EXHIBIT 3

Comments re Second Further Notice of Proposed Rulemaking:
Single Call Programs, January 12, 2015

Genesee MI Securus RFP

PRISON
POLICY INITIATIVE

COPY

An RFP Solution Presented for

Genesee County, MI

RFP # 12-001
Inmate Telephone System

March 29, 2012

Presented to:
Genesee County Purchasing Office
1101 Beach Street, Room 200
Flint, Michigan 48502

Presented by:
Michael Stump
Securus Technologies, Inc.,
14651 Dallas Parkway, Ste. 600
Dallas, TX 75254

SECURUS ™
TECHNOLOGIES
connecting what matters ™

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SECURUS TECHNOLOGIES
connecting what matters

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Cover Letter

March 27, 2012

Eric Hopson, Purchasing Director
Genesee County Purchasing Department
1101 Beach Street, Room 200
Flint, Michigan 48502

RE: RFP No. 12-001 - for Inmate Telephone Services

Dear Mr. Hopson,

Securus Technologies, Inc. (Securus) is pleased to submit our proposal in response to the Genesee County RFP for Inmate Telephone Services.

Securus has built a calling program that puts top priority on the safety and security of our customer's facility and the general public, while still fostering the important relationships between inmates and their friends and family members. We have thoroughly reviewed your RFP, and we are confident that our proposal meets or exceeds all of the County's requirements.

For more than 25 years, Securus has dedicated ourselves to unmatched service and support to our facilities. Securus maintains more fulltime service technicians than any other inmate telephone service provider. These technicians support our customer base of more than 67 county facilities, 4 city jails, and 1 juvenile facilities in the state of Michigan.

Genesee County will receive the following benefits by working with Securus:

- **Unmatched Industry Experience –** If you choose Securus as your future vendor, we can bring more than 25 years of industry experience and knowledge gained from the 2,200 facilities we have installed, including the 72 County, Police and Juvenile facilities we serve in Michigan.

- **Leading Industry Innovations –** More than 85 patents and 35 pending, our industry leading Secure Call Platform (SCP), 24-hour Facility Support and unsurpassed U.S.-based customer service.

- **Preferred Partner Base –** Integrated ancillary services from preferred partners such as Archonix – Jail Management systems.

- **Unmatched Service and Support –** More full-time service technicians and employees in Michigan than any other inmate telephone service provider.
- **Video Visitation Capabilities –** Securus can provide Genesee County with the latest release of our video visitation technology supported by our own technicians at no cost to the County.

Further, Securus is always ready to support any additional technology needs to assist Genesee County in meeting their goals.

Securus is much more than an inmate telephone provider. As a result of our unmatched industry experience, local presence, and extensive patent portfolio, we will become your *total* solutions partner, and provide you with the following solutions that solve problems you have identified. We will help you:

- Increase staff efficiency through technology and automation: Web-based applications, anywhere access, and training to expanded your investigative capabilities—*at no cost*
- More capabilities and connections for inmates, family and friends with new products like Instant Pay, Automated Information Services (AIS), Voice Biometrics, and Commissary Order by Phone.
- Option to replace your current Jail Management System with Archonix's preferred jail management software.
- Maintain constant system operation with the help of local support from a Securus certified service technician who will provide support when needed in any situation.

We thank you for your consideration of this proposal and look forward to beginning a long mutually beneficial partnership with Genesee County. What you do is important to us, and we value our role in helping to provide important services to your community.

Michael Stump, your Account Manager will serve as the contact person for this RFP and can be contacted directly at (616) 835-1215 or email mstump@securustech.net.

Thank you for the opportunity to submit our proposal.

Sincerely,

Robert E. Pickens, Chief Operating Officer
Securus Technologies, Inc.
14651 N. Dallas Parkway, Suite 600
Dallas, Texas 75254
972-277-0300
bpickens@securustech.net

Executive Summary

> **"**
> By leveraging our industry leading technology and implementing a full suite of
> enhanced services, Securus will make Genesee County our flagship facility in the
> Midwest – all while maximizing County revenues and constituent satisfaction.
>
> **Rick Smith – President and CEO, Securus Technologies**

Securus Technologies, Inc. (Securus) is pleased to provide our proposal to Genesee County, MI. Securus has spent over 25 years committed to becoming the premier inmate telecommunications provider. We will strive to grow our partnership through the technology, service, support, and financial offer demonstrated within this proposal, giving Genesee County:

1. The industry's best core telephone platform and related technologies as well as the most comprehensive enhanced services in the industry;

2. The best overall financial package with fair rates for inmates and their friends and family members;

3. The most experienced, qualified, and financially secure provider in the industry; and

4. Expert implementation and installation–your service will come from the same people who developed your system.

Leading the Industry with the Best VOIP Network Platform, Infrastructure, and Management

The proposed Secure Call Platform (SCP) has more approximately 1,700 installations, which is by far the leading platform technology in the industry. Our lead in technology is further demonstrated by our more than 85 current patents. It is estimated that our competitors have less than 20 patents combined.

SCP uses Web-based technologies to provide continuous and innovative ways to generate revenue simplify operations and increase investigative abilities. Using our premier industry technology platform that offers up to four technology upgrades each year ensures Genesee County will have the very latest in advanced features and technology today and well into the future. No other vendor can

provide the depth and breadth of our SCP platform. Additionally, we can enhance our system quickly and cost effectively. We release updates to the system up to four times per year so that you are assured your system is future proof.

Our service and maintenance program includes integrated remote programming, diagnostics, downloading, and troubleshooting capabilities. Our best–in-class support model, including complete maintenance, support, training, and repair of all inmate-telephone system software and equipment are provided to our customers at no cost. More importantly, we have assembled our very best account team to support Genesee County, ensuring your organization gains the full scope of Securus' resources including:

Investments that Matter

- $100M and 300k hours developing our Secure Call Platform
- Over 85 patents, with more than 35 pending.
- $10M invested in the past year to advance our technology.
- 500 features, average of 50 new features offered yearly, and up to 4 automatic upgrades at no cost to you.
- $2M to build a US-based call center

- Largest Field Services Team in the Country
- 24x7x365 Network Operations Center
- 24x7x365 Technical Support Center
- 60 Securus Software Developers adding more than 50 feature enhancements yearly through $10 Million investment

Best Overall Applications Solutions Provider – Now and in the Future

Inmate phone and automation technologies are ever evolving to keep pace with the changes law enforcement faces every day. Because of our resources and scale, Securus can deliver the very best technology options to Genesee County to protect your community today, and tomorrow.

Securus and Archonix Jail Management Solutions

Our partnership with Archonix enables us to provide Genesee County with a proven **Jail Management System** that integrates seamlessly with our Secure Call Platform. Users of the Archonix CJMS product immediately recognize a familiar feel, flow and layout similar to that used by the best of today's desktop software and websites. Archonix justifiably considers XJail the next evolution of jail management software by challenging the stereotype of JMS software as merely providing a place for tedious entering and updating of information. Many XJail features, including time and task management by individual users is automated by proactive notifications of pending items, scheduled tasks, inmate activities, alerts/alarms, timers and more. The end result is Genesee County will benefit from improved productivity from a JMS system that is proven in the marketplace and will be implemented in a timely manner.
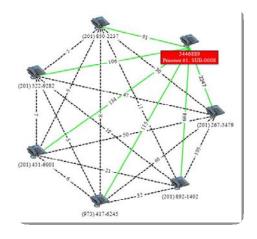
Securus Video Visitation and Pod Kiosk Solution

Our acquisition of our strategic partner Primonics makes Securus the largest vendor of **Video Visitation and Inmate Pod Kiosk Solutions** in the industry enabling us to offer a no cost video visitation and pod kiosk solution. Our solution will provide Genesee County with a state-of-the-art video visitation system, enabling you to conduct visitations safely, securely, and with fewer burdens on facility staff. This advanced optional solution provides Genesee County with multiple benefits, including commissary ordering, Sick Call, and much more.

Securus SCP, Voice Verification and Lead Generator Investigative Suite

Securus' unique ability to provide our SCP, Continuous Voice Verification, and our breakthrough investigative data mining solution, Threads **in unison** provides Genesee County with the best investigative suite in the country. SCP combines Securus' industry leading patent portfolio with our industry leading market coverage to create the perfect system for investigative activities. No competitor can match our investigative capabilities. Tools such as Covert Alert, Word Spotting, and Three-Way Call Detection are just a few of our solutions – and with 60 software engineers, we are developing new tools every day. We can offer multiple Voice Biometric Solutions options, including Continuous Voice Verification, because we understand that not all applications meet the individualized needs of every institution. Securus' Threads is our powerful, accurate, and easy-to-use software that will automatically generate leads for investigators by uncovering calling patterns, associations between multiple inmates, and their correlation to called parties. In addition, this powerful software provides dayroom- based analysis that discovers leads irrespective of the PIN number used by the inmate, plus common contact reporting that shows inmates who are facilitating communications between different areas of the institution. 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.

Automated Information Services (AIS)

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 allow 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 your facility's potential commissionable revenue. All of this functionality is

automatically available around the clock, which means constituents can always get the information they need when they need it.

Best Financial Offer - County Revenues Go Beyond a Commission Percentage

At Securus, we understand that every revenue dollar is critical. While many vendors are content to throw out a commission rate, Securus' total solution for Genesee County optimizes commissions across every calling opportunity. Plus, Securus has the highest number of call completions of any vendor, which will boost Genesee County's commission rate even further across each call category. Securus provides more completions through:

- **Traditional Collect Calls** – More billing arrangements than any other provider
- **Prepaid Accounts** – we support you through our own US-based call center, plus quick account set up and accessible community support
- **Internet Funding** – Easy-to-use and secure funding of inmate or phone accounts
- **Lobby Kiosks** – Money handling with no staff support required
- **Western Union** – 46,000 locations nationwide
- **MoneyGram** – 38,000 locations nationwide
- **Automated Information Services** – Efficiency for quick responses to questions and easy, automated funding
- **Inmate-Funded Calling** – Debit calling options to increase revenues
- **Instant Pay Programs** – Quickly connecting the calls to CLEC and pre-paid cell phone users through our industry-leading Pay Now and Text2Connect programs

Unlike competitors who will force a "one size fits all" solution for calling, we provide multiple calling and funding options to support all facilities and all end users. That flexibility ensures that if an inmate wants to make a call, that call can be completed.
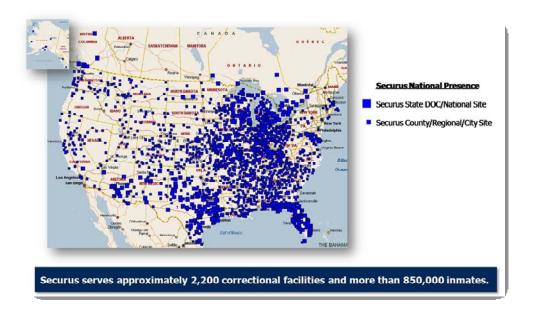
> Securus has been a valuable preferred partner of the Michigan Sheriff's Association... Specifically, thanks to the Michigan residents and former police officers Mike Stump and Ralph Groves, the Association enthusiastically endorses Securus Technologies with confidence in their service and products.
>
> **Terry Jungle – Executive Director, MI Sheriff's Association**

Providing Genesee with the Most Experience and Best Qualifications–both Nationally and within Michigan

Securus serves approximately 2,200 correctional facilities and 850,000 inmates, including 67 counties in Michigan and the Midwest's largest facility, Cook County. We are the largest independent provider of inmate telecommunications services to correctional facilities in the United States and Canada. We have developed and own more than 85 technology patents, plus we have approximately 35 patents pending, making Securus the leading technology innovator in the industry. Every large inmate telecom provider in our industry uses our patented technology under our license agreements. Correctional facilities have come to rely on the technology Securus develops to not only provide inmates and their friends and family members vital telephone service, but to assist the law enforcement community in solving or preventing crimes.

Securus has been providing inmate telephone system services for more than 25 years, and the following gives a snapshot of our national presence.

Securus serves approximately 2,200 correctional facilities and more than 850,000 inmates.

In the state Department of Corrections (DOC) space, Securus currently serves: Texas, Florida, Arizona, Maryland, Kentucky, North Dakota, Alaska, New Mexico, Wisconsin and most recently Missouri. We also serve many "mega-county" facilities that house thousands of inmates, **including Cook County, IL** and Broward County, FL. Additionally, we are largest provider of inmate services to private prison companies such as Corrections Corporation of America ("CCA") and GEO.

We did not become the leading inmate telephone provider to this industry by just developing technology. Our success is based on our ability to understand our customers' needs and mixing our many innovations with business processes and a customer-oriented philosophy. The result is a solution that meets and exceeds your requirements. Our proposal is organized around your needs.

Your Genesee County Account Team

Your lead Account Manager is Michael Stump. As a former law enforcement officer, Michael brings expert experience, focus, and understanding of Michigan facilities. Michael is supported by Regional Support Specialists Ralph Groves and Jeremy Rohr, who provide technical and service support as well as back-up for Michael when required. John Phillips, Regional Vice President of Sales, provides executive-level support for Genesee County. We are confident this unique Account Team approach will provide Genesee County with unmatched service and support.

Your full team includes:

- **Michael Stump** – Primary Account Manager
- **Ralph Groves & Jeremy Rohr** – Regional Support Specialists who provide technical support
- **John Phillips** – Regional Vice President of Sales
- **Craig Charboneau** – Field Services Manager
- **Tim Allarding** – Field Services Technician

> "SCP would not be as valuable without the fantastic service and support we get from Securus... Technical Support is always right on the ball... only to be surpassed by our AM..."
>
> **- Captain Scott Hargis Polk County, WI**

24x7x356 Network Operations Center and Technical Support Center

You are open around the clock and so are we. We can find and fix problems before you are aware of them and we are here to help you with your questions and requirements whenever you need us.

The Industry's Largest US-Based Customer Service Center

Our financial package balances the revenue, safety, and technology needs of the County with the services and costs to the inmates and their friends and family constituents. Our $2 Million Dallas-based customer service center is staffed with more than 200 dedicated Securus employees.

Securus Cares about our Michigan Sheriffs

Securus Technologies has been a loyal and continued partner with the Michigan Sheriff's Association for over five years. As a preferred vendor, Securus is the sole sponsor of the Michigan Sheriff's Association's S.M.A.R.T. Program designed to assist the families of fallen officers within the State of Michigan. Our partnership also provides for continued training for law enforcement
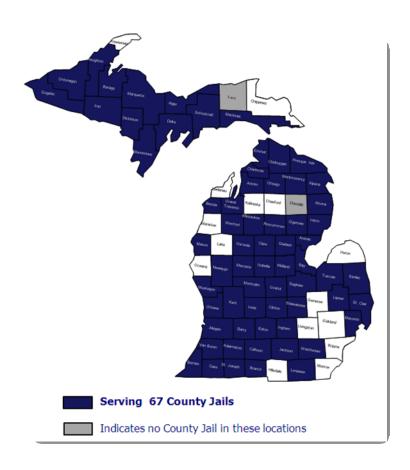
throughout the State of Michigan. We have always been here to support our Michigan Sheriffs through our programs and technology; evolving with the needs of each of the Stat's agencies.

Securus' Strong Presence in Michigan

The following map shows Securus presence in Michigan:

- 67 County Sheriff's Offices
- 4 Police Department Lock-ups
- 1 Juvenile Detention Center

Securus Presence in Michigan

Serving 67 County Jails

Indicates no County Jail in these locations

An Implementation Plan and Timeline Genesee Can Count On

With our industry-leading calling platform and the largest support organization both in the US and in Michigan, Genesee County can rest assured that our implementation will run smoothly. Securus has almost 1,700 facilities on our SCP platform, and we continue to add new sites regularly. Our proposal outlines the detailed plan that we will implement, including the meticulous measures we take to ensure your installation goes as expected with no impact on your officers or inmate population.

> Prior to June 2010, Muskegon county had a different phone vendor; during the three years they had our business I never once received an on-site visit or a call from a representative. That lack of depth led Muskegon County Sheriff Office to start looking for another vendor. Securus came highly recommended."
>
> Since the system changed, no one here has looked back."
>
> **- Lt. mark Burns, Muskegon County Sheriff's Office**

Conclusion

We want to be your chosen partner and our offer will provide Genesee County with *the best technology, the best financials and the best support* now and throughout the term of our agreement. We value and believe in our role in supporting law enforcement and look forward to bringing that passion to serve to Genesee County.

Copy of RFP

GENESEE COUNTY PURCHASING DEPARTMENT

ROOM 200, COUNTY ADMINISTRATION BLDG.
1101 BEACH STREET
FLINT, MICHIGAN 48502

TELEPHONE
(810) 257-3030

FAX
(810) 257-3380

ERIC F. HOPSON
Purchasing Director

January 20, 2012

GENESEE COUNTY REQUEST FOR PROPOSALS #12-001

Sealed proposals will be received until **11:00 a.m. (ET), Thursday, February 2, 2012,** at the Genesee County Purchasing Department, 1101 Beach Street, Room 200, Flint, MI, 48502 for INMATE TELEPHONE SYSTEM AND SERVICES.

A **pre-proposal meeting** will be held at the Genesee County Administration Building, 1101 Beach Street, Room 301, Flint, Michigan 48502, on Monday, January 23, 2012 at 1:30 p.m. (ET). Representation shall be limited to three persons per prospective proposer, due to the limited space available. Questions related to the request for proposal and requirements set forth in this document will be addressed. The pre-proposal meeting is for information only. Any answers furnished will not be official until verified in writing by the Genesee County Purchasing Director.

Attendance is not mandatory, but highly recommended. This will be the only opportunity to inspect the site.

This procurement is conducted in accordance with the Genesee County Purchasing Regulations, a copy of which is on file and available for inspection at the Genesee County Purchasing Department.

Each offeror is responsible for labeling the exterior of the sealed envelope containing the proposal response with the proposal number, proposal name, proposal due date and time, and your firm's name. The proposal request number and due date for this RFP are as follows:

DUE DATE: THURSDAY, FEBRUARY 2, 2012 @ 11:00 AM
PROPOSAL REQUEST NUMBER: #12-001

Eric F. Hopson
ERIC F. HOPSON, PURCHASING DIRECTOR bid2\2012\12-001
Attachments

GENESEE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

RFP #12-001 INMATE TELEPHONE SYSTEM AND SERVICES

SECTION 1.   INSTRUCTIONS TO PROPOSERS

1.   Sealed proposals will be received until 11:00 a.m. (ET), Thursday, February 2, 2012 at the Genesee County Purchasing Department, 1101 Beach Street, Room 200, Flint, MI, 48502. **LATE PROPOSALS AND PROPOSALS SENT BY FACSIMILE OR E-MAIL WILL NOT BE ACCEPTED.**

✔ **Securus has read and complies.**

2.   A pre-proposal meeting will be held at the Genesee County Administration Building, 1101 Beach Street, Room 301, Flint, Michigan 48502, on Monday, January 23, 2012 at 1:30 p.m. (ET). Representation shall be limited to three persons per prospective proposer, due to the limited space available. Questions related to the request for proposal and requirements set forth in this document will be addressed. The pre-proposal meeting is for information only. Any answers furnished will not be official until verified in writing by the Genesee County Purchasing Director.

Attendance is not mandatory, but highly recommended. This will be the only opportunity to inspect the site.

✔ **Securus has read and complies.**

3.   **Submit one original, two paper copies and one electronic copy of your proposal**. All proposals become the property of Genesee County. The original must include a signature on the Signature Page of a person authorized to make a binding offer. Additionally the proposal response must consist of one copy in electronic format on a CD, DVD or USB flash drive formatted in Adobe (.pdf), Microsoft Word, and/or Microsoft Excel. Failure to provide the required number of duplicate copies may result in rejection of your proposal.

✔ **Securus has read and complies.**

4.   All communications, any modifications, clarifications, amendments, questions, responses or any other matters related to this RFP, shall be made by and through the purchasing contact reference in this solicitation. No contact regarding this solicitation made with other County employees is permitted. Any violation of this condition may result in immediate rejection of proposal.

✔ **Securus has read and complies.**

5.   All prospective proposers shall be responsible for routinely checking the Genesee County Purchasing Department website at http://www.gc4me.com/departments/purchasing for issued addenda and other relevant information. Genesee County shall not be responsible for the failure of a prospective proposer to obtain addenda and other information issued at any time related to this RFP.

Genesee County is exempt from the payment of any sales, excise, or Federal transportation taxes.

✓ **Securus has read and complies.**

6. The County's Standard Proposed Contract is attached (Attachment 1) to this RFP. After the award is made to the successful proposer, the County and the successful proposer will negotiate a final contract that substantially conforms to the Standard Proposed Contract. Any exceptions to the terms and conditions of the Standard Proposed Contract and this RFP must be clearly set forth in your proposal and referenced on company letterhead. The County will not entertain negotiations to change any terms and conditions of the Standard Proposed Contract or RFP unless those changes are requested in your proposal.

✓ **Securus has read and complies.**

Securus has read, agrees, and complies with the terms and conditions in the Standard Proposed Contract.

7. The County of Genesee requires a signed Genesee County Insurance Checklist with each proposal submitted. Insurance required per the specifications governing this work must be provided prior to the contract starting date and kept in full effect and compliance during entire contract period. Failure to comply with these provisions will cause termination of the contract.

✓ **Securus has read and complies.**

Please reference Insurance Checklist section of this proposal for a signed copy.

The contractor agrees to be responsible for any loss or damage to property or persons due to the performance of services herein contracted and further agrees to protect and defend the County of Genesee against all claims or demands whatsoever, and to hold the County of Genesee harmless from any loss or damage resulting therefrom.

✓ **Securus has read and complies.**

8. **Local Preference for Genesee County Businesses**: In the case of requests for proposals where a quantitative based evaluation criteria is used for evaluating responsive proposals, Genesee County Businesses shall be afforded five (5) percent of the total evaluation points up to a maximum of five (5) points.

✓ **Securus has read and complies.**

9. Use the following format for your proposal:

Copy of RFP # 12-001, page 1-35

Signature Page - This document must be signed by an authorized representative of the proposer.

Proposal Form - Include proposed signing bonuses, prepaid commissions, rate per call type, and commissions earned per call type on this form.

Reference Page - Proposer must provide a list of 5 current customer references that the County may contact. Proposers are advised that references may be contacted without further consent or approval of the proposer.

Insurance Checklist - This form must be signed by an authorized representative of the proposer and the proposer's insurance carrier.

Vendors are encouraged to provide a narrative summary explaining their reasons for their quoted rates.

Experience in the Inmate Telephone System Industry Years and nature of experience in providing inmate telephone systems and services

Most Recent Certified Financial Statements - Proposer must show proof of profitability and financial stability.

Litigation Statement - The proposer must include a description of all litigation that is pending and all litigation in which a judgment was made against the proposer during the previous three years.

Statement of Exceptions - See Section 3.11.

Specific proposal responses and requirements set forth in this document. (See verbiage shaded in blue for reference)

Proposed System Features of Value and Not Specified - Provide features about your firms proposed system that may not have been specified in the requirements included in this solicitation.

Implementation Plan - Provide a narrative explaining the approach to implementing the new system with the required functionality. This information should include timelines associated with completing critical tasks relative to system implementation.

Subcontractor Information - As part of the proposal submission, all proposers shall identify the names and services to be provided by any subcontractor to be utilized in providing the proposed system and services.

Resumes of Proposed Project Manager, Account Representative and Primary System Technician – Provide the information on proposed staff as described in Section 5.5.

