

EXHIBIT 4

You've Got Mail:
The promise of cyber communication in prisons and need for regulation

Knox County (TN) Proposed Contract with Securus

PRISON
POLICY INITIATIVE

Knox County Government

and

Securus Technologies, Inc.

This Contract, between Knox County Government through its governing body and authorized representative, hereinafter referred to as "County" and Securus Technologies, Inc., hereinafter referred to as "Contractor".

Whereas, County requested sealed proposals for an Inmate Communication and Management System (Request for Proposal #2189) and;

Whereas, Contractor submitted a proposal in accordance with said requested specifications, the response of which is the most responsible and responsive proposal meeting specifications accepted by County;

Whereas, Contractor agrees and undertakes to provide said services for Knox County, as set forth in the Request for Proposal, and at the price quoted for said services by Contractor. Further, in accordance with the lawful directions of the County, the Contractor agrees in all respects, to be governed by the Request for Proposal specifications and the Contractor's proposal and response.

Now, therefore, in consideration of mutual covenants and promises contained herein, the parties hereto wish to enter into this Contract to set forth their respective rights and obligations and do mutually agree that;

Witneseth:

1. Term of this Contract. This Contract commences on the 1st day of January 2016 and ends on the 31st day of December 2020 ("Initial Term"), unless terminated in conformity with the terms of this Contract as contained in paragraphs 3 and 15. Upon the mutual agreement of the vendor, and Knox County, the award may be extended for two (2) additional five (5) year terms. This may result in a total of fifteen (15) years. Knox County reserves the right to terminate the agreement at the end of any particular five (5) year term. Knox County also reserves the right to terminate this agreement, with or without cause, with a one hundred twenty (120) calendar day written notice. Any extension will be at the sole discretion of Knox County.

2. Services to be Provided by Contractor.

- A. County hereby contracts with Contractor to provide for, as stated in the RFP #2189 and the Contractor's response to the RFP dated June 15, 2015, modified by letter dated June 17, 2015 and Contractor's Best and Final Offer ("BAFO"), an Inmate Communication and Management System, including Inmate Management System, Inmate Banking/Trust Account Management, Inmate Phone System, Inmate Communications (Kiosks/Tablets), Inmate Visitation, Electronic Messaging, Electronic Medical Records, Automated Information System (AIS) and other ancillary services as set forth in Attachments C and D, attached hereto and incorporated herein by reference.
- B. It is understood and agreed that Contractor shall be the sole prime contractor and coordinator of the Inmate Communication and Management System specified herein for all Knox County Correctional Facilities, including the Knox County Jail, Knox County Work Release Center and Roger D. Wilson Detention Facility (the "Facilities") for the products and services provided by Contractor.

3. Appropriations. In the event no funds are appropriated by County for the Inmate Communication and Management System in any fiscal year or insufficient funds exist to purchase the services, then the Contract shall expire upon the expenditure of previously appropriated funds or the end of the current fiscal year, whichever occurs first, with no further obligations owed to or by either party.

4. Background Checks: A Knox County Sheriff's Office background check will be required for any or all employees of the successful Contractors' staff or subcontractors providing services to Knox County. Any cost will be borne by Knox County. Certain felony convictions will prevent individual persons from being on Knox County property. These generally include those offenses that would tend to endanger the health or welfare of persons or staff.

5. Books and Records. Contractor shall maintain all books, documents, accounting records and other evidence pertaining to the services provided under this Contract and make such materials available at its offices at all reasonable times for a minimum of seven (7) years, except as required longer by law, or until conclusion of any audit, controversy or litigation arising out of or related to this Contract, whichever date is longer, for inspection by County or by any other governmental entity or agency participating in the funding of this Contract, or any authorized agents thereof; copies of said records to be furnished if requested. Such records shall not include those books, documents and accounting records that **represent the Contractor's costs** of manufacturing, acquiring or delivering the products and services governed by this Contract.

6. Commission and Reporting Requirements. Contractor shall pay Knox County a commission ("Commission") at the rate of sixty-one percent (61%) of the gross billed call revenue as generated by this Contract using the call rates offered in Contractor's BAFO. Gross billed call revenue shall mean all gross billed revenues generated through the completion of all calls, excluding interstate calls, placed from the Facilities. Regulatory required and other items such as federal, state and local charges, taxes and fees, including transaction funding fees, transaction fees, credits, billing recovery fees, charges billed by non-LEC third parties, and promotional programs are excluded from revenue to Contractor. Contractor shall remit the Commission for a calendar month to the County on or before the 30th day after the end of the calendar month in which the calls were made (the "Payment Date"). All Commission payments shall be final and binding upon the County, unless Contractor receives written objection within sixty (60) days after the Payment Date. County's payment address is as set forth below. County shall notify Contractor in writing at least sixty (60) days before a Payment Date of any change in its payment address.

Contractor shall send Commission payments to the following address:

**Knox County Sheriff's Office
Attn: Allison Rogers
400 Main Street, Suite L-149
Knoxville, Tennessee 37902**

Monthly reports relative to the services performed, including call data and revenue information, shall be available through the SCP (Secure Call Platform) user interface and Facility Portal by the 30th of each month following the call period (previous month).

7. Compliance with all federal, state, and municipal laws. Contractor is assumed to be familiar with and agrees to observe and comply with all federal, state, and local laws, statutes, ordinances, and regulations in any manner affecting the provision of Inmate Communication and Management Systems, and all instructions and prohibitive orders issued regarding this work and shall obtain all necessary permits.

8. Indemnification. Contractor shall indemnify, defend, save and hold harmless, County, its officers, agents and employees from all suits, claims, actions or damages of any nature brought because of, arising out of, or due to breach of the Contract by Contractor, its subcontractors, suppliers, agents or employees or due to any negligent act or occurrence, or any omission or commission of Contractor, its subcontractors, suppliers, agents, or employees.

9. Delivery. Contractor shall install and operate the Inmate Communication and Management System as detailed in this entire document, for the Knox County Sheriff's Office in accordance with the Contractor's schedule, which schedule is attached hereto as Attachment B

and shall be coordinated with the Knox County Sheriff's Office or their designee(s). Reference to number of days are "business days".

10. Detention Facility Complex Orientation: All employees performing work at the Detention Facility Complex will be required to go through an orientation of the facility and facility procedures before beginning work at or in the facility.

It is requested that all personnel who may be working at the facility attend this meeting. Additional vendor employees will also need to attend the orientation if they are assigned to the job at a later date.

11. Independent contractor. Contractor acknowledges that Contractor, its employees, and any subcontractors pursuant to this agreement and its employees serve as independent contractors and that County shall not be in any manner responsible for any payment, insurance, or incurred liability.

12. Jurisdiction. This Contract shall be governed by the laws of the State of Tennessee both as to interpretation and performance. The Chancery Court and/or the Circuit Court of Knox County, Tennessee, shall have exclusive and concurrent jurisdiction of any disputes which arise hereunder.

13. Lame Duck Provision. Should the Contractor not succeed itself at the end of the term of this Contract, the County shall depend upon the Contractor to continue to provide all services required under this Contract until the successor contractor assumes service responsibilities. Under these circumstances, the Contractor will, for the remaining term of this Contract, serve as a "lame duck" contractor. To ensure continued performance fully consistent with the requirements of this Contract throughout any such lame duck period, the following shall apply:

a. The Contractor shall make no changes in methods of operation, which could reasonably be considered to be aimed at cutting the Contractor's service below that required by this Contract in order to maximize profits during such lame duck period.

b. The Contractor shall continue all operations and support services at the same level of effort and performance that were in effect prior to the award of the subsequent contract to the successor contractor, including, but not limited to, compliance with the provisions related to the qualifications of key personnel.

14. Limitations of liability. In no event shall County be liable for any indirect, incidental, consequential, special or exemplary damages or lost profits, even if County has been advised of the possibility of such damages.

15. Termination/Material Breach. County may terminate this Contract at any time upon any material breach by Contractor. Material breaches are those that will materially modify the obligations and responsibilities of the parties under this agreement.

Upon termination, County will pay for services satisfactorily completed but not yet invoiced. Contractor shall not perform additional work without the prior written permission of County.

Upon a material breach by Contractor, County may deliver written notification of said breach, which notice shall allow Contractor thirty (30) days within which to remedy said failure. If such failure is not remedied within the thirty (30) days, County may, at its sole option, terminate the contract provided that it delivers written notice of not less than sixty (60) days. Such notice of termination shall be made by certified mail. Notwithstanding the foregoing, the thirty (30) day cure period shall be extended to ninety (90) days if the breach is not reasonably susceptible to cure within such thirty (30) day period, but only if the defaulting party has begun to cure the breach during the thirty (30) day period and diligently pursues the cure of such breach.

In the event Contractor intends to interrupt or discontinue service under this Contract, Contractor agrees to give Knox County at least 120 day advance written notice of said interruption or discontinuance of service prior to interrupting or discontinuing same. Any interruption or discontinuance of service without said advance notice shall constitute a material breach of this Contract.

16. Nondiscrimination statement. Contractor agrees that no person on the grounds of handicap, age, race, color, religion, sex or national origin, shall be excluded from participation in, or be denied benefits of, or be otherwise subjected to discrimination in the performance of this Contract, or in the employment practices of Contractor. Contractor shall upon request show proof of such non-discrimination, and shall post in conspicuous places available to all employees and applicants notices of non-discrimination.

17. Payment. County shall pay the costs as stated in Attachment B and modified by the BAFO (as attached).

18. Prohibition against assignment. Contractor shall not assign this Contract to any party, company, partnership, incorporation, or person without prior specific written consent of County.

19. Right to inspect. County reserves the right to make inspections, in a reasonable manner and by giving at least 15 days written notice before such inspections will occur, of the manner and means the services are performed.

20. Safety and Protection: The Contractor shall be solely and completely responsible for initiating, maintaining and supervising all safety precautions and programs in connection with the work. Furthermore, the Contractor is solely responsible for the training of all its employees on all safety issues as required by OSHA regulations, if any, for the project.

The Contractor shall take all necessary precautions for the safety of, and shall provide the necessary protection to prevent injury to, all employees on the work site and other persons including, but not limited to, the general public who may be affected thereby.

Knox County does not assume any responsibility for the protection of or for loss of materials, from the time that the contract operations have commenced until the final acceptance of the work by the project manager.

The Contractor is responsible for training its employees in any applicable Safety and Health Regulations for the job, assuring compliance with Tennessee Occupational Safety and Health Regulations and any other Regulatory Agency.

21. Severability clause. If any provision of this Contract is declared illegal, void, or unenforceable the remaining provisions shall not be affected but shall remain in force and in effect.

22. Tennessee Public Records Act. Contractor understands and agrees that County is a governmental agency subject to the Tennessee Public Records Act, Title 10, Chapter 7, Tennessee Code Annotated. Under the provisions of this Act, any and all County contracts, documents etc., are open to public review, except as otherwise provided by law. County will comply with any request pursuant to this Act and shall have no liability for documents requested and released under this Act. County shall not be required to notify Contractor of request.

23. Tax Compliance. Pursuant to Resolution R-07-1-903 passed by the Commission of Knox County, Tennessee, Contractor hereby acknowledges, by submission of its bid and signature that it is current in its respective Federal, State, County, and City taxes of whatever kind or nature and is not delinquent in any way. Delinquent status must be disclosed or Contractor risks debarment by the Knox County Purchasing Division.

24. Software License. Contractor grants County a personal, non-exclusive, non-transferable license (without the right to sublicense) to access and use certain proprietary computer software products and materials in connection with the Inmate Phone System and related applications (the "Software"). The Software includes any upgrades, modifications, updates, and additions to existing features that Contractor implements in its sole discretion (the "Updates"). Updates do not include additional features and significant enhancements to existing features.

County's rights to use any third-party software product that Contractor provides shall be limited by the terms of the underlying license that Contractor obtained for such product. The Software is to be used solely for County's internal business purposes in connection with the applications at the Facilities. County will not (i) permit any parent, subsidiary, or affiliated entity to assign, sublicense, lease, encumber, or otherwise transfer or attempt to transfer the Software or any portion thereof, (ii) assign, sublicense, lease, encumber, or otherwise transfer or attempt to transfer the Software or any portion thereof, (iii) process or permit to be processed any data of any other party with the Software, (iv) alter, maintain, enhance, disassemble, decompile, reverse engineer or otherwise modify the Software or allow any third party to do so, (v) connect the Software to any products that Contractor did not furnish or approve in writing, or (vi) ship, transfer, or export the Software into any country, or use the Software in any manner prohibited by the export laws of the United States. Contractor is not liable with regard to any Software that County uses in a prohibited manner.

25. Legality/Limited License. For services related to applications which may allow County to monitor and record inmate or other administrative telephone calls or video visitation sessions, or transmit or receive inmate electronic messages ("e-mail"); by providing the application, Contractor makes no representation or warranty as to the legality of recording or monitoring inmate or administrative telephone calls or video visitation sessions, or transmitting or receiving inmate e-mail messages. Further, County retains custody and ownership of all recordings, and inmate e-mail messages; however, County grants Contractor a perpetual limited license to compile, store, and access recordings or inmate calls and access inmate e-mail messages for purposes of (i) complying with the requests of officials at the Facilities, (ii) disclosing information to requesting law enforcement and correctional officials as they may require for investigative, penological or public safety purposes, (iii) performing billing and collection functions, or (iv) maintaining equipment and quality control purposes. This license does not apply to recordings of inmate calls, video visitation sessions or e-mail messages with their attorneys or to recordings or e-mail messages protected from disclosure by other applicable privileges.

26. Uncontrollable Circumstances. Contractor reserves the right to renegotiate this Agreement upon sixty (60) days advance written notice if circumstances outside Contractor's control related to the Facilities (including, without limitation, changes in rates, regulations, or operations mandated by law; acts of God; however, we shall not unreasonably exercise such right. Further, County acknowledges that Contractor's provision of the services is subject to certain federal, state or local regulatory requirements and restrictions which are subject to change from time-to-time, and nothing contained herein to the contrary shall restrict Contractor from taking any steps necessary to perform in compliance therewith.

27. Notices. Any notice or demand made by either party under the terms of this Contract or under any statute shall be in writing and shall be given by personal delivery; registered or certified U.S. mail, postage prepaid; or commercial courier delivery service, to the address below the party's signature below, or to such other address as a party may designate by written notice in compliance with this section. Notices shall be deemed delivered as follows: personal delivery – upon receipt; U.S. mail – certified mail, return receipt with signature. All Notices shall be copied to the Knox County Law Director's Office.

28. Contract documents. It is mutually agreed by both parties that the following documents are made part of this Contract and are incorporated herein by reference. Where there is a conflict, as among them, they shall govern in the order below. A conflict shall not arise where, for instance, the Contract is silent in whole or in part, but additional terms are present in one or more of the other documents.

- A. Knox County's Request for Proposal Number 2189 and Addendum I
- B. Contractor's Response to Request for Proposal Number 2189 dated June 15, 2015, modified by letter dated June 17, 2015, Contractor's Best and Final Offer as attached
- C. Contractor's Software License, Maintenance and Support Agreement
- D. Contractor's Services to be Provided Document
- E. Contractor's Certificate of Insurance

It is agreed that this Contract, represents the **entire Contract** between the parties and no prior representations, promises, and agreements, oral or otherwise, not embodied herein, shall be of any force or effect.

In witness whereof, the parties hereto have caused this Contract to be executed in one (1) original as of the day and year last written below.

KNOX COUNTY GOVERNMENT

MAYOR – Signature

Tim Burchett
MAYOR

Date: _____

County's Notice Address:

400 Main Street, Suite 615
Knoxville, TN 37902

SECURUS TECHNOLOGIES, INC.

AUTHORIZED SIGNATURE

Printed Name

TITLE

Date: _____

Contractor's Notice Address:

14651 Dallas Parkway, Suite 600
Dallas, Texas 75254
Attention: General Counsel

KNOX COUNTY DEPUTY LAW DIRECTOR

CONTRACT NO. _____
APPROVED AS TO LEGAL FORM

KNOX COUNTY, TENNESSEE

DEPUTY LAW DIRECTOR – Signature

DEPUTY LAW DIRECTOR – Printed Name

Date: _____

Attachment “A”

Knox County Government Request for Proposal Number 2189 and Addendum I

The Purchasing Division of Knox County Tennessee will receive sealed proposals for the provision of the Inmate Communication and Management System as specified herein. Proposals must be received by 2:00 p.m. on June 18, 2015. Late proposals will be neither considered nor returned.

Deliver Proposals to:
Proposal Number 2189
Knox County Purchasing Division
1000 North Central Street, Suite 100
Knoxville, Tennessee 37917

The Proposal Envelope must show the Proposal Number, Proposal Name and Proposal Closing Date.

SECTION I GENERAL TERMS AND CONDITIONS

- 1.1 **ADDITIONAL INFORMATION:** Knox County wants requests for additional information routed to Matt Myers, CPPO, CPPB, Deputy Director of Purchasing, at 865.215.5750. Questions may be faxed to 865.215.5778 or emailed to matt.myers@knoxcounty.org. Information about the Knox County Purchasing Division and current proposals may be obtained on the Internet at www.knoxcounty.org/purchasing.
- 1.2 **ACCEPTANCE:** Vendors shall hold their price firm and subject to acceptance by Knox County for a period of one hundred twenty (120) business days from the date of the proposal closing, unless otherwise indicated in their proposal.
- 1.3 **ALTERNATIVE PROPOSALS:** Knox County will not accept alternate proposals (those not equal to specifications) unless authorized by the Request for Proposal (RFP).
- 1.4 **AUDIT HOTLINE:** Knox County has established an Audit Hotline to report potential fraud and waste. To report potential fraud, waste or abuse, please call or 1-866-858-4443 (toll-free). You can also file a report online by accessing <http://www.knoxcounty.org/hotline/index.php>.

Vendors are hereby cautioned that this Audit Hotline does not replace the Award Protest Procedures found in Section VI, Item M of the Knox County Purchasing Regulations.

- 1.5 **AWARD:** Award will be made to the most responsive, responsible proposer meeting specifications, which presents the product that is in the best interest of Knox County. Knox County reserves the right to award this proposal on an all-or-none basis. The evaluation criteria are listed in Section 3.10. Knox County also reserves the right to not award this proposal.
- 1.6 **CONFLICT OF INTEREST:** Vendors must have read and complied with the "non-conflict of interest" statement provided in the vendor registration process prior to the closing of this solicitation.
- 1.7 **COPIES:** Knox County requires that proposals be submitted as one (1) marked original and five (5) exact copies. An electronic copy, in one (1) complete file, is also requested on CD or flash-drive.
- 1.8 **DECLARATIVE STATEMENTS:** Any statement or words (e.g.: must, shall, will) are declarative statements and the proposer must comply with the condition. Failure to comply with any such condition may result in their proposal being non-responsive and disqualified.
- 1.9 **DISADVANTAGED BUSINESS PROGRAM:** Knox County has established a Disadvantaged Business Program, which has the responsibility of increasing opportunity for small, minority and women owned businesses. This is being accomplished through community education programs, policy edification, active recruitment of interested businesses and process re-engineering.

Knox County is committed to ensuring full and equitable participation for all Disadvantaged Businesses. Knox County welcomes submittals from those disadvantaged businesses that have an interest in providing goods and/or services listed herein. In addition, Knox County strongly encourages the inclusion of disadvantaged businesses by non-disadvantaged contractors who may wish to partner or subcontract portions of this agreement in order to accomplish the successful delivery of goods and/or services.

If you are a disadvantaged business and would like additional information about our Disadvantaged Business Program, please contact:

OFFICIAL FILE DOCUMENT
DO NOT REMOVE OR MARK 1

Supplier Diversity Coordinator
Knox County Purchasing Division
Telephone: 865.215.5777 Fax: 865.215.5778

- 1.10 **ELECTRONIC TRANSMISSION OF PROPOSALS:** Knox County's Purchasing Division **will not** accept electronically transmitted proposals. Due to the nature of information requested all submittals shall be in hard copy format. Facsimile submission is also strictly prohibited. All proposals must be mailed or delivered by hand. Knox County shall not be liable for lost or misdirected delivery of the proposal under any circumstance.
- 1.11 **HOW TO DO BUSINESS:** Knox County utilizes a web-based purchasing software system, "Knox Purchasing On-Line." The system provides our clients (vendors, county departments and the citizens of Knox County) with a more enhanced and end-user friendly means of accessing our services. The system allows for on-line vendor registration and maintenance, electronic receipt of purchase orders, on-line retrieval and submittal of quotes, bids and proposals for our vendor-clients and on-line requisitioning and receiving for our county departments. In order for the County to maximize its investment and minimize the cost associated with office operations, we need your help. When doing business with Knox County we are urging you to please go to our website at www.knoxcounty.org/purchasing, register as a vendor in our on-line purchasing system, "Knox Purchasing On-Line," if you have not done so and whenever possible to conduct your business with the County through this site. If you have any questions please contact the Purchasing Division Representative listed in subsection 1.1 of this document.
- 1.12 **INCURRED COSTS:** Knox County will not be responsible for any costs incurred by the proposers in the preparation of their proposal.
- 1.13 **NON-COLLUSION:** Vendors, by submitting a signed proposal certify that the accompanying proposal is not the result of, or affected by, any unlawful act of collusion with any other person or company engaged in the same line of business or commerce, or any other fraudulent act punishable under Tennessee or United States law.
- 1.14 **PAYMENT METHOD:** Knox County utilizes two (2) methods of placing orders for products. The first is the use of Purchase Orders. These Purchase Orders will be issued from the Knox County Purchasing Division via the method selected by the vendor during registration. The Purchase Order will detail the quantity, specific item(s) and the contracted price for each item.
- The second method is the use of the Knox County Credit Card (VISA). Orders placed with the credit card will list the same information as the Purchase Order. Vendors will be given the card information and approval to process the transactions by the requesting department. Vendors must be able to accept Credit Card (Visa) as a form of payment on equipment purchased from the resulting contract. Proposers are prohibited to charge Knox County any type of merchant/administrative fees from their financial institution to accept this type of payment.
- 1.15 **POSSESSION OF WEAPONS:** All vendors and their employees and their agents are prohibited from possessing any weapons on Knox County property without prior written consent from the County. In the case of a contractor whose contract requires possession of firearms or other weapons to successfully complete their contract, contractor must provide personnel who are bonded to bear said weaponry.
- 1.16 **PROCESSING TIME FOR PAYMENT:** Vendors are advised that a minimum of thirty (30) days is required to process invoices for payment.
- 1.17 **PROOF OF FINANCIAL AND BUSINESS CAPABILITY:** Proposers must, upon request, furnish satisfactory evidence of their ability to furnish products or services in accordance with the terms and conditions of these specifications. Knox County will make the final determination as to the proposers' ability.
- 1.18 **PROPOSAL DELIVERY:** Knox County requires proposers, when hand delivering proposals, to time and date stamp the envelope before depositing it in the bid box. Knox County will not be responsible for any lost or misdirected mail sent by common carrier. Knox County shall also not be responsible for proposals delivered to other addresses other than the one listed at the top of this solicitation. The time clock in the Purchasing Division shall serve as the official record of time.

Solicitations **must** be in a sealed envelope/box prior to entering the Purchasing Division office. Purchasing Division personnel are not allowed to see the submittal nor assist in placing documents in an envelope/box. Additionally, the Purchasing Division is not responsible for providing materials (e.g. envelopes, boxes, tape) for submittals.

- 1.19 **RECYCLING:** Knox County, in its continuing efforts to lessen the amount of landfill waste and to further recycling efforts, request that proposals being submitted on paper shall:
- 1.19.1 Be submitted on recycled paper
 - 1.19.2 Not include pages of unnecessary advertising
 - 1.19.3 Be made on both sides of each sheet of paper
- 1.20 **RESTRICTIVE OR AMBIGUOUS SPECIFICATIONS:** It is the responsibility of the prospective proposers to review the entire Request for Proposal (RFP) packet and to notify the Purchasing Division if the specifications are formulated in a manner that would unnecessarily restrict competition. Any such protest or question regarding the specifications or proposal procedures must be received in the Purchasing Division by **12:00 p.m. June 9, 2015**. These requirements also apply to specifications that are ambiguous.
- 1.21 **SIGNING OF PROPOSALS:** In order to be considered all proposals must be signed. Please sign the original in blue ink. By signing the proposal document, the proposer acknowledges and accepts the terms and conditions stated in the proposal document.
- 1.22 **TAXES:** Knox County purchases are not subject to taxation. Tax exemption certificates will be provided upon request.
- 1.23 **TITLE VI OF THE 1964 CIVIL RIGHTS ACT:** "Nondiscrimination in Federally Assisted Programs"—"No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." 42 U.S.C. Section 2000 et seq.
- It is the policy of Knox County Government that all its services and activities be administered in conformance with the requirements of Title VI.
- 1.24 **USE OF PROPOSAL FORMS:** Proposers are to complete and return the proposal forms contained in the proposal package. Failure to complete the proposal forms may result in proposal rejection.
- 1.25 **VENDOR DEFAULT:** Knox County reserves the right, in case of vendor default, to procure the articles or services from other sources and hold the defaulting vendor responsible for any excess costs occasioned thereby. Should vendor default be due to a failure to perform or because of a request for a price increase, Knox County reserves the right to remove the vendor from the County's Proposers list for twenty-four (24) months.
- 1.26 **VENDOR REGISTRATION:** Prior to the closing of this proposal, **ALL PROPOSERS** must be registered with the Purchasing Division. Please register on-line at our website at www.knoxcounty.org/purchasing and click on "Online Vendor Registration." Proposers must be registered with the Purchasing Division **prior** to submitting their proposal.
- 1.27 **WAIVING OF INFORMALITIES:** Knox County reserves the right to waive minor informalities or technicalities when it is in the best interest of Knox County.
- 1.28 **NEW MATERIAL:** Unless specified otherwise in the bid package, the Contractor must provide new supplies. New, as used in this clause, means previously unused materials. Material includes but is not limited to, raw material, parts, items, components and end products. Contractor submission of other than new materials may be cause for the rejection of the bid.

SECTION II OBLIGATIONS, RIGHTS AND REMEDIES

These terms and conditions shall be part of the contract. Knox County reserves the right to negotiate other terms and conditions it deems appropriate and necessary under the circumstances to protect the public's trust.

- 2.1 **ALTERATIONS OR AMENDMENTS:** No alterations, amendments, changes, modifications or additions to this Contract shall be binding on Knox County without the prior written approval of the County.
- 2.2 **APPROPRIATION:** In the event no funds are appropriated by Knox County for the goods or services in any fiscal year or insufficient funds exist to purchase the goods or services, then the Contract shall expire upon the expenditure of previously appropriated funds or the end of the current fiscal year, whichever occurs first, with no further obligations owed to or by either party.

- 2.3 **ASSIGNMENT:** Contractor shall not assign or sub-contract this agreement, its obligations or rights hereunder to any party, company, partnership, incorporation or person without the prior written specific consent of Knox County.
- 2.4 **BOOKS AND RECORDS:** Contractor shall maintain all books, documents, accounting records and other evidence pertaining to the goods and services provided under this Contract and make such materials available at its offices at all reasonable times during the contract period and for three (3) years from the date of the final payment under this agreement for inspection by County or by any other governmental entity or agency participating in the funding of this agreement, or any authorized agents thereof; copies of said records to be furnished if requested. Such records shall not include those books, documents and accounting records that represent the Contractor's costs of manufacturing, acquiring or delivering the products and services governed by this agreement.
- 2.5 **CHILD LABOR:** Contractor agrees that no products or services will be performed or used under this Contract that have been manufactured or assembled by child labor.
- 2.6 **COMPLIANCE WITH ALL LAWS:** Contractor is assumed to be familiar with and agrees to observe and comply with all federal, state, and local laws, statutes, ordinances, and regulations in any manner affecting the provision of goods and/or services, and all instructions and prohibitive orders issued regarding this work and shall obtain all necessary permits.
- 2.7 **DEFAULT:** If Contractor fails to perform or comply with any provision of this Contract or the terms or conditions of any documents referenced and made a part hereof, Knox County may terminate this Contract, in whole or in part, and may consider such failure or noncompliance a breach of contract.
- Knox County expressly retains all its rights and remedies provided by law in case of such breach, and no action by Knox County shall constitute a waiver of any such rights or remedies. In the event of termination for default, Knox County reserves the right to purchase its requirements elsewhere, with or without competitive proposals.
- 2.8 **GOVERNING LAW:** The laws of the State of Tennessee shall govern this Contract, and all obligations of the parties are performable in Knox County, Tennessee. The Chancery Court and/or the Circuit Court of Knox County, Tennessee, shall have exclusive and concurrent jurisdiction of any disputes, which arise hereunder.
- 2.9 **INCORPORATION:** All specifications, drawings, technical information, Request for Proposal, Proposal, Award and similar items referred to or attached or which are the basis for this contract are deemed incorporated by reference as if set out fully herein.
- 2.10 **INDEMNIFICATION/HOLD HARMLESS:** Contractor shall indemnify, defend, save and hold harmless Knox County, its officers, agents and employees from all suits, claims, actions or damages of any nature brought because of, arising out of, or due to breach of the agreement by Contractor, its subcontractors, suppliers, agents, or employees or due to any negligent act or occurrence or any omission or commission of Contractor, its subcontractors, suppliers, agents or employees.
- 2.11 **INDEPENDENT CONTRACTOR:** Contractor shall acknowledge that it and its employees serve as independent contractors and that Knox County shall not be responsible for any payment, insurance or incurred liability.
- 2.12 **INSPECTION AND ACCEPTANCE:** Warranty periods shall not commence until Knox County inspects and formally accepts the goods and/or services. The terms, conditions and timing of acceptance shall be determined by Knox County. Knox County reserves the right to reject any or all items or services not in conformance with applicable specifications, and Contractor assumes the costs associated with such nonconformance. Acceptance of goods or services does not constitute a waiver of latent or hidden defects or defects not readily detectable by a reasonable person under the circumstances.
- 2.13 **LIMITATIONS OF LIABILITY:** In no event shall Knox County be liable for any indirect, incidental, consequential, special or exemplary damages or lost profits, even if Knox County has been advised of the possibility of such damages.
- 2.14 **NON-DISCRIMINATION AND NON-CONFLICT STATEMENT:** Contractor agrees that no person on the grounds of handicap, age, race, color, religion, sex or national origin, shall be excluded from participation in, or be denied benefits of, or be otherwise subjected to discrimination in the performance of this agreement, or in the employment practices of vendor. Contractor shall upon request show proof of such non-discrimination, and shall post in conspicuous places available to all employees and applicants notices of non-discrimination.

Contractor covenants that it complies with the Fair Wage and Hour Laws, the National Labor Relations Act, and other federal and state employment laws as applicable. Contractor covenants that it does not engage in any illegal employment practices.

Contractor covenants that it has no public or private interest, and shall not acquire directly or indirectly any interest that would conflict in any manner with the provision of its goods or performance of its services. Contractor warrants that no part of the total contract amount provided herein shall be paid directly or indirectly to any officer or employee of Knox County as wages, compensation, or gifts in exchange for acting as officer, agent, employee, subcontractor or consultant to Contractor in connection with any goods provided or work contemplated or performed relative to the agreement.

- 2.15 ORDER OF PRECEDENCE:** In the event of inconsistent or conflicting provision of this Contract and referenced documents, the following descending order of precedence shall prevail: (1) Written Contract, (2) Request for Proposal, (3) Vendor's Response to Request for Proposal, (4) Award, (5) Special Terms and Conditions, (6) General Terms and Conditions, (7) Specifications, (8) Drawings.
- 2.16 REMEDIES:** Knox County shall have all rights and remedies afforded under the U.C.C. and Tennessee law in contract and in tort, including but not limited to rejection of goods, rescission, right offset-off, refund, incidental, consequential and compensatory damages and reasonable attorney's fees.
- 2.17 RIGHT TO INSPECT:** Knox County reserves the right to make periodic inspections of the manner and means the service is performed or the goods are supplied.
- 2.18 SEVERABILITY:** If any provision of this Contract is declared illegal, void or unenforceable, the remaining provisions shall not be affected but shall remain in force and in effect.
- 2.19 TAX COMPLIANCE:** Pursuant to Resolution R-07-1-903 passed by the Commission of Knox County, Tennessee, Contractor hereby acknowledges, by submission of its proposal and signature that it is current in its respective Federal, State, County, and City taxes of whatever kind or nature and is not delinquent in any way. Delinquent status must be disclosed or risk debarment by the Knox County Purchasing Division.
- 2.20 TERMINATION:** County may terminate this agreement with or without cause at any time. In the event of termination by either party, fees due for services satisfactorily performed or goods accepted prior to the termination date shall be paid.
- 2.21 WARRANTY:** Contractor warrants to Knox County that all items delivered and all services rendered shall conform to the specifications, drawings, proposal and/or other descriptions furnished and/or incorporated by reference, and will be fit for the particular purpose purchased, of merchantable quality, good workmanship, and free from defects. Contractor extends to Knox County all warranties allowed under the U.C.C. Contractor shall provide copies of warranties to the County. Return of merchandise not meeting warranties shall be at contractor's expense.

SECTION III SPECIAL TERMS, AND CONDITIONS

- 3.1 ACCEPTANCE:** Vendors are advised that neither the signing of delivery receipts nor the payment of an invoice necessarily constitutes acceptance of product or services. Acceptance requires a specific written action by Knox County so stating.
- 3.2 ADDITIONS/DELETIONS:** Knox County reserves the right to add products and services to this agreement or delete products and services as required. Knox County shall negotiate with the successful vendor any changes to the agreement. Changes to the agreement may require Commission approval.
- 3.3 AWARD PROCEDURES:** The award procedures of this proposal will be as follows:
- 3.3.1 Evaluation of proposals using the criteria listed
 - 3.3.2 Demonstration/Presentations (if required)
 - 3.3.3 Site Visits (if required)
 - 3.3.4 Negotiations (if required)
 - 3.3.5 Contract documents negotiated, drafted and approved
 - 3.3.6 Contract approved by Knox County Law Department
 - 3.3.7 Contract approved by Knox County Commission
 - 3.3.8 Contract Execution

- 3.4 **AWARD STATUS:** Knox County intends to issue an initial five (5) year award. Upon the mutual agreement of the vendor, and Knox County, the award may be extended for two (2) additional five (5) year terms. This may result in a total of fifteen (15) years. Knox County reserves the right to terminate the agreement at the end of any particular five (5) year term. Knox County also reserves the right to terminate this agreement, with or without cause, with a one hundred twenty (120) calendar day written notice.
- 3.5 **BACKGROUND CHECKS:** A Knox County Sheriff's Office background check may be required for any or all employees of the Contractor's, and any subsequent sub-contractor, staff providing services to Knox County. Any cost will be borne by Knox County. Certain felony convictions will prevent individual persons from being on Knox County property. These generally include those offenses that would tend to endanger the health or welfare of persons or staff.
- 3.6 **COMMUNICATIONS WITH THE CONTRACTOR:** Upon award, Knox County will communicate extensively and continually with the Contractor. While information may occasionally be transmitted via telephone, it should always be followed up with a fax or e-mail confirmation. Due to the volume of information that must be transmitted, it is essential that the Contractor have e-mail capabilities.
- 3.7 **COMPLIANCE WITH ALL APPLICABLE REGULATIONS:** Contractor agrees and covenants that the company, its agents and employees will comply with all City, County, State and Federal codes, laws, rules and regulations applicable to the business to be conducted under this contract. If the Contractor performs any work knowing it to be contrary to such laws, ordinances, rules and regulations, the Contractor shall bear all costs arising from them.
- 3.8 **CONTRACT EXECUTION:** The award of this proposal may result in a Contract between Knox County and the successful proposer. The Knox County Purchasing Division will draft this contract and no proposer forms, (eg: Terms and Conditions, Service Agreements, or other standard Company forms) will be accepted as Contract documents or as Contract attachments.
- 3.9 **DEMONSTRATIONS/ORAL PRESENTATIONS:** Proposers who submit a responsive, responsible proposal in response to this RFP may be required to give a demonstration and oral presentation of their proposal. This will provide an opportunity for the Proposer to clarify or elaborate on the proposal. This is a fact finding and explanation session only and will not include negotiation. Knox County will schedule the time and location of these presentations. Demonstrations and oral presentations are an option of the issuing agency and may or may not be conducted. Should a Proposer receive a request for a demonstration and oral presentation, this shall be done at no cost to Knox County.
- 3.10 **EVALUATION CRITERIA:**
- | | |
|---|-----------|
| ❖ Technology/Equipment/Software | 40 Points |
| ❖ Disaster Recovery/ Data Storage | 20 Points |
| ❖ Proposed Rates and Commission / Agency Cost | 20 Points |
| ❖ Industry Experience | 10 Points |
| ❖ Scheduling and Impact to the Facility Operation | 10 Points |
- 3.11 **INSURANCE:** The successful Contractor(s) must carry the insurance as indicated on the Insurance Attachment hereto. As proof of the Contractor's willingness to obtain and maintain the insurance, the Proposers must complete, sign and have its insurance agent sign the attachment and submit it with their Proposal. Upon the Notification of Intent to Award, the successful Contractor(s) will be required to submit a Certificate of Insurance with the appropriate coverage's and naming Knox County Government as additional insured. It shall be the awarded vendor's responsibility to keep a current Certificate of Insurance on file with Knox County throughout the entire term of the agreement.
- 3.12 **NO CONTACT POLICY:** After the date and time the Contractor receives this solicitation, any contact initiated by any Proposer with any Knox County representative, other than the Purchasing Division representative listed herein, concerning this proposal is **strictly prohibited**. Any such unauthorized contact may cause the disqualification of the Proposer from this procurement transaction.
- 3.13 **OPEN PROPOSAL INTENDED:** It is the intent and purpose of Knox County that this Request for Proposal promotes competitive proposals. It shall be the Contractor's responsibility to advise the Purchasing Division if any language, requirements, et cetera or any combination thereof, inadvertently restricts or limits this Request for Proposal.

- 3.14 PRICING:** Proposers must quote a firm fixed price for the goods, services and commissions noted herein. These prices/charges may not change during the term of the Contract. However the Contractor may request a price increase at each renewal period. A request for a price increase must be accompanied by proof of increased price to the Contractor. Knox County reserves the right to accept or reject the requested price increase. If the price increase is rejected the Contractor may:

- 3.14.1 Continue with existing prices
- 3.14.2 Not accept the renewal offer
- 3.14.3 Request a lower price increase

If a price increase is approved by Knox County and Knox County Sheriff's Office, the approval notification will be done in writing and the vendor will be notified of the new price schedule. This documentation will become part of the Proposal file. No approvals will be authorized verbally. Any price increase shall not exceed the Consumer Price Index (CPI) for all Urban Consumers. However, vendor must submit proof of price increase.

- 3.15 PREPROPOSAL CONFERENCE:** A Pre-Proposal Conference will be held on June 4, 2015 beginning at 10:00 am local time. Location will be the Roger D. Wilson Detention Facility, 5001 Maloneyville Road, Knoxville, TN 37918. Though not mandatory, interested parties are encouraged to be present for a tour of the facility. This will be the only chance to view the area requiring equipment. No weapons of any kind will be permitted inside the facility. Pictures and video of the facility are also strictly forbidden. NOTE; All persons subject to search upon entering the facility.

- 3.16 PROPOSAL FORMAT:** This solicitation is in the Request for Proposal (RFP) format. At the specified date and time of closing, each Proposer's name will be publicly read aloud. No further information will be given at this time. Evaluation of the proposals will proceed as expeditiously as possible and successful, as well as unsuccessful, notification will be given.

Upon the issuance of a formal Notice of Intent to Award, all submissions will be made public and open for viewing and inspection as specified in TCA 10-7-503. Interested individuals may call the Purchasing Division to schedule a time to review the submissions.

- 3.17 PROPOSAL REVIEW:** Knox County reserves the right to use all pertinent information (also learned from sources other than disclosed in the RFP process) that might affect the County's judgment as to the appropriateness of an award to the best-evaluated Proposer. This information may be appended to the proposal evaluation process results. Information on a service provider from reliable sources, and not within the service provider's Proposal, may also be noted and made a part of the evaluation file.

- 3.18 PUBLIC RECORDS ACT:** Knox County is subject to the Tennessee Public Records Act 10-7-503 et seq. Proposers are cautioned that all documents submitted on behalf of this Request for Proposal shall be open to the public for viewing and inspection and Knox County **will** comply with all legitimate requests. Submission of your Proposal will be an acknowledgement to this provision notwithstanding any language to the contrary.

- 3.19 QUESTION DEADLINE:** The deadline for questions regarding this RFP shall be **12:00 p.m. on June 9, 2015**. All questions must be in writing and sent as directed in Section 1.1. All questions will be answered in written Addenda by **June 12, 2015**. Proposers are hereby cautioned that nothing stated verbally shall have any contractual implications.

- 3.20 REFERENCES:** Proposers **must** furnish five (5) references of Agencies for whom they have provided similar services in the last five (5) years. Knox County may not be used as a reference. Provide complete information as requested in Section VII, Part III.

- 3.21 REMOVAL OF CONTRACTORS EMPLOYEES:** The Contractor(s) agrees to utilize only experienced responsible and capable people in the performance of the work. Knox County may require that the successful Contractor(s) remove from the job covered by this Contract, employees who endanger persons or property or whose continued employment under this Contract is inconsistent with the interest of Knox County.

- 3.22 REPRESENTATIONS OF CONTRACTOR:** The Contractor represents and warrants:

- 3.22.1 That the firm is financially solvent and that it is experienced in and competent to perform the type of work, or to furnish the plans, materials, supplies or equipment to be so performed or furnished by it; and

- 3.22.2 That the firm is familiar with all Federal, State, municipal and county laws, ordinances and regulations, which may in any way affect the work of those employed therein, including but not limited to, any special acts relating to the work or to the project of which it is a part; and
- 3.22.3 That such temporary and permanent work required by the contract documents as is to be done by the firm can be satisfactorily constructed and used for the purpose of which it is intended and that such construction will not injure any person, or damage any property; and
- 3.22.4 That the firm has carefully examined the plans, the specifications and the site of the work and that from its own investigations, has satisfied itself as to the nature and location of the work, the character, quality, quantity of surface and subsurface materials likely to be encountered, and character of equipment and other facilities needed for the performance of the work, the general and local conditions and all other materials which may in any way affect the work or its performance.

3.23 SAFETY AND PROTECTION: The Contractor shall be solely and completely responsible for initiating, maintaining and supervising all safety precautions and programs in connection with the work. Furthermore, the contractor is solely responsible for the training of all their employees on all safety issues as required by OSHA regulations for the project.

The Contractor shall take all necessary precautions for the safety of, and shall provide the necessary protection to prevent injury to, all employees on the work site and other persons including but not limited to, the general public who may be affected thereby. All work is to be done as required as by OSHA, EPA and AHERA. The contractor shall be responsible for providing and for the placement of barricades, tarps, plastic, flag tape and other safety/traffic control equipment required to protect the public, surrounding areas, equipment and vehicles. The flow of vehicular traffic shall not be impeded at any time during the project. The safety of the public is of prime concern to Knox County and all costs associated are the responsibility of the contractor.

Knox County does not assume any responsibility for the protection of or for loss of materials, from the time that the contract operations have commenced until the final acceptance of the work by the project manager. The contractor is responsible for training their employees in Safety and Health Regulations for the job, assuring compliance with Tennessee Occupational Safety and Health Regulations and any other Regulatory Agency.

3.24 SUB-CONTRACTORS: Contractors are strongly encouraged to solicit minority owned and operated sub-contractors for this proposal and during the duration of the award. If the interested vendor only sells the equipment, and the equipment meets all of the standards set forth by the RFP, that vendor may sub-contract a local team to install and maintain the equipment. However, installation, project management, and quality control of that installation must be directly overseen by the awarded vendor or their designated sub-contractor.

3.25 WORKMANSHIP: Where not more specifically described in any of the various sections of these specifications, workmanship shall conform to all of the methods and operations of best standards and accepted practices of the trade or trades involved, and shall include all items of fabrication, construction or installation regularly furnished or required for completion of the services. All work shall be executed by personnel skilled in their respective lines of work.

SECTION IV CURRENT ENVIRONMENT

4.1 INTENT: The Knox County Sheriff's Office (KCSO) intends to bid the current Inmate Communications and Inmate Management System at all Knox County Correctional Facilities. This process will be done with strict oversight from KCSO personnel and will require extensive communication between the parties involved.

4.2 BACKGROUND INFORMATION: The Knox County Sheriff's Office (hereinafter referred to as KCSO) operates three (3) facilities housing inmates. The facilities average approximately one thousand two hundred (1200) inmates per day, with a rated total capacity of 1341. These facilities are located at different addresses listed below.

Knox County Jail
400 Main Street
Knoxville, TN 37902

Roger D. Wilson Detention Facility
5001 Maloneyville Road
Knoxville, TN 37918

Knox County Work Release Center
4800 Maloneyville Road
Knoxville, TN 37918

- 4.3 **COMPATABILITY:** The vendor must be able to interface with Knox County's Justice Information Management System (JIMS). For successful integration with JIMS, the vendor must be able to connect to an external **Oracle database** and retrieve predefined data that is placed on a table for the vendor. It is the vendor's responsibility to retrieve and apply this data as needed for the proposed system. Vendor must also have the ability to integrate with KCSO's current Live Scan/Mugshot System (Dataworks) in order to share photo and demographics. This vendor requires the ability to share data from a SQL database structure,
- 4.4 **FACILITY ORIENTATION:** All employees performing work at any Knox County Correctional Facility shall be required to go through an orientation of the facility and facility procedures before beginning work at or in the facility. All personnel who may be working at any facility must attend this meeting. Additional Contractor employees will also need to attend the orientation if they are assigned to the job at a later date.
- 4.5 **INSTALLATION:** Contractor will be required to install the entire system for Knox County Sheriff's Office. Installation costs must be included in Section VII, Part XI. **There shall be no hidden charges.** Installation includes, but is not limited to, all set up and connecting of equipment, hardware, software etc. for the system to be fully functional. Installation will not be considered complete until all aspects of the system are tested and shown to be fully operational and compatible as determined by KCSO.

SECTION V VENDOR REQUIREMENTS

- 5.1 **COMMISSION PAYMENT AND REPORTING:** The vendor shall provide commission payments and call, messaging/email, video visitation, and entertainment purchases no later than the thirtieth (30th) day of the month following the month of revenue recognition. Vendor is to provide KCSO with access to electronic monitoring to these details to view and print reports related to calls, message/email, video visitation, and entertainment purchases and all rates thereof. Information in reports shall include date range, phone number, inmate number, email addresses, as options for searching. All phone call reports shall include a detailed breakdown of the traffic for the all collect, debit and prepaid calls for each inmate phone, or area of phones. Call detail shall include, at a minimum, each for the following items for each inmate phone station broken down by collect, debit and prepaid calls types: (a) Facility Name; (b) Facility Identification Number; (c) Facility Street Address, City, State, and Zip Code; (d) Automatic Number Identifier, or Station Number; (e) total Gross Local revenue and Commission per Inmate Telephone or Inmate Telephone Station; (f) total Gross Intralata/Intrastate Revenue and Commission per Inmate Telephone or Inmate Telephone Station; (g) total Gross Interlata/Interstate Revenue and Commission per Inmate Telephone or Inmate Telephone Station; (h) Total Gross International Revenue per Inmate Telephone or Inmate Telephone Station; (i) Commission Rate; (j) Total Commission Amount (Including, but not limited to, Local, Intralata/Intrastate, Interlata/Interstate, and International; (k) Period Dates; (l) Total Minutes of use per Inmate Phone Station for each call type; (m) Total Number of Calls per Inmate Phone Station for each call type; (n) Total Debit Usage for each call type; (o) Total Number of Refunds issued and reasoning behind them; and (p) Total Pre-pay Usage for each call type. Please provide a sample of how the Vendor will meet this requirement. Commission discrepancies must be resolved by Vendor within thirty (30) days of receipt of notification of a discrepancy by KCSO.
- 5.2 **COMPENSATION:** The vendor shall pay commissions on all Gross Revenues generated by calls placed from the inmate telephone system. Gross revenues includes, but is not limited to, all Local, Intralata/Intrastate, and International revenues generated by completion of all collect, Debit, and Prepaid calls from the vendor's inmate phone system. The vendor shall also pay commissions on all Gross Revenues generated by inmate use of messaging/emails, video visitation, or inmate entertainment to include but not limited to games, music, and movies.
- 5.3 **CUSTOMER SUPPORT FOR USERS OF SYSTEM:** The vendor will provide a real-time method for inmates and those they communicate with to report any problems they experience with the system and any requests for refunds. Refunds will be handled directly by the vendor and shall be reported to KCSO along with regular reporting times as listed in 5.8.
- 5.4 **DATA OWNERSHIP and STORAGE:** All data generated by the Knox County Sheriff's Office is owned solely by KCSO. Information may not be shared without written authorization of the Knox County Sheriff's Office. The Vendor shall supply adequate storage for all data generated by KCSO at no additional cost. Detail the format of stored data. Upon expiration or termination of contract, all data stored by the vendor shall be immediately released, in an acceptable format, to the KCSO.
- 5.5 **DISASTER RECOVERY:** Vendor shall provide complete detail as to their Disaster Recovery Plan for both a hosted site and cloud storage. What redundancies are in place to guarantee the facility for complete operations? Provide information as to the security of the building in which the servers are located (e.g.: who has access to the servers? How is security maintained and logged [card swipe]?) What security measures are in place to ensure the integrity, chain of custody, and security of videos?

How often is the backup schedule? How long before the system is guaranteed to be restored for access?

- 5.6 **FEDERAL COMMUNICATIONS COMMISSION:** The vendor shall be in complete compliance with the Federal Communications Commission (FCC) regulations at all times. The vendor shall also keep KCSO informed of new legislation to be considered and the impact it may have on facility operations. Failure to comply with this requirement may be considered a material breach and subject to immediate termination.
- 5.7 **HARDWARE:** The vendor shall detail all hardware required to run the proposed software and associated modules. Vendor must be specific as to all equipment such as servers, desk tops/tablets, kiosks etc. Vendor shall list the required attributes of each device, proposed number of each device (based on current KCSO operations) and any other features required.
- 5.8 **HIPAA COMPLIANCE:** The vendor shall comply with the Health Insurance Portability and Accountability Act (HIPAA) in the exchange of any and all medical records of inmates. The vendor shall state in Section VII, Part X how this compliance is assured.
- 5.9 **MAINTENANCE:** The Vendor shall provide maintenance as needed for all installed equipment and software. A preventative maintenance schedule shall be designed to test and evaluate all equipment on site at least quarterly. Upon receiving a problem with equipment or software, the vendor shall provide the necessary repairs within 72 hours.
- 5.10 **REQUIRED REPORTING FROM VENDOR:** The vendor will be required to supply Monthly, Quarterly, Yearly reports showing the overall activity of usage of the system, sales, and compensation/commission generated with respect to 5.1 above. The vendor will make available any additional reports as required by KCSO upon request.
- 5.11 **SOFTWARE HOSTING:** Vendor shall detail their preferred option for software hosting (ie; cloud, hosted servers, local server). Vendor shall also detail all associated hardware required for hosting by Knox County. Software hosting shall be at Knox County's sole discretion.
- 5.12 **TECHNICAL SUPPORT AND HELP LINE:** The vendor shall have a 24 hour/7 day technical support and help line available. Upon receiving a problem with system operations, the vendor will troubleshoot and provide a solution within 24 hours.
- 5.13 **TRAINING SCHEDULE:** The vendor shall develop and submit a master training/installation plan and schedule. The training/installation plan and schedule shall specify details of the training strategy for end users, system administrator and database administrator training if required, installation of needed equipment etc. Vendor shall provide a class for Train-the-Trainer with a minimum of ten (10) people. All training shall be conducted at a KCSO facility and continue until a level of competency is achieved, as determined by KCSO, for individuals charged with operating, supporting and maintaining the software and equipment. Assume a start date of July 1, 2015 and build schedule from that date.
- 5.14 **TURN KEY SOLUTION:** Knox County and KCSO prefer the Vendor to have the ability to provide a complete turnkey solution for the services and equipment as described in this solicitation in Section VI. Any subcontracted work or service **must** be pre-approved in writing by Knox County Government.
- 5.15 **UPGRADES:** The Vendor shall provide software upgrades to the system at no charge. The Vendor shall notify KCSO of any new software revision level upgrades within ninety (90) days of the introduction of the new software into general release by Vendor. The Vendor further agrees to provide support and software upgrades for the length of the contract at no additional cost to KCSO.

SECTION VI MODULE REQUIREMENTS/SCOPE OF WORK

- 6.1 **INMATE MANAGEMENT SYSTEM:** KCSO requires a comprehensive Inmate Management System that provides detailed data entry screens and the ability to easily retrieve data with user-friendly reports. This system shall be configured to meet all applicable American Correctional Association (ACA), Tennessee Corrections Institute (TCI), and Prison Rape Elimination Act (PREA) standards in order to achieve and maintain compliance. Include user-customizable report header image for KCSO logo.
- 6.1.1 Intake/Release/Property
- * System will allow for electronic documentation of admission, initial processing and release of inmates
 - * System will allow for detailed documentation of property taken and stored for inmates. This information will include detailed description, location and method of storage.

- * System will integrate with inmate trust account to document any monies entered into the system.
 - * System will allow for scanning of documents.
 - * System will integrate with agency Mugshot system and place current photo of inmate on each reference screen or report.
 - * System will allow for inmates to interact with system to issue receipt or return of property via signature pad and/or biometric verification.
 - * System will have a method of notifying designate persons when a specific inmate has been admitted via email or text..
- 6.1.2 Facility Issued/Returned Property
- * System will allow for issuance of facility issued property to each newly admitted inmate.
 - * System will allow for inmates to interact with system to accept issued property via signature pad and/or biometric verification.
 - * System will integrate with the inmate banking system to levy intentional vandalism/destruction cost as determined by KCSO
- 6.1.3 Classification
- * System will allow for Initial Classification Screening
 - * System will maintain classification status and alert agency when reclassification needs arise.
 - * System will allow for Classification Override
 - * System will allow for a defined set of alerts to be placed on inmates that are visible to other staff.
 - * System will allow reports to be generated that will give the user information regarding alerts, custody level statistics.
- 6.1.4 Inmate Worker
- * System will allow for notification of inmates who require worker assessment.
 - * System will provide a report as needed of those inmates who have been assessed and cleared for work status.
 - * System will provide a method for inmate sentence reduction credits; inmates will utilize signature pad and/biometric verification of daily work assignment/participation.
 - * System will provide reports as needed indicating worker statistics.
- 6.1.5 Prison Rape Elimination Act (PREA)
- * System will assist staff in indicating what inmates have successfully completed PREA training/education
 - * System will provide a means to interview inmates by an itemized set of PREA questions and score the questions according to PREA standards. This area of the system will be restricted to only authorized personnel
 - * System will provide a report that shows statistics on all PREA activities.
 - * System will provide a 30 Day PREA Reassessment Report
- 6.1.6 Inmate Housing
- * System will provide a method of electronically documenting the moving of inmates within all KCSO facilities.
 - * System will allow for a manual entry of incompatible inmates
 - * System will use classification system to restrict and assign inmates to cell locations within the facilities. These restrictions will be based on Sex, Classification, Incompatibles and Alerts.
- 6.1.7 Administrative
- * System will provide a hierarchy of access levels that controls access to areas of the system.
 - * System will provide administrator access to system managers that will allow for assignment of tasks on system.
 - * System will provide user activity reports so that administrators may monitor system usage.
 - * System will provide for user groups to be established so that access levels may be controlled using job types.
 - * System will send automated reports via email of facility status including headcount, admissions statistics, and incident reporting.
- 6.1.8 Permanent Log
- * System will allow for work stations to be defined by IP (location specific)
 - * System will provide reports that may retrieve data by a number of search options.
 - * Users will have the ability to enter activities based on agency defined criteria.
- 6.1.9 Searches
- * System will allow for documentation of Administrative Searches.
 - * System will allow for documentation of Strip Searches
 - * System will allow user to enter specific finding of all searched conducted.
 - * System will provide reports that will retrieve data gathered by searches.
- 6.1.10 Officer Logs
- * System will provide Officers to enter daily pass-on information essential to safe operations.
 - * System will provide a method for Officers and Supervisors to monitor these entries.

- * System will provide reports that will retrieve data gathered by Officer Log entries.
- 6.1.11 Inmate Information, Movement and Tracking
 - * System will maintain data regarding inmate current charges, bond amounts, and court dates.
 - * System will maintain demographics on inmates.
 - * System will monitor movement of inmates by electronically scanning inmate identification and/or biometrics.
 - * System will monitor inmate movement destinations and alert staff when inmate has failed to reach assigned destination.
 - * System will provide electronic method of conducting headcounts.
 - * System will provide reports that will give the user detailed inmate rosters, headcount information, and inmate movement information.
- 6.1.12 Inmate Communications Logging and Monitoring
 - * System will provide method of logging/scanning incoming and outgoing inmate mail.
 - * System will provide logging of sender, inmate, and addresses
 - * System will provide logging of all visitors that enter facilities.
 - * System will provide logging of facility phone usage by inmates,
 - * System will provide reports that will give the user detailed information regarding inmate mail.
- 6.1.13 Inmate Programs
 - * System will provide method of enrolling inmates into specific programs offered.
 - * System will provide method of monitoring case notes on inmates.
 - * System will provide method of documenting program completion/graduation.
 - * System will monitor recidivism rates.
 - * System will verify attendance of programs by signature pad and/or biometric verification.
 - * System will provide programs statistics reports.
- 6.1.14 Incident Reporting
 - * System will provide method of incident reporting.
 - * System will provide method of electronically entering disciplinary violations, advisement of rights, hearing results, and disciplinary appeals.
 - * System will provide a method for documenting mental health competency review for disciplinary
 - * System will provide a detailed method of reporting Use of Force.
 - * System will provide a two tier approval process of all incident reports
 - * System will provide a method of tracking safety/injury reports
- 6.1.15 Expungements
 - * System will provide a method of expunging records ordered by court order.
- 6.1.16 Sentencing
 - * System will provide a method of manually and electronically entering sentencing information from judgements.
 - * System will calculate due out time with respect for good time or worker credits.
 - * System will receive worker credits electronically from the system.
 - * System will adhere to Tennessee Law with regards to sentencing guidelines.
 - * System will provide reports that indicated estimated due out dates for inmates.
- 6.1.17 Maintenance Ticketing System
 - * System will provide a method for staff to enter maintenance request.
 - * System will provide a method for maintenance staff to retrieve this request and indicate status of completion.
 - * System will provide a notification via email and/or text to maintenance staff when maintenance requests are submitted.
 - * System will provide reports that may be retrieved indicating status of all maintenance requests.
- 6.1.18 Inventory Control (Chemical and Tool)
 - * System will provide a method of inventorying and tracking all chemicals issued within the facilities
 - * System will provide a method of inventorying and tracking all tools used within facilities
 - * System will provide detailed reports of all chemical and tools
- 6.1.19 Facility Inspections and Drills
 - * System will provide a method of documenting facility inspections
 - * System will provide a method of documenting facility emergency drills
 - * System will provide detailed reports of all inspections and drills
- 6.1.20 Food Services
 - * System will provide method of inventorying and documenting use of kitchen sharps and tools.
 - * System will provide method of documenting cooler, freezer, dish washer and dry storage temperatures.
 - * System will provide method of documenting meals served, special diets, and any substitutions.
 - * System will monitor and document daily health inspections.
 - * System will provide method of documenting inmate worker orientation and training.

