID Application & Interface Overview:

The CorreTrak ID application provides a mechanism to identify an inmate utilizing their booking number or by scanning a barcode encoded with a booking number, such as those printed on a wristband or ID card. Performing a lookup using the CorreTrak ID application displays an online "data card" that provides access to their mugshot photo and additional data as defined in the "Data Fields" Appendix of this SOW, as well as inmate alerts (if present on the inmate record).

Information obtained by the lookups that are made on the handheld device is stored in the CorreTrak database. The information stored includes the user logged into the device, the booking number of the inmate, the source of the lookup (manual entry vs. scanned barcode) as well as the date/time that the lookup was performed. This information is stored in an audit table within the CorreTrak database which can be used for agency-created reports.

Rounds/Cell Check Application & Interface Overview:

The CorreTrak Rounds application provides a mechanism to perform security checks of specified areas or locations within the facility that are routinely performed by officers who record a log of their observations made during each check. Rounds are general security checks, performed for specific areas of the facility and not intended to be performed for specific cells (that house a single inmate for special purposes). One or more QR tags would be mounted at various checkpoints throughout the specific location, so that the officers must scan each checkpoint before recording their final observation or comments. Scanning the checkpoints indicates that the officer has walked through the entire area. Observation values for Rounds security checks typically relate to the general security status of the location. Examples of Rounds locations are: A-Pod, North Dorm B, or Rec Yard.

The CorreTrak Cell Check application provides a mechanism to perform security checks of specified cells within the facility that are routinely performed by officers who record a log of their observations made during each check. Cell checks are performed for specific cells within the facility and are usually performed on a more frequent interval than general Rounds security checks. Typically, Cell Checks are performed on designated "close-watch" or safety cells that house a single inmate who needs to be monitored for special purposes, such as, suicide risk or juvenile status. A single QR tag would be mounted at the specific cell, so that the officers must scan the QR tag before recording their observation or comments. Observation values for Cell Checks typically relate to the status of the inmate inside the specific cell. Examples of Cell Check locations are: A-North Suicide 101, A-South Safety 101.

Statement of Work – Phase 2



October 28, 2016

Prepared for:

Cobb County Sheriff's Office
1825 County Services Pkwy
Marietta, GA 30008
Attn: Joe McConnaughey
Phone: (770) 852-3268
Email: joseph.mcconnaughey@cobbcounty.org

Introduction:

The intention of this document is to describe the work that is to be performed by Dynamic Imaging Systems, Inc. (DISI) for the delivery, configuration, integration, and installation of the additional CorreTrak applications and licenses for Cobb County Sheriff's Office.

Appendices:

Appendix (A): Deliverables

Appendix (B): CorreTrak Applications

Deliverables Overview:

- Delivery of the CorreTrak hardware components required to support the CorreTrak Solution.
- Delivery of 350 QR Code Placards.
- Delivery of fifty (50) CorreTrak client licenses.
- Delivery of the CorreTrak Count Application Site-License.
- Delivery of the CorreTrak Location Application Site-License.
- Delivery of the CorreTrak Program Attendance Application Site-License.
- Delivery of the CorreTrak Service Delivery Application Site-License.
- Delivery of the CorreTrak Meal Delivery Application Site-License.
- Installation and configuration services of the CorreTrak client-side application on fifty (50) iPod Touch devices.
- Provide (3) days of On-Site installation and training services.

Assumptions & Responsibilities:

1. Cobb County Sheriff's Office is responsible for maintaining the code tables in OMSe that are required for the CorreTrak solution. This includes but is not limited to Jail, Building, Area and Location code tables.

Statement of Work – Phase 2



Contract Deliverables:

Dynamic Imaging Systems, Inc (DISI) has determined the following software and professional services are required in order to fulfill this additional CorreTrak applications and licenses order for Cobb County Sheriff's Office.

It is important to note that the items listed below may be partially or completely performed at DISI headquarters. A DISI technician(s) will perform the final installation, configuration, verification, and training services on-site at the time of installation.