✔ **Securus has read and complies.**

This section was revised as instructed in Addendum #7. Securus has provided a tab aligning with the required format including the Addendum #7 additions of Implementation Plan, Subcontractor Information, and Resumes of Proposed Project Manager, Account Representative and Primary System Technician

SECTION 2. STANDARD TERMS AND CONDITIONS

1.   **Genesee County Purchasing Regulations:** All procurements are conducted in accordance with the Genesee County Purchasing Regulations, a copy of which is on file and available for inspection at the Genesee County Purchasing Department, 1101 Beach Street, Room 200, Flint, Michigan, 48502.

✔   **Securus has read and complies.**

2.   **Evaluation and Award:** The contract will be awarded to the responsible offeror whose proposal is determined to be most advantageous to the County, based on the evaluation criteria set forth in the RFP. Genesee County reserves the right to reject any or all proposals, to waive any informality or irregularity in any proposal, and to negotiate with the apparent successful offeror in the best interest of Genesee County.

✔   **Securus has read and complies.**

3.   **Discussion with Responsible Offerors and Revisions to Proposals:** Discussions may be conducted with responsible offerors who submit proposals determined to be reasonably susceptible of being selected for award for the purpose of clarification to assure full understanding of, and conformance to, the solicitation requirements. If provided in the RFP, revisions of proposals may be permitted after submissions and prior to award for the purpose of obtaining best and final offers. Unless otherwise indicated in the Request for Proposals, Genesee County reserves the right to award the contract in whole or in part, by item, by group of items, or by section where such action serves the best interests of Genesee County.

✔   **Securus has read and complies.**

4.   **Cancellation; Rejection of Proposals:** The Request for Proposals may be canceled by Genesee County at any time for any reason. Any proposal received may be rejected in whole or in part when in the best interests of Genesee County.

✔   **Securus has read and complies.**

5.   **Receipt of Proposals:** It is solely the responsibility of the offeror to assure the timely receipt of its proposal at the location indicated in the proposal announcement. **LATE PROPOSALS AND PROPOSALS SENT BY FACSIMILE OR E-MAIL WILL NOT BE ACCEPTED.**

✔   **Securus has read and complies.**

6.   **Tax:** Genesee County is a Michigan Municipal Corporation and as such it is exempt from Federal Excise Tax and Michigan Sales Tax.

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7. **Non-Discrimination:** The successful proposer/Contractor covenants that it will not discriminate against an employee or applicant of employment with respect to hire, tenure, terms, conditions, or privileges of employment, or a matter directly or indirectly related to employment, because of race, color, religion, national origin, age, sex, height, weight, marital status or a disability that is unrelated to the individual's ability to perform the duties of a particular job or position, and that it will require the same non-discrimination assurances from any subcontractor who may be used to carry out duties described in this contract. Breach of this covenant shall be regarded as a material breach of this contract.

✔ **Securus has read and complies.**

8. **Performance Bond:** If a performance bond is required, the bond must be issued by a company authorized to do business in the State of Michigan.

✔ **Securus has read and complies.**

Securus understands that no performance bond is needed at this time. Securus understands the County reserves the right to adjust this requirement.

9. **Conflict of Interest:** Each offeror, by submitting a proposal, represents that the offeror has no knowledge that any employee, representative or agent of the offeror is a County employee who has directly or indirectly participated on behalf of the County in the contemplated procurement, or that any County employee who has so participated or any member of such an employee's immediate family has a financial interest pertaining to the contemplated procurement from the offeror, and represents that the offeror reasonably believes that no employee, representative or agent of offeror is a County employee who has so participated and that no County employee who has so participated or member of that employee's immediate family has a financial interest in the contemplated procurement from the offeror.

✔ **Securus has read and complies.**

No Genesee County employee or member of employee's immediate family has any financial interest in this offer from Securus Technologies, Inc.

10. **Inspection:** All goods are received subject to inspection and testing. If goods are defective or fail to meet the RFP's specifications, Genesee County shall have the right to reject the goods or to correct the defects. The contractor shall pay Genesee County for expenses incurred in correcting defects. Rejected goods will be held for forty-five days after delivery awaiting instructions from the contractor. After the forty-five day period, Genesee County will dispose of the goods without further liability to Genesee County. The contractor is responsible for the costs of handling, packing, and transportation incurred in returning or disposing of defective or non-conforming goods.

✔ **Securus has read and complies.**

11. **Offeror's Representations:** Each offeror, by submitting a proposal, represents as follows:

1) That the offeror has read and understood the RFP documents and has submitted its proposal in accordance therewith;

2) That the proposal has been submitted by a duly authorized owner, partner, or corporate officer;

3) That the proposal submitted has been prepared independently without collusion, agreement, understanding, or planned common course of action with any other supplier of the goods or services described in the RFP, designed to limit independent offers or competition.

✔ **Securus has read and complies.**

Securus has read and complies with Genesee County RFP requirements and is being submitted by an authorized partner. This proposal has been prepared separately and without collusion.

12. **Independent Contractor:** Offeror agrees that if awarded a contract, it shall be an independent contractor and not an employee of Genesee County. The contractor shall secure, at its own expense, all personnel required in supplying goods or services under the awarded contract. All such personnel shall have no contractual relationship with Genesee County and shall not be considered employees of Genesee County.

✔ **Securus has read and complies.**

Securus is an independent contractor and is not an employee of Genesee County. Securus will provide, at our expense, all good and personnel required to complete the awarded contract. All personnel will have no contractual relationship with Genesee County.

13. **Insurance:** Each offeror must submit a completed Genesee County Insurance Checklist, if so stipulated in the RFP. The required coverage and minimum limits may vary dependent upon the dollar amount of the contract, length of time of the contract, and the hazard level of the work or services to be performed. The types of insurance coverage may include: workers compensation, general liability, auto liability and/or professional liability. The insurer, insurance retention group, pool, or self-insurer must be authorized/licensed to provide such coverage within the State of Michigan and meet minimum financial ratings, if applicable, as supplied by Best or S & P.

✔ **Securus has read and complies.**

Please reference Insurance Checklist section of this proposal for insurance information.

14. **Indemnification:** The successful offeror shall defend, indemnify, and hold harmless Genesee County and its officers and employees from and against all claims, losses, damages, and expenses

including, but not limited to, attorney's fees arising out of or resulting from the performance of the contract.

✔ **Securus has read and complies.**

Securus will defend, indemnify and hold harmless Genesee County and its officers and employees from claims, losses, damages and expenses that arise out of the performance of this contract.

15. **Warranty:** The offeror warrants that all goods and services furnished under a contract resulting from this RFP shall be in conformance with the RFP documents, and that the goods are of merchantable quality as described in the Uniform Commercial Code, Section 2-314, and fit for the purpose for which they are sold. This warranty is in addition to any manufacturer's standard warranty which may apply or any warranty provided by law, and is in addition to all other express warranties made by the offeror.

✔ **Securus has read and complies.**

All goods and services furnished under this contract are of merchantable quality and fit for the purpose for which they are sold. This is in addition to the manufacturer's standard warranty.

16. **Applicable Law:** Any contract resulting from the RFP shall be governed by the laws of the State of Michigan. Unless otherwise provided in the contract documents, the contractor shall secure and pay for all permits, fees, duties, licenses, inspections, and approvals necessary for the execution and completion of the contract. The contractor shall give all notices and comply with all laws, ordinances, rules, regulations, and lawful orders of any public authority bearing on the performance of the contract.

✔ **Securus has read and complies.**

18. **Right to Inspect:** Genesee County may, at reasonable times, inspect the plant, place of business, or work site of a contractor or subcontractor which is pertinent to the performance of a contract or potential contract.

✔ **Securus has read and complies.**

17. **Right to Audit:** Genesee County may at reasonable times and places, audit the books and records of any contractor who has submitted cost or pricing data as a part of its proposal, to the extent that such books and records are pertinent to such cost or pricing data for a period of three years from the date of final payment under the contract. Genesee County shall be entitled to audit the books and records of a contractor or subcontractor other than a firm fixed-price contract to the extent that such books and records are pertinent to the performance of such contract or subcontract. Such books and records shall be maintained by the contractor for a period of three years from the date of final payment under a prime contract and by the subcontractor for a period of three years from the date of final payment under a subcontract.

✔ **Securus has read and complies.**

18.   **Safety:** Genesee County, as the owner of the premises where the service or work is to be performed, or as the purchaser of goods received, requires that all applicable Michigan Occupational Health & Safety (MIOSHA) Rules and Regulations are followed by your employees and that the goods meet the applicable safety regulation. All Center of Disease Control guidelines (CDC) incorporated by reference within the MIOSHA regulations must be followed.

The following County buildings were all built prior to 1981. In accordance with OSHA regulations, you must consider that "presumed asbestos containing materials" ("PACM") exist in these buildings.

Animal Shelter	Galliver Building
County Courthouse	Mt. Morris 67th District Court Building
County Administration Building	

Based on the above, Contractors are notified that their workers must be properly trained and accredited in accordance with OSHA regulation 29CFR 1910.

✔ **Securus has read and complies.**

SECTION 3. ADDITIONAL TERMS AND CONDITIONS

1. **Purpose:** Through this RFP, Genesee County ("the County") is soliciting proposals from qualified firms who can provide an Inmate Telephone System and Services for the Genesee County Sheriff's Department.

✔ **Securus has read and complies.**

Securus is the largest provider of these services to Michigan Counties and has outlined a proposal that meets and exceeds all requirements of this RFP.

2. **Issuing Office:** This RFP is issued by the Genesee County Purchasing Department on behalf of the Genesee County Sheriff's Department. The contact person is Mr. Eric F. Hopson, Purchasing Director, Genesee County, 1101 Beach Street, Room 200, Flint, Michigan 48502, phone: (810)-257-3030, fax: (810) 257-3380 and ehopson@co.genesee.mi.us. Email is the preferred method of contact.

✔ **Securus has read and complies.**

3. **Questions & Inquiries**: Telephone questions will not be answered**:** In preparing proposals, prospective proposers are advised to rely only upon the contents of this RFP and written clarifications (addenda) issued by Genesee County. All questions regarding this RFP shall be submitted in writing by mail or email, and received no later than **Wednesday, January 25, 2012 by 12:00 p.m. (ET)**, to the Genesee County Purchasing Department as listed above. E-mail is the preferred method of contact for all inquiries concerning this RFP. No verbal interpretation to any respondent as to the meaning of any requirement stated in this RFP shall be binding on Genesee County. All responses to questions regarding this RFP shall be issued in writing, as an addendum, by Genesee County. Telephone questions will not be answered.

✔ **Securus has read and complies.**

4. **Errors, Omissions, and Discrepancies:** If a proposer discovers any ambiguity, conflict, discrepancy, omission, or other error in the RFP, it shall immediately notify the Genesee County Purchasing Director of such error in writing and request modification or clarification of the document prior to the deadline for submitting questions. Genesee County will make modifications by issuing a written addendum. The proposer is responsible for clarifying any ambiguity, conflict, discrepancy, omission, or other error in this solicitation prior to submitting a proposal or it shall be waived by the proposer.

✔ **Securus has read and complies.**

5. **Addenda:** Genesee County reserves the right to amend and provide clarification of this RFP prior to the date for proposal submission. In such an event, an addendum will be posted on the Purchasing Department website (http://www.gc4me.com/departments/purchasing). Further, all proposers shall acknowledge having seen any and all addenda issued (1, 2, 3, etc.) on the Signature Page.

✔ **Securus has read and complies.**

Securus has acknowledged all addenda related to this RFP on the signature page of this proposal.

6.   **Scope of Work:** The work outlined in this request for proposals (RFP) is more specifically contained within sections 6-10.

✔ **Securus has read and complies.**

7.   **Preparation of Proposals & Cost:** Proposals should be prepared simply and economically, providing a straightforward, concise description of the proposer's ability to meet the requirements of this RFP. All costs incurred in the preparation of a proposal to this RFP or any costs prior to approval of a contract by Genesee County and formal notification to the selected proposer will be the responsibility of the proposer, and will not be reimbursed by Genesee County.

✔ **Securus has read and complies.**

8.   **Proposal Modifications:** Clarifications, modifications, or amendments to any proposal that has been submitted, but prior to the proposal opening date, may be made in accordance with the Genesee County Purchasing Regulations.

✔ **Securus has read and complies.**

9.   **Withdrawal of Proposal:** Proposals may only be withdrawn by a proposer with written notice prior to the date and time set for the opening of proposals.

✔ **Securus has read and complies.**

10.   **Responsive Proposals:** To ensure proper consideration, all proposers are encouraged to submit a complete response to this RFP using the format provided in Section 1.9. In addition, at least one of the proposals submitted shall include an **original signature** of the official authorized to bind the proposer to its provisions.

✔ **Securus has read and complies.**

11.   **Statement of Exceptions:** The proposer shall furnish a statement on company letterhead giving a complete description of all exceptions to the terms, conditions, and specifications set forth in the Standard Proposed Contract and this RFP. Failure to furnish this statement shall mean that the proposer agrees to meet all requirements set forth in this solicitation.

✔ **Securus has read and complies.**

12. **Acceptable Deviations:** The decision of Genesee County shall be final as to what constitutes acceptable deviations from all terms, conditions, specifications or requirements associated with this solicitation.

✔ **Securus has read and complies.**

13. **Validity Period:** Any proposal submitted as a result of this Request for Proposals shall be binding on the proposer for 120 calendar days following the due date.

✔ **Securus has read and complies.**

14. **Right To Reject:** Genesee County reserves the right to reject any and all proposals received in response to this RFP.

✔ **Securus has read and complies.**

15. **Clarification of Proposals:** Discussions may be conducted with responsible proposers who submit proposals determined to be reasonably susceptible of being selected for award for the purpose of clarification to assure full understanding of, and conformance to, the solicitation requirements. Prospective proposers may be required to make a presentation of their proposal; this opportunity would provide the proposer the ability to clarify its proposal to ensure mutual understanding of the services to be provided. Clarification of proposals is solely at the discretion of Genesee County and the County will schedule presentations/interviews if necessary within the discretion and written approval of the Purchasing Director.

During the aforementioned procedures, neither the names of any of the offerors nor the contents of any proposal will be disclosed until the completion of negotiations and revisions of proposals.

✔ **Securus has read and complies.**

16. **Best and Final Offers:** Negotiations may be undertaken with those proposers whose proposal based on the evaluation criteria stated herein, has been determined to be reasonably susceptible of being selected for award. Genesee County will determine if it is in its best interest to seek a 'Best and Final Offer' from prospective offerors that submitted proposals. Soliciting Best and Final Offers may provide short listed firms the opportunity to amend or change their proposal to make it more advantageous to Genesee County. Genesee County reserves the right to choose whether or not to exercise this option. The contract that may be entered into will be awarded based on the proposal and possible Best and Final Offer that is the most advantageous to Genesee County.

During the aforementioned procedures, neither the names of any of the offerors nor the contents of any proposal will be disclosed until the completion of negotiations and revisions of proposals.

☑ **Securus has read and complies.**

17. **Disclosure:** All information in an Offeror's proposal is subject to disclosure under the provisions of Public Act N. 442 of 1976 known as the "Freedom of Information Act". This Act also provides for the complete disclosure of contracts and attachments thereto.

☑ **Securus has read and complies.**

18. **Acceptance of Proposal Content:** The contents of the proposal of the successful offeror and its Best and Final Offer (if applicable) may become contractual obligations if a contract is issued. Failure of the successful offeror to accept these obligations will result in cancellation or termination of the contract.

☑ **Securus has read and complies.**

19. **Prime Contractor Responsibilities:** The successful offeror(s) shall be required to assume responsibility for all services offered in the proposal regardless of who produces them. Further, the County will consider the successful offeror to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

☑ **Securus has read and complies.**

20. **Termination for Misrepresentation:** If the successful proposer receives a contract and is subsequently found to have misrepresented any information in its proposal and/or Best and Final Offer submission, the contract may be terminated at the discretion of Genesee County.

☑ **Securus has read and complies.**

21. **News Release:** News releases pertaining to this RFP or the services to which it relates will not be made without prior written Genesee County approval, and then only in accordance with the instructions from the Contract Administrator. No information regarding the procurement and services shall be released without prior approval of the Contract Administrator.

☑ **Securus has read and complies.**

SECTION 4.   PROJECT TIMETABLE

Time is of the essence in completing this procurement. The following timetable shall be used as a working guide for planning purposes. Genesee County reserves the right to adjust this timetable as required during the course of procurement.

~~Request for Proposals Issued~~	~~January 17, 2012~~
~~Date of Pre-proposal Meeting~~	~~January 23, 2012~~
~~Deadline for Written Questions~~	~~January 25, 2012~~
~~Proposals Due In Purchasing~~	~~February 2, 2012~~
~~Contract Effective Date~~	~~February 27, 2012~~
~~System & Service Implementation Date~~	~~February 27, 2012~~
Request for Proposals Issued	January 20, 2012
Date of Pre-proposal Meeting	January 23, 2012
Deadline for Written Questions	January 25, 2012
Proposals Due In Purchasing	March 29, 2012
Completion of Negotiations (Best and Final Offers)	April 30, 2012
Contract Effective Date	June 1, 2012
System & Service Implementation Date	August 1, 2012

✔️ **Securus has read and complies.**

The Project Timetable in this Section 4 has been revised as required in Addendum #7.

Securus has an aggressive plan in place that will accommodate this timeline including the payment of additional monies to expedite the ordering of telephone circuits if required. With the approval of Genesee County, Securus will begin installation proceedings immediately upon notice of award.

SECTION 5.   MINIMUM QUALIFICATIONS OF PROPOSERS

In order to qualify for contract award, a proposer shall have the capability in all respects to perform the contract and the integrity and reliability which will assure good faith performance. This requirement shall include, but is not limited to, the availability of the appropriate financial, material, equipment, facility, personnel, ability, and experience necessary to meet all contractual requirements.

At a minimum, the following requirements are necessary for the submission of a proposal:

1.   **Financial Stability:** Proposer shall be financially stable and have the financial wherewithal to carry out the requirements of this solicitation.

✔ **Securus has read and complies.**

With industry leading financial performance, Securus is best positioned to continue to invest in technology and service to make sure your inmate phone system continues to meet your needs both now and in the future. Securus is the only provider in the industry who can demonstrate the results of ongoing financial stability as indiated by our:

Experience

- **Longevity:** Securus has been serving the correctional industry for more than 25 years, demonstrating our commitment and ability to be your inmate telephone services provider now and for years to come.

- **Commitment to Michigan:**   Securus is the largest provider of Inmate Telephone Services to Michigan Counties and, as a result, has the largest service infrastructure of dedicated Securus employees in the State. Also, Securus has been a long term supporter of the Michigan Sheriff's Association.

> **Experience that Matters**
> - More than 25 years of experience
> - 2,200 facilities and 850,000+ inmates
> - 1,600 SCP installations
> - Approximately 750 trained Securus associates (no outsourcing)

- **Size:** Securus is the largest inmate telecom company in the world, serving approximately 2,200 facilities and more than 850,000 inmates nationwide. We have also successfully installed our best-in-class Secure Call Platform to almost 1,700 customers and continue to convert our customers annually to this state-of-the-art calling platform. We have been able to do all this because of our long history of financial stability and financial backing by our investors. Based on our past performance, we can assure you that (1) we meet the commitments we make to our customers; (2) SCP is a proven, and is the most technically advanced and widely accepted inmate calling platform in the industry; and (3) we have proven to many customers that SCP installations occur smoothly.

- **Securus' associates:** Securus has invested more than any other provider to create a workforce of approximately 750 trained Securus associates. More than 75% of these associates are customer-facing – meaning they are out in front of our customers assisting them with their needs. Our highly skilled and certified technical support and field service teams assist correctional facility staff. Our approximately 200+ in-sourced customer call center assists the friends and family members of inmates. Many of these associates are the

most experienced in the industry - tenure and loyalty that are a direct result of Securus' stability.

Investments

- **Long Term:** Over the past 20 years, Securus has spent more than $100 million dollars and devoted 300,000 man-hours developing our advanced network platform. We lead the industry in innovation with over 85 patents (more than 3 times as many as all other providers combined.) Our focus at developing and offering this new technology to you is to help you (1)safeguard your community by preventing and solving crimes; (2) increase revenue to you to fund your programs or budget; and (3) improve your operations by enhancing your staff productivity.

> **Investments that Matter**
> - $100M and 300k hours developing our Secure Call Platform
> - Over 85 patents, over 30 pending.
> - $10M invested in the past year to advance our technology.
> - 500 features, average of 50 new features offered yearly, and up to 4 automatic upgrades at no cost to you.
> - $2M to build a US-based call center

- **Ongoing:** We continue to re-invest in our people, platforms, and products. As evidence, we commit an average of $10 million each year to advance our industry-leading capabilities. No competitor can match our level of re-investment. Most vendors simply can't—$10 million dollars of capital investment is more than most of our competitors' annual income. Securus invests our earnings back into the business—back to you.

- **More Features and Frequent Technology Upgrades:** Securus has more than 500 distinct, and active SCP features, and we add 50 new features on average each year. These features come standard with SCP and are at no cost to our customers. Because SCP uses a centralized architecture, features are available to you as soon as they are ready. Our research tells us other providers have fewer features, and their infrastructure prohibits them from automating feature upgrades. That means you have to wait—sometimes years—to receive newer technology and the benefits that come with them. Additionally, Securus has developed the industry's first, secure, end user supported at home video visitation system available for correctional facilities.

- **Support:** In 2009 and 2010 Securus invested $2 million building an in-sourced call center in Dallas, Texas to provide customer service to friends and family members of inmates. Our call center employs approximately 200 Securus customer service representatives who are trained and managed by Securus management. This allows us to provide your constituents with the best support in the industry. In contrast, there are providers who state their ability to provide 24/7 service, but use either foreign or domestic- out-sourced call centers that provide inferior support with frequent communication challenges. Other competitors claim they have an adequate in-sourced call center but require customers to leave a number and a representative will call back later during normal business hours.

Profitability

- **Leverage:** Securus has the best debt-to-earnings ratio of large inmate telecommunications providers in the industry. This means we have a very strong capital structure and very low risk of default.

- **Earnings:** Securus has the best earnings ratios in the industry.

- **Backing:** We have strong financial backing from our equity sponsor as well as other large US-based lending institutions.

> **Profitability that Matters**
>
> - $50 million of available cash and financing.
> - Best debt-to-earnings ratio of similar providers.
> - Strongest earnings.
> - Strong financial backing.

Strong Financial Controls

- **Sarbanes-Oxley Section compliant:** Serving so many correctional facilities requires Securus to have the best internal controls and processes in the industry. Securus is proud to be the only inmate telecommunications provider in the U.S. who is Sarbanes-Oxley Section 404 compliant. To attain Sarbanes-Oxley compliance required an independent accounting and auditing firm to complete a comprehensive and in-depth evaluation and test of Securus' internal controls over financial reporting. The unconditional audit opinion, or compliance, confirms that the company has effective controls and safeguards in place to manage its financial information. Unlike our competitors who do not provide transparency or vigor in their financial reporting, our accomplishment reinforces that our financial statements provide the necessary depth and accuracy required for investors, rating agencies, and our correctional facilities customers.