6.2 INMATE BANKING/TRUST ACCOUNT MANAGEMENT:

- 6.2.1 The system shall have the full capacity to provide inmate banking (deposit and payment) for use while incarcerated. The system must have the capability to handle electronic transactions from both within and outside the facility. The system must be able to generate ad hoc reports as requested or needed.
- 6.2.2 The Contractor shall provide all software for a computerized Inmates Accounts System to keep accurate and complete records of all commissary activity and balances of individual inmate accounts. This system must be approved by the County and provide complete access to authorized County staff.
- 6.2.3 The system shall be multi-terminal with multi-user and function capability.
- 6.2.4 The system shall allow a jail staff person to create/open an inmate account by using the inmate identification number at the time of booking, and then to enter into the computer system the amount of money in the inmate's possession at that time.
- 6.2.5 The system shall allow for at least the following functionality and types of transactions to occur on the inmate's account:
- Public Kiosk system that allows for deposit of funds via cash or credit/debit cards for inmate Commissary and/or phone accounts
 - For the term of the contract, the vendor must agree to customize the Trust Accounting System to meet the agencies current and future needs.
 - Website access for deposit of funds visa credit/debit card of inmate commissary and phone accounts.
 - Commissary ordering integration through kiosk and inmate phone orders
 - Commissary management of stock control, ordering, sales, and delivery.
 - Real-time debit transfers
 - Ability to integrate with jail management system for automatic account opening/creation
 - Ability for users to check current account, commissary and phone balance
 - Ability to hold balanced owed and collect upon next arrest
 - Ability to provide debit card for funds remaining in account at release; debit card issued will have
 - NO expiration date and no fees will be scheduled for card so it will retain original release balance.
 - Provide 5 public ATM kiosks that allow for deposit of funds via cash and/or credit card
 - Accept imports of inmate information from Jail Management System.
 - Allow staff to create unlimited users with customized security settings without vendor assistance.
 - Allow staff to create an unlimited number of collection accounts with specific collection percentages and priorities without vendor assistance.
 - Automatically deduct a defined portion of incoming inmate deposits to satisfy inmate debts.
 - Allow users to create new inmate debts.
 - Allow users to void inmate debts. If money has been collected on the debt, even over the course of several weeks, the system should refund all monies collected if the debt is voided. This must be accomplished without vendor assistance.
 - Allow users to write-off debts or portions of debts
 - Allow predefined transaction amounts and comments to be entered for recurring transactions.
 - Allow the creation of new inmate scheduled payments with payment frequencies including daily, weekly, and monthly.
 - Allow releases of inmate funds by check or debit card.
 - Allow multiple methods of releasing inmate funds (e.g., a portion in cash and remainder in a check).
 - Allow group releases of inmates being transferred between facilities with a single check.
 - Provide work sign-out tracking for inmates assigned to jobs outside the facility. Provide per diem tracking of inmates assigned to outside work assignments.
 - Provide per diem billing for third party work assignments
 - Provide per diem reporting for inmates held for outside agencies. Provide reconciliation capabilities for multiple bank accounts.
 - Allow searching for inmates by inmate ID or last name
 - Have the capability to display inmate photo when editing an inmate account.
 - Allow tracking of property items such as radios which have been purchased by inmates.
 - Allow restriction of commissary purchases based on an inmate's property items. For example, batteries may not be purchased unless an inmate has a radio in his property.
 - Allow printing of customizable debt collection letters for mailing after an inmate's release
 - Allow printing of checks directly from system with signatures printed on the check. Allow automatic printing of receipts after transaction entry without additional confirmations.

- Allow receipt printing on standard laser printers with 3-part perforated paper, 3 receipts per page and on 80MM thermal printers.
- Allow station specific printers to be specified other than using default printer.
- Allow printers to be specified without creating vendor-specific printer names. That is, the system should use the printer names that are established by the correctional facility.
- Allow export of reports to PDF, RTF, or Excel. Exported reports should optionally disable page headers and footers for better integration with Excel.
- Provide help videos for common functions.
- Allow import of bank statement for automated monthly reconciliation. Automatically create ACH entries for release debit card withdrawals. Support Positive Pay export of check information to banks
- Provide OMR sheet rejection based on inmate balance, privileges, or restrictions. Automatically export inmate information to other systems for web deposits.
- Automatically import inmate web and phone deposits within 5 minutes with no need for operator intervention.
- Automatically export inmate information to commissary order by phone system. Allow inmates to use their own personal credit cards or debit cards to transfer money to their trust accounts using the inmate telephone system after the cards have been collected and placed in Property.
- Provide integrated reports within the Trust Accounting System with no separate login or executable launch required.
- Allow easy reprinting of receipts.
- Allow on-screen viewing of inmate transaction receipts without printing. Allow station specific number of copies during receipt printing.
- Allow user-definable password security settings including minimum password length and requirements for numbers, symbols, or letters in passwords.
- Allow station specific predefined comments for commonly repeated transactions. Directly interface with kiosk equipment designed to accept bills and coins.
- Allow user-defined indigent tracking based on current balance, days since booking, and deposits over a period, and commissary bills over a period.
- System must allow transactions to be easily voided while maintaining a verifiable audit trail. For example, a deposit transaction which triggers multiple debit collections should be voidable in a single operation which leaves the inmate and associated restitution accounts correct with no opportunity for officer data entry mistakes. This must be accomplished without vendor intervention or direct manipulation of data.
- System must allow holding of funds which cannot be spent by the inmate until released. Holds must support automatic removal after a predefined number of days.
- System must interface with signature capture pads and print captured signature on inmate receipts.
- Allow tracking of inmate voluntary and mandatory savings accounts with automatic collections and interest distribution.
- Include manual transaction data entry warnings if a duplicate money receipt or billing transaction is suspected by the system.
- Include predefined reports not limited to:
 - Trial Balance, Resident Balances, Balance Sheet, Check Postings, Money Receipts, Cash Disbursements, Inmate Debt, Fund Billing, Fund Collections, Fund Credits, Payroll, Indigents, Savings, Releases, Bank Deposits, Debt Write-offs, Reconciliation, Commissary Receipts, Commissary Housing Totals, Commissary Product Sales, and Check Register.
- Allow ad-hoc reports to be run for defined inmate groups based on factors including housing assignment, gender, age, debt, or current balance without programming a reporting tool.
- Include user-customizable report footer information.
- Include user-customizable report header image for facility logo.
- Provide for automatic debt write-off after inmate release based on the number of days the inmate has been gone from the facility.
- Fully support integration with debt collection agencies including electronic filing of debts with the collection agency and payment to the collection agency if the inmate pays debt at the correctional facility.
- Support SQL Server 2008 R2.
- Allow credit card transactions to be executed in the software using encrypted magnetic stripe readers without logging into an external system or web site.

- Prevent users from modifying a financial transaction that has been committed. Allow reports to be generated based on user and transaction types. Allow user groups to be established that limit access to program features
- 6.2.6 Trust Accounting System must have the capability to directly release an inmate's funds onto a debit card with minimal effort.
 - 6.2.7 The system must have the capability to swipe a debit card at release using vendor provided encrypted magnetic stripe readers and automatically load the debit card with the inmate's balance at release. Redundant data entry including debit card numbers, transaction amounts, or separate login for releases is unacceptable. At no time should unencrypted credit card numbers be transmitted or stored on the County's network.
 - 6.2.8 Debit cards should not require additional action by the inmate to activate the card.
 - 6.2.9 The Trust Accounting System must automatically create ACH entries for monthly bank reconciliation based on withdrawals from each facility's bank account required to fund the release debit cards.
 - 6.2.10 Debit cards should be issued without any additional fees occurring on the account for at least 15 days following issuance.
 - 6.2.11 Vendor must demonstrate a debit calling system which has the ability to interface with the County's inmate telephone provider.
 - 6.2.12 The debit calling system must allow inmates to purchase phone time using an interactive voice response (IVR) system available through the standard inmate phone system.
 - 6.2.13 After purchase, the system must deduct the purchased amount from the inmate's account and make the purchased phone time available to inmates.
 - 6.2.14 The debit calling system must also have the capability to refund any unused phone time automatically to the inmate upon release if the inmate telephone provider supports this feature.
 - 6.2.15 Vendor must provide bill accepting kiosks (6) for friends and family to place funds on inmate accounts.
 - 6.2.16 The kiosk must also allow payments using credit/debit cards.
 - 6.2.17 The kiosk must give a receipt for each transaction.
 - 6.2.18 Vendor must provide cash accepting kiosks (2) for the booking area.
 - 6.2.19 These kiosks should accept both bills and coins and have a small desktop footprint (not larger than 18 x 18 x 18).
 - 6.2.20 The unit should also have a drop slot for manually entered items.
 - 6.2.21 The units should NOT require network access but connect directly to booking computers supplied by County.
 - 6.2.22 At least one booking kiosk must be a high speed, bulk acceptor capable of processing multiple bills at once.
 - 6.2.23 The Trust Accounting System must automatically create ACH entries for monthly bank reconciliation based on deposits into facility's bank account as a result of inmate deposits.
 - 6.2.24 Bonding via the web should also be available.
 - 6.2.25 The Trust Accounting System must have options available to automatically collect a percentage of incoming funds to pay for existing inmate obligations.
 - 6.2.26 The Trust Accounting System must provide features for alternative debt collection including the ability to print debt letters for mailing to former inmates and sending uncollected debt to collection agencies.
 - 6.2.27 System must provide the capability for inmates to satisfy bonds with credit/debit cards.
 - 6.2.28 The proposed process must allow access to inmate credit/debit cards that have previously been placed in property at time of booking.
 - 6.2.29 The bonding system must aggregate the payments for various bond agencies into a single payment with an accompanying report that details the individual payments.
 - 6.2.30 Funds for bonds will be available for direct deposit to specified court.
 - 6.2.31 A graphical tool for displaying relationship between inmates and friends/family for both deposits and two-way messaging. Icons should designate between inmates friends/family that have made deposits or sent emails. There should be an indication as to the strength of the connection. Strength is measured in dollars for deposits and number of emails for message graphs.

6.3 INMATE PHONE SYSTEM:

- 6.3.1 Voice Biometric enrollment with comprehensive investigation package
- 6.3.2 Ability to limit usage by issued PIN generated by jail management system
- 6.3.3 Ability to limit PIN to assigned stations
- 6.3.4 Allow up to two free local calls in booking area each time the inmate is arrested and booked
- 6.3.5 Allow free calls to Public Defender, and two PREA external numbers (privileged, non-recorded)
- 6.3.6 Ability to restrict calls to outside numbers by individual inmates as well as system wide
- 6.3.7 Ability to monitor live calls
- 6.3.8 Ability to flag outgoing numbers as privileged
- 6.3.9 Ability to record all non-privileged calls with storage up to 36 months

- 6.3.10 Ability to burn recorded calls to CD/DVD with user logging of each occurrence
- 6.3.11 Ability to create alerts that can be set as interactive with monitoring, phone call and/or email notification.
- 6.3.12 Ability to restrict inmate phone usage due to disciplinary infractions through a feed from jail management system
- 6.3.13 Ability to control individual phone stations remotely
- 6.3.14 Ability to broadcast information through phone system
- 6.3.15 Ability to create user groups to allow controlled access levels to system
- 6.3.16 Ability to run reports that give as needed
- 6.3.17 Ability for inmate to submit a confidential Prison Rape Elimination Act (PREA) complaint that will be forwarded to an email address or phone texting system.
 - High Volume Users
 - Inmate Call Details
 - Completed Attorney Calls
 - Call summary by destination type
 - CD Recorded by phone number
 - High volume stations
 - Alerts
 - Commission and revenue by station and user
 - Investigative reports showing shared destination
 - Credit card payments from suspect accounts
 - Three way calls
 - Frequently called numbers
 - Suspected call bridging
 - Calling options
 - Traditional collect calls
 - Direct billed calling
 - Prepaid collect
 - Real time debt
 - PREA and TIP Line reports
- 6.3.18 Data protected by true disaster recovery ability and back up technology
- 6.3.19 Commissary ordering
- 6.3.20 Vendor will supply laminated calling instructions in English and Spanish to be placed by each phone installed and will resupply anytime a feature changes.
- 6.3.21 Vendor will supply user and technical training on system
- 6.3.22 Vendor will supply training for facility IT personnel to become familiar with maintenance on equipment and will provide them with ability to become certified in any training that vendor technicians are required to have.
- 6.3.23 Phone Equipment Requirements;
 - The system shall be a turnkey system and service
 - The vendor shall provide non-coin, inmate telephones composed of durable equipment suitable for jail environments.
 - The vendor equipment shall comply with FCC regulations.
 - The proposed equipment and system shall be expandable to meet future needs as growth occurs.
 - Vendor equipment shall include power backup system in the event of temporary commercial power loss.

6.4 INMATE COMMUNICATIONS (KIOSKS/TABLETS):

In-Pod Kiosks:

- 6.4.1 Kiosk will provide access to Video Visitation. Visitation will be available by scheduling at least 24 hours prior to requested time by visitor. All Video Visits will be recorded and available for live viewing or recorded viewing. All recordings will be available for transfer to portable media (CD/DVD)
- 6.4.2 Kiosk will provide access to commissary ordering
- 6.4.3 Kiosk will provide access to current charges, bonding amounts and future court dates (retrieved from jail management system).
- 6.4.4 Kiosk will provide access to grievance system.
- 6.4.5 Kiosk will provide access to inquiry workflows including phone system and kiosk complaints, Classification inquires, Programs information, Sentencing information, and request for T.D.D./V.R.S. usage.
- 6.4.6 Kiosk will provide access to medical sick call requests
- 6.4.7 Kiosk will provide access to inmate handbook and orientation video.

- 6.4.8 Kiosk will provide access to Confidential Prison Rape Elimination Act (PREA) Complaints and PREA Education Video. PREA complaints must be forwarded to PREA staff via email and/or text.
- 6.4.9 Kiosk will provide access to Law Library accounts provided by agency.
- 6.4.10 Vendor must provide at least four kiosks per housing unit.
- 6.4.11 The system shall adhere to generally accepted accounting principles and provide a complete audit trail of all transactions. Audit trail reports should include operator identification, date of all entries, and updates to records.
- 6.4.12 The system shall provide a series of reports as specified by the County, including: detailed weekly invoices, cash reconciliation, and records of charges to inmates for other services, such as medical, and haircuts.
- 6.4.13 The system shall provide various levels of security, including password control. These levels will have the capability to be customized by the jail site manager.
- 6.4.14 The vendor shall install the system, train County personnel, provide remote support to maximize utilization and minimal down time of the inmate accounts system. The vendor shall provide continuing support for the software and hardware throughout the length of the contract. Support is to include updates and enhancements to the software.
- 6.4.15 Successful proposer will provide the following as kiosk (wall mount/portable/handheld) equipment:
- A jail environment grade hardened steel enclosure wall mountable
 - A shatterproof (15 minimal) LED/LCD touchscreen monitor
 - A High Definition camera
 - One detention grade audio handset per kiosk
 - Assembly from non-proprietary, off-the-shelf components
 - Enclosure shall prevent tampering by inmates
 - Enclosure shall prevent accidental/intentional spill of liquid from entering kiosk
 - No internal components or wiring shall be accessible by from the outside of the enclosure.
 - The kiosk shall be powered by 110 VAC
 - The kiosk shall be designed to provide adequate cooling for proper cooling of the computer inside.
 - The kiosk shall be mountable to a wall using a bracket system that secures it to a wall.
 - Vendor shall provide kiosk software including operating system and all software upgrade shall be free of charge.
 - The successful bidder will provide 91 resident kiosks, 11 remote visitation kiosks, and six portable kiosks.
 - Portable kiosk shall be constructed of same durable materials as wall mounted kiosks.
 - Portable kiosk shall contain
 - Portable kiosk shall be able to operate on either a wire connect or wireless internet system.
 - Portable kiosk shall contain retractable power cord of at least 15 feet in length and/or provide a battery backup system.

Handheld device (tablets)

- 6.4.16 Vendor will provide handheld tablet technology that allows inmates to remotely use all kiosk features via secured wireless connection. Vendor will provide wireless internet infrastructure. Handheld devices may also include entertainment options that may be charged on usage or per minute basis.
- 6.4.17 Vendor shall supply tablet devices that will offer the same functionality as wall mounted kiosks.
- 6.4.18 Tablets will also offer inmates the ability to access approved games, music, books, and movies for a charge.
- 6.4.19 Vendor will supply a wireless network that will allow access to same network as other kiosks.
- 6.4.20 Vendor will supply one (1) tablet per every four (4) inmates.
- 6.4.21 The tablet solution should have the capability of displaying current and/or future educational content. Please describe the devices current capabilities regarding educational content, and what the bidder is willing to offer regarding educational content.
- 6.4.22 The tablets should provide the ability to provide content options for inmate self-improvement, including personal finance, employment, national news, and learning options.
- 6.4.23 Vendor will supply a wall or desk mounted storage system that allows for tablets to be recharged preferably by wireless manner.

6.5 INMATE VISITATION: The vendor will offer a system that allows for families and friends to schedule video visitation with inmates.

- 6.5.1 The vendor will offer a flexible schedule that KCSO can update at any time.
- 6.5.2 The video visitation schedule will allow for inmates to receive two (2) each thirty (30) minute visits per week.

- 6.5.3 All visits will be available for monitoring live and will allow staff to interrupt, end, or interact with visit.
- 6.5.4 All visits will be recorded and available for playback or transfer to portable media as needed (DVD,CD)
- 6.5.5 The vendor will supply storage for all video visits that allows for viewing or transfer of video within 180 days.
- 6.5.6 The vendor will allow for visitors such as attorneys to be allowed privileged user status that not record.
- 6.5.7 The vendor will supply reports that allow for statistics of inmates and visitors usage of system.
- 6.5.8 The vendor will offer at home visitation for an affordable fee. These visits will be set up on a web sight managed by the vendor. Remote visits should be available to friends and family via home computer, tablet, or smartphone (Apple IOS, Windows, Android).
- 6.5.9 The vendor will allow for free on site visits via vendor supplied pubic kiosks.
- 6.5.10 The vendor will provide interaction with inmate disciplinary system to allow suspension of this service for specified times.

6.6 ELECTRONIC MESSAGING: The vendor will offer a system that allows for inmates, family and friends to communicate via electronic messaging.

- 6.6.1 The vendor will offer a system that allows inmates to initiate a message for a nominal fee to a family member or friend.
- 6.6.2 The vendor will also allow for messages to be initiated by family and friends via supplied website for a fee.
- 6.6.3 All messages will be available for reviewing by authorized staff anytime.
- 6.6.4 Messages will be available for download for investigative purposes
- 6.6.5 The system will provide keyword searches and filtering of all messages. The system will allow queues to be set up for monitoring the messages of individual inmates for investigations.
- 6.6.6 The vendor will provide interaction with inmate disciplinary system to allow suspension of this service for specified times.

6.7 ELECTRONIC MEDICAL RECORDS: Shall be designed specifically for Corrections to ensure continuity of care from admissions to discharge. Preferred systems must fully integrate with Inmate Management system and include the following features:

- * Physical
 - * Intake and medical Screening
 - * Charting
 - * ePrescriptions
 - * Sick Call (integrated with kiosk)
 - * Provider visits/orders
 - * Dental
 - * Imaging (X-Ray)
 - * Labs
 - * Plans of Care (Protocol)
 - * Medical Alerts
 - * Medication
 - #Medical Administration Records
 - #Rounding
- * Dietary
- * Suicide Screening
- * Mental Health
- * Infirmary Care
- * Chronic Care Clinic
- * Inmate Worker Status
- * After Care Release Planning
- * Outpatient Patient Referral/Scheduling
- * ACA Outcome Measure reporting
- * Document Scanning
- * Digital Photo Upload
- * Remote Access for Administrators and Providers
- * In-House Referral and Treatment Scheduling
- * Inventory Control (Medication, Stock and Tool)
- * ICD 10 Codes
- * Orders
- * Infirmary Charting
- * Reports
- * Keep on Person (KOP) Medication Monitoring

6.8 **AUTOMATED INFORMATION SYSTEM (AIS):** The vendor will supply an AIS system that gives automated information regarding inmates incarcerated in all facilities. The system will be available from the menu of the existing agency phone system (Black Box) and be available 24 hours a day via call transfer. The system will offer the following features to the public upon calling:

- * Inmate look-up by voice or telephone key entry
- * Inmate location
- * Inmate charges and bond information
- * Mailing instructions
- * Driving directions to facility
- * Option for speaking with an Officer (transfer back to facility phone system)

SECTION VII PROPOSAL FORMAT

The following guidelines shall be followed when responding to the Request for Proposal. Negligence in adhering to the criteria listed below will be considered when reviewing the responses and evaluating the proposers. Knox County reserves the right to reject any proposal for failure to comply with the requested response specifications. Knox County reserve the right to amend the Request for Proposal by addendum prior to the final date for proposal submission.

PART I COVER LETTER

Cover letter authorizing the submission of the proposal signed by a principal of the company.

PART II PROPOSER INFORMATION

Name of Company, Address, Telephone Number, Fax Number, Contact Person, E-mail Address of Contact Person, Knox County Vendor Number, Copy of Knox County Business License (if applicable), Federal Tax Identification Number (EIN), Federal Communication Commission Number (FCC, if applicable), Acknowledgement of Addenda (if issued)

PART III INDUSTRY EXPERIENCE

Detail your company experience

- Years in Prison Industry
- Number of Facilities under Contract and Geographical Locations
- Total Inmate Population under Contract
- References (see Attachment A)

PART IV INMATE MANAGEMENT SYSTEM

Detail proposed software and hardware required as per Section 6.1.

Detail each Subsection as to your company's ability to provide the requirements. If Subsection is under development, detail when it will be available and any required testing.

PART V INMATE BANKING/TRUST ACCOUNT MANAGEMENT

Detail your company's banking module and capabilities as specified in Section 6.2.

Detail each Subsection as to your company's ability to provide the requirements. If Subsection is under development, detail when it will be available and any required testing.

PART VI INMATE PHONE SYSTEM

Detail your company's inmate phone system module as specified in Section 6.3.

Detail each Subsection as to your company's ability to provide the requirements. If Subsection is under development, detail when it will be available and any required testing.

PART VII INMATE COMMUNICATIONS (KIOSKS/TABLETS)

Detail your company's inmate communication module as specified in Section 6.4.

Detail each Subsection as to your company's ability to provide the requirements. If Subsection is under development, detail when it will be available and any required testing.

PART VIII INMATE VISITATION

Detail you company's inmate visitation module as specified in Section 6.5.

Detail each Subsection as to your company's ability to provide the requirements. If Subsection is under development, detail when it will be available and any required testing.

PART IX ELECTRONIC MESSAGING

Detail you company's electronic messaging module as specified in Section 6.6

Detail each Subsection as to your company's ability to provide the requirements. If Subsection is under development, detail when it will be available and any required testing.

PART X ELECTRONIC MEDICAL RECORDS

Detail your company's electronic medical records module as specified in Section 6.7.

Detail each Subsection as to your company's ability to provide the requirements. If Subsection is under development, detail when it will be available and any required testing.

Detail your company's approach in securing records pursuant to HIPAA Regulations.

PART XI PRICING SCHEDULE:

Detail the cost, if applicable, associated with the software and hardware necessary to complete the Module Requirements and Scope of Work. Include an Itemized list for all first (1st) year costs and a grand total cost. Detail the cost, if applicable, with any associated software/hardware maintenance beginning in Year 2 through year 10.

Detail the commission rates payable to Knox County in regards to all phone, email, messaging etc.

Detail any additional cost/revenue to Knox County.

PART XII INSTALLATION/SCHEDULING

Detail the scheduling needed to complete the transition. A breakdown of module requirements and milestones with the number of days to complete each milestone is preferred.

- Assume an arbitrary start date of July 1, 2015

PART XIII AFFIDAVITS, INSURANCE CHECKLIST and LICENSES

Proposers must return the Insurance Checklist (Attachment B), Non-Collusion Affidavit (Attachment C) and applicable Licenses with their proposal.

Failure to submit any of the above information or any other information requested in this RFP may result in the proposal being disqualified.

ATTACHMENT A
REQUEST FOR PROPOSAL 2189
REFERENCES OF SIMILAR ACCOUNTS

Proposer shall submit a list of three facilities of similar size, which have been in service for three (3) years or longer. Proposer must give complete information as requested below.

Reference # 1

Name of Facility: _____
Address: _____
Contact Person and email address (required): _____
Nature of contract: _____
Dollar amount: \$_____ (over the life of the contract)
Contract start date: _____ Contract end date: _____

Reference # 2

Name of Facility: _____
Address: _____
Contact Person and email address (required): _____
Nature of contract: _____
Dollar amount: \$_____ (over the life of the contract)
Contract start date: _____ Contract end date: _____

Reference # 3

Name of Facility: _____
Address: _____ Phone Number _____
Contact Person and email address (required): _____
Nature of contract: _____
Dollar amount: \$_____ (over the life of the contract)
Contract start date: _____ Contract end date: _____

Reference # 4

Name of Facility: _____

Address: _____ Phone Number _____

Contact Person and email address (required): _____

Nature of contract: _____

Dollar amount: \$ _____ (over the life of the contract)

Contract start date: _____ Contract end date: _____

Reference # 5

Name of Facility: _____

Address: _____ Phone Number _____

Contact Person and email address (required): _____

Nature of contract: _____

Dollar amount: \$ _____ (over the life of the contract)

Contract start date: _____ Contract end date: _____

ATTACHMENT B
Knox County Purchasing Division
Insurance Checklist
Request for Proposal Number 2189

THE CERTIFICATE OF INSURANCE MUST SHOW ALL COVERAGES & ENDORSEMENTS WITH "YES" AND ITEMS 20 TO 25

REQUIRED	NUMBER	TYPE OF COVERAGE	COVERAGE LIMITS
YES	1.	WORKERS COMPENSATION	STATUTORY LIMITS OF TENNESSEE
YES	2.	EMPLOYERS LIABILITY	\$100,000 PER ACCIDENT \$100,000 PER DISEASE \$500,000 DISEASE POLICY LIMIT
YES	3.	<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <div style="text-align: center;">AUTOMOBILE LIABILITY</div> <div style="display: flex; justify-content: space-between;"> <div style="width: 10%; text-align: center;">X</div> <div style="width: 80%;">ANY AUTO-SYMBOL (1)</div> <div style="width: 10%;"></div> </div> </div>	<div style="display: flex; justify-content: space-between;"> <div>COMBINE SINGLE LIMIT (Per -Accident)</div> <div>\$ 1,000,000</div> </div> <div>BODY INJURY (Per -Person)</div> <div>BODY INJURY (Per-Accident)</div> <div>PROPERTY DAMAGE (Per-Accident)</div>
YES	4.	<div style="text-align: center;">COMMERCIAL GENERAL LIABILITY</div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <div style="width: 30%;">CLAIM MADE</div> <div style="width: 10%; text-align: center;">X</div> <div style="width: 60%;">OCCUR</div> </div> <div style="margin-top: 5px;"> <div style="text-align: center;">GEN'L AGGREGATE LIMITS APPLIES PER</div> <div style="display: flex; justify-content: space-between;"> <div style="width: 15%;">POLICY</div> <div style="width: 10%; text-align: center;">X</div> <div style="width: 30%;">PROJECT</div> <div style="width: 45%;">LOC</div> </div> </div>	<div style="text-align: right;">LIMITS</div> <div>EACH OCCURRENCE</div> <div>FIRE LEGAL LIABILITY</div> <div>MED EXP (Per person)</div> <div>PERSONAL & ADV INJURY</div> <div>GENERAL AGGREGATE</div> <div>PRODUCTS-COMPLETED OPERATIONS/ AGGREGATE</div>
YES	5.	PREMISES/OPERATIONS	\$1,000,000 CSL BI/PD EACH OCCURRENCE \$2,000,000 ANNUAL AGGREGATE
YES	6.	INDEPENDENT CONTRACTOR	\$1,000,000 CSL BI/PD EACH OCCURRENCE \$1,000,000 ANNUAL AGGREGATE
YES	7.	CONTRACTUAL LIABILITY (MUST BE SHOWN ON CERTIFICATE)	\$1,000,000 CSL BI/PD EACH OCCURRENCE \$1,000,000 ANNUAL AGGREGATE
NO	8.	XCU COVERAGE	NOT TO BE EXCLUDED
YES	9.	UMBRELLA LIABILITY COVERAGE	\$1,000,000
		PROFESSIONAL LIABILITY	
NO	10.	ARCHITECTS & ENGINEERS	\$1,000,000 PER OCCURRENCE/CLAIM
NO		ASBESTOS & REMOVAL LIABILITY	\$2,000,000 PER OCCURRENCE/CLAIM
NO		MEDICAL MALPRACTICE	\$1,000,000 PER OCCURRENCE/CLAIM
NO		MEDICAL PROFESSIONAL LIABILITY	\$1,000,000 PER OCCURRENCE/CLAIM
NO	11.	MISCELLANEOUS E & O	\$500,000 PER OCCURRENCE/CLAIM
NO	12.	MOTOR CARRIER ACT ENDORSEMENT	\$1,000,000 BI/PD EACH OCCURRENCE UNINSURED MOTORIST (MCS-90)
NO	13.	MOTOR CARGO INSURANCE	
NO	14.	GARAGE LIABILITY	\$1,000,000 BODILY INJURY, PROPERTY DAMAGE PER OCCURRENCE
NO	15.	GARAGEKEEPER'S LIABILITY	\$500,000 COMPREHENSIVE; \$500,000 COLLISION
NO	16.	INLAND MARINE BAILEE'S INSURANCE	\$
NO	17.	DISHONESTY BOND	\$
NO	18.	BUILDERS RISK	PROVIDE COVERAGE IN THE FULL AMOUNT OF THE CONTRACT UNLESS PROVIDED BY OWNER.
NO	19.	USL&H	FEDERAL STATUTORY LIMITS

20. CARRIER RATING SHALL BE BEST'S RATING OF A-V OR BETTER OR ITS EQUIVALENT.

21. NOTICE OF CANCELLATION, NON-RENEWABLE OR MATERIAL CHANGES IN COVERAGE SHALL BE PROVIDED TO COUNTY AT LEAST 30 DAYS PRIOR TO ACTION. THE WORDS "ENDEAVOR TO" AND "BUT FAILURE TO" (TO END OF SENTENCE) ARE TO BE ELIMINATED FROM THE NOTICE OF CANCELLATION PROVISION ON STANDARD ACCORD CERTIFICATES.

22. THE COUNTY SHALL BE NAMED AS AN ADDITIONAL NAMED INSURED ON ALL POLICIES EXCEPT WORKERS' COMPENSATION AND AUTO.

23. CERTIFICATE OF INSURANCE SHALL SHOW THE PROPOSAL NUMBER AND TITLE.
24. OTHER INSURANCE REQUIRED _____.
25. THE CONTRACTOR AGREES TO SAVE, DEFEND, KEEP HARMLESS, INDEMNIFY AND PAY ON BEHALF OF THE COUNTY AND ALL OF ITS AGENTS AND EMPLOYEES (COLLECTIVELY THE COUNTY) FROM AND AGAINST ANY AND ALL CLAIMS, LOSS, DAMAGE, INJURY, COST (INCLUDING COURT COSTS AND ATTORNEY'S FEES), CHARGES, LIABILITY OR EXPOSURE, HOWEVER CAUSED, RESULTING FROM, ARISING OUT OF OR IN ANY WAY CONNECTED WITH THE CONTRACTOR'S PERFORMANCE OF THE AGREEMENT TERMS ON ITS OBLIGATIONS UNDER THE AGREEMENT.

INSURANCE AGENT'S STATEMENT AND CERTIFICATION: I HAVE REVIEWED THE ABOVE REQUIREMENTS WITH THE PROPOSERS NAMED BELOW.

AGENCY NAME: _____

AUTHORIZING SIGNATURE: _____

PROPOSERS'S STATEMENT AND CERTIFICATION: IF AWARDED THE CONTRACT, I WILL COMPLY WITH THE CONTRACT INSURANCE REQUIREMENTS.

PROPOSERS NAME: _____

AUTHORIZING SIGNATURE: _____

**ATTACHMENT C
REQUEST FOR PROPOSAL 2189
NONCOLLUSION AFFIDAVIT OF PRIME PROPOSER**

STATE OF _____)

COUNTY OF _____)

_____, being first duly sworn, deposes and says that:

1. He/She is _____ of _____, the Proposer that has submitted the attached Proposal;

2. He/She is fully informed respecting the preparation and contents of the attached Proposal and of all pertinent circumstances respecting such Proposal;

3. Such Proposal is genuine and is not a collusive or sham Proposal;

4. Neither the said Proposer nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived, or agreed, directly or indirectly with any other Proposer, firm or person to submit a collusive or sham Proposal in connection with the Contract for which the attached Proposal has been submitted or to refrain from proposing in connection with such Contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other proposer, firm or person to fix the price or prices in the attached Proposal or of any other proposer, or to secure through any other proposer, or to fix any overhead, profit or cost element of the proposed price or the proposed price of any other proposer, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against Knox County, TN or any person interested in the proposed contract; and

5. The price or prices quoted in the attached Proposal are fair and proper and are not tainted by a collusion, conspiracy, connivance or unlawful agreement on the part of the Proposer or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

(signed) _____

(title)

Subscribed and sworn to before me
this _____ day of _____, 20____

(signature)

My commission expires _____



OFFICE OF COUNTY MAYOR TIM BURCHETT

Purchasing Division • Department of Finance • 1000 North Central St., Suite 100, Knoxville, TN 37917

**Knox County Purchasing Division
Addendum I to Request for Proposal 2189
Inmate Communication and Management System**

Addendum Date: June 12, 2015

Buyer: Matt Myers, CPPB

Opening Date: June 18, 2015 @ 2:00 pm

Total Pages: 21 Total Pages

Questions and Answers:

Question #1. Due to the complexity and scope of the Proposal, would the County allow a three week extension of the due date?

Answer #1. No.

Question #2. Please provide historical call and revenue detail information including calls and minutes by call type.

Answer #2. See attached Call Data.

Question #3. Please provide the annual # of on-site video visitation visits.

Answer #3. Stats from 06/18/2014-06/09/2015

- Internal Calls – 16632

Question #4. Please provide the annual # and minutes of usage for remote video visitation.

Answer #4. Stats from 06/18/2014-06/09/2015

- External Calls – 3927

Question #5. Please provide the annual revenue amount generated by remote video visitation.

Answer #5. For time stated above the total revenue generated was \$23522.73

Question #6. Please provide the annual # of inmate electronic messages and the revenue generated by these messages.

Answer #6. Stats from 06/18/2014-06/09/2015

- Messages Sent and Read : 226916
- Messages Total Including Not Read : 245955

Question #7. Please provide a breakdown of the current number of phones per inmate area

Answer #7. RDWDF

- Units 1 – 4 ,6A/C – 5 each pod
- 6B – 2 (one each side)
- IRC – 7

KCJ

- Dayrooms (1-8, 10-12) – 2 in each dayroom
- 9, 13, 14 – 1 in each dayroom

KCWRC

- All Dayrooms (4) have 2 phones

**OFFICIAL FILE DOCUMENT
DO NOT REMOVE OR MARK**

- Question #8.** Section 6.3.14 requires the "Ability to broadcast information through phone system", please describe the method you plan to use and any existing hardware or software that may be used by the new vendor.
- Answer #8.** This gives the facilities the ability to broadcast a voice message to all or specific inmates from an entry of text on the phone interface. For example, if a facility rule changes, then the inmates could be told next time he/she uses the phone system by a computer generated voice message.
- Question #9.** Please clarify the requirements for sections 6.3.16 and 6.3.17
- Answer #9.** 6.3.16 – Reports are very important, the vendors system shall give the ability to run reports regarding all call data, inmate usage, and staff member interaction. The bullets under 6.3.17 belong to this section.
- 6.3.17 Ability to run reports that give as needed
- High Volume Users
 - Inmate Call Details
 - Completed Attorney Calls
 - Call summary by destination type
 - CD Recorded by phone number
 - High volume stations
 - Alerts
 - Commission and revenue by station and user
 - Investigative reports showing shared destination
 - Credit card payments from suspect accounts
 - Three way calls
 - Frequently called numbers
 - Suspected call bridging
 - Calling options
 - Traditional collect calls
 - Direct billed calling
 - Prepaid collect
 - Real time debt
 - PREA and TIP Line reports
 - 6.3.17 – The vendor will supply a PREA notification recorded line that will take a recorded statement from any inmate wanting to give a complaint. This shall be recorded and a notification sent via text and/or email to designated PREA investigative group.
- Question #10.** Section VII, Proposal Format, does not include a designation for the Automated Information System (AIS). Should this be added as Part XI and the following Parts be renumbered or would the County prefer an alternate method for the response?
- Answer #10.** This should be added as Part XI and move pricing schedule down to XII and so forth.
- Question #11.** Will the County allow the installation of POE (Power over Ethernet) as an alternative method for powering the In-Pod Kiosks? Referencing Section 6.4.15 requirements
- Answer #11.** POE would be acceptable, as long as performance is not affected.
- Question #12.** Please clarify the bullet point "Portable kiosk shall contain" in Section 6.4.15
- Answer #12.** OMIT this line
- Question #13.** Is there power available for the lobby kiosks at all locations?
- Answer #13.** Yes
- Question #14.** Is there a County cabling standard or infrastructure specification that is required to be followed for new cabling?
- Answer #14.** Yes, Standard Electrical Code

Question #15. Will the County summarize the date each of the facilities was built and the construction type of each facility (i.e. pre-cast concrete, pre-stress concrete, filled masonry block, etc)?

Answer #15.

- RDWDF – Built 1994, Pre-Cast Concrete
- KCJ – Built 1979, Filled Masonry
- KCWRC – Built 1996, Erected Steel on Concrete Slab

Question #16. Will County provide a floor plan of each of the facilities showing MDF/IDF closets and locations of proposed Kiosk units?

Answer #16. See attached.

Question #17. Will the MDF and IDF's support additional floor or wall mounted rack for new equipment?

Answer #17. Yes

Question #18. If available will vendor be allowed to utilize space within existing equipment racks?

Answer #18. Yes

Question #19. Has the county located IDF's to support the Kiosk system?

Answer #19. Yes

Question #20. How many kiosk units will be supported out of each IDF?

Answer # 20. 8-10

Question #21. Is there an IDF in each dorm, or inmate housing unit (if not, is it nearby)?

Answer #21. Yes, housing unit

Question #22. Can the facility provide a cabling layout of each of the facilities?

Answer #22. Successful vendor will be provided the information

Question #23. For each facility are there access spaces above the ceilings to allow routing of cable without conduit?

Answer #23. No.

Question #24. In order to provide our best possible offer, it is very important to have historical call volume information for all call types. Call volume data is necessary to estimate costs as well as potential revenues. The current vendor, Paytel, has access to this information, so distributing the information to other vendors in a timely fashion will ensure a level playing field for all bidders. Please provide as much data as possible from the following chart:

Call Category	# of Calls Per Month	# of Minutes Per Month	Total Revenue Per Month
LOCAL – Collect	114	822	255.38
INTRALATA – Collect	13	106	76.83
INTERLATA – Collect	7	57	42.23
INTERSTATE – Collect	80	599	149.83
LOCAL – Debit	13522	122325	30425.25
INTRALATA – Debit	117	863	646.86
INTERLATA – Debit	146	1002	770.32
INTERSTATE - Debit	1492	10951	2299.64
International - Debit	4	27	23.44
LOCAL – PrePaid Collect	6749	61002	15184.13

INTRALATA – PrePaid Collect	89	721	524.59
INTERLATA – PrePaid Collect	105	848	618.64
INTERSTATE – PrePaid Collect	1036	8425	1769.22

Question #25. Also, in order to help us evaluate call volumes and recognize additional revenue potential, it is very helpful to have the rates currently being charged to called parties under the current contract. Please provide the following information:

Call Category	Per Call Charge	Per Minute Charge	Total for Maximum Duration call
LOCAL – Collect	2.50	0.00	2.50
INTRALATA – Collect	2.10	0.50	7.10
INTERLATA – Collect	2.10	0.50	7.10
INTERSTATE – Collect	0.00	0.46	4.60
LOCAL – Debit	2.50	0.00	2.50
INTRALATA – Debit	2.10	0.50	7.10
INTERLATA – Debit	2.10	0.50	7.10
INTERSTATE - Debit	0.00	0.46	4.60
International - Debit			
LOCAL – PrePaid Collect	2.50	0.00	2.50
INTRALATA – PrePaid Collect	2.10	0.50	7.10
INTERLATA – PrePaid Collect	2.10	0.50	7.10
INTERSTATE – PrePaid Collect	0.00	0.46	4.60

Question #26. Will the County please outline the fees that are being charged by the current vendor:

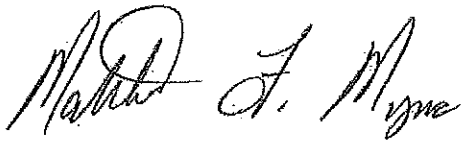
- a. Bill Statement Fee
- b. PrePaid Account Set-Up Fee
- c. PrePaid Account Funding Fee via Web
- d. PrePaid Account Funding Fee via Telephone
- e. Wireless Account Maintenance Fee
- f. State Regulatory Cost Recovery Fee or Percent of Call Cost
- g. Federal Regulatory Cost Recovery Fee or Percent of Call Cost
- h. Refund Processing Fee
- i. Other Fees

Answer #26. Current vendor does not charge County for these fees, any/all fees are passed on to consumer. Other fees collected by vendor is \$5.99 per remote video and \$.35 per message.

Question #27. Please provide a copy of the current inmate phone service agreement(s).

- Answer #27.** Pursuant to T.C.A. 10-7-503 (2) (A) All state, county and municipal records shall, at all times during business hours, which for public hospitals shall be during the business hours of their administrative offices, be open for personal inspection by any citizen of this state, and those in charge of the records shall not refuse such right of inspection to any citizen, unless otherwise provided by state law.
- Question #28.** Please provide the commission percentage currently received on inmate telephone revenue, an average of monthly commissions received over the past year from the current vendor, and copies of commission statements from the last six months.
- Answer #28.** Commission Percentage is 43.75%. See Attachment 1.
- Question #29.** Requirement 5.1, section J "Total Commission Amount" includes interstate calls while Requirement 5.2 excludes interstate calls from gross revenues. Please clarify, are interstate calls commissionable as part of this contract?
- Answer #29.** Yes, all revenue is commissionable, as well as remote video and messaging.
- Question #30.** Requirement 6.2.5 requires "5 public ATM kiosks..." while Requirement 6.2.15 state "Vendor must provide bill accepting kiosks (6)." Please clarify whether these sections are referring to deposit kiosks for the public, and please confirm the number required.
- Answer #30.** Public ATM kiosks are those where the public have access to placing money on inmate accounts via cash or card. We are requesting five public kiosks for our three correctional facilities and visitation center.
- Question #31.** We understand the current vendor utilizes the Knox County network for wireless devices. Please confirm that the incoming vendor will also be able to use the network for all wireless devices.
- Answer #31.** Not preferable, network infrastructure for wireless devices should be controlled and maintained by vendor.
- Question #32.** Would the County please provide the number of workstations being used for the existing JMS?
- Answer #32.** 200
- Question #33.** Please provide a breakdown of the following by pod/housing unit:
- Answer #33.** Number of beds in each unit – 1341 total beds (all units are not identical in numbers)
Number of phones required – 140 (approximately)
Number of kiosks required – 140 (approximately)
Number of video visitation units required – 11 (approximately)
- Question #34.** How many employees will be using the JMS system?
- Answer #34.** Approx. 1000
- Question #35.** Who is the current JMS vendor?
- Answer #35.** Knox County Information of Technology Department.
- Question #36.** Please name the vendors Knox County would like the JMS to interface to.
- Answer #36.** Dataworks (Mugshot and Fingerprint system), Knox County IT System (Justice Information Management System), VINE, ADSI.
- Question #37.** Does Knox County want to have data conversion included? If so, which vendor/s will the data be converted from?
- Answer #37.** Data conversion will be necessary from our County IT Departments JIMS. This would be in the form of an ORACLE Database transfer to defined tables that the vendor will access and retrieve from a specific server. Load Notes will be provided with definitions of data and triggers contained within.
- Question #38.** Does Knox County want NCIC functionality included?
- Answer #38.** Yes.
- Question #39.** How many booking positions does Knox County currently have?

- Answer #39.** We book between 25000 and 30000 per year, and have two locations (Intake (all new arrests) and Criminal Processing (cites/outstanding warrants, parole registration, sex offender registry) that staff approximately 15 positions.
- Question #40.** Who is the current Mugshot vendor?
- Answer #40.** Dataworks.
- Question #41.** Does Knox County want mugshot hardware?
- Answer #41.** If provided with JMS.
- Question #42.** Does the functionality in 6.1.12 need to be part of the JMS or can it be provided via the phone system?
- Answer #42.** This function must be included within the JMS along with inmate disciplinary module.



Matthew F. Myers, CPPO, CPPB
Deputy Director of Purchasing
Knox County Government

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Attachment 1



Monthly Commission Statement January, 2015

Statement Date: 2/11/2015

Knox County Detention
5400 Maloneyville Road Attn: Debbie Hodges
Knoxville TN 37902

Call Type	Payment Method	Total Calls	Total Minutes	Gross Revenue	Commission %	Commission Earned
Local	Collect	97	707	\$218.25	43.75%	\$95.48
	Prepaid Collect	4,865	43,608	\$10,946.25	43.75%	\$4,788.98
	Debit	9,375	84,385	\$21,093.75	43.75%	\$9,228.52
	Local Total	14,337	128,700	\$32,258.25		\$14,112.98
IntraLATA	Collect			\$0.00	43.75%	\$0.00
	Prepaid Collect	53	377	\$286.55	43.75%	\$125.37
	Debit	86	653	\$485.60	43.75%	\$212.45
	IntraLATA Total:	139	1,030	\$772.15		\$337.82
InterLATA	Collect	9	64	\$48.65	43.75%	\$21.28
	Prepaid Collect	100	738	\$554.00	43.75%	\$242.38
	Debit	66	433	\$338.60	43.75%	\$148.14
	InterLATA Total	175	1,235	\$941.25		\$411.80
Interstate	Collect	66	514	\$128.50	0.00%	\$0.00
	Prepaid Collect	664	5,390	\$1,131.90	0.00%	\$0.00
	Debit	935	6,388	\$1,341.48	0.00%	\$0.00
	Interstate Total:	1,665	12,292	\$2,601.88	FCC Regulation	\$0.00
International	Debit	2	20	\$15.00	43.75%	\$6.56
International Total:		2	20	\$15.00		\$6.56
Total Collect		172	1,285	\$395.40		\$116.77
Total Prepaid Collect		5,682	50,113	\$12,918.70		\$5,156.73
Total Debit		10,464	91,879	\$23,274.43		\$9,595.67
Total Prepaid Card				\$0.00		\$0.00
Grand Total		16,318	143,277	\$36,588.53		\$14,869.16

Commission Earned



Collect
Prepaid Collect
Debit

I certify that the information in this commission statement is accurate.

Amy Reeves
Amy Reeves, VP Finance

Accounting Manager: Jennifer Williams, 866.729.8352, x255 jwilliams@paytel.com

Sales Coordinator: Wanda Harden, 866.729.8352, x250 wharden@paytel.com



Monthly Commission Statement January, 2015

Statement Date: 2/11/2015

Knox County Jail Downtown
400 Main Avenue Attn: Debbie Hodges
Knoxville TN 37902

Call Type	Payment Method	Total Calls	Total Minutes	Gross Revenue	Commission %	Commission Earned
Local	Collect	18	141	\$40.50	43.75%	\$17.72
	Prepaid Collect	1,496	13,953	\$3,366.00	43.75%	\$1,472.63
	Debit	2,624	23,998	\$5,904.00	43.75%	\$2,583.00
	Local Total	4,138	38,092	\$9,310.50		\$4,073.34
IntraLATA	Collect	4	31	\$22.90	43.75%	\$10.02
	Prepaid Collect	15	110	\$82.75	43.75%	\$36.20
	Debit	14	84	\$67.90	43.75%	\$29.71
	IntraLATA Total	33	225	\$173.55		\$75.93
InterLATA	Collect	1	10	\$6.85	43.75%	\$3.00
	Prepaid Collect	8	70	\$49.80	43.75%	\$21.79
	Debit	37	276	\$206.45	43.75%	\$90.32
	InterLATA Total	46	356	\$263.10		\$115.11
Interstate	Collect	23	197	\$49.25	0.00%	\$0.00
	Prepaid Collect	124	1,009	\$211.89	0.00%	\$0.00
	Debit	302	2,227	\$467.67	0.00%	\$0.00
	Interstate Total	449	3,433	\$728.81	FCC Regulation	\$0.00
Total Collect		46	379	\$119.50		\$30.73
Total Prepaid Collect		1,643	15,142	\$3,710.44		\$1,530.62
Total Debit		2,977	26,585	\$6,646.02		\$2,703.03
Total Prepaid Card				\$0.00		\$0.00
Grand Total		4,666	42,106	\$10,475.96		\$4,264.38

Commission Earned



Collect
Prepaid Collect
Debit

I certify that the information in this commission statement is accurate.

Amy Reeves
Amy Reeves, VP Finance

Accounting Manager: Jennifer Williams, 866.729.8352, x255 jwilliams@paytel.com

Sales Coordinator: Wanda Harden, 866.729.8352, x250 wharden@paytel.com



Monthly Commission Statement February, 2015

Statement Date: 3/12/2015

Knox County Detention
5400 Maloneyville Road Attn: Debbie Hodges
Knoxville TN 37902

Call Type	Payment Method	Total Calls	Total Minutes	Gross Revenue	Commission %	Commission Earned
Local	Collect	76	639	\$171.00	43.75%	\$74.81
	Prepaid Collect	4,457	40,250	\$10,028.25	43.75%	\$4,387.36
	Debit	10,013	90,787	\$22,529.25	43.75%	\$9,856.55
Local Total		14,546	131,676	\$32,728.50		\$14,318.72
Intralata	Collect	1	10	\$6.85	43.75%	\$3.00
	Prepaid Collect	65	470	\$355.25	43.75%	\$155.42
	Debit	70	493	\$376.00	43.75%	\$164.50
Intralata Total		136	973	\$738.10		\$322.92
Interlata	Collect	1	2	\$2.85	43.75%	\$1.25
	Prepaid Collect	62	556	\$392.70	43.75%	\$171.81
	Debit	53	376	\$286.05	43.75%	\$125.15
Interlata Total		116	934	\$681.60		\$298.20
Interstate	Collect	50	319	\$79.75	0.00%	\$0.00
	Prepaid Collect	763	6,332	\$1,329.72	0.00%	\$0.00
	Debit	915	6,386	\$1,341.06	0.00%	\$0.00
Interstate Total		1,728	13,037	\$2,750.53	FCC Regulation	\$0.00
International	Debit	13	109	\$101.55	43.75%	\$44.43
International Total		13	109	\$101.55		\$44.43
Total Collect		128	970	\$260.45		\$79.06
Total Prepaid Collect		5,347	47,608	\$12,105.92		\$4,714.59
Total Debit		11,064	98,151	\$24,633.91		\$10,190.62
Total Prepaid Card				\$0.00		\$0.00
Grand Total		16,539	146,729	\$37,000.28		\$14,984.27

Commission Earned



Collect
Prepaid Collect
Debit

I certify that the information in this commission statement is accurate.

Amy Reeves

Amy Reeves, VP Finance

Accounting Manager: Jennifer Williams, 866.729.8352, x255 jwilliams@paytel.com

Sales Coordinator: Wanda Harden, 866.729.8352, x250 wharden@paytel.com



Monthly Commission Statement February, 2015

Statement Date: 3/12/2015

Knox County Jail Downtown
400 Main Avenue Attn: Debbie Hodges
Knoxville TN 37902

Call Type	Payment Method	Total Calls	Total Minutes	Gross Revenue	Commission %	Commission Earned
Local	Collect	2	9	\$4.50	43.75%	\$1.97
	Prepaid Collect	1,604	14,938	\$3,609.00	43.75%	\$1,578.94
	Debit	2,508	22,826	\$5,643.00	43.75%	\$2,468.81
Local Total		4,114	37,773	\$9,256.50		\$4,049.72
Intralata	Collect	4	33	\$23.90	43.75%	\$10.46
	Prepaid Collect	10	100	\$68.50	43.75%	\$29.97
	Debit	17	110	\$86.45	43.75%	\$37.82
Intralata Total		31	243	\$178.85		\$78.25
Interlata	Collect			\$0.00	43.75%	\$0.00
	Prepaid Collect	12	104	\$74.20	43.75%	\$32.46
	Debit	64	443	\$339.90	43.75%	\$148.71
Interlata Total		76	547	\$414.10		\$181.17
Interstate	Collect	25	192	\$48.00	0.00%	\$0.00
	Prepaid Collect	329	2,838	\$595.98	0.00%	\$0.00
	Debit	394	2,954	\$620.34	0.00%	\$0.00
Interstate Total		748	5,984	\$1,264.32	FCC Regulation	\$0.00
Total Collect		31	234	\$76.40		\$12.43
Total Prepaid Collect		1,955	17,980	\$4,347.68		\$1,641.37
Total Debit		2,983	26,333	\$6,689.69		\$2,655.34
Total Prepaid Card				\$0.00		\$0.00
Grand Total		4,969	44,547	\$11,113.77		\$4,309.13

Commission Earned



Collect
Prepaid Collect
Debit

I certify that the information in this commission statement is accurate.

Amy Reeves

Amy Reeves, VP Finance

Accounting Manager: Jennifer Williams, 866.729.8352, x255 jwilliams@paytel.com

Sales Coordinator: Wanda Harden, 866.729.8352, x250 wharden@paytel.com



Monthly Commission Statement March, 2015

Statement Date: 4/16/2015

Knox County Detention
5400 Maloneyville Road Attn: Debbie Hodges
Knoxville TN 37902

Call Type	Payment Method	Total Calls	Total Minutes	Gross Revenue	Commission %	Commission Earned
Local	Collect	104	755	\$234.00	43.75%	\$102.38
	Prepaid Collect	6,052	54,931	\$13,617.00	43.75%	\$5,957.44
	Debit	12,418	111,800	\$27,940.50	43.75%	\$12,223.97
	Local Total	18,574	167,486	\$41,791.50		\$18,283.78
Intralata	Collect	12	98	\$71.20	43.75%	\$31.15
	Prepaid Collect	165	1,333	\$971.75	43.75%	\$425.14
	Debit	188	1,429	\$1,062.30	43.75%	\$464.76
	Intralata Total	365	2,860	\$2,105.25		\$921.05
Interlata	Collect	2	10	\$8.70	43.75%	\$3.81
	Prepaid Collect	127	1,065	\$767.45	43.75%	\$335.76
	Debit	84	609	\$459.90	43.75%	\$201.21
	Interlata Total	213	1,684	\$1,236.05		\$540.77
Interstate	Collect	73	505	\$126.25	0.00%	\$0.00
	Prepaid Collect	824	6,944	\$1,458.24	0.00%	\$0.00
	Debit	1,276	9,558	\$2,007.18	0.00%	\$0.00
	Interstate Total	2,173	17,007	\$3,591.67	FCC Regulation	\$0.00
Total Collect		191	1,368	\$440.15		\$137.33
Total Prepaid Collect		7,168	64,273	\$16,814.44		\$6,718.34
Total Debit		13,966	123,396	\$31,469.88		\$12,889.93
Total Prepaid Card				\$0.00		\$0.00
Grand Total		21,325	189,037	\$48,724.47		\$19,745.60

Commission Earned



Collect
Prepaid Collect
Debit

I certify that the information in this commission statement is accurate.

Amy Reeves

Amy Reeves, VP Finance

Accounting Manager: Jennifer Williams, 866.729.8352, x255 jwilliams@paytel.com

Sales Coordinator: Wanda Harden, 866.729.8352, x250 wharden@paytel.com



Monthly Commission Statement March, 2015

Statement Date: 4/16/2015

Knox County Jail Downtown
400 Main Avenue Attn: Debbie Hodges
Knoxville TN 37902

Call Type	Payment Method	Total Calls	Total Minutes	Gross Revenue	Commission %	Commission Earned
Local	Collect	5	36	\$11.25	43.75%	\$4.92
	Prepaid Collect	1,434	13,443	\$3,226.50	43.75%	\$1,411.59
	Debit	2,617	24,308	\$5,888.25	43.75%	\$2,576.11
	Local Total	4,056	37,787	\$9,126.00		\$3,992.63
Intralata	Collect	5	50	\$34.25	43.75%	\$14.98
	Prepaid Collect	1	10	\$6.85	43.75%	\$3.00
	Debit	13	95	\$71.55	43.75%	\$31.30
	Intralata Total	19	155	\$112.65		\$49.28
Interlata	Collect			\$0.00	43.75%	\$0.00
	Prepaid Collect	77	643	\$463.95	43.75%	\$202.98
	Debit	52	298	\$245.20	43.75%	\$107.28
	Interlata Total	129	941	\$709.15		\$310.25
Interstate	Collect	46	364	\$91.00	0.00%	\$0.00
	Prepaid Collect	281	2,493	\$523.53	0.00%	\$0.00
	Debit	567	4,118	\$864.78	0.00%	\$0.00
	Interstate Total	894	6,975	\$1,479.31	FCC Regulation	\$0.00
Total Collect		56	450	\$136.50		\$19.91
Total Prepaid Collect		1,793	16,589	\$4,220.83		\$1,617.57
Total Debit		3,249	28,819	\$7,069.78		\$2,714.69
Total Prepaid Card				\$0.00		\$0.00
Grand Total		5,098	45,858	\$11,427.11		\$4,352.16

Commission Earned



Collect
Prepaid Collect
Debit

I certify that the information in this commission statement is accurate.

Amy Reeves

Amy Reeves, VP Finance

Accounting Manager: Jennifer Williams, 866.729.8352, x255 jwilliams@paytel.com

Sales Coordinator: Wanda Harden, 866.729.8352, x250 wharden@paytel.com



Monthly Commission Statement April, 2015

Statement Date: 5/15/2015

Knox County Detention
5400 Maloneyville Road Attn: Debbie Hodges
Knoxville TN 37902

Call Type	Payment Method	Total Calls	Total Minutes	Gross Revenue	Commission %	Commission Earned
Local	Collect	107	739	\$240.75	43.75%	\$105.33
	Prepaid Collect	6,859	61,169	\$15,432.75	43.75%	\$6,751.83
	Debit	13,094	117,371	\$29,461.50	43.75%	\$12,889.41
	Local Total	20,060	179,279	\$45,135.00		\$19,746.56
Intralata	Collect	13	102	\$75.05	43.75%	\$32.83
	Prepaid Collect	124	1,047	\$752.90	43.75%	\$329.39
	Debit	92	767	\$553.70	43.75%	\$242.24
	Intralata Total	229	1,916	\$1,381.65		\$604.47
Interlata	Collect	20	175	\$124.50	43.75%	\$54.47
	Prepaid Collect	86	730	\$524.10	43.75%	\$229.29
	Debit	106	737	\$564.60	43.75%	\$247.01
	Interlata Total	212	1,642	\$1,213.20		\$530.78
Interstate	Collect	62	455	\$113.75	0.00%	\$0.00
	Prepaid Collect	1,274	10,154	\$2,132.34	0.00%	\$0.00
	Debit	1,335	10,298	\$2,162.58	0.00%	\$0.00
	Interstate Total	2,671	20,907	\$4,408.67	FCC Regulation	\$0.00
Total Collect		202	1,471	\$554.05		\$192.63
Total Prepaid Collect		8,343	73,100	\$18,842.09		\$7,310.52
Total Debit		14,627	129,173	\$32,742.38		\$13,378.66
Total Prepaid Card				\$0.00		\$0.00
Grand Total		23,172	203,744	\$52,138.52		\$20,881.81

Commission Earned



Collect
Prepaid Collect
Debit

I certify that the information in this commission statement is accurate.

Amy Reeves

Amy Reeves, VP Finance

Accounting Manager: Jennifer Williams, 866.729.8352, x255 jwilliams@paytel.com

Sales Coordinator: Wanda Harden, 866.729.8352, x250 wharden@paytel.com



Monthly Commission Statement April, 2015

Statement Date: 5/15/2015

Knox County Jail Downtown
400 Main Avenue Attn: Debbie Hodges
Knoxville TN 37902

Call Type	Payment Method	Total Calls	Total Minutes	Gross Revenue	Commission %	Commission Earned
Local	Collect			\$0.00	43.75%	\$0.00
	Prepaid Collect	1,218	11,393	\$2,740.50	43.75%	\$1,198.97
	Debit	2,455	22,665	\$5,523.75	43.75%	\$2,416.64
	Local Total	3,673	34,058	\$8,264.25		\$3,615.61
Intralata	Collect	4	40	\$27.40	43.75%	\$11.99
	Prepaid Collect			\$0.00	43.75%	\$0.00
	Debit	3	8	\$9.55	43.75%	\$4.18
	Intralata Total	7	48	\$36.95		\$16.17
Interlata	Collect			\$0.00	43.75%	\$0.00
	Prepaid Collect	20	166	\$120.00	43.75%	\$52.50
	Debit	48	324	\$250.80	43.75%	\$109.73
	Interlata Total	68	490	\$370.80		\$162.23
Interstate	Collect	30	230	\$57.50	0.00%	\$0.00
	Prepaid Collect	207	1,812	\$380.52	0.00%	\$0.00
	Debit	410	2,773	\$582.33	0.00%	\$0.00
	Interstate Total	647	4,815	\$1,020.35	FCC Regulation	\$0.00
Total Collect		34	270	\$84.90		\$11.99
Total Prepaid Collect		1,445	13,371	\$3,241.02		\$1,251.47
Total Debit		2,916	25,770	\$6,366.43		\$2,530.54
Total Prepaid Card				\$0.00		\$0.00
Grand Total		4,395	39,411	\$9,692.35		\$3,794.00

Commission Earned



Collect
Prepaid Collect
Debit

I certify that the information in this commission statement is accurate.