Under the terms of this contract DISI will provide the following Deliverables:

1. **Delivery of the CorreTrak hardware components required to support the CorreTrak Solution.**

A. Description

To provide the following hardware components:

Components include:

- (50) Apple iPod Touch 16GB (5th Generation)
- (50) Otter Defender Case for iPod Touch 5th Generation

Note: Securing the devices is the responsibility of the agency.

B. Completion Criteria

This task is considered complete when the hardware components listed to support the CorreTrak Solution have been delivered to Cobb County Sheriff's Office.

2. **Delivery of 350 QR Code Placards.**

A. Description

To provide delivery of 350 QR Code Placards for use with the Location and Rounds applications.

B. Completion Criteria

This task is complete upon acceptance of the delivery of the 350 QR Code Placards.

3. **Delivery of fifty (50) additional CorreTrak client licenses.**

A. Description

To provide delivery of fifty (50) additional CorreTrak client licenses for installation on the agency's CorreTrak Application Server(s).

NOTE: Devices are licensed on the server. There is no product activation performed locally on the device.

NOTE: The agency may configure no more than fifty (50) additional devices to access the CorreTrak application server. Installing and configuring the application on more devices than the agency has licensed will render all handhelds unusable until the licensing conflict is resolved on the server-side.

B. Completion Criteria

This task is complete upon acceptance of the delivery of fifty (50) additional CorreTrak Client Application licenses.

4. Delivery of the CorreTrak Count Application Site-License.**A. Description**

To provide delivery of the CorreTrak Count application site-license for installation on the agency's CorreTrak Application Server(s).

B. Completion Criteria

This task is complete upon acceptance of the delivery of the CorreTrak Count application site-license.

5. Delivery of the CorreTrak Location Application Site-License.**A. Description**

To provide delivery of the CorreTrak Location Application site-license for installation on the agency's CorreTrak Application Server(s).

B. Completion Criteria

This task is complete upon acceptance of the delivery of the CorreTrak Location application site-license.

6. Delivery of the CorreTrak Program Attendance Application Site-License.**A. Description**

To provide delivery of the CorreTrak Program Attendance Application site-license for installation on the agency's CorreTrak Application Server(s).

B. Completion Criteria

This task is complete upon acceptance of the delivery of the CorreTrak Program Attendance Application site-license.

7. Delivery of the CorreTrak Service Delivery Application Site-License.**A. Description**

To provide delivery of the CorreTrak Service Delivery Application site-license for installation on the agency's CorreTrak Application Server(s).

B. Completion Criteria

This task is complete upon acceptance of the delivery of the CorreTrak Service Delivery Application site-license.

Statement of Work – Phase 2



8. Delivery of the CorreTrak Meal Delivery Application Site-License.

A. Description

To provide delivery of the CorreTrak Meal Delivery Application site-license for installation on the agency's CorreTrak Application Server(s).

B. Completion Criteria

This task is complete upon acceptance of the delivery of the CorreTrak Meal Delivery Application site-license.

9. Installation and configuration services of the CorreTrak client-side application on fifty (50) iPod Touch devices.

A. Description

To install and configure the CorreTrak client-side application on fifty (50) iPod Touch devices.

NOTE: Cobb County Sheriff's Office is responsible for configuring wireless connectivity on the iPod Touch devices to an agency-provided wireless network that supports 802.11a/b/g/n.

NOTE: Cobb County Sheriff's Office is responsible for ensuring the CorreTrak client devices have connectivity to the CorreTrak application server.

B. Completion Criteria

This task is complete once the CorreTrak client application is installed on fifty (50) iPod Touch devices and the application is verified operational by a Dynamic Imaging Systems technician(s), and approved by a representative of Cobb County Sheriff's Office.

10. Provide (3) days of On-Site installation and training services.

A. Description

To provide (3) days of on-site installation and training services for the CorreTrak system for Cobb County Sheriff's Office.

NOTE: All connections to and from the handheld devices, the CorreTrak application server and the GTL server must be operational prior to the on-site installation and training.