- **SAS-70 Type II certified:** Securus, unlike any other provider in the industry, can also claim the distinction of attaining SAS-70 Type II certification as well. During the past two years, Securus successfully completed an American Institute of Certified Public Accountants Statement on Auditing Standards No. 70 (SAS 70) certification. A SAS 70 certification indicates that an independent accounting and auditing firm completed a comprehensive and in-depth evaluation and testing of Securus' internal controls and related activities. This certification confirms that the company has effective controls and safeguards in place to manage information and data belonging to its customers. Because inmate telecommunications providers, like Securus, need to install and operate highly sophisticated call management platforms and related services to meet the security and public safety needs of correctional facilities, we need to be able to accurately process, manage, and control millions of call records and call recordings for security and investigative purposes. A SAS 70 Type II report reinforces to correctional facilities and their auditors that Securus has the necessary controls in place to manage this critical information

> **Financial Controls that Matter**
>
> - Sarbanes-Oxley compliant in 2009 and 2010
> - SAS-70 Type II certified in 2009 and 2010

2.   **Core Competency:** The proposer must be primarily or significantly engaged in providing the system and services as indicated in this solicitation.

✔   **Securus has read and complies.**

Securus' core business consists of installing, operating, servicing and maintaining sophisticated call processing systems in correctional facilities and providing related services that help solve or prevent crimes.

Serving 2,200 correctional facilities (67 in the State of Michigan) and more than 850,000 inmates makes Securus Technologies, Inc. ("Securus") the largest independent provider of inmate telecommunications services to correctional facilities in the United States and Canada. By developing and owning more than 85 technology patents today along with approximately 35 patents pending with the U.S. Patent Office, Securus is without a doubt the leading technology innovator in our industry and has been for more than 25 years. Every large inmate telecom provider in our industry use our patent technology under our license agreements. Correctional facilities have come to rely on the technology Securus develops to not only provide inmates and friends and family members vital telephone service, but to assist the law enforcement community in solving or preventing crimes.

3.   **Years of Experience:** All proposers must have at least five (5) years of qualifying, direct experience, as determined by Genesee County, in the provision of Inmate Telephone Systems and Services on behalf of a County and/or State Adult Correctional Facilities.

✔   **Securus has read and complies.**

Securus has over twenty five years of experience in serving the correctional industry nationally and within the State of Michigan.

Our predecessor companies, Evercom Systems, Inc. and T-Netix, Inc., have served the correctional industry for more than 25 years. Today, as Securus Technologies, Inc., we have achieved the number 1 ranking of market share in terms of facilities served and the number 2 ranking of market share in terms of revenue generated.

Securus' core business consists of installing, operating, servicing and maintaining sophisticated call processing systems in correctional facilities and providing related services that help solve or prevent crimes. On a limited basis, we also partner with other telecommunications companies where we provide our equipment, patented technology, and as needed, back office support including, validation and billing and collections services. A few years ago, when companies like AT&T, SBC, Verizon, MCI, and other large telephone companies served this niche industry, they chose Securus' "best in class" calling platforms and sophisticated back office systems to serve their customers because they had not developed their own. That alone speaks to the quality of what Securus has provided in the past and what it provides today to the industry.

Securus prides itself on being able to provide its customers with the following key advantages:

- Industry leading centralized packet-based network platform
- Best economics provided to its customer base

- Broadest and deepest product set – offering more than 500 features and attributes
- Best security on our calling platform
- Technology leadership - largest number of patents in the industry
- No – Cost Video Visitation Solutions offering secure, supported at home visitation
- Largest highly specialized sales and customer service sales force
- 24/7 Network Operations Center, with data centers in Dallas and Atlanta
- In-sourced Customer Call Center located in the Dallas Metro area

Industry Leading Experience

Securus is a pioneer and the leading innovator in inmate telecommunications with:

- More than 25 years of experience in the corrections industry
- More than 85 industry-leading patents and approximately 35 pending to ensure you always have access to the latest technology
- 2,200 correctional clients nationwide including more than 1,600 SCP installations making it the dominant platform in the corrections industry
- Approximately 750 Securus Associates nationwide including approximately 200 in our US-based Call Center and 150 Field Service Technicians to ensure the best service in the industry
- 850,000 inmates and 6-8 million friends and family members
- Correctional facilities in 44 states including 10 DOCs
- $20 million annual reinvestment with over $100 million invested in the design, capacity and built-in redundancy of the system

Securus has the wherewithal to install and operate large prison facility telecommunications systems. Case in point - in 2009, Securus installed on time and under budget the Texas Department of Criminal Justice telephone system – one of the largest Department of Corrections (DOC) inmate telephone systems in the country – serving over 140,000 inmates and 114 facilities. Texas chose Securus, in partnership with Embarq, because of its industry experience, reputation and "best in class" network platform. Securus beat out its largest competitor (GTL) in Texas and won another large state corrections inmate telephone system contract directly from GTL in late 20011 – the state of Missouri DOC. Securus has the only centralized packet-based network platform that can serve large DOC institutions like Texas and Missouri, unlike our largest competitors. Securus is confident any state or county will experience the benefits that Texas, Florida, Missouri and seven other DOCs are currently experiencing if they choose Securus as their inmate telephone system provider.

4. **Account Size & Customer Base Requirements:** Proposer shall be experienced in providing inmate telephone systems and services to large customers with over 50 stations in one location, and shall have an installed base of no less than 50 inmate telephone system installations.

✔ **Securus has read and complies.**

Securus currently services more than 550 accounts with more than 50 inmate telephones installed.

Securus Technologies has a proven track record of providing successful turnkey installations for Mega-County, County, and City agencies, as well as large State Department of Corrections agencies. Over the last three years, our team has completed almost 1,700 quality installations of our Secure Call Platform (SCP), and has averaged a 4.6 (out of 5) customer satisfaction rating every year.

In the state Department of Corrections (DOC) space, Securus currently serves 10 of the 50 DOCs in the United States, including such states as Texas, Florida, Arizona, Missouri, Maryland, Kentucky, North Dakota, Alaska, New Mexico, and Wisconsin. We also serve many "mega-county" facilities that house thousands of inmates including Cook County, IL, Broward County, FL, and Orleans Parish, LA to name a few. Additionally, we are the largest provider of inmate services to private prison companies such as Corrections Corporation of America ("CCA") and GEO.

Serving so many correctional facilities requires Securus to have the best internal controls and processes in the industry. To that end, Securus is proud to be the only inmate telecommunications provider in the U.S. that is Sarbanes-Oxley Section 404 compliant. Becoming Sarbanes-Oxley compliant in 2009 meant that an independent accounting and auditing firm completed a comprehensive and in-depth evaluation and testing of Securus' internal controls over financial reporting. The unqualified audit opinion, or compliance, confirms that the company has effective controls and safeguards in place to manage its financial information. Unlike our competitors that do not provide transparency or vigor in their financial reporting, our accomplishment reinforces that our financial statements provide the necessary depth and accuracy required for investors, rating agencies and our correctional facilities customers.

5. **Professional Experience & Qualifications:** The proposer's personnel and management to be utilized in the services required shall be knowledgeable in this market with demonstrated expertise. The County reserves the right to perform investigations as may be deemed necessary to insure that competent persons will be utilized in the performance of the contract. At a minimum, the maintenance force personnel shall have three years experience in the maintenance and repair of inmate or pay telephones. In the proposal response all proposers shall include the resumes of the proposer's project manager, account representative and primary system technician that would be assigned to this account.

✔ **Securus has read and complies.**

The information for this requirement has also been included under the new tabbed section of our proposal named, Resumes of Proposed Project Manager, Account Representative and Primary System Technician as required in Addendum #7.

Securus employs 150 Field Service Representatives with an average of eight years of service experience. We also have Service Administrators, who sometimes perform technical support, with an average of 3.5 years of service experience at Securus. Our nine Service Managers possess and average of 10.5 years of service with the company, and our two Regional Service Managers average more than 12.5 years of service with Securus.

All maintenance personnel, from the Field Service Technicians through the Regional Service Managers have successfully completed all necessary training and certifications. They are all required to have an extensive telecommunication background and are Securus certified to work on all our product offerings.

Securus has included the resumes of the Securus Team:

Michael Stump – Account Manager

Ralph Groves– Regional Support Specialist, providing technical support

Tim Allarding – Field Service Technician

Sherri Crawford – Project Manager

Michael Stump Sales Account Manager	
Summary	Mr. Stump a resident of Rockford, MI, is Securus' Account Manager for the state of Michigan. As Account Manager, he is responsible for assessing client needs on an ongoing basis and delivering the highest level of client response, service, and support. Prior to working for Securus, Mr. Stump worked as a Media Consultant for Yellow Book, Google and Yahoo internet advertising for 3 years. He has been certified through Google for search engine advertising and ad words. Michael served as a full-time police officer for the City of Greenville, Michigan for over 17 years and part-time police officer for City of Lowell, Michigan for 2 years.
Responsibilities	• Developing and expanding Partner relationships • Manage key customer projects (RFPs, RFIs, MACs, Turnkey Solutions, etc.) • Facilitate timely resolution of customer issues • Support of the product/feature development process • Update and maintain customer records in a timely fashion • Ensure financial integrity of designated partnerships • Collaborate with the partners in a solution sales methodology to identify, pursue, and close new business • Identify competitive activity with respect to changes in application, product, pricing, or marketing strategies. • Act as team lead for partner relationships and coordination of Securus resources • Partner with sales engineer on the development and implementation of the overall sales strategies within the partners • Build relationships with key Securus support staff enabling prompt issue resolution • Ensure thorough familiarity with Securus platforms and business processes
Qualifications	• Manages the sales process and customers' expectations. • Manages multiple projects simultaneously. • Provides excellent customer service while adhering to contractual commitments.

Ralph Groves—Regional Sales Support Specialist

Summary:	Mr. Groves, a resident of Clare, Michigan, has more than 13 years of experience in the telecommunications market. He has been involved in the provisioning of inmate telephone systems since 1998 when he entered into the telecommunications market. Mr. Groves' current responsibilities includes Sales Support for new sales opportunity in an eight-state Midwest Region including, Indiana, Illinois, Iowa, Michigan, Minnesota, Missouri, Ohio, and Wisconsin. Mr. Groves worked for SBC for three years from 1998 to 2001, with Account Executive responsibilities for Michigan, Ohio, Wisconsin and Indiana. He joined Securus in 2001 as an Account Executive with a sales territory that included Indiana, Ohio, and Michigan. Prior to his telecommunications career, Mr. Groves had a 23-year law enforcement career with the Clare County Sheriff's Office, MI. Mr. Groves brings a unique understanding of the needs of our customers in the inmate phone market.
Experience:	**Securus Technologies, Inc., Dallas, TX**　　　　　**March, 2010- Present** *Regional Sales Support Specialist* Mr. Groves is currently Regional Sales Support Specialist where he is responsible for supporting the individual State Sales Executives in new business acquisition for the Midwest Region. **Securus Technologies, Inc., Dallas, TX**　　　　　**October 2004 – March 2010** *Account Executive* Sales to new business customers in a seven state territory that included Michigan, Ohio, Kentucky, West Virginia, Maryland, Arkansas, and Oklahoma. **T-Netix, Inc., Dallas, TX**　　　　　**January 2001 – October 2004** *Account Manager* Account manager responsible for all accounts the states of Michigan and Indiana. **Ameritech, San Antonio, TX**　　　　　**July 1998 – January 2001** *Account Manager* Account management for the inmate phone customers in the state of Michigan, with an account base of $10 million. **Clare County Sheriff's Department, Harrison, MI**　　　　　**April 1975 – July 1998** **Lieutenant** Personal Director, Road Patrol Supervisor, Jail Administrator
Training/ Certifications:	Mr. Groves received the following training: • Marine Safety Education, 1981 • Breathalyzer Operator, 1981 • Emergency Medical Technician, certified, 1984

	• Dispatcher Seminar, 1985 • Preliminary Fire investigation, 1986 • Traffic Law Update, 1986 • Legal update, 1986 • Interviewing and Investigation, 1986 • Trafic Radar, 1986 • Drug Investigation, 1988 • Homicide & Suicide investigation, 1990 • Legal Update, 1990 • Police Management, 1991 • LEIN Terminal Agency Coordinator, 1991 • Pressure Point Control Tactics, 1991 • Crime Scene Preservation, 1992 • Domestic Violence, 1993 • School Liaison Officer, 1993 • Crime Victim Rights, 1993 • Labor Relations, 1994 • First Line Supervision, 1995 • Internal Investigations, 1995 • Positive Employment Practices, 1995 • Psychological and Legal Impact of Critical Incident Responses, 1995 • Basic Budgeting for Police Departments, 1996 • Command Officers, 1996 • Absenteeism: The problem, the issue, the solution, 1996 • Advanced Internal Investigations, 1997 • Solution Selling, 2004

Education:	**High School: Pontiac Northern H.S. Pontiac Michigan**
	Basic Police Academy-MLEOTC
	    Northern Michigan University, Marquette, MI
	    Certified November 1986

Tim Allarding Field Service Technician	
Summary	Mr. Allarding has been in the telecommunications industry for 35 years and installing Inmate Telephone Systems for more than 25 years. Tim has worked in county jails in Michigan, Indiana, Ohio, Wisconsin and Illinois installing and maintaining many different platforms. Tim has worked for 4 years for Securus and takes care of 44 county jails in Michigan. He has been trained on 4 different platforms including SCP and attends corporate training every two years
Duties	• Install, maintain, repair telecommunications, associated computer, networking, electronic equipment, and wiring per specifications and operational procedures at correctional facilities. • Gather, update, record, and maintain data and/or statistics. • Communicates with dispatchers to receive work assignments and provides dispatchers with ticket closing information. • Interfaces with multiple departments and/or organizations for problem solutions. • Maintains company vehicle ensuring the following items are current & operational: routine maintenance, inspection sticker, registration sticker & repairs. • Troubleshoots situations where standard procedures have failed in isolating or resolving problems. • May be required to assist in consulting, giving technical support to or training client personnel on Securus products & services. • Maintains inventory of equipment and tools.
Other Functions and Responsibilities	• Determine when to negotiate alternatives, when to escalate a problem or when to ask for assistance in dealing with the various problems reported. • Perform site surveys for new accounts, moves, additions, changes and upgrades. • Work under general supervision • Collect and maintain coin phones. • Perform other duties as assigned.
Accountabilities	Maintain and submit the following as needed: weekly timesheets, service ticket closing information, equipment and tool (truck stock) inventory, preventative maintenance checklists, site surveys and physical site equipment audits.

Sherri Crawford Project Manager	
Summary	• More than nine years experience as a Project Manager with extensive telecommunications expertise. • Key characteristics as a team leader consist of dependability, intuitive skills, along with a broad knowledge of voice and data circuits. • Career includes design architecture for voice/data circuits, a remarkable ability to cultivate and maximize professional relationships internally/externally • Solid organizational and leadership skills
Experience	**Securus Technologies, Inc. Dallas, Texas** • Customer Project Manager/Coordinator • Provides exceptional support to business clients to ensure timely implementation of service orders • Sets direction and makes operational and managerial decisions on projects • Manages daily updates and coordinates between customers, vendors, operations and internal departments • Monitors progress of service orders from pre install through implementation • Validates all new service orders and schedules customer activations • Acts as liaison between customer, sales, vendor and NOC • Establishes effective open communication channels between project participants • Planning, coordinating and controlling project solution delivery • Delivers appropriate project quality standards in consultation with customers to ensure customer satisfaction
Education	Bachelors of Science Dallas Baptist University

Associates also understand that they may be required to submit to additional security checks to gain access to specific accounts or facility sites. They agree and will provide the required information upon request.

☑ **Securus has read and complies.**

Securus will comply with the security access requirements of individual facilities. Securus conducts criminal, educational and employment background checks on all associates prior to their first day of

SECURUS

employment. The background checks are performed by ADP, a third party vendor. Offers are not made to those who have been convicted of a felony. Those with minor misdemeanor charges are reviewed on a case-by-case basis.   Once hired, all associates receive an identification badge and corporate ID to access the Securus network. Securus will provide the results of such background checks upon request.

6.	**Proposer's Cooperation:** Willingness to supply information requested by Genesee County concerning a determination of its responsibility. If the proposer fails to supply any requested information, Genesee County will base its determination of responsibility upon any available information or may find the proposer non-responsive and not-responsible if such failure is unreasonable.

If a proposer does not convince Genesee County that it possesses the above minimum qualifications with the proposal submission, Genesee County shall not consider its proposal for award.

✔	**Securus has read and complies.**

Securus will supply any and all information requested by Genesee County concerning responsibility of this document.

SECTION 6.　　　BACKGROUND INFORMATION AND PRESENT SERVICE

The Genesee County Jail has an approximate average daily population of 580 inmates. DSI-ITI, LLC, a subsidiary of Global Tel*Link Corporation has been the Genesee County Jail's Inmate Telephone System provider since September of 2008.

The intent of this proposal is to procure the provision of approximately 83 fixed inmate telephones, 1 portable telephone, an Inmate Telephone System, and required services at the Genesee County Jail and a related location. Inmate telephones, system and services are expected to be provided at the following locations:

LOCATION	# OF PHONES
Genesee County Jail 1002 S. Saginaw Street	~~75 phones~~ 87 phones
Genesee County Jail Portable Phone	1 phone
Central District Court Detention Area 630 S. Saginaw Street	4 phones
Circuit Court Holding 900 Saginaw Street	4 phones

✔ **Securus has read and complies.**

The number of phones in the Genesee County Jail has been revised from 75 phones to 87 phones as required in Addendum #7. Securus will provide all telephones, an Inmate Telephone System, and required services at the Genesee County Jail and related locations at no cost to the County.

SECTION 7.   TECHNICAL & FUNCTIONAL REQUIREMENTS

~~The intent of this RFP is to procure the provision of approximately 83 existing fixed inmate telephones, 1 portable inmate telephone, an Inmate Telephone System and required services per the requirements included in this solicitation.~~

<u>The intent of this RFP is to procure the provision of approximately **95** fixed inmate telephones, 1 portable inmate telephone, and Inmate Telephone System and required services per the **minimum** requirements included in this solicitation.</u>

✔️ **Securus has read and complies.**

As required in Addendum #7, Securus has applied changes to this requirement and will provide 95 fixed inmate telephones, 1 portable inmate telephone, an Inmate Telephone System and required services per the minimum requirements included in this solicitation at no cost to the County.

All proposers shall include in their proposal the provision of equipment, local, long distance, intralata and interlata services. Additionally, all proposals shall include a package consisting of installation, maintenance, and collections. Proposers must inspect each installation site and submit proposals that provide replacement telephones, enclosures, panels, and any other necessary equipment as needed.

✔️ **Securus has read and complies.**

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 four (4) petabytes 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.

All proposals shall include equipment and a system that have the minimum technical and functional requirements:

✔ **Securus has read and complies.**

Securus' proposed inmate telephone system, SCP, meets and/or exceeds the minimum technical and functional requirements of this Request for Proposal, as demonstrated in the following responses.

1. System Configuration:

    The inmate telephone system proposed by the proposer shall be a turnkey, Non-Coin Telecommunications Service.

✔ **Securus has read and complies.**

Securus' SCP system is an industry-leading turnkey non-coin telecommunication service. Our SCP is a state-of-the-art system designed to provide Genesee County with the ultimate in inmate call control and reporting. SCP's advanced features provide extremely powerful and flexible tools for controlling inmate calling, reducing fraud, increasing investigative capabilities, and generating valuable administrative reports.

The Securus Development team custom-built SCP for the corrections industry, making this platform a fully integrated system of simple-to-use software tools, and computer and telephony hardware. SCP's hardware and software components readily adapt to the changing needs of a facility's operations. SCP can monitor, record, and block/unblock inmate telephone calls, and generate reports, all in real time.

- Our SCP provides security to the public through the following features:
- Automated operators instead of live operators
- Personal allowed number (PAN) lists that prohibit calls to numbers that are not approved by the system administration
- Real-time inmate call monitoring and recording for investigative and safety purposes
- Call duration settings and telephone on/off times
- Call detail records for investigative purposes
- Fraud control features

Our SCP allows our customers to operate a smarter and more efficient jail. SCP's investigative tools permit a higher degree of accuracy and allow investigators to locate inmate-calling information more quickly and reliably. The system is scalable and flexible, reducing labor demands by automating many tasks. Routine inmate calling operations can be configured to require minimal administration, allowing your staff to focus on what they do best—maintaining a safer, more secure correctional environment.

SCP also increases usability by providing anywhere, anytime access for authorized personnel. All of the investigative and administrative resources are available to approved personnel through our single-point access, the SCP user interface. Access can be made from any Windows-based computer with access to the Internet.

The proposed inmate telephone system at the Genesee County Jail must be capable of completing station-to-station and/or person-to-person collect calls from inmates to both touch-tone, rotary dial telephones, and cell phones.

Securus has read and complies.

Securus' SCP will complete station-to-station collect calls from inmates to touch-tone phones, rotary dial phones, and cellular phones.

The proposed inmate telephone system shall not require any electrical outlets at the actual telephone set locations.

Securus has read and complies.

The telephone units are line-powered and require no external wiring, backup batteries, or electrical outlets at the telephone set locations.

The system should have the capability of simultaneously recording all inmate calls 24 hours a day, 7 days a week.

Securus has read and complies.

The SCP system will simultaneously record all inmate calls 24x7x365. Securus' recording and monitoring system is fully integrated with our Secure Call Platform (SCP), and provides secure recordings of inmate telephone conversations. It can be configured to accommodate the recording requirements for correctional facilities of any size. The system is fully automated and is designed to be a cost-effective solution for all correctional facilities. Authorized personnel can listen to live or archived recordings via multi-media PC interfaces connected over local area networks (LANs). Multiple levels of security provide that only authorized personnel can access and monitor the inmate recordings.

2.   **Instruments:**

If the telephones are replaced, the Contractor shall install new inmate stations made of heavy gauge steel construction with armored keypad and lexan type handset. All units shall be provided with a handset cord, which will withstand 800 pounds of longitudinal tension. Each station shall be secured with special security type screws. Keyed locks shall not be acceptable. Telephones must be in full compliance with Americans with Disabilities Act (ADA). All proposers shall provide a catalog cut sheet of proposed telephone instruments.

✔️ **Securus has read and complies.**

Securus' inmate telephones are the strongest and most reliable units available, and are designed specifically for the prison environment. Securus is proposing the following Wintel® brand 7042 phone model. Securus handsets cords withstand more than 1000 pounds of longitudinal tension and is in full compliance the Americans with Disabilities Act.

The following information is the manufacturer-provided telephone specifications:

The Industry Standard

These 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

These phones provide the following features/options:

- 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.

- Built-in user controlled volume "LOUD" button for ADA mandated volume control (user must have control of volume amplification AND volume must reset to normal with hang up to meet ADA requirements)

- Powder coated cold rolled 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

- 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

Telephone Handsets

Securus will provide new "dumb" telephones with armored housings, cords, and a Confidencer handset. Each telephone is a non-coin type composed of durable, tamper-free equipment suitable for jail or prison environments.

The proposed handsets feature the following characteristics:

- Molded from rubber-infused Lexan® —a material with exceptional strength and durability

- Withstands impact of more than 40 pounds of force

- Flexible steel lanyard

- Armor and Teflon® insulation shield the handset electrical cords from temperature extremes and humidity

- Flexible steel lanyard cord resists a pull force of 455 kilograms (1000 pounds)

- Dynamic receiver is hearing aid-compatible, per industry standards

- Dynamic or AT&T-compatible carbon transmitter

- Transmitter and receiver caps are factory fused for security and cannot be removed by vandals

Inmate telephone sets must be wall mounted, of stainless or equivalent tamper-resistant durable construction.

✔ **Securus has read and complies.**

Each inmate telephone will be securely installed with a minimum of, or no, exposed conduit in the inmate population area. The unit mounts directly to the wall or to a backboard. Telephone removal requires the use of a special security tool. All caps will be sealed with epoxy to eliminate removal.

Per the manufacturer-provided telephone specifications, the telephone units are powder-coated, cold-rolled steel, which provides a rugged, vandal-resistant telephone housing specifically designed and built for inmate use.