Amy Reeves

Amy Reeves, VP Finance

Accounting Manager: Jennifer Williams, 866.729.8352, x255 jwilliams@paytel.com

Sales Coordinator: Wanda Harden, 866.729.8352, x250 wharden@paytel.com

Attachment 2

KNOX COUNTY**SHERIFF'S OFFICE****INMATE POPULATION HEADCOUNT FORM****RDWDF**

Date/Time: _____

	<u>RDWDF</u>	<u>1036</u>	<u>Comments</u>
Unit 1	Pod A (72) Medium Males	_____	_____
	Pod B (48) Mental Health/Pre-Disc Males	_____	_____
	Pod C (72) Disciplinary Males	_____	_____
	Pod D (48) AdSeg/Pre-Disc/PC Males	_____	_____
	Subtotal (240)	_____	_____
Unit 2	Pod A (72) GP Females	_____	_____
	Pod B (72) Pre-Class Males	_____	_____
	Pod C (72) Max/Pre-Class/Disc Females	_____	_____
	Pod D (72) Females Workers	_____	_____
	Subtotal (288)	_____	_____
Unit 3	Pod A (54) Heart Health Males	_____	_____
	Pod B (54) ITP and Minimum Males	_____	_____
	Pod C (54) Worker Males	_____	_____
	Pod D (54) Focus Program Males	_____	_____
	Subtotal (216)	_____	_____
Unit 4	Pod A (48) Minimum Males	_____	_____
	Pod B (48) Medium Males	_____	_____
	Pod C (48) Minimum Males	_____	_____
	Pod D (48) Medium Males	_____	_____
	Subtotal (192)	_____	_____
Unit 6	Pod A (40) Heart Health Females	_____	_____
	Pod B (12) Medical Males	_____	_____
	Pod B (8) Medical Females	_____	_____
	Pod C (40) Heart Health Males	_____	_____
	Subtotal (100)	_____	_____
	Housing Subtotal	_____	_____
	IRC Subtotal	_____	_____
	RDWDF Facility (1036 Capacity)	_____	_____
	KCWRC (90 Capacity)	_____	_____
	KCJ (215 Capacity)	_____	_____
	Inmates at Other Facilities (Hospital, etc)	_____	_____
	Grand Total (1341 Capacity)	_____	_____

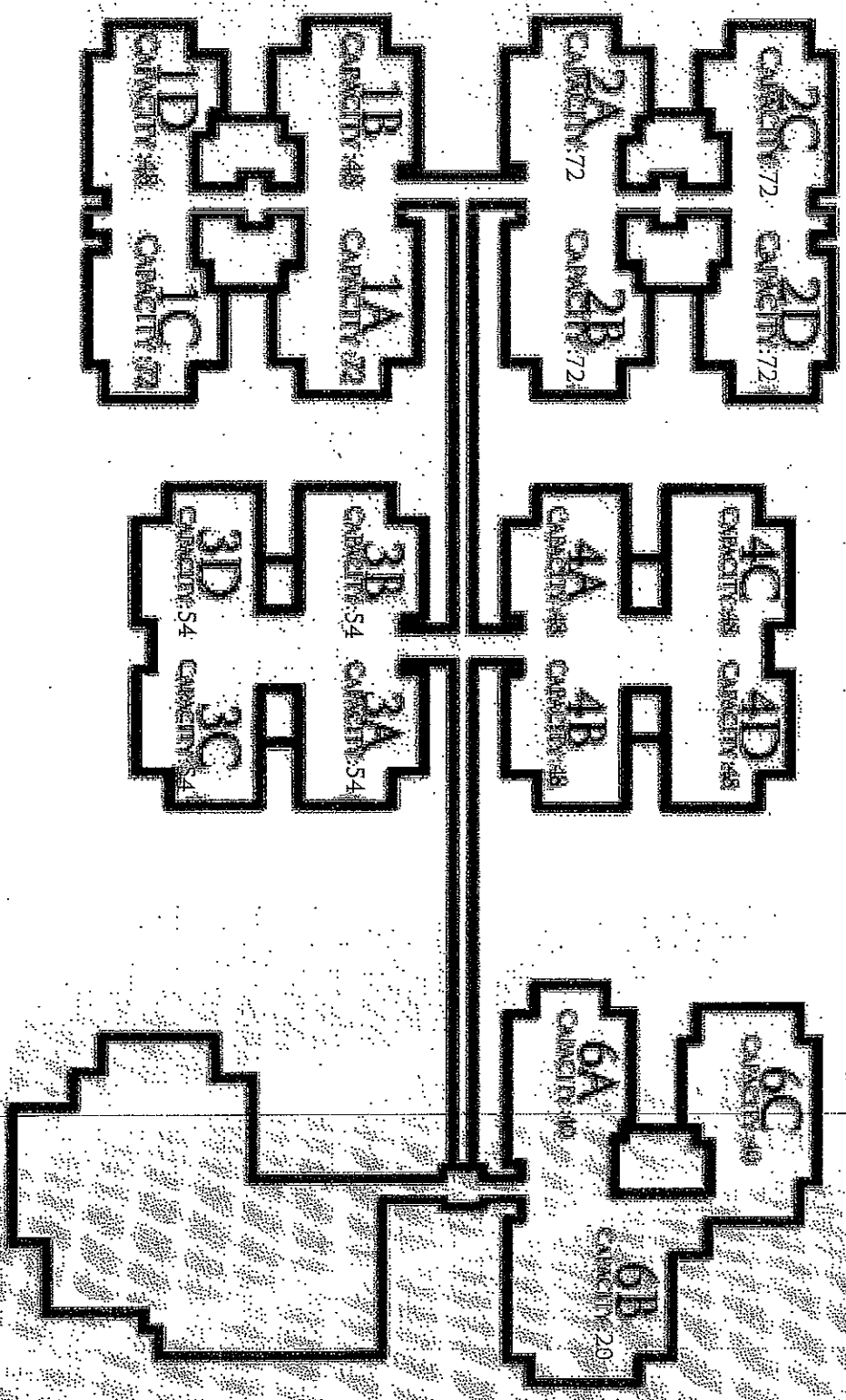
Comments: _____

Classification Officer: _____ Shift Commander: _____

RDUWDF

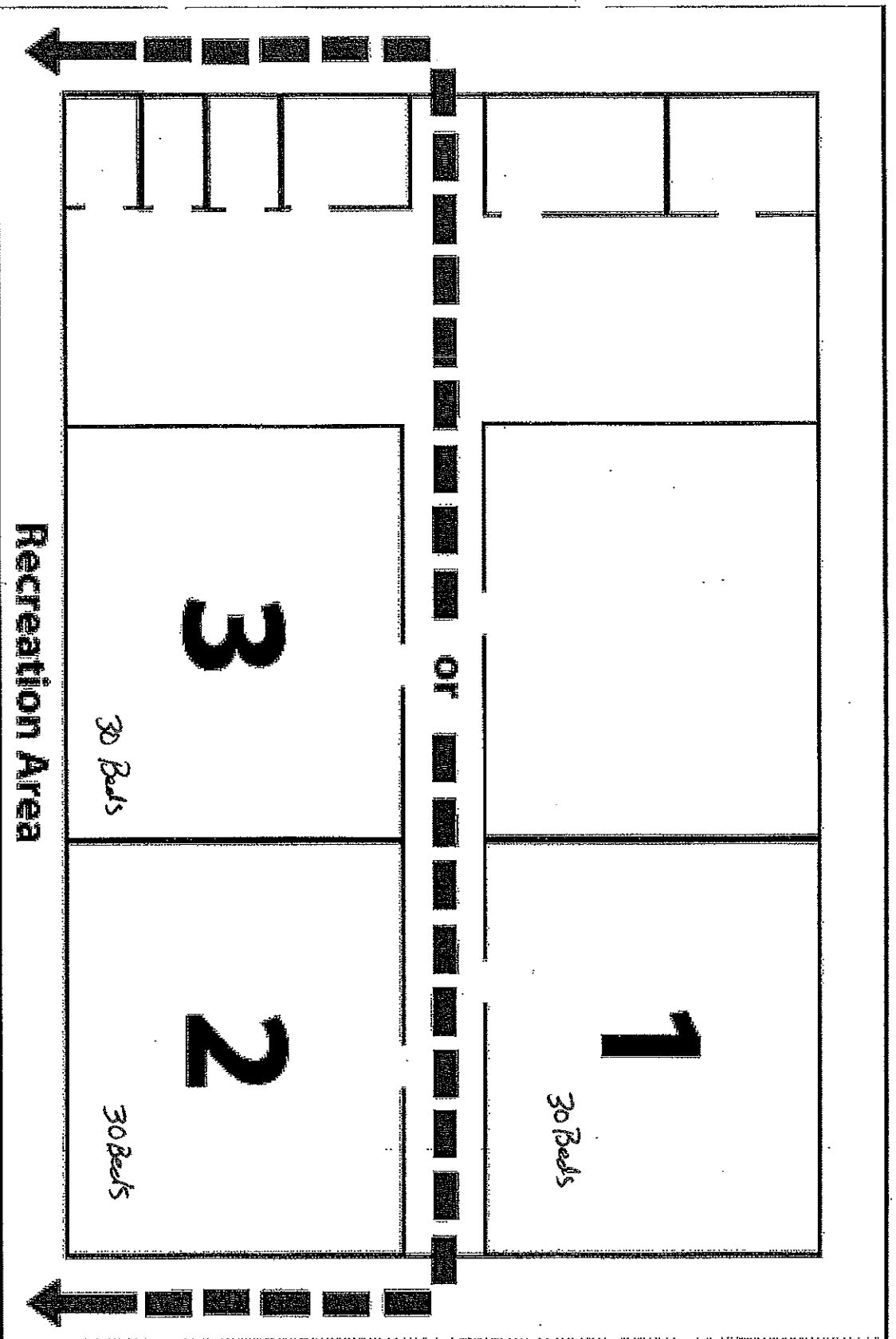
BED CAPACITIES

UNIT 1	UNIT 2	UNIT 3	UNIT 4	UNIT 6
A 24 CELLS B 24 CELLS C 24 CELLS D 24 CELLS	A 24 CELLS B 24 CELLS C 24 CELLS D 24 CELLS	A 24 CELLS B 24 CELLS C 24 CELLS D 24 CELLS	A 24 CELLS B 24 CELLS C 24 CELLS D 24 CELLS	A 24 CELLS B 16 CELLS & 4 WARD BEDS C 24 CELLS



EVACUATION ROUTES

KCWR



Jail Industries

Jail Annex

LEVEL 1



Knox County Sheriff's Office Corrections Division
KCJ Inmate Population Headcount

Date/Time: _____

Pod/Capacity	Pod Description	Occupants	Comments
1 Pod (20)			
2 Pod (20)			
3 Pod (20)			
4 Pod (12)			
5 Pod (20)			
6 Pod (16)			
7 Pod (20)			
8 Pod (8)			
9 Pod (14)			
10 Pod (7)			
11 Pod (20)			
12 Pod (20)			
13 Pod (3)			
15 Pod (10)			
	Housing Subtotal:		
	Holding Area:		
	At Other Facilities:		
	Facility Total		

Comments: _____

Officer's Signature: _____

Supervisor's Signature: _____

Attachment “B”

**Contractor’s Response to
Request for Proposal Number 2194
Dated June 15, 2015, modified by Letter dated
June 17, 2015 and Contractor’s Best and Final
Offer as attached**



SECURUS
Technologies

REQUEST FOR PROPOSAL NUMBER 2189
**INMATE COMMUNICATIONS
AND MANAGEMENT SYSTEM**

SECURUS

Technologies



We exist to
SERVE and
CONNECT
to make our
world safe.
(text box)

An RFP Solution Prepared for:
Knox County, Tennessee
Proposal Number 2189
Inmate Communication and Management
System
Thursday, June 18, 2015 @ 2PM

Presented to:
Matt Myers, CPPO, CPPB
Deputy Director of Purchasing
Knox County, Tennessee
Knox County Purchasing Division
1000 North Central Street, Suite 100
Knoxville, Tennessee 37917

Presented by:
Carol Roberts
Major Account Manager
Securus Technologies, Inc.
14651 Dallas Parkway, Suite 600
Dallas, Texas 75254

SECURUS

Technologies

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SECURUS

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PART I COVER LETTER

SECURUS

Technologies

PART I COVER LETTER

Cover letter authorizing the submission of the proposal signed by a principal of the company.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Please see the Securus Cover Letter for Knox County on the following page.

SECURUS

Technologies

June 15, 2015

Matt Myers
Deputy Director of Purchasing
Knox County
1000 North Central Street, Suite 100
Knoxville, TN 37917

Dear Mr. Myers,

Securus Technologies, Inc. appreciates the opportunity to submit our proposed solution. Our response shows that we completely meet or exceed all of the requirements set forth by Knox County's Inmate Communication and Management System RFP.

Securus has thoroughly reviewed the requirements set forth in this RFP and, as a result, has forged a strategic relationship with Tech Friends to assist in providing services inherent in this Response. Although Securus does retain the capability to perform all aspects of this Proposal, Securus recognizes the relationship and consistency it can provide with allowing the Knox County and its family, friends, and inmates to continue utilization of the services Tech Friends provides. As part of its agreement with Tech Friends, Securus will, also, look to improve upon some of the capabilities that exist today.

Perhaps more important than our ability to meet your technological, service and financial requirements is our ability to help Knox County meet your long term agency vision. Securus recognizes that Knox County values the vital aspects of:

- The most advanced technology, equipment and software (40 Points)
- Solid disaster recovery and data storage (20 Points)
- Proposed call rates and commission/cost to Knox County (20 Points)
- Industry experience with capabilities to handle scope of Knox County project (10 Points)
- Efficient and easy to use platforms that benefit the facility from an operational standpoint (10 Points)

The following provides a concise overview of why Securus is best suited to meet and exceed all the established criteria as outlined in Knox County's RFP.

Most Advanced Technology, Equipment and Software (40 Points)

With almost thirty years of experience serving law enforcement and corrections, Securus is the preeminent developer of software in the industry, with 147 patents and over 80

patents pending. In fact, many of our competitors pay royalties to Securus to utilize our technology. Securus commits to provide the most current, state-of-the-art technology to our clients, with significant upgrades implemented three to four times a year. These upgrades are provided to our Secure Call Platform at no cost to the County during the term of this contract.

We realize it is no longer enough to simply process phone calls through an inmate telephone system. Securus applications go well beyond a 'phone on the wall'. Applications include:

INMATE COMMUNICATIONS INCLUDING KIOSKS, TABLETS, ELECTRONIC MESSAGING, AUTOMATED INFORMATION SYSTEMS (AIS) AND VIDEO VISITATION

A decade ago it was hard to imagine your correctional facility would need anything other than a telephone on the wall to handle inmate communications. What was difficult to predict then, is absolutely critical now. Your inmates need to engage with technology of all types to ensure they are equipped with the skills needed to return to life on the outside. Your staff needs technology that automates their operations and frees them up to focus their efforts on their primary job of maintaining safety and security within the jail. Better technology is no longer a nice-to-have... it's a must-have.

Through its strategic partnership with Tech Friends, Securus commits to, not only providing the most advanced technology in the industry, but, also, allows Knox County to benefit from a familiar platform with which to utilize

While technology and procedures evolve, Securus' mission and approach have always been built on a foundation of continuously and proactively seeking out and delivering new valuable solutions to our customers. Every communication connection we build is designed to improve the safety of your staff, inmates, and constituents while making life simpler for inmates and their family members. This thinking permeates all we do. Other competitors try to replicate what we do, but our forward-thinking approach just can't be found anywhere else.

INMATE MANAGEMENT SYSTEM AND EMERGENCY MEDICAL RECORD (EMR)

The corrections industry has traditionally been limited to software products that have lagged years behind the commercial market. Most corrections software looks, feels, and performs like software that was developed utilizing tools, designs and standards available 10 years ago. XJail is different. It is a powerful suite of fully integrated inmate and facility management features developed within the latest Microsoft .Net environment. Users immediately recognize a familiar feel, flow, and layout to the XJail design prevalent among the best of today's desktop software and websites.

XJail is the evolution of jail management software, breaking the stereotype of software as simply providing a place for the tedious entering and updating of information. Time and

task management by individual users is automated by proactive notifications of pending items, scheduled tasks, inmate activities, alerts/alarms, timers and more.

XJail's logical software design provides an environment that compliments work flow rather than interrupt it. Pertinent information is automatically provided to the user as needed or easily requested through simple, intuitive inquiries and reports. XJail's deployment options provide flexibility to meet the needs of single facility, multiple facility and multiple agency (data sharing) configurations and easily integrates into any GJXML compliant network. Best of all, XJail is fully integrated with Securus' SCP call management system to assure seamless Jail Management/Call Management operations.

INMATE BANKING/ TRUST ACCOUNT MANAGEMENT

As we recognize the exceptional work currently done by Tech Friends at Knox County, Securus choose to partner with them to offer a combined solution that will meet and exceed all of the RFP requirements. The Tech Friends system will provide secure, auditable tracking of all transactions and will deliver in confidence in inmate driven financial transactions while providing a known platform Knox County already is familiar with.

Disaster Recovery/ Data Storage (20 Points)

Securus' SCP provides facilities with one of the most advanced systems in the industry and is built to meet any facility's disaster recovery needs through our redundant Class IV data centers.

Securus has an established field support department with more than 150 field service associates supported by a centralized field dispatch team in support of our national customer base. The field service technicians (FST) are strategically positioned to support ongoing maintenance as well as any disaster recovery situation. The FSTs are trained and provided with disaster recovery processes, plans and checklists and are supported by centralized technical resources and engineering to expedite repairs and minimize downtime. Our technicians in Tennessee are experienced and capable of responding immediately to any situation.

During a disaster, Securus' SCP provides a unique set of features that uses advanced technology to store offender call recordings. Traditional premises based calling platforms use local hard drives that may simply fail and are susceptible to local disasters such as floods, tornadoes, hurricanes and fires. This created a need for manual backup schemes that are no longer necessary with SCP. Securus' hosted infrastructure removes the liability and stress associated with manual back up and single point of failure. SCP uses a high-speed special purpose network called a Storage Area Network (SAN) that interconnects different kinds of mass storage and shared storage devices (such as disk arrays, tape

libraries, optical jukeboxes, etc.) with associated data servers. Furthermore, the hosted platform enables network operations technicians to easily replace any necessary parts from a centralized location often restoring service before our customers ever know there is a problem.

Securus has been an inmate communications provider to local, regional and DOC facilities for many years and is highly experienced with the issues specific to the state of Tennessee. We currently serve 39 facilities in the state of Tennessee including the Sumner County Sheriff's Office, the Carroll County Sheriff's Office, the Hamblin County Sheriff's Office, the Sullivan County Sheriff's Office, and the Hamilton County Sheriff's Office. Our experienced field technicians provide excellent service to our Tennessee accounts.

Proposed Call Rates and Cost to Knox County (20 Points)

Securus is proud of our comprehensive solution that fully incorporates all the requirements of the County for Inmate Communication and Management System. This fully compliant Proposal provides the County with an ability to receive vital services with a generous increase in commission to the County. Securus commission programs are much more than just comparing the commission percentages offered by various competitors. It starts with an understanding of priorities and includes a review of the definition of commissionable revenue and the ability to create and increase commissionable calls, in addition to the commission percentage. The Securus proposal provides Knox County with cost free options to provide the services you need for your facility and your community.

OUR REPORTING-ACCURACY IS VITAL

We pay commission on gross revenue – our reputation and stellar history on passing audits is your security that you won't be shorted on commissions. We are the only inmate telecommunications provider that is Sarbanes-Oxley Section 404 compliant, and we are the only provider to have completed an American Institute of Certified Public Accountants Statement on Auditing Standards No. 70 Type 2 Certification (SAS – 70, Type 2). These two distinctions show that we have passed rigorous testing by independent auditors on internal controls and reporting capabilities to insure our investors and customers that we have appropriate controls in place to provide necessary safeguards on the accuracy and security of information that we manage and produce. Securus adheres to all truth in billing laws.

CALL COMPLETION-MORE IMPORTANT THAN COMMISSION PERCENTAGE

Our size and years of experience in this industry has allowed us to create a leading program to help you generate higher call volumes. We believe our options will greatly

increase call volumes for the Knox County Sheriff's Department. The following table provides an overview on the key components of our call completion program.

Feature	Means to Knox County
More billing agreements with local exchange carriers than any other inmate phone provider (Note: Industry leader)	We can connect more collect calls so that your public does not have to set up accounts in order to receive calls from inmates. With short stay inmates, they can bond out or connect without delay. This helps you capture calls you would not receive if the called party had to first set up an account. More calls = higher commissions and more opportunities for inmates to bond out.
More billing arrangements with alternative local service providers than any other inmate phone provider (Note: Industry leader)	See above – even if a home telephone is not served by a traditional local exchange carrier, we can still provide collect calls. More calls = higher commissions.
<p>Convenient points of sale and cost-effective terms for pre-paid friend and family accounts:</p> <ul style="list-style-type: none"> • 24x7x365 U.S. based customer service center to set up accounts • Dedicated sales agents to help subscribers set up accounts • In-lobby kiosks • Web-site can take funding • Over 68,000 Western Union locations • Automated option to fund on calls or visits to jail • Multiple phone numbers apply to a single account • Always offer a no transaction fee option for budget conscious subscribers • Low \$25 minimum account size for called parties that desire additional convenience 	By making it convenient and easy to fund, we create more accounts. We use our own customer service representatives to help callers set up accounts – we don't outsource this experience- we find our associates are 10-15% more effective in setting up accounts than outsourced call agents. Don't have cash? You can fund at any Western Union location. We recognize the added economic pressures that face inmates and their friends and family members, so we can make available no minimum account size and no transaction fee options for funding accounts. The ability to put multiple telephone numbers on a single account makes it much easier for families to manage their calls. More convenience = quicker funding = higher commissions
Advanced credit scoring allows up to \$900 of credit to collect call accounts	We don't limit calling to credit worthy parties – so you can benefit from additional call

	completions.
<p>Convenient points of sale and cost-effective terms for pre-paid inmate accounts:</p> <ul style="list-style-type: none"> • Pre-paid cards where you determine the value on the card • Debit calling with commissary and JMS integration • Pre-paid card vending machines 	<p>Pre-paid options available to inmates allow them to determine who they call. We find that by providing calling plans for inmates, we can increase overall call volumes by 10-20%. Our integration capabilities with other service providers make it simple for you to implement these options reducing staff workload.</p>
<p>Marketing campaigns to help you grow call volumes (Note: Industry leader)</p> <ul style="list-style-type: none"> • Instant Pay • Dialer campaigns • Live agent campaigns • In-facility material to promote calling options 	<p>Need to connect to a wireless number? No problem, our patented process allows us to do this and then market to the end-user the advantages of setting up an account. Running low on funds? We'll let you know about it so you can replenish your account so you don't miss a call.</p>

Experienced Provider with Capabilities to Handle Scope of Knox County Project (10 Points)

Securus has been dedicated to providing inmate communication service for correctional facilities for more than 28 years. You need a partner who understands both your facility operation and the needs of your constituents. You need an operationally efficient system and supporting processes, and you need to make sure inmates and their friends and families are treated with care. We understand this and want to highlight the following features and benefits of our capabilities:

Feature	Means to Knox County
28 years of dedicated service to correctional facilities (Note: Industry leader)	We understand your needs and have developed platforms and processes that help you run an efficient operation, that relieve the burden on staff, and that satisfy inmates and their friends and family members.
More than 147 patents with more than 80 patents pending	Our patent portfolio is second to none. We're committed to using technology to help you safeguard your public and

Feature	Means to Knox County
(Note: Industry Leader)	prevent and solve crimes. By our count, the rest of the industry combined has fewer than 20 patents. Use our technology to improve your operation – don't settle for inferior copies.
2,600 + Secure Communication Platform (SCP) installations (Note: Industry leader)	You get assurance that our system works and has been load tested. Gain valuable investigative information by sharing communication data with other correctional facilities in your area, if you so desire.
In-sourced 150+ associates support a Call Center for friend and family support (Note: Industry leader)	Securus is unique among national competitors in that we operate our own call center. We don't out-source our customer experience. We find our end-user satisfaction ratings improve 22% when they use our call center. Providing good service to your constituents cuts down on complaints and provides a better experience for all, including Jail staff. We are available to serve callers 24 hours a day.
24 x 7 x 365 Network Operations Center and Technical Support Center	You're open around the clock and so are we. We can find and fix problems before you are aware of them and we're here to help you with your questions and requirements whenever you need us.
Approximately 1,000 employees (Note: Industry leader)	We have the largest employee base in the industry to better serve you and to make sure we continue to lead with enhanced technology.

ADVANCED AND UPGRADABLE CALLING PLATFORM

We are proposing to install our Secure Call Platform (SCP) system. Based on market coverage, this is the most popular system in the industry today. Our centralized architecture and packet based design creates the optimum combination of performance, quality, security, and end-user control on the market. The system is fully loaded with our industry leading patented technology and is virtually future proof and scalable. We've invested over \$120M in the design, capacity and built-in redundancy system.

Feature	Means to the Knox County
Centralized architecture	We can enhance our system quickly and cost effectively. We release updates to the system three to four times each year so you are assured your system is future proof and that you always have access to leading technology.
Remote access	Investigators can access the system remotely to monitor calls and work on reports.
Premium digital quality	Call quality is superior to that of analog-based systems. This is essential in high noise environments. The digitalized call allows us to better recognize background conversations and call security issues and produces a better call experience for users and investigators. Security is enhanced and end-users report higher satisfaction.
Remote monitoring from 24x7x365 Network Operations Center	We monitor system performance around the clock and can recognize and correct problems before you are aware of them. Downtime is measured in minutes vs. hours typical of premise-based systems. Inmates and staff stay content.
Advanced call recording management	Our patent pending technology combines audio data and call information in-memory and writes to disk in a continuous data stream. Recordings become locked and un-editable. This guarantees that the recording is admissible in legal proceedings. Storage policy is strictly maintained by protocol and completed without human intervention.

INDUSTRY-LEADING INVESTIGATIVE CAPABILITIES

You need to make sure that the provider you select can offer you a system that allows investigators to work with visits to identify, prevent, and solve criminal activity. Our Secure Call Platform (SCP) combines Securus' industry -leading patent portfolio with our industry -leading market coverage to create the perfect system for investigative activities. Based on our understanding, each year our platform prevents and solves more crime than any other platform on the market.

Efficient Platforms that Benefits the Facility from an Operational Standpoint (10 Points)

Securus' systems have been developed with input from certified jail managers from across the United States. Our technology is designed to address the personnel challenges faced by agencies nationwide. In addition to the primary efficiencies realized through the automation and integration capabilities of the SCP, Securus has additional technologies, such as AIS, which can automate responses to repetitive questions to staff from inmates and the community to save significant staff time which can be reallocated to more important command and control functions.

Our investigative technology allows investigators to save time by expediting the review of recordings and providing targeted leads through the use of data analytics. These tools used in combination have shown a proven increase in investigative return for our customers.

Through integrations and automations in money handling, PIN assignment, investigations and question responses, Securus can save Knox County staff valuable time and enhance the overall operation.

SECURUS AT A GLANCE

Nearly **3,000**
agencies and
correctional facilities

1 MILLION
inmate calls
connected every day

99.9% network
uptime

Almost **200**
patents issued and
pending

More than **1,000**
employees

98%+ customer
retention rate

\$200,000,000
average investment
in new technology
each year

CONCLUSION

We want to be the Knox County Sheriff's Department's chosen partner and believe that we have answered all your questions and provided you the information you need to make an informed decision.

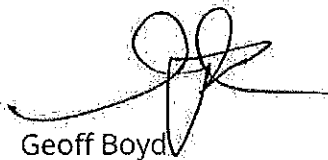
If you chose Securus you'll get:

- The leader in terms of experience, capabilities, technology, and customer service.
- The leading telephone platform available on the market today as well as a commitment to keep Knox County's known partner Tech Friends involved.
- The dedication of approximately 800 Securus associates to exceed your expectations.
- A partner who understands your needs and has the resources and commitment to meet your changing needs in the future.

On behalf of more than 1,000 Securus associates dedicated to meeting the needs of our customers, thank you for considering our response and proposed solutions. Please do not hesitate to contact me if you have any questions or would like to discuss this information further.

We sincerely thank you for this opportunity and respectfully request the privilege of forging a long term, mutually beneficial relationship with the Knox County Sheriff's Department and your community.

Sincerely,

A handwritten signature in black ink, appearing to read 'Geoff Boyd', with a stylized flourish extending to the left.

Geoff Boyd
Chief Financial Officer
14651 Dallas Parkway, Suite 600
Dallas, Texas 75254
972-277-0300
BPickens@securustechnologies.com

PART II PROPOSER INFORMATION

SECURUS

Technologies

PART II PROPOSER INFORMATION

Name of Company, Address, Telephone Number, Fax Number, Contact Person, E-mail Address of Contact Person, Knox County Vendor Number, Copy of Knox County Business License (if applicable), Federal Tax Identification Number (EIN), Federal Communication Commission Number (FCC, if applicable), Acknowledgement of Addenda (if issued)

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Name of Company: Securus Technologies, Inc.

Address: 14651 Dallas Parkway, Suite 600, Dallas, Texas 75006

Telephone Number: 972-277-0300

Fax Number: 972-277-0514

Contact Person: Robert E. Pickens, President

E-mail Address of Contact Person: bpickens@securustechnologies.com

Knox County Vendor Number: 38232

Copy of Knox County Business License (if applicable): n/a

Federal Tax Identification Number (EIN): 75-2722144

Federal Communication Commission Number (FCC, if applicable): 0019009349

Acknowledgement of Addenda (if issued):

Securus Technologies, Inc. hereby acknowledges receipt of the following addenda:

Addendum 1, issued by Knox County, Tennessee on June 12, 2015

SECURUS

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PART III INDUSTRY EXPERIENCE

SECURUS

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PART III INDUSTRY EXPERIENCE

Detail your company experience

- **Years in Prison Industry**
- **Number of Facilities under Contract and Geographical Locations**
- **Total Inmate Population under Contract**
- **References (see Attachment A)**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Years in Prison Industry:

Securus has been in the inmate telephone service business for over 25 years. Securus Technologies, Inc.'s predecessor companies began operations in 1987. Tele-Matic Corporation, which later became T-Netix, Inc., grew initially as a result of consolidating the operations of 8 affiliated inmate telephone service providers and acquiring the assets of two other firms. T-Netix's focus was on providing technology driven inmate telephone products and services. It led the industry by introducing the first systematic fraud control applications that addressed the US Department of Justice's mandates regarding prison originated credit card calling and three-way calling schemes.

Traveling along a parallel path, in 1997 Evercom Systems, Inc. was founded and acquired the assets of several legacy inmate telephone service providers. After completing the acquisition of T-Netix, in 2004 Securus Technologies, Inc. was created as the parent company of Evercom Systems and T-Netix. In the coming years their respective products, services and operations were rapidly and seamlessly merged and integrated.

Number of Facilities under Contract and Geographical Locations:

Approximately 2,600 facilities in 47 states. 39 in Tennessee.

Total Inmate Population under Contract:

Close to 1,000,000.

References (see Attachment A):

Please see Attachment A.

SECURUS

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PART IV INMATE MANAGEMENT SYSTEM

SECURUS

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PART IV INMATE MANAGEMENT SYSTEM

Detail proposed software and hardware required as per Section 6.1.

Detail each Subsection as to your company's ability to provide the requirements. If

Subsection is under development, detail when it will be available and any required testing.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

6.1 INMATE MANAGEMENT SYSTEM: KCSO requires a comprehensive Inmate Management System that provides detailed data entry screens and the ability to easily retrieve data with user-friendly reports. This system shall be configured to meet all applicable American Correctional Association (ACA), Tennessee Corrections Institute (TCI), and Prison Rape Elimination Act (PREA) standards in order to achieve and maintain compliance. Include user-customizable report header image for KCSO logo.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Archonix XJail system is a comprehensive solution for jails and prisons to manage their workflows, adhere to policies and procedures which maintain compliance with jail standards. XJail is a proactive system that alerts/warns operators of pending tasks and actionable data to truly automate the workflow process and avoid issues before they can occur... XJail is developed with current information management and technical needs in mind. Below is a screen shot of the booking screen.

The screenshot displays the Archonix XJail booking interface. The top menu bar includes File, Edit, View, Utilities, Reports, Tools, and Help. Below the menu is a toolbar with icons for Preview, Print, Attach, Chat, and a set of navigation buttons: Home, Inmates, Reports, Others, and Design. A left-hand sidebar lists various system modules with counts, such as Call Transfers (2), Incomplete Bookings (3), New Bookings (0), and IQ (102). The main window is titled 'SMITH, ANWAR' and contains a form for inmate data entry. The form is organized into several sections: Personal Information (Last, First, Middle, Suffix, DOB, Age, Height, Weight, Eye Color, Hair Color, Sex, Race, Ethnicity), Address Information (International Address, Homeless, U.S. Citizen, Phone, Residency, County, E-Mail), ID Numbers (DL#, AR#, FBI#, SBI#, Public Access Information), and Associates (Condition/Handicap, Comments, Employer, Attorney, Languages, Education, Notification, Phone Numbers). The form also includes fields for Birth Country, State, City, County, Marital Status, Religion, Handedness, DNA Taken, and Military Veteran status. A 'No Bond has been set' message is displayed at the bottom. The bottom right corner features 'Save & Print', 'Save', and 'Close' buttons.

Personal Information	
Last	SMITH
First	ANWAR
Middle	S
Suffix	I
DOB	01/27/1985
Age	26
Height	5'07"
Weight	175
LBS	
Eye Color	Brown
Hair Color	Black
Sex	Male
Race	Black-origins of Africa
Ethnicity	Not of Hispanic Origin

Address Information	
International Address	
Homeless	<input checked="" type="checkbox"/>
U.S. Citizen	<input checked="" type="checkbox"/>
Phone	(222) 222-2222 x2222
Resident	Resident
County	Richmond Co
E-Mail	ss@ys.com

ID Numbers	
DL#	AR
FBI#	
SBI#	
Public Access Information	All Information is Public

Associates	
Condition/Handicap	
Comments	
Employer	
Attorney	
Languages	
Education	
Notification	
Phone Numbers	

Additional Info	
Birth Country	SOUTH VIETNAM
State	
City	PHILA
County	
Marital Status	Married
Religion	Jewish
Handedness	Right Handed
DNA Taken	02/20/2012
DNA Taken By	
# Children	
# Sisters	
Military Veteran	<input type="checkbox"/>
Caution	<input type="checkbox"/>

No Bond has been set

Save & Print Save Close

6.1.1 Intake/Release/Property

- * System will allow for electronic documentation of admission, initial processing and release of inmates**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail provides electronic documentation of processing and activities during an inmates' incarceration. From admission through release, the process is automated and documented with custom workflows, electronic forms, scheduled tasks and much more. Forms such as the inmate screening form are created to mirror KCSO forms. Electronically, the main Booking module of XJail consists of inmate booking, release, sentence management, bond payment, inmate screening and inmate billing.

- * System will allow for detailed documentation of property taken and stored for inmates. This information will include detailed description, location and method of storage.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The XJail Property Module is used to record all property received from (or for) an inmate and includes detailed descriptions, location and method of storage. The property modules also provide the ability to capture and store images of inmate property.

- * System will integrate with inmate trust account to document any monies entered into the system.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail provides the ability to enter monies along with other property at time of receipt of property. A Tech Friends interface is included with our proposed solution.

- * System will allow for scanning of documents.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Scanned images, pictures, and files may be attached to an inmate's record using the Document Management module. These attachments are then available to those with proper authorization to view the attachments. The County is responsible for purchasing a scanner, printer, print media and any additional hardware required for the capture and printing of documents.

- * **System will integrate with agency Mugshot system and place current photo of inmate on each reference screen or report.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The XJail Mugshot Module is used to record pictures of an inmate and includes pictures of an inmate's scars, markings, and tattoos. The module includes mug shot lineups, search – based on physical characteristics and printing of labels, identification cards, and wrist bands. Three Sony video cameras utilized for capturing images are included in our proposed offering.

- * **System will allow for inmates to interact with system to issue receipt or return of property via signature pad and/or biometric verification.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail integrates with digital signature pads to allow inmates and officers to electronically sign documents and with fingerprint readers for biometric verification.

- * **System will have a method of notifying designate persons when a specific inmate has been admitted via email or text..**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The XJail advanced notification functionality provides the ability to configure notifications related to specific inmates, types of inmates and other data "triggers" associated with data fields throughout XJail.

6.1.2 Facility Issued/Returned Property

- * **System will allow for issuance of facility issued property to each newly admitted inmate.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The XJail Property Module provides the ability to issue, manage (update) all facility property that is issued to inmates.

- * **System will allow for inmates to interact with system to accept issued property via signature pad and/ or biometric verification.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail integrates with digital signature pads to allow inmates and officers to electronically sign documents.

- * **System will integrate with the inmate banking system to levy intentional vandalism/destruction cost as determined by KCSO**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Archonix XJail provides for all of the features identified above for Facility Issued/Returned Property, except for a levy to be issued due to intentional vandalism/destruction, which would be part of the Tech Friends interface. Development to provide this feature, including the standard Tech Friends interface is included in our proposed solution.

6.1.3 Classification

- * **System will allow for Initial Classification Screening**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail provides the ability to classify inmates using the current KCSO classification in electronic form format. Classification officers have a task manager that notifies them of inmates that need to be classified or reclassified.

- * **System will maintain classification status and alert agency when reclassification needs arise.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail maintains classification status and displays it on screens throughout the XJail environment so users are always aware of an inmate's classification. XJail will create a task for Classification personnel when a re-classification is needed/triggered.

File Edit View Utilities Reports Tools Help

ALERTS Home Inmates Reports Others Design

last, first
Carry, Maria
test, bond
test, new
SMITH, SANNY B
SINGH, JR, ROBIN
SAMUEL, JR, MANI
MANISH, JAIL, TE
TEST, MANISH S
SMITH, BRIAN RA
STEPHEN, JR, FLE
DELTA, JR, MAXI A
LAST, JR, MAXI 23
LAST, JR, MAXI 56
DESAI, JR, MAXI 23
FLAM, Sr, ALEX B
FLEM, Jr, ALEX S
FLAM, Jr, ALEX A
RICHARD, JR, MAX
FLEMING, Sr, AL
PONTING, JR, PRII
ZENDER, JR, PRII
ZENDAR, JR, PRII
ZANDER, Jr, ALEX

Task Manager
Notifications
Report Approval
Scheduling

Name: SMITH, ANWARS Score: 14 Classification: MEDIUM

Severity of Current Offense
7 Highest
5 High
2 Moderate
0 None or Low

Comment

Serious Offense History
7 Highest
4 High
1 Moderate
0 Low

Comment

Escape History
7 Escape or Attempt
4 Escape Minimum (Past Year)
2 Walk Away/Fail to return
0 No Escapes or Attempts

Comment

Summary of Questions 1 to 3 SubTotal 11

Institutional Disciplinary Level
3 One or More Violations
1 Minor With No Major Violations
0 None

Comment

Prior Felony Convictions

File Edit View Utilities Reports Tools Help

ALERTS Home Inmates Reports Others Design

last, first
Carry, Maria
test, bond
test, new
SMITH, SANNY B
SINGH, JR, ROBIN
SAMUEL, JR, MANI
MANISH, JAIL, TE
TEST, MANISH S
SMITH, BRIAN RA
STEPHEN, JR, FLE
DELTA, JR, MAXI A
LAST, JR, MAXI 23
LAST, JR, MAXI 56
DESAI, JR, MAXI 23
FLAM, Sr, ALEX B
FLEM, Jr, ALEX S
FLAM, Jr, ALEX A
RICHARD, JR, MAX
FLEMING, Sr, AL
PONTING, JR, PRII
ZENDER, JR, PRII
ZENDAR, JR, PRII
ZANDER, Jr, ALEX

Task Manager
Notifications
Report Approval
Scheduling

Task: SMITH, ANWARS

Prior Assaultive Felony Convictions Yes No

Current Offense Assaultive Felony Yes No

Escape History (Secure) Yes No

Behavior Problems Yes No

Known Past/Present Inst. Behavior Problems Yes No

3 or more Prior Felony Convictions (5 yrs) Yes No

Override Assignment: (circle) 1 2 3 4 5 6 7 8 9

Override Reason:

Detainer, Warrants or Pending Charges Yes No

Save Close

11:31:20 J Property Booking successfully saved as Inmate # - 00026902 and Receipt # - 12-00037

- * **System will allow for Classification Override**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Xjail Classification module allows for overriding of the recommended classification.

- * **System will allow for a defined set of alerts to be placed on inmates that are visible to other staff.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The alerts feature allows the facility to created unlimited alerts for inmates which can be shared with other Archonix product suites, like EMR. Additional functionality allows for property and address alerts.

- * **System will allow reports to be generated that will give the user information regarding alerts, custody level statistics.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Xjail includes numerous reports including classification-specific reports regarding custody levels. The Xjail Dashboard can also be used for at-a-glance review of current custody levels.

6.1.4 Inmate Worker

- * **System will allow for notification of inmates who require worker assessment.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- * **System will provide a report as needed of those inmates who have been assessed and cleared for work status.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- * **System will provide a method for inmate sentence reduction credits; inmates will utilize signature pad and/biometric verification of daily work assignment/participation.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Archonix Xjail provides for inmate sentence reduction credits through signature pad and/biometric verification of daily work assignment/participation.

- * **System will provide reports as needed indicating worker statistics.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Development of standard worker statistic reports is included in our proposed solution.

6.1.5 Prison Rape Elimination Act (PREA)

***System will assist staff in indicating what inmates have successfully completed PREA training/education**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The XJail Programs Module is used to create a program, schedule meetings or classes, manage inmate program eligibility, track attendance and verify compliance with court ordered programs.

*** System will provide a means to interview inmates by an itemized set of PREA questions and score the questions according to PREA standards. This area of the system will be restricted to only authorized personnel**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail provides the ability to develop forms with a quick and easy 'drag and drop' functionality of the software. Jails have the ability to select fields, add tables, modify tables and add labels.

*** System will provide a report that shows statistics on all PREA activities.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

*** System will provide a 30 Day PREA Reassessment Report**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail provides for Prison Rape Elimination features as described above.

The Prison Rape Elimination Act of 2003 (PREA) requires all confinement facilities to achieve **total** PREA compliance to **prevent, detect, and respond** to sexual abuse.

Securus has teamed up with Tetras to provide **the only** product available to the corrections industry—the PREA Audit Compliance Suite (PACS). PACS will assist <<client>> in establishing and maintaining compliance with the following PREA technical requirements:

- Collection of PREA information
- Analysis of PREA information
- Real-time incident tracking
- Timeline reporting and analysis of information
- Automation of required Bureau of Justice reports

PACS was designed to meet and exceed the requirements identified in 28 CFR Part 115. To achieve this, PACS was developed using best practices from state and county facilities that have achieved at least 95% **total PREA compliance**.

PACS provides the following features and benefits to your facility:

Feature	Benefit
Technology Solution	Enables your facility to achieve 100% technological compliance
Comprehensive Data Collection	Collects data required by PREA
Case Time Tracking	Ensures all cases are investigated within defined policy timeframes
Dashboards	Provides a dashboard for administrative review of operational statistics, such as: <ul style="list-style-type: none"> • Average processing time • Number of cases by classification • Open and closed cases, etc.
Individually Hosted Solution	Maximizes both security and deployment capabilities
System Integration	Integrates with offender management and correctional health systems
Classification Guidelines	Enables correct classification of all PREA cases
Report Automation	Automates the required federal forms without manual duplication
Concept of Operations (CONOPS) Templates	Provides customized templates for your facility

PACS enables your facility to achieve and maintain adherence to the most important area of PREA compliance—data collection, analysis, and reporting—and helps to ensure that your federal funding is not in jeopardy.

- * **System will use classification system to restrict and assign inmates to cell locations within the facilities. These restrictions will be based on Sex, Classification, Incompatibles and Alerts.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Archonix XJail provides for Inmate Housing features as described above and as illustrated in the screen shot above. The cells listed in RED at the bottom right of the screen are unavailable for the inmate based on reason(s) listed in the status key (in black) across the bottom of the screen; No available space, wrong sex, classification level, juvenile, incompatible inmates and rival gangs

6.1.7 Administrative

- * **System will provide a hierarchy of access levels that controls access to areas of the system.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The XJail Administration Module is used to manage all XJail configurations, Personnel, Auditing, Transaction Log, and White Board and perform other maintenance tasks for XJail. Security, which includes privileges and permissions, can be established at the Computer, Module, Group, Screen and Field level.

In addition, there is a full audit trail to keep track of all changes in the system at the field level for all fields in the system. Archonix believes that security is of paramount importance in public safety software.

Security can be set up by users or by a group of users. A single user can belong to different user groups. Module Level Security grants or rejects permission to a user or a group of users based on the modules.

- * **System will provide administrator access to system managers that will allow for assignment of tasks on system.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Users can be set up as system managers with permission to schedule tasks.

- * **System will provide user activity reports so that administrators may monitor system usage.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The XJail audit trail keeps track of all changes in the system at the field level for all fields in the system.

- * **System will provide for user groups to be established so that access levels may be controlled using job types.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail allows for "cookie cutter" roles to be applied to numerous personnel requiring the same level of system access, permissions and roles, but allows the permissions of individual employees to be modified from the group permissions to account for more or less access allowed to that employee.

- * **System will send automated reports via email of facility status including headcount, admissions statistics, and incident reporting.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail provides the ability to send automated reports via email and also allow users to email reports that they have run. Report data can also be extracted to third party software such as Microsoft Excel..

6.1.8 Permanent Log

- * **System will allow for work stations to be defined by IP (location specific)**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The XJail Workstation configuration tools allow devices to be defined by IP and assigned specific locations in the jail.

- * **System will provide reports that may retrieve data by a number of search options.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail has extensive search capabilities for every module. Ad Hoc reports may be generated from any search criteria.

- * **Users will have the ability to enter activities based on agency defined criteria.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail provides for the ability to customize screen layouts and populate drop-down menus with agency-specific codes/data..

6.1.9 Searches

- * System will allow for documentation of Administrative Searches.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Xjail provides the ability to create custom agency forms such as an "Administrative Search" form to enter/document searches. Forms can be created to contain the data elements required by KCSO including the requirement of a signature of employees and/or inmates.

- * System will allow for documentation of Strip Searches**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Xjail provides the ability to create custom agency forms such as an "Strip Search" form to enter/document searches. Forms can be created to contain the data elements required by KCSO including the requirement of a signature of employees and/or inmates.

- * System will allow user to enter specific finding of all searched conducted.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The custom forms can be configured with various types of entry fields (yes/no, drop-down, free text, etc.) and an embedded word processor to annotate search results.

- * System will provide reports that will retrieve data gathered by searches.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Search features as described above are included in our proposed solution.

6.1.10 Officer Logs

- * System will provide Officers to enter daily pass-on information essential to safe operations.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Xjail provides officer log capabilities to allow users to annotate important information.

- * System will provide a method for Officers and Supervisors to monitor these entries.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

With proper security permissions set, officers and Supervisors have the ability to review officer logs.

- * System will provide reports that will retrieve data gathered by Officer Log entries.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Archonix XJail provides for Officer Logs features as described above.

6.1.11 Inmate Information, Movement and Tracking

- * System will maintain data regarding inmate current charges, bond amounts, and court dates.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The screenshot displays the SECURUS software interface for managing inmate information. The main window shows the profile for inmate SMITH, ANWAR. The interface includes a menu bar at the top with options like File, Edit, View, Utilities, Reports, Tools, and Help. A sidebar on the left lists various functions such as Cell Transfers, Incomplete Bookings, New Bookings, Mugshot, and Segregation. The main form area has tabs for Name, Booking, Arrest, Booking Notes, and Release Notes. The 'Name' tab is active, showing fields for Inmate #, Last, First, Middle, Suffix, DOB, Age, Height, Weight, LBS, Eye Color, Hair Color, Sex, Race, Black-origins of Africa, Ethnicity, Address Information, International Address, Phone, Citizenship, U.S. Citizen, Homeless, DL#, AR, FBI#, SBI#, Public Access Information, All Information is Public, Birth Country, State, City, County, Marital Status, Religion, Handedness, DNA Taken, DNA Taken By, # Children, # Sisters, Military Veteran, and Caution. A 'Live Scan' button is located at the bottom left, and 'Save & Print', 'Save', and 'Close' buttons are at the bottom right.

- * System will maintain demographics on inmates.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

As seen in the screen shot above, all demographics are maintained for each inmate. New information, such as a change of address, will not over-write previous information; it will append it, ensuring that historical data is not lost to new entries. KCSO will be able to see a historical progression of inmate demographic data.

- * **System will monitor movement of inmates by electronically scanning inmate identification and/or biometrics.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail provides comprehensive inmate movement capabilities including the ability to track movements with Android tablets and Bluetooth barcode scanners. The proposed solution does not include any hardware (scanners, tablets, etc.) or network infrastructure (LAN/WAN equipment, wireless, etc.); the desired scope of automation and level of integration with the existing network environment will be determined during development of a detailed Statement of Work.

- * **System will monitor inmate movement destinations and alert staff when inmate has failed to reach assigned destination.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail provides the ability to define "anticipated travel time" from one location to another; 8 minutes to get from Pod A to the Laundry, but 12 minutes to get from Pod B to the laundry, creating a reference point for movement alerts.

- * **System will provide electronic method of conducting headcounts.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail provides headcount capabilities including the ability to conduct headcounts with Android tablets. The proposed solution does not include any hardware (scanners, tablets, etc.) or network infrastructure (LAN/WAN equipment, wireless, etc.); the desired scope of automation and level of integration with the existing network environment will be determined during development of a detailed Statement of Work.

- * **System will provide reports that will give the user detailed inmate rosters, headcount information, and inmate movement information.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail provides various reports related to inmate rosters, headcount and inmate movement information.

6.1.12 Inmate Communications Logging and Monitoring

- * **System will provide method of logging/scanning incoming and outgoing inmate mail.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The XJail Mail Log and Phone Logs Module provides for logging of all incoming mail, outgoing mail, and all permitted phone calls.

*** System will provide logging of sender, inmate, and addresses**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail allows provides for the logging of the sender, inmate receiving the mail and the address of the sender.

*** System will provide logging of all visitors that enter facilities.**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail's Visitation Module is used to identify individuals who are authorized to visit an inmate and records the actual visitation information. This module can produce a visitation log, notify the visitation officer if the visitor is a prior inmate or whether the visitor has any outstanding warrants (via the State Interface option).

XJail's Visitation is a feature rich product with the ability to scan driver licenses, run NCIC checks, store visitors pictures, etc. It generates all reports required by the courts and various agencies. The booth monitor allows for monitoring of all on-site visits from professional, non-professional and other visitors (i.e., contractors).

A standard interface to the Tech Friends video visitation system is included in our proposed solution.

*** System will provide logging of facility phone usage by inmates,**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

*** System will provide reports that will give the user detailed information regarding inmate mail.**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

6.1.13 Inmate Programs

*** System will provide method of enrolling inmates into specific programs offered.**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The XJail Programs Module is used to create a program, schedule meetings or classes, manage inmate program eligibility, track attendance and verify compliance with court ordered programs.

- * **System will provide method of monitoring case notes on inmates.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The XJail Programs module provides the ability for users to enter case notes for individual inmates

- * **System will provide method of documenting program completion/graduation.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The XJail Programs module provides the ability of documenting attendance, completion and graduation from individual classes/programs as well as the failure of an inmate to satisfy the requirements necessary for completion.

- * **System will monitor recidivism rates.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- * **System will verify attendance of programs by signature pad and/or biometric verification.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail provides the ability to capture both inmate and employee signatures.

- * **System will provide programs statistics reports.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail provides reports specific to the Programs module

6.1.14 Incident Reporting

- * **System will provide method of incident reporting.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail provides KCSO with the ability to create an electronic version of the KCSO Incident Form(s) complete with workflow/approval routing.

- * **System will provide method of electronically entering disciplinary violations, advisement of rights, hearing results, and disciplinary appeals.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail provides KCSO with the ability to create an electronic version of the KCSO Disciplinary Form(s) complete with workflow/approval routing, hearings, appeals and entering of advisement of rights.

- * **System will provide a method for documenting mental health competency review for disciplinary**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail provides the ability to include mental health competency reviews in the disciplinary process.

- * **System will provide a detailed method of reporting Use of Force.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail provides the ability to create custom electronic Use of Force forms.

- * **System will provide a two tier approval process of all incident reports**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail provides the ability for a two-tier approval process of all incident forms.

- * **System will provide a method of tracking safety/injury reports**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail provides for Incident Reporting features as requested above. XJail provides for an electronic Incident Report with an agency-defined workflow/review process.

Below is an example of an agency's Incident Report, the existing KCSO Incident Report will be replicated within XJail.

The screenshot displays the Archonix XJail software interface. On the left is a sidebar with a list of users and a vertical menu. The main window contains an incident report form for 'SMITH I, ANWAR S'. The form includes fields for Incident Report # (00010492), Case No., Incident DateTime (none), Incident Type, Video Taped, and Medical Att. Required. It also has sections for Inmates Involved (listing inmate # 00026902 and name SMITH I, ANWAR S) and Employees Involved (listing ASHTON, C). There are checkboxes for 'Use of Force Required' and 'Use of Restraints Required', each with a table for recording details. The bottom of the window features a toolbar with buttons like 'Cancel', 'Add', 'View', 'Save & Print', 'Save', and 'Close'.

Incident Report # 00010492
Case No.
Incident DateTime (none)
Incident Type
Video Taped
Medical Att. Required

Inmates Involved

Inmate #	Name
00026902	SMITH I, ANWAR S

Employees Involved

Name
ASHTON, C

☒ **Use of Force Required**

Name	Force	Note
SMITH I, ANWAR S	Physical	

☒ **Use of Restraints Required**

Name	Restraint	Note
SMITH I, ANWAR S	Restraint Chair	

Task Manager
Notification
Report Approval
Schedule

Cancel **Add** **View** **Save & Print** **Save** **Close**

6.1.15 Expungements

- * System will provide a method of expunging records ordered by court order.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Archonix XJail provides for Expungements features as described above.

6.1.16 Sentencing

- * System will provide a method of manually and electronically entering sentencing information from judgements.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail provides the ability for personnel to enter sentencing information from judgments.

- * System will calculate due out time with respect for good time or worker credits.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail will automatically calculate due time out based on pre-defined KCSO criteria.

- * System will receive worker credits electronically from the system.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

XJail provides the ability for KCSO to custom configure worker credit criteria into sentencing calculation/release date parameters

- * System will adhere to Tennessee Law with regards to sentencing guidelines.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- * System will provide reports that indicated estimated due out dates for inmates.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Archonix XJail provides comprehensive sentencing features that satisfy the requirements as listed above. Configurations and calculations will be in accordance with Tennessee law and will automatically calculate the release date.

6.1.17 Maintenance Ticketing System

- * System will provide a method for staff to enter maintenance request.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- * System will provide a method for maintenance staff to retrieve this request and indicate status of completion.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- * System will provide a notification via email and/or text to maintenance staff when maintenance requests are submitted.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- * System will provide reports that may be retrieved indicating status of all maintenance requests.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Our proposed solution includes development necessary to satisfy all of the requirements listed above.

6.1.18 Inventory Control (Chemical and Tool)

- * System will provide a method of inventorying and tracking all chemicals issued within the facilities**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- * System will provide a method of inventorying and tracking all tools used within facilities**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- * System will provide detailed reports of all chemical and tools**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Our proposed solution includes the Inventory Control (Chemical and Tool) features as described above

6.1.19 Facility Inspections and Drills

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Xjail has a Facility Definition Module that allows a designated person the ability to define and modify the physical layout of the agency's facilities. This information is used for booking, cell management, classification, and other modules when information is needed on the types, locations, and classifications of cells within the facility.

- * System will provide a method of documenting facility inspections**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Xjail provides the ability to create custom agency-specific forms such as a Facility Inspection form complete with date/time of inspection, person(s) conducting the inspection and inspection results.

- * System will provide a method of documenting facility emergency drills**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Xjail provides the ability to create custom agency-specific forms such as a Emergency Drill form complete with date/time of the drill, type of drill (fire, riot, etc.), location of the drill and the results of the drill.

*** System will provide detailed reports of all inspections and drills**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

6.1.20 Food Services

*** System will provide method of inventorying and documenting use of kitchen sharps and tools.**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

*** System will provide method of documenting cooler, freezer, dish washer and dry storage temperatures.**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

*** System will provide method of documenting meals served, special diets, and any substitutions.**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

*** System will monitor and document daily health inspections.**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

*** System will provide method of documenting inmate worker orientation and training.**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Our proposed solution includes all of the XJail Food Services features; documenting meals served, special diets, and any substitutions and other features to satisfy the requirements listed above.

SECURUS

Technologies

PART V INMATE BANKING/TRUST ACCOUNT MANAGEMENT

SECURUS

Technologies

PART V INMATE BANKING/TRUST ACCOUNT MANAGEMENT

Detail your company's banking module and capabilities as specified in Section 6.2.

Detail each Subsection as to your company's ability to provide the requirements. If

Subsection is under development, detail when it will be available and any required testing.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

6.2 INMATE BANKING/TRUST ACCOUNT MANAGEMENT:

- 6.2.1 The system shall have the full capacity to provide inmate banking (deposit and payment) for use while incarcerated. The system must have the capability to handle electronic transactions from both within and outside the facility. The system must be able to generate ad hoc reports as requested or needed.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends Lockdown™ Inmate Banking System fully satisfies this requirement and has been utilized in this capacity by KCSO for the past 4 years.

- 6.2.2 The Contractor shall provide all software for a computerized Inmates Accounts System to keep accurate and complete records of all commissary activity and balances of individual inmate accounts. This system must be approved by the County and provide complete access to authorized County staff.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends Lockdown™ Inmate Banking System fully satisfies this requirement and has been utilized in this capacity by KCSO for the past 4 years.

- 6.2.3 The system shall be multi-terminal with multi-user and function capability.**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends Lockdown™ Inmate Banking System fully satisfies this requirement and has been utilized in this capacity by KCSO for the past 4 years. The Lockdown™ server/client architecture allows an almost unlimited number of simultaneous terminals/users.

- 6.2.4 The system shall allow a jail staff person to create/open an inmate account by using the inmate identification number at the time of booking, and then to enter into the computer system the amount of money in the inmate's possession at that time.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends Lockdown™ Inmate Banking System fully satisfies this requirement and has been utilized in this capacity by KCSO for the past 4 years. Tech Friends system allows

inmate funds to be placed on the system manually or via the provided JailATM™ booking kiosks.

6.2.5 The system shall allow for at least the following functionality and types of transactions to occur on the inmate's account:

- **Public Kiosk system that allows for deposit of funds via cash or credit/debit cards for inmate Commissary and/or phone accounts**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends JailATM™ deposit kiosks fully satisfy this requirement and have been successfully utilized by KCSO for the past 4 years.

- **For the term of the contract, the vendor must agree to customize the Trust Accounting System to meet the agencies current and future needs.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends has provided a high level of software customization to KCSO for the past five (5) years. Tech Friends agrees to continue this commitment to matching current and future needs.

- **Website access for deposit of funds via credit/debit card of inmate commissary and phone accounts.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends provides the JailATM™ website for the deposit of funds to inmate accounts via credit/debit cards. Securus shall provide this capability for direct phone time purchases by friends and family.

- **Commissary ordering integration through kiosk and inmate phone orders**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends solution fully satisfies this requirement. This functionality has been successfully deployed at Knox County Jail for the past 3 years.

- **Commissary management of stock control, ordering, sales, and delivery.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ inventory management system fully satisfies this requirement. Lockdown™ has been utilized in this capacity for the past 5 years.

- **Real-time debit transfers**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ System fully supports real-time phone debit purchases from the inmate trust fund. This feature has been utilized for the past 3 years at KCSO.

- **Ability to integrate with jail management system for automatic account opening/creation**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ system fully satisfied this requirement as it has been successfully integrated with the Archonix JMS platform in several other facilities.