B. Completion Criteria

This task is considered complete once the Dynamic Imaging Systems, Inc. technician(s) provide three (3) days of on-site installation and training services. Training sessions will address both end-user application functionality as well as system administration functionality. Cobb County Sheriff's Office may choose to coordinate "group" training sessions at a single location. The Dynamic Imaging Systems, Inc. project manager (or technician) will work with Cobb County Sheriff's Office to customize a training schedule and curriculum that meets their specific needs.

Statement of Work – Phase 2



Statement of Work Reviewed by Customer:

Neil Warren Neil Warren

Print Name

3-7-2017

Date

Sheriff

Title

Statement of Work Accepted by GTL:

[Signature]

Signature

2/25/17

Date

Jeffrey B. Harding

Print Name

President (COO)

Title

Statement of Work – Phase 2



Appendix (A): Deliverables

Equipment:

- (50) Apple iPod Touch 16GB (5th Generation)
- (50) Otter Defender Case for iPod Touch 5th Generation
- (350) QR Code Placards

DISI Software:

Selected Server Software

- CorreTrak Count Application Site License
- CorreTrak Location Application Site License
- CorreTrak Program Attendance Application Site License
- CorreTrak Service Delivery Application Site License
- CorreTrak Meal Delivery Application Site License

Selected Client Software

- (50) CorreTrak Client License

Services:

- (50) Configuration of Handheld Device
- Technical Services
- Project Management
- (3 days) On-Site Installation and Training (includes travel and expenses)

Statement of Work – Phase 2



Appendix (B): CorreTrak Applications (GTL – Offender Management System)

The following is a description of the CorreTrak client applications and associated interfaces to the GTL Offender Management System ("OMSe").

CorreTrak Count Application & Interface Overview:

The CorreTrak Count application allows officers to perform either a quick or a full count. When utilizing CorreTrak's Quick Count mode of operations, the officer will enter a total number of inmates for the selected location by using the keypad or by incrementing the count by using the plus (+) and minus (-) buttons. Conversely, when utilizing CorreTrak's Full Count mode of operations, officers scan individual inmate barcodes for the selected location.

Specifications:

1. The CorreTrak Count application operates in two modes: Quick Count and Full Count. In either mode, the Count data is not transferred to OMSe until the user selects the "Finish" button.
2. When performing a Quick Count the total number of inmates is stored for the selected location. During a Full Count, a list of inmates and their associated booking numbers is stored for the selected location.
3. If the device has connectivity to the CorreTrak application server, the Count data will be transferred and submitted to OMSe for inclusion in any active Counts for the selected location. If there are no active counts in OMSe during submission, the count data will not be transferred.
4. Upon completing the count for a particular location, the data is immediately transferred to the OMSe system if a network connection is available. If a network connection is unavailable, the data captured during the CorreTrak Count session is queued locally and synchronized to the OMSe system once a connection is made.

Assumptions & Responsibilities:

1. A Quick or Full Count must be initiated from OMSe prior to submitting the Count from CorreTrak. If an active count for the selected location does not exist in OMSe at the time of submission from the CorreTrak device, the count data will be rejected.
2. The CorreTrak application does not provide notification of any count discrepancies. In the event of a discrepancy, the end-user of the OMSe Master Count may reset a particular location to make it eligible for the submission of another count from the handheld device.

CorreTrak Location Application & Interface Overview:

The CorreTrak Location application allows officers to register an inmate's current location in the OMSe by scanning an inmate's barcode. Selection of the location can be achieved by scanning a location-encoded barcode or via a manual selection from drop downs containing areas and locations. Location registrations are stored locally and then automatically synchronized to the OMSe application when a network connection becomes available.

Specifications:

1. Location dropdown options are populated with the OMSe Area and Location code tables and are synchronized when the device has connectivity to the CorreTrak application server.