One portable inmate telephone set must be provided at the Genesee County Jail complex.

✔ **Securus has read and complies.**

Securus will also provide a rollaway phone mounted to a roll-a-round pedestal, in a four-wheel design or a 2-wheel design, as shown below.

The phone can also be mounted to a hand truck (dolly), as shown below.

3. **Access:**

The inmate telephone system must provide outgoing collect service with no access to other direct dialed or operator handled service except numbers which are requested in writing by

the Jail Administrator. The system must be restricted to outgoing calls only, no incoming calls are allowed. Sheriff's Department personnel must retain the capability of turning off or blocking service to any telephone or group of telephones from a central location inside the facility.

✔ **Securus has read and complies.**

Securus' SCP system will provide outgoing collect call service with no access to other direct-dialed or operator-handled service, except numbers that are requested in writing by the Jail Administrator. The SCP provides outgoing-only calls with the ability to turn off or block service to any telephone or group of telephones from a central location inside the Genesee County Jail.

Outgoing Calls

To assure the Securus system provides maximum security, the trunks in the SCP data center are provisioned outgoing-only, ensuring that no incoming calls can reach the inmate. Securus has performed full testing of these trunks, verifying compliance with this requirement.

Blocked Numbers

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, or by calling Securus' Technical Support directly. All blocked numbers have an associated "Note" field stored in the blocked number database to record specific information for future reference.

Transitioning Blocked Numbers

Securus has a significant amount of experience spanning two decades of coordinating the installation and de-installation of inmate telephone systems. During the transition to a Securus inmate telephone system, we will work closely with the previously contracted vendor and Genesee County to convert all telephones to the new services in a secure and timely manner. Our transition teams are always focused on providing our customers with a smooth, seamless transition.

Recovery and import of inmate profile information, blocked number database, and special circumstance numbers (such as Public Defender numbers) are typical installation tasks handled prior to cutover. However, integrating call detail records and call recordings to any other system presents a major challenge in any transition, as it requires maintaining the chain of evidence of files that are usually in a proprietary format.

The architecture of SCP is built to implement software upgrades in real time, limiting disruption to the phone service. As new features are generally available, the feature is added to the central processor, making the feature available to all facilities; however, Securus will not turn on the feature unless the County authorizes us to do so. If service has to be disrupted for an upgrade, the upgrade will be conducted between the hours of 11 pm - 7 am.

Your Account Manager, Michael Stump, who is dedicated to your account, will communicate when new features are available and will schedule additional training, if needed.

> All telephones must be FCC registered and Contractor's current FCC number shall be provided as part of the proposal response. Proposer shall submit a detailed description of all specific features offered.

✔ **Securus has read and complies.**

Securus Technologies, Inc.'s FCC Federal Registration Number (FRN) is 0019009349.

Securus has more than 500 distinct, and active SCP features, and we add 50 new features on average each year. These features come standard with SCP and are at no cost to our customers. Because SCP uses a centralized architecture, features are available to you as soon as they are ready. Our research tells us other providers have fewer features, and their infrastructure prohibits them from automating feature upgrades. That means you have to wait—sometimes years—to receive newer technology and the benefits that come with them.

The following features are all available with Securus' SCP system:

✓ Anywhere/Anytime Access	✓ Word Spotting	✓ Automated Operator
✓ Alerts	✓ Announcements and Voice Prompts	✓ Burning Calls to External Media
✓ Call Recording Management	✓ Call Blocking	✓ Call Tracker
✓ Call Restrictions	✓ Calling Schedules	✓ Call Security and Privacy
✓ Centralized System Architecture	✓ Chain of Evidence	✓ Commissary Order by Phone
✓ Covert Alert with Barge In	✓ Crime Tip	✓ DTMF Prevention/Detection
✓ DTN Lock	✓ Global Allowed Numbers	✓ Officer Check-In
✓ Identify Station	✓ Informant Line	✓ Inmate Name Re-use
✓ Integration with JMS and Commissary Provider	✓ Language Choices	✓ Line Supervision

✓ Live Monitoring	✓ Facility Portal	✓ Name Recording
✓ Number Restrictions	✓ Mute Acceptance Call Progression	✓ On Line Help
✓ Personal Identification Number (PIN) Feature Suite	✓ Personal Allowed Number (PAN) Feature Suite	✓ PermaBlock
✓ E-Imports	✓ Phone on/off Soft Switch	✓ Pro-bono
✓ Recording Storage Options	✓ Remote Call Forwarding Detection and Prevention	✓ Reverse Number Lookup
✓ Security Templates	✓ Securus Voice Biometrics	✓ Secure Instant Mail (Email)
✓ Scan Patrol	✓ Speed Dialing	✓ System Access
✓ System Logging	✓ TDD/TTY	✓ Three Way Detection and Prevention
✓ Visitation (Monitoring and Recording)	✓ Voice Mail	✓

The system proposed must be designed to use automated operations only. Further, the system should provide clear voice prompts to complete calls without the use of an operator. Proposer must provide a clear description of all automated operator services that will be used for Inmate calls.

✓ **Securus has read and complies.**

SCP includes an interactive voice response (IVR) system that provides automated operator service (AOS). This automated operator assistance uses clear and concise, professionally recorded voice prompts to establish call acceptance and assist inmates and called parties throughout the calling process.

When the called party answers the phone, SCP's advanced answer detection triggers the call acceptance voice prompt. The called party hears, "Hello, you are receiving a collect call from John Doe, an inmate at the Genesee County Jail. This call is subject to monitoring and recording." They then hear the following menu options:

- "To accept this call, press 1."
- "To refuse this call press 2."
- "To hear the rates and charges for this call, press 7."
- "To block future calls to your number, press 6."

The chart below describes how SCP's automated operator assists called parties and inmates:

SCP's automated operator allows called parties to:	SCP's automated operator allows inmates to:
• Request a rate quote • Hear the name of the facility and inmate calling • Accept or reject the call • Request to hear available balance of an AdvanceConnect account or available credit of the Direct Bill account. • Hear instructions on how to add more money to their prepaid account or pay their Direct Bill Account • Connect to a live agent to setup a pre-paid account • Choose to hear the prompts on the system in English, or the language selected by the inmate (if configured for this option) • Pay for the incoming call with InstantPay (if available) • Hear optional marketing message (by request of Genesee County) • Block their number prior to accepting a call using SCP's patented Perma Block technology*	• Listen to prerecorded announcements • Select to place a collect or debit call. If debit, PIN entry is requested and inmates can hear available balance in their account and the cost of the call. • Select a specific language at the beginning of the call (if configured for this option) • Acknowledge that the call is going to be monitored and recorded • Hear available call time (prompt will tell the inmate call time limits based on calling schedules or calling restrictions) • Identify themselves by PIN or Voice Biometrics (if configured) • Add, remove, and/or listen to the phone numbers on their PAN list (if configured) • Hear optional marketing message (by request of Genesee County)

*SCP's automated operator also provides a patented Perma Block process, which allows a called party to block their number prior to accepting a call. This feature may be used to block calls by any inmate in the facility. The ability to immediately block calls helps reduce the number of called party complaints and reduces facility labor requirements. The called party can also choose to simply end the call by hanging up.

4. **Calling Instructions:**

Each telephone will be equipped with a faceplate that includes calling instructions for the type of calls allowed. In addition, voice prompt instructions will be provided to the inmate in up to ten (10) languages chosen by the County.

✔ **Securus has read and complies.**

To assist in the calling process, Securus will provide durable printed dialing instructions at each inmate telephone location in English, Spanish, and the other languages specified by the County. As a security measure, Securus will use materials and techniques appropriate for the corrections environment that explains the process in a clearly defined and easy to read manner.

Sample Dialing Instructions in English and Spanish

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 linea de aviso secreto, marque '8'
Enter your PIN number	Marque su numero de identificación personal
Enter your area code and phone number	Marque su numero de telefono, incluya su codigo local o lada
You may hear silence during the acceptance of your call. Please continue to hold.	Vas a oir silencia mientras aceptan su llamada. Continue esperando por favor.

By default, Securus' SCP system provides language prompts in both English and Spanish. However, SCP may be configured to provide language prompt instructions to the inmate in as many as nine additional language prompts as required by the County. After the necessary language prompts are set up in the SCP system, inmates select their specific language choice at the beginning of the call by dialing a single digit. During call acceptance, the called party receives the acceptance instructions in English first, and then receives an option to continue in the language selected by the inmate. This fraud deterrent feature eliminates possible attempts by the inmate to confuse the called party with a language he/she does not understand. Securus will work with the customer on the pricing of additional language options.

5.   <u>Problem Reporting Capabilities</u>

The proposed system should have automatic problem reporting capabilities by phone, fax, or email and provide automatic notification to the Proposer that the telephone is out of service. Proposer shall be required to fully describe those capabilities in response to this paragraph. Contractor shall notify the County of any failures immediately with an estimated restoration time. Further, Contractor will provide updates on an hourly basis until service is restored.

✔ **Securus has read and complies.**

In addition to a local, Michigan based support infrastructure that will immediately respond to any needs of Genesee County, Securus provides superior customer service capabilities from a State-of-the-Art customer service center at our headquarters in Carrollton, Texas. Securus' Technical Support Center (TSC) is staffed by 50 support technicians to ensure quick problem resolution and quality customer service. The average tenure of our support management is 5 years with our technicians averaging 3 years. Securus has recently celebrated 25 years of operation in the corrections industry and our support staff's experience is second to none.

Securus' TSC serves as a single point of contact for facility staff to request service or make inquiries 24 hours a day, 7 days a week, 365 days per year and has four convenient methods of contact:

- Telephone: 866-558-2323

- E-Mail: technicalsupport@securustech.net

- Fax: 800-368-3168

- Web portal @ https://www.securustech.net/facility/Default.asp

The TSC uses a call distribution system to automatically manage the flow of inbound customer calls, routing calls directly to our support technicians in a skills based, platform specific manner. Securus establishes response times and service level agreements that accomplish our key objective of providing timely resolution to each request.

Upon contact from a facility each service request is assigned one of three initial priority levels, each with its own resolution and escalation timelines. Every effort is made to resolve the problem remotely within the designated timeframes and many service requests can be resolved during the initial request. If the service request cannot be resolved remotely, a field service technician is dispatched to the facility to expedite resolution.

The TSC uses an event tracking system that logs, tracks, manages and assures appropriate response to all service requests. The service request generates a trouble ticket with priority level assignment which drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem and either resolves the problem or engages the appropriate party for problem resolution. The TSC retains ownership of all service requests and is responsible for the escalation and update functions.

Securus currently has more than 85 patents and over 35 patents pending, all of which are supported by our TSC. No competitor can match Securus' TSC experience in working with corrections officials to quickly resolve and manage calling programs. Securus' experience and technology allows us to create and manage calling programs for corrections facilities that put top priority on providing safety and security to the public.

Service Response Times and Escalations

	Service Priority Description	Response Time	Customer Communication Guideline	Escalations
P1	A P1 is our highest service level which is defined as 30% or more of the functionality of the System being adversely affected by the System Event. Examples of P1 service assignments would include items such as no voice prompts, features not operating appropriately, inability to burn CD's, issues with listening to live calls, inability to access SCP, all phones down.	Two (2) Hours	• Securus Technical Support Center notifies the facility when the service issue is resolved. • If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival.	• If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request. • Technical Support Manager & Field Service Manager • Technical Support Director & Field Service Director • VP Service & Operations
P2	A P2 assignment is defined as 5% to 29% of the functionality of the System being adversely affected by the System Event. Examples of a P2 service assignments would include items such as work station, specific system ports, LEC circuits, unblocks, block numbers, missing CDRs, call searching.	Twenty-four (24) Hours	• Securus Technical Support Center notifies the facility when the service issue is resolved. • If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival.	• If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request. • Technical Support Manager & Field Service Manager • Technical Support Director & Field Service Director • VP Service & Operations
P3	A P3 assignment is defined as less the 5% of the functionality of the System being adversely affected by the System Event. Single and multiple phones	Seventy-two (72) Hours	• Securus Technical Support Center notifies the facility when the service issue is resolved. • If a technician is	• If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources

	Service Priority Description	Response Time	Customer Communication Guideline	Escalations
	related issues. Examples of P3 service assignments would include items such as static on the phone, a party not being able to hear, unable to dial, a broken phone, dial pad not working, cut off switches not working, and inability to generate reports.		required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival.	are allocated to resolve the service request. • Technical Support Manager & Field Service Manager • Technical Support Director & Field Service Director • VP Service & Operations

6. <u>**Call Blocking**</u>

The system must be capable of blocking at least 1,000,000 individual numbers, area codes, or exchanges, as well as automatically blocking calls to a number after charges have been denied for a preprogrammed number of attempts. Proposer shall state the method and quantity of telephone numbers the system can block. Additionally, proposers shall provide a protocol for call blocking identifying the reasons as to why a call to a number would be prohibited.

The Securus SCP exceeds this requirement. The SCP is designed to provide virtually unlimited call blocking capability to any telephone number, area code, or exchange the inmate might dial. 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 need to contain thousands of entries, the Securus SCP offers unlimited blocking potential.

SCP's automated operator also provides a patented Perma Block feature that replaces the older technology based on blocking a call only after a certain number of calls have been denied. Perma Block always allows a called party to immediately block their number prior to accepting a call. This feature can be used to block future calls from any inmate in the facility.

When the called party answers the phone, SCP's advanced answer detection triggers the call acceptance voice prompt. The called party hears, "Hello, you are receiving a collect call from John Doe, an inmate at the Genesee County Jail. This call is subject to monitoring and recording." The called party then hears the following menu options:

- "To accept this call, press 1."

- "To refuse this call press 2."

- "To hear the rates and charges for this call, press 7."

- "To block future calls to your number, press 6."

Enabling the called party to instantly block calls themselves helps to reduce the number of called party complaints and reduces facility labor requirements.

7.   **Call Branding**

All collect calls placed from the County Jail and related locations from inmate telephones must be capable of being identified to the called party as follows:

"This is a collect call from inmate, _____ (Inmate speaks name) from the Genesee County Jail. The charges are _____ per minute."

In addition, the system must have the capability to inform the called party at selected intervals during the conversation that they are speaking with an inmate.

✔ **Securus has read and complies**

SCP uses clear and concise, professionally recorded voice prompts to assist the inmate throughout the calling process. Voice prompts are configured at the Customer and Site level, and can be customized to include specific information.

When the called party answers, the SCP call announcement message notifies the called party that they have a collect call from an inmate and states the name of the institution in which the inmate is located. The inmate's recorded name is announced to the called party as part of this call acceptance message to provide identification of the calling inmate. For example, a typical announcement may say, "*You have a collect call from an inmate, "John Doe", at the Genesee County Jail. This telephone call may be monitored or recorded.*" The facility name branding can be customized for every facility.

Voice Overlays

Securus' SCP allows voice overlay messages to be played throughout the call as an additional fraud protection feature. The established message may be programmed to play at one-minute increments or a random setting. An example of a voice overlay message is "*This call is from the Genesee County Jail.*"

Voice overlay can be configured by customer in the following ways:

- Play the message randomly or a fixed number of times per call
- Set the number of times to play the message during the call
- Change the time between when the message plays and when to play the next message
- Set the delay between call acceptance and when to play the first message
- Set the amount of time before the end of the call to play the message

8.   **Answer and Termination Detection**

The telephone system must record the method in which the call was accepted or denied. Further, the system must record the method in which the call was terminated. This

information must be contained within the call detail records (CDR) and be included in call detail reports.

☑ **Securus has read and complies.**

The SCP system records call acceptance or denial, as well as the reason for termination, and stores this information in the call detail record (CDR). Users can generate, save, export, and print the call detail reports using the SCP user interface.

Securus allows access from facilities and its investigators to research calls via a single access portal known as the SCP user interface. The SCP user interface provides a single-point access to all the investigative tools provided in the SCP.

Investigators can specify search criteria for calls, such as called party, calling telephone, date, time, PIN, account, duration, and locations, and search across a site or group of sites based on their security authorization. This search is performed across the CDR records and can include a search for either all call attempts or just completed calls.

The results of this search allow for viewing of detailed information about the call and, whether or not a recording was made. If a recording was made, within the limits of security access granted, the investigator can listen to that recording using a powerful call player that has easy-to-use search capabilities, and features such as, pause and play.

Our standard 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 and on disk. Typically, CDRs are stored for seven years.

Call Detail Record Storage

Securus provides a secure, centralized System Database for call detail records that are replicated to many other systems within the Securus network, including the rating and billing database. This feature is designed to prevent loss of data. Securus' SCP has the capacity to store multiple years of call data as required by the facility.

Securus uses Oracle for its database file structure. Oracle Database delivers economies of scale on easily managed grids, making it easier to:

- Reduce downtime with maximum availability architecture
- Partition and compress data to run queries faster
- Securely protect and audit data, and enable total recall of data
- Make productive use of standby resources

Oracle simplifies the process of linking data in multiple tables. This is a key feature of a relational database management system, or RDBMS. Storing data in multiple tables enables Securus to define relationships between the tables, as well as the applications that feed information into those tables.

Not only does Oracle allow our SCP to link the call data to multiple tables, it also maintains consistency between them, ensuring that the data among related tables is correctly matched to maintain referential integrity.

Utilizing the Oracle database provides us the ability to respond faster to changing business conditions, thus providing our clients with a system that is more responsive to their continually evolving needs.

Oracle supports all standard relational data types, as well as native storage of XML, Text, Documents, Images, Audio, Video and Location data. Access to data is via standard interfaces such as SQL, JDBC, SQLJ, ODBC .NET, OLE .NET, and ODP .NET, SQL/XML and Xquery and WebDAV.

Call detail reports should be available to the County on a real time basis via the on-site terminal. The records shall provide, at a minimum, the following information on all outgoing calls:

a. Time of day originated and terminated

b. Station number originating call

c. Number dialed

d. Line or Trunk group and trunk number call route

e. Duration of call in minutes and seconds

f. Method of call termination

g. Location of the station originating the call

✔ **Securus has read and complies.**

Call detail reports will be available to the County on a real-time basis using the SCP user interface, which can be accessed through the onsite terminal or any other computer with Internet access. The CDRs will provide the following information, at a minimum:

- 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.)
- Inmate name
- Inmate PIN, if used, and/or account number
- Destination zone (i.e., local, interLATA, interstate, intraLATA, international)
- Reason for termination

All call detail records must be collected and stored real time at a central, secure location, as well as the on-site PC.

✔ **Securus has read and complies.**

The SCP system collects and stores the CDRs in real time at a central, secure location, and makes the CDRs available to users through the onsite PC.

The proposed system must provide to County Jail personnel the following reports, displaying, and printing both real time and historical detail records based on the following criteria:

a. Called number and duration

b. Specific date or range of dates

c. Disposition of call

d. All calls placed from a specific telephone or group of telephones

e. Call history

f. Cumulative call progress statistics

g. Method of call acceptance or denial

h. Calls by inmate/system user (inmate PIN)

✔ **Securus has read and complies.**

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.

Samples of call detail reports must be provided with the proposal response.

✔ **Securus has read and complies.**

Please refer to Attachment H for Securus' Sample SCP Reports.

The inmate telephone system must be able to generate frequency reports including origination number, destination number, inmate PIN, and trunk identification number. All frequency reports must be available in chart format.

✔ **Securus has read and complies.**

SCP features a Call Frequency Report that allows Genesee County users to look up phone numbers in the system that have been called a certain number of times within a given time frame. Search criteria include:

- Threshold (Number of times a phone number was called)
- International
- Watched
- Private
- Termination Category
- Call Type
- Call Status
- Date Range
- SCP's frequently called number (FCN) report shows information relative to the amount of calls to a particular number and reflects the facility location from which the number was called.

10.   **Monitoring Stations**

Proposers shall supply Genesee County with a minimum of two monitoring stations to be located in areas designated by the Sheriff's Department upon award of contract.

Alternatively, the County would accept full access to the proposed Inmate Phone System's functionality via designated laptop or personal computers designated by the Sheriff's Department.

✔️   **Securus has read and complies.**

As required in Addendum #7, Securus has revised requirement 7.10 above.

Securus will provide Genesee County access to the Secure Call Platform's user interface from any designated laptop or personal computer designated by the Sheriff's Department. Because SCP's user interface is entirely Web-based, authorized users access the system at anytime, from any location. We call this anytime/anywhere access. Securus can utilize the existing multiple layers of security in the existing system to provide remote access to any authorized user groups approved by Genesee County.

Designed with our customers in mind, SCP is a highly featured, flexible, state-of-the-art system providing you with the ultimate in inmate call control, recording and monitoring capabilities, fraud control and tracking, security, reporting, and investigative capabilities–from any secure Web browser with Internet access.

If the Sheriff's Department prefers, Securus will also provide the required number of workstations to be located in areas designated by the Sheriff's Department upon award of contract. These workstations typically include the following Dell components:

Dell Optiplex GX380 with Open Workstation pre-configuration CD. Resides on customer's network.

OS: Windows 7 Professional

Windows Internet Explorer 7.0

Small Form Factor Computer

Dell Entry USB keyboard and mouse

3.5" 160GB SATA 7200 RPM HDD

Each workstation will include a Dell E170S 17" LCD monitor.

11.   **Call Length Control**

Genesee County Sheriff's Department officials shall be given total flexibility to limit the length of calls placed by inmates, i.e. 15 minutes based on the day of the week, type of call, and the inmate's "privilege" level. The inmate shall be warned prior to disconnecting that the call time limit is about to expire.

✔ **Securus has read and complies.**

SCP provides the flexibility needed to limit the length of calls as needed by the Genesee County Sheriff's Department. All inmate calls will include a call termination warning at one minute prior to the end of the call's pre-programmed time limit.

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.

12. <u>Call Supervision</u>

The inmate telephone system must provide line-monitoring capability via a line indicator at a central location with which Sheriff's Department personnel should have the ability to select any access line by pressing a single button or issuing a simple keystroke command.

✔ **Securus has read and complies.**

The SCP user interface provides authorized Genesee County users with immediate, real-time monitoring of calls in progress via the multi-media PC workstation. Facility personnel (with appropriate password privileges) can monitor live calls by highlighting the call in progress and clicking on the speaker icon. This process is undetectable by either the inmate or the called party and does not disrupt the recording process. Concise descriptions of activity appear for each phone in use. For example, the system shows the specific telephone location, inmate PIN, the destination number dialed, city and state of the destination, time and duration of call, any restrictions such as "watched" or "private," and the status of the call, such as "in progress," "calling destination," "get acceptance."

The system can also automatically eliminate all monitoring or recording of special calls, such as to legal counsel, by designating the number as a "private" number. SCP prevents all unauthorized attempts to listen to private calls—the user interface will not display the speaker icon that allows users to play non-private calls. In addition, the call record lists the call as "private" on the user interface.

Neither the called party nor the inmate should detect an audible indicator that would warn him/her that the line is being monitored.

✔ **Securus has read and complies.**

Neither the called party nor the inmate will be able to detect any audible notification that would indicate the line is being monitored. When monitoring is in progress, the system incorporates analog

suppression/amplification hardware that allows guard monitoring of calls without inmate or called party detection. To assure complete investigator anonymity, there is absolutely no noise, dB loss, or other indicator when this feature is activated via handset, headset, or an amplification instrument such as speakerphone, orator, magnetic, taping equipment, etc.

> All call monitoring should be available via the inmate telephone system workstation. No other equipment should be required.

✔ **Securus has read and complies.**

SCP was designed to make investigations and other related duties easy for our corrections customers. Genesee County authorized users can monitor the inmate calls through the SCP user interface on any Internet-enabled computer. No other equipment will be required.