- **Ability for users to check current account, commissary and phone balance**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. Inmates may perform these activities via the inpod kiosks or the phones. This feature has been utilized by KCSO for the past 3 years.

- **Ability to hold balanced owed and collect upon next arrest**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. The Lockdown™ system allows collection funds to be configured to for priority and collection percentages.

- **Ability to provide debit card for funds remaining in account at release; debit card issued will have**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System offers fully integrated release debit cards. This feature has been utilized by KCSO for the past 4 years. Currently the fee structure is controlled by a third-party vendor. Tech Friends will work with vendor to arrive at an arrangement that accomplishes KCSO objectives.

- **NO expiration date and no fees will be scheduled for card so it will retain original release balance.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- **Provide 5 public ATM kiosks that allow for deposit of funds via cash and/or credit card**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends agrees to provide additional deposit kiosks to satisfy this requirement.

- **Accept imports of inmate information from Jail Management System.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. Lockdown has been receiving data imports from the KCSO system for over 5 years. Similarly, Lockdown™ will receive needed information from Archonix to manage inmate accounts.

- **Allow staff to create unlimited users with customized security settings without vendor assistance.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement.

- **Allow staff to create an unlimited number of collection accounts with specific collection percentages and priorities without vendor assistance.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement.

- **Automatically deduct a defined portion of incoming inmate deposits to satisfy inmate debts.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. This feature is configurable by KCSO personnel without support from Tech Friends.

- **Allow users to create new inmate debts.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. This feature is referred to as "Billing" and can be performed by any officer with proper credentials.

- **Allow users to void inmate debts. If money has been collected on the debt, even over the course of several weeks, the system should refund all monies collected if the debt is voided. This must be accomplished without vendor assistance.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. The Lockdown™ system is unique in this aspect. This "Undo" button is fully GAAP compliant.

- **Allow users to write-off debts or portions of debts**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement.

- **Allow predefined transaction amounts and comments to be entered for recurring transactions.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. Lockdown™ supports billing templates that eliminate data entry on common bills. KCSO has utilized this functionality for the past 5 years.

- **Allow the creation of new inmate scheduled payments with payment frequencies including daily, weekly, and monthly.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. This feature is often used for court-ordered fines and fees.

- **Allow releases of inmate funds by check or debit card.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. Lockdown™ can be configured to a given default release setting (e.g., debit cards), but still allow the user to change to another method (e.g., checks).

- **Allow multiple methods of releasing inmate funds (e.g., a portion in cash and remainder in a check).**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. Often facilities wish to provide inmates with a small amount of cash and the remainder in the form of a check. Lockdown™ performs this function with no extra effort needed from KCSO personnel.

- **Allow group releases of inmates being transferred between facilities with a single check.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. This feature is extremely useful when releasing inmates to other facilities.

- **Provide work sign-out tracking for inmates assigned to jobs outside the facility. Provide per diem tracking of inmates assigned to outside work assignments.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement.

- **Provide per diem billing for third party work assignments**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement.

- **Provide per diem reporting for inmates held for outside agencies. Provide reconciliation capabilities for multiple bank accounts.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. This feature allows work release inmate monies to be kept in a separate bank account but still be able to purchase commissary items.

- **Allow searching for inmates by inmate ID or last name**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement.

- **Have the capability to display inmate photo when editing an inmate account.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. This feature provides positive ID when performing transactions with an inmate's account.

- **Allow tracking of property items such as radios which have been purchased by inmates.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. Lockdown can also be configured to automatically place items designated as "Property" from the commissary menu into Lockdown's property module.

- **Allow restriction of commissary purchases based on an inmate's property items. For example, batteries may not be purchased unless an inmate has a radio in his property.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement.

- **Allow printing of customizable debt collection letters for mailing after an inmate's release**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement.

- **Allow printing of checks directly from system with signatures printed on the check. Allow automatic printing of receipts after transaction entry without additional confirmations.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. This feature minimizes keystrokes and mouse clicks for a very common activity.

- **Allow receipt printing on standard laser printers with 3-part perforated paper, 3 receipts per page and on 80MM thermal printers.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. Lockdown also supports a variety of printing options that are customizable by KCSO personnel with proper credentials.

- **Allow station specific printers to be specified other than using default printer.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. The Lockdown System supports both "Local" and "Global" settings. This allows station specific settings to be configured in accordance with KCSO requirements.

- **Allow printers to be specified without creating vendor-specific printer names. That is, the system should use the printer names that are established by the correctional facility.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement.

- **Allow export of reports to PDF, RTF, or Excel. Exported reports should optionally disable page headers and footers for better integration with Excel.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement.

- **Provide help videos for common functions.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. The Lockdown System Help options are constantly improving to make features easier to learn and use.

- **Allow import of bank statement for automated monthly reconciliation. Automatically create ACH entries for release debit card withdrawals. Support Positive Pay export of check information to banks**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. To our knowledge, Lockdown is the only banking package that creates ACH entries for release card withdrawals. Lockdown also supports Positive Pay to eliminate check fraud.

- **Provide OMR sheet rejection based on inmate balance, privileges, or restrictions. Automatically export inmate information to other systems for web deposits.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement.

- **Automatically import inmate web and phone deposits within 5 minutes with no need for operator intervention.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. This functionality dramatically lowers the number of family member inquiries.

- **Automatically export inmate information to commissary order by phone system. Allow inmates to use their own personal credit cards or debit cards to transfer money to their trust accounts using the inmate telephone system after the cards have been collected and placed in Property.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. In fact, Tech Friends has a patent-pending on this technology.

- **Provide integrated reports within the Trust Accounting System with no separate login or executable launch required.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. All reporting in Lockdown is self-contained in one system. No other programs are needed to access reports in Lockdown.

- **Allow easy reprinting of receipts.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. All receipts can be reprinted with a single mouse click.

- **Allow on-screen viewing of inmate transaction receipts without printing.
Allow station specific number of copies during receipt printing.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. All transactions may be viewed without necessarily printing the document. Should printing be needed at the given station, the system is configurable to print the desired number of copies.

- **Allow user-definable password security settings including minimum password length and requirements for numbers, symbols, or letters in passwords.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement.

- **Allow station specific predefined comments for commonly repeated transactions. Directly interface with kiosk equipment designed to accept bills and coins.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. The Lockdown system directly interfaces with booking kiosk to accept bills and coins during the booking process.

- **Allow user-defined indigent tracking based on current balance, days since booking, and deposits over a period, and commissary bills over a period.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. The Lockdown system currently matches the indigent definition at Knox County. However, should the definition change, the system is fully configurable to match any Indigent definition.

- System must allow transactions to be easily voided while maintaining a verifiable audit trail. For example, a deposit transaction which triggers multiple debit collections should be voidable in a single operation which leaves the inmate and associated restitution accounts correct with no opportunity for officer data entry mistakes. This must be accomplished without vendor intervention or direct manipulation of data.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. This feature is unique to the Lockdown banking system. This feature eliminates the need for technical support in fixing errors. This feature can be restricted to only allow personnel with proper credentials the rights to make these entries.

- System must allow holding of funds which cannot be spent by the inmate until released. Holds must support automatic removal after a predefined number of days.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. This feature is very important to eliminate fraudulent and insufficient funds from resulting in reconciliation problems.

- System must interface with signature capture pads and print captured signature on inmate receipts.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement.

- Allow tracking of inmate voluntary and mandatory savings accounts with automatic collections and interest distribution.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement.

- Include manual transaction data entry warnings if a duplicate money receipt or billing transaction is suspected by the system.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. This feature provides a warning to alert data entry staff of potential duplicate entry error.

- **Include predefined reports not limited to:**
Trial Balance, Resident Balances, Balance Sheet, Check Postings, Money Receipts, Cash Disbursements, Inmate Debt, Fund Billing, Fund Collections, Fund Credits, Payroll, Indigents, Savings, Releases, Bank Deposits, Debt Write-offs, Reconciliation, Commissary Receipts, Commissary Housing Totals, Commissary Product Sales, and Check Register.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. In fact, Lockdown provides these and over 100 more reports.

- **Allow ad-hoc reports to be run for defined inmate groups based on factors including housing assignment, gender, age, debt, or current balance without programming a reporting tool.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement.

- **Include user-customizable report footer information.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement.

- **Include user-customizable report header image for facility logo.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement.

- **Provide for automatic debt write-off after inmate release based on the number of days the inmate has been gone from the facility.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. This feature can be configured for type of debt as well.

- Fully support integration with debt collection agencies including electronic filing of debts with the collection agency and payment to the collection agency if the inmate pays debt at the correctional facility.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. Lockdown is integrated with "Pay My Jailor" and other debt collection entities in corrections.

- Support SQL Server 2008 R2.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement.

- Allow credit card transactions to be executed in the software using encrypted magnetic stripe readers without logging into an external system or web site.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. All of Tech Friends systems exclusively employ encrypted card swipe devices. This decision is a key aspect of Tech Friends PCI compliance program.

- Prevent users from modifying a financial transaction that has been committed. Allow reports to be generated based on user and transaction types. Allow user groups to be established that limit access to program features

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement.

- 6.2.6 Trust Accounting System must have the capability to directly release an inmate's funds onto a debit card with minimal effort.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 6.2.7 The system must have the capability to swipe a debit card at release using vendor provided encrypted magnetic stripe readers and automatically load the debit card with the inmate's balance at release. Redundant data entry including debit card numbers, transaction amounts, or separate login for releases is unacceptable. At no time should unencrypted credit card numbers be transmitted or stored on the County's network.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. The debit card system is fully integrated with the Lockdown banking system. The card is loaded with the correct amount and information is fully encrypted over KCSO network.

- 6.2.8 Debit cards should not require additional action by the inmate to activate the card.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. Cards are activated when swiped. Pin for usage is last four digits of card.

- 6.2.9 The Trust Accounting System must automatically create ACH entries for monthly bank reconciliation based on withdrawals from each facility's bank account required to fund the release debit cards.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. To our knowledge, Tech Friends is the only vendor to offer this functionality.

- 6.2.10 Debit cards should be issued without any additional fees occurring on the account for at least 15 days following issuance.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Currently the grace period for debit release cards is 5 days. Tech Friends will negotiate with third-party debit card provider to increase this period to 15 days.

- 6.2.11 Vendor must demonstrate a debit calling system which has the ability to interface with the County's inmate telephone provider.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. Tech Friends has successfully interfaced with the Securus calling platform for many years.

6.2.12 The debit calling system must allow inmates to purchase phone time using an interactive voice response (IVR) system available through the standard inmate phone system.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. Tech Friends and Securus have together offered this functionality in many other facilities.

6.2.13 After purchase, the system must deduct the purchased amount from the inmate's account and make the purchased phone time available to inmates.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement.

6.2.14 The debit calling system must also have the capability to refund any unused phone time automatically to the inmate upon release if the inmate telephone provider supports this feature.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement.

6.2.15 Vendor must provide bill accepting kiosks (6) for friends and family to place funds on inmate accounts.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends will provide 2 additional bill accepting JailATM lobby kiosks placed in locations designated by KCSO.

6.2.16 The kiosk must also allow payments using credit/debit cards.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The JailATM™ deposit kiosks fully satisfies this requirement.

6.2.17 The kiosk must give a receipt for each transaction.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The JailATM™ deposit kiosks fully satisfies this requirement.

**6.2.18 Vendor must provide cash accepting kiosks (2) for the booking area.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Tech Friends will satisfy this requirement by leaving in place the current booking manager kiosks.

**6.2.19 These kiosks should accept both bills and coins and have a small desktop footprint (not larger than 18 x18 x 18).
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Tech Friends booking kiosks are smaller the size specification.

**6.2.20 The unit should also have a drop slot for manually entered items.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Tech Friends JailATM booking manager kiosks have a drop slot so that unreadable bills may be consolidated into the same cash drawer as those collected into bill acceptor. This feature eliminates the need for a separate drop safe.

**6.2.21 The units should NOT require network access but connect directly to booking computers supplied by County.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Tech Friends JailATM booking manager kiosks satisfy this requirement as they connect to booking workstations by USB.

**6.2.22 At least one booking kiosk must be a high speed, bulk acceptor capable of processing multiple bills at once.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Tech Friends will provide the BNF (Bunch Note Feeder) JailATM booking manger kiosk to satisfy this requirement. The BNF has separate keys for clearing jams and for accessing funds.

6.2.23 The Trust Accounting System must automatically create ACH entries for monthly bank reconciliation based on deposits into facility's bank account as a result of inmate deposits.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. All entries necessary for reconciliation are available in Lockdown without manual entry.

6.2.24 Bonding via the web should also be available.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. Lockdown will be interfaced with the Archonix System to provide real-time bond information to the JailATM website.

6.2.25 The Trust Accounting System must have options available to automatically collect a percentage of incoming funds to pay for existing inmate obligations.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement.

6.2.26 The Trust Accounting System must provide features for alternative debt collection including the ability to print debt letters for mailing to former inmates and sending uncollected debt to collection agencies.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement.

6.2.27 System must provide the capability for inmates to satisfy bonds with credit/debit cards.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. Inmates may pay bonds at booking or using the inmate phones via the IVR system provided by Tech Friends.

6.2.28 The proposed process must allow access to inmate credit/debit cards that have previously been placed in property at time of booking.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement. Tech Friends has a patent pending on this offering.

6.2.29 The bonding system must aggregate the payments for various bond agencies into a single payment with an accompanying report that details the individual payments.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Lockdown™ Inmate Banking System fully satisfies this requirement.

6.2.30 Funds for bonds will be available for direct deposit to specified court.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Currently, this feature is not available, however, it will be developed as part of this proposal.

6.2.31 A graphical tool for displaying relationship between inmates and friends/family for both deposits and two- way messaging. Icons should designate between inmates friends/family that have made deposits or sent emails. There should be an indication as to the strength of the connection. Strength is measured in dollars for deposits and number of emails for message graphs.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends currently offers this tool to help detect illegal activity inside the jail. Tech Friends investigative tool fully satisfies the requirements of 6.2.31.

PART VI INMATE PHONE SYSTEM

SECURUS

Technologies

PART VI INMATE PHONE SYSTEM

Detail your company's inmate phone system module as specified in Section 6.3.

Detail each Subsection as to your company's ability to provide the requirements. If

Subsection is under development, detail when it will be available and any required testing.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

6.3 INMATE PHONE SYSTEM:

6.3.1 Voice Biometric enrollment with comprehensive investigation package

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' Investigator Pro is a powerful evidence-gathering and investigative analysis tool. It will continue to provide Knox County with state-of-the-art technology to "recognize" the voices of inmates over telephone calls and exposes inmates who try to hide their identities to engage in criminal activity.

Securus Technologies announced the acquisition of JLG Technologies on June 11, 2014. JLG Technologies, LLC is the leading supplier of continuous voice biometric analysis and investigative tools to the corrections and law enforcement sectors. "We are very happy to be able to combine with JLG Technologies, LLC and their affiliates – Voice Analytics, LLC and JLG ICER Technologies, LLC," said Richard A. ("Rick") Smith, Chief Executive Officer of Securus Technologies, Inc. "They have the best continuous voice biometric technology in our industry – very sophisticated software that not only identifies unauthorized users on a particular call, but goes on to identify the user's identification." "Jay L. Gainsboro, President and Founder of JLG Technologies has been our partner for more than five (5) years – we regard Jay as one of our industry's 'chief scientists' and have a deep respect for his work. We have done business with Jay and his team for a long time – and it was the right time to put our teams together to bring even more sophisticated products to market. JLG Technologies, LLC currently has over 40 active patent applications at the U.S. Patent Office and expects the first of them to be issued within 12 months – so they have developed a valuable intellectual property portfolio."

The system's easy-to-use dashboard automatically collects and analyzes a vast amount of information that would otherwise be labor-intensive to gather and interpret. This breakthrough technology stands to dramatically change the way evidence is gathered, shared, and used in the investigation and prosecution process. The Investigator Pro system

provides the highest level of integrity, efficiency, and demonstrated effectiveness as an evidence case-management tool.

One of the modules of the system is the CallPlayer Pro. This playback system gives you the power to play and annotate calls faster, with less duplication of effort.

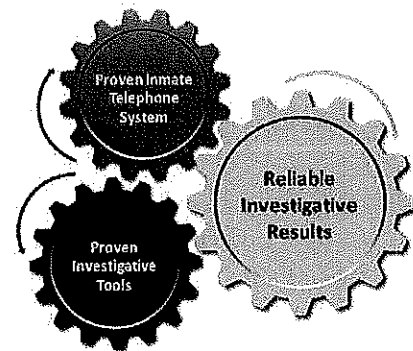
Not only will the Investigator Pro assist investigators in identifying which calls should be targeted to review, it also provides a sophisticated playback system with the power to play and annotate calls faster, with less duplication of effort.

The system provides the following features:

- Ability to separate recorded voices and select only one voice to play back at a time
- Speed or slow a conversation or single voice within a recording
- User friendly playback module with intuitive buttons
- Saves time, allowing for more productive use of staff time, better distribution of staff resources, and cost savings
- Report feature allows for supervisory oversight, accountability, and assessment of your staff's investigative skills and activities

Continuous Voice Verification with Investigator Pro

Investigator Pro's advanced voice identification technology was originally developed for the U.S. Department of Defense (DOD). The DOD was facing a huge challenge, which was to find terrorist phone calls out of the millions of phone calls made every day to and from the United States. The DOD contracted with a major U.S. technical university with some of the best voice analysis engineers in the world to find a way to detect the phone calls. Over a 12-year period, the engineers created a system to automatically monitor and analyze millions of daily phone calls and then delivered a cutting-edge solution; today, this solution helps protect the U.S.



Investigator Pro analyzes inmate call voices immediately after the call has been completed. Alerts are instantly available in the real-time status screen at the completion of each voice analysis. Every second of each call is analyzed. Investigator Pro does not use intermittent verification because this type of identification allows inmates to converse undetected by passing the telephone when the verification is prompted.

Through its relationship with this university, JLG Technologies was granted an exclusive license to bring this revolutionary technology to the corrections community. Securus is pleased to offer this technology option to the Knox County.

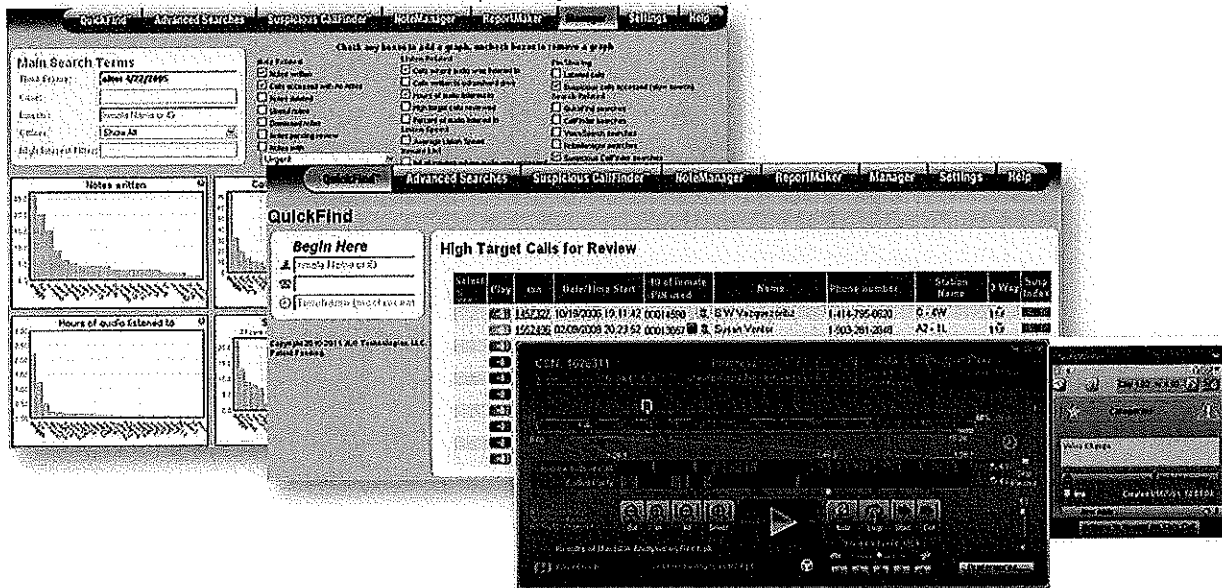
Anatomy of Investigator Pro™

Investigator Pro comes with an advanced Call Player, multiple reports, and even an interactive dashboard—all designed to provide investigators with the tools they need to expose inmates who try to hide their identities to engage in criminal activity. The modules in Investigator Pro include:

- QuickFind™—Puts critical information at your fingertips
- Voice Search™—Find calls where inmate's voice is found
- CallFinder™—Filter calls based on dozens of criteria
- MyCallReview™—Return to the calls important to you
- Suspicious CallFinder™—Find all high-suspicion calls
- NoteManager™—View, filter, and create notes on calls
- ReportMaker™—Run reports on various telephone system abuses
- Stats—View key messages and monitor analysis progress

Sample Investigator Pro Modules

Proprietary and Confidential



Word Spotting

SCP's Word Spotting is an investigative tool that automatically finds specified keywords and short phrases within inmate conversations. This technology not only speeds up investigations and reduces labor demands, but also increases investigative capabilities.

Word Spotting Technology

Securus' Word Spotting solution was developed specifically for the corrections environment. As an experienced innovator, Securus built and tested this technology in our development lab using real calls placed by real inmates with feedback and direction from real investigators. This approach ensures that Knox County will be using a premier investigative tool with the best accuracy in the industry today.

SCP's Word Spotting features include the following:

- A default dictionary of more than 7,500 search words that can be customized to meet the facility's needs, including slang and jargon not found in standard dictionaries. As security threat groups expand their code word vocabulary and new intelligence is gained, new keywords can be added.
- A user-friendly interface where suspicious inmates or phone numbers can be selected for ongoing searches.
- A Word Spotting search engine that automatically processes inmates or phone numbers with no additional involvement from facility staff.
- Integrated reporting that allows users to identify calls where specified keywords were spoken.
- A unique feature that allows users to select suspicious recordings from the standard Call Detail Report and send them through the search engine with a single mouse click.

Securus' Word Spotting: Fully Integrated with SCP

Other similar tools in the industry use off-the-shelf systems that are intended to be used for call centers or educational institutions. These systems do not account for the ever changing landscape of criminal investigations or the evolving mentality of inmates. In many instances, these systems also force investigators to copy calls to local machines or move calls to a separate tool to identify specified words spoken throughout the call.

In contrast, Word Spotting is fully integrated with the SCP calling platform. Through this integration, Word Spotting searches for specified keywords in calls automatically without the need to switch programs or download calls.

Word Spotting Reports

Authorized users can access the Word Spotting reporting tools through SCP's user interface. From here, search criteria such as date range, PIN, dialed number, and inmate name can be used to pull a report that lists all of the calls with identified keywords.

The reports provide standard information such as the name of the inmate, their PIN, and the dialed number. In addition, investigators can see which keyword was "found" and the time within the call that the word was spoken, saving valuable time by eliminating the need to listen to the entire call.

Suspicious calls can be selected and those recording can be analyzed using the integrated SCP media player. By using the media player with the report information, investigators can "skip" to the exact location in the conversation when the keyword occurred.

Word Spotting Report

Proprietary and Confidential

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Admin	Yes	Admin	Yes
Securus Demo Site	Yes	At Risk	Yes
At Risk	Yes	At Risk Group	Yes
At Risk	Yes	At Risk	Yes

Word Spotting Search

FILL IN SEARCH CRITERIA (* indicates Required Fields)

Country Code: Dated Number: Key Word:

Custody Account #: First Name: Last Name:

Results per page: 10

Start: 04/25/2011 00:00:00 End: 04/27/2011 23:59:59

Search Reset

Results: PAGE 1 OF 1

SEC	PRISON	STP CODE	CHARTER	REG. MONITORING	ACCT #	NAME	UTER NAME	FLASSED WORD	FLASSED WORD START	FLASSED WORD END
Securus Demo Site	LP 1	1	0722770490	04-26-2011 15:22:23	7890	Rake	WordSpot	Busted	00:00:30.27	00:00:30.59
Securus Demo Site	LP 1	1	0722770490	04-26-2011 15:22:23	7890	Rake	WordSpot	Hit	00:00:23.48	00:00:25.51
Securus Demo Site	LP 1	1	0722770490	04-26-2011 15:22:23	7890	Rake	WordSpot	Shot	00:00:19.28	00:00:19.57

Note: 12 seconds' buffer added to the Flagged Words Start/End time until playing the Recording

Navigation icons: back, forward, search, etc.

6.3.2 Ability to limit usage by issued PIN generated by jail management system

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' automation capabilities for Offender PIN and Debit Management, known as "E-Imports", eliminates the need for detention facility personnel to enter inmate profile information from the jail management system (JMS) into the inmate telephone system in cases where the use of a PIN for inmate calling is desired.

To support the automated interface, the SCP system imports inmate profile information from a central location when an inmate is booked, transferred, updated, or released. The processing of the imported data automatically takes place whenever there is a new file in the watched folder. In order to accomplish this, the client's JMS provider is responsible for sending the information to Securus in the format and frequency as required by the Securus Interface Specifications Guide. In addition, the detention facility may sell "phone time" which can be automatically transferred to the call platform inmate debit system through the same mechanism.

Personal Identification Numbers

Securus' SCP enables each inmate telephone to be individually programmed for Personal Identification Number (PIN) or non-PIN operation. This provides the facility with a great amount of leeway in PIN placements. For example, facility personnel may wish to allow PIN operation in maximum security or long-term areas, while allowing an "all calls" option in overnight, work release, or trustee areas. The SCP has no limit or restrictions on the number of PIN or non-PIN inmate telephones operating at the facility.

Some inmate facilities may choose to operate using a PIN system under which each inmate is assigned a PIN. In such cases, the inmate must enter his or her PIN before making a telephone call. PINs also provide an audit trail of the inmate who placed each specific call. Additionally, it allows the facility increased control over which inmates can call which numbers.

Each inmate is assigned a unique PIN, ranging anywhere from 4 to 16 digits. This range creates a maximum number of 9 billion PIN combinations.

The following three primary modes may be applied to a single phone or group of phones in a facility:

- Mode 1, Open PIN
- Mode 1, Open PIN with Restrictions
- Mode 3, Closed PIN

Mode 1, Open PIN

This is the most basic mode of operations, and the simplest to administer. Each inmate is assigned a unique PIN to make a phone call; however, no individual phone number restrictions or calling lists are used in this mode. Only global system calling restrictions are applied to the inmates' calls.

Mode 2, Open PIN with Restrictions

Mode 2 builds on the Mode 1 Open PIN feature and adds the ability to place call restrictions and limits on specific call types, while allowing all other phone numbers to process as they would in an Open PIN system. Mode 2 restrictions can include the recording and alarming of numbers and the use of facility or global number lists for special circumstance numbers, such as attorneys and external crime tip numbers.

Mode 3, Closed PIN

Mode 3 provides the most restrictive type of calling privileges; however, it also requires the most administration of the three modes. In the system's standard configuration, each inmate can register from 1 to 20 telephone numbers (for example). The total number of destination numbers available to put on an inmate's list is unlimited. The facility determines the maximum number of telephone numbers each inmate can register. Telephone number registration includes the number, name of the party who the inmate wishes to call, and the relationship of that party to the inmate. The telephone numbers that each inmate registers are identified with the inmate's PIN and reside in the system. Only that PIN may validate calls to those numbers. Updating calling lists is a continuous process as inmates are booked into, or released from the facility, or as the inmates request changes to their calling lists. This type of control is usually recommended only for facilities with a low rate of inmate population turnover, or where such extreme security measures are desirable. Note that in a Closed PIN environment, the facility may choose to make certain telephone numbers commonly available to all inmates. The common numbers may be assigned global and/or facility accounts.

The system can set a maximum time limit for any type of call and/or all calls related to an individual PIN and/or all PINs. Many restrictions may be tagged to any PIN or telephone, or telephone number associated with a PIN.

Examples of restrictions are:

- Time of day and/or days of week an inmate may place a call or a phone may be used
- Maximum duration of a call for that PIN or phone
- Maximum number of calls or minutes an inmate may use per day, week, or month.

The calling platform automatically manages calling restrictions, if they are imposed.

Securus provides an automated PIN and PAN management system called E-Imports that can off-load facility labor requirements to enter PINs and PANs manually.

Inmate Debit

Securus has developed the next generation, industry-leading debit product, called Inmate Debit. Does your facility need to:

- Increase incremental revenue?
- Stop handling cash?
- Eliminate administrative burdens?
- Provide more options for friends and family members to fund?
- Reduce inmate frustration?
- Connect more calls?

Inmate Debit accounts are inmate-owned phone accounts that allow inmates to fund phone calls to numbers they want to call. Because the calls are funded by the inmate, there is no cost to the called party. An inmate can transfer funds from the commissary system to his Inmate Debit calling account. The inmate initiates the funds transfer from the commissary system to his Inmate Debit calling account at the commissary. The inmate will provide his inmate identification at the point of sale and request the transfer of funds. The transfer amount will be deducted from the inmate's trust or commissary account and added to his Inmate Debit calling account.

Debit transactions will include inmate ID and the dollar amount transferred, and will be sent electronically from the commissary to Securus' secure FTP server. The resulting electronic data exchange immediately updates the ITS to show the inmate identification and amount of debit time added to the phone account (by each inmate).

As an added advantage, Inmate Debit accounts can also be funded by friends and family members. This creates more revenue—inmates can make more calls because they now have additional funds. In addition, unlike traditional prepaid collect accounts, the inmate owns his Inmate Debit account and is not limited to calling only the numbers specified by friends and family members. Inmate Debit accounts increase the inmate calling opportunities, thereby increasing revenue and commissions for <<client>>.

Problems... Solved!

Inmate Debit helps solve several critical problems and increase efficiency.

Problem Faced by <<client>>	Inmate Debit Solution
Poor service and support from unreliable vendors	<ul style="list-style-type: none"> • Eliminates the need for commissary staff involvement
Increasingly overworked jail staff	<ul style="list-style-type: none"> • Relieves the facility staff of cash management • Eliminates the need for manual involvement from the facility staff • Eliminates the need for in-house commissary staff involvement
Vendor systems that don't communicate	<ul style="list-style-type: none"> • Eliminates the need for commissary staff involvement
County pressures to squeeze every dollar	<ul style="list-style-type: none"> • Provides option to allocate Inmate Debit commissions to the inmate fund or general fund
Pressure to solve crimes with limited investigation resources	<ul style="list-style-type: none"> • Requires inmates to enter a PIN, which provides an audit trail for investigations
Need to drive commissions or decrease services	<ul style="list-style-type: none"> • Increases funding options, which leads to more funding
Pressure to ensure inmate, constituent, and employee safety	<ul style="list-style-type: none"> • Requires inmates to enter a PIN, which provides an audit trail for investigations
Tight or declining budget	<ul style="list-style-type: none"> • Provides option to allocate Inmate Debit commissions to the inmate fund or general fund • Increases funding options, which leads to more funding
Focus on inmate and constituent family members' satisfaction	<ul style="list-style-type: none"> • Provides additional funding options for both inmates and family members, and does not require friends and family members to open an account • Completes more inmate calls • No-charge to the inmate to manage the account • Increases inmate control over his account

Implementing Inmate Debit

Securus has a dedicated Integration team that is committed to integrating within 30 days. The Integration team will provide the County with inmate and friends and family marketing materials to promote Inmate Debit and provide a smooth transition for the users. Securus will insert call prompts for inmates and friends and family to assist them in funding an account.

Once implemented, an Inmate Debit account is opened automatically for existing inmates and at booking, for new inmates.

Adding Funds

Inmates can add funds to their accounts through automated trust transfers, such as Commissary Order by Phone, forms, and kiosks.

Friends and family members can add funds to an Inmate Debit account without opening their own account. Friends and family members can deposit money directly into an inmate's debit account using several convenient points of sale:

- Securus Correctional Billing Services' Website
- Customer service representatives
- United States Post Office—mail the payment to Securus Correctional Billing Services' PO Box.

Friends and family members also have multiple payment options to fund accounts, including credit or debit card.

Handling Payments, Commissions, and Refunds

Securus handles all payments, relieving <<client>> from the cash handling business. As money is added to an Inmate Debit account, SCP recognizes the funding transaction and transfers the funds to Securus. Securus will then pay commission to <<client>> based on the monthly usage. Securus will send <<client>> a commission check each month that can be applied to the general fund or inmate welfare fund based on <<client>>'s direction.

When an inmate is released from <<client>>'s facility, the release information is transmitted to SCP. The Inmate Debit account is closed in SCP and the remaining unused balance is made available for refund to the inmate. Securus can remit the unused funds to <<client>> to be refunded to the inmate via <<client>>'s refund process. Or, to further relieve <<client>> of cash-handling, Securus will make the refunds available to the inmates directly via Western Union's more than 470,000 worldwide retail locations.

Reporting

Detailed reporting about Inmate Debit is available through the SCP user interface and the Facility Portal. The SCP Debit Report allows County users to:

- Query Inmate Debit call detail records (CDRs) by the user-specified criteria
- View all debits and credits that occurred during a specific time period for an individual inmate; for all inmates within a facility; or for all facilities

Secure Call Platform Debit Report

Proprietary and Confidential

Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Admin	Site	System Group	Phone
Secure Demo Site (X)	Secure Demo Site (X)	All Phone Groups (X)	All Phones (X)

SCP Debit Report Search
(Negative numbers will be displayed in parenthesis)

☒ FILL IN SEARCH CRITERIA (* indicates Required Field)

(Use * for wild card / partial search)

Inmate First Name:	Last Name:	Custody Account #:	DOB:
User Name:	User Comments:	Description:	
Type: --ALL--	Amount: --ALL--	Exclude Automated Process: <input checked="" type="checkbox"/>	

Note: Please limit search range to no more than 31 days

Start: 10/19/2010 00:00:00 End: 11/18/2010 23:59:59

Search Reset

By using the criteria in the search area, users can run reports detailing and totaling SCP Debit activity and balances for their facility.

1 of 27 Select a format Report

Site	Account # / PIN	Inmate First/Last	Type	Amount	Date/Time (in Central Time)	User	Reference #	Description	Comment
Secure Demo Site	034310343	Gen's Test	Credit	\$100.00	11/18/2010 15:22:35	Gas@scg@CC@TX@	2010201020204-0343	Simulated Credit	
Secure Demo Site	11232012345	TR1 LOCALS	Credit	\$100.00	10/29/2010 11:12:20	818@scg@207@TX@	2010201020111224	Simulated Credit	
	102020101-3456						10202010		
TOTALS									
				Action Type	Quantity	Amount			
				Payment	0	\$0.00			
				Credit	2	\$200.00			
				Debit	0	\$0.00			
					2	\$200.00			

6.3.3 Ability to limit PIN to assigned stations

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus takes pride in the ability to provide targeted services to specific customers. Our calling platforms make available multitudes of features that can be turned on or off according to a facility's wishes. Our ability to restrict an inmate to the PIN and to the phone is one of those feature options built-in to every Securus system.

Phones are generally consolidated into a group because, in most cases, housing units have more than one telephone on the wall. Securus has taken the grouping of phones one step further by identifying and locking PINs to a phone or group of phones or facility based upon the housing unit identified during the enrollment. An easy-to-use PIN transfer module is available for site administrators to transfer a single PIN or a group of PINs when inmate(s) are moved to another housing unit. This process may also be automated through our data import application E-Imports.

6.3.4 Allow up to two free local calls in booking area each time the inmate is arrested and booked

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

When a new inmate is added to the SCP or re-activated after being released, they will receive their first "X" number of calls free from any phone group where First Calls Free is configured. For example, if Knox County requires that each inmate is allowed two free phone calls on the group of phones in the booking area, SCP will allow those two calls at no charge.

Other advantages of First Calls Free are:

- SCP only recognizes the free call if the call is connected to the friend or family member, ensuring the inmate is provided the opportunity to instruct the called party on how to set up a prepaid AdvanceConnect account.
- It is configurable by both number of free calls and phone groups, providing facilities with complete free call control.
- All number blocking restrictions and inmate suspension restrictions can still be applied to the free calls.

Configure First Calls Free in SCP

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The screenshot shows the 'Custody Accounts' management interface. At the top, there's a navigation bar with links: HOME, SYSTEM, MONITOR, TOOLS, ADMIN, FACILITY PORTAL. Below this is a 'MANAGEMENT LEVEL' section with filters for Facility (Securus Demo Site), Site (Kefway Test Lab Affn), Phone Group (All Preca Groups), and Phone (All Phones). The main section is titled 'Custody Accounts' with a 'Return to Account List' link. Below this is a 'GENERAL ACCOUNT INFORMATION' form for account # 8067335206. The form includes fields for First Name (Cora), Middle Name (L.), Last Name (Conklin), Gender (FEMALE), Race, DOB, Language Pref (English), Housing Unit, Alert Level, Activation Date, Booking Date, Release Date, Call Schedule, 3-Way Detect (ENABLE), Virtual Group, Calling Restrictions, Word Spotting, and Max Call Dur (0 minutes). A checkbox labeled 'First Calls Free: (2 Allowed)' is checked. A callout box points to this checkbox with the text: 'First calls are free on activation of an account or creation of a new account—automatically provided through SCP.' At the bottom, there are buttons for 'Create', 'Reset', and 'Cancel'.

6.3.5 Allow free calls to Public Defender, and two PREA external numbers (privileged, non-recorded)

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will allow free calls to Public Defender and two PREA external numbers (privileged, non-recorded).

Securus will also provide free calls to designated individuals, including court, foreign consulates, and other authorized calls, as determined by Knox County. SCP is compatible with providing these calls through any or all inmate telephones so that Knox County staff is not responsible for escorting inmates to a designated telephone. SCP will apply facility mandated parameters for automated management of the number of calls, call duration, time of day access, and phone(s) from which calls were initiated.

Authorized Knox County staff can add numbers to the free call list through the SCP user interface, as shown in the following figure.

Configuring Free Calls

Proprietary and Confidential

6.3.6 Ability to restrict calls to outside numbers by individual inmates as well as system wide

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

SCP will allow Knox County to restrict calls to outside numbers by individual inmates as well as system wide.

Securus' Calling Restrictions enable the control of calling activity, such as call durations by inmate, by port, by multiple phone group, by customer, or by facility. Calling activity may also include allotted limits and thresholds applied to phone numbers and inmates by attempt or to control an inmate's calling activity.

SCP provides the facility with the capacity to set a maximum time limit for any type of call and/or all calls related to an individual PIN and/or all PINs. In addition, multiple restrictions may be tagged to any PIN or telephone number associated with a PIN.

Examples of restrictions are:

- Maximum duration of a call for PIN
- Maximum number of calls from that PIN per day/week/month, etc.

To relieve facility staff from calling restriction maintenance responsibilities, all imposed calling restrictions are automatically managed by the calling platform.

If court restraining orders or called party financial conditions require a limit to the amount of time or monthly cost of inmate calling to a particular party, the system automatically complies with such restrictions by denying calls when maximum restrictions are met.

Securus' Calling Restrictions also provide additional PIN suspension features to further assist facility staff in maintaining control of inmate activity. A single inmate's PIN or any number of inmates' PINs may be suspended for a specified time from either the on-site administrative terminal or an authorized remote terminal. This suspension feature, frequently used for punitive reasons, allows the facility to deny telephone privileges to one or more inmates without affecting other inmates who share the same inmate telephones. The length of time for PIN denial is entered and automatically policed, enforced, and released by the system. The system will automatically reset the PIN to allow calls on the day requested, with no manual intervention required. This feature allows inmates, if necessary, to make privileged calls even while on suspension from other calls. Direct manual control of this suspension feature is also allowed from the on-site administrative terminals or authorized remote terminals.

Calling Restrictions – Sample Screen

Proprietary and Confidential

HOME
SYSTEM
MONITOR
TOOLS
ADMIN
FACILITY PORTAL

MANAGEMENT LEVEL
Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

General Global Lists Calling Restrictions

Calling Restriction Name: jaz_test
Status: ACTIVE

DEFINE RESTRICTIONS BELOW

RESTRICTION TYPE	DESCRIPTION	CALL TYPE	ACTION	ENABLE	EXCLUDE PRIVATE	PERIOD	DAYS	DAY OF WEEK	DAY OF MONTH	ACCEPTS	MIN	CONNECTS
Custody/Acct	jaz	14 Selected	LIMIT	<input checked="" type="checkbox"/>	<input type="checkbox"/>	DAY	1			10	20	10
Custody/Acct	jaz2	14 Selected	LIMIT	<input checked="" type="checkbox"/>	<input type="checkbox"/>	WEEKLY		Monday		1	1	1
Custody/Acct	jaz3	COLLECT	LIMIT	<input checked="" type="checkbox"/>	<input type="checkbox"/>	DAY	1			1	1	1
Custody/Acct	jaz4	CRIME TIP	LIMIT	<input checked="" type="checkbox"/>	<input type="checkbox"/>	DAY	1			1	11	1
		No selection		<input checked="" type="checkbox"/>	<input type="checkbox"/>	DAY	0			0	0	0

Save
Cancel

Global Call Blocking

During installation, a global call blocking table is established, which immediately prevents inmates from making calls to specific numbers. Typically, the database includes numbers to local judges, sheriffs, facility personnel, jury members, attorneys and witnesses. Because a global call blocking table may contain thousands of entries, Securus' SCP offers unlimited blocking potential.

All dial-around area codes and exchanges, such as 800, 900, and 976, are blocked by default. In addition, access to live operator services, such as 0, 411, and 911, are blocked by default.

To provide maximum convenience to facility personnel, authorized facility personnel can administer blocked numbers using our single-point access, the SCP user interface. All blocked numbers have an associated "Note" field stored in the blocked number database to record specific information for future reference.

6.3.7 Ability to monitor live calls

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' Secure Call Platform (SCP) allows authorized users to real-time live monitor calls in progress via the any device connected to the Internet. The SCP Live Monitoring feature provides users with the tools they need to efficiently monitor live calls.

The feature provides users with selectable scanning of all live calls in progress. By selecting active calls only, the user does not have to sort through all phones to find conversations allowing quick selection of calls in progress by one click of the mouse. One of the modules of the system is the CallPlayer Pro. This playback system gives you the power to play and annotate calls faster, with less duplication of effort.

SCP also allows authorized users the capability of forwarding a call to an investigator as well as quickly identifying calling patterns to a current phone number called or a current phone in use.

6.3.8 Ability to flag outgoing numbers as privileged

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

SCP can automatically eliminate monitoring and recording of special calls, such as to attorneys, clergy, or doctors, by designating numbers as "private."

Before installing SCP, Securus will import all known attorney numbers from your existing system and/or a list provided by the State Bar Association into the SCP system. The Web-based SCP user interface makes it easy for administrators to maintain this database and, as

always, Technical Support is available 24 hours a day, 7 days a week to assist with any service needs in maintaining this data. As new numbers are added, the data is updated for all facilities within the County network.

To further safeguard the system and not record protected calls, Securus offers our patented Two-party Active Consent application. Two-party active consent ensures that all recordings of inmate calls are communicated to both parties by requiring the inmate and the called party to give “permission” to record/monitor the call. If an attorney or an inmate hears this message, it alerts them that their call has not been marked as private.

**6.3.9 Ability to record all non-privileged calls with storage up to 36 months
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus will store call recordings for 36 months.

The SCP'S unique, fully integrated recording application works independently of other products so there is never a need for a third-party manufacturer's product to be integrated into the system. This allows the facility to deal with a sole-source provider if any issues arise.

The SCP uses large capacity hard drives, along with RAID (redundant array of independent disks), that virtually extend the call storage period to meet your specific needs. Recordings are stored on-line for immediate access for 12 months. The SCP can also burn the information to CD and/or DVD for additional back up, if necessary.

The SCP can record all calls simultaneously and also allow personnel to listen to a pre-recorded call, while active calls continue to be recorded—all without loss of information. The system records the entire conversation from call acceptance to termination of the call.

Call Recording Storage

Securus will store call recordings for immediate access online for the required length of time, accessed from anywhere/anytime. Call recordings are stored in Securus' centralized Disaster-Resistant Carrier-Class Data Centers, which are managed under the direct supervision and immediate hands-on maintenance by trained data center personnel. In addition, all equipment used to store recordings is monitored by the Securus' fully staffed Network Operations Center 24 hours a day, 7 days a week, and 365 days a year.

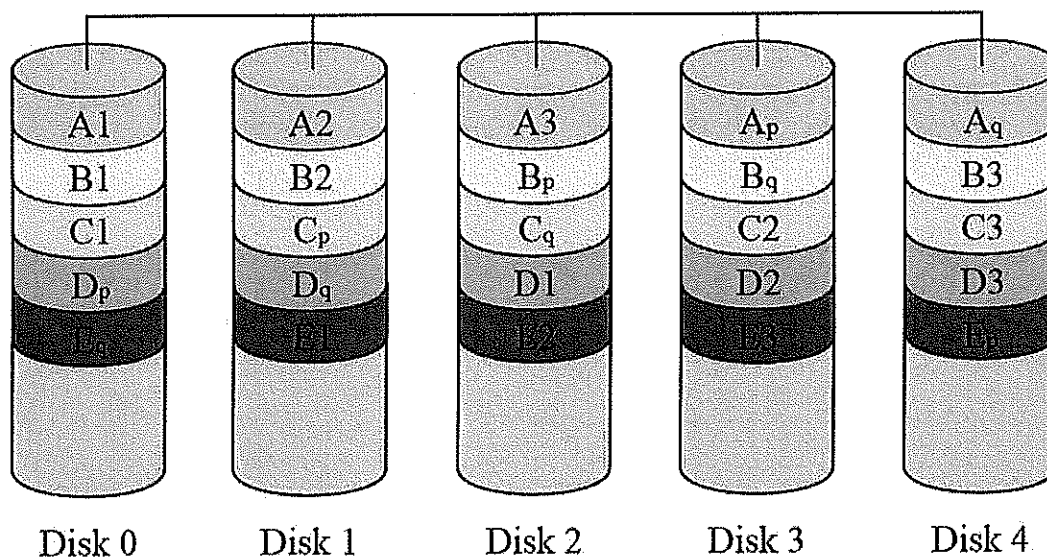
To provide Knox County with redundancy, SCP writes all recorded calls to two separate Storage Area Networks, using two separate connections to the different Storage Area Networks. SCP also writes the recorded calls to offsite copies, archived for disaster recovery purposes.

Securus' SCP provides a unique set of features that uses advanced technology to store offender call recordings. Traditional premises based calling platforms use local hard drives that may simply fail and are susceptible to local disasters such as floods, tornadoes, hurricanes and fires. This created a need for manual backup schemes that are no longer necessary with SCP. SCP uses 'SAN' (Storage Area Network) storage. A Storage Area Network (SAN) is a high-speed special purpose network or sub-network that interconnects different kinds of mass storage and shared storage devices (such as disk arrays, tape libraries, optical jukeboxes, etc.) with associated data servers.

The SAN architecture makes all storage devices available to all servers on LANs (Local Area Networks) or WANs (Wide Area Networks). The SAN solution not only delivers complete scalability for a facility's storage requirements, but also supports disk mirroring, backup and restore, archival and retrieval of archived data, data migration from one storage device to another and the sharing of data among different servers in a network.

As more storage devices are added to a SAN, they too become accessible from any server in the larger network. The SAN uses a series of standards to spread data across multiple drives for additional protection and redundancy. This technology enables the SAN to deliver not only superior performance, but also fault tolerance to disk failures thereby ensuring that data is no longer susceptible to loss due to individual or multiple drive failure. Accordingly, the SAN provide facilities with the ultimate protection against single drive, multiple drive, or server failures, and the broad interoperability required for critical data and application as well as increased security for each call recording.

Within the SAN, the SCP system utilizes (among other storage) a combination of several RAID technologies including RAID5, RAID6, and RAID10, which are arranged in such a way that even if one of the hard disk drives fails during the data recovery process, the systems continue to be operational, with no data loss.



In addition, Securus' SAN translates to over four (4) petabytes of storage space and is continuously monitored and managed through intelligent automated processes and storage policies. When these very large storage systems approach designated thresholds, Securus expands capacity to ensure all authorized call records and recordings are retained in secure, disaster-resistant locations.

Securus' data centers and SAN storage solutions provide facilities with technology that is:

- **Scalable** to meet any facility's contractually required storage demands
- **Resistant** to local disasters through multiple copies stored within the data centers as well as offsite copies
- **Highly available** through the unique architecture and design of the data storage model
- **Partitioned and compressed** to run queries faster
- **Secured, protected, and monitored** to enable total recall of data

Our advanced inmate calling system can record and store basic call data with the capability to provide management reports. The length of time the calls are stored is not limited to a minimum or maximum period. Since every site's requirements are different, Securus is happy to discuss the optimal timeframe for data storage with the Facility. All recordings are stored online as well as on remote copies. Typically, CDRs are stored for seven years.

In addition to the on-line access to call recordings on our fault tolerant SANs, the recordings are also stored off-site at an environmentally controlled media storage facility as a disaster recovery measure.

Recordings can be downloaded from the system in various formats and copied to a CD, DVD or any drive (such as a removable flash drive) available to the user in widely accepted formats for portability and may be e-mailed as well, which will also aid in the transition of recordings to the new contract upon termination.

6.3.10 Ability to burn recorded calls to CD/DVD with user logging of each occurrence SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

SCP provides authorized users with the capability to copy recorded conversation to any external media device connected to the user's PC such as CD, DVD, mp3 player, or thumb drive. This feature allows the mobility of recordings for transporting the information to investigative personnel, court cases, playback on another device, or simply to have a personal backup of the conversation.

The intelligent recording management folders allow investigators to view the size of the folder and how that compares to the available capacity of a CD or DVD. This utility also allows authorized users to move recordings between folders to easily manage their recording files.

Downloading Calls to External Media

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HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL									
MANAGEMENT LEVEL: Securus Demo Site									
Recording Management									
Folder Name: ConfLin									
4 Results									
	FILE	SITE	PORT LOG	CALLER	NAME	PN	START	END	LEN
<input type="checkbox"/>		Securus Demo Site	LP 11	(1) 9723902192	xxx 43	2908	09-10-2011 20:35:42	09-10-2011 20:35:39	27 (s) 1.28(m)
<input type="checkbox"/>		Byeang	LP 1	(1) 9722770536			11-03-2010 10:16:37	11-03-2010 10:16:43	6 (s) 0.1(m)
<input type="checkbox"/>		Securus Demo Site	LP 41	(1) 9722770567	Marty Muller	141414	11-02-2010 13:55:36	11-02-2010 13:55:28	52 (s) 0.87(m)
<input type="checkbox"/>		Byeang	LP 1	(1) 9722770536			11-02-2010 08:34:30	11-02-2010 08:34:42	12 (s) 0.2(m)

<input checked="" type="checkbox"/> Create Selected	<input checked="" type="checkbox"/> Move Selected	(1) Total Files	(1.34) MB Total	(147) Records Total	(2.45) Minutes Total
Selected Files:		(2) Total Files	(2) MB Total	(2) Records Total	(2) Minutes Total
The percentage shown below includes space reserved for the additional files necessary to support and play back the recordings.					
Delivery Method:	ISO <input checked="" type="checkbox"/>	CD 4.05 % of 700MB	DVD 2.71 % of 4700MB	Export Options:	Email With Link <input checked="" type="checkbox"/>
OGG File (Original Recording): <input checked="" type="checkbox"/>	WMA File (Same size as OGG): <input type="checkbox"/>	OGM Files (25% size of OGG): <input type="checkbox"/>	MP3 Files (50% size of OGG): <input type="checkbox"/>		
Create CD Image		Download CD Image		Cancel	

⏪ ⏩ ⏴ ⏵ ⏶ ⏷ ⏸ ⏹

Audit and Tracking Features

Securus' SCP's audit and tracking feature logs all users' specific activities for investigative purposes. This feature creates an activity log that can be accessed by specified site administrators only or by site personnel with authorized security credentials. The system tracks users' activities to ensure that you have complete control and audit of your system.

The following activities are tracked and logged to ensure that system usage integrity is maintained at all times:

- When users log in to the system
- How long users stay in the system
- Which recordings were monitored or played by a specific user
- What the user did with a recording

In addition, changes to custody accounts, personal allowed numbers (PANs), global list entries, security templates, etc., are also comprehensively tracked and logged for each event.

6.3.11 Ability to create alerts that can be set as interactive with monitoring, phone call and/or email notification.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The SCP provides an alert system, called Covert Alert. Covert Alert provides the capability to automatically call, and alert authorized designated County staff and offer live call monitoring.

The following figure illustrates the SCP user interface screen used to configure the alert notification.

Configuring an Alert Notification

Proprietary and Confidential

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Security Demo Site Pathway Test Leo Allen All Prison Groups All Phones

General Global Lists Call Schedules Call Forwards Phone Groups Virtual Groups

Return to Dial List

GENERAL DIAL LIST INFORMATION (* requires Request twice)

(Use * for wild card / partial search)

Dial Number: 1 0001000000 Reason: N/A

Blocked: NO

Private/Use for Attorney/Client Privilege: NO

Watch: NO

Record Calls: NO

Passive Acceptance: NO

Voicemail Spelling: NO

Voice Biometric: DEFAULT

Dialing Class of Service: Status: ACTIVE

Speed Dial Code:

3 Way Call Detection: DEFAULT

Max Call Dur.: 0 minutes

Description: per dial

Create Date: 05/24/2010

DIAL LIST NOTES (* requires Request twice)

COVERT ALERT INFORMATION

Alertee First Name and Last Name fields should match with the investigator's SCP User account First Name and Last Name.

Alert Phone *	Alert Email	Alert Location *	First Name *	Last Name *	Status *	PIN *	Node Call	Last Updated
...					ACTIVE			N/A

Covert Alert has the capability to bridge a call to an authorized remote number for those dialed numbers, phones, or inmates PIN, that are under surveillance by the investigative unit. The Covert Alert feature allows authorized personnel to monitor a call, from any designated remote location, while the call is in progress.

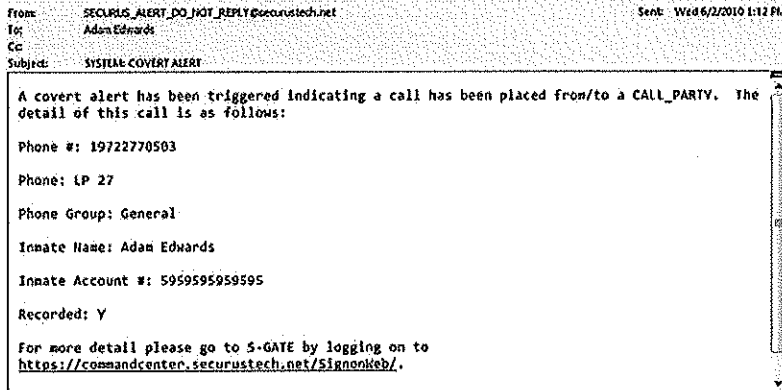
After a dialed number, phone, or inmate PIN, is assigned a "covert" status, the user simply enters a telephone number (such as cellular, home, or office), which is where he or she wants the call sent to for live monitoring. When a call is placed by an inmate, or to a phone number, or on a phone that has a covert alert trigger, it is then automatically sent to the pre-designated investigator phone number(s). A call can be sent to multiple numbers simultaneously allowing several investigators to listen into the call.

There are no distance barriers to the retrieval process so the remote telephone number can be located within the facility, or across the country. As an additional benefit, administrators may continue to monitor this call and other calls, through the on-site workstation, while utilizing the S-Gate Live Monitor, or remote live call-forwarding feature. This allows facility investigators to effectively monitor potential illicit activities regardless of the investigator's location.

If selected an e-mail is sent to the investigator that notifies the investigator of the date, time, inmate PIN, originating telephone, and dialed number immediately after the called party accepts the call. The following figure provides a sample e-mail alert.

Alert Notification E-Mail

Proprietary and Confidential



Investigators can also choose to receive a covert alert via text message. The text message includes the date, time, inmate PIN, originating telephone, dialed number, and indicates whether or not the call has been recorded. The following figure provides a sample text message alert.

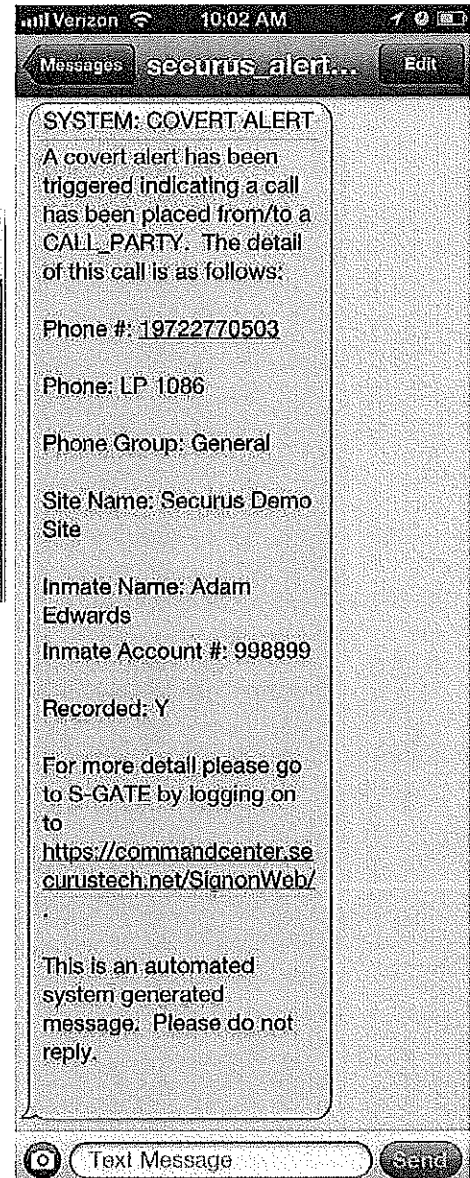
Additional Security Feature

As an added security feature, the investigator will be prompted for a personal identification number (PIN) when he or she receives a call from Covert Alert. The investigator's PIN must be entered and accepted before the call is connected to the investigator. This feature ensures that only the authorized person will receive Covert Alert calls. When the investigator receives a Covert Alert call, he or she will hear a message such as the following:

"This is a covert alert call from John Smith, an inmate at Knox County Detention center. To accept this covert alert call, please enter your investigator PIN now."

"Barge In"

While on the covert alert call, the investigator can terminate the call between the inmate and the called party by pressing a predetermined code. In addition to being able to disconnect the call, the investigator can also barge into the inmate conversation and speak to both the inmate and the called party by pressing a predefined "Barge In" code and confirming that they want to barge in.



The confirmation helps to eliminate an investigator from accidentally pressing the barge in code with their cheek.

This "Barge In" capability is available through both Covert Alert and on calls forwarded from SCP Live Monitor. When live monitoring a conversation, the call can be forwarded to an investigator cell phone, office phone, or other designation, allowing them to barge into the conversation using the predetermined barge in code and acceptance digit.

Covert Alert Call Detail Record Report

The Covert Alert Call Detail Record Report allows authorized users to search for calls in which a covert alert was triggered. The report provides comprehensive detail regarding the call. The following figure is an example of the SCP user interface call detail record search used to create a covert alert report.

Covert Alert Call Detail Report

Proprietary and Confidential

Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Covert Alert Call Detail Records Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Alertee Country Code: Alertee Dated Number: Alertee First Name: Alertee Last Name:

Country Code: Dated Number: Custody Account #: PIN:

First Name: Last Name:

Termination Category: -- ALL -- Call Status: -- ALL --

Date Criteria: Date/Time Range Start: 05/01/2010 00:00:00 End: 04/15/2011 23:59:59

Search EXCEL PDF CSV Reset

Covert Alert report results display critical information about each triggered alert such as who was alerted, what happened, call status, call start and end, duration, dialed number and more. By clicking the icon to the left of each record, users can display full call detail information for each call. SCP's Covert Alert feature and reports have assisted in many criminal investigations throughout the country.