Statement of Work – Phase 2



2. If the user selects "Send Home", the inmate's location will be recorded as their permanent housing assignment in OMSe.
3. The CorreTrak Location application will immediately attempt to wirelessly transfer the updated location to the CorreTrak application server whenever an inmate barcode is scanned for a particular location. If the device has connectivity to the CorreTrak application server, the location registration will be transferred and an updated location will be displayed in near real-time within OMSe. If a connection cannot be established, the location registration will be stored on the device and placed in a local queue. When the device regains connectivity, the location registrations on the device will be transferred to the CorreTrak application server and updated locations will be displayed in OMSe.

NOTE: End-users should ensure special care to synchronize data stored locally as soon as possible to accurately record the inmates' new location. Late or delayed synchronization may negatively impact accurate inmate counts or other location related jail functions. In the event of a synchronization conflict, the last handheld to send a location registration for an inmate will prevail as the inmate's current registered location.

CorreTrak Program Attendance Application & Interface Overview:

The CorreTrak Program Attendance application allows officers to keep track of attendance for courses scheduled in OMSe. The Program Attendance application operates by selecting a course from the list of available scheduled courses and scanning attendees into the program and then upon completion, scanning the attendees out. After scanning-out the last remaining attendee, the course data is eligible for submission to the OMSe and the roster is posted against the course.

Specifications:

1. The course dropdown is populated with all OMSe scheduled courses for the current date/time configured on the wireless device.
2. Program data is not transferred to OMSe until all inmates who have been scanned into the program have been successfully scanned out. Officers also have the option to automatically scan out the inmates who have already been scanned into the program by clicking on the "Dismiss" button.
3. If the device has connectivity to the CorreTrak application server, the Program data will be immediately transferred and submitted to OMSe for attendance tracking in the selected Course. If a connection cannot be established, the Program data will be stored on the device and placed in a local queue. When the device regains connectivity, the Program data on the device will be transferred to the CorreTrak application server and submitted to OMSe for attendance tracking in the selected Course.
4. If a roster has already been posted against the course, the submission from CorreTrak will be rejected.
5. The CorreTrak Program Attendance application can also be configured to automatically register an attendee's current location in OMSe once the attendee's barcode has been scanned into the program. If a connection is available, the location registration will be recorded in OMSe immediately, otherwise the data will be stored locally on the device until a network connection is available.

Statement of Work – Phase 2



Assumptions & Responsibilities:

1. Course information including roster, schedule and instructor must be configured in the OMSe prior to submitting program attendance from the CorreTrak device.
2. Officers will not be able to rectify the course attendance from within the CorreTrak Count application. Any modifications to the regular or alternate attendees must be made before using the CorreTrak handheld device to post attendance.
3. If an inmate is inadvertently scanned into a course they can be removed by using the "Delete" button prior to submitting the course attendance. Deleting an inmate does not update their location to their permanent housing location.

CorreTrak Service Delivery Application & Interface Overview:

The CorreTrak Service Delivery module enables officers to record the delivery of items to inmates, timestamping the transaction and providing capture of the inmate's signature, if applicable, directly on the mobile device. Delivery of inmate service items, such as, commissary, mail, packages, etc. is recorded directly on the device and associated with a specific inmate, once the inmate's wristband is scanned. The transaction is then synchronized to the CorreTrak database and then transmitted to the OMSe system. For this implementation, signatures captured on the device will only be available in the CorreTrak database. The ability to have the signatures available in OMSe may be provided in a future enhancement.

Specifications:

1. The user selects the Service Delivery module from the Home screen of the CorreTrak mobile app and chooses the appropriate Category and Subcategory values from the picklist for the service delivery item being delivered to the inmate. The user then scans the inmate's wristband and captures the inmate's signature, if applicable, directly on the device. The entire transaction is timestamped and stored on the device.
2. The user can continue selecting different service delivery items for the same or for different inmates and perform the same procedures described in Specification #1 above. If the user is providing the same service delivery items to multiple inmates, the user simply remains on the inmate scanning screen and scans inmate wristbands/captures inmate signatures, if applicable, one after the other. Each transaction is stored on the device for subsequent transmission to the CorreTrak server.
3. If the mobile device has connectivity to the CorreTrak server, the Service Delivery transaction will be instantly transferred and submitted to the CorreTrak database and subsequently transmitted to the OMSe jail system. The OMSe system receives the incoming transaction and stores it in the Inmate Notebook area for the particular inmate. A history of service delivery transactions for the inmate can then be retrieved at any time.