> The inmate telephone system should allow users with the appropriate password level to terminate an inmate call in progress instantly from the PC workstation.

Authorized Genesee County users with appropriate password level can terminate an inmate call in progress from the SCP user interface.

SCP allows authorized users to immediately disable a telephone, group of telephones, or entire facility, using any personal computer with access to the Internet. Securus is one of the only providers to offer this capability to authorized users, anytime, from anywhere, 24 hours a day, 7 days a week. This is a major time-saving convenience for all participating users. This function allows authorized users to either kill the call immediately or allow the current call to finish while not allowing any more calls.

13.   **Call Validation**

All calls shall be validated on a real time basis to eliminate access to blocked numbers, ~~cellular telephones,~~ payphones, pagers, or other unacceptable numbers.

✔ **Securus has read and complies.**

As required in Addendum #7, the reference to cellular telephones has been stricken from this requirement.

Securus employs the most sophisticated intelligent validation network in the industry. As a real-time, computer telephony-based switching system, the SCP never allows an inmate to be connected to a conventional dial tone. All dialed numbers—whether prepaid or collect—are thoroughly analyzed before the call is allowed to process. This includes determining if the area code and exchange are valid, checking the number against any restrictions such as customer requested blocks, and verifying through the national Line information Database (LIDB). Only after the dialed number passes all of these tests will it be dialed by our SCP.

We currently serve several inmate facilities with our validation hub, and the collective information is very effective in reducing fraudulent and illicit calling.

The system shall be designed to eliminate any and all access to a live operator.

✔ **Securus has read and complies.**

The SCP system eliminates any and all access to a live operator and, instead, uses a patented automated operator service (AOS). This automated operator assistance uses clear and concise, professionally recorded voice prompts to establish call acceptance and assist inmates and called parties throughout the calling process.

14.   **Controlled Access**

The proposed inmate telephone system must provide Sheriff's Department officials with a means of controlling general access to telephone services. The system should provide a means to set telephones and groups of telephones in or out of service at predetermined times. Proposers shall describe in detail how this will be accomplished.

✔ **Securus has read and complies.**

The SCP user interface makes administration of the inmate telephones an easy, user-friendly task. Authorized Sheriff's Department officials, with appropriate credentials, can control general access to telephone services and set telephones or groups of phones in/out of service at predetermined times.

15. <u>Fraud Control</u>

> Aid in controlling fraudulent use of the telephone network shall be provided by interference with secondary call patterns, termination of calls if a second dial tone is detected, and prohibition of hook switch dialing.

✔ **Securus has read and complies.**

Securus leads the inmate telephone industry in developing and providing fraud control features, as evidenced by our more than 85 patents. Perhaps the most significant emerging threat to unauthorized, fraudulent, and illicit activity is call diversion schemes that mask the true destination of the call. Securus provides the most advanced fraud detection capabilities in the correction industry. Securus' SCP continuously analyzes call data and system parameters to detect any system anomalies, hardware failures, fraud indications, lowered revenue levels, or unusual usage patterns. All telephone activity is logged and statistically analyzed to detect any attempts at call forwarding, three-way calling, 'hookswitch dialing', 'black boxing', 'hacking', or any other fraudulent telephone activities.

The SCP will provide, at a minimum, the following aids in preventing fraudulent use:

- Detection of three-way calls (patented)
- Elimination of secondary dialing
- Prohibition of switch hook dialing
- Limitation on the number of times a telephone number may be redialed by the offender within a specific period of time (parameters to be set by the Department)
- Collection and prevention of DTMF
- Detection of call forwarding

The system, by default, does not allow the inmate to press additional digits. Our SCP uses our patented DTMF collection techniques to only collect and act upon digits that the system is expecting to be pressed. Unlike traditional premises-based systems, SCP controls the call and buffers all information from when digits are pressed, to when they are sent through the call flow. For instance, the system asks for a language selection and expects a one-digit answer; the system asks for a PIN and expects a max PIN length to be entered. After the call is completed, the system does not expect the inmate to press any digits and will not read any extra digits if they are pressed. Inmates could press as many digits as they want and the system will not pass them through or react to them in any way. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after the call is completed. This patented feature is only available on the SCP.

> The County will bear no responsibility for the loss of revenue as a result of fraudulent use of the telephone service. Fraudulent calls shall be the sole responsibility of the Contractor.

✔ **Securus has read and complies.**

> The system shall have the capability to detect the dialing of additional DTMF's following call connection. Upon detection, the system should play a warning message to the inmate and the called party.

✔ **Securus has read and complies.**

The SCP system, by default, does not allow the inmate to press additional digits. Our SCP uses our patented DTMF collection techniques to only collect and act upon digits that the system is expecting to be pressed. Unlike traditional premises-based systems, SCP controls the call and buffers all information from when digits are pressed, to when they are sent through the call flow. For instance, the system asks for a language selection and expects a one-digit answer; the system asks for a PIN and expects a max PIN length to be entered. After the call is completed, the system does not expect the inmate to press any digits and will not read any extra digits if they are pressed. Inmates could press as many digits as they want and the system will not pass them through or react to them in any way. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after the call is completed. This patented feature is only available on the SCP.

16. **Inspection Audit and Maintenance of Reports**

> The Contractor shall maintain books, records, and documents in accordance with generally accepted accounting practices that sufficiently and properly reflect all gross revenues generated.

✔ **Securus has read and complies.**

Securus will maintain books, records, and document in accordance with generally accepted accounting practices that sufficiently and properly reflect all gross revenues generated. Securus is the only inmate telephone provider who adheres to the stringent requirements of Sarbanes-Oxley and SAS-70 certification requirements.

Sarbanes-Oxley Compliance

Serving so many correctional facilities requires Securus to have the best internal controls and processes in the industry. Securus is proud to be the only inmate telecommunications provider in the U.S. who is Sarbanes-Oxley Section 404 compliant. To attain Sarbanes-Oxley compliance required an independent accounting and auditing firm to complete a comprehensive and in-depth evaluation and test of Securus' internal controls over financial reporting. The unconditional audit opinion, or compliance, confirms that the company has effective controls and safeguards in place to manage its financial information. Unlike our competitors who do not provide transparency or vigor in their financial reporting, our accomplishment reinforces that our financial statements provide the necessary depth and accuracy required for investors, rating agencies, and our correctional facilities customers.

SAS-70 Type II Certified

Securus, unlike any other provider in the industry, can also claim the distinction of attaining SAS-70 Type II certification as well. During the past two years, Securus successfully completed an American Institute of Certified Public Accountants Statement on Auditing Standards No. 70 (SAS 70) certification. A SAS 70 certification indicates that an independent accounting and auditing firm completed a comprehensive and in-depth evaluation and testing of Securus' internal controls and related activities. This certification confirms that the company has effective controls and safeguards in place to manage information and data belonging to its customers. Because inmate telecommunications providers, like Securus, need to install and operate highly sophisticated call management platforms and related services to meet the security and public safety needs of correctional facilities, we need to be able to accurately process, manage, and control millions of call records and call recordings for security and investigative purposes. A SAS 70 Type II report reinforces to correctional facilities and their auditors that Securus has the necessary controls in place to manage this critical information

The County or their representatives shall have access, for the purpose of examination, to any books, documents, papers and records of the Contractor as it relates to this Contract.

✔ **Securus has read and complies.**

Genesee County or their representatives will have access, for the purpose of examination, to any books, documents, papers, and records of Securus as it relates to this contract.

The County may cancel any resultant Contract for refusal by the Contractor to allow access to all documents, papers, or other materials originated or received by the Contractor in conjunction with this Contract. The County may cancel the Contract if examination of the material provided by the Contractor in conjunction with this Contract provides cause to terminate due to non-compliance or fraud.

✔ **Securus has read and complies.**

17. **Maintenance Diagnostics**

The system software should be designed to interrogate the system to perform continuous self-test diagnostics without Genesee County Jail personnel intervention.

✔ **Securus has read and complies.**

The Securus Network Operations Center (NOC) is located within our corporate headquarters in Dallas, Texas. The center is staffed 24 hours a day, 7 days a week, 365 days a year and continuously monitors the system to perform self-test diagnostics without Genesee County intervention.

The center is staffed with highly skilled Administrators trained to monitor, diagnose and resolve any potential system or network abnormality, or escalate the issue to appropriate Information Technology (IT) support personal.

Securus proactively identifies potential system and network abnormalities through a centralized diagnostic application, Orion by Solar Winds. This network management software allows Securus personnel to continuously monitor all hardware, software and system metrics.

Through our network monitoring practices, we are able to:

- Enable proactive repairs to a system before it goes down.
- Alert remote or on-site engineers of any system threshold inconsistencies or alarms.

Alerts are sent to the NOC to track the event.
The NOC communicates with engineers through email, SMS (short message service), or directly through a wireless phone to address the issue.

- Receive real time alerts when the system detects an error.
- Identifies that the Network Elements health threshold has been exceeded or if any other potential system issue has been discovered.
- Monitor call traffic patterns, bandwidth detail, and network life cycle management to ensure sufficient resources are in place.
- Centrally monitor all calling traffic and reporting to determine if increase or decreases in the number of telephones are needed.

When the system detects a problem, a trouble ticket is automatically generated in the form of an e-mail. This e-mail should be automatically sent to the Contractors maintenance center with no intervention required by facility personnel.

✔ **Securus has read and complies.**

When the system detects a problem, a trouble ticket is automatically generated using an event tracking system. The notification is automatically sent to the NOC with no intervention required by Genesee County personnel.

Contractor shall include with submitted proposal clear, concise information describing the operation of the diagnostic system.

✔ **Securus has read and complies.**

Securus proactively identifies potential system and network abnormalities through a centralized diagnostic application, Orion by Solar Winds. This network management software allows Securus personnel to continuously monitor all hardware, software and system metrics.

Through our network monitoring practices, we are able to:

- **Enable proactive repairs to a system before it goes down.** Many times corrections are made before a system shows signs of an issue and before the facility is aware of a problem. This means less down time and increased system reliability for the facility.

- Alert remote or on-site engineers of any system threshold inconsistencies or alarms. If detected:

Alerts are sent to the NOC to track the event.
The NOC communicates with engineers through email, SMS (short message service), or directly through a wireless phone to address the issue.

- Receive real time alerts when the system detects an error.

- Identifies that the Network Elements health threshold has been exceeded or if any other potential system issue has been discovered. Additionally, volume thresholds are established for each transport carrier on core node equipment at each data center, alerting Securus personnel of possible carrier network issues.

- **Monitor call traffic patterns, bandwidth detail, and network life cycle management to ensure sufficient resources are in place.** A separate Capacity engineering team reviews call traffic volume reports and storage requirements throughout all systems.

- Centrally monitor all calling traffic and reporting to determine if increase or decreases in the number of telephones are needed. Upon agreement by the customer, the service and operations team will install any additional telephones required.

The following are a few examples of the NOC monitoring views:

SCP can operate in a combination of collect call and debit mode depending on the facility and the unique needs of the County. The specific steps taken for the inmate to make a call and for the friends and family is described as follows.

Specific Inmate Calling Process

The inmate calling process comprises the following steps:

- Inmate picks up the telephone
- "For English, press 1." [In Spanish] For Spanish, press 2." (additional languages can be added)
- "For a collect call, press 1"
- "For a debit call, press 2"

The following table provides calling options and the associated announcements that the inmate will hear.

Inmate Calling Options

Inmate Chooses Collect Call Option	Inmate Chooses Debit Call Option
• "Please enter your PIN number now" (repeated) • "Please enter the area code and telephone number you are calling now." (repeated) • If voice biometrics is being used, "You will be asked to verify your voice now. Please say your name after the beep" • If voice biometrics is being used, "Please say the facility name after the beep" • "This call is subject to monitoring and recording. To continue, press 1. To disconnect, press 2." • "You may hear silence during the acceptance of your call. Please continue to hold."	• "Please enter your PIN number now." (repeated) • "You have (X) dollars and (X) cents." • "Please enter the area code and telephone number you are calling now." (repeated) • "This call will cost (X) dollars and (X) cents for the first minute and(X dollars and X cents) for each additional minute, plus any applicable telecom and sales taxes." • If voice biometrics is being used, "You will be asked to verify your voice now. Please say your name after the beep." • If voice biometrics is being used, "Please say the facility name after the beep." • "This call is subject to monitoring and recording. To continue, press 1. To disconnect press 2." • "You may hear silence during the acceptance of your call. Please continue to hold."

Specific Friends and Family Process

The following table provides the friends and family process when receiving a call, and the associated announcements.

Friends and Family Receiving Call Process

Collect Call	Debit Call
"Hello. This is a collect call from (Inmate Name). An inmate at the County Jail. This call is subject to monitoring and recording."	"Hello. This is a debit call from (Inmate Name). An inmate at the County Jail. This call is subject to monitoring and recording."
"To accept this collect call press 1. You may start your conversation now." "To refuse this collect call, press 2." "To prevent calls from this facility, press 6." "For a rate quote press 7."	"To accept this debit call press 1. You may start your conversation now." "To refuse this debit call, press 2." "To prevent calls from this facility, press 6." "For a rate quote press 7."

During the call, random announcements (Voice Overlay) are played to both parties as designated by the County. At one minute before the maximum call duration is met the one minute remaining message will be played.

Securus' SCP allows voice overlay messages to be played throughout the call as an additional fraud protection feature. The established message may be programmed to play at one-minute increments, or a random setting. An example of a voice overlay message is "*This call is from the Genesee County Jail.*"

19. **Inmate PIN System**

The inmate telephone system must be capable of assuming a unique PIN for each inmate. Each PIN should be between six (6) and fifteen (15) digits in length. The system shall provide an automated PIN setup feature that allows an inmate to set up his own PIN record from a specified setup phone.

✔ **Securus has read and complies.**

The SCP system is compatible with the use of inmate personal identification numbers (PINs) for each inmate. PINs can range from 4 to 16 digits, based on the needs of the facility. Securus can set up the system to provide an automated PIN set up feature, allowing inmates to set up his PIN record from a specified set up phone.

PIN Generation

SCP enables facilities to setup Personal Identification Numbers (PINs) for each inmate. The system can be configured to require inmates to enter in their PIN prior to making a phone call.

PIN generation may occur by Securus uploading files provided from your JMS provider and/or Commissary using Securus' E-Imports application, or a custom integration from our Integration Team, or by manual input through the SCP user interface.

PIN numbers are created by linking an inmate's Custody Account (all the information about an inmate, plus information such as call schedule, call durations, and more) to an inmate's PIN number. The number can be configured as a number 4 or more digits in length.

Each inmate can be issued a secret PIN. A common practice for issuing PINs is using a combination of fields, such as all or a portion of the permanent inmate identifier plus a field that is only known to that inmate so the PIN can be secure. Example: last 4 digits of the jacket ID (permanent inmate identifier) and the birth month and day of the inmate.

Additionally, if the JMS has the capability to randomly generate a PIN at the time of booking and will include it via the integration, that could become the inmates secret PIN. This option is beneficial because it enables the booking officer to easily communicate to the inmate what his or her PIN will be, and not have to communicate later to the inmate his or her PIN. The inmate would have immediate access to make a call using his secret PIN.

Securus is very flexible in this area and will accept any PIN Duval County wishes to use. This number can absolutely be configured to be required before an inmate can place calls through the SCP ITS.

> Call duration, call velocity (# of calls allowed within a specified time frame), programmable free calls and phone usage periods can be programmable by individual inmate PIN.

✔ **Securus has read and complies.**

Call restrictions, such as duration, velocity, free calls, and phone usage periods can be programmable by individual inmate PIN using the SCP user interface. 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.

Each inmate PIN will have an associated call allow list that includes telephone numbers an inmate is permitted to call. The inmate telephone system will provide for automated registration of the destination numbers for each inmate allow list.

✔ **Securus has read and complies.**

The SCP allows inmate PINs to have an associated call allow list, called a Personal Allowed Number (PAN) list. SCP can be configured to provide automated registration of the destination numbers through our Auto PAN feature.

Securus Inmate Calling List (PAN)

The Personal Allowed Number (PAN) lists are flexible and may be administered in various ways. The system may allow authorized users to manually enter and administer approved numbers as well as automate the process by allowing the first configured amount of numbers called by the inmate and accepted by the called party to be added to their list automatically.

With the automated feature, PAN lists can be configured to refresh every month on a certain day, such as the 1st of every month, or configured for a longer threshold to encompass a refresh every 90 days.

Additionally, the system allows for the auto importing of personal allowed numbers through our automated integration application to add numbers, block numbers, associate relationships, set blocks automatically, change the class of service associated with a phone number PAN entry, and deactivate numbers.

In addition, SCP offers an "Inmate Self-Managed PAN" allowing inmates to manage phone numbers on their list such as adding a new number, removing a number, checking the status of a phone number, or hearing which phone numbers are on their list without any intervention from Genesee County staff.

With this system, when an inmate adds a phone number to their list it is checked against any disallowed lists first then the automated system conducts a real time Billing Name and Address (BNA) lookup on the phone number. If a valid BNA is found, the automated system calls the phone number requesting to be added and asks the called party if they wish to be placed on the specific inmates PAN list (*sample prompt - "Hello, you are being requested to be added to the allowed number list of 'John Smith', an inmate at the 'Genesee County Jail". This will enable 'John Smith' to call you in the future. To accept this offer to be added to the allowed calling list of 'John Smith' press 1. To refuse and not receive calls from 'John Smith, press 2'"*).

If they accept to be added, the phone number is added as 'Verified'. If not, or if a valid BNA could not be identified, the phone number is added as 'Not Verified'. Calls to phone numbers that were denied by the called party will not be allowed to be called by the inmate. Phone numbers where a Billing Name and Address could not be found can be added to the PAN list as "Not Verified", meaning the automated system was unable to verify the telephone Billing Name and Address and thus did not place the automated call to the phone number requested to be added. Based on the customer needs, the system

is flexible and configurable to either allow or deny 'Not Verified' numbers to be called for a specified period of time before being blocked, or can block all 'Not Verified' numbers from ever being called.

Securus prides itself on the flexibility and configurable options to allow Genesee County to use the system in the ways that best work for them. All numbers listed as 'Not Verified' are easily searchable on a PAN Management Report from the same SCP portal used for all administration. This report includes all PAN related activity and information, such as all Phone Number entries listed as Verified, Not Verified, Inmate Name, Inmate Account Number, PIN, Phone Number, Status (active / not active), blocks, class of service, speed dial code, relationship to the Inmate, and the BNA information. This allows authorized staff or administrations to quickly and easily identify any phone number an inmate has added, removed, accepted, refused, or attempted to add where BNA information was not available.

When inmates place their calls the SCP system checks, in real time if the phone number is currently active on the Inmate PAN list. This is done immediately after the inmate enters their PIN and occurs in a few milliseconds. If the number is not on the PAN or is 'Not Verified' after the configured threshold to allow 'Not Verified' numbers, the inmate is presented with the a voice prompt indicating why the call cannot complete (sample prompt - "This number is not authorized").

20. **Officer Check – In**

The system shall have the capability of allowing Sheriff's Department Corrections Officers to "check-in" from any phone in the system, entering his PIN number and creating a report log of the time, date, and officer's name.

✔ **Securus has read and complies.**

Securus' SCP provides the capability for correctional officers to "check in" from any offender telephone without the need for specialized buttons or magnetic wands. Each officer will simply lift the receiver of any inmate telephone; enter his or her unique Officer Check-In PIN and record observations during their rounds. At the end of their rounds, the authorized users will have the ability to search Officer Check-In calls, as well as accounts providing exact date and time of entry into each cell location as well as playback of the recorded conversation of any observations during their rounds.

For staff convenience, the Officer Check-In feature is always active regardless if the telephone set is automatically programmed to be off during their rounds. However manual cutoff switches are required to be on enabling connectivity between the telephone and the SCP.

SCP is quite flexible in allowing officers to "check in" from any telephone. Each officer is provided a unique PIN as well as a personalized mailbox to record an observation during duty rounds. All information can be obtained simply by generating a report for a single officer PIN or a group of officers by selecting Officer Check-In report module. Once the report is generated, personalized messages can be retrieved by authorized personnel from any workstation with access to the SCP user interface secure Web site. This efficiency enhancing capability provides audit capabilities that help indemnify your facility and provide savings on costs related to stand alone check in systems.

user name and password can easily and remotely access recording and monitoring of inmate calls from any Windows 2000 Service Pack 4 or Windows XP PC with Internet Explorer 6.0 or 7.0.

Covert Alert Monitoring

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 Genesee County Jail. To accept this covert alert call, please enter your investigator PIN now."

23. **Attaching Notes to Call Detail Records**

Genesee County Jail personnel must be able to attach a note document to any call record such as the case number or other pertinent information. This note should have the capability to be saved to a disk, CD and/or flash drive and used in a word processing programs like Microsoft Word and still retain the formatting. In addition, the inmate telephone system should have the capability to conduct searches on the information contained within the notes, i.e. case number, inmate name, etc.

✔ **Securus has read and complies.**

Securus' SCP allows for authorized users to add notes and tracking numbers to call detail records associated with recordings. This feature, known as Call Tracker, allows authorized users to simply click the notepad icon located on the call detail record, in order to add notes to an inmate call. The Call Tracker feature gives authorized users the ability to add a tracking number, gang affiliation, duration into the call, and any other notes associated with the call. Additionally, this feature allows authorized users the flexibility to either keep the note private to their own investigation, or to selectively share the note with other users. From the simple to use notes screen, users may also view previous notes associated with the same call.

SCP supports any written and spoken language that can be recorded. If we receive a request for a language that is not currently recorded, Securus will have the English prompts translated by a third-party vendor and recorded in the requested language. Some examples of languages that Securus has implemented include, but are not limited to the following:

- Spanish
- Arabic
- Spanish
- Bulgarian
- French

- Hebrew
- Polish
- Hungarian
- Chinese (all dialects)
- Japanese

- Romanian
- Russian
- German
- Italian
- Somali

After the necessary language prompts are set up in the SCP system, inmates select their language choice at the beginning of the call process by dialing a single digit.

During call acceptance, the called party receives the acceptance instructions in English first, and then receives an option to continue in the language selected by the inmate.

This fraud deterrent feature eliminates possible attempts by the inmate to confuse the called party with a language they do not understand.

> If additional languages should be required, the system shall be capable of providing automated operator voice prompts in up to ten (10) languages at no extra cost to the County. Modification or addition of languages shall be made at no extra cost to the County.

✔ **Securus has read and complies.**

> Any voice prompt required during the operation of the inmate telephone shall be clear and concise.

✔ **Securus has read and complies.**

SCP includes an interactive voice response (IVR) system that provides automated operator service (AOS). This automated operator assistance uses clear and concise, professionally recorded voice prompts to establish call acceptance and assist inmates and called parties throughout the calling process.

26. **Uninterrupted Power Supply (UPS)**

Inmate Telephone Systems at the facility shall be provided with an uninterruptable power supply (UPS). The UPS shall prevent potential problems in the telecommunications system caused by power surges and spikes.

✔ **Securus has read and complies.**

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.