17 Results

SITE	PORT LOC	ALERTEE DATED	ALERTEE NAME	TEXT CAT	START	END	DUR	OUTLIDR	ACCT FSN	NAME	CALL STATUS	PIN ACCEPT
Securus Demo Site	LP 10	2145664417	dee dee	No Investigator Acceptance	05-25-2010 16:33:31	05-25-2010 16:34:12	41	9722770191	dee2508 2308	dee qa	complete	
Securus Demo Site	LP 10	2145664417	dee dee	Parent Call Ended	05-25-2010 16:16:02	05-25-2010 16:16:17	15	9722770591	dee2508 2309	dee qa	complete	
Securus Demo Site	LP 8	2145664417	dee dee	No Investigator Acceptance	05-27-2010 13:15:33	05-27-2010 13:16:24	51	9722770596	dee2508 2308	dee qa	complete	
Securus Demo Site	Je test 4	2143345467	James Rogers	No Investigator Acceptance	05-28-2010 10:13:23	05-28-2010 10:14:12	49	9723659243	858589 8899	Helen Huynh	complete	
Securus Demo Site	Je test 4	2143345467	James Rogers	Covert Alert Error	05-28-2010 11:04:06	05-28-2010 11:06:39	132	9723659243	858589 8899	Helen Huynh	Incomplete	

6.3.12 Ability to restrict inmate phone usage due to disciplinary infractions through a feed from jail management system

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' Calling Restrictions provides a PIN suspension features to assist facility staff in maintaining control of inmate activity. A single inmate's PIN or any number of inmates' PINs may be suspended for a specified time from either the on-site administrative terminal or an authorized remote terminal. This suspension feature, frequently used for punitive

reasons, allows the facility to deny telephone privileges to one or more inmates without affecting other inmates who share the same inmate telephones. The length of time for PIN denial is entered and automatically policed, enforced, and released by the system. The system will automatically reset the PIN to allow calls on the day requested, with no manual intervention required. This feature allows inmates, if necessary, to make privileged calls even while on suspension from other calls. Direct manual control of this suspension feature is also allowed from the on-site administrative terminals or authorized remote terminals.

6.3.13 Ability to control individual phone stations remotely
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Secure Call Platform (SCP) is a highly featured, flexible, state-of-the-art system designed to provide our customers with the ultimate in inmate call control, fraud control and tracking, security, reporting, and investigative capabilities.

SCP's user interface is Knox County's window to all of these features. Because it is entirely Web-based, authorized users access the system at any time, from any location. We call this anytime/anywhere access. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from any secure Web browser with Internet access.

This system is one of the only single-point-access user interfaces in the industry, built to allow our customers complete control over their systems in a simple, reliable, secure environment. Authorized users can easily apply settings and configurations to turn on a phone to a pod, restrict a phone, change a blocked number, and turn on or off a feature or application—all in real time. All features are completely integrated and can easily be accessed with the click of a mouse.

To access the SCP interface, users open Internet Explorer (version 6 or higher) and enter the URL: <https://commandcenter.securustech.net>. They then enter a valid user name and password.

Each user is assigned access rights by the administrator, which allows the County to control security based on the facility's clearance objectives. Administrators can limit individual access to each application, but they can also limit access to each function within each application. To help manage access, a user log is provided that illustrates the username, time of access, and modules accessed.

6.3.14 Ability to broadcast information through phone system
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

AIS provides the facility with the ability to broadcast messages to inmates.

6.3.15 Ability to create user groups to allow controlled access levels to system
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' SCP provides an advanced multi-level password scheme specifically designed to provide facility administrators with the ability to assign their own unique levels of access to individuals who will use different features of the SCP. Additionally there are view and change options for each module depending on the need of the user.

Manage, Create, Edit, Predefine User Levels in SCP

Proprietary and Confidential

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
 Facility
 Securus Demo Site

Security Templates
 ADD NEW

Administrators can manage, review, edit, and delete all security "templates", predefine templates, and add new templates as required - all from one location in SCP.

NAME	DESCRIPTION	PREDEFINED
3-1 Stop - blocking only	High judges can block number but no changes otherwise	
5.0 Huang test	Huang test	
5.0.1 Add Template	Huang Test	
5.1Huang Test	Huang test	
ADC-test1	This is for the demonstration	
ALL BUT NO 3 way	ALL permissions but no 3 way	
ALL BUT NO TALK	All but free	
Admin All	Everything	
Admin - Crime Tip Modify	Crime Tip Modify Access Admin	✓
Admin - Crime Tip Read	Crime Tip Read Access Admin	✓
Admin - Informant Line Modify	Informant Line Modify Access Admin	✓
Admin - Informant Line Read	Informant Line Read Access Admin	✓
Admin - No Monitor	Administrator w/o Live Monitoring Rights	✓

The administrator may modify the initial access levels and/or create additional levels based on facility clearance objectives and designated entry to each tool in accordance with this requirement. A user log is provided illustrating the user name, time of access, and modules accessed.

Create New Security Templates

The following figure is proprietary and confidential.

Secure Call Platform

Facility Routing Number: 99001

MANAGEMENT LEVEL
Securus Demo Site

Create New Template

FILL IN TEMPLATE INFORMATION (* indicates Required Fields)

Name: Sheriff Access *

Description: *

Admin Monitor Reports System

CONTROLLED AREA	CAN VIEW	CAN CHANGE
Admin - Security Templates	<input type="checkbox"/>	<input type="checkbox"/>
Admin - User Management	<input type="checkbox"/>	<input type="checkbox"/>

Create Cancel

Terms and Conditions
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Additional Password Policy Options

SCP provides users with flexible Password Policy options, enabling administrators to customize login security to meet their needs. Passwords can be configured by options such as location, length, days to expire, and even the number of password cycles that must occur before the password can be used again. Additional configuration options include reminders for password expiration and minutes of allowable inactivity before session timeout.

To ensure customized password policies are very efficient to manage, SCP's login screen also has a "Forgot Your Password" feature. This enables users to reset expired passwords.

Password Configuration Options in SCP

Proprietary and Confidential



Help | Log Out

Secure Call Platform

HOME SEARCH ADMIN MENU

Customer Detail

CUSTOMER INFORMATION

Id: 0-99901 Name: Securus Site Code: SECUR State: TX

Description: Securus Demo Site Status: ACTIVE Sites: Kellyway Test Lab Allen, Maybony Police Department, Mayberry Police Department, Production Support

Timeout (minutes): 420 Enforce Strong Password: YES Enforce IP: 110

Password Policy: Min Length: 8 Max Length: 14 Password History: 12 Days to Expire: 30

Expiration Reminders: 5

Applications Available: SECURE CALL DEBIT, EDADV

Accessed Applications: ADMTOOL, SCH, EDBAS, EICONFIG

Cancel Update

Passwords can be customized in length, duration, recurrence and more.

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Online support for users who have forgotten their password is provided through the "Forgot Your Password" feature available from the login screen. System security requires users to provide the correct answers to preset questions before their password can be reset. Once a new password is created, a confirmation email is sent to the email address linked to the user ID.

6.3.16 Ability to run reports that give as needed SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Per Addendum 1, issued by the Knox County on June 12, the bullets in 6.3.17 belong to this section. Sample SCP reports provided in Exhibit A.

Securus' SCP (Secure Call Platform) has a dedicated reports writer that provides investigative information based on the call detail records. This sophisticated reporting tool provides a reporting interface into all calling activities. Reports can be generated online and exported in:

- Excel
- CSV (Comma Separated Values)
- Adobe PDF format

Users can search and analyze call details on all calls placed from each inmate telephone through SCP. These details include date, time and duration, telephone number or origination and destination—if used—inmate ID, reason for termination, and much more. SCP retains call details on all call attempts. Users can customize the standard reports by varying search criteria, such as date range, facility, or call length.

SCP provides standard reports with parameter fields that allow the user to define the information content of each report based on the following criteria options:

- Per phone, per location, and per inmate
- Destination number (partial and/or full number entry)
- Date and time range
- Call frequency
- Call type (i.e., completed, incomplete, blocked, etc.)
- Number restriction and/or status assignment
- Personal allowed number cross-referencing
- Graphical display of call fluctuation
- Broad search with no data entry
- Suspected fraudulent call activity
- Inmate name
- Inmate PIN, if used, and/or account number
- Prepaid calling card number
- Destination zone (i.e., local, interLATA, interstate, intraLATA, international)

The Investigative Reports section compiles the data and opens the information in a report format, on the workstation monitor. Investigative Reports provides multiple functions for call playback, copying calls to remote media. Authorized personnel can use this unique application to generate a report with little or no concrete information available.

The FCN feature allows investigators to generate a report by entering a frequency threshold that instructs the system to search for only those numbers that have been called a certain number of times throughout the facility. For example, by entering '50' in the parameter field, the system shows only those numbers that have been called 50 or more times within a designated timeframe. After the report appears on-screen, clicking the mouse produces a second report that represents all areas of the facility from which a specific number has been called. Investigators can use this report to analyze data and determine specific call patterns, detail suspicious activity, and selectively assign a watched number status to potential fraudulent numbers.

A full set of reports that administrative users need daily, as well as a full set of investigative reports, makes Securus' Standard Reports generator anything but standard.

6.3.17 Ability for inmate to submit a confidential Prison Rape Elimination Act (PREA) complaint that will be forwarded to an email address or phone texting system.

- High Volume Users
- Inmate Call Details
- Completed Attorney Calls
- Call summary by destination type
- CD Recorded by phone number
- High volume stations
- Alerts
- Commission and revenue by station and user
- Investigative reports showing shared destination
- Credit card payments from suspect accounts
- Three way calls
- Frequently called numbers
- Suspected call bridging
- Calling options
- Traditional collect calls
- Direct billed calling
- Prepaid collect
- Real time debt
- PREA and TIP Line reports

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' Crime Tip feature is an inmate crime reporting tool that provides inmates with a secure way to provide crime tips and/or leave contact information for follow-up, if they desire. The SCP system anonymously records all messages left on the Crime Tip Hotline, allowing inmates to provide crucial information without being exposed as an informant. Inmates can choose to report:

- Information pertaining to possible criminal activity, including narcotics and fraudulent activities
- A crime that has already taken place
- A threat to their safety
- Anything that they feel necessary to the investigative staff

The inmate's identity remains anonymous, or he/she may leave a name for the facility to reward the inmate for information leading to the successful prevention of a crime, or the apprehension of any individual caught in the act of committing a reported crime.

The Securus Crime Tip feature includes:

- A pre-arranged telephone number (designated by the facility), provided to all inmates
- An option to listen to all or selected recorded messages

- An option to burn specific information onto CDs for use as evidence
- A way to generate reports of all recorded messages with the date and time of the message
- A way to leave an anonymous reply message to the inmate

**6.3.18 Data protected by true disaster recovery ability and back up technology
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

If a disaster causes a loss of service to the Inmate Telephone System (ITS), in order to provide consistent and high quality service to customers, Securus is prepared to carry out emergency response and recovery operations.

Securus' SCP provides facilities with one of the most advanced systems in the industry and is built to meet any facility's disaster recovery needs. The SCP offers:

- Scalability to meet contractually required storage demands
- Resistance to local disasters
- Reduced downtimes with maximum availability
- PXd data to run queries faster

Securus has a field support department with more than 150 field service associates supported by a centralized field dispatch team in support of our national customer base. The Field Service Technicians (FST) are strategically positioned to support ongoing maintenance as well as any disaster recovery situations that our customers may encounter. The FSTs are trained and provided with disaster recovery processes, plans and checklists. The FTSs are supported by senior technical support resources and engineering in order to expedite repairs and minimize customer downtime.

Below is additional detail regarding processes that are in place to ensure effective responses for emergency and recovery operations. In addition, we are also including information on our preventative and security processes.

Securus System Control & Service Center

In order to provide protections that effectively lower the risk of loss of data, all data is stored in a centralized database and backed up offsite. Our web-based system allows authorized users to access the data from any location with an Internet connection. Securus maintains the system at the highest level of operability.

Securus' SCP provides a unique set of features that use advanced technology to store offender call recordings. Traditional premises-based calling platforms use local hard drives that may fail and are susceptible to local disasters, such as floods, tornadoes, hurricanes, and fires. The SCP uses 'SAN' (Storage Area Network) storage. SAN is a high-speed sub-network of shared storage devices. SAN's architecture avails all storage devices to all

servers on LANs (Local Area Networks) or WANs (Wide Area Networks). Data on the SAN is stored in RAID (Redundant Arrays of Independent Disk) formats, spreading the data across multiple drives and providing additional protection. Data is no longer susceptible to loss due to an individual drive failure. Accordingly, SANs provide facilities with the ultimate protection against single drive or server failures, as well as increased security for each call recording.

The SCP is co-located in a Telx or AT&T Disaster Resistant Carrier Class Data Center that is managed under the direct supervision and immediate hands-on maintenance of data center personnel.

The call detail and call recordings are initially stored for on-line retrieval on multiple RAIDs in two separate SANs. The system writes all recordings to each SAN, promoting disaster recovery in case of single disk or entire RAID failure.

Archiving to off-line is automated and managed by robotic tape drives. The facility does not have to intervene or archive tape libraries. This automation removes the risk of human error. In addition to the primary 24x7 Network Operations Center (NOC), Securus also maintains a fully redundant backup NOC at a separate physical location, should services be disrupted to the primary NOC.

Facility Emergency Response Checklists

Securus has developed procedures (checklists) to protect equipment and personnel in the event of an emergency situation. Securus will combine efforts between headquarters and field staff to expedite recovery wherever possible. Securus will carefully coordinate each checklist with appropriate facility guidelines.

Spare Parts and Inventory Requirements

Securus maintains an inventory of spare parts at our headquarters in Dallas, Texas, and has distribution agreements with multiple vendors to provide expedited national delivery service. The corporate headquarters in Dallas, Texas, maintains a standardized emergency recovery package of frequently used spare parts and equipment that will be available for shipment to support failure backup efforts at our customer sites. Similar field spare parts kits are maintained by each of our technical field representatives located throughout the country.

Response

Response operations will not begin until personnel safety can be assured. Emergency recovery operations are prioritized by critical facilities and equipment locations. The first priority is to recover maximum-security institutions and institutions with high inmate phone usage. The preference of the customer is considered at all times. Field and headquarters management will ensure that responders are using all appropriate checklists

and that the preparation for recovery operations is initiated within appropriate response guidelines.

Emergency Condition Declaration

Securus classifies disasters on a 1-3 level. Level 3 represents a moderate impact disaster and affects a small localized area. Level 2 represents a disaster that is high-impact and affects a more wide-spread area, which may include multiple facilities. A Level 1 disaster represents catastrophic events that are extremely wide-spread or affect a specific region with many facilities and customers.

The regional field manager or his/her representative, or someone from the customer site, will contact the Securus headquarters to request a formal declaration of an emergency condition. Headquarters operations management will establish a conference bridge with the appropriate participants as soon as possible. If the information gathered from the call substantiates an emergency status, the emergency response level is determined. The following table defines the emergency condition levels:

Table: Emergency Response Condition Levels	
Condition Level	Response
Level 1	Full headquarters response and possible deployment of a Headquarters Response Team to the region to coordinate and assist local recovery efforts.
Level 2	Headquarters support will provide assistance to the local Recovery Team as required to obtain internal County support as necessary.
Level 3	The local Recovery Team will coordinate all recovery operations. Headquarters assistance beyond normal technical assistance should not be required.

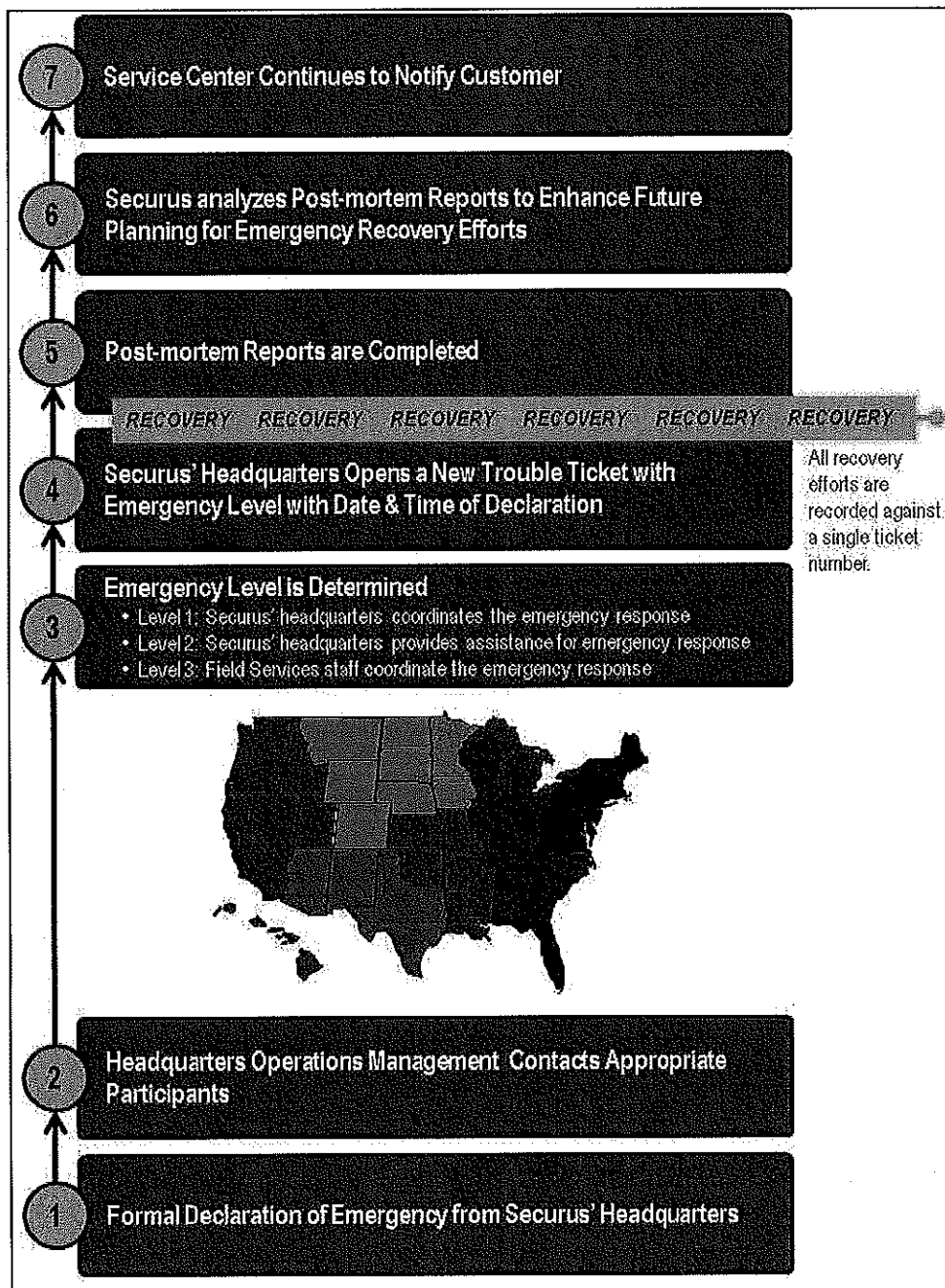
Note: A Level 3 declaration notifies headquarters of the seriousness of an ongoing recovery effort, and provides the necessary background information if the local response team lead requests an upgrade to a higher condition level.

Our corporate headquarters will open a new trouble ticket in our ticket tracking system, indicating the declared condition level and the date and time of the declaration. All open tickets pertaining to the ongoing emergency recovery effort will be linked to the new trouble ticket and closed to ensure that all recovery efforts are recorded against a single ticket number.

Post-mortem reports are completed for all declared emergency condition levels. Securus analyzes all post-mortem reports to advance our emergency recovery planning efforts.

Following the declaration of an emergency condition, the National Service Center will continue to notify the customer using established notification and escalation procedures.

Timeline Events of Disaster Recovery Operations



Securus Platform System Failure Back-Up Escalation Plan

Emergency Contact Information

Securus will develop and maintain toll-free, 24-hour-a-day, 7-day-a-week emergency access phone number lists that will be readily available for use during an emergency situation. Contact information will be updated at regular intervals to ensure accuracy. The National Service Center will also maintain these emergency contact phone number lists and coordinate on a regular basis with field staff to ensure that all lists are accurate. In addition, Securus will develop relationships with local vendors who can support emergency recovery operations with the required services, supplies, and equipment.

Technical Support

Securus understands that throughout the duration of a critical event, our customers rely on our support to guide them with minimal loss of equipment and data. Qualified resources will be available to assist the County. These resources include more than 150 full-time field technicians who can deploy nationwide, and a full list of contacts—up to and including Securus executives.

We also realize that during a disaster, it may be even more important that inmates and detainees can stay in contact with their friends and family. To support these end users, Securus maintains two call centers in Dallas and Mexico that can continue call processing, even if there is a failure at one location.

Coordination

Coordination of all declared emergencies will depend on the emergency level. Field staff will coordinate the emergency response to all level 3 conditions. Headquarters will provide assistance at the request of field management for Level 2 emergency conditions, and will coordinate all Level 1 emergency efforts.

The field management team will develop mutual agreements with other Securus regions in the country or with vendors to supply resources, equipment, or manpower. Additional equipment and personnel may not arrive for several days, depending on available transportation, condition of the roadways and airports, and other factors, therefore, field management will not delay the decision to ask for assistance from other sources.

Mobilization

Mobilization of a Headquarters Response Team, if necessary, will depend on need, as determined by the headquarters and field management.

The Headquarters Response Team will be dispatched from Dallas as soon as possible to assist field recovery efforts. However, field staff will begin recovery operations without delay.

Emergency Response Teams

Securus will form the following teams to respond to declared emergency conditions. These teams will include subject matter experts and necessary support staff.

Table: Emergency Response Teams	
Team	Manning and Responsibility
Field Local Recovery Team	Plans and directs local recovery operations. Staffed by field staff personnel only.
Headquarters Support Team	Provides technical support and assistance to local recovery teams. Staffed cross-functionally, as required.
Headquarters Response Team	Deployed to Securus local markets to assist local recovery operations. The Headquarters Response Team is staffed by subject-matter experts and led by headquarters operations management.

Recovery

Recovery operations may last several hours, several days, several weeks, or longer. Field staff will continue recovery operations until critical inmate calling functions have been recovered and Securus can restore phone service operations to normal call and data transmission capability. Senior Securus management will, at that time, recall the Headquarters Response Team and field staff will return to normal operation. Recovery operations may still continue but emergency operations are no longer necessary and are not cost effective to maintain.

Throughout emergency recovery operations, the headquarters and field staff record all recovery actions. Following the resolution of emergency response operations, all recovery teams and appropriate management submit pertinent information and comments to be included in the Post Mortem report.

6.3.19 Commissary ordering

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.


Securus' Commissary Order by Phone product provides inmates with the ability to order commissary items using the same inmate telephones used to place calls to friends and family members.

6.3.20 Vendor will supply laminated calling instructions in English and Spanish to be placed by each phone installed and will resupply anytime a feature changes.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will supply laminated calling instructions in English and Spanish to be placed by each phone installed and will resupply anytime a feature changes. The following graphic illustrates Securus' calling instructions.

Sample Dialing Instructions in English and Spanish

 SECURUS TECHNOLOGIES <small>correcting what matters</small>	
This Call is Being Recorded	Esta Llamada va Hacer Gravada
DIALING INSTRUCTIONS	INSTRUCCIONES PARA LLAMADA
Press '1' for English	Marque '2' para español
For a collect call, press '1'	Para llamada a cobrarse, marque '1'
For a debit call, press '2'	Para llamada de débito, marque '2'
TIPS: Hotline, press '8'	Para línea de aviso secreto, marque '8'
Enter your PIN number	Marque su número de identificación personal
Enter your area code and phone number	Marque su número de teléfono, incluya su código local o lada
You may hear silence during the acceptance of your call. Please continue to hold.	Vas a oír silencio mientras aceptan su llamada. Continúe esperando por favor.

**6.3.21 Vendor will supply user and technical training on system
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

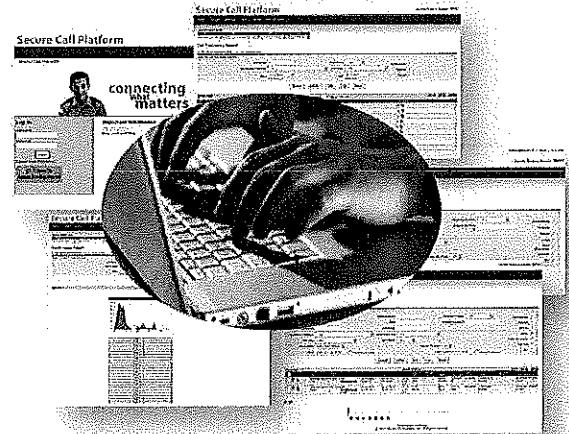
Securus provides product training covering all SCP features in the agreement with the County. Experienced Securus employees conduct all training through online instructor-led classes and on-site, one-on-one and classroom training sessions at no cost to you. We deliver standard training using both hands-on experience with your data and using instructor demonstrations to ensure each trainee understands all SCP concepts.

Securus training programs enable facility staff to use all features the first day of installation. Since products are Web-based, after a two- to three-hour training session most officers find it easy to maneuver through the features immediately.

In addition to standard training, Securus will work with you to customize your online training experience to meet the unique needs of your staff and facility. We offer separate classes focused on different agency functions such as, creative investigations, well-organized live call monitoring, and efficient system administration. Training for product upgrades, new facility staff, or a general refresher course is offered through online instructor-led courses available twice a month throughout the year—*Securus ongoing training ensures your staff always “stays on top” current and newly released SCP features.*

SCP Training Course Modules

Securus is committed to providing your staff with training that will maximize the potential of the features implemented at your facility. Training courses are in a user-friendly, task-oriented format to teach your officers what they need to know to do their job. We present courses in separate modules based on the types of duties officers tend to perform using the SCP inmate telephone system while expressing the unique features of applications.



The following table presents the standard SCP training course modules and associated learning objectives.

SCP Course Modules

Course Module	Objective
Getting Started	<ul style="list-style-type: none"> • Logging in • Navigating through the features • Managing your password • Contacting Technical Support for service calls
User Administration Activities	<ul style="list-style-type: none"> • Creating and changing user accounts • Defining a user's role and granting access permission • Resetting a user's password • Deactivating and/or deleting users • Running user management reports
Inmate Administration Activities	<ul style="list-style-type: none"> • Adding and changing inmate phone accounts • Deactivating Inmate phone accounts • Setting up the phones to meet your requirements • Using administrative reports
Monitoring Activities	<ul style="list-style-type: none"> • Reviewing Call Detail Records (CDRs) • Monitoring live calls • Listening to recorded calls • Using monitoring reports • Saving calls and burning to CD
Investigation Activities	<ul style="list-style-type: none"> • Using CDRs for investigations • Recognizing trends in inmate activity • Using other investigative tools to collect information for evidence • "Digging" into the details
Super User Activities	<ul style="list-style-type: none"> • Learning time-saving tips and tricks • Discussing actual facility situations and turning evidence into intelligence • Troubleshooting for operational and maintenance staff to minimize unnecessary service calls

SCP Online Help

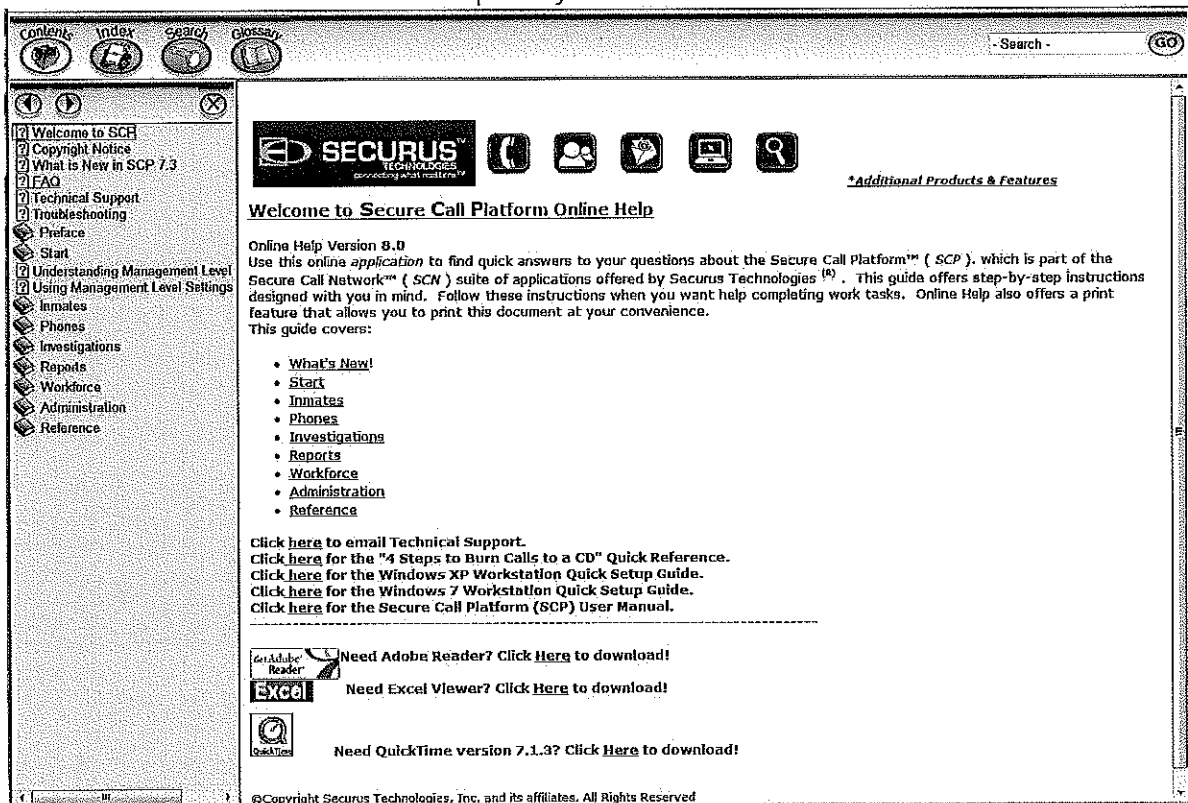
Securus also provides an online self-help system that is available at all times from a convenient Help menu accessible through SCP. Trainees can use this online application to find quick answers to their questions about SCP. Keyword searching offers immediate access to the information you are seeking, or you can follow the table of contents for a full learning experience. Step-by-step instructions are designed to help the user to easily complete work tasks.

Officers can print one topic or the entire help system if a full User Manual is preferred. This method of "print what you need when you need it" ensures all printed material is updated with the current release of SCP.

The following figure illustrates the SCP Online help screen

Secure Call Platform Online Help

Proprietary and Confidential



The following table presents the SCP self-help online system features and associated functions:

SCP Online Help Features

Course Module	Objective
Welcome Page	Provides high-level descriptions for selected features describing their purpose and functions.
What is New in SCP	Describes new features in the current release and includes links to receive additional details or task-based instructions.
Getting Started	Offers task-based procedures to assist officers in efficiently using SCP to get their job done. Each topic includes a link that enables an e-mail to be sent for Technical Support or to Training for online help feedback.
Related Topics	Links to SCP feature elements such as, phones, inmates, investigations, reports, workforce, and administration.
Pop-up Definitions	Defines glossary terms and word index at the click of a mouse without leaving a topic. This assists the trainee to quickly absorb new concepts and technology.
Tips and Tricks	Provides short cuts, helpful hints, and advanced topics for highly-skilled officers looking to improve their performance.
Frequently Asked Questions (FAQ)	Offers common questions and their answers.
Troubleshooting	Presents self-help instructions for common functions such as the following:
Reference	An inmate was released, but I can't release his PIN.
Advanced Management Functions	"You must deactivate the Custody Account before you can release the PIN. If you still cannot release the PIN, contact Technical Support."

6.3.22 Vendor will supply training for facility IT personnel to become familiar with maintenance on equipment and will provide them with ability to become certified in any training that vendor technicians are required to have.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will provide training for facility IT personnel to become familiar with maintenance on equipment.

6.3.23 Phone Equipment Requirements;

- **The system shall be a turnkey system and service**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Our offer includes the installation of all new equipment to the latest generation of the Securus Secure Call Platform (SCP) inmate telephone system. This upgrade will be a "turn-key" solution that Securus will own and maintain throughout the life of the contract. All additional wiring, cabling, conduit, cross-connects, jacks, plates, and related hardware, necessary for the system to operate will be provided at no cost to the County. Securus assigns fully qualified, factory-trained field technicians to inspect shipped equipment, and install and maintain SCP for the duration of the contract period.

The SCP is unique in the industry and uses revolutionary technology in the area of storing offender call recordings. Traditional premises based calling platforms use local hard drives that often fail and requires separate media (such as tape drives) for archiving recordings. Our offered SCP platform uses 'SAN' storage. Storage Area Network (SAN) is a high-speed sub-network of shared storage devices, (such as disk arrays, tape libraries and / or optical jukeboxes). A SAN's architecture works in a way that makes all storage devices available to all servers on a LAN or WAN. As more storage devices are added to a SAN, they too will be accessible from any server in the larger network. Data on the SAN is stored in RAID formats; spreading the data across multiple drives so that data is not susceptible to loss should any individual drive fail. This provides the ultimate protection against single drive or server failure and provides security of the call recording. Securus' SAN translates to more than 500 terabytes of storage space and is continuously monitored and managed through intelligent automated processes and storage policies. When these very large storage arrays approach capacity, we expand capacity to ensure all call records and recordings authorized for storage through the agreed upon terms of the contract are retained in secure locations.

Additional Options available as described in Part XII Pricing Schedule are:

Securus' THREADS

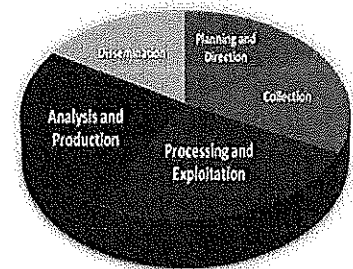
As an option, Securus will provide Knox County with our new, powerful investigative software called THREADS, exclusive to Securus and not available from any other provider.

"Major intelligence failures are usually caused by failures of analysis, not failures of collection."

- Richard Heuer Jr., CIA Analyst and Author of Psychology of Intelligence Analysis

Securus understands the lifecycle of intelligence and investigating communications data and the challenges investigators, detectives, and corrections facility staff face in both time and resources, such as the following:

- Pulling reports
- Exporting information
- Sending information to someone else
- Contacting other facilities for information
- Combining all the information together
- Receiving information in many different formats
- The daunting task of identifying suspicious behavior in the information provided to uncover focused leads



Even when key information is gathered, investigators have to determine where all of the data will go as well as the time consuming method of analysis.

- What if you had a 24x7 analyst that you didn't have to provide a salary to or benefits?
- How much time and money would be saved?
- What if you had a sense of liability protection knowing access to the data is controlled, logged, tracked, and available to only authorized users?

The Securus THREADS product provides the means to answer these questions. The unique algorithms used within THREADS were designed by real investigators with many years of experience analyzing communications data and training other investigative units on how to analyze data.

THREADS Designers

Robert Lottero and Bryan Shouldice were directly involved in designing how THREADS analyzes data. Mr. Lottero is a top expert in telephonic investigative analysis. He leads a group that currently supports the U.S. Department of State, Diplomatic Security Service (DSS) as a communications intelligence analyst.

Mr. Lottero has been involved in criminal investigations, counter-terrorism investigations, and counter-intelligence operations for almost 30 years, both as a contract analyst and as a sworn law enforcement officer. He has provided investigative support to the Federal Bureau of Investigation (FBI), Drug Enforcement Administration (DEA), Immigration and Naturalization Service (INS), U.S. Customs, and New York Police Department (NYPD). Mr. Lottero writes a monthly article for the FBI detailing the latest communication and intelligence techniques that he has developed in his investigative work.

Bryan Shouldice is a 30-year veteran of law enforcement with proven expertise in major case management, intelligence analysis, and international experience in software development and implementation. As a member of the Royal Canadian Mounted Police, Mr. Shouldice conducted major case investigations into all types of criminal activities.

He served as the Executive Case Manager and Intelligence Section Head within the Coordinated Law Enforcement Unit of British Columbia. Mr. Shouldice currently works as an investigative consultant on high-profile cases in the Vancouver Police department.

Managing Investigative Data

Securus understands that during the course of an investigation, the law enforcement community is inundated with data. Data is coming from different sources in different formats with numerous potential leads that can be followed. Each lead potentially creates many more leads to be followed.

We understand investigators are quickly overwhelmed with the amount of information they must analyze as well as the time and resources required to manage, retrieve, and analyze the data to identify those leads that are most likely to uncover important information.

Sources of Information

Corrections Data

- Inmate call records
- Inmate personal information (such as name, account number, PIN, DOB, and SSN)
- Who the inmate is allowed to call versus who they actually called
- Called party billing name and address information
- Corrections facility information in proximity to calling behaviors

External Data

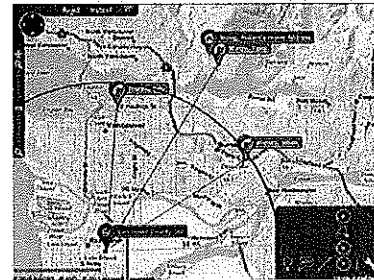
- Confiscated cell phones (such as calls, text messages, emails, videos, and contacts)
- Public phone records
- Events and places of interest
- Mail
- Lexus Nexus
- SS7 information

All corrections data (such as call records, phone numbers, billing name and address) is automatically and fully integrated with THREADS the moment THREADS is enabled. All other sources of data are imported into THREADS and analyzed together to automatically build an investigation.

For example, THREADS will uncover calling patterns that lead to a high probability an inmate has a cell phone. That cell phone is confiscated and the information pulled from it using a Cellebrite UFED device or something similar. This information is then uploaded into THREADS and that valuable data is analyzed with the corrections communication data to uncover an inmate's plot to escape or run an organized crime syndicate from inside the facility.

After determining a suspect on the outside of the facility is involved and mapping out the address, the investigator acquires the public phone records and imports that information into THREADS which is again, analyzed with all the other gathered information. This all takes place in one location, with one tool, and is completely integrated with Securus SCP data.

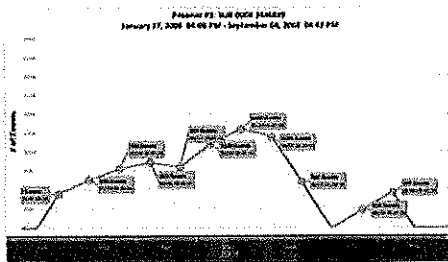
Securus has the most widely used platform in the industry, with approximately 2,200 facilities installed, over 1 million inmates served, literally petabytes of intelligence data, and over 1 million calls processed per day. This valuable data is integrated directly into THREADS and could be available at Knox County's fingertips.



Powerful, Accurate, Easy to Use

THREADS is a powerful, accurate, easy to use, intuitive tools that will automatically analyze investigative data such as inmate communication records, public phone records, and data from confiscated cell phones to automatically generate focused leads for investigators. Leads can include suspicious calling patterns, inner circles, communication events to numbers on a bounce list, associations between multiple inmates, their correlation to called parties, and much more.

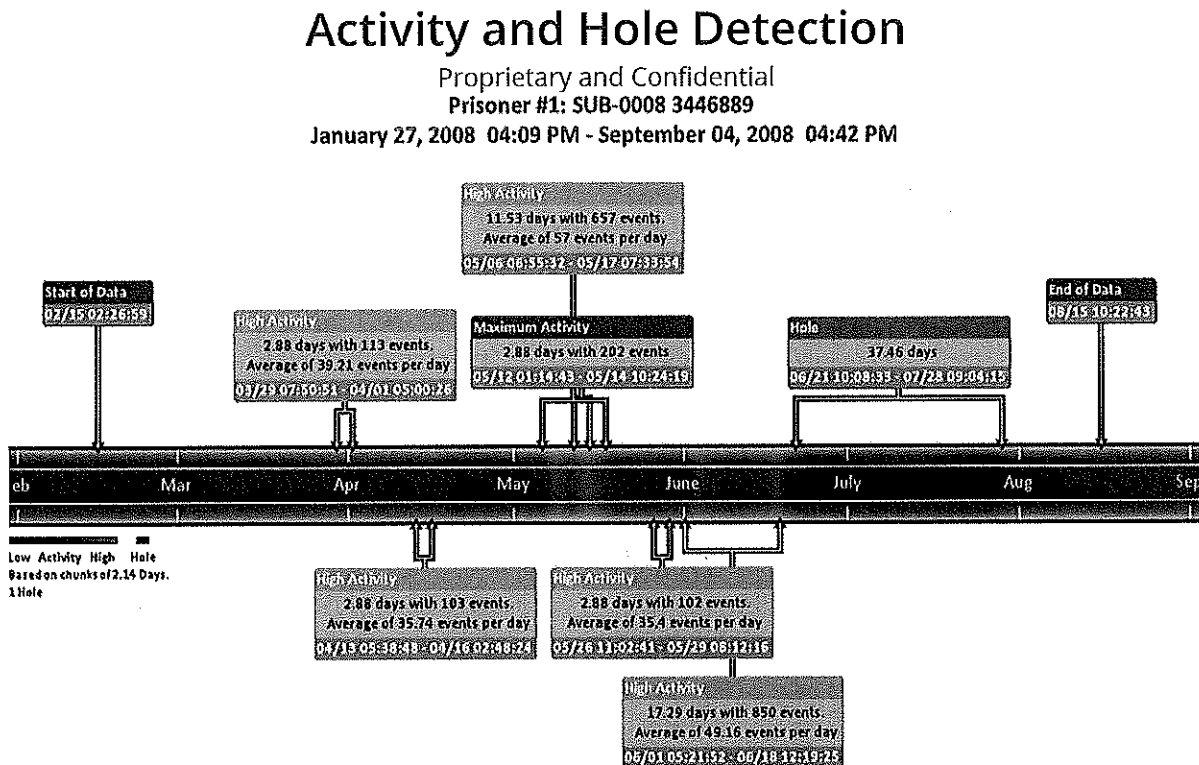
Additionally, this powerful software provides dayroom-based analysis that discovers leads irrespective of the PIN number being used by the inmate and common contact reporting showing inmates who are facilitating communications between different areas of the institution. <<client>> investigative staff can easily uncover patterns of fraternization between inmates and correctional officers, discover common contacts between inmates and called parties, and customize the information and reporting to filter out irrelevant calls such as girlfriends or legal counsel from analysis.



THREADS will detect criminal organizations being run from within jail, detect three-way calling patterns when multiple inmates are talking to one called party at the same time, find associations of multiple called parties based on who is calling them, and identify inmates who possibly have a cell phone based on calling patterns. For instance, if an inmate makes six calls per day, every day, but then all the sudden doesn't make any for a week, it is possible they have another form of communication such as a cell phone.

Graphic Representation

All information is presented graphically as well as textually such as the example presented in the following figure.



Timeline charts and graphical analysis make it easy to reveal periods of high-intensity calling and other calling patterns on a graphical and interactive timeline. This technology identifies the inmate even if the calls are masked by another inmate's PIN and eliminates the human intervention by receiving actionable intelligence at the push of a button. Additionally, THREADS allows you to set up automated notifications, which will e-mail an investigator when information is found.

THREADS analyzes data for investigators and provides interactive visualization tools to produce easy-to-understand analytical reports, charts, interactive graphs, maps, and builds a case and presentation view that can be used as evidence in a criminal trial.

Investigative Benefits for Knox County

- Cell Forensics Analysis
- Identify Accomplices
- Inmates contact people on the outside indirectly, Identify who they are “really” contacting
- Identify linkages
- Identify an inmate's inner circle
- Identify associated gang members
- Identify inmates communication within jail
- Find unique patterns in communication data
- Combine all the data into a single system to analyze
- Harvest all of this information with enhanced reporting tools

Securus' THREADS is an exclusive investigative technology that no other provider can offer to the correctional industry. THREADS will be available as an optional product and empowers Knox County with the latest in investigative technology and one of the most powerful tools in the intelligence community.

Location Based Services

With Securus' proprietary Location Based Services (LBS), Knox County can determine the true location of a cellular phone. LBS provides the following benefits to your facility:

- Provide the called party's true location at the time of an inmate's call via a link in the call detail record (CDR)
- Establishes a "Geo-Fence" perimeter around a location to notify investigators when an inmate calls a cell phone that is within the geo-fence
- Identifies the real-time location, on-demand, of a suspect's cell phone (with appropriate warrant documentation)

Location Based Services

Securus' Location Based Services provides correctional facilities, investigators, and law enforcement with the following benefits:

- Cell phone termination location at call acceptance and call end
- Geo-fence perimeters or unlimited, custom boundaries that allow users to identify call termination locations within that fence
- Covert alerts that provide real-time notifications of call termination within a geo-fence
- CDR mapping of call terminations to wireless points
- Real-time location identification
- On-demand location identification

Reports generated from the CDR contain an icon that identifies calls to a wireless number. LBS provides an additional link that maps the location of a wireless number when the inmate placed the call.

With geo-fencing, Knox County can set up a perimeter around County facilities that identifies when an inmate calls a cell phone that is located within that perimeter at the time of the call. Geo-Fencing can generate a Covert Alert notification to investigators that allow them to act quickly on real-time information. This valuable capability helps protect your perimeter and is helpful in preventing escape attempts.

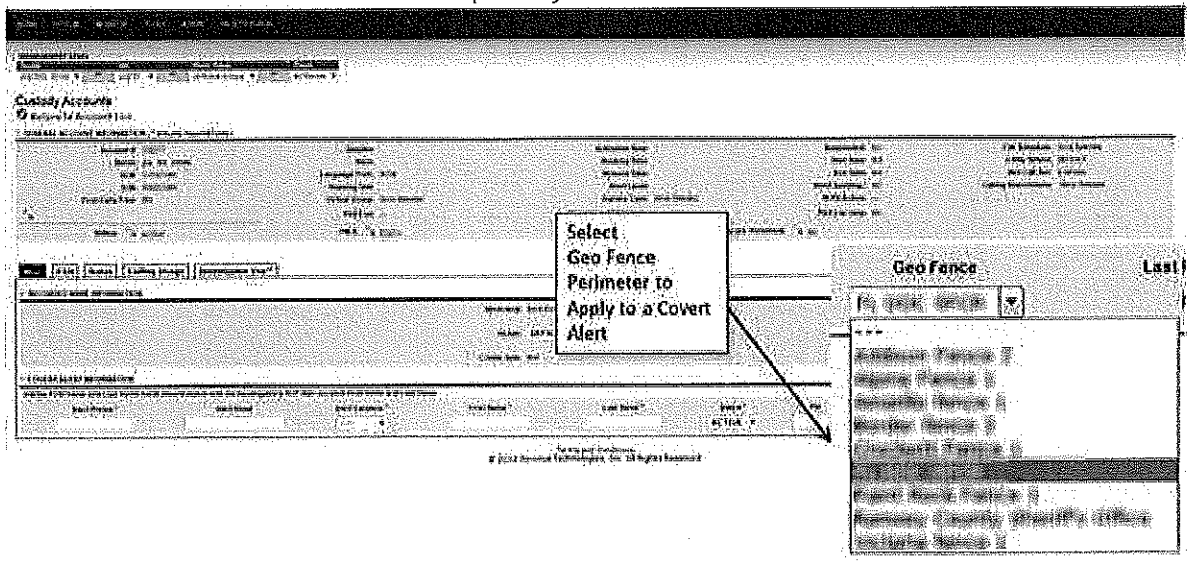
Proprietary and Confidential

Covert Alert connects a call to an authorized remote number for dialed numbers, phones, inmates PIN, or geo-fence perimeters that are under surveillance. Authorized personnel can monitor a call from any designated location, while the call is in progress.

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Covert Alert on Geo Fence Perimeter

Proprietary and Confidential



Real-time Location Services

Real-time cell phone location identifies the location of a suspect's cell phone, in real-time, regardless of whether a call is in progress. This feature will aid investigators, with appropriate warrant documentation, in locating persons of interest faster and requiring fewer resources.

Location Based Services

Securus' proprietary Location-Based Services delivers the following benefits:

- Increase the efficiency of your investigative staff
- Prevent and minimize contraband at your facilities
- Increase the safety and security of your community

Continuous Voice Verification

Investigator Pro is a powerful evidence-gathering and investigative analysis tool. It uses unprecedented state-of-the-art technology to "recognize" the voices of inmates over telephone calls and exposes inmates who try to hide their identities to engage in criminal activity.

Securus Technologies announced the acquisition of JLG Technologies on June 11, 2014. JLG Technologies, LLC is the leading supplier of continuous voice biometric analysis and investigative tools to the corrections and law enforcement sectors. "We are very happy to be able to combine with JLG Technologies, LLC and their affiliates – Voice Analytics, LLC and JLG ICER Technologies, LLC," said Richard A. ("Rick") Smith, Chief Executive Officer of Securus Technologies, Inc. "They have the best continuous voice biometric technology in our industry – very sophisticated software that not only identifies unauthorized users on a particular call, but goes on to identify the user's identification." "Jay L. Gainsboro, President and Founder of JLG Technologies has been our partner for more than five (5) years – we regard Jay as one of our industry's 'chief scientists' and have a deep respect for his work. We have done business with Jay and his team for a long time – and it was the right time to put our teams together to bring even more sophisticated products to market. JLG Technologies, LLC currently has over 40 active patent applications at the U.S. Patent Office and expects the first of them to be issued within 12 months – so they have developed a valuable intellectual property portfolio."

The system's easy-to-use dashboard automatically collects and analyzes a vast amount of information that would otherwise be labor-intensive to gather and interpret. This breakthrough technology stands to dramatically change the way evidence is gathered, shared, and used in the investigation and prosecution process. The Investigator Pro system provides the highest level of integrity, efficiency, and demonstrated effectiveness as an evidence case-management tool.

One of the modules of the system is the CallPlayer Pro. This playback system gives you the power to play and annotate calls faster, with less duplication of effort.

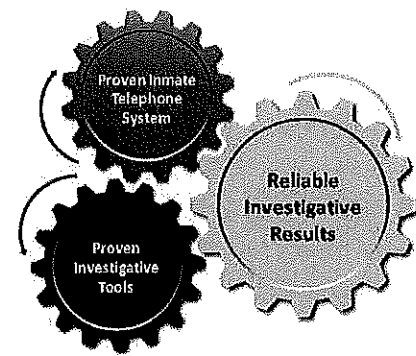
Not only will the Investigator Pro assist investigators in identifying which calls should be targeted to review, it also provides a sophisticated playback system with the power to play and annotate calls faster, with less duplication of effort.

The system provides the following features:

- Ability to separate recorded voices and select only one voice to play back at a time
- Speed or slow a conversation or single voice within a recording
- User friendly playback module with intuitive buttons
- Saves time, allowing for more productive use of staff time, better distribution of staff resources, and cost savings
- Report feature allows for supervisory oversight, accountability, and assessment of your staff's investigative skills and activities

Continuous Voice Verification with Investigator Pro

Investigator Pro's advanced voice identification technology was originally developed for the U.S. Department of Defense (DOD). The DOD was facing a huge challenge, which was to find terrorist phone calls out of the millions of phone calls made every day to and from the United States. The DOD contracted with a major U.S. technical university with some of the best voice analysis engineers in the world to find a way to detect the phone calls. Over a 12-year period, the engineers created a system to automatically monitor and analyze millions of daily phone calls and then delivered a cutting-edge solution; today, this solution helps protect the U.S.



Investigator Pro analyzes inmate call voices immediately after the call has been completed. Alerts are instantly available in the real-time status screen at the completion of each voice analysis. Every second of each call is analyzed. Investigator Pro does not use intermittent verification because this type of identification allows inmates to converse undetected by passing the telephone when the verification is prompted.

Through its relationship with this university, JLG Technologies was granted an exclusive license to bring this revolutionary technology to the corrections community. Securus is pleased to offer this technology option to the County.

Anatomy of Investigator Pro™

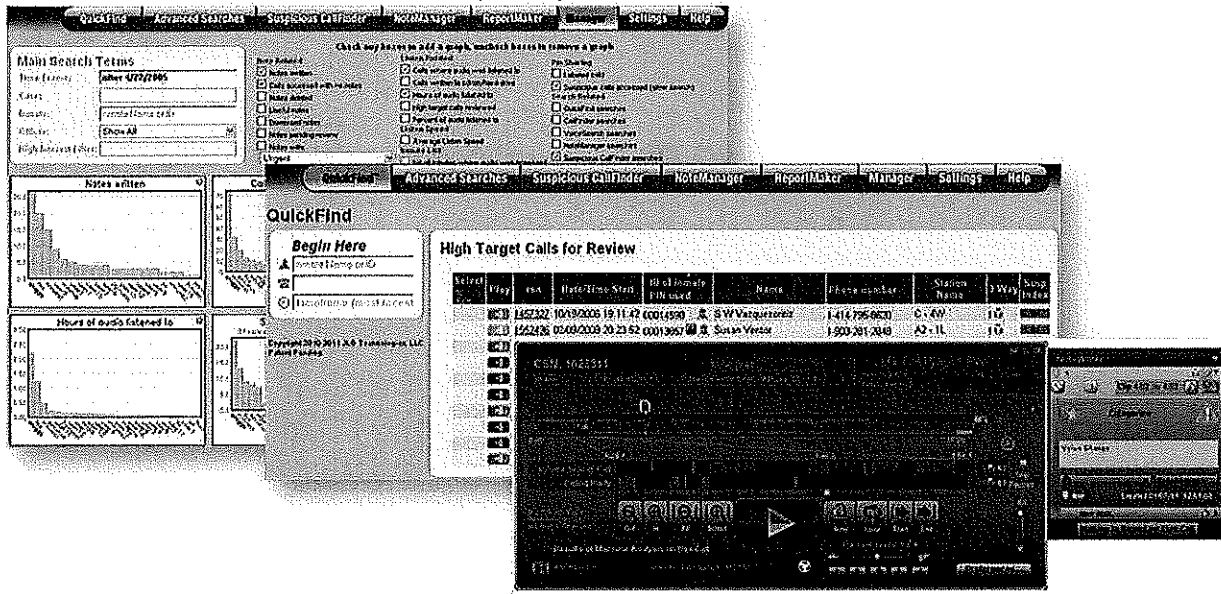
Investigator Pro comes with an advanced Call Player, multiple reports, and even an interactive dashboard—all designed to provide investigators with the tools they need to expose inmates who try to hide their identities to engage in criminal activity. The modules in Investigator Pro include:

- QuickFind™—Puts critical information at your fingertips
- Voice Search™—Find calls where inmate's voice is found
- CallFinder™—Filter calls based on dozens of criteria

- MyCallReview™—Return to the calls important to you
- Suspicious CallFinder™—Find all high-suspicion calls
- NoteManager™—View, filter, and create notes on calls
- ReportMaker™—Run reports on various telephone system abuses
- Stats—View key messages and monitor analysis progress

Sample Investigator Pro Modules

Proprietary and Confidential



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

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' inmate telephones are the strongest and most reliable units available, and are designed specifically for the prison environment. The following information is the manufacturer-provided telephone specifications.

The Industry Standard

The Wintel® model 5010 phones are the overwhelming choice for state prison systems, the Federal Bureau of Prisons, county, and city facilities nationwide because of their proven reliability, durability, and flexibility.

Features/Options

The proposed phone models include the following features:

- Cold rolled stainless steel provides rugged vandal resistant telephone housing designed for inmate use
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance.
- Carbon (HS) and DuraClear® (DURA) Handsets have separate 4-pin connections
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations
- Pin-in-head security screws minimize tampering
- Hearing aid compatible and FCC registered US: 1DATE05BITC-254, IC: 3267A-ITC254



- **The vendor equipment shall comply with FCC regulations.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus complies with all FCC regulations.

- **The proposed equipment and system shall be expandable to meet future needs as growth occurs.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

As a centralized, non-premises-based system, the Securix SCP is readily expandable to accommodate the growth of any size facility.

- **Vendor equipment shall include power backup system in the event of temporary commercial power loss.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will provide Knox County with a turnkey system and service. We will provide non-coin, inmate telephones composed of durable equipment suitable for jail environments that fully comply with FCC regulations. The proposed system and service will be

expandable to meet future needs as growth occurs. Securus will include power backup system in the event of temporary commercial power loss.

Our offer includes the installation of all new equipment to the latest generation of the Securus Secure Call Platform (SCP) inmate telephone system. This upgrade will be a "turn-key" solution that Securus will own and maintain throughout the life of the contract. All additional wiring, cabling, conduit, cross-connects, jacks, plates, and related hardware, necessary for the system to operate will be provided at no cost to the County. Securus assigns fully qualified, factory-trained field technicians to inspect shipped equipment, and install and maintain SCP for the duration of the contract period.

The SCP is unique in the industry and uses revolutionary technology in the area of storing offender call recordings. Traditional premises based calling platforms use local hard drives that often fail and requires separate media (such as tape drives) for archiving recordings. Our offered SCP platform uses 'SAN' storage. Storage Area Network (SAN) is a high-speed sub-network of shared storage devices, (such as disk arrays, tape libraries and / or optical jukeboxes). A SAN's architecture works in a way that makes all storage devices available to all servers on a LAN or WAN. As more storage devices are added to a SAN, they too will be accessible from any server in the larger network. Data on the SAN is stored in RAID formats; spreading the data across multiple drives so that data is not susceptible to loss should any individual drive fail. This provides the ultimate protection against single drive or server failure and provides security of the call recording. Securus' SAN translates to more than 500 terabytes of storage space and is continuously monitored and managed through intelligent automated processes and storage policies. When these very large storage arrays approach capacity, we expand capacity to ensure all call records and recordings authorized for storage through the agreed upon terms of the contract are retained in secure locations.

Uninterruptible Power Supply Facility Backup

Securus will maintain an uninterruptible power supply (UPS) backup for the equipment installed on County premises. Securus commonly uses Powerware 5115 UPS, which eliminates spikes, sags, surges, transients, and all other over/under voltage and frequency conditions, providing clean power to connected critical loads.

Powerware 5115 UPS



The Powerware 5115 rack mount UPS is a high-density power quality and backup power protection solution ideal for servers, storage systems, network equipment and other critical devices. Delivering basic surge protection and backup power, the Powerware 5115 rack mount UPS additionally offers the best UPS power protection against five of the nine common power quality problems. The slim design and wide range of UPS system

installation possibilities make the Powerware 5115 rack mount UPS the most versatile UPS power quality solution available.

Calls In Progress

The Integrated Access Device (IAD)s and uninterruptible power supply (UPS) maintain all currently ongoing telephone calls for up to 30 minutes while blocking any additional call attempts after the event. After 30 minutes, the system powers down to a quiescent state that allows it to resume full operation automatically after commercial power is restored. After power is restored, the system immediately restores call processing.

When commercial power is lost, there is no change in the operational characteristics of the system. If commercial power is not restored prior to exhausting UPS power, the system terminates all calls in progress and shuts down. If commercial power is restored prior to exhausting UPS power, no change occurs in the operational characteristics of the system.

PART VII INMATE COMMUNICATIONS (KIOSKS/TABLETS)

SECURUS

Technologies

PART VII INMATE COMMUNICATIONS (KIOSKS/TABLETS)

Detail your company's inmate communication module as specified in Section 6.4.

Detail each Subsection as to your company's ability to provide the requirements. If

Subsection is under development, detail when it will be available and any required testing.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

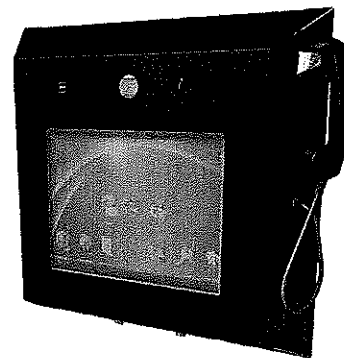
6.4 INMATE COMMUNICATIONS (KIOSKS/TABLETS): In-Pod Kiosks:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 6.4.1 Kiosk will provide access to Video Visitation. Visitation will be available by scheduling at least 24 hours prior to requested time by visitor. All Video Visits will be recorded and available for live viewing or recorded viewing. All recordings will be available for transfer to portable media (CD/DVD)

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends currently provides this functionality to KCSO and will continue to provide this feature as part of the response to this bid. Tech Friends video visitation solution supports both onsite and remote visits. The scheduling module integrates and coordinates visits regardless of whether they are onsite or remote. Recordings are available for live viewing via the jailatm.com website by officers with appropriate access levels. In addition, the recordings may be downloaded for distribution to the appropriate agency. These recordings may be transferred to any portable media device (CD/DVD, thumb drive, Dropbox, etc.). The figure below illustrates the officer interface to view and download videos. When the "Request Video" button is clicked, an email will be sent to requesting officer when it is ready.