Assumptions & Responsibilities:

1. Service delivery items must be manually maintained in the CorreTrak system and the items must match the values that are entered and maintained in the agency's OMSe system. Individual service items are configured as subcategories grouped under primary categories (i.e., there may be a primary category called, Commissary, which contains any number of service items as subcategories, such as, "snacks", "toothpaste", etc.).

Statement of Work – Phase 2



2. The service delivery transactions are transmitted to the CorreTrak system for storage in the CorreTrak database and transmission to the OMSe system. The OMSe system is responsible for storage of the service delivery transactional data in the appropriate location within OMSe. All transactions and signatures that are stored in the CorreTrak database are accessible via the CorreTrak reports.

CorreTrak Meal Delivery Application & Interface Overview:

The CorreTrak Meal Delivery module enables officers to record the delivery of meals to inmates and timestamp the transactions. Delivery of inmate meals is recorded directly on the device and associated with a specific inmate, once the inmate's wristband is scanned.

Specifications:

1. The user selects the Meal Delivery module from the Home screen of the CorreTrak mobile app and chooses the appropriate Meal value from the picklist for the meal being delivered to the inmates. The user then scans the inmate's wristband, and the entire transaction is timestamped and the Delivery value is marked as True. The transactions are stored on the device. The same inmate cannot be scanned again for the same meal within the same day. If an inmate is scanned additional times within the same day for the same meal, an alert is presented on the device indicating that the inmate has already received that particular meal for the day. The transaction is still recorded but the Delivery is marked as false.
2. If the mobile device has connectivity to the CorreTrak server, the Meal Delivery transaction will be instantly transferred and submitted to the CorreTrak database. A meal report can be generated from the CorreTrak server dashboard to show all the inmates that received particular meals for a particular date range.

Assumptions & Responsibilities:

1. Meal values must be manually maintained in the CorreTrak system.
2. The meal delivery transactions are transmitted to the CorreTrak system for storage in the CorreTrak database. The meal transactions stored in the CorreTrak database are accessible via the CorreTrak Meal report.

Cover Page

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Status:	OK

Notes 1:

Notes 2:

Instructions:

Statement of Work



October 28, 2016

Prepared for:

Cobb County Sheriff's Office
1825 County Services Pkwy
Marietta, GA 30008
Attn: Joe McConnaughey
Phone: (770) 852-3268
Email: joseph.mcconnaughey@cobbcounty.org

Introduction:

The intention of this document is to describe the work that is to be performed by Dynamic Imaging Systems, Inc. (DISI) for the delivery, configuration, integration, and installation of the CorreTrak Solution integrated with the GTL Offender Management System (OMSe) for Cobb County Sheriff's Office.

Appendices:

Appendix (A): Deliverables

Appendix (B): Server & Handheld Requirements

Appendix (C): CorreTrak Interface (GTL - Offender Management System)

Appendix (D): CorreTrak Applications

Deliverables Overview:

- Delivery of the CorreTrak hardware components required to support the CorreTrak Solution
- Delivery of 200 QR Code Placards.
- Delivery of the CorreTrak Application Server Software
- Delivery of ten (10) CorreTrak client licenses
- Delivery of the CorreTrak ID Application Site-License
- Delivery of the CorreTrak Rounds/Cell Check Application Site-License
- Installation and configuration of the CorreTrak Application Server components on a Cobb County Sheriff's Office provided server.
- To provide, install, and configure the required CorreTrak databases on a Cobb County Sheriff's Office provided SQL Server.
- Installation and configuration services of the CorreTrak client-side application on ten (10) iPod Touch devices.
- Installation and configuration of the CorreTrak Data Synchronization Interface for the GTL Offender Management System Evolution (OMSe) on an agency-provided server.
- Provide (2) days of On-Site installation and training services
- Installation and configuration of the custom CorreTrak Mugshot Interface on the agency-provided server.