27. **System Integrity**

It shall be the responsibility of the Contractor to assure an operational system including any and all interfaces with the regulated common carrier and the availability of required central office facilities. By submitting a proposal, the proposer agrees that:

a. The proposer is familiar with the local conditions under which this inmate telephone system must perform.
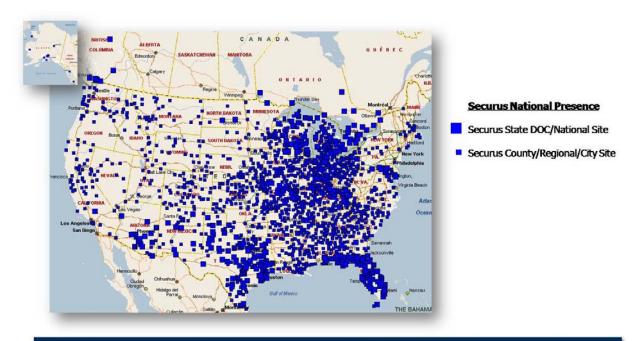
✔ **Securus has read and complies.**

Securus has attended the pre-proposal conference and thoroughly reviewed the facility. We are confident in our ability to exceed the specifications of the RFP based on our review and our experience in serving Michigan Counties of similar size and scope. Our Michigan based Account Manager, Michael Stump, and our field technician have walked through the facility and worked in conjunction with our internal engineering department to ensure the system delivered exceeds the expectations of Genesee County.

Securus currently serves correctional facilities operated by city, county, state, and federal authorities and other types of confinement facilities such as juvenile detention centers and private jails. The Company provided services to approximately 2,200 correctional facilities in 44 states, the District of

Columbia and Canada. More than 850,000 inmates are served by Securus at these facilities. Securus national presence is reflected in the following figure.

Securus serves approximately 2,200 correctional facilities and more than 850,000 inmates.

In the state Department of Corrections (DOC) space, Securus currently serves 10 of the 50 DOCs in the United States, including such states as Texas, Florida, Arizona, Missouri, Maryland, Kentucky, North Dakota, Alaska, New Mexico, and Wisconsin. We also serve many "mega-county" facilities that house thousands of inmates including Cook County, IL, Broward County, FL, and Orleans Parish, LA to name a few. Additionally, we are largest provider of inmate services to private prison companies such as Corrections Corporation of America ("CCA") and GEO.

   b. The proposer possesses the capabilities, hardware, and personnel necessary to provide an efficient and successful inmate telephone service system.

✔ **Securus has read and complies.**

Securus is the largest porovider to Michigan Counties and possesses the largest service infrastructure within the State. Addionally, Securus retains unparalleled knowledge and insight into the calling patterns and fraud detection in the State. Nationally, serving 2,200 correctional facilities and more than 850,000 inmates makes Securus Technologies, Inc. ("Securus") the largest independent provider of inmate telecommunications services to correctional facilities in the United States and Canada. By developing and owning more than 85 technology patents today along with approximately 35 patents pending with the U.S. Patent Office, Securus is without a doubt the leading technology innovator in our

industry and has been for more than 20 years. Every large inmate telecom provider in our industryuses our patent technology under our license agreements. Correctional facilities have come to rely on the technology Securus develops to not only provide inmates and friends and family members vital telephone service, but to assist the law enforcement community in solving or preventing crimes.

Our predecessor companies, Evercom Systems, Inc. and T-Netix, Inc., have served the correctional industry for more than 25 years. Today, as Securus Technologies, Inc., we possess the #1 ranking of market share in terms of facilities served and #2 ranking of market share in terms of revenue generated.

Securus' core business consists of installing, operating, servicing and maintaining sophisticated call processing systems in correctional facilities and providing related services that help solve or prevent crimes. On a limited basis, we also partner with other telecommunications companies where we provide our equipment, patented technology, and as needed, back office support including, validation and billing and collections services. A few years ago, when companies like AT&T, SBC, Verizon, MCI, and other large telephone companies served this niche industry, they chose Securus' "best in class" calling platforms and sophisticated back office systems to serve their customers because they had not developed their own. That alone speaks to the quality of what Securus has provided in the past and what it provides today to the industry.

Securus prides itself on being able to provide its customers with the following key advantages:

- Industry leading centralized packet-based network platform
- Best economics provided to its customer base
- Broadest and deepest product set – offering more than 500 features and attributes
- Best security on our calling platform
- Technology leadership - largest number of patents in the industry
- Largest highly specialized sales and customer service sales force
- 24/7 Network Operations Center, with data centers in Dallas and Atlanta
- In-sourced Customer Call Center located in the Dallas Metro area

Securus has the wherewithal to install and operate large prison facility telecommunications systems. Case in point - in 2009, Securus installed on time and under budget the Texas Department of Criminal Justice telephone system – one of the largest Department of Corrections (DOC) inmate telephone systems in the country – serving over 140,000 inmates and 114 facilities. Texas chose Securus, in partnership with Embarq, because of its industry experience, reputation and "best in class" network platform. Securus beat out its largest competitor (GTL) in Texas and won another large state corrections inmate telephone system contract directly from GTL in late 2007 – the state of Florida DOC. Securus has the only centralized packet-based network platform that can serve large DOC institutions like Texas and Florida, unlike our largest competitors. Securus is confident any state or county will experience the benefits that Texas, Florida and 9 other DOCs are currently experiencing if they choose Securus as their inmate telephone system provider.

c. The proposer agrees that he/she shall be solely responsible for all services associated with this solicitation and subsequent contract.

✔ **Securus has read and complies.**

Securus will be solely responsible for all services associated with this solicitation and subsequent contract. Securus will install and maintain the SCP system for the life of the contract.

d. Notwithstanding the details presented in this RFP, it is the responsibility of the proposer to verify the completeness of the requirements and their suitability to meet the intent of this RFP. Any additional necessity for services required by the proposer to meet these specifications shall be provided by the proposer at no extra cost or decrease in commission revenue to the County.

✔ **Securus has read and complies.**

Securus has verified the completeness of the requirements and their suitability to meet the intent of this RFP.

28. **Call Recording**

The inmate telephone system must provide a fully integrated recording component for use in recording inmate telephone calls. ~~Telephone administration, conversation monitoring, and conversation recording and playback should all take place from a single workstation.~~

Telephone administration, conversation monitoring, and conversation recording and playback should take place from any Sheriff's Department designated workstation.

✔ **Securus has read and complies.**

As required in Addendum #7, Securus has made an addition to this requirement.

The SCP system provides a fully integrated recording component for recording inmate telephone calls. Telephone administration, monitoring, and recording playback can all take place from any workstation designated by the Sheriff's Department with access to the Internet.

Securus' recording and monitoring system is fully integrated with our SCP, and provides secure recordings of inmate telephone conversations. It can be configured to accommodate the recording requirements for correctional facilities of any size. The system is fully automated and is designed to be a cost-effective solution for all correctional facilities. Authorized personnel can listen to live or archived recordings via multi-media PC interfaces connected over local area networks (LANs). Multiple levels of security provide that only authorized personnel can access and monitor the inmate recordings.

> Digital optical disks, hard drive arrays, or comparable medium are to be used for short and long term storage and instant reproduction access. Tape media is **not** acceptable.

✔ **Securus has read and complies.**

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 Genesee 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.
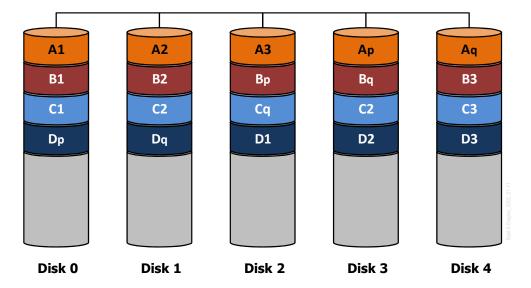
Securus' SCP provides a unique set of features that uses advanced technology to store offender call recordings. Traditional premises based calling platforms use local hard drives that may simply fail and are susceptible to local disasters such as floods, tornadoes, hurricanes and fires. This created 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.

| Disk 0 | Disk 1 | Disk 2 | Disk 3 | Disk 4 |

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.

In addition to the on-line access to call recordings on our fault tolerant SANs, the recordings are also written to tape and 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.

The recording system must store a *minimum* of ninety (90) days worth of recorded calls on-line for immediate retrieval without a change of storage media.

✔ **Securus has read and complies.**

Securus will store all calls online for the term of the agreement for immediate retrieval without requiring a change of storage media.

The recording system shall utilize voice recognition technology to flag and search recorded conversations containing key words as defined by administrative personnel.

✔ **Securus has read and complies.**

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 Genesee County will be using a premier investigative tool with the best accuracy in the industry today.

SCP's Word Spotting features include:

- 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: <u>Fully Integrated</u> with SCP

Other similar tools in the industry use off-the-shelf systems that are intended to be used for call centers or professors. 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.

Securus' 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.

Securus' recording and monitoring system is fully integrated with our SCP, and is fully automated and is designed to be a cost-effective solution for all correctional facilities. Authorized personnel can listen to live or archived recordings via multi-media PC interfaces connected over local area networks (LANs) without interfering with existing recording operations.

Call Monitoring

The SCP Live application allows for immediate, real-time monitoring of calls in progress via the multi-media PC workstation. Facility personnel (with appropriate password privileges) can monitor live calls by highlighting the call in progress and clicking on the speaker icon. This process is undetectable by either the inmate or the called party and does not disrupt the recording process. Concise descriptions of activity appear for each phone in use. For example, the system shows the specific telephone location, inmate PIN, the destination number dialed, city and state of the destination, time and duration of call, any restrictions such as "watched" or "private," and the status of the call, such as "in progress," "calling destination," "get acceptance."

The system can also automatically eliminate all monitoring or recording of special calls, such as to legal counsel, by designating the number as a "private" number. SCP prevents all unauthorized attempts to listen to private calls—the user interface will not display the speaker icon that allows users to play non-private calls. In addition, the call record lists the call as "private" on the user interface.

Call Monitoring, Silent

When monitoring is invoked, the system incorporates analog suppression/amplification hardware that allows guard monitoring of calls without inmate or called party detection. To assure complete investigator anonymity, there is absolutely no noise, dB loss, or other indicator when this feature is activated via handset, headset, or an amplification instrument such as speakerphone, orator, magnetic, taping equipment, etc.

Call Recording

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.

For playback purposes, the recording system shall provide the Sheriff's Department personnel the ability to "group" recorded calls based on station, cellblock and/or area (i.e. administration or inmate).

✔ **Securus has read and complies.**

Through the SCP user interface, authorized users can sort all active calls based on phone location for playback purposes.

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.

- Call rates
- Call acceptance
- Notification messages, such as the standard announcement that the call is subject to monitoring and recording

The recording is "complete" in real time and does not depend on the inmate and called party ending the call to have a "header" or other information written into the CDR. This feature is significant because the recording package is constructed real-time throughout the call and is un-editable, or locked, with respect to all of the required data to identify the call. This guarantees that any recording produced for legal purposes is the original data (recording and call details) and could not have been modified. In addition, data cannot be transposed with another recording to confuse the identity of the subject.

Downloading Calls as Evidence

SCP allows authorized users 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 or for court cases. To maintain the accuracy of data and recordings during downloading and copying, SCP stores the files—both audio and CDR information—embedded within an industry-standard read-only format that prevents the possibility of tampering.

29.   Prepaid Calling

The inmate telephone system must provide a prepaid calling option for inmates. Inmates should be able to purchase prepaid calling time via the Genesee County Jail's commissary system. The prepaid system should allow for international calls and should not require any assistance from a third party. All prepaid calls should be subject to call restrictions such as blocking, velocity, call duration, etc.

Please note the Genesee County Jail is not interested in selling prepaid calling cards or debit cards to inmates.
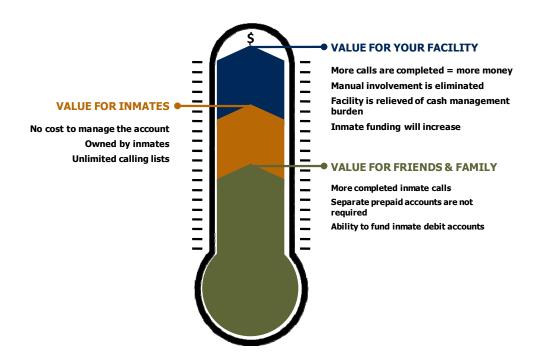
✔   **Securus has read and complies.**

As required in Addendum #7, Securus has applied the County's addition to this requirement. Securus has provided information on our capabilities relative to this requirement should the County desire to evaluate debit calling at a later date.

Securus will provide Genesee County with our industry-leading debit product called Inmate Debit. Inmate Debit allows inmates to purchase prepaid calling time via the commissary system. With Inmate Debit, inmates can also make international calls without assistance from a third party. All Inmate Debit calls are subject to the same facility-imposed calling restrictions as collect calls, such as blocking, velocity, and call duration.

VALUE FOR YOUR FACILITY

More calls are completed = more money

Manual involvement is eliminated

Facility is relieved of cash management burden

Inmate funding will increase

VALUE FOR INMATES

No cost to manage the account

Owned by inmates

Unlimited calling lists

VALUE FOR FRIENDS & FAMILY

More completed inmate calls

Separate prepaid accounts are not required

Ability to fund inmate debit accounts

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 Genesee County.

Implementing Inmate Debit

Securus has a dedicated Integration team that is committed to integrating within 30 days. The Integration team will provide Genesee 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 at booking. Accounts for existing inmates can be opened manually through the SCP user interface.

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 and check by phone.

Reporting

Detailed reporting about Inmate Debit is available through the SCP user interface and the Facility Portal. The SCP Debit Report allows Genesee 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

SECTION 8.   ACCOUNT SUPPORT

1   Billing:

All call records shall be downloaded daily directly to the billing company. Proposer must describe this process in detail in response to this paragraph, specifically how tampering with call records is addressed and eliminated.

✔ **Securus has read and complies.**

Securus' SCP system exceeds this requirement by eliminating the need to download call records to an outside billing company. Securus uses its own billing system and does not contract with outside billing contractors, which might expose call records to tampering or corruption.

Because the SCP is a centralized system, there is no need to download call records as there would be with a traditional premises-based system. Call records are entered directly into the billing system for rating and billing on a near real-time basis. High-level data security measures prevent tampering of call records in all hardware and software systems used by Securus to rate and store call records.

Serving so many correctional facilities requires Securus to have the best internal controls and processes in the industry. To that end, Securus is proud to be the only inmate telecommunications provider in the U.S. that is Sarbanes-Oxley Section 404 compliant. Being Sarbanes-Oxley compliant means that an independent accounting and auditing firm has completed a comprehensive in-depth evaluation and testing of our internal controls for financial reporting. Their unqualified audit opinion, or compliance, confirms that Securus has effective controls and safeguards in place to manage critical financial information.

2.   Commission Payable

The proposed commission payable shall be based on a percentage of the Contractor's gross billings (Commission Rate) for all calls placed on the Inmate Telephone System. Total gross billings shall for the purpose of this RFP be defined as total calls placed on or through the Inmate Telephone System, billed at the rates authorized under the Contractor's proposal, as accepted by Genesee County or as subsequently modified pursuant to the proposal specifications or Best and Final Offer. Call detail records must be provided pursuant to the Call Detail Reports paragraph on page ~~10~~ **11-12** herein for all calls placed on or through the Inmate Telephone System. All such calls must be billed in the manner outlined above. No deduction or credit shall be given for any expenses, allowances, bad debts, disconnects, or for billed calls which for any reason are not collected or which otherwise do not result in revenue to the Contractor. Proposers are cautioned that the commission payable to the County is based on a percentage of total gross billings as defined above with absolutely no deductions or credits given to the Contractor. The commission quoted by each proposer should be calculated accordingly.

All proposers shall indicate the proposed Commission Rate/Commission Payable to the County as a percentage of gross revenue/gross billings. This information shall be included on the Proposal Form.

✔️ **Securus has read and complies.**

Securus has made changes to this requirement as defined in Addendum #7.

Securus has provided our proposed Commission Rate/Commission Payable to Genesee County in the Proposal Form section of this proposal.

3. **Commission Checks**

Commission checks shall be submitted to the Genesee County Purchasing Department on a monthly basis, and shall be accompanied by a report which itemizes by facility, minutes of usage, number of calls, gross billings and commission for each telephone. Commission payments shall be made within thirty (30) days after the closing of the billing cycle. Full documentation, including records of billing companies, shall be provided monthly detailing how the "gross billing" was determined.

✔️ **Securus has read and complies**

Securus will send a comprehensive usage and revenue report as well as our monthly commission payments to the County Treasurer and a copy of the recap to the Genesee County within 30 days of the billing cycle.

A Sample Commission Report is available in Attachment A for your review.

In addition, Genesee County will have access to Securus' exclusive, one-of-a-kind Facility Portal to review revenue and commission data. The Facility Portal now allows all facility customers to gain access to their commission reports, preliminary revenue reports, investigative tools, trouble ticket system, and a wide variety of other time-savings and revenue generating features and services. These new tools provide unmatched visibility into financial and operational performance while automating administrative tasks.

No other inmate telephone services provider offers the breadth and versatility in one package provided by Securus' Facility Portal, which complements our Secure Call Platform (SCP) in the information it provides and the functionality it offers.

4. **Narrative of Account Support**

Proposers shall submit a detailed narrative describing Proposer's existing account support staff, offices, equipment, and software. If Proposers proposes to add additional account support in order to meet the requirement of this RFP, proposers should describe specifically how its present account support would be supplemented.

✔️ **Securus has read and complies.**

Securus has assigned both an Account Manager and a Regional Sales Support Specialist to provide ongoing support for the Genesee County Jail.

Account Manager

Michael Stump will serve as the Account Manager for the Genesee County Jail. Mr. Stump has three years experience in the telephone industry with three years in inmate telephones and three years with Securus. Mr. Stump is based in Kent County, Michigan.

At Securus, we believe our Associates matter and strive to create a culture that supports the associates as well as meets the needs of the business. We seek out the best to join our team. While searching for new staff, Securus looks for CCNA, MCSE, MCP, MCDBA, A+, Net+, or other industry standard Telecommunications certifications and experience.

All Technicians hired or transferring into Technical Support are sent through Securus' Level 1 Training led by our in-house training department. To advance through the Technical support ranks, additional training is required and provided by our training department and Technical Support's most senior technical support staff.

While based on industry standard hardware and protocols, our unique complex architecture requires we provide instructor lead courses specific to many of our applications. Much of this training is delivered by Technical Support's highly skilled senior subject matter experts who are regularly briefed on the latest product advancements directly by our Development Engineers.

As part of our ongoing commitment to our staffs continuing development we introduced a learning initiative that can be accessed from the staff's desktop computer. Our goal is to support our staff's continuing development through innovative online learning that can be accessed 24 hours a day, 7 days a week. With our online learning program, our staff has access to a diverse library of content. These courses cover a wide variety of subject matter in order to meet the various training needs of all our associates from highly technical industry standard topics to our proprietary software application instructions. Securus also funds continuing higher education from public and private Universities that award academic degrees or professional certifications.

Field Service Representatives

Securus employs approximately 150 field service representatives throughout the United States, including three Securus certified technicians that have extensive background knowledge and history of servicing our customers in Michigan.

These certified technicians live in Michigan and are able to respond to most critical issues within 2 hours. These technicians also have immediate access to engineering resources should there be a need. The technician is required to follow a structured technical and management escalation process if he / she is unable to isolate the problem within 4 hours.

Field Service Technicians in Michigan

Securus Technology currently employs three Field Service Technicians to serve Michigan. There are also one backup Technicians, in the Midwest region, within a 4hr drive. To date, Tim Allarding is the primary technician for Genesee County, Michigan. He also provides field service support for 44 other correctional facilities in Michigan and the surrounding region. Timhas been with Securus for 4 years and has extensive experience in the installation and repair of telecommunications equipment. He has 25years of experience in technology, service, and support.

5.   **Value Added Services**

All proposers may provide information on any value added services their firm is willing to provide Genesee County. This information will be used in evaluating proposals that are most advantageous to Genesee County. Proposed Value added services may include, but not limited to prepaid commission payments, software applications that will improve jail management practices, and/or other incentives. Proposers should note that the provision of value added services in is no guarantee of contract award.

✔ **Securus has read and complies.**

Securus has made changes to this requirement as defined in Addendum #7.

Securus has provided the following optional value added services to Genesee County for your consideration:

- Archonix
- Securus Video Visitation
- Automated Information System
- Continuous Voice Verification
- Securus' Threads Investigative Software
- Crime Tip Advanced

Archonix Computerized Jail Management System (CJMS)

XJail is a powerful suite of fully-integrated inmate and facility management software developed using the latest Microsoft .Net environment. First time users of the Archonix CJMS product immediately recognize a familiar feel, flow and layout similar to that used by the best of today's desktop software and websites. Archonix justifiably considers XJail the next evolution of jail management software by challenging the stereotype of JMS software as merely providing a place for tedious entering and updating of information. Many XJail features, including time and task management by individual users is automated by proactive notifications of pending items, scheduled tasks, inmate activities, alerts/alarms, timers and more.

Importantly, XJail's software design provides an environment that compliments work flow rather than interrupting 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.

Key Features:

- Built on latest Microsoft .NET technology using Visual Studio 2005

- Completely integrated package which minimizes the need for duplicate entry.

- Agencies can add new fields to forms; customize the look and feel of the software based on their preference, without any programming. This allows the agency to expand the software based on individual and agency specific needs

- Add agency specific rules to forms, searches, and data input fields using simple scripts; Agencies can customize not just the look, but the functionality/flow of the software.

- Proactive Task Management, Alerts, Reminders and Alarms.

- Built in Helpdesk for the agency's System Administrator. The CJMS internal Helpdesk communicates with the Archonix helpdesk so the System Administrator can easily submit any helpdesk items to Archonix for review.

- Database independent; agencies use MSDE, Microsoft SQL Server 2005 or Oracle.

For additional information about the Archonix XJail solution, please reference Attachment D.

Securus Video Visitation

Securus can provide Genesee County with a state-of-the-art Securus Video Visitation system, enabling you to conduct visitations safely, securely, and with less burden on facility staff and allowing the community the convenience of visiting from their homes. This advanced optional solution provides Genesee County with multiple benefits, including:
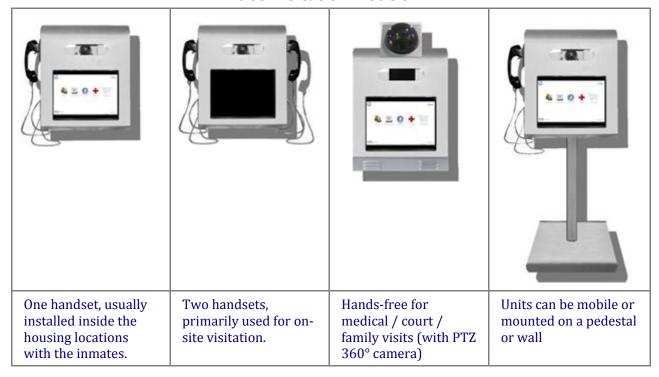
- Enhance facility security by reducing the possibility of inmate confrontation

- Enhance facility operations

- Improve the ability of the inmate to communicate with legal representation/bail-bond/family, and any other persons authorized by Genesee County administration

- Reduce contraband infiltration via visitation

- Reduce inmate and visitor movement through a facility

- Increase security for visitors

- Increase inmate and visitor morale with increased opportunities to visit

- Reduce man-hours needed to escort inmates and visitors to visiting areas

- Generate income for the facility as a shared revenue producer

The Securus Video Visitation solution is a centralized system, similar to the SCP system, that allows automatic technology and feature upgrades. After the system has been implemented, it is easy for Securus to enable new features and modules by activating the feature in the centralized system.

The following are samples of the different models available with Video Visitation.