Start Date: 6/13/2015 End Date: 6/13/2015

Search for Specific Resident ☐ Search Inactive Accounts

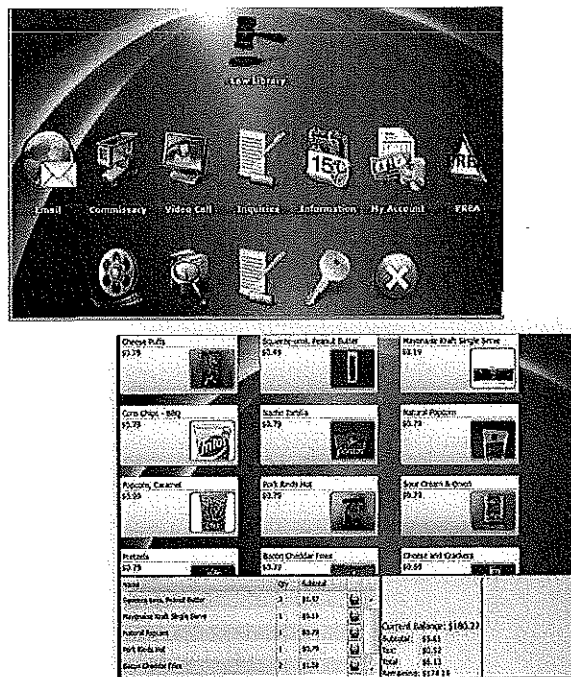
Name or ID

Search:

		Date	Call ID	Call Length	Ended By	Call Type	Wave Limits	
Helen Holt	236020: JERRY HOLT	6/13/2015 11:03:03 AM	123544	04:22 minutes	JERRY HOLT	Internal	<input type="checkbox"/>	Request Video
Karen Tunstall	1056304: MATTHEW TUNSTALL	6/13/2015 10:54:04 AM	123543	27:39 minutes	MATTHEW TUNSTALL	External	<input type="checkbox"/>	Request Video
John Hearn	1288696: JOHN HEARNS	6/13/2015 10:32:18 AM	123535	27:00 minutes	Ended Normally	Internal	<input type="checkbox"/>	Request Video

**6.4.2 Kiosk will provide access to commissary ordering
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Tech Friends currently provides this functionality to KCSO and will continue to provide this feature as part of the response to this bid. The following screenshots illustrate the functionality and ease of use. No inmate training is required.



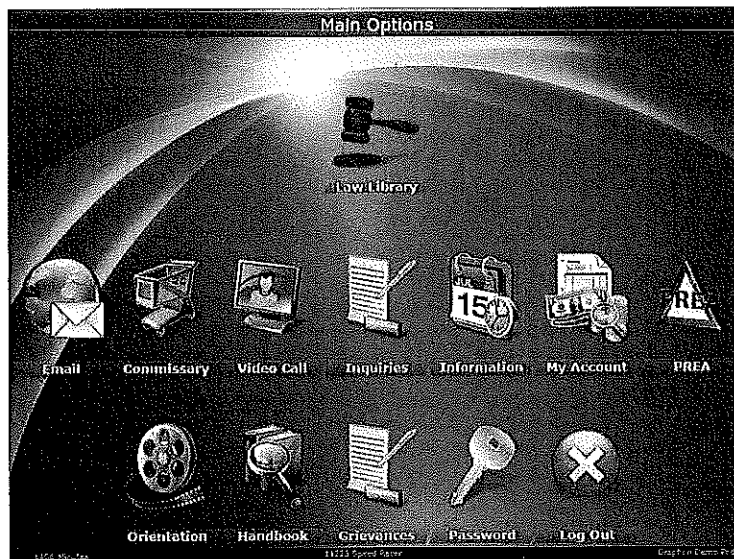
**6.4.3 Kiosk will provide access to current charges, bonding amounts and future court dates (retrieved from jail management system).
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

The current Archonix JMS to Lockdown™ interface includes bonding information. This interface will be enhanced to also include the charges and future court dates. The inmate will access this information via Tech Friends Titan touchscreen kiosk and via the tablet solution.

6.4.4 Kiosk will provide access to grievance system.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends currently provides this functionality to KCSO and will continue to provide this feature as part of the response to this bid. This solution has been heavily customized to match KCSO ACA compliant grievance flow.



6.4.5 Kiosk will provide access to inquiry workflows including phone system and kiosk complaints, Classification inquiries, Programs information, Sentencing information, and request for T.D.D./V.R.S. usage.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends has provided customization of kiosk inquiry system over the past 2 years. Tech Friends will continue to provide the requested functionality as well as additional inquiry workflows should those needs arise.

6.4.6 Kiosk will provide access to medical sick call requests

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends currently provides this functionality to KCSO and will continue to provide this feature as part of the response to this bid. Due to the high level of integration, the system will also offer the ability to charge inmates a co-pay based on the medical request. This feature will eliminate the need to manually enter these charges.

**6.4.7 Kiosk will provide access to inmate handbook and orientation video.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Tech Friends currently provides this functionality to KCSO and will continue to provide this feature as part of the response to this bid. Tech Friends handbook and orientation video have an important setting that forces inmates to (1) view the material and (2) confirm that information was understood. Reporting on the inmate agreement is available. If handbook or video is updates, inmates will be required to reaffirm agreement.

**6.4.8 Kiosk will provide access to Confidential Prison Rape Elimination Act (PREA) Complaints and PREA Education Video. PREA complaints must be forwarded to PREA staff via email and/or text.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Tech Friends has provided a customized PREA workflow available via the kiosk system. This workflow satisfies this requirement. Tech Friends will continue to provide the current functionality with refinement as prescribed by KCSO. The PREA video, like the Inmate Handbook and Orientation Video, can be made "mandatory". This forces inmates to watch and agree that they have seen, before using the kiosk (or tablet).

**6.4.9 Kiosk will provide access to Law Library accounts provided by agency.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Tech Friends currently provides this functionality to KCSO and will continue to provide this feature as part of the response to this bid. However, should KCSO change providers, Tech Friends will work with new provider to ensure that offering is available on kiosks.

**6.4.10 Vendor must provide at least four kiosks per housing unit.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Tech Friends will provide up to ninety one inmate kiosks, 11 family facing kiosks and 6 mobile kiosk units as part of the response to this request for proposals.

6.4.11 The system shall adhere to generally accepted accounting principles and provide a complete audit trail of all transactions. Audit trail reports should include operator identification, date of all entries, and updates to records.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends has worked with KCSO staff over the past two years to develop specific reporting requirements for kiosk activities. These features will be provided as part of the response to this bid process.

6.4.12 The system shall provide a series of reports as specified by the County, including: detailed weekly invoices, cash reconciliation, and records of charges to inmates for other services, such as medical, and haircuts.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends currently provides this functionality to KCSO and will continue to provide this feature as part of the response to this bid. Inmates may view their entire account history via the "My Account" icon on the Titan kiosk.

6.4.13 The system shall provide various levels of security, including password control. These levels will have the capability to be customized by the jail site manager.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends currently provides this functionality to KCSO and will continue to provide this feature as part of the response to this bid. Access levels are configurable by users with proper credentials and admin access levels. The configuration settings are accessible via the jailatm.com web portal.

6.4.14 The vendor shall install the system, train County personnel, provide remote support to maximize utilization and minimal down time of the inmate accounts system. The vendor shall provide continuing support for the software and hardware throughout the length of the contract. Support is to include updates and enhancements to the software.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends and/or Securus will provide installation of additional kiosks. Training requirements are minimal due to KCSO familiarity with deployed system. Tech Friends will provide all replacement hardware and software updates at no cost for the life of the contract.

6.4.15 Successful proposer will provide the following as kiosk (wall mount/portable/handheld) equipment:

- **A jail environment grade hardened steel enclosure wall mountable**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends Titan kiosk is the safest and most secure in the corrections industry. The custom bracket design has a pull-off strength of 2000 LBF. Titan kiosk has not been compromised in the 4 years that they have been deployed.

- **A shatterproof (15 minimal) LED/LCD touchscreen monitor**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends 17" Titan kiosk has the most shatterproof screen in the corrections industry. In fact, with over 1200 units deployed over 3 years, we have NEVER had a screen broken or shattered.

- **A High Definition camera**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Logitech C920 HD camera is used in all Tech Friends Titan kiosks.

- **One detention grade audio handset per kiosk**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends uses the same detention grade audio handset as used with inmate phones.

- **Assembly from non-proprietary, off-the-shelf components**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

To ensure ease in providing replacement hardware, Tech Friends only uses non-proprietary, COTS components.

- **Enclosure shall prevent tampering by inmates**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Without a metal tool, the Titan cannot be compromised. The self-cinching bracket/kiosk locking mechanism, ensures a tight fit to the mounting surface preventing unauthorized access.

- **Enclosure shall prevent accidental/intentional spill of liquid from entering kiosk**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Accidental and/or intentional spillage is limited by the design of Tech Friends Titan kiosk. The top of the kiosk is sloped so that the unit cannot be used in a "table top" fashion. The units self-cinching mounting design ensures that any liquids are channeled away from sensitive hardware components.

- **No internal components or wiring shall be accessible by from the outside of the enclosure.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends Titan kiosk satisfies this requirement as no internal components can be accessed without specialized tools.

- **The kiosk shall be powered by 110 VAC**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends Titan kiosks satisfy this requirement.

- **The kiosk shall be designed to provide adequate cooling for proper cooling of the computer inside.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Titan kiosks have been tested and monitored to ensure that secure enclosure has no ill effects on computer reliability.

- **The kiosk shall be mountable to a wall using a bracket system that secures it to a wall.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends Titan kiosk features a custom bracket/kiosk mounting system. The bracket has a pull-off strength of 2000 LBF.

- **Vendor shall provide kiosk software including operating system and all software upgrade shall be free of charge.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends will provide all software upgrades (operating system and kiosk software) at no cost to KCSO.

- The successful bidder will provide 91 resident kiosks, 11 remote visitation kiosks, and six portable kiosks.

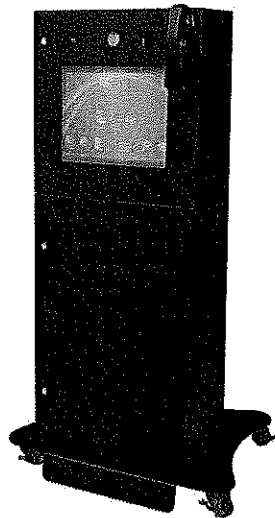
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends agrees to provide up this number of kiosks.

- Portable kiosk shall be constructed of same durable materials as wall mounted kiosks.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends portable inmate kiosk solution offers the same detention grade construction as the Titan wall mounted unit.



- Portable kiosk shall contain

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Per Addendum 1, issued by Knox County on June 12, this bullet is omitted from the RFP.

- Portable kiosk shall be able to operate on either a wire connect or wireless internet system.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends mobile units can be used in wireless mode or can be connected to a local Ethernet port for access to the network.

- **Portable kiosk shall contain retractable power cord of at least 15 feet in length and/or provide a battery backup system.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends mobile kiosks currently have a 30' retractable power cord. Tech Friends agrees to provide UPS (uninterruptible power supplies) with all mobile units.

Handheld device (tablets)

- 6.4.16 Vendor will provide handheld tablet technology that allows inmates to remotely use all kiosk features via secured wireless connection. Vendor will provide wireless internet infrastructure. Handheld devices may also include entertainment options that may be charged on usage or per minute basis.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends will provide its InTouch mobile kiosk solution to satisfy this requirement. The InTouch mobile kiosk (shown below) features a windows-based tablet with custom case and charging solution. The units operate wirelessly and feature entertainment choices. All features, including entertainment selections, may be used by all inmates for a limited amount of time each day. In addition, if an inmate wishes to rent the tablet for 24 hours, he or she may do so for a fee.



- 6.4.17 Vendor shall supply tablet devices that will offer the same functionality as wall mounted kiosks.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends InTouch mobile kiosk solution contains all the functionality of the wall-mounted kiosks. In addition, the mobile kiosks also offer the entertainment choices.

- 6.4.18 Tablets will also offer inmates the ability to access approved games, music, books, and movies for a charge.**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends InTouch mobile kiosk currently offers games, tunes and GED testing information. Movies, books, news and sports content are currently being analyzed for integration into the platform.

6.4.19 Vendor will supply a wireless network that will allow access to same network as other kiosks.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends will provide wireless access points (WAPs) to connect InTouch tablets to kiosk network.

6.4.20 Vendor will supply one (1) tablet per every four (4) inmates.

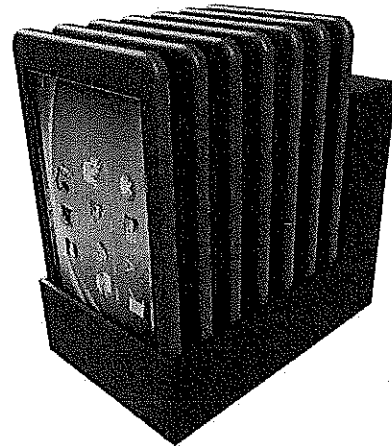
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends agrees and will provide tablets at a ratio of 1 tablet per every four inmates.

6.4.21 The tablet solution should have the capability of displaying current and/or future educational content. Please describe the devices current capabilities regarding educational content, and what the bidder is willing to offer regarding educational content.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends tablet solution currently offers access to GED testing options. We understand that the KCSO currently offers educational programs to inmates. Tech Friends will work with KCSO to determine the best way to transition some (or all) of the current content to the tablet to more efficiently meet KCSO educational objectives.



6.4.22 The tablets should provide the ability to provide content options for inmate self-improvement, including personal finance, employment, national news, and learning options.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends InTouch tablet is fully customizable. Tech Friends will work closely with KCSO personnel to determine the proper mix of content (educational, self-help, religion and entertainment).

6.4.23 Vendor will supply a wall or desk mounted storage system that allows for tablets to be recharged preferably by wireless manner.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends InTouch tablet is charged wirelessly using our customized charging solution. The charging solution is shown below. Customized case ensures that tablets are placed in charging unit correctly as the units will only fit one way. The tablet charging time is 2.5 hours. This is the fastest wireless charging capability offered in the corrections marketplace.

SECURUS

Technologies

PART VII INMATE VISITATION

SECURUS

Technologies

PART VIII INMATE VISITATION

Detail you company's inmate visitation module as specified in Section 6.5.

Detail each Subsection as to your company's ability to provide the requirements. If Subsection is under development, detail when it will be available and any required testing. SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

6.5 INMATE VISITATION: The vendor will offer a system that allows for families and friends to schedule video visitation with inmates.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

6.5.1 The vendor will offer a flexible schedule that KCSO can update at any time. SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends video visitation solution meets this requirement. This feature allows certain housing units to be associated with given days and hours. The associations may be modified at any time by KCSO personnel with proper access levels. One common usage case is to eliminate visitations on a holiday.

6.5.2 The video visitation schedule will allow for inmates to receive two (2) each thirty (30) minute visits per week. SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends video visitation solution currently provides this functionality and will be included as part of this offering.

6.5.3 All visits will be available for monitoring live and will allow staff to interrupt, end, or interact with visit. SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends video visitation solution meets this requirement. Officers with proper access levels may monitor, interrupt call, end call or interact with both inmate and visitor

6.5.4 All visits will be recorded and available for playback or transfer to portable media as needed (DVD,CD) SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends video visitation solution allows all visits (both internal and remote) are available for playback at web based administration site. Each video visit can also be

downloaded to a local drive and copied to any media device (another hard drive, DVD, CD, or stick drive).

6.5.5 The vendor will supply storage for all video visits that allows for viewing or transfer of video within 180 days.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends currently policy is to retain recordings for 90 days. Tech Friends agrees to extend the time period for recordings to 180 days. At which time, videos will be made available to KCSO prior to deleting.

6.5.6 The vendor will allow for visitors such as attorneys to be allowed privileged user status that not record.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends video visitation solution currently provides this functionality and will be included as part of this offering. KCSO will be responsible for designating visitor accounts as privileged.

6.5.7 The vendor will supply reports that allow for statistics of inmates and visitors usage of system.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends has developed custom reports for KCSO with regard to visitation. Should additional report customization be needed, Tech Friends will provide as part of this bid.

6.5.8 The vendor will offer at home visitation for an affordable fee. These visits will be set up on a web sight managed by the vendor. Remote visits should be available to friends and family via home computer, tablet, or smartphone (Apple IOS, Windows, Android).

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends remote video visitation fee is \$6.00 per 30 minute visit for scheduled visits and \$0.20 per minute for on-demand visits. Tech Friends solution is currently available on windows-based systems; however, smartphone and tablet apps are planned to future deployment.

6.5.9 The vendor will allow for free on site visits via vendor supplied public kiosks. SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends onsite video visitation is free to the public. Eleven (11) family-facing units will be available for this purpose.

6.5.10 The vendor will provide interaction with inmate disciplinary system to allow suspension of this service for specified times. SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends currently provides this capability. The "No Communication" restriction is managed identically to all other restrictions. The length of the restriction can be specified (number of days or a calendar date) at which point the restriction is automatically removed without further user intervention.

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PART IX ELECTRONIC MESSAGING

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PART IX ELECTRONIC MESSAGING

Detail you company's electronic messaging module as specified in Section 6.6

Detail each Subsection as to your company's ability to provide the requirements. If

Subsection is under development, detail when it will be available and any required testing.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

6.6 ELECTRONIC MESSAGING: The vendor will offer a system that allows for inmates, family and friends to communicate via electronic messaging.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

6.6.1 The vendor will offer a system that allows inmates to initiate a message for a nominal fee to a family member or friend.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends is currently providing this capability to KCSO. Tech Friends agrees to charge no more than \$.50 per message. Tech Friends messaging system allows the inmate to purchase the message or to request that the receiving family member fund the messaging exchange.

6.6.2 The vendor will also allow for messages to be initiated by family and friends via supplied website for a fee.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends is currently providing this capability to KCSO. By accessing the jailatm.com website, friends and family may select the Knox County facility and the desired inmate to which they wish to correspond.

6.6.3 All messages will be available for reviewing by authorized staff anytime.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tech Friends messaging system archives all messages allowing for review of all inbound and outbound messages.

**6.6.4 Messages will be available for download for investigative purposes
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Tech Friends system allows all messages associated with a given inmate over a given time period to be downloaded and compiled into a single PDF file that can be saved locally or emailed to another party of interest.

**6.6.5 The system will provide keyword searches and filtering of all messages. The system will allow queues to be set up for monitoring the messages of individual inmates for investigations.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Tech Friends system supports a keyword dictionary that is compared to all inbound and outbound messages. Should a message contain a keyword, the message is flagged to allow officers an opportunity to investigate correspondence.

**6.6.6 The vendor will provide interaction with inmate disciplinary system to allow suspension of this service for specified times.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Tech Friends currently provides this capability. The "No Communication" restriction is managed identically to all other restrictions. The length of the restriction can be specified (number of days or a calendar date) at which point the restriction is automatically removed without further user intervention.

PART X ELECTRONIC MEDICAL RECORDS

SECURUS

Technologies

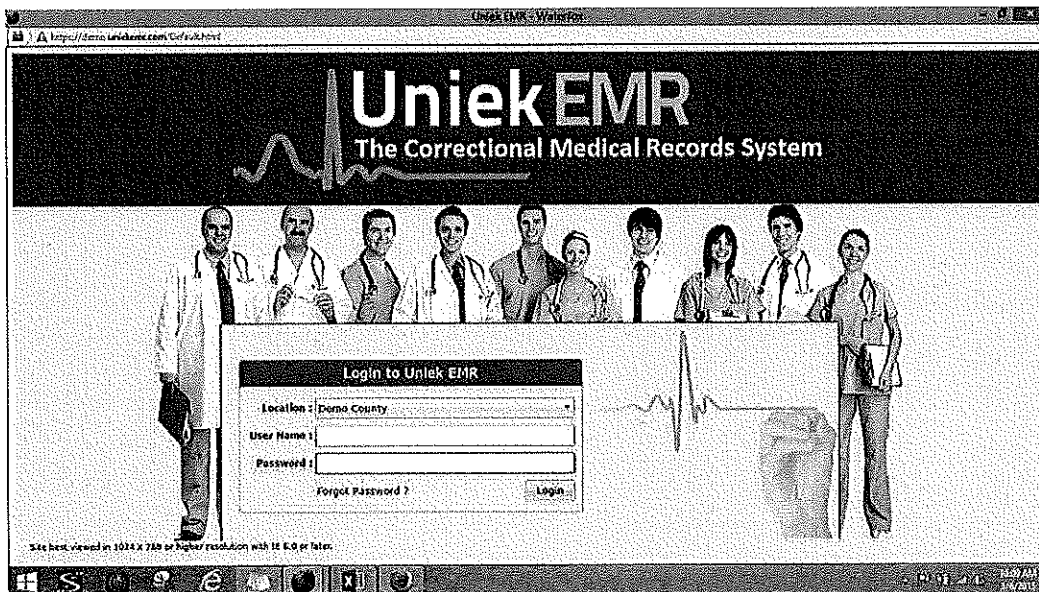
PART X ELECTRONIC MEDICAL RECORDS

Detail your company's electronic medical records module as specified in Section 6.7. Detail each Subsection as to your company's ability to provide the requirements. If Subsection is under development, detail when it will be available and any required testing. Detail your company's approach in securing records pursuant to HIPAA Regulations. **SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

6.7 ELECTRONIC MEDICAL RECORDS: Shall be designed specifically for Corrections to ensure continuity of care from admissions to discharge. Preferred systems must fully integrate with Inmate Management system and include the following features:
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Uniek EMR was designed specifically for Corrections and continues to evolve with input from Corrections medical staff. Uniek EMR is HIPAA compliant and meets the challenges of efficiently delivering medical care to inmates (both adult and juvenile) cost effectively. As a medical records software designed exclusively for corrections, Uniek EMR has become the fastest growing correctional EMR in the market today.

The success of the Uniek EMR can be credited to its ease of use, web-based configuration, workflow and feature/functionality designed to correctional SOP's, easy customization, such as; drag and drop form building, custom protocols, automated templates and more.



From initial intake assessments through eMar and eTar, until final release, with Android smart device applications for IVR, Sick and PREA calls, Uniek EMR proactively manages risks, streamlines facility operations, and offers benefits to counties, staff, and the inmates they care for.

*** Physical**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Uniek EMR provides a full set of features to automate and document the process of conducting inmate physicals.

*** Intake and medical Screening**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Uniek EMR medical, dental, and mental assessment forms (screens) are designed to be created and maintained by KCSO without programming intervention by Securus. These forms are developed using our 'Drag & Drop' feature that puts the power of developing a screen in the hands of the agency.

*** Charting**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Electronic inmate charting is managed through the 'Inmate Chart' icon. Key features of charting include; integration with JMS so medical care is visible to jail personnel in real-time and vice versa. If an inmate requires medication due to a chronic illness, such as, diabetes; vitals, medications and any other medically approved treatments are recorded with user/date/time stamp when they are administered.

Seen below is a screen shot of an inmate chart. Information is organized for ease of use and navigation. Information captured during booking through XJAIL is visible on the top section. Tabs below give additional inmate data; Address, Booking History, Contact, Alias, Employment, Emergency/Guardian, Allergy, Attorney, Guarantor/Insured By, Providers, Insurance, KOP, Identifications, Privileges/Test, Communicable Disease, Billing Agency, Alerts, Hospitalization, Chrono Details, Secondary Language, Smoking Status.

On the left hand side of the screen is a list that may or may not have actionable items. These are indicated with numbers in parenthesis.

Workflows are displayed on the very bottom of the chart. Role-based workflows defined by the facility, is a standard feature in Uniek EMR. Reviews and approvals move documents through standard approval processes, protocols and templates established by the facility.

The screenshot displays the Uniek EMR system interface. On the left is a sidebar with a search bar and a list of navigation items, many of which are followed by numbers in parentheses (e.g., 'Actions (2)', 'Dashboard', 'Dental Assess.', 'Diagnostic Order', 'Diet Plan', 'Discharge (1)', 'Documents', 'Encounters (1)', 'External Appt.', 'Health Assess.', 'Inmate Request', 'Internal Appt. (1)', 'Lab Order', 'Mental Health', 'Monitoring Note', 'Notes', 'Phone Med.', 'PREA Cell Slip', 'Procedure', 'Progress Note'). The top of the window features a menu bar with options like 'Home', 'Administrative', 'Table Management', 'Application', 'Reports', 'Web Link', 'Medical Policy', 'Facility Form', and 'Help'. The main content area is titled 'Inmate Chart' and shows the profile for 'TESTAUGS John - 43'. The profile includes fields for Last Name, First Name, Middle Name, Suffix, Inmate No., Booking No., Booking Date, Booking Time, Gender, Date of Birth, SSN, Committed By, HRN, Weight, Height, Inmate Type, Juvenile checkbox, Billing Agency, Facility, Building, Pod, Cell, Custody Level, Race, Ethnicity, Blood Group, Deceased Date, Marital Status, Released Date, and Status. Below these fields are tabs for 'Fingerprint Enroll', 'Lock Record', 'Restrict Record', 'X-Ray Data', and 'Custody Status'. A table at the bottom lists allergies, with one entry for 'Penicillin' with a reaction of 'Miscellaneous allergy' and a rash, dated 10/10/1999. The bottom of the screen shows a status bar with the date and time '03/06/2015 14:43 (UTC-05:00)' and buttons for 'Upload Documents', 'Save', and 'Modification History'.

* ePrescriptions

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Administering medication is managed in Uniek EMR from the initial script written by a medical professional for an inmate (electronically signed), to creating an order to fill the script by an approved pharmacy, to receiving the order from the pharmacy into inventory by type, to QA, to preparing the medication for pill run, pill run/med pass, to returning any non-used medication or date expiration medication (if appropriate), to returning inventory to the pharmacy or in-house inventory locations, to automatic prescription refills.

Currently, Archonix has interfaced with several pharmacies; such as, Diamond, Maxor, and more.

*** Sick Call (integrated with kiosk)**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

(KITES) Sick Calls / PREA Calls are provided by Uniek EMR. They may be interfaced with a kiosk for ease of use.

*** Provider visits/orders**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Treatments and orders are readily available to authorized users. Medical staff also has the option to access a drug interaction and allergy checker through our add-on subscription with Medi-Span, the 'gold standard' interactive reference database of over 60,000 pharmaceuticals.

*** Dental**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Uniek EMR dental assessment forms (screens) are created and maintained by the user without programming intervention. These forms are developed using our 'Drag & Drop' feature that puts the power of developing a screen in the hands of the user.

*** Imaging (X-Ray)**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Electronically signed orders for x-rays may be placed to approved/integrated radiology companies by either an interface or fax, streamlining order processing, delivery and quality control procedures.

*** Labs**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Electronically signed orders for labs may be placed to approved/integrated laboratories by either an interface or fax, streamlining order processing, delivery and quality control procedures.

*** Plans of Care (Protocol)**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Uniek EMR allows for easy customization and facility-specific protocols. Protocols can be designed and edited by administrative users and requires NO programming intervention. Protocols tie to workflow and software triggers as determined by the facility and/or provider. Uniek EMR templates standardize dictation requirements, enable note-taking on-the-fly, and in many ways eliminate or lessen the need for 3rd party dictation services. Staff can access diagnosis and ICD procedure codes from the protocol screen.

*** Medical Alerts**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Uniek EMR not only improves the quality and healthcare access for inmates in correctional settings, it improves safety by managing inmates who require special care with color coded alerts, drug to drug interaction notifications, special housing, suicide alerts, and many other feature/functions.

*** Medication**

#Medical Administration Records

#Rounding

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Administering medication is managed in Uniek EMR from the initial script written by a medical professional for an inmate, to creating an order to fill the script by an approved pharmacy, to receiving the order from the pharmacy into inventory by type, to QA, to preparing the medication for pill run, pill run/med pass, to returning any non-used medication or date expiration medication (if appropriate), to returning inventory to the pharmacy or in-house inventory locations, to automatic prescription refills.

Graphical presentations (color coded analysis) are provided which display inmate treatments and medications by day/morning, noon, evening, night, highlighting to whom medication or treatment is given/pending/not given. At a glance compliance and/or deviations from expected outcomes are evident.

*** Dietary**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Performance improves significantly with Order Sets, an effective tool that allows users to customize treatment for inmates based on Standard Operating Procedures. Order Sets define medications, lab orders, procedures, treatments, diets, inmate education, referrals, privileges and alerts, by disease. Order Sets establish consistency and improve performance of caregivers.

*** Suicide Screening**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Uniek EMR gives the user the ability to create Suicide Screening forms which are created and maintained by the user without programming intervention. These forms are developed using our 'Drag & Drop' feature that puts the power of developing a screen in the hands of the user.

Features, such as; Suicide Watch, Watch List, and Monitoring also support inmates that are prone to suicide.

*** Mental Health**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Uniek EMR gives the user the ability to create Mental Assessment forms/reports which are created and maintained by the user without programming intervention. These forms are developed using our 'Drag & Drop' feature that puts the power of developing a screen in the hands of the user.

*** Infirmary Care**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

*** Chronic Care Clinic**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Electronic inmate charting is managed through the 'Inmate Chart' icon. Key features of charting include; integration with JMS so medical care is visible to jail personnel in real-time and vice versa. Vitals, medications, encounters, treatments, etc., are recorded with user/date/time stamp when they are administered. Fingerprint digital signature technology provides confirmation of medication given to the inmate is recorded in real time.

*** Inmate Worker Status**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Inmates may have a status set as Inmate / Out, or be placed in a specific location reserved for inmates who have worker status.

*** After Care Release Planning**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

When it comes time for the inmate to be released, Uniek EMR provides for medication / treatment care plans to be printed for the inmate.

*** Outpatient Patient Referral/Scheduling**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Schedule icon opens the door to tasks related to scheduling the inmate for care through the clinic, or in the jail cell. It also allows for easy transfers of inmate appointments to fit staff/treatment room availability. Appointment scheduling by provider, date, location, etc., can be set, automated and viewed for sick-calls, PREA, referrals, labs, TB testing, and more. Transfer appointments on-the-fly to accommodate staffing issues, room changes and other.

*** ACA Outcome Measure reporting**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Archonix is in the process of ONC certification which requires ACA Outcome Measure reporting.

*** Document Scanning**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Uniek EMR easily scans and stores paper-charts and histories, reports from outside facilities, PDF attachments, and includes the ability to send/receive faxes and automate attachment to inmate records.

*** Digital Photo Upload**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Digital Photos may be uploaded / attached to an inmate chart for easy viewing. Below is an example of Dental X-rays that are attached in .jpg format.

The screenshot displays the SECURUS EMR application interface. The top menu bar includes options like Home, Administrative, Table Management, Application, Report, Web Link, Medical Policy, and Help. The sidebar on the left lists various application areas such as New Inmate, Actions (3), Custom Forms, Dashboard, Dental Assess., Diagnostic Order, Diet Plan, Discharge, Documents (1), Encounters (1), External Appt., Health Assess., Inmate Request, Internal Appt. (1), Lab Order, Mental Health, Monitoring Note, Notes, Phone Med., PREA Call Slip, Procedure, Progress Note, Referrals, Seg. Note, Sick Call Slip, Special Housing, Suicide Watch, TB Test, Treatment Plan, and Vital Signs.

The main content area shows the inmate chart for Mr. James Roy N. (HRN: 30056, Sex: Male, Inmate #: M0701142). Key information includes Booking #: BK0059, Booking Dt: 06/01/2014 12:28, Custody: MIN, Cell: SPEC-K, and Status: In Jail. The Documents section lists various document types, including TB Test (1), Health Assessment, Mental Health Assessment, Dental Assessment, Sick Call Slip, PREA Call Slip, Encounter, Lab Orders, Notes, Vital Sign, Treatment Plan, Diet Plan, Phone Medications, Monitoring Notes, Progress Notes, Segregation Notes, Special Housing Note, Suicide List, Procedure, Referrals, Discharge, Custom Forms, and Inmate Request. A table below the document types shows the details of the attached Dental X-ray (Dental Xray.jpg) with columns for Document Name, Date/Time attached, Attached By, and Document Notes.

Document Name	Date/Time attached	Attached By	Document Notes
Dental Xray.jpg	7/1/2014 12:35:28 PM	admin	

At the bottom of the interface, there is an "Upload Documents" button.

*** Remote Access for Administrators and Providers**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Physician Orders may be handled by the Doctor or other healthcare professionals over the phone. Not only is the inmate's chart visible remotely with a standard browser, medications or treatments may be ordered and signed electronically to expedite proper timely care of an inmate.

*** In-House Referral and Treatment Scheduling**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Appointment scheduling by provider, date, location, etc., can be set, automated and viewed for sick-calls, PREA, referrals, labs, TB testing, and more. Transfer appointments on-the-fly to accommodate staffing issues, room changes and other.

*** Inventory Control (Medication, Stock and Tool)**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Administering medication is managed in Uniek EMR from the initial script written by a medical professional for an inmate, to creating an order to fill the script by an approved pharmacy, to receiving the order from the pharmacy into inventory by type, to QA, to preparing the medication for pill run, pill run/med pass, to returning any non-used medication or date expiration medication (if appropriate), to returning inventory to the pharmacy or in-house inventory locations, to automatic prescription refills.

Barcodes are useful for receiving and storing stocked and non-stocked inventory.

*** ICD 10 Codes**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Uniek EMR allows for easy customization and facility-specific protocols. Protocols can be designed and edited by administrative users and requires NO programming intervention. Protocols tie to workflow and software triggers as determined by the facility and/or provider. Uniek EMR templates standardize dictation requirements, enable note-taking on-the-fly, and in many ways eliminate or lessen the need for 3rd party dictation services. Staff can access diagnosis and ICD procedure codes from the protocol screen.

*** Orders**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Performance improves significantly with Order Sets, an effective tool that allows users to customize treatment for inmates based on Standard Operating Procedures. Order Sets define medications, lab orders, procedures, treatments, diets, inmate education, referrals, privileges and alerts, by disease. Order Sets establish consistency and improve performance of caregivers.

*** Infirmary Charting**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

From a single screen, Uniek EMR allows the medical staff to review the patient's entire medical profile, including medical history, Encounters, Medication, Treatment Plans, SOAP and more.

*** Reports**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Hundreds of reports and forms are part of delivered software. Creating new or modifying existing reports is simplified through our 'drag and drop' function. All reports are managed without programming intervention. Additionally, Management Dashboards and BI (Business Intelligent) tools are available.

Uniek EMR date and time stamps every 'instance of activity,' by users. Audit reports can be generated by date/time, by user, groups, facilities, etc. Any hierarchy established for the jail may be used in reporting.

Reports are user defined with our Dynamic Reporting design tool and no programming intervention is required. Permissions are assigned by the network Administrator.

*** Keep on Person (KOP) Medication Monitoring**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Keep on Self and Privilege Management are standard features of Uniek EMR.

A quick list of standard features of Uniek EMR includes:

- Booking Triage System
- Action (Clinical Tasks)
- Appointment/Scheduling
- Medical in/out
- Order sets
- Templates Management
- Keep on Self and Privilege Management
- Alerts Management

- Suicide Watch, Watch List, Monitoring
- Inmate Account Billing
- Progress Notes and Segregation Notes
- Health, Dental and Mental Health Assessment
- Reports
- Office Messaging
- Work Queue Management (Action Set up)
- Inmate Management (Patient Charts)
- Inmate Demographic Information
- Document Management
- Inmate Communication
- Prescription Management
- Immunizations
- Lab and Diagnostics Management
- Clinical Analysis Reports
- Clinic Dashboards
- Expunge, Seal, Unseal, Consolidate, Lock records
- Discharge Management
- TB Test Management
- Substance Abuse Monitoring & Forms
- PREA Call s/ Sick Calls
- Patient/Inmate Education Requirement
- Search
- Special Diets, Privileges, Alerts
- eMAR & eTAR
- Treatment Management
- Pharmacy Center
- Protocols
- Medical Policies
- Referrals (Internal and External)
- Forms Manager
- Custom Reports/Form builder
- Web Links
- Electronic and automated Notifications

SECURUS

Technologies

PART XI AUTOMATED INFORMATION SYSTEM (AIS)

SECURUS

Technologies

6.8 AUTOMATED INFORMATION SYSTEM (AIS): The vendor will supply an AIS system that gives automated information regarding inmates incarcerated in all facilities. The system will be available from the menu of the existing agency phone system (Black Box) and be available 24 hours a day via call transfer. The system will offer the following features to the public upon calling:

- * Inmate look-up by voice or telephone key entry
- * Inmate location
- * Inmate charges and bond information
- * Mailing instructions
- * Driving directions to facility
- * Option for speaking with an Officer (transfer back to facility phone system)

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Automated Information Services (AIS) is the industry's first and only hosted, interactive voice response (IVR) system that automatically provides general facility information and inmate-specific information to detainees and outside callers over the phone.

In addition to this core functionality, AIS can be configured to enable friends and family to open or fund a prepaid telephone account and fund an inmate's trust account over the phone. These additional funding options make it easier and more convenient for friends and family to contribute funds while increasing Knox County's potential commissionable revenue. All of this functionality is available around the clock, which means constituents can always get the information they need when they need it.

AIS can automate information, such as:

- Criminal charges
- Bond amounts and types
- Court dates, times, and locations
- Projected release date
- Commissary balance
- Visitation eligibility
- General facility information
 - Facility location
 - Directions
 - Hours
 - Mailing policies
 - Visitation policies
 - Money deposit policies

AIS provides unmatched secure access into facility and inmate information. This information is pulled from a facility's various management information systems (MIS), including your jail management system and court systems every 15 minutes. The service offers an English and Spanish interface, text-to-speech playback of inmate names, and touchtone and speech recognition interface. Friends and family can access AIS by calling

your normal telephone number; inmates access their information by dialing a speed-dial code from any inmate telephone.

By implementing AIS, Knox County will:

- Improve the efficiency of your facility—gain satisfied inmates and friends and family while reducing the workload on your staff to focus on other responsibilities
- Use the phone system you already installed—no need for additional hardware or wiring
- Answer 90 percent of inmate questions now made to corrections officers
- Reduce constituent calls to your facility between 80 and 90 percent—automated system provides 24-hour access that eliminates the most common calls
- Realize a 200 percent increase in “answered” calls—constituents who traditionally hang up because of extended wait times are much happier
- Gain a reliable system that has a 99.9 percent uptime service level agreement
- Receive a usage summary emailed to your facility every month
- Increase your commissionable revenue by allowing another method for funds into your facility

Jail Voicemail

Jail Voicemail is a one-way communication product that allows friends and family members to leave a 45-second voicemail for an inmate. This provides a quick and easy way for friends and family to initiate communication or deliver timely information to an inmate. With the integration of Jail Voicemail into AIS, an inmate can access his/her voicemail by dialing the existing speed-dial number used to access information. When the inmate dials into AIS, he or she will be notified of and can listen to the new voicemail message. Because Jail Voicemail is integrated into AIS, there is no work on your side to ensure the inmate receives a voicemail. Friends and family pay a \$1.99 usage fee for each voicemail they leave. Friends and family will pay a \$1.99 usage fee for each voicemail they leave, 20% of which you will receive each month as your commission payment. Jail Voicemail is not subject to any other compensation.

Jail Voicemail provides the following benefits:

- Enables additional communication at times other than scheduled telephone calls
- Delivered at no cost to the inmate or facility
- Provides an additional source of revenue for your facility
- Provides availability to review and save voicemails for 60 days from the date the message was left

Furthermore, Securus has integrated all Jail Voicemail calls into our Secure Call Platform (SCP) to further enhance your investigative capabilities by providing recordings of each voicemail. Within SCP, you will be able to identify a Jail Voicemail call with the flag "AIS Voicemail."

Testimonials

"The system has drastically reduced the need for staff to handle calls from the public [asking for] information on inmates. The system also is capable of handling many more calls coming in than staff could ever respond to. Inmates can also access their own information which has reduced "kites" by over 50%. Deputies are less distracted by inmates seeking information and can concentrate on their primary duties (Safety and Security of the Facility). The automated system has streamlined inmate information access which has had a direct effect on operational efficiency."

- Lt. Mark Martin, Jefferson County Sheriff's Office

"Someone came back from vacation just after AIS was installed and reported that there was a problem with the phones because they weren't ringing anymore."

- Lt. Hammond, Lorain County

"Our deputies love it, so I love it. We're now saving over two officer's worth of time!"

- Dee Sandy, Miami County

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Technologies

PART XII PRICING SCHEDULE

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Technologies

PART XI PRICING SCHEDULE:

Detail the cost, if applicable, associated with the software and hardware necessary to complete the Module Requirements and Scope of Work. Include an Itemized list for all first (1st) year costs and a grand total cost. Detail the cost, if applicable, with any associated software/hardware maintenance beginning in Year 2 through year 10.

Detail the commission rates payable to Knox County in regards to all phone, email, messaging etc. Detail any additional cost/revenue to Knox County.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus is pleased to provide our offer to Knox County for an Inmate Communications and Management System. This offer is completely compliant with the specifications set forth in this RFP and is inclusive of all the modules requested, including the Inmate Telephone System, Automated Information Systems, Video Visitation Capabilities and Jail Management System with Emergency Medical Records and Banking Software and provides options for additional technologies throughout the term of the agreement. Securus has also forged a relationship with Tech Friends to provide several of the services currently provided today. Our offer is **AT NO COST** to Knox County and is inclusive of the following:

Term – Five (5) year term with two Additional Five (5) year extensions	
Inmate Telephone Platform	Commission
Commission for ALL Local / IntraLATA / InterLATA calls	61% With a \$500,000 first year minimum annual guarantee
	<u>OR</u>
Option to Receive Flat Upfront Payment *This option includes Investigator Pro, Threads, and LBS	\$1,000,000
Secure Call Platform – 550+ Features Including Billing Name Address Look Up / Covert Alert Alerts / Inmate Debit via Commissary Order / Personal Identification Numbers with Pre-Recorded Names	Included
All integrations required to complete all aspects of the Project outlined.	Included
Stainless Steel Inmate Phones / Mobile Phone Carts / TTY Devices / Pay Phones	Included
Free Local AND Long Distance Calls on Booking Phones	Included
Automated Information Services (AIS)	Commission
Automated Information Services (AIS) - Voice Mail (VM) - AIS uses the latest in voice response technology to automatically handle internal	Included

inquiries from inmates as well as outside calls from friends, family members and other agencies. AIS automates upwards of 80% of standard inquiries freeing staff to perform other tasks and includes Phone Account. AIS voicemail provides the County an additional revenue source and communication option for Family Members and Friends.	
--	--

Jail Management System with EMR and Banking Software	Commission
Securus xJail inclusive of all features and Fully Compliant with all RFP Specifications	Included
Fully integrated Emergency Medical Record Platform	Included
Banking Software Provided and Supported By Tech Friends	Included

Video Visitation and Kiosk Capabilities	Commission
Fully Complaint Video Visitation Platform Capable of Remote and On-Site Visitation with monitoring capabilities.	Included
All Wiring, Networking and Maintenance of the Video Visitation Platform	Included

Optional Investigative Solutions	
Threads Investigative Tool – A powerful and easy to use investigative platform providing law enforcement with focused leads. This software analyzes corrections and communications data in order to generate focused and targeted investigative leads for investigators.	Optional Deduction of 5%
Investigator Pro / Continuous Voice Biometrics Investigator Pro – A powerful evidence-gathering and investigative analysis tool. It uses unprecedented state-of-the-art technology to “recognize” the voices of inmates over telephone calls and exposes inmates who try to beat the system by hiding their identities to engage in criminal activity.	Optional Deduction of 9%
Location Base Services (LBS) – “Geo Fencing” sets perimeter around a location to notify investigators when an inmate calls a cell phone that is accepted within the Geo Fence perimeter. “LBS On Demand” identifies the real-time location of a suspect’s cell phone.	Optional Deduction of 4%

Securus proposes a \$2.30 In State Calling Rate for both Collect and Debit. Interstate Calls will be \$0.25 per minute Collect and \$0.21 per minute for Debit.

Summary

Securus has worked hard to develop an offer that fully encapsulates the needs of Knox County and its constituents. We are committed to building a program that incorporates fair and equitable call pricing, increases staff productivity and efficiencies as well as produces a revenue stream for Knox County. We recognize that Knox County may wish to propose modifications to our offer and are willing to be flexible in any negotiations. We thank you for your review and respectfully request the privilege of service Knox County.

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PART XIII INSTALLATION SCHEDULING

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PART XII INSTALLATION/SCHEDULING

Detail the scheduling needed to complete the transition. A breakdown of module requirements and milestones with the number of days to complete each milestone is preferred.

- **Assume an arbitrary start date of July 1, 2015**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Please see the Preliminary Project Plan provided in Exhibit B.

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PART XIV AFFIDAVITS, INSURANCE CHECKLISTS AND LICENSES

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PART XIII AFFIDAVITS, INSURANCE CHECKLIST and LICENSES

Proposers must return the Insurance Checklist (Attachment B), Non-Collusion Affidavit (Attachment C) and applicable Licenses with their proposal.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Attachments A, B, and C are inserted following this page.

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ATTACHMENT A
REQUEST FOR PROPOSAL 2189
REFERENCES OF SIMILAR ACCOUNTS

Proposer shall submit a list of three facilities of similar size, which have been in service for three (3) years or longer. Proposer must give complete information as requested below.

Reference # 1

Name of Facility: Northern Neck Regional Jail

Address: 3908 Richmond Rd, Warsaw, VA 22572; 804-333-6001

Contact Person and email address (required): Ted Hull, Superintendent; ted@nnrj.state.va.us

Nature of contract: SCP, SVV, Archonix JMS, Telemedicine, PREA Software

Dollar amount: \$ 636,129.00 annually (over the life of the contract)

Contract start date: 4/10/2008 Contract end date: 10/28/2021

Reference # 2

Name of Facility: Hampton Roads Regional Jail

Address: 2690 Elmhurst Ln, Portsmouth, VA 23701; 757-488-9420

Contact Person and email address (required): David Simons, Superintendent; simonsd@hr.rj@virginia.gov

Nature of contract: SCP, SVV, AIS

Dollar amount: \$ 936,000.00 annually (over the life of the contract)

Contract start date: 4/10/2014 Contract end date: 2/28/2017

Reference # 3

Name of Facility: Sumner County Sheriff's Office

Address: 117 W. Smith Street, Gallatin, TX 37066 Phone Number 615-335-1987

Contact Person and email address (required): Major Don Linzy; dlinzy@sumnersheriff.com

Nature of contract: SCP

Dollar amount: \$ 533,280.00 annually (over the life of the contract)

Contract start date: 2009 Contract end date: 11/25/2015

Reference # 4

Name of Facility: Hawkins County Jail

Address: 117 Justice Center Drive, Rogersville, TN Phone Number 423-727-6968

Contact Person and email address (required): Tony Allen, Chief Deputy; tonyallenhcso@charter.net

Nature of contract: SCP

Dollar amount: \$ 185,541.34 annually (over the life of the contract)

Contract start date: 2001 Contract end date: 7/30/2016

Reference # 5

Name of Facility: Hamilton County Jail

Address: 601 Walnut Street, Chattanooga, TN 37402 Phone Number 423-209-7012

Contact Person and email address (required): Shawn Adams, Facility IT; sadams@hcsheiff.gov

Nature of contract: SCP

Dollar amount: \$ 564,717.57 annually (over the life of the contract)

Contract start date: 2005 Contract end date: 12/4/2019

Additional References:

#6:

Name of Facility: Sullivan County Sheriff's Office

Address: 140 Blountville Bypass, Blountville, TN 37617 Phone Number 423-279-6036

Contact Person and email address (required): Bruce Willis, Captain; Bruce@scso tn.com

Nature of contract: SCP and SVV

Dollar amount: \$ 557,424.32 annually (over the life of the contract)

Contract start date: 1999 Contract end date: 10/18/2019

#7:

Name of Facility: Greene County Detention Center

Address: 120 East Depot Street, Greeneville, TN 37743 Phone Number 423-798-1802

Contact Person and email address (required): John Key, Captain; jkey@greenetnso.org

Nature of contract: SCP and SVV

Dollar amount: \$ 332,231.76 annually (over the life of the contract)

Contract start date: 2005 Contract end date: 1/8/2019

ATTACHMENT B
Knox County Purchasing Division
Insurance Checklist
Request for Proposal Number 2189

THE CERTIFICATE OF INSURANCE MUST SHOW ALL COVERAGES & ENDORSEMENTS WITH "YES" AND ITEMS 20 TO 25

REQUIRED	NUMBER	TYPE OF COVERAGE	COVERAGE LIMITS
YES	1.	WORKERS COMPENSATION	STATUTORY LIMITS OF TENNESSEE
YES	2.	EMPLOYERS LIABILITY	\$100,000 PER ACCIDENT \$100,000 PER DISEASE \$500,000 DISEASE POLICY LIMIT
YES	3.	<div style="border: 1px solid black; padding: 5px;"> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO-SYMBOL (1) </div>	COMBINE SINGLE LIMIT (Per -Accident) \$ 1,000,000 BODY INJURY (Per -Person) BODY INJURY (Per-Accident) PROPERTY DAMAGE (Per-Accident)
YES	4.	COMMERCIAL GENERAL LIABILITY <div style="border: 1px solid black; padding: 5px;"> CLAIM MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMITS APPLIES PER POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC <input type="checkbox"/> </div>	LIMITS EACH OCCURRENCE \$ 1,000,000 FIRE LEGAL LIABILITY \$ 100,000 MED EXP (Per person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS-COMPLETED OPERATIONS/ AGGREGATE \$ 2,000,000
YES	5.	PREMISES/OPERATIONS	\$1,000,000 CSL BI/PD EACH OCCURRENCE \$2,000,000 ANNUAL AGGREGATE
YES	6.	INDEPENDENT CONTRACTOR	\$1,000,000 CSL BI/PD EACH OCCURRENCE \$1,000,000 ANNUAL AGGREGATE
YES	7.	CONTRACTUAL LIABILITY (MUST BE SHOWN ON CERTIFICATE)	\$1,000,000 CSL BI/PD EACH OCCURRENCE \$1,000,000 ANNUAL AGGREGATE
NO	8.	XCU COVERAGE	NOT TO BE EXCLUDED
YES	9.	UMBRELLA LIABILITY COVERAGE	\$1,000,000
		PROFESSIONAL LIABILITY	
NO	10.	<div style="border: 1px solid black; padding: 5px;"> ARCHITECTS & ENGINEERS ASBESTOS & REMOVAL LIABILITY MEDICAL MALPRACTICE MEDICAL PROFESSIONAL LIABILITY </div>	\$1,000,000 PER OCCURRENCE/CLAIM \$2,000,000 PER OCCURRENCE/CLAIM \$1,000,000 PER OCCURRENCE/CLAIM \$1,000,000 PER OCCURRENCE/CLAIM
NO	11.	MISCELLANEOUS E & O	\$500,000 PER OCCURRENCE/CLAIM
NO	12.	MOTOR CARRIER ACT ENDORSEMENT	\$1,000,000 BI/PD EACH OCCURRENCE UNINSURED MOTORIST (MCS-90)
NO	13.	MOTOR CARGO INSURANCE	
NO	14.	GARAGE LIABILITY	\$1,000,000 BODILY INJURY, PROPERTY DAMAGE PER OCCURRENCE
NO	15.	GARAGEKEEPER'S LIABILITY	\$500,000 COMPREHENSIVE; \$500,000 COLLISION
NO	16.	INLAND MARINE BAILEE'S INSURANCE	\$
NO	17.	DISHONESTY BOND	\$
NO	18.	BUILDERS RISK	PROVIDE COVERAGE IN THE FULL AMOUNT OF THE CONTRACT UNLESS PROVIDED BY OWNER.
NO	19.	USL&H	FEDERAL STATUTORY LIMITS

20. CARRIER RATING SHALL BE BEST'S RATING OF A-V OR BETTER OR ITS EQUIVALENT.

21. NOTICE OF CANCELLATION, NON-RENEWABLE OR MATERIAL CHANGES IN COVERAGE SHALL BE PROVIDED TO COUNTY AT LEAST 30 DAYS PRIOR TO ACTION. THE WORDS "ENDEAVOR TO" AND "BUT FAILURE TO" (TO END OF SENTENCE) ARE TO BE ELIMINATED FROM THE NOTICE OF CANCELLATION PROVISION ON STANDARD ACCORD CERTIFICATES.

22. THE COUNTY SHALL BE NAMED AS AN ADDITIONAL NAMED INSURED ON ALL POLICIES EXCEPT WORKERS' COMPENSATION AND AUTO.

23. CERTIFICATE OF INSURANCE SHALL SHOW THE PROPOSAL NUMBER AND TITLE.

24. OTHER INSURANCE REQUIRED

25. THE CONTRACTOR AGREES TO SAVE, DEFEND, KEEP HARMLESS, INDEMNIFY AND PAY ON BEHALF OF THE COUNTY AND ALL OF ITS AGENTS AND EMPLOYEES (COLLECTIVELY THE COUNTY) FROM AND AGAINST ANY AND ALL CLAIMS, LOSS, DAMAGE, INJURY, COST (INCLUDING COURT COSTS AND ATTORNEY'S FEES), CHARGES, LIABILITY OR EXPOSURE, HOWEVER CAUSED, RESULTING FROM, ARISING OUT OF OR IN ANY WAY CONNECTED WITH THE CONTRACTOR'S PERFORMANCE OF THE AGREEMENT TERMS ON ITS OBLIGATIONS UNDER THE AGREEMENT.

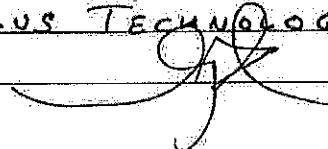
INSURANCE AGENT'S STATEMENT AND CERTIFICATION: I HAVE REVIEWED THE ABOVE REQUIREMENTS WITH THE PROPOSERS NAMED BELOW.

AGENCY NAME: Willis of Texas, Inc.

AUTHORIZING SIGNATURE: 

PROPOSERS'S STATEMENT AND CERTIFICATION: IF AWARDED THE CONTRACT, I WILL COMPLY WITH THE CONTRACT INSURANCE REQUIREMENTS.

PROPOSERS NAME: SECURUS TECHNOLOGIES, INC.

AUTHORIZING SIGNATURE: 

**ATTACHMENT C
REQUEST FOR PROPOSAL 2189
NONCOLLUSION AFFIDAVIT OF PRIME PROPOSER**

STATE OF Texas

COUNTY OF Dallas

Geoff Boyd, being first duly sworn, deposes and says that:

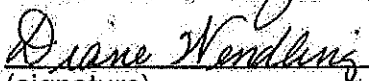
1. He/She is Chief Financial Officer of Securus Technologies, Inc., the Proposer that has submitted the attached Proposal;
2. He/She is fully informed respecting the preparation and contents of the attached Proposal and of all pertinent circumstances respecting such Proposal;
3. Such Proposal is genuine and is not a collusive or sham Proposal;
4. Neither the said Proposer nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived, or agreed, directly or indirectly with any other Proposer, firm or person to submit a collusive or sham Proposal in connection with the Contract for which the attached Proposal has been submitted or to refrain from proposing in connection with such Contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other proposer, firm or person to fix the price or prices in the attached Proposal or of any other proposer, or to secure through any other proposer, or to fix any overhead, profit or cost element of the proposed price or the proposed price of any other proposer, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against Knox County, TN or any person interested in the proposed contract; and
5. The price or prices quoted in the attached Proposal are fair and proper and are not tainted by a collusion, conspiracy, connivance or unlawful agreement on the part of the Proposer or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

(signed) 

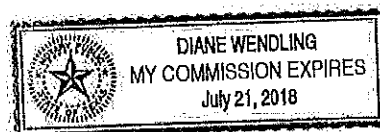
Chief Financial Officer

(title)

Subscribed and sworn to before me
this 15th day of June, 20 15


(signature)

My commission expires July 21, 2018



CLOSING

SECURUS

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COMPANY SUMMARY

Securus Serves	City, County, State and Federal Governmental Agencies
Providing	Civil and Criminal Justice Technology Solutions
For	Public Safety, Investigation, Corrections and Monitoring Professionals
With Products And Services That Provide	Emergency Response Communication Incident Management Information Management Public Information Inmate Self-Service Investigation Monitoring Verification Inmate Entertainment Trust Funding and more...
Name and Address	Securus Technologies 14651 Dallas Pkwy, Suite 600 Dallas, TX 75254-8815
Family and Friends Website:	www.securustech.net
Agency Website:	www.securustechnologies.com
Management:	Richard A. Smith, CEO Robert Pickens, President Geoff Boyd, CFO Josh Conklin, SVP Sales Russell Roberts, SVP Marketing and Product Strategy
Corporate Office Locations	Dallas, TX; Framingham, MA; Miami, FL; Atlanta, GA

Headquartered in Dallas, Texas, and serving nearly 3,000 law enforcement and corrections agencies and 1,000,000 inmates across North America, Securus Technologies is committed to serve and connect by providing emergency response, incident management, public information, investigation, verification, communication, information management, inmate self-service, and monitoring products and services in order to make our world a safer place to live. Securus Technologies focuses on "Connecting what matters". To learn more about our full suite of civil and criminal justice technology solutions, please visit www.securustechnologies.com.

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EXHIBITS

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Exhibit A:

Sample SCP Reports

Exhibit B:

Preliminary Project Plan

Exhibit C:

Letters of Reference

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Exhibit A

Sample SCP Reports



Secure Call Platform User Interface Sample Reports

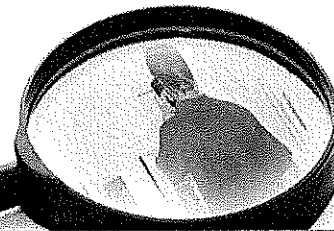


Secure Call Platform



Authorized users enter
username and password for
any me, anywhere access.

connecting
ters



Log-In

Username

Password

Login

[Forgot Your Password?](#)

Important Information

There are currently no alerts available.

Off The Wire

04.06.2012

Securus Technologies, Inc. Announces Its Video
Visitation Services to the Corrections Industry

04.04.2012

Securus Technologies, Inc. Adds New Payment
Locations with MoneyGram

04.02.2012

Securus Announces Availability of JLG Technologies
? Investigator Pro?

Products & Services

Automated Information Services

Securus Video Visitation

Prepaid Calling Cards - Vending Machines

Inmate Debit Account

Secure Instant Mail

[Click Here To
Access Facility Portal](#)

Selected Sample SCP Reports

- Call Detail Search Screen
- Call Detail Results Screen
- Three Way Call Detection Report
- Call Frequency Report
- Custody Account Call Usage Report
- Call Tracker Report
- Hourly Usage
- Covert Alert Report
- Officer Check In Report
- PAN Frequency and Detail Report
- PAN Management Report
- SCP Debit Report
- Voice Biometric Status Report
- Voice Biometrics Frequency of Failure Report
- Crime Tip Report
- Informant Line Report
- Emergency Call Report
- Word Spotting Search Report
- Comprehensive System Change Log
- Management Change Log
- Custody Account Change Log
- PAN Entry Change Log
- Phone Number Change Log
- User Management Change Log
- Security Template Change Log
- System Access Report
- Recording Log
- Scan Patrol Log

Sample Call Detail Search Criteria Screen

Call Detail Report (CDR) – provides users with an intuitive and user friendly report that enables them to view or search on virtually anything related to an inmate call. SCP's Call Detail Report provides industry leading investigative, fraud prevention, and administrative capabilities to all approved users from anytime, anywhere.

Secure Call Platform

Facility Routing Number: 99001

Customize reports by changing search criteria—such as facility/site/phone/phone group, date range, call type, call termination, reason, call length, and much more.

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility	Site	Phone Group	Phone
Securus Demo Site	All Sites	All Phone Groups	All Phones

Call Detail Records Search Saved Searches

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for vld card / partial searches)

Country Code:	Dialed Number:	Destination Zone: -- ALL --	International:
Custody Account #:	PIN #:	Prepaid Account #:	Watched:
First Name:	Last Name:	Agency Type: -- ALL --	Private:
Termination Category: -- ALL --	Blocked Reason: -- ALL --		3-way:
Call Type: -- ALL --	Call Status: Complete		Voice Biometrics:
Text2Connect: -- ALL --			Continuous Voice Verification:
Date Criteria: Date/Time Range			Test Call:
Start: 04/12/2012 00:00:00	End: 04/12/2012 23:59:59	Results Per Page: 100	RCF:

Search

Save Criteria

EXCEL

PDF

CSV

Reset

Advanced Search

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Sample Call Detail Results Screen

Call Detail Result Screen – once criteria has been selected and a user selects the "search" button, CDR results are displayed. From these results, users can select a record, playback recorded calls, add a note, access audit logs for the record(s), save the record(s) to another medium, and much more.

Secure Call Platform

Once search criteria has been selected, users can listen to the recorded call, extend the expiration, download the recording, add a note to the record, select for scanning, save searches, or download to many different formats.