Assumptions & Responsibilities:

1. Cobb County Sheriff's Office is responsible for identifying, providing and configuring a networked Windows server to function as the Application Server for the Dynamic Imaging Solution. See Server Requirements Appendix.
2. Cobb County Sheriff's Office is responsible for identifying, providing and configuring a networked Windows SQL server to function as the database server for the Dynamic Imaging solution.
3. Cobb County Sheriff's Office is responsible for ensuring the necessary minimum version of the GTL OMSe application is installed, configured, and verified operational prior to the installation and configuration of the CorreTrak Mobile Jail Applications by the Dynamic Imaging Systems technician(s). Note: ID, Rounds and Cell Check require OMSe version 5.0 or higher.
4. Cobb County Sheriff's Office is responsible for any configurations necessary to lockdown the mobile computer applications and settings.
5. The locally-stored data on the device reflects the data that was available at the time of the last synchronization with the CorreTrak server. End-users should periodically connect the device to an available wireless network or an available wireless access point to ensure the locally-stored data is up to date, as data updates made in the OMSe system since the previous synchronization will not be reflected on the handheld device during offline operation.
6. Cobb County Sheriff's Office is responsible for configuring wireless connectivity on the iPod devices to an agency-provided wireless 802.11a/b/g/n WIFI network or access points as well as ensuring that client-to-server communications are free of firewall restrictions. Client-to-Server communications will occur over http or https communications on a port designated by Cobb County Sheriff's Office.
7. Cobb County Sheriff's Office is responsible for providing all general networking, electrical, telephone, and other logistical services as required.
8. Cobb County Sheriff's Office is responsible for providing high-speed remote connectivity (i.e. VPN with Remote Desktop or Team Viewer) to the Dynamic Imaging System technicians for the purpose of remote implementation and on-going support.
9. Cobb County Sheriff's Office is responsible for ensuring that server-to-server communications are free of firewall restrictions, otherwise Cobb County Sheriff's Office must accept responsibility to make configuration changes to firewalls as necessary to support the CorreTrak server-side solution.
10. Cobb County Sheriff's Office is responsible for providing local administrator access for all Dynamic Imaging Systems technician's Windows accounts to all of the servers and devices necessary to implement and support the CorreTrak solution.
11. Cobb County Sheriff's Office is responsible for performing routine backups of all application server data including IIS configurations and SQL server data. Dynamic Imaging Systems is not responsible for lost data. Any additional work that is required due to improper backup procedures will result in additional project costs.
12. Cobb County Sheriff's Office is responsible for ensuring that the inmate QR codes on wristbands or ID cards are encoded with the OMSe Inmate Booking Number (PIN) or OMSe Inmate Number (Perm #) and can be successfully scanned by the devices.

13. The CorreTrak interface with GTL requires network connectivity to the OMSe API. If the interface is unable to access the OMSe API due to OMS maintenance, downtime or network connectivity issues the interface will not function properly. Server-to-Server communications will occur over http or https communications on a port designated by GTL.
14. Cobb County Sheriff's Office is responsible for the physical installation of fixed QR Codes throughout the facility. Dynamic Imaging Systems will provide recommendations and training procedures to Cobb County Sheriff's Office to assist with the installation and proper placement of fixed QR Codes. System configuration and on-going management/replacement of fixed QR Codes is the responsibility of Cobb County Sheriff's Office.
15. The Apple Mac Mini server includes a one year factory warranty. Dynamic Imaging Systems, Inc. is providing one any additional year of warranty through Apple for the Apple Mac Mini server. Cobb County Sheriff's Office will be responsible for any additional warranty or maintenance for that device. Note: Cobb County Sheriff's Office can purchase the Apple Care Contract on their own. Dynamic Imaging Systems will provide them with the information required for additional years.
16. The CorreTrak interface with GTL requires that devices be locked down to a particular OMSe Jail-Building. Devices may be shared between buildings but will need to be re-configured prior to use. Cobb County Sheriff's Office is responsible for assigning a specific Jail-Building for each device utilized for CorreTrak.
17. Cobb County Sheriff's Office is responsible to provide the Dynamic Imaging Systems technician with Apple ID. Cobb County Sheriff's Office will need to create the Apple ID and associate it with an agency email account for the purpose of downloading Apple updates.
18. Cobb County Sheriff's Office to provide a list of user accounts and their associated OMSe username, which is required for submission of specific data from CorreTrak to the OMSe system.
19. All network connectivity and security access must be operational prior to any scheduled on-site (or remote) installation by the DISI technician(s). This includes any networking, firewall, routers, Windows Domain, or other security access configurations. Furthermore, DISI assumes that network connectivity uses standard LAN 10/100/1000 bandwidth and Microsoft TCP/IP network protocols.