Video Visitation Models

One handset, usually installed inside the housing locations with the inmates.	Two handsets, primarily used for on-site visitation.	Hands-free for medical / court / family visits (with PTZ 360° camera)	Units can be mobile or mounted on a pedestal or wall

The Securus Video Visitation solution enables video arraignment and visitation sessions between inmates and their friends or family members, attorneys, and law enforcement officers. However, The Securus Video Visitation solution is much more. In addition to traditional video visitation sessions, it also provides:

- Visitation registration and scheduling
- Chat features for internal communication between Genesee County users, such as attorneys, probation officers, and jail administrators
- Inmate information kiosk
- Sick call requests
- Commissary order interface
- Long-term storage of recorded visitation sessions

- Automated retrieval and playback of sessions

- Browser-based system administration

- Call history record

- Usage reporting

Automated Information Services (AIS)

Imagine being able to focus on the job of securing and managing inmates instead of answering questions from inmates and constituents that now take up so much of your time. Automated Information Services 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 allow 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 your facility's potential commissionable revenue. All of this functionality is automatically 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
  - o Facility location
  - o Directions
  - o Hours
  - o Mailing policies
  - o Visitation policies
  - o 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, you:

- 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 correction 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 opening up another method for funds flowing into your facility

AIS Return on Investment

Most detention facilities find incoming phone calls to be an enormous administrative burden. In fact, Securus has found that an average facility receives ½ phone call per day, per inmate, and each call averages 4 minutes. We have also found that inmates ask facility personnel ½ question per day. These activities result in higher consumption of administrative resources and they take facility personnel away from their primary job responsibilities.

Monthly Time Consumption per Inmate
1 inmate X ½ call X 4 min X 30 days = 60 minutes

AIS 2.0 Value Automation
• **Incoming Requests:** AIS automates 80 percent of administration requests, which results in a savings of 48 minutes per ADP per month   • **Inmate Requests:**   AIS automates 90 percent of inmate requests, which results in a savings of 54 minutes per month per ADP

AIS saves facilities time, money and helps better serve constituents. Automating both friends and family member and inmate requests enables facility personnel to focus on their primary responsibilities.

Testimonials

"I cannot tell you the amount of time that the (AIS) saves my staff on their day to day operations. Staff is no longer bombarded with questions from inmates in regards to outdates fund balances in accounts and court dates which allow them to perform their duties in a timelier manner. With a jail of 513 inmates or more, you can only imagine the amount of questions that are asked to staff every day. Now inmates just pick up the phone, enter their PIN and obtain the information themselves once it's posted on the service."

"We conducted a study a few year ago and found we averaged close to 4,000 calls into our intake a month with average length of time for a phone call being six minutes and realized the amount of time staff were being pulled away from their duties to answer basic questions on those who may or may not be incarcerated and realized something needed to be done and found (AIS) as the answer."

...Captain William Gutzwiller, Saginaw County Sheriff's Office

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 beat the system by hiding their identities to engage in criminal activity. 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 for covert surveillance. Before its development, no technology existed that was capable of performing the type of advanced surveillance functions to meet their needs. To solve this problem, the Department of Defense approached the Massachusetts Institute of Technology, home of the best voice analysis engineers in the world. MIT was tasked with creating a system to automatically monitor and analyze phone calls. Not surprisingly, they succeeded—and delivered a cutting-edge solution with unprecedented capabilities.

In the current version of the Investigator Pro, inmate call voices are analyzed immediately after the call has been completed. Alerts are instantly available in investigators in the real time status screen at the completion of each voice analysis. In the first quarter 2011 product release, Investigator Pro will provide real-time alerts as calls are in progress.

Every second of every 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 MIT, 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 Bay County Jail and the Bay County Sheriff's Office.

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 exposes inmates who try to beat the system by hiding 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

- 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 Federal Bureau of Investigation (FBI), Drug Enforcement Administration (DEA), Immigration and Naturalization Service (INS), U.S. Customs, 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	External 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	• 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 1,700 facilities installed, over 850,000 inmates served, literally petabytes of intelligence data, and over 1 million calls
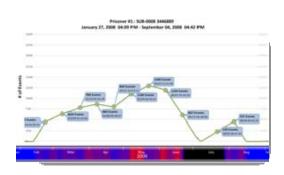
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processed per day. This valuable data is integrated directly into Threads and could be available at Genesee County's fingertips.

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. Genesee County 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.

- 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, available for implementation in the second quarter of 2012. Threads will be available as an optional product and empowers Genesee County with the latest in investigative technology and one of the most powerful tools in the intelligence community.

CrimeTIP Advanced

Crime TIP Advanced is an anonymous two way communication between inmates and investigators or other correctional staff.

CrimeTIP Advanced has the capability to be configured / branded as a PREA System, PAN Management System, Medical System, TIPS System, or any other system that a facility customer would requires as an anonymous two way communication channel with the inmates.

Inmates can leave anonymous messages for correctional staff. Authorized users can report and listen to the inmate messages and then reply to the inmate anonymously. When the inmate calls into the CrimeTIP Advanced System they can choose to leave a new message or listen to replies. They system generates a random and anonymous mailbox number for the inmate and correctional staff to use when communicating so neither party know who the other party is, they know them by a random message ID.

6. **Access to Historical Data**

The Genesee County Sheriff's Department is interested in having access to data/potential evidence that exists in the current system. Proposers are encouraged to provide suggestions as to how existing data may be archived to support existing and ongoing Genesee County Sheriff's Department investigations.

✔ **Securus has read and complies.**

Recovery and import of inmate profile information, block number, and special circumstance number (such as Public Defender numbers) are a typical installation task prior to cutover. However, integration of call detail records and call recordings to any other system presents a bigger challenge. By design, their format is proprietary and very secure to maintain their critical chain of evidence.

Securus will work with your incumbent provider to allow access past the system transition date. This is normally achieved by utilizing a leave behind system for a specified period of time to support any ongoing investigations.

SECTION 9.   INSTALLATION, TRAINING, TESTING, AND ACCEPTANCE

1.   Implementation Plan

The Contractor will cooperate fully with any scheduling requirements issued by the County. Contractor will be responsible for keeping the County informed of their progress at all times. All software and hardware as proposed shall be installed and be fully operational per manufacturer's specifications for such equipment by ~~February 27, 2012~~ within 60 days of contract award. If equipment replacement is required, all new equipment will be installed so that minimum downtime is necessary.

All proposers shall submit an implementation plan that references the installation and completion of the proposer's application/platform, hardware, infrastructure, system testing, training, and account services as specified in this RFP.

✔ **Securus has read and complies.**

Securus has made changes to this requirement as defined in Addendum #7.

Securus will cooperate fully with any scheduling requirements issued by the County. We will be responsible for keeping the County informed of our progress at all times. All software and hardware as proposed will be installed and be fully operational per manufacturer's specifications for the SCP system within 60 days of contract award. If equipment replacement is required, Securus will install all new equipment so that minimum downtime is necessary.

Securus would also work aggressively to meet the shorter timeline set by the County in the original RFP. In this instance, Securus would ask that the system implementation date be extended for the same number of days as the RFP was extended to accommodate circuit delivery.

Securus will provide support during the installation process through our Account Manager, Michael Stump and our designated implementation team for the project. The team will be on site for the system cutover and will provide training for all levels of staff to ensure quick understanding of the interface. Additionally, we will provide onsite brochures and postings for inmates and visitors to the facility to help quickly inform them of the calling programs available.

Please reference Attachment B: Preliminary Project Plan demonstrating our ability to meet the implementation requirements defined by Genesee County.

Per Addendum #7 we have also added a tabbed section called "Implementation Plan." Please refer to this section to review our narrative explaining Securus' approach to implementing the new system with the required functionality. This section also includes a timeline associated with completing critical tasks relative to system implementation.

2.   Installation & Disconnection

The County shall determine the locations as well as the need for future installations and disconnects. Successful contractor shall be responsible for all costs associated with the installation or disconnection throughout the term of the Contract. Contractor shall not be

entitled to an adjustment in the quoted commission rate due to an increase or decrease in the number of stations during the term of the Contract.

✔ **Securus has read, understands, and complies.**

The Genesee County Jail officials will determine the locations for installations and disconnections. Securus will provide all installations and disconnections as determined by the Jail at no additional cost throughout the term of the contract. Securus will not adjust the quoted commission rate due to an increase or decrease in the number of stations during the term of the contract.

3. **Licensing, Certification, and other Statutory Requirements**

It shall be the responsibility of the Contractor to meet and obey all applicable Federal and State Licensing and certification requirements. This shall be done at the Contractors expense, with no expense to the County. All applicable federal, state, and local laws, rules and regulations governing telecommunications service contracts shall apply to the Contractor and be deemed incorporated into the Contract.

✔ **Securus has read, understands, and complies.**

Securus will abide by all applicable Federal and state licensing and certification requirements. Please see Attachment C for proof of our authorization to operate in Michigan.

4. **Liability:**

Contractor will be responsible for all equipment, material, and supplies during installation. The County will not be liable for any loss or damage during the installation process. All sites shall be left in clean, working order at the end of each business day. Additionally, implementation shall occur in a manner that causes minimal disruption to the operations of the Genesee County Jail.

✔ **Securus has read and complies.**

5. **Limitations on County Liability**

The County shall provide space and electric power for the inmate telephone system. The County shall have no liability to Contractor for fraud, theft, casual damage or loss from whatever cause to Contractor's equipment including, vandalism/damage inflicted by the inmates on the inmate stations or Contractor's system.

✔ **Securus has read and complies.**

6. **Single Point of Contact**

The Contractor shall appoint a single point of contact, a Project Manager, who will be accessible to the County during the installation and who will be responsible for all coordination between the Contractor, the County, and the TELCO representative.

✔ **Securus has read and complies.**

Michael Stump is Genesee County's Account Manager. Mr. Stump will be your single point of contact and is accessible during the installation and will coordinate all activities between Securus, Genesee County and the TELCO representative. You can reach Michael by telephone @ 616-835-1215 or email mstump@securustech.net.

7.   **TELCO Coordination**

The Contractor shall be responsible for all coordination with the local Telephone Company regarding installation and maintenance of lines. However, the Contractor is not to order, or place in service, any equipment or facility that would result in charges to the County, without prior written County authorization.

✔ **Securus has read and complies.**

8.   **Training:**

The Contractor shall provide training to make Sheriff's Department personnel familiar with the operation of the inmate telephone system and all auxiliary services at no extra cost to the County.

✔ **Securus has read and complies.**

Securus will provide Genesee County staff with all training at no cost.

Securus provides product training covering all features in the agreement. All training is conducted by experienced employees of Securus through online instructor-led classes or onsite one-on-one and classroom training sessions. Standard training is conducted using both hands-on experience with your data and using instructor demonstrations to ensure you understand concepts. Securus' training programs enable facility staff to use all features the first day of installation. Since products are Web-based, after a 2-3 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 training to meet your unique needs. We offer separate classes focused on different agency functions such as creative investigations, well-organized live call monitoring, efficient system administration, etc. Training for product upgrades, new facility staff, or a general refresher is offered through online instructor-led courses available twice a month throughout the year.

Training Course Elements

Securus is committed to providing your staff with training that will maximize the potential of the features you selected. Training courses are in a user-friendly task oriented format to teach your

officers what they need to know to do their job. Courses are often separated into modules based on the types of duties officers tend to perform using the unique features of the product.

Securus provides the following standard training elements:

Course Module	Learn About
Getting Started	• Logging in • Navigating through the features • Managing your password • Contacting Technical Support for Service Calls
User Administration Activities	• Creating and changing user accounts • Defining a user's role and granting access permission • Resetting a user's password • Deactivating / deleting users • Running user management reports
Inmate Administration Activities	• Adding and changing inmate phone accounts • Deactivating inmate phone accounts • Setting up the phones to act the way you want • Using administrative reports
Monitoring Activities	• Reviewing Call Detail Records (CDRs) • Monitoring live calls • Listening to recorded calls • Using monitoring reports • Saving calls and burning to CD
Investigation Activities	• 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	• 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

Self-Help Elements and Documentation

Securus also provides an online self-help system available at all times from a Help menu in the product. Keyword searching offers immediate access to the information you are seeking or you can follow the table of contents for a full learning experience. Officers can print one topic or the entire help system if a User Manual is preferred. This method of "print what you need when you need it" ensures printed material is updated with the current released product.

Features include the following:

- **Welcome Pages** – Provides high level descriptions of functions and features.
- **How To** – Offers task-based procedures to efficiently use the product. Each topic has a direct link to email Technical Support or Training for further assistance.
- **What's New** – Describes changes in the new release with links to more details.
- **Pop-up Definitions** – Defines Glossary Terms and Index words without having to leave the topic. This assists with quickly assimilating new concepts and technology.
- **Tips and Tricks** – Provides short cuts, helpful hints, and advanced topics.
- **Solutions in the SCP User Interface** – Shares real world examples of how to use SCP user interface to help you setup stings and solve/prevent crime.
- **Troubleshooting** – Assists officers in figuring out unexpected results and what to do to get back on track.
- **Reference** – Provides handy reference material such as international dialing codes and other resources for your convenience.

Features that are in development include:

- **Show Me Tutorials** – Video clips to support officers in learning more complicated tasks.
- **Feedback Mechanism** – 'Was this Helpful?" and "Did you Find what you're Looking for?" surveys for authors to improve content based on what officers want to know.
- **Advanced Management Functions** – Reports that track how often officers access specific items in the help system assist Securus in identifying areas where usability improvements or more focused training might be helpful.

In the event a proposer desires to provide a one-for-one replacement of Inmate telephones in their current locations with new equipment (as specified), complete replacement must be accomplished without substantial disruption of service or damage to County property. Damages caused by the removal/reinstallation of equipment shall be repaired at the expense of the Contractor. The replacement of all inmate telephones must be accomplished by Februray 27, 2012. If the Contractor provides a system and required services to the County for a five year period, the County shall require the replacement of all existing phones with new phones at the end of the third year.

The proposer shall indicate whether existing Inmate telephones or a one-for-one replacement with new Inmate telephones will be used as part of their proposal response for year one of the contract term.

Securus has read and complies.

Securus will provide one for one replacement with new inmate telephones.

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.

11.   **Acceptance:**

The County reserves the right to test equipment and service for satisfactory performance for a period of sixty (60) days. After the test in the event that the equipment and/or service is not acceptable, the County will notify the Contractor in writing and give the Contractor (30) days to bring the equipment and service to a satisfactory level. If the equipment and/or service remain unsatisfactory, the County reserves the right to terminate the Contract and

change Contractors. The Contractor shall commit to providing service in the interim until the new Contractor can replace equipment, at which time the Contract becomes terminated. Contractor shall state compliance with this paragraph.

✔ **Securus has read and complies.**

Securus will allow Genesee County the right to test equipment and service for satisfactory performance for 60 days.

SECTION 10.   MAINTENANCE AND ONGOING SUPPORT

1.   Maintenance Support

Contractor shall provide twenty-four (24) hour telephone access with a local or toll free number for full maintenance support for all stations and will be responsible for providing coordination of repairs on local/intralata/interlata services.

✔ **Securus has read and complies.**

Securus' TSC serves as a single point of contact for facility staff to request service or make inquiries 24 hours a day, 7 days a week, 365 days per year and has four convenient methods of contact:

- Telephone: 866-558-2323
- E-Mail: technicalsupport@securustech.net
- Fax: 800-368-3168
- Web portal @ https://www.securustech.net/facility/Default.asp

Securus provides superior customer service capabilities from a State-of-the-Art customer service center at our headquarters in metropolitan Dallas, Texas. Securus' Technical Support Center (TSC) is staffed by 50 support technicians to ensure quick problem resolution and quality customer service. The average tenure of our support management is 5 years with our technicians averaging 3 years. Securus has recently celebrated 25 years of operation in the corrections industry and our support staff's experience is second to none.

The TSC handles 8,000 inbound service requests per month. Using a call distribution system to automatically manage the flow of inbound customer calls, routing calls directly to our support technicians in a skills based, platform specific manner. Securus establishes response times and service level agreements that accomplish our key objective of providing timely resolution to each request.

> "Our local service technician has always been very helpful, timely, and efficient. The customer service representatives that have handled our work orders are also quick to respond and remedy any situation I have. Overall, I have been very pleased with the service we have received from Securus Technologies."
>
> **Amy Anderson, Captain**
> **Cowlitz County Corrections Dept.**
> **Washington**

Upon contact from a facility each service request is assigned one of three initial priority levels, each with its own resolution and escalation timelines. Every effort is made to resolve the problem remotely within the designated timeframes and many service requests can be resolved during the initial request. If the service request cannot be resolved remotely, a field service technician is dispatched to the facility to expedite resolution.

The TSC uses an event tracking system that logs, tracks, manages and assures appropriate response to all service requests. The service request generates a trouble ticket with priority level assignment which drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem and either resolves the problem or engages the appropriate party for problem resolution. The TSC retains ownership of all service requests and is responsible for the escalation and update functions.

Securus currently has more than 85 patents and over 35 patents pending, all of which are supported by our TSC. No competitor can match Securus' TSC experience in working with corrections officials to quickly resolve and manage calling programs. Securus' experience and technology allows us to create and manage calling programs for corrections facilities that put top priority on providing safety and security to the public.

> Contractors must comply initially as well as in future years with all applicable state and federal regulatory changes without cost to the County.

✔ **Securus has read and complies.**

Securus will comply with all applicable state and regulatory changes without cost to Genesee County for the entire contract.

> Any and all repairs shall be performed at the Contractor's expense during the term of the Contract. A record of downtime by telephone shall be retained as to the frequency, type, and duration.
>
> Proposer's shall include a discussion of parts availability with the proposal response.

✔ **Securus has read, understands, and complies.**

All repairs shall be performed by Securus at no cost to Genesee County for the duration of the contract. A record of downtime by telephone shall be retained by frequency, type, and duration.

Securus will perform all repairs at our own expense during the term of the contract. Securus' field service technicians will maintain a working level of spare parts, consisting of telephone sets, handsets, dials, and replacement circuit boards, on-site for minor repairs. If a technician does not have the spare part in his/her truck, or at the site, Securus will drop-ship the item to the site; if it is a critical down situation, Securus can ship counter-to-counter on the same day. These technicians also have immediate access to engineering resources, should there be a need.

> The system must provide automated generation of trouble tickets using the system's integrated email feature. These trouble tickets will be sent via email to appropriate technical support personnel.

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✔️ **Securus has read and complies.**

When a service ticket reaches the halfway-point of the allotted timeframe of the service level agreement (SLA), the Technical Support Manager and Field Service Managers receive an automatic email. For example, if a P1 priority level has a 2-hour response time, an automated e-mail will be sent at 1 hour, providing the escalation contact with notification of the pending service deadline.

If the ticket reaches the maximum SLA timeframe, an automated e-mail will be sent to the Technical Support Director and Field Service Director who can then further escalate resolution procedures.

2. **Maintenance Response**

Contractor must respond remotely within four (4) hours of notification. Contractor shall provide the County with progress reports via email.

✔️ **Securus has read and complies.**

Securus will remotely respond immediately to assign a service ticket for tracking and follow within 4 hours of notification and provide Genesee County with progress reports via email or telephone.

When a facility calls Securus, the event tracking system assigns a trouble ticket, with one of three initial priority levels—P1, P2, or P3. Each level is designed to address specific system events and has a resolution timeline and escalation procedure.

Priority 1 Service Level

A Priority 1 (P1) assignment—our highest priority assignment—occurs when a system event adversely affects 30 percent or more of system functionality. Examples of P1 service assignments include:

- Voice prompts not operating
- Features not operating appropriately
- CD-burning abilities disabled
- Live call monitoring not operating appropriately
- SCP access denied
- All phones out-of-service

Response Time for a P1 event is two hours. If a dispatch is not required, Securus notifies the facility when the service issue is resolved; if a dispatch is required, Securus contacts the customer and provides an estimated time of arrival.

Priority 2 Service Level

A Priority 2 (P2) assignment—our mid-level priority assignment—occurs when a system event adversely affects 5-to-29 percent of system functionality. Examples of a P2 service assignment include problems or errors with related to:

- Work station
- Specific system ports
- Local Exchange Carrier (LEC) circuits
- Unblocks
- Blocked numbers
- Missing call detail records (CDRs)
- Call searching

Response time for a P2 event is 24 hours. If a dispatch is not required, Securus notifies the facility when the service issue is resolved; if a dispatch is required, Securus contacts the customer and provides an estimated time of arrival. A P2 event is escalated to the Technical Support Department.

Priority 3 Service Level

A Priority 3 (P3) assignment—our lowest priority assignment—occurs when a system event adversely affects 5 percent or less of system functionality, or when a system event adversely affects a single phone or multiple phones. Examples of P3 service assignments include:

- Static on the phone
- A party's inability to hear
- An inmate's inability to dial
- A broken phone
- Non-functioning dial pad
- Non-functioning cut off switches
- An inability to generate reports

Response time for a P3 event is 72 hours. If a dispatch is not required, Securus notifies the facility when the service issue is resolved; if a dispatch is required, Securus contacts the customer and provides an estimated time of arrival. A P3 event is escalated to the Technical Support Department.

3.   <u>**Maintenance Force Experience**</u>

Proposer shall designate in proposal response whether maintenance is to be provided by Contractor personnel or by subcontractor. The experience level of the entire maintenance force shall be detailed. At a minimum, the maintenance force personnel shall have three years experience in the maintenance and repair of inmate and pay telephones.

✔ **Securus has read and complies.**

Securus will provide maintenance support with our own personnel. Tim Allarding will be supporting Genesee County. Mr. Allarding has been in the telecommunication industry for over 35 years and installing ITS for more than 25. Please review his resume below.

Tim Allarding Field Service Technician	
Summary	Mr. Allarding has been in the telecommunications industry for 35 years and installing Inmate Telephone Systems for more than 25 years. Tim has worked in county jails in Michigan, Indiana, Ohio, Wisconsin and Illinois installing and maintaining many different platforms. Tim has worked for 4 years for Securus and takes care of 44 county jails in Michigan. He has been trained on 4 different platforms including SCP and attends corporate training every two years
Duties	• Install, maintain, repair telecommunications, associated computer, networking, electronic equipment, and wiring per specifications and operational procedures at correctional facilities. • Gather, update, record, and maintain data and/or statistics. • Communicates with dispatchers to receive work assignments and provides dispatchers with ticket closing information. • Interfaces with multiple departments and/or organizations for problem solutions. • Maintains company vehicle ensuring the following items are current & operational: routine maintenance, inspection sticker, registration sticker & repairs. • Troubleshoots situations where standard procedures have failed in isolating or resolving problems. • May be required to assist in consulting, giving technical support to or training client personnel on Securus products & services. • Maintains inventory of equipment and tools.
Other Functions and Responsibilities	• Determine when to negotiate alternatives, when to escalate a problem or when to ask for assistance in dealing with the various problems reported. • Perform site surveys for new accounts, moves, additions, changes and upgrades. • Work under general supervision

	• Collect and maintain coin phones. • Perform other duties as assigned.
Accountabilities	Maintain and submit the following as needed: weekly timesheets, service ticket closing information, equipment and tool (truck stock) inventory, preventative maintenance checklists, site surveys and physical site equipment audits.

Securus employs 150 Field Service Representatives with an average of eight years of service experience. We also have service administrators, who sometimes perform technical support, with an average of 3.5 years of service experience at Securus. Our nine Service Managers possess and average of 10.5 years of service with the company, and our two Regional Service Managers average more than 12.5 years of service with Securus.

All maintenance personnel, from the Field Service Technicians through the Regional Service Managers have successfully completed all necessary training and certifications. They are all required to have an extensive telecommunication background and are Securus certified to work on all our product offerings.

SECTION 11.   EVALUATION CRITERIA

It is the intent of Genesee County to conduct a fair and comprehensive evaluation of all proposals received. The RFP/Contract will be awarded to the offeror who submitted a proposal that is most advantageous to Genesee County. All proposals will be evaluated based on the following criteria listed in order of importance.