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Call Detail Records Search Saved Searches

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

772 Results PAGE 1 OF 1

	SITE	PORT LOC	INSTRUMENT	START	END	DUR	ACCT #	PREPAID ACCT #	NAME	AGENCY TYPE	CALL TYPE	CALL STATUS	TERM CAT	BLOCKED REASON	CALL PROPERTIES
<input type="checkbox"/>	Securus Demo Site	Princeton 4	(1) 8179070658 Intralata/Intrastate	04-02-2012 16:17:34	04-02-2012 16:19:05	1:32 (m)	M007PDQ 3684		Sally Sogger	PAN Management	PAN Management	complete	PAN Number activated		Language: English CVV
<input type="checkbox"/>	Securus Demo Site	Princeton 4	(1) 8179070658 Intralata/Intrastate	04-02-2012 16:23:30	04-02-2012 16:24:54	1:4 (m)	M007PDQ 3684		Sally Sogger	PAN Management	PAN Management	complete	PAN Number added		Language: English CVV
<input type="checkbox"/>	Securus Demo Site	Princeton 4	(1) 8179070658 Intralata/Intrastate	04-02-2012 16:29:35	04-02-2012 16:30:59	1:4 (m)	M007PDQ 3684		Sally Sogger	PAN Management	PAN Management	complete	Called party refused call		Language: English CVV
<input type="checkbox"/>	Securus Demo Site	Princeton 4	(1) 8179070658 Intralata/Intrastate	04-02-2012 16:33:32	04-02-2012 16:34:47	1:25 (m)	M007PDQ 3684		Sally Sogger	PAN Management	PAN Management	complete	PAN Number added		Language: English CVV
<input type="checkbox"/>	Securus Demo Site	LP 7	(1) 9722770343 Local	04-02-2012 17:20:29	04-02-2012 17:21:01	0:53 (m)	0343 0343		Gerald Test	AKDOC	PAN Management	complete	PAN exists in Global Lists		Language: English CVV
<input type="checkbox"/>	Securus Demo Site	LP 7	(1) 9722770343 Local	04-02-2012 17:21:45	04-02-2012 17:23:02	1:28 (m)	0343 0343		Gerald Test	AKDOC	PAN Management	complete	PAN Number added		Language: English CVV

Save selected calls to folder Add Selected to VWS Queue

Navigation icons: Previous, First, Play, Stop, Next, Last

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The functionality of SCP's Call Detail Report puts complete reporting capabilities for all calls at the fingertips of the user.

Three Way Call Report

Secure Call Platform

Customizable Search Engine

Investigators can run a comprehensive 3-way report to display calls that have been tagged as having 3-way activity. They can also use additional features to understand what happened to the call, make notes on the call, (and much more) – to uncover why the inmate attempted to “hide” the number. SCP can then be used to correct the behavior or tag the inmate or dialed number for further investigation.

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Call Detail Records Search

☐ FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Country Code: Dialect Number: Destination Zone: -- ALL -- International: ☐

Custody Account #: PIN #: Prepaid Account #: Watched: ☐

First Name: Last Name: Private: ☐

Termination Category: -- ALL -- Blocked Reason: -- ALL -- 3-Way: ☒

Call Type: -- ALL -- Call Status: -- ALL -- Voice Biometrics: ☐

Date Criteria: Date/Time Range Results Per Page: 100 Text Call: ☐

Start: 02/01/2011 00:00:00 End: 04/26/2011 23:59:59 RCF: ☐

Search EXCEL PDF CSV Reset

3-Way Search Criteria

2 Results

PAGE 1 OF 1

	SITE	PORT LOC	DIALED #	START	END	ENR	ACCT #	PREPAID ACCT #	NAME	CALL TYPE	CALL STATUS	TERMIN CAT	BLOCKED REASON	CALL PROPERTIES
<input type="checkbox"/>	Securus Demo Site	Je test 4	(1) 8002779191	02-16-2011 03:11:47	02-16-2011 03:12:19	32 (s) 0.53 (m)	7890		Helen Huynh	Operator	complete	Called party hangup		Language: English 3-Way
<input type="checkbox"/>	Securus Demo Site	Test Port 3	(1) 9229801062	03-23-2011 02:30:19	03-23-2011 02:31:11	52 (s) 0.87 (m)	7777	99799	Barry davis	Person Call	complete	Called party hangup		Language: English 3-Way

Apply a number of different actions to the call record.

Call is tagged as 3-Way in SCP.

Sample Call Frequency Report

Call Frequency Report -- an essential investigative report. The report allows users to look up phone numbers in the system that have been called a certain number of times within a given time frame by using criteria such as threshold (of the number of times a number was called), international, watched, private, termination category, call type, call status, and date range.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility	Site	Phone Group	Phone
Securus Demo Site	Securus Demo Site	All Phone Groups	All Phones

Call Frequency Search

☒ FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Threshold: 2	Call Status: -- ALL --	International: <input type="checkbox"/>
Termination Category: -- ALL --	Call Type: -- ALL --	Watched: <input type="checkbox"/>
Start: 01/16/2011	End: 04/19/2011	Private: <input type="checkbox"/>

20 Results

PAGE 1 OF 2

SITE	DIALED #	FREQUENCY
Securus Demo Site	(1) 9722770311	25
Securus Demo Site	(1) 9722770556	16
Securus Demo Site	(1) 9722770596	10
Securus Demo Site	(1) 9722770300	9
Securus Demo Site	(1) 5743127016	6
Securus Demo Site	(1) 9722770305	5
Securus Demo Site	(1) 2144981174	4
Securus Demo Site	(1) 6128340463	4
Securus Demo Site	(1) 2146182710	4
Securus Demo Site	(1) 9738907824	3

Call Frequency results display each dialed number meeting or exceeding the defined threshold. By clicking on a frequency amount, all call detail information for the calls are displayed.

Sample Custody Account Call Usage Report

Custody Account Call Usage Report – allows users to view how much time an inmate spends on the phone for a selected period and whether or not they speak to the called party – right from an Inmate's Custody Account record. If required, full call detail reports are also available by entering an inmate's name, PIN, or custody account number in the Call Detail Report.

Secure Call Platform

Facility Routing Number: 99001

HOME
SYSTEM
MONITOR
TOOLS
ADMIN
FACILITY PORTAL

MANAGEMENT LEVEL:
FASID: Securus Demo Sta
SA: Securus Demo Sta
Phone Group: All Phone Groups
Phone: All Phones

View detailed information about the inmates Custody Account

Custody Accounts
Return to Account List

GENERAL ACCOUNT INFORMATION [* Indicates Required Fields]
Account #: 995899
Name: Adam G Edwards
DOB: SSN:
Gender: Race:
Language Pref: NONE
Housing Unit:
Activation Date: Booking Date: Release Date: Alert Level:
Suspended: NO
Start Date: N/A
End Date: N/A
Word Spotting: YES
First Calls Free: NO
Call Schedule: None Selected
3-Way Detect: DEFAULT
Max Call Dur: 0 minutes
Calling Restrictions: None Selected
Virtual Group: None Selected
Status: ACTIVE
PIN #: 225566
Private (on Visitation): NO

Misc
PAN
Notes
Voice Biometrics
Calling Usage
Debit

CALLING USAGE SEARCH
Start: 03/28/2011 00:00:00 End: 04/28/2011 23:59:59
Search Reset

View phone usage for a selected date range to analyze a specific inmate's phone usage.

CALLING USAGE REPORT
*Private calls are included in usage, but may not be included with calling restrictions.

	ATTEMPTED	CONNECTED	ACCEPTED	DENIED	BLOCKED	USAGE (PER CALL TYPE)	
						SECONDS	MINUTES
DEBIT/TRUST FUND (Non-Private)	3	2	1	0	0	129	2.15
COLLECT (Non-Private)	10	6	0	1	1	0	0.0
FREE (Non-Private)	1	1	0	0	0	0	0.0
COMMISARY IVR (Non-Private)	2	1	0	0	0	4	0.07
INMATE PAYFCC2 (Non-Private)	1	1	0	0	0	1	0.02
Total Calls (per Call Type)	23	11	1	1	1		
Total Accepted Calls (All): 1						Total Usage (All): 137 (Sec.) / 2.29 (Min.)	
Total Accepted Calls (Excluding Private Calls): 1						Total Usage (Excluding Private Calls): 137 (Sec.) / 2.29 (Min.)	

Sample Call Tracker Report

Call Tracker Report – an investigative report that allows users to track CDR notes (notes made by themselves or other investigators for a specific inmate call). Users can also export the report results to Excel, PDF, and CSV file formats.

Secure Call Platform

Search criteria for Call Tracker includes tracking number, first and last name, "not shared" (when checked), PIN, dialed number, keywords within the notes, and date range. Resulting report displays notes and other critical information about the call. In a single click, users can listen to the call, review full notes, and review full CDR information for the call.

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Call Tracker Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Not Shared: ☐

Tracking #:

First Name:

Last Name:

Custody Account #:

PIN #:

Dialed Number:

Notes:

Start Date/Time: 05/19/2010 10:00 AM

End Date/Time: 04/19/2011 10:00 AM

Results Per Page: 10

Search

EXCEL

PDF

CSV

Reset

2 Results					
PAGE 1 OF 1					
COR	TRACKING #	TRACKER NAME	DIALED #	ACCT/PIN	NOTE
		Dee Sonli	9722770596	0343	share all
	5272010	Huong Allen	9722770596	5252010	This is Huong test

Sample Hourly Usage Report

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Secure Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Hourly Usage Report

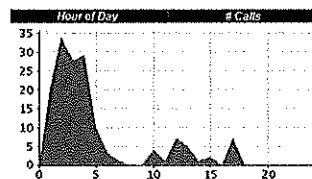
FILL IN SEARCH CRITERIA (* indicates Required Fields)

(Use * for wild card / partial searches)

Call Status: Complete
Date Criteria: Date/Time Range (Note: Date Range Search Criteria is restricted to 1 week)
Start: 04/20/2011 00:00:00 End: 04/25/2011 23:59:59
International: ☐ Watched: ☐ Private: ☐

Search PDF Reset

Results



00:00	0
01:00	30
02:00	24
03:00	23
04:00	29
05:00	10
06:00	3
07:00	1
08:00	0
09:00	0
10:00	4
11:00	1
12:00	7
13:00	5
14:00	1
15:00	2
16:00	0
17:00	7
18:00	0
19:00	0
20:00	0
21:00	0
22:00	0
23:00	0

Hourly Usage Report – Is a valuable administrative report that displays the number of phone calls that have taken place on a given date within a specific time range. Search criteria includes international, watched, private, call status, and date/time.

Sample Covert Alert CDR Report

SCP's Covert Alert Feature - is a sophisticated investigative tool providing a live, call-forwarding feature for dialed numbers, phones, or PINs that are under surveillance by an investigative unit. This feature enables authorized personnel to monitor a call—undetected—from any designated location while the call is in progress and even "barge into" the call if necessary. **Covert Alert Report** - shows investigators the triggered Covert Alerts by useful criteria such as date/time, PIN, Alertee name/number, inmate name, dialed number, call status, and termination category. Reports can be exported into Excel, PDV, and CSV formats.

Secure Call Platform

Covert Alert report results display critical information about each triggered alert such as who was alerted, what happened, call status, call start and end, duration, dialed number and more. By clicking the icon to the left of each record, users can display full call detail information for each call. SCP's Covert Alert feature and reports have assisted in many criminal investigations throughout the country.

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility	Site	Phone Group	Phone
Securus Demo Site	All Sites	All Phone Groups	All Phones

Covert Alert Call Detail Records Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Alertee Country Code:	Alertee Dialed Number:	Alertee First Name:	Alertee Last Name:
Country Code:	Dialed Number:	Custody Account #:	PII #:
First Name:	Last Name:		
Termination Category: -- ALL --	Call Status: -- ALL --		
Date Criteria: Date/Time Range	Start: 05/01/2010 00:00:00	End: 04/19/2011 23:59:59	

Search EXCEL PDF CSV Reset

17 Results

PAGE 1 OF 2

EXCEL PDF CSV

SITE	PORT LOC	ALERTEE DIALED #	ALERTEE NAME	TERM CAT	START	END	DUR (S)	DIALED #	ACCT #/PIN	NAME	CALL STATUS	PII ACCEPT
Securus Demo Site	LP 10	2145664417	dee dee	No Investigator Acceptance	05-25-2010 16:33:31	05-25-2010 16:34:12	41	9722770591	dee2508 2508	dee qa	complete	
Securus Demo Site	LP 10	2145664417	dee dee	Parent Call Ended	05-25-2010 18:16:02	05-25-2010 18:16:17	15	9722770591	dee2508 2508	dee qa	complete	
Securus Demo Site	LP 8	2145664417	dee dee	No Investigator Acceptance	05-27-2010 13:15:33	05-27-2010 13:16:24	51	9722770596	dee2508 2508	dee qa	complete	
Securus Demo Site	ja test 4	2143345467	James Rogers	No Investigator Acceptance	05-28-2010 10:13:23	05-28-2010 10:14:12	49	9723659243	889889 8899	Helen Huynh	complete	
Securus Demo Site	ja test 4	2143345467	James Rogers	Covert Alert Error	05-28-2010 11:04:06	05-28-2010 11:06:38	152	9723659243	889889 8899	Helen Huynh	incomplete	

Sample Officer Check-In Report

Officer Check-In Report — is a valuable administrative report showing users when officers have "checked-in" at different phones and select and listen to any messages they have left.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS **ADMIN** FACILITY PORTAL

MANAGEMENT LEVEL

Facility	Site	Phone Group	Phone
Securus Demo Site	All Sites	All Phone Groups	All Phones

Officer Check In Messages Results

☐ FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Account#	PII#	Officer ID	User Name
First Name	Last Name	Call Status	Complete

Results per page: 10

Start: 01/19/2010 00:00:00

End: 04/19/2011 23:59:59

Search

Reset

12 Results

PAGE 1 OF 2

Excel PDF CSV

SITE	PHONE LOG	NAME	USER/NAME	ACCOUNT # / PIN	OFFICER ID	DUR	CALL STATUS	MESSAGE
Securus Demo Site	LP 7	Ken Burns	kburns	POCI123 5555	3838383	23 (s) 0.39(m)	complete	03-03-2010 10:11:43
Securus Demo Site	LP 7	Ken Burns	kburns	POCI123 5555	3838383	20 (s) 0.33(m)	complete	03-03-2010 17:03:38
Securus Demo Site	LP 7	Abe Smith		12346 12346	12346	19 (s) 0.32(m)	complete	03-03-2010 17:04:00
Securus Demo Site	LP 7	Ura User		12347 12347	12347	25 (s) 0.42(m)	complete	03-05-2010 10:35:11
Securus Demo Site	LP 7	Ken Burns	kburns	POCI123 5555	3838383	20 (s) 0.33(m)	complete	03-05-2010 10:35:57
Securus Demo Site	LP 7	Ken Burns	kburns	POCI123 5555	3838383	91 (s) 1.52(m)	complete	03-05-2010 10:49:22

Sample Personal Allowed Number (PAN) Frequency Report

Personal Allowed Number (PAN) Frequency Report – allows investigators to research multiple occurrences of phone numbers among PAN lists. Users have the ability to enter threshold numbers to define search criteria. For example, a threshold of "four" will show phone numbers that appears in PAN lists more than four times.

Secure Call Platform

HOME **SYSTEM** MONITOR TOOLS ADMIN FACILITY PORTAL

Modify Facility
MANAGEMENT LEVEL

Facility	Site
Securus Demo Site	All Sites

PAN Frequency Search

☐ FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Threshold: 4

Search EXCEL PDF CSV Reset

70 Results

PAGE 1 OF 7 > >>

EXCEL PDF CSV

SITE	DIALED #	FREQUENCY
Securus Demo Site	(1) 9722770596	16
Securus Demo Site	(1) 9722770556	14
Securus Demo Site		

PAN Frequency Detail Search

☐ FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Country Code: 1 Dialed Number: 9722770596

Search EXCEL PDF CSV Reset

16 Results

PAGE 1 OF 2 > >>

EXCEL PDF CSV

SITE	DIALED #	NAME	PIN
Securus Demo Site	(1) 9722770596	Fblast03 Pmiddle03 Pfirst03	99110008
Securus Demo Site	(1) 9722770596	TLast02 TMiddle02 TFirst02	1110002
Securus Demo Site	(1) 9722770596	Test QA	992009
Securus Demo Site	(1) 9722770596	Test Gerald	0343

Investigators enter a number into the threshold criteria field to research how many times phone numbers appear among the PAN lists of their facility and site(s).

By selecting the magnifying glass next to the displayed frequency number, users can run a detail report. This report displays information about each inmate having the number on their PAN list.

Sample PAN Management Report

PAN Management Report - interactive report providing a dashboard view of all PAN entries in the system. If a PAN entry is entered through the Inmate Managed PAN System, it is indicated on this report. Users can select from over twenty criteria to produce reports with multiple data points. All reports are exportable to Excel, CSV, and PDF.

Secure Call Platform

Facility Routing Number: 99001

HOME
SYSTEM
MONITOR
TOOLS
ADMIN
FACILITY PORTAL

MANAGEMENT LEVEL
Facility: Securus Demo Site
Unit: Securus Demo Site

PAN Management Report

☒ FILL IN SEARCH CRITERIA
(Use * for wild card / partial searches)

Account #:
PII #:

Dated Number:
Speed Dial:

First Name:
Last Name:
Class of Service:

Source:
Status:
Verified:

Modified Start:
Modified End:
Results Per Page:

Relationship:
Description:

Blocked: ☐ Reason:
Private: ☐
Watch: ☐
Record Calls: ☐
Passive Acceptance: ☐
Allow on Suspend: ☐
3-Way Call Detect: ☐

Search
EXCEL
PDF
CSV
Reset

084 Results
PAGE 1 OF 10

NAME	ADCT #/PII	DATED #	PAN ACTIVE	VIEWED	BLOCKED REASON	COI	SPEED DIAL	RELATIONSHIP	DESCRIPTION	PAN PROPERTIES	LAST MODIFIED
Christopher Adams	789456789456	(1) 2712229834	Y	✓					attorney		10-Nov-2010
Christopher Adams	789456789456	(1) 9722770503	Y	✓					Mother		10-Nov-2010
Reggie Atkins	346282	(1) 9722770000	Y	✓					PAN for Admin security template.		10-Nov-2010
QA1 Altanila	9722770363 0363	(1) 9723902192	Y	✓					test doc		10-Nov-2010
QA1 Altanila	9722770363 0363	(1) 4693219918	Y	✓					test		10-Nov-2010

Sample SCP Debit Report

SCP Debit Report – is a valuable administrative report allowing users to:

- Query Inmate Debit/Prepaid call detail records (CDRs) by the user-specified criteria.
- View all debits and credits that occurred during a specific time period for an individual inmate - for all inmates within a facility or for all facilities.

Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: Securus Demo Site Phone Group: All Phone Groups Phone: All Phones

SCP Debit Report Search
(Negative numbers will be displayed in parenthesis)

FILL IN SEARCH CRITERIA (* indicates Required Fields)

(Use * for wild card / partial searches)

Inmate First Name: Last Name: Custody Account #: PII: User Name: User Comments: Description: Type: --ALL-- Amount: --ALL-- Exclude Automated Process: ☒

Note: Please limit search range to no more than 31 days

Start: 10/19/2010 00:00:00 End: 11/18/2010 23:59:59

Search Reset

By using the criteria in the search area, users can run reports detailing and totaling SCP Debit activity and balances for their facility.

1 of 2 Select a format Export

Site	Account # / PII	Inmate First/Last	Type	Amount	Date/Time (in Central Time)	User	Reference #	Description	Comment
Securus Demo Site	034310543	Gerald Tait	Credit	\$100.00	11/16/2010 05:29:30	Gadme@CCRTX.TX	2010291505034-0343	Sim Issued Credit	
Securus Demo Site	1022201010	TALLOALS	Credit	\$100.51	10/22/2010 11:12:25	41xpm-q0101XT	20101225111224-10222010	Sim Issued Credit	
				TOTALS					
				Action Type	Quantity	Amount			
				Payment	0	\$0.00			
				Credit	2	\$200.51			
				Debit	0	\$0.00			
					2	\$200.51			

172.16.32.40

Sample Voice Biometrics Status Report

Voice Biometrics Status Report— Allows users to see the status and configuration settings for each site, custody account, phone number, phone group, and phone. This report also shows changes to an inmate's account to assist administrators and investigators track user accountability.

Secure Call Platform

Facility Routing Number: 99001

HOME
SYSTEM
MONITOR
TOOLS
ADMIN
FACILITY PORTAL

MANAGEMENT LEVEL
Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Voice Biometrics Configuration Status Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)
(Use * for wild card / partial searches)

Configuration Level: *
Sites: ☐ All ☒ Enabled ☐ Disabled
Custody Accounts: ☒ Enrolled ☐ Not Enrolled
Phone Numbers: ☐ ☐ ☐
Phones: ☐

Search Reset

116 Results PAGE 1 OF 12

INMATE NAME	CUSTODY ACCOUNT	ENROLLED	DEFAULT	ENABLED	DISABLED	SITE	ENROLLMENT LAST UPDATE BY	ENROLLMENT LAST UPDATE DATE
test test	00099887766		✓			Securus Demo Site		
0363test QA	41920111				✓	Securus Demo Site		
Adam Edwards	998899				✓	Securus Demo Site		11-10-2010
Atlanta Rec	42120111		✓			Kellway Test Lab Allen		
Barry davis	7777	✓			✓	Securus Demo Site		12-15-2010
Barry davis	7777	✓			✓	Securus Demo Site		09-09-2009
Bjoe Jackson	77994466		✓			Securus Demo Site		
Brada McAlister	4809		✓			Securus Demo Site		
Bryan Carrell	041367		✓			Kellway Test Lab Allen		
CARLOS LOPEZ	668616		✓			Kellway Test Lab Allen		

Status and
Con gura on search
criteria

Status and Con gura on
results such as if the feature is
enabled or disabled for an
inmate and if the inmate is
enrolled – with single click edit
abili es from the screen.

Sample Voice Biometrics Frequency of Failure Report

Voice Biometrics Frequency of Failure Report -- an administrative and investigative report that allows users to see which inmates have failed Voice Biometrics verification attempts. Users may also see what percentage of inmates are passing or failing. Search criteria includes key information such as custody account, first and last name, and date range.

Secure Call Platform

Facility Routing Number: 99001

HOME

SYSTEM

MONITOR

TOOLS

ADMIN

FACILITY PORTAL

MANAGEMENT LEVEL

Facility

Securus Demo Site

Site

All Sites

Voice Biometrics Frequency of Failure Search

*This report is updated and populated nightly for faster retrieval purposes.

*This is a report for Inmate name verification utterances to show the Frequency of Failure when an Inmate attempts to verify their name when placing a phone call.

☐ FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for w/d card / partial searches)

Custody Account #:

First Name:

Last Name:

Start: 01/25/2010

End: 04/28/2011

Search

Reset

Report results detailing dates and statuses for biometric failures and successes for each inmate.

26 Results

PAGE 1 OF 3

INMATE NAME	CUSTODY ACCOUNT#	LAST FAILED VERIFICATION	LAST SUCCESSFUL VERIFICATION	% OF FAILED VERIFICATION	% OF SUCCESSFUL VERIFICATION
BRIAN AARESTAD	106954	13-Oct-2010	13-Oct-2010	33.33	66.67
TestDialup Acct5	55555	02-Apr-2010		100.0	
QA1 AltanIta	9722770363	10-Mar-2010		100.0	
First01 BLast01	110001	27-Apr-2010	09-Apr-2010	67.57	32.43
Kenneth Burns	QA456	21-Apr-2011	21-Apr-2011	26.67	73.33
Ken Burns	Q379	12-Apr-2011	08-Dec-2010	93.98	6.02
Adam Edwards	5959595959595	02-Jun-2010	02-Jun-2010	33.33	66.67
Helen Huynh	898989	10-Mar-2010	10-Mar-2010	94.87	5.13
Helen Huynh	7890	16-Feb-2011	16-Feb-2011	84.13	15.87
James LeBoeuf	28770043	24-Jan-2011	23-Jan-2011	79.31	20.69

Sample Crime Tip Report

Crime Tip - is a critical feature that enables anonymous two-way communication between inmates and facility staff. For inmates the feature provides a secure method for reporting information about criminal activity. For facilities, the feature provides a flexible, configurable solution for gathering critical evidence to support investigations and prevent crimes from taking place in the facility. **The Crime Tip Report** - displays detailed results for all Crime Tip calls. Results can be narrowed by using intuitive search criteria. Users can select to listen to, extend, download, add notes to, or audit each call record to manage the safety and security of their facility.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
Facility: Securus Demo Site All Sites





















TIPS Search
FILL IN SEARCH CRITERIA (* indicates Required Fields)
(Use * for wild card / partial matches)


Mail Box ID: Call Type: -- ALL --
Date Criteria: Date/Time Range Results Per Page: 10
Start Date/Time: 01/28/2011 00:00:00 End Date/Time: 04/28/2011 23:59:59
Search Reset


Crime Tip details and available actions.

Crime Tip search criteria

35 Results << < PAGE 4 OF 4

	SITE	PORT LOG	REP Y MAX EXT ID	CALL TYPE	START	END	BUCKET
   	Securus Demo Site	je test 4		Offender	04-19-2011 16:45:38	04-19-2011 16:47:01	0
   	Securus Demo Site	je test 4		Offender	04-19-2011 16:49:38	04-19-2011 16:50:33	34
   	Securus Demo Site	je test 4		Offender	04-21-2011 01:43:30	04-21-2011 01:46:42	32
   	Securus Demo Site	je test 4		Offender	04-21-2011 01:51:03	04-21-2011 01:52:00	37
   	Securus Demo Site	je test 4		Offender	04-21-2011 01:53:34	04-21-2011 01:54:03	29





Sample Informant Line Report

SCP's Informant Line - Is an Investigative tool allows inmates to communicate directly and anonymously with investigators. The call can be routed to a specific investigator, voicemail box, or answering machine. **The Informant Line Report** — allows investigators to research and view details about these calls.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Site: Securus Demo Site All Sites Phone Group: All Phone Groups All Phones

Informant Line Call Records Search

☒ FILL IN SEARCH CRITERIA (* Indicates Required Fields)
(Use * for wild card / partial searches)

Country Code: Dated Number: Destination Zone: ☒ ALL ☐ International: ☐
 Custody Account #: PIN #: Prepaid Account #: Watched: ☐
 First Name: Last Name: Private: ☐
 Termination Category: ☒ ALL ☐ Call Status: ☒ Complete ☐ 3-way: ☐
 Date Criteria: ☒ Date/Time Range ☐ Results Per Page: ☒ 100 ☐ Voice Biometrics: ☐
 Start Date/Time: 04/21/2011 00:00:00 End Date/Time: 04/28/2011 23:59:59 RCF: ☐

2 Results PAGE 1 OF 1

SEARCH	PRINT	PDF	CSV	SITE	PORTFOLIO	DATE/TIME	START	END	SEC	ACCT # PIN	PREPAID ACCT #	NAME	CALL STATUS	TURN DAT	CALL PROPERTIES
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Securus Demo Site	LP 17	(1) UNLISTED Local	04-21-2011 02:04:40	04-21-2011 02:04:59	19 (s) 0.32 (m)				complete		Called party hangup
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Securus Demo Site	LP 17	(1) 9722770529 Local	04-21-2011 02:17:50	04-21-2011 02:18:02	12 (s) 0.2 (m)	00343			complete		Called party hangup

Informant Line details and available ac ons.

Sample Emergency Call Report

SCP's Emergency call- is an optional SCP feature allowing individuals to enter a bypass code to connect to facility personnel for emergencies such a medical, violent, riotous, or suspicious incidents. For users who are authorized to view and listen to historical Emergency Calls, SCP provides an Emergency Call Report as shown in the image below.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Emergency Call search criteria.

Emergency Call Detail Search

☐ FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

ByPass Code: <input type="text"/>	Dialed Number: <input type="text"/>	Custody Account #: <input type="text"/>	PIN #: <input type="text"/>
Termination Category: <input type="text" value="-- ALL --"/>	Call Status: <input type="text" value="Complete"/>	Results Per Page: <input type="text" value="100"/>	
Date Criteria: <input type="text" value="Date/Time Range"/>	Start Date/Time: <input type="text" value="01/01/2012 00:00:00"/>	End Date/Time: <input type="text" value="02/17/2012 23:59:59"/>	
<input type="button" value="Search"/> <input type="button" value="Reset"/>			

Emergency Call details and available actions.

2 Results												PAGE 1 OF 1		EXCEL	PDF	CSV
	SITE	PORT LOC	BYPASS CODE	DIALED #	EXT. #	ACCT #/PIN	START	END	DIR	CALL STATUS	TERM CAT	CALL TYPE	CALL PROPERTIES			
📞	Securus Demo Site LP 17	311	(1) 9722770561	Local	0343	01-11-2012 04:51:18	01-11-2012 04:51:30	12 (s)	complete	Called party hangup	Emergency Call					
					0343			0.2 (m)								
📞	Securus Demo Site LP 17	311	(1) 9722770561	Local	0000343	01-11-2012 04:52:05	01-11-2012 04:52:11	6 (s)	complete	Called party hangup	Emergency Call					
					06343			0.1 (m)								

Sample Word Spotting Search Report

Word Spotting Search Report – is an essential investigative report that allows investigators to display all of the recordings that were submitted for Word Spotting processing with select criteria. Because Word Spotting is fully integrated with SCP, this report can be run right from the SCP user interface.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Securus Demo Site ☒ All Sites ☒ All Phone Groups ☒ All Phones ☒

Word Spotting Search

FILL IN SEARCH CRITERIA (* indicates Required Field)

Country Code: Dialed Number:
Custody Account #: PIN #:
First Name: Last Name:
Results per page: 10 ☒

Start: 04/25/2011 00:00:00 End: 04/27/2011 23:59:59

Search Reset

Enter criteria to narrow the search. Users can even search by the suspected key word agged within the call.

Key Word: %0

Selected For Spotting:

Bang
Bullet
Doing The Dutch
Escape
Hit
Murder
Officer

Words For Search:

Add
Remove
Close

PAGE 1 OF 1									
3 Results	SITE	PHOTO ID	CITY CODE	DIALED #	REQ. START TIME	ACCT # PIN #	NAME	USER NAME	FLAGGED WORD
<input checked="" type="checkbox"/>	Securus Demo Site	LP 1	1	9722770490	04-26-2011 15:22:29	7890	Zelen Murch	WordSpot	Busted
<input checked="" type="checkbox"/>	Securus Demo Site	LP 1	1	9722770490	04-26-2011 15:22:29	7890	Seles Murch	WordSpot	Hit
<input checked="" type="checkbox"/>	Securus Demo Site	LP 1	1	9722770490	04-26-2011 15:22:29	7890	Zelen Murch	WordSpot	Shot
									00:00:50.27
									00:00:50.59
									00:00:25.48
									00:00:25.61
									00:00:19.28
									00:00:19.57

View details of the report (including agged word and the point in the call the word was agged), listen to the call, download the call, or export the call.

Note: 2 seconds' buffer added to the Flagged Words StartTime and EndTime while playing the Recording.

Navigation icons: back, forward, search, etc.

Sample Comprehensive System Log Search

Comprehensive System Log Search – can be used by administrators to monitor the changes that have been made to the system. Administrators can use search criteria such as username, name, and date range to narrow their search. The tool also has the ability to omit changes made to the system through automated changes to narrow results to changes made by personnel.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility	Site	Phone Group	Phone
Securus Demo Site	All Sites	All Phone Groups	All Phones

Comprehensive System Log Search

☐ FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Username:

First Name:

Last Name:

Start: 04/25/2011 00:00:00

End: 04/28/2011 23:59:59

Exclude Automated Process: ☒

PAGE 1 OF 1						
RECORD TYPE	RECORD DETAIL	MODIFIED FIELD	BEFORE	AFTER	ACCESS/MOD TIME(EST)	USERNAME
System Access					04/28/2011 13:05:01	zabbix@SECUR.TX
Custody Account	59887766	Status	ACTIVE	INACTIVE	04/28/2011 11:03:23	smanner@SECUR.TX
Security Template	ADC-test1				04/28/2011 10:57:25	amerce@SECUR.TX
DTN	8016138647	Watched	NONE	YES	04/27/2011 18:42:14	gnicholson@SECUR.TX

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Sample Management Level Change Log Report

Management Level Change Log Report – can be used by administrators to monitor the changes made to features at each of the management levels. Administrators can use search criteria such as username, name, and date range to narrow their search.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility	Site	Phone Group	Phone
Securus Demo Site	All Sites	All Phone Groups	All Phones

Management Level Change Log Search

☐ FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Username: First Name: Last Name:
 Start: 04/20/2011 00:00:00 End: 04/28/2011 23:59:59
Format: mm/dd/yyyy HH:mm:ss

Search

Reset

17 Results

PAGE 1 OF 2

EXCEL PDF CSV

MANAGEMENT LEVEL	NAME	MODIFIED FIELD	BEFORE	AFTER	MODIFIED (CST)	USERNAME
Customer	All Sites	Calling Restrictions		One Call per Wk Modified	04/21/2011 17:57:30	brodam@SECUR.TX
Site	Securus Demo Site	Calling Restrictions	One Call per Wk	NONE	04/21/2011 17:44:33	brodam@SECUR.TX
Site	Securus Demo Site	Calling Restrictions	NONE	One Call per Wk	04/21/2011 17:42:41	brodam@SECUR.TX
Site	Securus Demo Site	Calling Restrictions	One Call per Wk	NONE	04/21/2011 17:40:48	brodam@SECUR.TX
Customer	All Sites	Calling Restrictions		One Call per Wk Modified	04/21/2011 17:27:10	brodam@SECUR.TX
Customer	All Sites	Calling Restrictions		One Call per Wk Modified	04/21/2011 17:24:25	brodam@SECUR.TX
Customer	All Sites	Calling Restrictions		One Call per Wk Modified	04/21/2011 17:20:59	brodam@SECUR.TX
Site	Securus Demo Site	Calling Restrictions	One a Day	One Call per Wk	04/21/2011 17:18:37	brodam@SECUR.TX
Customer	All Sites	Calling Restrictions		New One Call per Wk Created	04/21/2011 17:17:41	brodam@SECUR.TX
Site	Securus Demo Site	Maximum Call Duration	60	5	04/21/2011 12:43:59	jnewman@SECUR.TX

Sample Custody Account Change Log Report

Custody Account Change Log Report – can be used by administrators to monitor the electronic and manual changes to custody accounts. Administrators can use search criteria such as PIN, username, name, and date range to narrow their search.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility	Site	Phone Group	Phone
Securus Demo Site	All Sites	All Phone Groups	All Phones

Custody Account Change Log Search

FILL IN SEARCH CRITERIA (* indicates Required Fields)

(Use * for wild card / partial searches)

Username:	First Name:	Last Name:
Custody Account Number:	Inmate First Name:	Inmate Last Name:
Start: 04/25/2011 00:00:00	End: 04/28/2011 23:59:59	Exclude Automated Process: <input checked="" type="checkbox"/>

Search EXCEL PDF CSV Reset

3 Results

PAGE 1 OF 1

EXCEL PDF CSV

ACCT #	TIME	MODIFIED FIELD	BEFORE	AFTER	MODIFIED TIME (CST)	USERNAME
99887766	test securus	Status	ACTIVE	INACTIVE	04/28/2011 11:03:23	smanne@SECUR.TX
99887766	test securus	PIN	NONE	99887766 (Created)	04/28/2011 10:59:41	smanne@SECUR.TX
99887766	test securus	Account Number	NONE	99887766 (Created)	04/28/2011 10:59:41	smanne@SECUR.TX

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Sample PAN Entry Change Log Report

PAN Entry Change Log Report – PAN Change Log functionality records all actions that SCP users make to the verified field in the SCP user interface. It also allows administrators to examine all PAN list changes; specifically, when changes occur, and by whom, helping administrators and investigators track user accountability.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

PAN Entry Change Log Search

☐ FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Username: First Name: Last Name: City Code: Phone Number: Custody Account Number: Inmate First Name: Inmate Last Name:

Start: 04/21/2011 00:00:00

End: 04/28/2011 23:59:59

Exclude Automated Process: ☒

Search EXCEL PDF CSV Reset

28 Results

PAGE 1 OF 3

EXCEL PDF CSV

DIALED #	ACCT #	NAME	MODIFIED FIELD	BEFORE	AFTER	MODIFIED TIME (CST)	USERNAME
(1) 9724163062	4809	Broda, McAlister	Dialed Number	NONE	9724163062 (Created)	04/21/2011 17:30:16	brodam@SECUR.TX
(1) 9724163062	3348	Jill, Newman	Dialed Number	NONE	9724163062 (Created)	04/21/2011 12:49:55	jnewman@SECUR.TX
(1) 9729801062	7777	Barry, Davis	Private	NO	NONE	04/21/2011 10:08:02	eseverson@SECUR.TX
(1) 9722770300	00099887768	Itest, Itest	Dialed Number	NONE	9722770300 (Created)	04/21/2011 06:47:25	jchen1@SECUR.TX
(1) 9722770596	dee2508	dee, qa	Status	Active	Inactive	04/21/2011 04:33:28	dsonti@SECUR.TX
(1) 9722770596	dee2508	dee, qa	Dialed Number	NONE	9722770596 (Created)	04/21/2011 04:33:14	dsonti@SECUR.TX
(1) 9722770596	dee2508	dee, qa	Status	Inactive	Deleted	04/21/2011 04:32:33	dsonti@SECUR.TX
(1) 9722770596	dee2508	dee, qa	Status	Active	Deleted	04/21/2011 04:31:48	dsonti@SECUR.TX
(1) 9722770596	dee2508	dee, qa	Status	Active	Inactive	04/21/2011 04:28:23	dsonti@SECUR.TX
(1) 9722770596	dee2508	dee, qa	Dialed Number	NONE	9722770596 (Created)	04/21/2011 04:27:58	dsonti@SECUR.TX

Sample Phone Number Change Log Report

Phone Number Change Log Report – allows administrators to review all changes to controlled numbers on the Global list at both the agency and facility levels.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Global List Change Log Search

☐ FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Username: First Name: Last Name:
City Code: Phone Number:
Start: 04/25/2011 00:00:00 End: 04/28/2011 23:59:59 Exclude Automated Process: ☒

Search EXCEL PDF CSV Reset

38 Results						
PAGE 1 OF 4				Excel PDF CSV		
DIALED #	MODIFIED FIELD	BEFORE	AFTER	MODIFIED TIME (CST)	USERNAME	
(1) 8016138647	Watched	NONE	YES	04/27/2011 18:42:14	gnicholson@SECUR.TX	
(1) 8016138647	Dialed Number	NONE	8016138647 (Created)	04/27/2011 18:42:14	gnicholson@SECUR.TX	
(1) 8016138647	Speed Dial	NONE	1111	04/27/2011 18:42:14	gnicholson@SECUR.TX	
(1) 9723771108	Dialing COS	NONE	Crime Tip	04/25/2011 10:32:23	GIPC@SECUR.TX	
(1) 9723771108	Dialed Number	NONE	9723771108 (Created)	04/25/2011 10:32:23	GIPC@SECUR.TX	
(1) 9723771107	Description	NONE	Informant line no dtmf for QA	04/25/2011 10:29:50	GIPI@SECUR.TX	
(1) 9723771107	Un-list Account Information	NONE	NO	04/25/2011 09:52:29	GIPI@SECUR.TX	
(1) 9723771107	Enable DTMF Passthru	NONE	NO	04/25/2011 09:52:29	GIPI@SECUR.TX	
(1) 9723771107	Un-list Speed Dial Number	NONE	NO	04/25/2011 09:52:29	GIPI@SECUR.TX	
(1) 9723771107	Un-list Port Location	NONE	NO	04/25/2011 09:52:29	GIPI@SECUR.TX	

Sample User Management Change Log Report

User Management Change Log Report – allows administrators to review changes made to the account by selected users.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility
Securus Demo Site

User Mgmt Change Log Search

☐ FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

MODIFIED: Username: First Name: Last Name:
 MODIFIER: Username: First Name: Last Name:
 Start: 04/28/2011 13:00:00 End: 04/28/2011 23:59:59

Search

Reset

190 Results

PAGE 1 OF 20

EXCEL PDF CSV

SCP USERNAME	SCP NAME	MODIFIED FIELD	BEFORE	AFTER	MODIFIED TIME(CST)	USERNAME
tlawrence@SECUR.TX	Tony Lawrence	SITE	NONE	San Benito County Juvenile, CA	04/28/2011 13:59:04	tlawrence@SECUR.TX
tlawrence@SECUR.TX	Tony Lawrence	SITE	NONE	Prowers County Jail, CO	04/28/2011 13:59:04	tlawrence@SECUR.TX
tlawrence@SECUR.TX	Tony Lawrence	SITE	NONE	Pacific County Sheriffs Office, WA	04/28/2011 13:59:04	tlawrence@SECUR.TX
tlawrence@SECUR.TX	Tony Lawrence	SITE	NONE	Hilam County Jail, TX	04/28/2011 13:59:04	tlawrence@SECUR.TX
tlawrence@SECUR.TX	Tony Lawrence	SITE	NONE	Nason County Jail	04/28/2011 13:59:04	tlawrence@SECUR.TX
tlawrence@SECUR.TX	Tony Lawrence	SITE	NONE	Long Beach City Jail, CA	04/28/2011 13:59:04	tlawrence@SECUR.TX
tlawrence@SECUR.TX	Tony Lawrence	SITE	NONE	Gibson County Sheriffs Dept, TN	04/28/2011 13:59:04	tlawrence@SECUR.TX
tlawrence@SECUR.TX	Tony Lawrence	CUSTOMER	NONE	San Benito County, CA	04/28/2011 13:59:04	tlawrence@SECUR.TX
tlawrence@SECUR.TX	Tony Lawrence	CUSTOMER	NONE	Prowers County Jail, CO	04/28/2011 13:59:04	tlawrence@SECUR.TX
tlawrence@SECUR.TX	Tony Lawrence	CUSTOMER	NONE	Pacific County Sheriffs Office, WA	04/28/2011 13:59:04	tlawrence@SECUR.TX

Sample Security Template Change Log Report

Security Template Change Log Report – allows administrators to review modifications made to security template. Users can narrow their search by using criteria such as username, name, phone number, and date range.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL:

Facility:
Securus Demo Site

Security Template Change Log Search

☐ FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Username:

First Name:

Last Name:

Modify Template:

Start: 04/25/2011 00:00:00

End: 04/28/2011 23:59:59

Search

Reset

5 Results

PAGE 1 OF 1

EXCEL PDF CSV

SECURITY TEMPLATE	TYPE	MODIFIED FIELD	BEFORE	AFTER	MODIFIED (CST)	USER/NAME
AOC-test1	Created				04/28/2011 10:57:25	ameracer@SECUR.TX
Adam All	Modified	System - Custody Accounts First Calls are Free	NONE	CAN VIEW	04/26/2011 10:44:08	aedwards@SECUR.TX
Adam All	Modified	System - Custody Accounts First Calls are Free	NONE	CAN EDIT	04/26/2011 10:44:08	aedwards@SECUR.TX
Adam All	Modified	Security - Password Reset	NONE	CAN VIEW	04/26/2011 10:44:08	aedwards@SECUR.TX
Sally Z	Created				04/25/2011 20:45:14	szielvogel@SECUR.TX

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Sample System Access Log Report

System Access Log Report – allows administrators to manage user access by reporting lists of system users by date range. Users can narrow their search by using criteria such as username, name, and date range.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility
Securus Demo Site

System Access Log Search

☐ FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Username: First Name: Cora Last Name:
Access Start: 04/27/2011 00:00:00 * Access End: 04/28/2011 23:59:59 *

Search

Reset

5 Results

PAGE 1 OF 1

EXCEL PDF CSV

USERNAME	NAME	TITLE	SECURITY TEMPLATE	IP ADDRESS	STATUS	LOG IN(CST)	LOG OUT(CST)	DURATION(MIN)
cconklin@SECUR.TX	Cora Conklin	Supervisor	Adam All	209.163.225.158	Successful Login	04/28/2011 11:50:44	04/28/2011 12:21:43	31
cconklin@SECUR.TX	Cora Conklin	Supervisor	Adam All	209.163.225.158	Successful Login	04/28/2011 10:21:54	04/28/2011 10:52:41	31
cconklin@SECUR.TX	Cora Conklin	Supervisor	Adam All	209.163.225.158	Successful Login	04/28/2011 08:42:05	04/28/2011 09:12:39	31
cconklin@SECUR.TX	Cora Conklin	Supervisor	Adam All	209.163.225.158	Successful Login	04/27/2011 14:50:45	04/27/2011 20:37:13	346
cconklin@SECUR.TX	Cora Conklin	Supervisor	Adam All	209.163.225.158	Successful Login	04/27/2011 12:23:43	04/27/2011 12:54:27	31

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Sample Recording Audit Log Report

Recording Audit Log Report – allows administrators to report and manage all activity for recording usage. Administrator can search on key criteria such as recording usage, name, call start/end, access start/end, dialed number and PIN.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility	Site	Phone Group	Phone
Securus Demo Site	All Sites	All Phone Groups	All Phones

Recording Audit Log Search

☐ FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Username:	<input type="text"/>	First Name:	<input type="text"/>	Last Name:	<input type="text"/>
Recording Usage:	-- ALL --	Dialed Number:	<input type="text"/>	Account #:	<input type="text"/>
Call Start:	<input type="text"/>	End:	<input type="text"/>	Account #:	<input type="text"/>
Expiration Start:	<input type="text"/>	End:	<input type="text"/>	Account #:	<input type="text"/>
Access Start:	04/28/2011 12:05:00	End:	04/28/2011 23:59:59	Account #:	<input type="text"/>

Search

Reset

3 Results

PAGE 1 OF 1

EXCEL PDF CSV

	ACCESS TIME	RECORDING USAGE	NAME	ACCT #/PIN	CALL START TIME	CALL END TIME	EXPIRATION DATE	USER	DIALED NUMBER
1	04-28-2011 12:35:48	PLAYBACK	James LeBoeuf	287700432877	04-20-2011 04:52:29	04-20-2011 04:52:53	05/20/2011	RYenamaddi@SECUR.TX	2817556114
2	04-28-2011 12:06:48	PLAYBACK	padma alla	20112011	04-20-2011 14:07:27	04-20-2011 14:07:30	05/20/2011	RYenamaddi@SECUR.TX	5617039957
3	04-28-2011 12:05:59	PLAYBACK	Helen Huynh	78907890	04-20-2011 13:01:56	04-20-2011 13:02:30	05/20/2011	RYenamaddi@SECUR.TX	8009726766

< < > >

Sample Scan Patrol Audit Log Report

Scan Patrol Audit Log Report – allows administrators to report and manage all activity for live monitor scans. Administrator can search on key criteria such username and date range to narrow their search. Users can also select to view the call detail records associated with each scan for additional information.

Secure Call Platform

Facility Routing Number: 99001

HOME
SYSTEM
MONITOR
TOOLS
ADMIN
FACILITY PORTAL

MANAGEMENT LEVEL
Facility: Securus Demo Site Site: All Sites

Scan Patrol Audit Log Search

☐ FILL IN SEARCH CRITERIA (* Indicates Required Fields)
(Use * for VPKI card / partial searches)

Username:
Start: 04/01/2011 00:00:00 End: 04/28/2011 23:59:59
Format: MM/DD/YYYY HH:MM:SS (CST)

1 Results PAGE 1 OF 1

SITE	START	END	USERNAME
Securus Demo Site	04-21-2011 04:07:33	04-21-2011 04:07:52	hallen@SECUR.TX

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Exhibit B

Preliminary Project Plans

ID	Task Name	Start	Finish
1	SECURUS Inmate Telephone System Installation Project Plan for Knox County Jail	Wed 7/1/15	Tue 9/1/15
2	Inmate Phone System Installation & Cut-Over	Wed 7/1/15	Tue 9/1/15
3	Project Initiation Phase	Wed 7/1/15	Thu 7/2/15
4	Host internal project review and kick-off meeting	Wed 7/1/15	Wed 7/1/15
5	Team with Sales Account Manager to host kick-off call with SECURUS Inmate Telephone System Installation Project Plan for Knox County Jail Project Team	Wed 7/1/15	Wed 7/1/15
6	Complete Telephone Equipment Inspection for Inmate Locations	Wed 7/1/15	Thu 7/2/15
7	Project Planning Phase	Thu 7/2/15	Thu 7/9/15
8	Update Engineering based on site survey information	Thu 7/2/15	Thu 7/2/15
9	Identify resources needed to complete tasks and objectives	Thu 7/2/15	Thu 7/2/15
10	Create ticket assignments for necessary departments	Thu 7/2/15	Thu 7/2/15
11	Host internal review to determine scheduling options	Fri 7/3/15	Fri 7/3/15
12	Host review with current services provider to discuss transition plan	Fri 7/3/15	Fri 7/3/15
13	Create project in the Install Portal and setup notifications/alerts	Fri 7/3/15	Fri 7/3/15
14	Create orders for telecom provisioning	Fri 7/3/15	Fri 7/3/15
15	Create purchase orders for materials	Fri 7/3/15	Fri 7/3/15
16	Perform Sarbanes-Oxley compliance approval for all material purchase orders	Fri 7/3/15	Fri 7/3/15
17	Kick-off Discussions for Automated PIN Imports / OMS Integration	Fri 7/3/15	Fri 7/3/15
18	Integration for automated PIN data management	Mon 7/6/15	Mon 7/6/15
19	Review field service access/scheduling & telecom vendor scheduling options with Knox County Jail Project Team	Tue 7/7/15	Tue 7/7/15
20	Produce updated project schedule	Tue 7/7/15	Tue 7/7/15
21	Securus Project Team and Knox County Jail Project Plan / Schedule Review	Tue 7/7/15	Tue 7/7/15
22	Finalize Telecom Provisioning, Material Delivery, and Field Service schedules	Tue 7/7/15	Tue 7/7/15
23	Securus & Knox County Jail Project Team Meeting - Touch Point	Wed 7/8/15	Wed 7/8/15
24	Review telecom and hardware delivery schedules	Wed 7/8/15	Wed 7/8/15
25	Produce updated project plan and review with Knox County Jail Project Team	Wed 7/8/15	Wed 7/8/15
26	Customer Data Management	Thu 7/9/15	Thu 7/9/15
27	Coordinate transition activities with incumbent	Thu 7/9/15	Thu 7/9/15
28	Site specific voice prompts & tag lines	Thu 7/9/15	Thu 7/9/15
29	Project Execution Phase	Wed 7/8/15	Wed 8/26/15
30	Site Telecom Installation Planning Activities	Thu 7/9/15	Thu 8/20/15
31	Telecom delivery lead time	Thu 7/9/15	Wed 8/19/15
32	Confirm Telecom Test & Turn-up (T&T) schedule	Thu 8/20/15	Thu 8/20/15
33	Confirm Installation Technical Support schedule for T&T activity	Thu 8/20/15	Thu 8/20/15
34	Confirm Field Service Installation Team schedules for T&T activity	Thu 8/20/15	Thu 8/20/15
35	Review Site schedule and activities with Knox County Jail Project Team	Thu 8/20/15	Thu 8/20/15

ID	Task Name	Start	Finish
36	Site Equipment Installation Planning Activities	Wed 7/8/15	Wed 8/19/15
37	Material shipment lead time	Wed 7/8/15	Thu 8/6/15
38	Confirm material shipments and arrival dates	Wed 7/8/15	Wed 7/8/15
39	Install and test inmate telephone equipment - Knox County Jail	Fri 8/7/15	Mon 8/17/15
40	Removal of old equipment and notify incumbent of available pickup	Tue 8/18/15	Tue 8/18/15
41	Review Site Cut-Over schedule and activities with Knox County Jail Project Team	Wed 8/19/15	Wed 8/19/15
42	Customer Data Management	Thu 7/9/15	Thu 7/9/15
43	Upload blocked number files	Thu 7/9/15	Thu 7/9/15
44	Upload free and privileged number files	Thu 7/9/15	Thu 7/9/15
45	OMS/JMS Integration / E-Imports Activities	Thu 7/9/15	Wed 8/26/15
46	Inmate PIN account creation and management	Thu 7/9/15	Wed 7/22/15
47	Configure Automated Information Services within Secure Call Platform	Wed 7/22/15	Mon 7/27/15
48	Configure inmate debit within Secure Call Platform	Wed 7/22/15	Tue 7/28/15
49	Configure Secure Instant Mail within Secure Call Platform	Wed 7/22/15	Tue 7/28/15
50	Configure Inmate Debit with Commissary vendor	Wed 7/22/15	Wed 8/12/15
51	Configure IPRO within Secure Call Platform	Wed 7/22/15	Wed 8/26/15
52	Installation - Knox County Jail	Wed 8/26/15	Tue 9/1/15
53	Cut Over - Turn up of telephones to Securus SCP platform	Wed 8/26/15	Thu 8/27/15
54	IPRO enrollment by pod/dorm	Thu 8/27/15	Tue 9/1/15
55	Quality Control / Checklist Reviews	Thu 8/27/15	Fri 8/28/15
56	Customer training	Thu 8/27/15	Fri 8/28/15
57	Conduct customer training for telephone system with Knox County Jail Project Team	Thu 8/27/15	Fri 8/28/15
58	Quality Review	Thu 8/27/15	Fri 8/28/15
59	Re-Verify all Features working properly	Thu 8/27/15	Fri 8/28/15
60	Re-Verify phones work, port assignments/call groups set	Thu 8/27/15	Thu 8/27/15
61	Post Cutover QA Checklist & Test Calls Completed	Thu 8/27/15	Thu 8/27/15
62	Notify Facility ITS of cutover - system is functioning correctly	Thu 8/27/15	Thu 8/27/15
63	Cut Sheet distributed to Securus Project Team	Thu 8/27/15	Thu 8/27/15
64			
65	Video Visitation will be managed by Tech Friends. Any additional terminals required will be installed by Tech Friends within a 10 week timeline.		

ID	Task Name	Duration	Start	Finish
1	Contract Approved by Knox County			
2	Project Announcement to County Staff	1 day	Wed 7/1/15	Wed 7/1/15
3	Key Stakeholders and Project Team Identified - Review SOW for Roles & Responsibilities	3 days	Mon 7/6/15	Wed 7/8/15
4	Project Room and Invite to Kickoff Mtg Sent	1 day	Thu 7/9/15	Thu 7/9/15
5	Project Kickoff Meeting	1 day	Fri 7/10/15	Fri 7/10/15
6	Project Team Reviews Project Plan, Meeting / Reporting Policies Instituted	3 days	Mon 7/13/15	Wed 7/15/15
8	Planning Session for Archonix Hardware Requirements, Purchase, Delivery and Installation	1 day	Thu 7/16/15	Thu 7/16/15
12	PO for Hardware Generated	1 day	Fri 7/17/15	Fri 7/17/15
11	Data Conversion Plan Developed	10 days	Mon 7/20/15	Fri 7/31/15
18	Key Data Elements Identified for Training Environment	2 days	Mon 8/3/15	Tue 8/4/15
19	Interface Requirements Identified / Plan Developed	6 days	Tue 8/4/15	Tue 8/11/15
20	Weekly Team Meeting - Status Update	1 day	Wed 8/12/15	Wed 8/12/15
21	Planning Session for Workshops / Training Schedule	4 days	Thu 8/13/15	Tue 8/18/15
9	Interface Development	60 days	Wed 8/19/15	Tue 11/10/15
29	Weekly Team Meeting - Status Update	1 day	Thu 8/20/15	Thu 8/20/15
7	Management Meeting - Project Plan Approved	1 day	Fri 8/21/15	Fri 8/21/15
41	Hardware Installed & Tested	3 days	Mon 8/31/15	Wed 9/2/15
22	Data Conversion Plan Approved	1 day	Thu 9/3/15	Thu 9/3/15
17	Training Scheduled Published	1 day	Fri 9/4/15	Fri 9/4/15
16	Data Conversions Developed	60 days	Mon 9/7/15	Fri 11/27/15
30	Weekly Team Meeting - Status Update	1 day	Tue 9/8/15	Tue 9/8/15
10	QA LOAD TESTING Plan Developed	10 days	Wed 9/9/15	Tue 9/22/15
13	Archonix Software Installed and Tested	5 days	Wed 9/23/15	Tue 9/29/15
31	Weekly Team Meeting - Status Update	1 day	Wed 9/30/15	Wed 9/30/15
14	Training for Network Administrators / Knox IT Staff	3 days	Thu 10/1/15	Mon 10/5/15

ID	Task Name	Duration	Start	Finish
23	Security Reviewed - Passwords setup for Team	3 days	Tue 10/6/15	Thu 10/8/15
43	EMR Workshop / Overview / Gap Analysis	3 days	Wed 10/7/15	Fri 10/9/15
32	Weekly Team Meeting - Status Update	1 day	Fri 10/9/15	Fri 10/9/15
44	Training (Objectives Addressed)	5 days	Mon 10/12/15	Fri 10/16/15
42	Forms / Screens / Reports Identified / Requirements Defined	15 days	Tue 10/13/15	Mon 11/2/15
15	Management Meeting - Status Update	1 day	Fri 10/16/15	Fri 10/16/15
45	Configure Software / Setup Tables - Modifications Defined, if required	15 days	Wed 10/21/15	Tue 11/10/15
33	Weekly Team Meeting - Status Update	1 day	Fri 10/30/15	Fri 10/30/15
25	Jail Workshop / Overview / Gap Analysis	3 days	Mon 11/2/15	Wed 11/4/15
26	Training (Objectives Addressed)	10 days	Fri 11/6/15	Thu 11/19/15
34	Weekly Team Meeting - Status Update	1 day	Fri 11/13/15	Fri 11/13/15
27	Configure Software / Setup Tables - Modifications Defined, if required	25 days	Mon 11/16/15	Fri 12/18/15
46	Forms / Screens / Reports Developed	22 days	Mon 11/23/15	Tue 12/22/15
47	Interface testing	10 days	Tue 11/24/15	Mon 12/7/15
37	Cutover Plan Developed	10 days	Wed 12/2/15	Tue 12/15/15
38	Weekly Team Meeting - Status Update	1 day	Wed 12/16/15	Wed 12/16/15
39	Data Conversions Signed Off	1 day	Thu 12/17/15	Thu 12/17/15
49	All Mods Completed / Tested / Signoff	10 days	Fri 12/18/15	Thu 12/31/15
35	Interfaces Signed Off	1 day	Tue 1/5/16	Tue 1/5/16
36	User Testing - Functional Areas	20 days	Wed 1/6/16	Tue 2/2/16
40	Weekly Team Meeting - Status Update	1 day	Wed 2/3/16	Wed 2/3/16
56	Performance Testing	5 days	Thu 2/4/16	Wed 2/10/16
48	Capacity Testing	3 days	Thu 2/11/16	Mon 2/15/16
28	Management Meeting - Status Update	1 day	Mon 2/15/16	Mon 2/15/16
50	User Acceptance Testing / Unit Testing & Training / Signoff	14 days	Tue 2/16/16	Fri 3/4/16
51	HelpDesk live	1 day	Fri 3/4/16	Fri 3/4/16
52	Cutover Plan Reviewed / Revised	1 day	Fri 3/4/16	Fri 3/4/16
53	Management Meeting - Review All Status / Request Approval to Go-Live	1 day	Tue 3/8/16	Tue 3/8/16
54	Go - LIVE	1 day	Fri 3/11/16	Fri 3/11/16
55	Post Go-Live Meeting (Team) / Assess Project	1 day	Wed 3/30/16	Wed 3/30/16

Exhibit C

Letters of Reference



Serving the Cities of: Hampton • Newport News • Norfolk • Portsmouth

2690 Elmhurst Lane • Portsmouth, Virginia 23701-2745 Phone (757) 488-7500 Fax (757) 488-2200

August 15, 2014

To Whom It May Concern:

The Hampton Roads Regional Jail maintains a population of over 1,000 inmates and serves five jurisdictions. Our detainees include adult offenders with an array of security, mental and physical health concerns.

After a thorough evaluation, Hampton Roads Regional Jail awarded our inmate communications contract to Securus Technologies, an organization with the necessary resources to support a large and diverse operation, capable of delivering an advanced inmate communication solution that met our needs. Our agreement is a long term solution to provide all services, support and hardware for the life of this multimillion dollar contract.

Our transition was very smooth and all of the installation team members were very professional and helpful assisting in this undertaking. Securus professional trainers, technicians and account managers have assisted in multiple training sessions for our staff and arresting agencies. Securus staff has made sure training and configurations meet the specific needs of Hampton Roads Regional Jail.

We have received new investigative tools that will maximize our efforts across multiple jurisdictions. With multiple users and agencies accessing the Securus Inmate Telephone System (SCP), we are able to grant access specific to investigative needs without involving or burdening correctional staff. Securus Video Visitation (SVV) has made inmate visitation more convenient to our constituents while adding an additional revenue stream to the jail.