Contract Deliverables:

Dynamic Imaging Systems, Inc (DISI) has determined the following software and professional services are required in order to fulfill this CorreTrak Solution integrated with the GTL Offender Management System (OMSe) order for Cobb County Sheriff's Office.

It is important to note that the items listed below may be partially or completely performed at DISI headquarters. A DISI technician(s) will perform the final installation, configuration, verification, and training services on-site at the time of installation.

Under the terms of this contract DISI will provide the following Deliverables:

AMENDMENT # 1 TO INMATE AND PUBLIC PAY TELEPHONE SERVICE AGREEMENT

This Amendment # 1 ("Amendment"), takes effect as of the date signed by all the parties listed in this preamble ("Effective Date"), amends and revises that certain **INMATE AND PUBLIC PAY TELEPHONE SERVICE AGREEMENT**, dated January 1, 2013, (the "Agreement"), by and between Global Tel*Link Corporation with an address of 12021 Sunset Hills Road, Suite 100, Reston, Virginia 20190 ("Company"), and the Sheriff of Cobb County, with an address of 185 Roswell Street, Marietta, Georgia 30090 ("Premises Provider") (Company and Premises Provider collectively, the "Parties" and each a "Party"). All capitalized terms not defined herein shall have the definitions set forth in the Agreement.

WHEREAS, the Federal Communications Commission ("FCC") issued its Second Report and Order and Third Further Notice of Proposed Rulemaking in WC Docket No. 12-375 on November 5, 2015 ("FCC Order"), which mandated rates and charges for inmate telephone services, certain transaction fees, and other requirements; and

WHEREAS, the Parties have agreed to amend the Agreement in order to, among other things, implement the FCC-mandated rates, charges, fees, and other requirements, as further provided below;

NOW, THEREFORE, in consideration of the promises and covenants set forth in this Amendment, and for good and valuable consideration, the sufficiency of which is acknowledged by the Parties' signatures, the Parties agree as follows:

1. Section 5.6.1 of the Agreement is hereby deleted in its entirety and replaced with the following:

Effective June 20, 2016 the rates and charges for international, interstate, and intrastate inmate telephone service ("ITS") calls and associated transaction fees ("Transaction Fees") set forth in the Agreement shall be deemed revised without further action by the Parties, and shall be implemented, as follows:

Inmate Telephone Services.

Interstate ITS calls, Intrastate ITS calls and international ITS calls, whether made using a collect, debit, prepaid/AdvancePay™ format: \$ 0.12 per minute of use.

No per call, per connection, or flat-rate calling charges shall apply to international, interstate, and intrastate ITS per minute of use calls.

The rates charged are exclusive of taxes, and other amounts collected by Company on behalf of, or paid to, third parties, including but not limited to payments in support of statutory or regulatory programs mandated by governmental or quasi-governmental authorities, such as the Federal Universal Service Fee, and any costs incurred by Company in connection with such programs.

