



Praeses, LLC

PROFESSIONAL SERVICES:

MANAGEMENT, CONSULTING, COMPLIANCE, AND RECONCILIATION SERVICES

This document is intended to serve as a confidential summary of Praeses' management services provided to the Lake County Sheriff's Office ("LCSO") for inmate telephones, inmate tablets, and ancillary communication services. The material transmitted herein is not intended for the public domain, as the services addressed are unique and for the protection of the Lake County Sheriff's Office, its inmates and staff.

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CURRENT SCOPE OF WORK MANAGEMENT, CONSULTING, & VALIDATION

I. **MANAGEMENT**

Day-to-Day Management Services

Praeses provides LCSO with a dedicated account management team and single point of contact for all inmate communications issues/requests for inmate communication services inclusive of inmate telephones, video visitation, tablets, and ancillary services. This individual works directly with the facility to assist in managing and coordinating activities including, but not limited to:

Day to Day Management

- End-user requests/ issues;
- Repair/service issues;
- Coordination of on-site technicians;
- System upgrades/ maintenance;
- Investigative reports;
- Blocked numbers;
- Coordination of new installation of equipment/ features;
- Developing notification/communication to the inmates and general public regarding changes to services or rates;
- Maintaining an accurate inventory of the inmate communication environment and the current specifications (phone inventory, rate plans, commission structures, contractual documents, and key contract dates);
- Equipment removals and relocations;
- Reporting and commissions; and
- Opportunities for improvement in technology, commissions and service.

ICSP Compliance Services

- Working with LCSO's contracted ICSP(s) to facilitate optimal inmate communication service from the contracted ICSP(s);
- Working with LCSO and its contracted ICSP(s) to validate that such ICSP is contractually compliant with its service offerings;
- Managing the ICSP's day to day activities by coordinating, monitoring and managing all relevant active/open issues; and
- Working with the selected ICSP(s) to facilitate timely responses to open service requests.

II. **CONSULTING AND MARKET INTELLIGENCE**

Praeses conducts in-depth requirements gathering, site surveys, and maintains an accurate and up-to-date inventory of LCSO inmate communications equipment, services, and contractual documents in order to remain knowledgeable and understanding of LCSO's unique needs and requirements affecting the inmate communications environment at each of the facilities. Praeses consults with LCSO to:

- Advise LCSO of new technologies, regulations and industry trends;
- Provide analysis customized analytical reporting related to the communication/services activity each month;

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- Facilitate any Request for Proposal ("RFP") process, new contract, contract renewal and amendment processes;
- Draft, prepare and issue customized RFPs for any services being considered by LCSO for implementation;
- Receive, review, summarize and present a summary of responses to any issued RFP's for LCSO's selection of the winning proposal;
- Draft, prepare and issue required contractual documents and amendments for any changes to services or the terms of the communications agreement being made by LCSO; and
- Assist LCSO with negotiations related to all inmate communication/technology contracts.

III. RECONCILIATION

The reconciliation services provided by Praeses include:

- Reconciling the accuracy of calling and ancillary services rates, fees, revenues and commissions;
- Validating invoiced amounts and handling distribution;
- Working at the discretion of LCSO to collect any earned but unpaid monies;
- Utilizes proprietary methods to detect errors and identify trends and anomalies;
- Working at the discretion of the LCSO to conduct a historical reconciliation to validate that LCSO has been paid what its earned from its inmate communications contract(s); and
- Providing customized monthly reporting related to the communication/services activity each month.

PRICING PROPOSAL

Praeses' goal is to build upon and maintain a long lasting, mutually beneficial partnership with LCSO. In order to build upon such a partnership, Praeses believes in providing service that offers tremendous value to LCSO while being sustainable.

Praeses' commitment is to provide LCSO with measurable value that exceeds the cost of its services. The cost proposal below is Praeses' multi-faceted approach to providing LCSO with comprehensive consulting, management, reconciliation and validation for each of the currently managed-services.

Pricing Option

Inmate Communications (Inmate Telephones, Video Visitation, Tablets and Ancillary Services)

Flat Monthly Management Fee

- *\$2,975.57 flat monthly management fee*

NOTE: Prior management fee for LCSO was percentage-based. Moving from a percentage-based fee to a flat monthly management fee will also allow for the removal of the prior minimum annual fee threshold and its associated reconciliation process.

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