I am very pleased with the service and products that Securus has provided and I would highly recommend them and the SCP platform.

Sincerely,

David L. Simons, JD, CJM
Superintendent

ROANOKE SHERIFF'S OFFICE

Octavia Johnson, Sheriff

November 13, 2013

Carol Roberts
Major Account Manager
Securus Technologies
14651 Dallas Parkway
Dallas, TX 75254

Re: Letter of Reference for Securus Technologies

To Whom It May Concern:

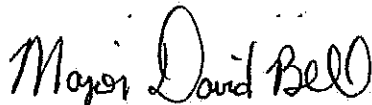
The Roanoke City Jail is an 834-bed adult, local confinement facility which houses a diverse inmate population. Our facility was designed to hold both male and female prisoners, whether they are committed from local, state, or federal law enforcement agencies. The current average daily population of our facility is approximately 620 inmates.

One of the key elements of inmate management is having a dependable inmate telephone service and video visitation provider. Securus Technologies meets these challenges to the Roanoke City Jail by providing us with the latest technology and always delivering quality customer service to our inmate population and their families. They consistently do so in an economically viable manner, with an emphasis on both quality service and attention to detail with no unresolved issues with the inmate population.

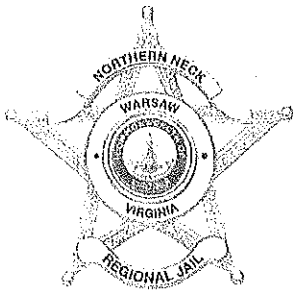
A key factor in our levels of satisfaction with Securus was the seamless transition from our previous inmate phone service provider. Securus was very organized and went the extra mile to ensure that we experienced limited interruption in services. The on-site Securus representative is familiar with the needs of our operation and has been dedicated towards ensuring that the needs of both the facility and the inmates under our supervision are always met.

The Roanoke City Jail highly recommends Securus Technologies and not only considers them an asset in our inmate phone services and support services operations; but also as a valued partner in the daily operations of our facility.

Sincerely,



Major David Bell
Chief Deputy



NORTHERN NECK REGIONAL JAIL

Serving • Richmond Co. • Westmoreland Co. • Northumberland Co. • Town of Warsaw
P. O. Box 1090, 3908 Richmond Road, Warsaw, Virginia 22572
(804) 333-6419 • Fax (804) 333-6029

Friday, February 04, 2011

Ted Hull
Superintendent

Captain Darryl L. Turner
Director of Security

Captain W. Joseph Hickey
Director of Intake
Receiving and Training

Captain Lynn M. Sudduth
Director of Inmate Services

Captain Gina M. Campbell
Director of Human Resources

Ona J. Monteil
Director of Inmate
Education

Vivian A. Moore
Director of Community
Corrections/Offender
Transition & Re-entry

To whom it may concern:

It is with a great deal of confidence and a considerable amount of satisfaction that I recommend Securus to you in the quality of their systems, the technical performance of their employees and the integrity of the leadership of the company.

Over the course of the last few years I have come to appreciate and respect the abilities, honesty and most importantly the "can do" attitude of everyone I have met; While I would not want to fail to mention everyone who has worked on our project I must specifically recognize Mike Coakley and Sherri Turowsky for their hard work that has been absolutely vital to the continued success of our inmate phone program.

As in every aspect of life, it is not "if" a problem arises but a function of "when". As such, as it is with men, the *measure of a company* is not when the expected performance is on track and everyone is "happy" but when the project encounters unforeseen difficulties, communication misunderstandings or technical failures. In this regard, Securus performs extremely well and has placed a greater importance on the customer's satisfaction than on positions of blame, fault or excuses.

I highly recommend Securus and would be happy to discuss their services and products. I can be reached at 804-333-6001 or ted@nnrj.state.va.us.

Respectfully

Ted Hull
Superintendent
Northern Neck Regional Jail


June 17, 2015

Matt Myers
Deputy Director of Purchasing
Knox County
1000 North Central Street, Suite 100
Knoxville, TN 37917

Dear Mr. Myers,

We appreciate your willingness to replace double-sided page 175/176. We have also provided a replacement PDF on cd. Thank you for your cooperation in this matter and we look forward to hearing further from you regarding the Inmate Communication and Management System RFP.

Sincerely,



Geoff Boyd
Chief Financial Officer
14651 Dallas Parkway, Suite 600
Dallas, Texas 75254
972-277-0300

OFFICIAL FILE DOCUMENT
DO NOT REMOVE OR MARK

PART XI PRICING SCHEDULE:

Detail the cost, if applicable, associated with the software and hardware necessary to complete the Module Requirements and Scope of Work. Include an Itemized list for all first (1st) year costs and a grand total cost. Detail the cost, if applicable, with any associated software/hardware maintenance beginning in Year 2 through year 10.

Detail the commission rates payable to Knox County in regards to all phone, email, messaging etc. Detail any additional cost/revenue to Knox County.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus is pleased to provide our offer to Knox County for an Inmate Communications and Management System. This offer is completely compliant with the specifications set forth in this RFP and is inclusive of all the modules requested, including the Inmate Telephone System, Automated Information Systems, Video Visitation Capabilities and Jail Management System with Emergency Medical Records and Banking Software and provides options for additional technologies throughout the term of the agreement. Securus has also forged a relationship with Tech Friends to provide several of the services currently provided today. Our offer is **AT NO COST** to Knox County and is inclusive of the following:

Term – Five (5) year term with two Additional Five (5) year extensions	
Inmate Telephone Platform	Commission
Commission for ALL Local / IntraLATA / InterLATA calls	61% With a \$500,000 first year minimum annual guarantee
	<u>OR</u>
Option to Receive Flat Upfront Payment *This option includes Investigator Pro, Threads, and LBS	\$1,000,000
Secure Call Platform – 550+ Features Including Billing Name Address Look Up / Covert Alert Alerts / Inmate Debit via Commissary Order / Personal Identification Numbers with Pre-Recorded Names	Included
All integrations required to complete all aspects of the Project outlined.	Included
Stainless Steel Inmate Phones / Mobile Phone Carts / TTY Devices / Pay Phones	Included
Free Local AND Long Distance Calls on Booking Phones	Included

Jail Management System with EMR and Banking Software	Commission
Securus xJail inclusive of all features and Fully Compliant with all RFP Specifications	Included
Fully Integrated Emergency Medical Record Platform	Included
Banking Software Provided and Supported By Tech Friends	Included

Video Visitation and Kiosk Capabilities	Commission
Fully Complaint Video Visitation Platform Capable of Remote and On-Site Visitation with monitoring capabilities.	Included
All Wiring, Networking and Maintenance of the Video Visitation Platform	Included

Optional Investigative Solutions	
Threads Investigative Tool – A powerful and easy to use investigative platform providing law enforcement with focused leads. This software analyzes corrections and communications data in order to generate focused and targeted investigative leads for investigators.	Optional Deduction of 5%
Investigator Pro / Continuous Voice Biometrics Investigator Pro – A powerful evidence-gathering and investigative analysis tool. It uses unprecedented state-of-the-art technology to “recognize” the voices of inmates over telephone calls and exposes inmates who try to beat the system by hiding their identities to engage in criminal activity.	Optional Deduction of 9%
Location Base Services (LBS) – “Geo Fencing” sets perimeter around a location to notify investigators when an inmate calls a cell phone that is accepted within the Geo Fence perimeter. “LBS On Demand” identifies the real-time location of a suspect’s cell phone.	Optional Deduction of 4%

Automated Information Services (AIS)	Commission
Automated Information Services (AIS) - Voice Mail (VM) - AIS uses the latest in voice response technology to automatically handle internal inquiries from inmates as well as outside calls from friends, family members and other agencies. AIS automates upwards of 80% of standard inquiries freeing staff to perform other tasks and includes Phone Account. AIS voicemail provides the County an additional revenue source and communication option for Family Members and Friends.	Included



July 8, 2015

Matt Myers
Deputy Director of Purchasing
Knox County
1000 North Central Street, Suite 100
Knoxville, TN 37917

RE: Fee Clarification for Request for Proposal 2189 Inmate Communications and Management Systems

Dear Mr. Myers,

Securus Technologies, Inc. appreciates the opportunity to clarify our response for the provision of Inmate Communications and Management Systems for Knox County. The following tables illustrate all fees related to the provision of the required telephone, tablet, and kiosk services.

Securus will charge a flat rate of \$2.30 for all In State Calling. Interstate calls will be charged at a rate of \$0.25 per minute for collect calling and \$0.21 per minute for debit or prepaid calling.

Additional Fees (When Applicable)

The following is a description of additional fees that are only applicable as indicated in the table. Securus will always provide Family and Friends with a no cost funding option for account establishment and replenishment.

Account Transaction Fees	When Applied	Amount
<i>Credit/Debit Card Processing Fee via Securus Website for Multiple Phone Numbers***</i>	Per Transaction	\$7.95
Account Set Up Fee	Per Transaction	\$0.00
Securus Refund Fee	Per Transaction	\$0.00
Check or Money Order Mailed to Securus	Per Transaction	\$0.00
Deposit sent via Online Banking Service	Per Transaction	\$0.00

Federal, State, and Cost Recovery Fees	When Applied	Amount
State Cost Recovery Fee	Interstate Prepaid Collect Calls, Direct Bill, and Debit Calls	Up to 5% of cost of Call
Location Validation Fee	May apply to all calls for location verification	Up to 4% of the cost of a call
Wireless Administration Fee	Only for wireless numbers, applied once/month when using an Advance Connect Account	Up to \$3.99

A returned check charge of up to \$25 may be applied for dishonored checks.

****Unlike other vendors, Securus allows Family and Friends to utilize one account for multiple phone numbers, thus allowing the end user to avoid paying multiple setup and funding fees to establish an account with multiple phone numbers.*

Convenience Options

For family members and friends requiring an immediate approach to funding an inmate call, Securus provides optional services which incur convenience fees. Our Pay Now™ & Text2Connect™ services permit the called recipient to accept a call instantly with a credit card without the need to establish an AdvanceConnect account or they may elect to have the call billed to their mobile phone without the need to establish an AdvanceConnect account. Both of these programs are optional and are not required for an end user to receive calls; it is merely a convenient alternative to establishing an account.

Optional Fees	Per Instance	Amount
Pay Now™	Credit/debit card payment by phone or Website	\$14.99
Text2Connect™	Credit/debit card payment by phone or Website	\$ 9.99

The following fees will be charged by Tech Friends for the support of their technologies related to the proposed programs. This also includes a fifteen (15) day, no fee, Inmate Debit Card for use upon release.

Electronic Messages:

Description	Fee to Consumer	Commission to Jail
Electronic Message	Max of \$0.50 per message	0%

Remote Video Visits:

Description	Fee to Consumer	Commission to Jail
Scheduled visit up to 30 minutes	\$6.00	50%
Unscheduled visit	\$0.20 per minute	50%

Phone Transfers:

Description	Fee to Consumer	Commission to Jail
Fund Transfer from Trust to Debit Phone	\$0.75	0%

Tablet Rental:


Description	Fee to Consumer	Commission to Jail
Initial Use Period of 15 minutes	Free	N/A
Daily Rental Fee beyond free period	\$5.00	0%
Games, Music, etc.	Free with Tablet Rental	N/A

Lobby Kiosk Fees:

Description	Fee to Consumer	Commission to Jail
Cash Deposit to Trust Acct	\$4.95	0%
Cash Deposit to Debit Acct	\$4.95	0%
Cash Deposit to Prepaid Acct	\$4.95	0%
Credit Card Deposit to Trust Acct	10% of Deposit (\$4.95 minimum)	0%
Credit Card Deposit to Debit Acct	10% of Deposit (\$4.95 minimum)	0%
Credit Card Deposit to Prepaid Acct	10% of Deposit (\$4.95 minimum)	0%

Securus recognizes Knox County may desire modifications to our overall proposal and we are willing to be flexible in any negotiations. We sincerely thank you for this opportunity and respectfully request the privilege of forging a long term, mutually beneficial relationship with the Knox County Sheriff's Department and your community.

Sincerely,



Robert E. Pickens

President

14651 Dallas Parkway, Suite 600

Dallas, Texas 75254

972-277-0300

BPickens@securustechnologies.com

Securus Technologies Best and Final Offer for The Knox County Sheriff's Office

Securus' financial strength and our proposed offer is an important indication of our ability to serve your needs today and well into the future. Any provider can match call rates and commissions to suit the need of the Sheriff's Office, but what cannot be matched is the **technology and security software** that only Securus and Tech Friends can provide the Knox County Sheriff's Office. Our systems are proven nationwide in providing communications with confidence that fraud is not occurring through three way and remote call forwarding eroding County revenues and community confidence in the system. The benefits of Securus as a technology company extend beyond inmate telephone services to all types of communication services to improve public safety and reduce the inconvenience of incarceration for everyone.

The following technologies are included in our offer:

- **Secure Call Platform** – the largest most widely used platform in the Corrections Industry
 - Free Training provided throughout the term of the agreement
 - Free, quarterly seamless feature upgrades throughout the term of the agreement
- **Automated Information Services** – automating thousands of calls per day for both family and friends and inmate self service
- **ICER** – Inmate to inmate communication identification
- **Correctional Officer Memorial Fund** – a fund paid to fallen officer families since 2012
- **Threads, LBS and Investigator Pro** – Advanced investigative tools owned exclusively by Securus all provided for a .45 non commissionable technology fee
- **300 Tablets** – Provided by Tech Friends at no cost with numbers of tablets increasing based upon inmate usage and revenue generated
- **6 Additional Kiosks** for friends and family visitors
- **Additional bandwidth and up to \$100,000.00** for a wireless network to support tablets
- **Archonix XJail** – One of the most advanced jail management software solutions on the market today with proven and established integrations with Tech Friends
- **Uniek EMR** - Designed exclusively for jails

OPTIONAL FILE DOCUMENT
DO NOT REMOVE OR MARK

61% Commission Rate Offer on Inmate Telephone Service

50% Commission Rate Offer on Email

Call Type	Per Call Technology Fee	Collect Call Rate	Pre-Paid Call Rate	Debit Call Rate
Local	\$0.45	\$2.30	\$2.30	\$2.30
IntraLata/Intrastate	\$0.45	\$2.30	\$2.30	\$2.30
InterLata/Intrastate	\$0.45	\$2.30	\$2.30	\$2.30
InterLata/Interstate	\$0.00	\$0.25	\$0.21	\$0.21
International	\$1.00	N/A	\$0.95	\$0.95

Securus has worked hard to develop an offer that fully serves the needs of the Knox County Sheriff's Office and its constituents while **drastically** increasing your level of service and technologies. We are committed to building a program that incorporates all of your requirements while providing a robust revenue stream for Knox County. **Securus and Tech Friends bring quality, dependable products and customer service to Knox County.** Don't settle for less.

Attachment “C”

Contractor’s Software License, Maintenance and Support Agreement

Attachment C

Software License, Maintenance and Support Agreement

This Software License, Maintenance and Support Agreement (this "S&M Agreement") is by and between Securus Technologies, Inc. ("Provider") and Knox County Government ("Customer") and shall be coterminous with the Contract.

1. DEFINITIONS

Licensed Standard Software: Provider's Archonix XJail Jail Management System (XJail) and Uniek Electronic Medical Records (EMR) Software Solution.

Licensed Custom Software: Provider's Licensed Standard Software plus any modifications made to the Licensed Standard software made by Provider on behalf of the Customer and agreed to by the Customer and Provider.

Licensed Software: The Licensed Standard Software, Upgrades, and Licensed Custom Software provided under this S&M Agreement.

Licensed Documentation: User Manuals, including the current specifications for the Licensed Software and other written instructions relating to the Licensed Software.

Upgrades: Any enhanced and/or improved versions of Licensed Software provided as Licensed Software under this S&M Agreement and released after execution of this S&M Agreement.

Authorized Copies: The only authorized copies of the Licensed Software and Licensed Documentation are the copies of each application software package defined in this paragraph. They are:

- the single copy of the Licensed Software and the related Licensed Documentation delivered by Provider under this S&M Agreement; and
- copies of each application of the Licensed Software as reasonably needed to support Customer's operations including copies for redundancy, emergency fail-over and training systems.

Licensed Products: The Licensed Software, Object Code, the related Licensed Documentation, and the Authorized Copies of the foregoing.

Object Code: Machine language code produced by a translator program, such as an assembler, interpreter, or compiler. Instructions in object code can be executed by a Central Processing Unit (CPU).

Customer Liaison: A Customer employee assigned to act as liaison between Customer and Provider for the duration of S&M Agreement and the Customer Support Manager assigned by Provider to Customer.

2. SCOPE OF WORK

Provider will install and configure selected software applications on designated servers within IT environments / networks based on Customer requirements at the three (3) Knox County Facilities, namely, the Knox County Jail, Knox County Work Release Center and Roger D. Wilson Detention Facility.

See Page 6 for a list of Provider software to be installed.

Provider will identify details relating to the system software implementation during onsite review and will prepare a Statement of Work, which specifies, among other things, the parties' respective tasks and responsibilities, project schedule, including software installation, training, and testing and any other requirements necessary to cutover to production.

Either Provider or Customer may initiate a Change Order Request in writing, specifying the description of the proposed change. The signatures of Provider and Customer on the Change Order Request will confirm formal approval or rejection of the request and result in a Change Order. Provider will not begin work on the Change Order without such formal written approval. Change Orders, once signed by Customer, will generate an invoice for additional services rendered.

3. SOFTWARE LICENSE

Provider hereby grants and Customer accepts, upon terms and conditions set forth in this S&M Agreement, a non-transferable, non-exclusive and perpetual license to use the Licensed Products provided Customer is not in default of any provisions of this S&M Agreement. Customer acknowledges that the Licensed Products are a valuable trade secret of Provider. Unless otherwise required by law or order of any Government Agency having competent jurisdiction, Customer shall not copy or otherwise reproduce in any way, in whole or in part, the Licensed Software or Licensed Documentation furnished by Provider without the prior express written consent of Provider. Nor shall the Customer sell, transfer, or otherwise make available in any way to any other person, in whole or in part, the program documentation furnished by Provider. Customer is permitted to make copies of the Licensed Software or Licensed Documentation for exclusive internal use as follows: Customer is permitted to retain such copies of each application of the Licensed Software as reasonably needed to support Customer's operations, including copies for redundancy, emergency fail-over and training systems. Customer, or anyone wishing to obtain access to the Licensed Products through Customer, must obtain written permission of Provider and, in that event, shall be bound by this Paragraph 3 and shall not copy, distribute, disseminate or otherwise disclose to any other third party the Licensed Software or Licensed Documentation in whole or in part, at any time or in any form or media. The restriction on making copies and distributing the Licensed Software or Licensed Documentation includes, without limitation, the following:

- Program libraries, either source or object code
- Operation control language
- Test data, sample fields, or file lay outs
- Program Listings
- Licensed Documentation

4. CONTROL

Customer shall be exclusively responsible for the supervision, management, and control of the use of the Licensed Software.

5. MAINTENANCE AND SUPPORT SERVICES

A. Licensed Software Maintenance

During the term of this S&M Agreement, Provider shall provide Customer with the maintenance and repair of any reproducible Licensed Software error or malfunction that may be discovered in Provider's unaltered current Licensed Software and updates that may be released and made generally available by Provider from time to time. Provider will specify the network environment, and computer server and Customer configurations required for the Licensed Software. Installation of additional hardware beyond what is specified in this S&M Agreement, server maintenance, network problem solving and all issues other than the maintenance services for the Licensed Software performed after the initial system set up, configuration and installation are considered outside of the scope of services under this S&M Agreement and will be billed at the rates specified on Page 10.

B. Unauthorized Maintenance by Customer

Any change, modification or enhancement to the Licensed Software by Customer or any other party authorized by Customer without prior written authorization from Provider is an unauthorized change. In the event that services outside the scope of contracted maintenance are required as the result of an unauthorized change, Provider reserves the right to provide maintenance at Provider's then current time and materials rates as needed to resolve the issue.

C. Telephone or Internet Assistance

Customer shall provide Provider technicians with access to the Licensed Software via LogMeIn or by other similar means for error correction. Customer will also permit Provider access to personnel via telephone in order to counsel and advise Customer on the use and maintenance of the Licensed Software during the hours specified in this S&M Agreement. The Response Time for this Telephone and Internet Response service will average less than 4 hours during the supported hours. Provider understands and hereby agrees that Customer calls regarding a "down system" (as defined below) require a response time less than the 4 hour response average provided for generally under this S&M Agreement. In the event of a call under this Paragraph 5 (C) regarding a down system, Provider will place the call on its highest priority and respond to Customer as rapidly as possible. In no event shall Provider's response to such a down system call from Customer exceed one hour from the time of placement of the call, provided however that Provider's procedures for calls are followed by Customer.

This response time of Provider is not meant to guarantee that any issue will be resolved within the hour time frame, rather that Provider support personnel will communicate to Customer that it is aware of the problem and that Provider support personnel will be assigned and active in identifying and determining a resolution to the problem creating the down system within the one hour time frame specified. Unless otherwise specified and agreed to in writing, telephone and internet assistance will be available; these hours will be from 8 AM to 5 PM, Monday through Friday Eastern Standard Time, excluding the following nationally recognized holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

In addition to regular 8:00 AM – 5:00 PM phone support, a 24-hour, 7-day a week beeper service for after hour support will be provided at Provider's current rate, which is currently \$140.00 per hour. Provider agrees that, in no event, will the Customer be billed for any previously identified or otherwise known "bugs" in the Licensed Software.

A "down system" by definition as it relates to Provider's responsibilities refers to the Licensed Software being non-responsive on the production server resulting in Customer being unable to login or use the Licensed Software from any workstation. A single workstation outage does not constitute a down system in which response time is critical. In addition, Customer should eliminate other possible factors that could result in a down system before placing a call to Provider. Other factors are defined as but not limited to a power outage, server hardware failure, operating system failure and network failure.

D. On-Site Assistance

To the extent that a problem associated with the Licensed Software has been identified as a failure of performance of the Licensed Software provided under this S&M Agreement and is not able to be resolved in accordance with the terms shown above, Provider may, at its sole discretion, provide on-site assistance by one or more Provider Service technicians. Customer shall reimburse Provider for all reasonable out-of-pocket expenses associated with the provision of on-site assistance under the terms of this paragraph, provided such expenses are agreed upon in writing prior to technician deployment.

E. Services Outside Scope of Work

Provider will not be responsible for errors or issues arising outside the scope of this S&M Agreement, including, but not limited to, hardware issues, third-party (non-Provider) software issues or any other issues that are not directly related to the use of the Licensed Software provided to Customer by Provider and specified in this S&M Agreement. However, the Customer has the option to request support from Provider to address any issue outside the scope of services provided for in this S&M Agreement. To the extent that Provider is called upon to assist Customer with regard to issues outside the scope of responsibility provided by Provider in this S&M Agreement, Customer will be notified promptly. Provider may, at its sole discretion, and upon written authorization by Customer, agree to perform such services requested by Customer at Provider's then current time and materials rate. Provider is not obligated to perform such services for Customer, and any such services provided by Provider will be provided without warranty, express or implied, unless otherwise agreed to in writing by Provider.

F. Enhancements

Routine enhancements to the Licensed Software shall be provided to Customer at Provider sole discretion and, if accepted by Customer, will become part of the Licensed Software and subject to all terms and conditions under this S&M Agreement for maintenance of the Licensed Software.

G. Training

Provider will provide Customer training to Customer in the use of its Licensed Software upon new installation orders. Such training will be performed at the location(s) of the installation of the Licensed Software, unless otherwise specified by Customer. If agreed to by Customer and Provider, Provider will provide additional training, including training for new Customer personnel after installation and upon

Customer's written acceptance. Such training will be provided at the then standard published training fees for Provider.

H. ***Customer Support***

Customer shall provide Provider full complete, unabated and free on-site and electronic access, without charge, to the Licensed Software so as to enable Provider to provide the covered maintenance services as set forth in this S&M Agreement. Customer shall make available to Provider promptly upon request to all facilities and services reasonably required by Provider for the performance of its obligations under the S&M Agreement.

6. LIMITED WARRANTY AND DISCLAIMER

- A. Provider represents and warrants that: (i) the Licensed Software maintenance services will be performed in a professional and workmanlike manner by qualified personnel; (ii) it has the authority to enter into this S&M Agreement with Customer; (iii) to Provider's knowledge, Provider Licensed Products do not, at the time of delivery to Customer, include malicious code with the purpose of adversely affecting the operation, security or integrity of a system; and (iv) the Provider License Products are presently not subject to any such claim or claims for infringement, and Provider is not aware of any facts upon which such a claim could be based.
- B. EXCEPT AS STATED UNDER PARAGRAPH 6.A, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE PROVIDER LICENSED PRODUCTS AS PROVIDED BY PROVIDER ARE PROVIDED AND LICENSED "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE. PROVIDER DOES NOT GUARANTEE THAT THE USE OF THE PROVIDER LICENSED PRODUCTS WILL NOT BE INTERRUPTED OR ERROR FREE.

7. PROPERTY RIGHTS

A. ***Acknowledgement of No Enhancement Rights***

Customer is licensing Commercial Off-the-Shelf (COTS) Software. Any materials, Upgrades, modifications or enhancements to the Licensed Software(s), whether or not developed specifically for the Customer at Customer's expense, are deemed Upgrades to the COTS product and shall not be deemed to create a new program or create any ownership rights by the Customer in the materials, Upgrades, enhancements or the Licensed Software.

B. ***Confidential Information***

Both Customer and Provider shall safeguard and maintain the confidentiality of each other's confidential information and shall not disclose such to third parties during the term of this S&M Agreement and for a period of two years thereafter, subject to the confidentiality provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) that are applicable to the Customer, which confidentiality shall survive termination of this S&M Agreement and extend indefinitely. In addition, in the event that either party is required to disclose Confidential Information by law or order of a Government Agency, it will be subject to provisions of Paragraph 7.C. below.

C. ***Disclosures Required by Law.***

In the event that any Confidential Information is required to be disclosed by Law or order of any Government Authority having jurisdiction over the receiving party (including as necessary for a party to assert a claim in a court of competent jurisdiction), before any such disclosure the receiving party will provide notice to the disclosing party reasonably sufficient to allow the disclosing party the opportunity to apply for a protective order or other restriction regarding such disclosure. In the event such Confidential Information is disclosed in such circumstances, such Confidential Information shall continue to constitute Confidential Information in all other circumstances pursuant to this Agreement.

8. PROFESSIONAL RESPONSIBILITY

Customer acknowledges that the professional duty to the patient in providing healthcare services lies solely with the healthcare professional providing patient care services. As between Customer and Provider, Customer assumes full responsibility for the use of information provided through the Licensed Products in patient care. Clinical information, if any, in the Licensed Products is intended as a supplement to, and not a substitute for, the knowledge, expertise, and judgment of professional personnel. Provider disclaims liability for the use of any

information provided by, or results obtained from, the Licensed Products used by professional personnel. Provider, its affiliates and licensors, are not liable for actions of Customer or its authorized users, which may result in any liability due to malpractice or failure to warn. Provider provides no medical or other professional advice in connection with this S&M Agreement, the Licensed Products and the information contained therein. The parties acknowledge that a licensed professional is responsible for independently reaching any medical or other professional judgment and for any resulting diagnosis and treatments, notwithstanding any use of the Licensed Products by such professional. The absence of a warning for a given drug or drug combination should not be construed to indicate that the drug or drug combination is safe, appropriate, or effective in any given patient.

9. LIMITATION OF LIABILITY

NOTWITHSTANDING ANYTHING TO THE CONTRARY IN THIS S&M AGREEMENT, NEITHER PARTY SHALL HAVE ANY LIABILITY FOR INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, LOSS OF PROFITS OR INCOME, LOST OR CORRUPTED DATA, OR LOSS OF USE OR OTHER BENEFITS, HOWSOEVER CAUSED AND EVEN IF DUE TO THE PARTY'S NEGLIGENCE, BREACH OF CONTRACT, OR OTHER FAULT, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. PROVIDER'S AGGREGATE LIABILITY TO CUSTOMER RELATING TO OR ARISING OUT OF THIS S&M AGREEMENT, WHETHER IN CONTRACT, TORT OR OTHERWISE, SHALL NOT EXCEED THE AMOUNT RECEIVED DURING THE TWELVE (12) MONTH PERIOD BEFORE THE DATE THE CLAIM AROSE.

10. FORCE MAJEURE

Neither party to this Agreement shall be liable nor deemed in default for any delay or failure in performance under this Agreement during such period of delay or failure resulting from acts of nature or God, civil or military authority, acts of the public enemy, terrorism, war, fires, explosions, earthquakes, hurricanes, floods, vandalism, labor strikes, epidemics, embargo, wide-spread Internet service outages, telecommunications disruptions, or any cause beyond the reasonable control of the party affected thereby. Each party shall utilize good faith efforts to perform its obligations under this S&M Agreement in the event of any such occurrence. Force Majeure does not include the financial difficulties of a party.

11. NO THIRD PARTY BENEFICIARIES

The parties do not intend to create in any other individual or entity the status of a third-party beneficiary, and this S&M Agreement shall not be construed so as to create such status. The rights, duties, and obligations contained herein shall operate only between the parties and shall inure solely to their benefit. The provisions of this S&M Agreement are intended to assist only the parties in determining and performing their obligations hereunder, and the parties intend and expressly agree that they alone shall have any legal or equitable right to seek to enforce this S&M Agreement, to seek any remedy arising out of a party's performance or failure to perform any term or condition of this S&M Agreement, or to bring an action for the breach of this S&M Agreement.

Licensed Software

XJAIL Software System

Includes the following core functions:

Administration	Inmate Management
Alerts	Inmate Privileges
Booking	Investigation Report
Cell Management	Mail Log and Phone Logs
Custom Look & Feel	Mug Shot
Classification	Personnel
Dash Boards	Property
Disciplinary	Programs
Document Management	Scheduling
Reporting	Transportation
Search Capabilities	Use of Force
Facility Definition	Visitation
Floor Plan / Digital Boards	Victim Notification
Gangs	White Board
Grievance Report	Work Release
Incident Report	

Uniek EMR Software

Standard modules:

Appointment Scheduling
TB Test Management
Medical, Dental & Mental Health Assessment
Sick Calls
PREA Calls
Office Messaging
Work Queue Management
Patient Management
Demographic Information
eMAR
eTAR
Prescription Management, Protocols
Labs Diagnostics, Pharmacy & Imaging (with Reminders)
Prescription, Labs and Diagnostics Imaging
Reports
Dashboards
Keep-on-Self and Privilege Management
Alerts Management, Suicide Watch, Watch List
Electronic Notes
Monitoring
Action List Management
Patient/Inmate Education Requirements
Diabetic Sliding Scale

Subscriptions

Medi-Span (Drugs and/or Allergy Interaction)

Training

One (1) week onsite training for nurses
One (1) week onsite training for System Administrator

Price Sheet

<i>XJail</i>	<i>One Time / Recurring</i>	<i>Qty</i>	<i>Total</i>	<i>Responsible Party</i>
License Fees				
150 ADP	One Time		\$195,000	Provider
Server Software	One Time		\$ 75,000	Provider
Optional Modules				
XJAIL Web Access for Public	One Time		\$ 4,000	Provider
XJAIL LAW WEB Portal	One Time		\$ 7,500	Provider
Custom Development	One Time		\$ 22,500	Provider
Interfaces				
Digital Signature Interface	One Time		\$ 1,500	Provider
Driver's License Scanner Interface	One Time		\$ 2,000	Provider
NCIC Interface (Existing State)	One Time		\$ 5,000	Provider
Video Visitation One Way Interface	One Time		\$ 5,000	Provider
Sick Call Integration	One Time		\$ 7,500	Provider
Kiosk Interface	One Time		\$ 5,000	Provider
Commissary Interface	One Time		\$ 3,000	Provider
State Interface (new interface)	One Time		\$ 2,500	Provider
VINE Interface	One Time		\$ 2,000	Provider
Tech Friends	One Time		\$ 10,000	Provider
Hardware - Optional				
Mugshot Camera (Sony EVI D-100)	One Time	3	\$ 3,750	Provider
Professional Services				
Project Management	One Time		\$ 54,000	Provider
Project Engineering	One Time		\$ 40,000	Provider
Admin Training (1 trainer up to 10 people)	One Time		\$ 5,600	Provider
End User Training (1 trainer up to 10 people)	One Time		\$ 0.00	
Travel Expense	One Time		\$ 5,000	Provider
Go Live Support (2 people/2-8 hr shifts onsite)	One Time		\$ 20,000	Provider

Totals

Total One Time Costs \$475,850.00

Annual Maintenance Support \$ 62,550.00

Securus will fund the upfront Total One Time Costs and the Annual Maintenance of Support during the Term of the Agreement. If the Agreement is terminated for any reason before the end of the Term, Customer will refund the prorated amount of the Total Cost as set forth in the chart above. Customer shall pay such refund within 10 days after such termination, or, at Provider's election, Provider may deduct the refund from any Commission owed to Customer.

The price does not include hardware (scanners, tablets, etc.) or network infrastructure (LAN/WAN equipment, wireless); the desired scope of automation and level of integration with the existing network environment will be determined during the development of a detailed Statement of Work.

Software S&M Fees will be for a period of twelve (12) months renewable annually at Customer's option. Beginning in year 5 and thereafter, S&M amounts will be subject to and limited to an annual increase of three percent (3.0%) or annual unadjusted CPI-U for the previous twelve months as reported by the U.S. Board of Labor Statistics, whichever is greater. Annual S&M amounts will be subject to change in the event that products, interfaces, agencies and licenses are added or in the event that material changes to the proposed configuration are requested by Customer. The cost of support and maintenance is provided

by Provider through this Agreement during the Term of the Contract; however, any additional support and maintenance beyond the Term of the Contract or upon its termination will be the Customer's responsibility.

Price Sheet

<i>EMR</i>	<i>One Time / Recurring</i>	<i>Qty</i>	<i>Total</i>	<i>Responsible Party</i>
License Fees				
125 ADP	One Time		\$162,500	Provider
Optional Modules				
Inventory	One Time		\$ 9,500	Provider
Interfaces				
Digital Signature Pad Interface	One Time		\$ 1,500	Provider
Lab Interface (Lab Corp – 2 way)	One Time		\$ 9,500	Provider
Dymo Printer Interface – one way	One Time		\$ 3,000	Provider
Pharmacy Interface	One Time		\$ 5,000	Provider
Hardware - Optional				
TBD	One Time			
Professional Services				
Project Management	One Time		\$ 30,000	Provider
Project Engineering	One Time		\$ 15,000	Provider
Admin Training (1 trainer up to 10 people)	One Time		\$ 5,600	Provider
End User Training (1 trainer up to 10 people)	One Time		\$ 1,600	
Travel Expense	One Time		\$ 5,000	Provider
Go Live Support (2 people/2-8 hr shifts onsite)	One Time		\$ 10,000	Provider

Totals Total One Time Costs **\$258,200.00**

Annual Maintenance Support **\$ 34,380.00**

Securus will fund the upfront Total One Time Costs and the Annual Maintenance of Support during the Term of the Agreement. If the Agreement is terminated for any reason before the end of the Term, Customer will refund the prorated amount of the Total Cost as set forth in the chart above. Customer shall pay such refund within 10 days after such termination, or, at Provider's election, Provider may deduct the refund from any Commission owed to Customer.

The price does not include hardware (tablets, fingerprint readers, etc.) or network infrastructure (LAN/WAN equipment, wireless); the desired scope of automation and level of integration with the existing network environment will be determined during the development of a detailed Statement of Work.

Software S&M Fees will be for a period of twelve (12) months renewable annually at Customer's option. Beginning in year 5 and thereafter, S&M amounts will be subject to and limited to an annual increase of three percent (3.0%) or annual unadjusted CPI-U for the previous twelve months as reported by the U.S. Board of Labor Statistics, whichever is greater. Annual S&M amounts will be subject to change in the event that products, interfaces, agencies and licenses are added or in the event that material changes to the proposed configuration are requested by Customer. The cost of support and maintenance is provided by Provider through this Agreement during the Term of the Contract; however, any additional support and maintenance beyond the Term of the Contract or upon its termination will be the Customer's responsibility.

Services Outside Scope of Work

Rate for additional support (one hour minimum)	\$140.00 per hour	Tailor to specific site requirements
Rate for additional training (four hour minimum)	\$100.00 per hour	

Other Software Products

Provider hereby grants and Customer accepts the usage of the below listed software to operate in conjunction with our Licensed Software. The Customer agrees to read each manufacturer's program license and to be bound by the terms of that license.

<u>MANUFACTURER</u>	<u>DESCRIPTION</u>
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None provided	
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Software Required/Recommended

Server Software Required:

- Microsoft SQL Server (2012 Standard Edition or later)
- Microsoft Windows Server (2012 or Later)
- LogMeIn

Server Software Recommended:

- Anti-virus
- Backup

Client Software Required:

- Microsoft SQL Client Licenses (2012 Standard Edition or later)
- Microsoft Windows Workstations (Windows 7/8)
- LogMeIn

Client Software Recommended:

- Anti-Virus
- Anti-Spyware

Attachment “D”

Contractor’s Services to be Provided Document

Attachment D

SERVICES TO BE PROVIDED BY CONTRACTOR

Contractor will provide for, as stated in the RFP #2189 and the Contractor's response to the RFP dated June 15, 2015, modified by letter dated June 17, 2015, and Contractor's Best and Final Offer ("BAFO"), an Inmate Communication and Management System, including Inmate Management System, Inmate Banking/Trust Account Management, Inmate Phone System, Inmate Communications (Kiosks/Tablets), Inmate Visitation, Electronic Messaging, Electronic Medical Records, Automated Information System (AIS) and other ancillary services as governed by the RFP, Contractor's proposal and as further set forth in this Attachment D.

A. Inmate Telephone Platform (Part VI). In addition to the integrated telephone system as stated in the RFP #2189, Contractor will provide the following applications and features:

INMATE DEBIT

DESCRIPTION:

A Debit account is a prepaid, inmate-owned account used to pay for inmate telephone calls. A Debit account is funded by transfer of inmate's facility trust/commissary account funds to an inmate's Debit account. Contractor will also allow inmate friends and family members to fund an inmate's Debit account via multiple points-of-sale. Funds deposited by friends and family members into an inmate's Debit account become property of the inmate. Contractor establishes inmate Debit accounts which are associated with the inmate's Personal Identification Number ("PIN"). Contractor requires inmate to key in his/her PIN at the beginning of every Debit call in order to complete the call and pay for the call using the inmate's Debit account. The County agrees to have the Debit module of Contractor's SCP Call Management System enabled for the County Facilities to offer Debit account to inmates. The County agrees to use Contractor's SCP User Interface or utilize integration with the COUNTY's trust account system to process inmate's fund transfer requests. Notwithstanding, Contractor will not be responsible for any delays due to (i) the County's failure to perform any of its obligations for the project; or (ii) circumstances outside of Contractor's control.

INVOICING AND COMPENSATION:

Contractor shall invoice the County on a weekly basis for all funding amounts transferred from inmates' facility trust/commissary accounts to Inmate Debit accounts. The invoice will be due and payable upon receipt. Contractor shall pay the County the commission percentage that Contractor earns through the completion of Debit calls, excluding interstate calls, placed from the County's facilities. Contractor reserves the right to deduct call credits from usage.

INSTANT PAY™ PROGRAM

DESCRIPTION

The Instant Pay™ promotional program optimizes the call routing at Facilities by connecting as many calls as possible. If a call is attempted but there is no account or calling card open or in use to pay for the call, the call can be routed to the Instant Pay Program. The Instant Pay Program will offer the called party additional options to connect the call as well as provide information and promotional messaging on how to create a prepaid AdvanceConnect™ Account.

COMPENSATION

Pay Now™. Pay Now™ is an instant paid payment product available to facilities that have the Instant Pay promotional calling program installed that allows the called party to instantly pay for a single call using a debit or credit card in real-time as the call is being initiated. With Pay Now™, the called party may immediately pay using a credit or debit card for one single call or may elect to setup and / or fund a prepaid AdvanceConnect account. Contractor will compensate County at a rate of One and 60/100 dollars (\$1.60) for each call accepted and paid for using Pay Now™. Pay Now™ is not subject to any other compensation.

Text2Connect™. Text2Connect™ is a promotional program designed to get inmates in touch with friends and family members quickly and to encourage them to set up a prepaid AdvanceConnect™ account. If (a) an inmate attempts a call to a mobile phone, (b) the facility allows calls to mobile phones, and (c) the call cannot be billed by Contractor, then call control will be assumed by our third-party provider. Our third-party provider will prompt the called party to double opt-in to accept and confirm the charges for a premium SMS text message and continue the call. Charges for the message are billed by the called party's mobile provider on their mobile phone bill. The called party receives a text message receipt for the call charges and is given instructions on how to open a prepaid AdvanceConnect™ account. Text2Connect™ is available through our third-party processor who maintains relationships with select mobile phone companies around the country and manages the connection.

Text2Connect™ promotional calls are not commissionable, and Contractor will pay County a bonus payment of thirty cents (\$0.30) for each transaction fee billed and collected by the wireless carrier completed through the Text2Connect™ platform. Bonus payments for each applicable connection will be added to County's existing monthly commission statement. Text2Connect™ is not subject to any other compensation.

THREADS™

DESCRIPTION:

The THREADS™ application allows authorized law enforcement users to analyze corrections and communications data from multiple sources to generate targeted investigative leads. THREADS™ has three main components: data analysis, data review, and data import. In addition, THREADS™ offers an optional "community" feature, which allows member correctional facilities to access and analyze corrections communications data from other correctional facilities within the community and data imported by other community members. County's use of THREADS™ is governed by and conditioned upon the terms set forth herein.

COMMUNITY FEATURE:

County has elected to opt in to the community feature. The community feature allows authorized users access to analyze communications data generated from other corrections facilities within the community, as well as any data imported or added by other authorized community members. County acknowledges and understands that data from its Facility or Facilities will be made available to the community for analysis and review.

THREADS™ TERMS OF USE:

1. County will comply with all privacy, consumer protection, marketing, and data security laws and government guidelines applicable to County's access to and use of information obtained in connection with or through the THREADS™ application. County acknowledges and understands that the County is solely responsible for its compliance with such laws and that Contractor makes no representation or warranty as to the legality of the use of the THREADS™ application or the information obtained in connection therewith. Contractor shall have no obligation, responsibility, or liability for County's compliance with any and all laws, regulations, policies, rules or other requirements applicable to County by virtue of its use of the THREADS™ application.
2. County acknowledges that the information available through the THREADS™ application includes personally identifiable information and that it is County's obligation to keep all such accessed information secure. Accordingly, County shall (a) restrict access to THREADS™ to those law enforcement personnel who have a need to know as part of their official duties; (b) ensure that its employees (i) obtain and/or use information from the THREADS™ application only for lawful purposes and (ii) transmit or disclose any such information only as permitted or required by law; (c) keep all user identification numbers confidential and prohibit the sharing of user identification numbers; (d) use commercially reasonable efforts to monitor and prevent against unauthorized access to or use of the THREADS™ application and any information derived therefrom (whether in electronic form or hard copy); (e) notify Contractor promptly of any such unauthorized access or use that County discovers or otherwise becomes aware of; and (f) unless required by law, purge all information obtained through the THREADS™ application and stored electronically or on hard copy by County within ninety (90) days of initial receipt or upon expiration of retention period required by law.
3. County understands and acknowledges that all information used and obtained in connection with the THREADS™ application is "**AS IS.**" County further understands and acknowledges that THREADS™ uses data from third-party sources, which may or may not be thorough and/or accurate, and that County shall not rely on Contractor for the accuracy or completeness of information obtained through the THREADS™ application. County understands and acknowledges that County may be restricted from accessing certain aspects of the THREADS™ application which may be otherwise available. Contractor reserves the right to modify, enhance, or discontinue any of the features that are currently part of the THREADS™ application. Moreover, if Contractor determines in its sole discretion that the THREADS™ application and/or County's use thereof (1) violates the terms and conditions set forth herein and/or in the Agreement or (2) violates any law or regulation or (3) is reasonably likely to be so determined, Contractor may, upon written

notice, immediately terminate County's access to the THREADS™ application and shall have no further liability or responsibility to County with respect thereto.

4. Contractor shall have no liability to County (or to any person to whom County may have provided data from the THREADS™ application) for any loss or injury arising out of or in connection with the THREADS application or County's use thereof. If, notwithstanding the foregoing, liability can be imposed on Contractor, County agrees that Contractor's aggregate liability for any and all losses or injuries arising out of any act or omission of Contractor in connection with the THREADS™ application, regardless of the cause of the loss or injury, and regardless of the nature of the legal or equitable right claimed to have been violated, shall never exceed \$100.00. County covenants and promises that it will not seek to recover from Contractor an amount greater than such sum even if County was advised of the possibility of such damages. CONTRACTOR DOES NOT MAKE AND HEREBY DISCLAIMS ANY WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO THE THREADS™ APPLICATION. CONTRACTOR DOES NOT GUARANTEE OR WARRANT THE CORRECTNESS, COMPLETENESS, LEGALITY, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OF THE THREADS™ APPLICATION OR INFORMATION OBTAINED IN CONNECTION THEREWITH. IN NO EVENT SHALL CONTRACTOR BE LIABLE FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, HOWEVER ARISING, INCURRED BY COUNTY FROM RECEIPT OR USE OF INFORMATION OBTAINED IN CONNECTION WITH THE THREADS™ APPLICATION OR THE UNAVAILABILITY THEREOF.

LOCATION BASED SERVICES

DESCRIPTION:

Securus' Location Based Services ("LBS") provides County with a mobile device user's approximate geographical location ("Mobile Location Data" or "MLD") by way of (i) information derived from calls placed on a Securus device by an inmate confined at a County Facility and received by such mobile device user, or (ii) mobile device user information (such as mobile device number) provided to Securus by County. When a mobile device user's prior approval is required by law for MLD to be provided to County, such approval will be obtained in accordance with wireless carrier-approved disclosure and opt-in processes. LBS will capture approximate latitude and longitude coordinates of a mobile device user at the times at which the called party accepts the call, and when the call ends. LBS will display geographical information on a map and will combine covert alert functionality with approximate geographical coordinates when calls are accepted by the called party or end, and operate on demand in (near) real time. County's use of LBS is governed by and conditioned upon the terms set forth herein.

LBS TERMS OF USE:

1. County will comply with all privacy, consumer protection, marketing, and data security laws and government guidelines applicable to County's access to and use of information obtained in connection with or through the Location-Based Services application. County acknowledges and understands that the County is solely responsible for its compliance with such laws and that Contractor makes no representation or warranty as to the legality of the use by County of the Location-Based Services application or the information obtained in connection therewith. Contractor shall have no obligation, responsibility, or liability for County's compliance with any and all laws, regulations, policies, rules or other requirements applicable to County by virtue of its use of the Location-Based Services application.

2. County acknowledges that the information available through the Location-Based Services application includes personally identifiable information and that it is County's obligation to keep all such accessed information secure. Accordingly, County shall (a) restrict access to Location-Based Services to those law enforcement personnel who have a need to know as part of their official duties; (b) ensure that its employees (i) obtain and/or use information from the Location-Based Services application only for lawful purposes and (ii) transmit or disclose any such information only as permitted or required by law; (c) keep all user identification numbers confidential and prohibit the sharing of user identification numbers; (d) use commercially reasonable efforts to monitor and prevent against unauthorized access to or use of the Location-Based Services application and any information derived therefrom (whether in electronic form or hard copy); (e) notify Contractor promptly of any such unauthorized access or use that County discovers or otherwise becomes aware of; and (f) unless required by law, purge all information obtained through the Location-Based Services application and stored electronically or on hard copy by County within ninety (90) days of initial receipt or upon expiration of retention period required by law.

3. County understands and acknowledges that all information used and obtained in connection with the Location-Based Services application is "**AS IS**." County further understands and acknowledges that Location-Based Services uses data from third-party sources, which may or may not be thorough and/or accurate, and that County shall not rely on Contractor for the accuracy or completeness of information obtained through the Location-Based Services application. County understands and acknowledges that County may be restricted from accessing certain aspects of the Location-Based Services application which may be otherwise available. Contractor reserves the right to modify, enhance, or discontinue any of the features that are currently part of the Location-Based Services application. Moreover, if Contractor determines in its sole discretion that the Location-Based Services application and/or County's use thereof (1) violates the terms and conditions set forth herein and/or in the Agreement or (2) violates any law or regulation or (3) is reasonably likely to be so determined, Contractor may, upon written notice, immediately terminate County's access to the Location-Based Services application and shall have no further liability or responsibility to County with respect thereto.

4. Contractor shall have no liability to County (or to any person to whom County may have provided data from the Location-Based Services application) for any loss or injury arising out of or in connection with the Location-Based Services application or County's use

thereof. If, notwithstanding the foregoing, liability can be imposed on Contractor, County agrees that Contractor's aggregate liability for any and all losses or injuries arising out of any act or omission of Contractor in connection with the Location-Based Services application, regardless of the cause of the loss or injury, and regardless of the nature of the legal or equitable right claimed to have been violated, shall never exceed \$100.00. County covenants and promises that it will not seek to recover from Contractor an amount greater than such sum even if County was advised of the possibility of such damages. CONTRACTOR DOES NOT MAKE AND HEREBY DISCLAIMS ANY WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO THE LOCATION-BASED SERVICES APPLICATION. CONTRACTOR DOES NOT GUARANTEE OR WARRANT THE CORRECTNESS, COMPLETENESS, LEGALITY, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OF THE LOCATION-BASED SERVICES APPLICATION OR INFORMATION OBTAINED IN CONNECTION THEREWITH. IN NO EVENT SHALL CONTRACTOR BE LIABLE FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, HOWEVER ARISING, INCURRED BY COUNTY FROM RECEIPT OR USE OF INFORMATION OBTAINED IN CONNECTION WITH THE LOCATION-BASED SERVICES APPLICATION OR THE UNAVAILABILITY THEREOF.

INVESTIGATOR PRO™

DESCRIPTION:

Investigator Pro™ is a telephone safety, security, and investigative feature of SCP. Investigator Pro™ uses continuous voice identification technology to determine what inmate(s) are speaking on the call, detect certain three-way call violations, and help investigators find correlations between calls that might otherwise go undetected. Inmates must participate in a supervised voice print enrollment process. This inmate voice print enrollment process will be the responsibility of County.

TECHNOLOGY FEE

As consideration for Threads™, LBS and Investigator Pro™, Provider will charge Customer a non-commissionable technology fee of \$0.45 per local and intrastate calls and a \$1.00 per international calls, which fee will be added to the "per call charge" calling rates, if permitted by state and federal regulatory requirements for all local, intrastate and international calls and will not be billed separately, unless such separate billing is required by state or federal regulatory requirements.

FCC RATE ORDER

Notwithstanding anything to the contrary contained in the Agreement, in accordance with Federal Communications Commission 47 CFR Part 64 [WC Docket No. 12-375; FCC 13-113] – Rates for Interstate Calling Services - effective February 11, 2014, no commission shall be paid on revenues earned through the completion of interstate calls of any type placed from the County's Facility(s).

Further, as a result of the new Intrastate Rate Order (the "new Order") that was approved in a 3-2 vote by the FCC on October 22, 2015, effective 90 days after publication of the new Order in the Federal Register for state or federal prisons and effective 6 months after publication in the Federal Register for local and county jails, the terms of the Agreement shall automatically be modified to reflect the following changes, unless the new Order is stayed or modified upon appeal.

Calling Rates: Calling rates for interstate and intrastate (including all local and long distance calls) shall be modified as follows:

- 11 cents/minute for debit and prepaid calls in state or federal prisons.
- 14 cents/minute for debit and prepaid calls in jails with 1,000 or more inmates.
- 16 cents/minute for debit and prepaid calls in jails with 350-999 inmates.
- 22 cents/minute for debit and prepaid calls in jails with up to 349 inmates.
- Rates for collect calls are slightly higher in the first year and will be phased down to these caps over a two-year period.

Other terms, including but not limited to ancillary charges and site commissions, will be modified by law or negotiated once the new Order becomes effective, as applicable.

B. Automated Information Services (Part XI). Contractor will provide the Automated Information Services (AIS™) as described herein through its wholly owned subsidiary, Telerus. The AIS™ application is designed to automate internal inquiries from detainees and outside calls from friends and family members on one single platform, as well as allow inmates' friends and families the ability to open or fund a pre-paid telephone account, an inmate phone account, an inmate trust account or leave a voicemail. The application is accessed through a telephone IVR system. Once Facility staff has uploaded all required information, the system is able to automate information such as Commissary Balances (pending MIS system data flow); Charge Information; Court Appearance Dates, Times, Locations; Bond Amounts, Types; Projected Release Dates; and Visitation Eligibility, Times.

Automated Information Services 2.0 is configurable to meet the specific needs of County's Facility. The standard option includes automation of inmate and Facility information to constituents who call County's existing main telephone number and to inmates at County's Facility. The following are options and requirements available for AIS.

- ✓ Automation of inmate and Facility information to constituents (standard)
- ✓ Automation of inmate and Facility information to inmates (Securus ITS Customers only)
- ✓ Ability to open or fund a Securus pre-paid telephone account (Required)
- ✓ Ability to fund an inmate phone account (Required)
- ✓ Ability to fund an inmate trust account (Required)

- ✓ Ability to leave a voice mail (Required)
- ✓ Ability to provide for inmate information and trust funding via InmateInfo.com

The application provides all information automatically without staff intervention 24/7.

The AIS™ Jail Voicemail feature is a one-way communication product that allows friends and family members calling a facility to leave a 45-second voicemail for an inmate providing a quick way for friends and family to initiate communication or deliver timely information to an inmate prior to a scheduled phone call or visitation. Friends and family will pay up to a \$3.95 usage fee for each voicemail they leave, 20% of which County will receive each month as a commission payment. AIS™ Jail Voicemail is not subject to any other compensation.

InmateInfo.com provides the features and benefits of AIS™ on the Web. InmateInfo.com allows friends and family members to search by facility and inmate to find the same inmate information AIS™ provides as well as giving them the opportunity to fund an inmate's trust account over the Web.

County agrees to implement all Required features above and to allow Contractor to expand the AIS™ services offering at any time during the Term of the Agreement upon thirty (30) days advance written notice to include additional constituent notification services provided through the AIS™ application. Any products or services herewith shall be at no cost to Knox County.

C. Inmate Management System (Part IV) and Electronic Medical Records (Part X). Contractor will deploy an Inmate Management System and Electronic Medical Records in accordance with the RFP #2189, Contractor's response to the RFP and the Software License, Support and Maintenance Agreement attached hereto as Attachment 1a and incorporated herein by reference.

PRICING: The Inmate Management System and Electronic Medical Records are being provided at no cost to the County. Because Contractor is funding the Software Licensing Fees and Software Support and Maintenance (S&M) Fees, if the Contract is terminated for any reason before the end of the Initial Term, County will refund a prorated amount of the total fees as set forth in the pricing sheet in Attachment C. County shall pay such refund within 10 days after such termination, or, at Contractor's election, Contractor may deduct the refund from any Commission owed to County.

D. Inmate Banking/Trust Management System (Part V); Inmate Communications (Kiosks/Tablets) (Part VII); Inmate Visitation (Part VIII); and Electronic Messaging (Part IX). Contractor, through its partnering arrangement with Tech Friends, Inc., will provide the following in accordance with the RFP, Contractor's response, BAFO, and the terms herein:

PART V INMATE BANKING/TRUST MANAGEMENT SYSTEM
 PART VII INMATE COMMUNICATIONS (KIOSKS/TABLETS)
 PART VIII INMATE VISITATION
 PART IX ELECTRONIC MESSAGING

PRICING:

- Daily Tablet Rental - \$5.00 per day maximum; 300 tablets to be increased based on inmate usage and revenue
- E-messaging - \$0.50 per email maximum; 50% commission
- Lobby kiosk deposits – Cash (\$4.99 any amount); Credit/Debit Cards (10% with a \$4.99 minimum)
- Debit calling - \$0.75 maximum (any phone time purchase amount)
- Debit release cards with 5-day grace period on fees (in lieu of extended fee free cards as requested in the RFP)
- Video Visitation (30 minutes) - \$6.00 (scheduled); \$0.20/minute (unscheduled)
-

Attachment “E”

Contractor’s Certificate of Insurance

ATTACHMENT B
Knox County Purchasing Division
Insurance Checklist
Request for Proposal Number 2189

THE CERTIFICATE OF INSURANCE MUST SHOW ALL COVERAGES & ENDORSEMENTS WITH "YES" AND ITEMS 20 TO 25

REQUIRED	NUMBER	TYPE OF COVERAGE	COVERAGE LIMITS
YES	1.	WORKERS COMPENSATION	STATUTORY LIMITS OF TENNESSEE
YES	2.	EMPLOYERS LIABILITY	\$100,000 PER ACCIDENT \$100,000 PER DISEASE \$500,000 DISEASE POLICY LIMIT
YES	3.	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO-SYMBOL (1)	COMBINE SINGLE LIMIT (Per -Accident) \$ 1,000,000 BODY INJURY (Per -Person) BODY INJURY (Per-Accident) PROPERTY DAMAGE (Per-Accident)
YES	4.	COMMERCIAL GENERAL LIABILITY CLAIM MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMITS APPLIES PER POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC	LIMITS EACH OCCURRENCE \$ 1,000,000 FIRE LEGAL LIABILITY \$ 100,000 MED EXP (Per person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS-COMPLETED OPERATIONS/ AGGREGATE \$ 2,000,000
YES	5.	PREMISES/OPERATIONS	\$1,000,000 CSL BI/PD EACH OCCURRENCE \$2,000,000 ANNUAL AGGREGATE
YES	6.	INDEPENDENT CONTRACTOR	\$1,000,000 CSL BI/PD EACH OCCURRENCE \$1,000,000 ANNUAL AGGREGATE
YES	7.	CONTRACTUAL LIABILITY (MUST BE SHOWN ON CERTIFICATE)	\$1,000,000 CSL BI/PD EACH OCCURRENCE \$1,000,000 ANNUAL AGGREGATE
NO	8.	XCU COVERAGE	NOT TO BE EXCLUDED
YES	9.	UMBRELLA LIABILITY COVERAGE	\$1,000,000
		PROFESSIONAL LIABILITY	
NO	10.	ARCHITECTS & ENGINEERS	\$1,000,000 PER OCCURRENCE/CLAIM
NO		ASBESTOS & REMOVAL LIABILITY	\$2,000,000 PER OCCURRENCE/CLAIM
NO		MEDICAL MALPRACTICE	\$1,000,000 PER OCCURRENCE/CLAIM
NO		MEDICAL PROFESSIONAL LIABILITY	\$1,000,000 PER OCCURRENCE/CLAIM
NO	11.	MISCELLANEOUS E & O	\$500,000 PER OCCURRENCE/CLAIM
NO	12.	MOTOR CARRIER ACT ENDORSEMENT	\$1,000,000 BI/PD EACH OCCURRENCE UNINSURED MOTORIST (MCS-90)
NO	13.	MOTOR CARGO INSURANCE	
NO	14.	GARAGE LIABILITY	\$1,000,000 BODILY INJURY, PROPERTY DAMAGE PER OCCURRENCE
NO	15.	GARAGEKEEPER'S LIABILITY	\$500,000 COMPREHENSIVE; \$500,000 COLLISION
NO	16.	INLAND MARINE BAILEE'S INSURANCE	\$
NO	17.	DISHONESTY BOND	\$
NO	18.	BUILDERS RISK	PROVIDE COVERAGE IN THE FULL AMOUNT OF THE CONTRACT UNLESS PROVIDED BY OWNER.
NO	19.	USL&H	FEDERAL STATUTORY LIMITS

20. CARRIER RATING SHALL BE BEST'S RATING OF A-V OR BETTER OR ITS EQUIVALENT.

21. NOTICE OF CANCELLATION, NON-RENEWABLE OR MATERIAL CHANGES IN COVERAGE SHALL BE PROVIDED TO COUNTY AT LEAST 30 DAYS PRIOR TO ACTION. THE WORDS "ENDEAVOR TO" AND "BUT FAILURE TO" (TO END OF SENTENCE) ARE TO BE ELIMINATED FROM THE NOTICE OF CANCELLATION PROVISION ON STANDARD ACCORD CERTIFICATES.

22. THE COUNTY SHALL BE NAMED AS AN ADDITIONAL NAMED INSURED ON ALL POLICIES EXCEPT WORKERS' COMPENSATION AND AUTO.