Transaction Fees. Company may charge certain Transaction Fees to end-users in accordance with the following amounts:

Fee for automated payment for credit card, debit card, and bill processing fees	\$2.75 per use
Fee for payment using live operator	\$2.75 per use
Fee for paper bill/statement	\$2.00 per use
Fee for use of third-party money transmitter (e.g., MoneyGram, Western Union, credit card processing, transfers from third-party commissary accounts)	The exact fee from the third-party provider passed through directly to end-users with no markup

Single-Call and Related Billing Arrangements. Company may permit consumers to purchase ITS on a collect call basis through third-party billing arrangements that allow consumers to pay for a single ITS call using such

methods as their debit or credit card, billing the cost of a single ITS call to their mobile phone account, or another arrangement. When a consumer chooses to pay for a single ITS call using such a method, the charge shall be any applicable transaction fee and other charges allowed by law.

2. Sections 5.1 and 5.2 of the Agreement are hereby deleted in their entirety and replaced with the following:

Effective from the date the ITS call rates/charges and Transaction Fees are revised by this Amendment, the commission payable to the Premises Provider under the Agreement shall be **eight and one-half cents (\$0.085)** per minute on completed and billable intrastate inmate telephone calls using the ITS and shall be paid within forty five (45) days following the month in which the call took place. The foregoing commission shall be paid on a one-time basis for each completed and billable intrastate inmate call and shall replace any and all commissions or other monies payable under the Agreement by Company to the Premises Provider or to any fund or third party designated by Premises Provider. For the avoidance of doubt, there shall be no commission payable by the Company on any Interstate ITS calls.

3. Section 9.6 of the Agreement is hereby deleted in its entirety and replaced with the following:

“Assignment. This Agreement shall inure to the benefit of and be binding upon the Parties and their respective permitted successors and assigns, including but not limited, to any new administration or head of Premises Provider. Neither Party shall assign any right and/or obligation under this Agreement without the other Party’s prior written consent, which shall not be unreasonably withheld or delayed; provided, however, Company shall have the right, upon written notice to the Premises Provider, to assign some or all its rights and/or obligations under this Agreement at any time to any entity that controls, is controlled by or is under common control with Company (each an “Affiliate”) without the consent of the Premises Provider; provided, further, Company shall remain liable for any failure of any Affiliate to perform any assigned obligations. For the avoidance of doubt, a merger involving (i) Company or (ii) a sale of Company or all of Company’s assets shall not constitute an assignment requiring consent of Premises Provider for purposes of this Agreement, but written notice shall be provided to Premises Provider of any such assignment”

4. The following Section is hereby added to the Agreement as Section 9.15:

“Change-of-Law. If any rule, regulation, or other change mandated by any federal, state, or local authority materially affects any provision of this Agreement, the rights, obligations, or intended benefit of either party, or the ability of a party to perform a material provision of this Agreement, the parties shall promptly renegotiate in good faith and amend the Agreement as necessary.

5. The following Section is hereby added to the Agreement as Section 9.16:

“Service Schedules. Any Affiliate may sign in its own name a schedule for the delivery of services (“Service Schedule”), and such Service Schedule shall be considered a separate, but associated, contract incorporating this Agreement; provided, however, Company shall be responsible for its Affiliates’ performance pursuant to such Service Schedule.”

In the event of any inconsistencies between the terms and conditions contained in the Agreement and the terms and conditions contained herein, the terms and conditions contained herein shall control. Except as set forth in this Amendment, the Agreement remains in full force and effect, without modification or amendment, and is hereby ratified and confirmed. This Amendment may be executed in multiple counterparts, each of which shall be an original, and all of which shall be one and the same contract. Original signatures transmitted by facsimile or electronic mail shall be effective to create such counterparts. Each person whose signature appears below warrants and represents that they have the requisite authority to execute this Amendment on behalf of the entity for which they are signing.

IN WITNESS WHEREOF, the foregoing Amendment has been executed by the Parties, effective as of the latest date listed below.

Company

GLOBAL TEL*LINK CORPORATION

By: [Signature]
Name: Jeffrey B. Haidinger
Title: President + COO
Date: 6/15/16

Premises Provider

COBB COUNTY SHERIFF'S OFFICE

By: [Signature]
Name: Neil Warren
Title: Sheriff
Date: 6.16.2016

Approved as to form:

By: [Signature]
Name: Lauren S. Bruce
Title: Assoc. County Attorney
Date: 6/16/16