- ~~Suitability of the System and Services proposed.~~
- ~~Financial Benefit & Value to Genesee County~~
- ~~Proposed rates to be charged on inmate calls made at the County jail~~
- ~~Experience & References~~
- ~~Capability and Capacity to provide the required system and services~~
- ~~Management & Staff Qualifications~~
- ~~Appropriateness of Implementation Plan~~
- ~~Responsiveness of Proposals~~
- Suitability of the System and Services proposed
- Financial Benefit & Value to Genesee County
- Appropriateness of Implementation Plan
- Proposed rates to be charged on inmate calls made at the County jail
- Proposer's capability and capacity to provide a suitable system and services
- Experience & References
- Management & Staff Qualifications
- Financial Stability of the Proposer
- Responsiveness of Proposals

✔ **Securus has read and complies.**

Securus has made changes to the Evaluation Criteria as defined in Addendum #7.

Securus Technologies, Inc. appreciates the opportunity to submit our proposed solution to this RFP 12-001. We have studied all of the requirements of this opportunity and have demonstrated in our response that we completely meet or exceed all of the requirements set forth by the Genesee County Sheriff's Office .

SECTION 12.   CONTRACT INFORMATION

- **Contract Term:** ~~The initial term for this contract may be for a three (3) year or five (5) year period from the date negotiated by the parties, with the option to renew for an additional one (1) year period. At the end of the contract, including any renewals, the successful contractor agrees, if necessary, to provide service on a month-to-month basis until the County can procure a new contract through the RFP process.~~

  The initial term of this contract may be for a three (3) year or five (5) year period from the date negotiated by the parties, with the option to renew for an additional one (1) year period. At the end of the contract, including any renewals, the contractor agrees, as required by Genesee County, to provide service on a month-to-month basis, at the same commission rate in the contract, until the County can procure a new contract through the RFP process.

✔ **Securus has read and complies.**

Securus has made changes to the Contract Term language as defined in Addendum #7.

2.   **Contract Termination**: Genesee County may, upon 60 days written notice to the Contractor, terminate the contract (1) if it determines that the Contractor has failed to perform its services in a manner satisfactory to the County as per contract requirements, or (2) for convenience. The County shall be the sole judge of non-performance.

✔ **Securus has read and complies.**

3.   **Contract Document:** The contract document will consist of the RFP, the proposal submitted by the successful proposer, any best and final offers, and a separate document signed by the proposer and the County which will include any additional contractual requirements. Each Proposer shall enclose a copy of any applicable contract that Genesee County may be required to sign.

✔ **Securus has read and complies.**

For consideration by Genesee County, Securus has included a sample of our Master Services Agreement as Attachment G.

4.   **Subcontractors:** If any part of the work is or will be subcontracted, the proposer shall provide the name and address of the subcontractor within the proposal response. All subcontracted work will be bound by the same terms as contained in the Contract. The Contractor shall be held responsible for all work performed by any subcontractor(s).

✔ **Securus has read and complies.**

5. **Non-Assignability:** The contract may not be assigned, transferred or conveyed by the Contractor without the express written consent of Genesee County.

✔ **Securus has read and complies.**

6. The Proposer represents that all commission rates, value added services, terms, and benefits offered by the proposer in the proposal are equal to or better than all commission rates, value added services, terms, and benefits being offered by the proposer to any other State, County, Local Government, Federal Government, or correctional facility.

Should the Contractor, during the term of the contract with Genesee County, enter into any contract or arrangement that provides a higher commission rate, superior value added services, more favorable terms, or greater benefits to any other government unit or correctional facility, the contract with Genesee County shall be deemed amended to provide the same commission rates, value added services, terms, and benefits to Genesee County.

Should the Contractor, during the term of the contract with Genesee County, enter into any contract or arrangement that provides a higher commission rate, superior value added services, more favorable terms, or greater benefits to any other government unit or correctional facility, the contract with Genesee County shall be deemed amended to provide the same commission rates, value added services, terms, and benefits to Genesee County.

✔ **Securus has read and complies.**

Securus has made the required addition above to "Section 12: Contract Information" as defined in Addendum #7.

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SIGNATURE PAGE
GENESEE COUNTY RFP #12-001

The undersigned represents that he or she:

1.   is duly authorized to make binding offers on behalf of the company,
2.   has read and understands all information, terms, and conditions in the RFP
3.   has not engaged in any collusive action with any other potential bidders for this RFP,
4.   hereby offers to enter into a binding contract with Genesee County for the products and services herein offered, if selected by Genesee County within 120 days form proposal due date:
5.   Acknowledges the following addenda which were issued as part of this RFP:

Addendum #1 Received
Addendum #2 Received
Addendum #3 Received
Addendum #4 Received
Addendum #5 Received
Addendum #6 Received
Addendum #7 Received

Name (Typed):   Robert E. Pickens

Signature:

Title: Chief Operating Officer

Company: Securus Technologies, Inc.

Date: March 27, 2012

Contact Person

Please indicate name, telephone number, fax number, mailing address, and e-mail address of company representative for matters regarding this RFP.

Michael Stump   Account Manager
CONTACT NAME: **POSITION**

mstump@securustech.net
E-MAIL

7240 Old Mission Drive; Rockford, Michigan 49341
MAILING ADDRESS

616-874-7454   972-277-0514
PHONE   **FAX**

PROPOSAL FORM
GENESEE COUNTY RFP #12-001
Three Year and Five Year Option (without Archonix JMS)
See the Financial Offer Summary on page 149 for all offer details.

Proposed Signing Bonus

Three (3) Year Contract: $60,000 signing bonus   Five Year Contract: $100,000 signing bonus

100% commission on the first
$25,000 of debit calling revenue

Proposed Annual Pre-paid Commission Payment

Amount of **annual** pre-paid commission payments (see Section 8.5): $260,000

Proposed Inmate Calling Rates

Please provide your proposed inmate calling rates for the following rate types. Include mileage bands where applicable.

Station-to-Station:		Person to Person:	
Local	$3.95 surcharge, $0.25 per minute	Local	$3.95 surcharge, $0.25 per minute
IntraLATA	$3.95 surcharge, $0.35 per minute	IntraLATA	$3.95 surcharge, $0.35 per minute
InterLATA	$3.95 surcharge, $0.69 per minute	InterLATA	$3.95 surcharge, $0.69 per minute
Interstate	$4.50 surcharge, $0.89 per minute	Interstate	$4.50 surcharge, $0.89 per minute

Proposed Commission Rates

Provide your proposed commission offer to the County for the following call types. Also include your proposed commission offer for prepaid calls. Please note all commission offers must be expressed as a percentage of gross revenue/billings.

Station-to-Station:		Person to Person:	
Local	72% three year, 73% five year	Local	72% three year, 73% five year
IntraLATA	same as Local	IntraLATA	same as Local
InterLATA	same as Local	InterLATA	same as Local
Interstate	same as Local	Interstate	same as Local

Company Name   Securus Technologies, Inc.

Note: The County is interested in determining which proposal is likely to result in the most financial value to the county. The County recognizes that the marketplace, as opposed to the quoted rates, will ultimately determine which proposal will produce the greatest revenue.

PROPOSAL FORM
GENESEE COUNTY RFP #12-001
Three Year and Five Year Option with Archonix JMS
*See the Financial Offer Summary on page 149 for all offer details including option for Video Visitation.

Proposed Signing Bonus

Three (3) Year Contract: $70,000 signing bonus   Five Year Contract: *Up to $130,000 signing bonus

100% commission on the first
$25,000 of debit calling revenue

Proposed Annual Pre-paid Commission Payment

Amount of **annual** pre-paid commission payments (see Section 8.5): $200,000

Proposed Inmate Calling Rates

Please provide your proposed inmate calling rates for the following rate types. Include mileage bands where applicable.

Station-to-Station:		Person to Person:	
Local	$3.95 surcharge, $0.25 per minute	Local	$3.95 surcharge, $0.25 per minute
IntraLATA	$3.95 surcharge, $0.35 per minute	IntraLATA	$3.95 surcharge, $0.35 per minute
InterLATA	$3.95 surcharge, $0.69 per minute	InterLATA	$3.95 surcharge, $0.69 per minute
Interstate	$4.50 surcharge, $0.89 per minute	Interstate	$4.50 surcharge, $0.89 per minute

Proposed Commission Rates

Provide your proposed commission offer to the County for the following call types. Also include your proposed commission offer for prepaid calls. Please note all commission offers must be expressed as a percentage of gross revenue/billings.

Station-to-Station:		Person to Person:	
Local	52.5% three year, 55% five year	Local	52.5% three year, 55% five year
IntraLATA	same as Local	IntraLATA	same as Local
InterLATA	same as Local	InterLATA	same as Local
Interstate	same as Local	Interstate	same as Local

Company Name   Securus Technologies, Inc.

Note: The County is interested in determining which proposal is likely to result in the most financial value to the county. The County recognizes that the marketplace, as opposed to the quoted rates, will ultimately determine which proposal will produce the greatest revenue.

FINANCIAL OFFER SUMMARY

Our approach in providing a financial package for Genesee County is to balance the revenue and technology needs of the county with the services and costs to the inmates and their friends and family. No vendor can match our ability to connect more calls so our offer inherently maximizes revenues so that Genesee County can make rate decisions based on balancing County revenue, technology and constituent needs. Our offer has 3 main objectives:

1. Grow the revenue returned to Genesee County without increasing the current call rates.

2. Provide state of the art technology at no cost to enhance Jail Management System efficiency, Investigative Capabilities and Video Visitation Solutions.

3. Provide the facility and public constituents with enhanced services, including features that allow more ways to connect calls.

	Inmate Phone System		Inmate Phone System **and JMS**		Inmate Phone System, **JMS, and Video Visitation***
	3 Year	5 Year	3 Year	5 Year	5 Year Only
Commission	72%	73%	52.5%	55%	55%
Signing Bonus	$60,000	$100,000	$70,000	$130,000	*See Note
Annual Prepaid Commission	$260,000	$260,000	$200,000	$200,000	$200,000
Free Debit Calling	$0	$25,000	$0	$25,000	$25,000
Threads Investigative Suite	6 Months No Charge Trial	6 Months No Charge Trial	6 Months No Charge Trial	6 Months No Charge Trial	6 Months Free No Charge Trial

Video Visitation program creates a new commissionable revenue stream with at home visitation and incremental Genesee revenue potential in excess of **$144,000 to $288,000 over the term of the agreement. Details below.*

A Word on Call Rates

For comparative simplicity Securus has used your current call rates for our proposal. Securus believes that ultimately, Genesee County is best suited in establishing a call rate plan that balances technology, revenue and constituent needs and those call rates should be driven by the County to balance those needs. Securus works closely with its Counties to design custom call rate plans that satisfy the individual County needs. Possible recommendations include rate structures where all call types (local, long distance etc.) are the same. Securus is prepared to offer comparable commission programs based on a customized rate plan should the County desire such an adjustment in our commission program.

Securus Revenue Acceleration Program for Genesee County

Genesee County Calling Gaps – Currently Genesee County has two major gaps in connecting and receiving more commissions from inmate calling. First, Genesee County does not currently have any program such as prepaid calling cards or inmate funded debit calling. Secondly, Genesee County does not have a program that allows calling to non billable accounts such as cell phones, cable providers and VOIP providers. Calls to these providers cannot connect until either an advanced connect account or credit line is established.

☑ **Securus Inmate Funded "Debit Account" Programs –** Inmates frequently want to make calls to individuals who utilize a pre paid cell phone or alternative home phone provider, yet they can't make these calls unless that friend and family member has an account established. This is where Securus inmate funded programs open the door to new calling opportunities. While Genesee County does not want to pursue calling cards due to legitimate operational challenges, Securus provides multiple forms of automated Inmate Debit programs where inmates can use their own funds to make these calls. The Securus Integration Team establishes the necessary integrations with JMS and Commissary providers to make this type of calling seamless to the county. *Our analysis indicates revenues can grow 10% to 30% by implementing inmate funding programs where ones do not exist.*

☑ **Instant Pay™ Program –** Those calls to a cell phone or any number that do not have an account or cannot accept a collect call are typically left uncompleted and this represents a significant opportunity for inmates to establish additional friends and family accounts that will drive more calling. With Securus, if the called party does not have a prepaid or post paid payment product already established, or we are unable to process the call due to phone company restrictions or for any other reasons, the call will route through our Instant Pay™ Promotional Program. The Instant Pay™ Program enables the called party to select one of the following options. Text2Connect™ connects a promotional call made to a mobile phone through the acceptance of a premium SMS text message. Charges for the message are billed by their mobile provider on their mobile phone bill. The called party receives a text message receipt for the SMS text message and is given the option to learn how to open a prepaid AdvanceConnect™ Account. Pay Now™ – Provides a last resort option that allows a called party to receive a free 20 second call every 15 to 30 days. The called party then is given the option to be transferred to our Customer Service Center to open an account or Pay Now™ using a credit or debit card. *New Account funding grows upwards of 15% with our Instant Pay™ Program.*

Technology Options

✔ **At Home Video Visitation – A Model for a New Revenue Stream -**

Video Visitation – As part of our recommendation we are proposing a *No Cost to Genesee County* option for Video Visitation that includes 8 visitor and 30 inmate video monitor/kiosks. Our solution provides the platform for pod kiosk services such as Commissary Ordering, Sick Call and other services as well as a fully integrated video visitation solution. This investment in the Video Visitation Center lays the foundation for implementing non-traditional forms of video visitation including video arraignment, attorney visitations, and at home video visitation. Securus is at the forefront of remote and at-home visitation solutions. The program summary includes:

- A $20.00 total video visit price assuming a 20-minute video visitation session.

- A 20% commission rate based on facility visitation policies, terms, and conditions for the first life of the contract with estimated value of $**144,000 to $288,000 commission value over 5 years in addition to a no cost video visitation solution to automate your facility.**

- Estimates of an average ranging from 1 to 2 video visits per ADP per month.

Video Visit Commission Model			
	1 Visit per Month	**1.5 Visits per Month**	**2 Visits per Month**
Cost per Video Visit	$20.00	$20.00	$20.00
Average Daily Population	600	600	600
Commissions	20%	20%	20%
Monthly County Commissions	$2,400.00	$3,600.00	$4,800.00
Annual County Commissions	$28,800.00	$43,200.00	$57,600.00

Note: The above program is just one example of a revenue-share model for a non-traditional video visitation program. Securus is willing to work closely with Genesee County to design a custom program that works both for Securus and Genesee County.

> **Securus Announces Acquisition of Strategic Video Partner Primonics**
>
> With our acquisition of Primonics, Securus is the only significant vendor that can deliver its own video technology and the customer service. Friends and family customer service cannot be underestimated when providing home video visitation solutions to the public. With more than 25 years of inmate industry experience, Securus has led the industry in providing friends and family support. No other competitor can match our customer service, which saves the facility and the public time and frustration. Securus invites representatives of Genesee County to visit this first-class customer service center to experience this first hand.

✔ **Archonix Jail Management System –** Securus is offering a full turnkey installation, maintenance and ongoing support for an Archonix Jail Management System. The challenges Genesee County is facing with its current JMS provider will be resolved with the implementation of the Archonix solution. Archonix and Securus entered into a strategic partnership and have delivered numerous joint solutions including two in Michigan.

✔ **Securus Threads – Investigative Lead Generator –** As part of our offer we are including a six month no cost trial for Threads.   Threads is our powerful, accurate, and extremely easy to use software that will automatically generate leads for investigators by uncovering calling patterns, associations between multiple inmates and their correlation to called parties. Threads can be used in conjunction with our fully hosted Continuous Voice Verification (CVV) solution. CVV opens the door to a new arena of investigative tools driven by a technology developed by MIT. After the trial, Threads can be available at a nominal per call surcharge. CVV is also available at no charge to Genesee through the implementation of a call surcharge.

✔ **Automated Information Services (AIS) –** County employees take thousands of calls from constituents wanting to know details surrounding inmates. AIS automates up to 90% of these calls with the industries only fully hosted voice response system. Additionally AIS automates the inmate side of inquiries as well. Securus can provide this service at no cost to the county for a mutually agreed upon nominal call surcharge.

Reference Page

REFERENCES AND INSTALLATIONS

List 5 references of similar installations and services

✔ **Securus has read and complies.**

The following references are of similar size and services listed that are being proposed to Genesee County, Michigan.

1 Company: Macomb County Sheriff's Office	Size of Facility: 1,238 ADP
Contact Name: Michelle Sanborn	
Address: 43565 Elizabeth Road Mt. Clemens, MI 48043	
Phone Number: (586) 469-5151	# of Inmate Phones: 125
2 Company: Ingham County Sheriff's Office	Size of Facility: 665 ADP
Contact Name: Major Sam Davis	
Address: 630 North Cedar Street Mason, MI 48854	
Phone Number: (517) 676-2431	# of Inmate Phones: 70
3 Company: Saginaw County Sheriff's Office	Size of Facility: 515 ADP
Contact Name: Captain William Gutzwiller	
Address: 618 Cass Street, Saginaw, MI 48602	
Phone Number: (989) 790-5456	# of Inmate Phones: 50

4 Company: St. Clair County Sheriff's Office	Size of Facility: 479 ADP
Contact Name: Captain Tom Bliss	Jail Administrator
Address: 1170 Michigan Rd. Port Huron, MI 48060	
Phone Number: (810) 987-1700	# of Inmate Phones: 50
5 Company: Jackson County Sheriff's Office	Size of Facility:430 ADP
Contact Name: Undersheriff Christopher Kuhl	
Address: 212 West Wesley Street Jackson, MI 49201	
Phone Number: (517) 768-7900	# of Inmate Phones: 50
6 Company: Muskegon County Sheriff's Office	Size of Facility: 370 ADP
Contact Name: Lieutenant Mark Burns	
Address: 25 West Walton Ave. Muskegon, MI 49440	
Phone Number: (231) 724-6351	# of Inmate Phones: 40

SECURUS

Securus is also pleased to provide the following customer letters, further demonstrating our dedication to each one of the facilities we serve:

- **Saginaw County, MI** – a current Securus customer, having some of the similar products and services proposed for Genesee, such as the optional Automated Information Services (AIS) mentioned within the letter. The letter was written directly to Michael (Mike) Stump, the Account Manager who will provide the same excellent support to Genesee County.

- **Muskegon County, MI** – a current Securus customer, giving Mike Stump and Tim Allarding high marks for their service and support. Tim Allarding will be the same technician involved in the Genesee County implementation should Securus be awarded the contract. This letter also highlight's Muskegon's successful system transition to SCP.

- **Michigan Sheriff's Association** – endorsing Securus Technologies with confidence in our service and products.

- **Passaic County, NJ** – a current customer of Securus, having some of the similar products and services proposed for Genesee including the optional Jail Management System with Archonix.

- **Stark County, OH** – a current customer of Securus, having some of the similar products and services proposed for Genesee. This letter highlight's Stark's successful system transition from their previous inmate telephone services provider (Genesee's provider today).

**SAGINAW COUNTY
SHERIFF'S OFFICE**

618 CASS STREET
SAGINAW, MICHIGAN 48602
PHONE: (989) 790-5456
FAX: (989) 790-5429

**SHERIFF
WILLIAM L. FEDERSPIEL**

UNDERSHERIFF
ROBERT X. KARL

July 28, 2011

Mr. Michael Stump
Account Manager-Michigan
Securus Technologies

Mr. Stump,

I would like to take the time to write you and comment on how well the Automated
Information Service (AIS) has performed here at the Saginaw County Jail.

First of all I cannot tell you the amount of time that the (AIS) saves my staff on their day
to day operations. Staff is no longer bombarded with questions from inmates in regards to
outdates, fund balances in accounts and court dates which allows them to perform their
duties in a timelier manner. With a jail of 513 inmates or more you can only imagine the
amount of questions that are asked to staff everyday. Now inmates just pick up the phone
enter their PIN and obtain the information themselves once it is posted on the service.

Second, the public side of (AIS) has been a huge asset as well to provide the public with
information on those who are incarcerated rather than tie up an officer on a phone to
provide basic information. The public can obtain information if an inmate is here, what
their bond may be or visitation information for those who are incarcerated.

We conducted a study a few years ago and found we averaged close to 4,000 calls into
our intake a month with the average length of time for a phone call being six minutes and
realized the amount of time staff were being pulled away from their duties to answer
basic questions on those who may or may not be incarcerated and realized something
needed to be done and found (AIS) as the answer.

We cannot thank you enough as well as John Phillips for providing this invaluable
service to us and I can tell you that if this service ceased today my staff would riot instead
of the inmates.

Thank you again,

Captain William Gutzwiller
Saginaw County Sheriff's Office

"Working Together To Make Saginaw County A Safer Place To Live"
SAGINAW VALLEY
STRONG ROOTS...STRONG FUTURE

Muskegon County Sheriff's Office

SHERIFF DEAN ROESLER
25 W. Walton Avenue Muskegon, Michigan 49440
TX: (231) 724-6256 FAX: (231) 724-6683

1-24-11

To: Securus Technologies
From: Lt Burns

Re: Account, Account Manager, Service.

As Jail Administrator for Muskegon County, I am pleased with my
Securus Technology experience, communication has been the key.

Our new inmate phone system is easy to use and works well. On the few occasions I have called
Technical support my questions were answered in a timely manner, providing solutions to my problems.

Our account manager, Mike Stump, is friendly, approachable, and available with a good eye for detail.
Mike's facilitation of training prior to system start up gave staff a solid understanding of how the system
would work; as a result none of my staff was in the dark when our system went on line.

Even installer Tim Allarding was nice, as I put him through the paces, with all sorts of last minute change
requests as our system developed.

It wasn't always this way.

Prior to June 2010 Muskegon County had a different phone vendor; during the 3 years they had our
business I never once received an onsite visit, or call, from a representative. That lack of depth led
Muskegon County Sheriff Office to start looking for another vendor, Securus came highly recommended.
Since the system changed, no one here has looked back.

To summarize, we are very happy with Securus and the system and service provided.

Lt Burns
Jail Administrator
Muskegon County Sheriff Department
25 W.Walton Av
Muskegon, Mi 49440
231-724-6289
burnsm@co.muskegon.mi.us

MICHIGAN SHERIFFS' ASSOCIATION

EDUCATIONAL SERVICES, INC.
515 NORTH CAPITOL AVENUE • LANSING, MICHIGAN 48933-1241
TELEPHONE 517 / 485-3135 • FAX 517 / 485-1013
www.michigansheriff.com

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New Sheriffs' Representative
William L. Federspiel
Saginaw County

Terrence L. Jungel
Executive Director

Thomas N. Edmonds
Of Counsel

January 31, 2012

To Whom It May Concern:

Securus Technologies has been a valued preferred vendor of the Michigan Sheriffs' Association Educational Services, Inc. (MSA) for over seven years. As a result, they have been a major sponsor of our summer and fall conferences.

In addition, Securus Technologies is responsible for the financial support of the Association's Line of Duty Death Team, known as S.M.A.R.T. (Sheriffs' Memorial Assistance Response Team). As you know, Michigan is the only state in the nation with such a team which serves both county and municipal officers, their families and their departments.

In 2006, a partnership was formed between the Michigan Sheriffs' Association and Securus Technologies wherein the Association receives a percentage of revenues generated by inmate calls in those jails serviced by Securus. This partnership has assisted MSA in funding services we may not have otherwise been able to provide.

Specifically, thanks to the efforts of Michigan residents and former police officers Mike Stump and Ralph Groves, the Association enthusiastically endorses Securus Technologies with confidence in their service and products.

Please feel free to call me with any questions or concerns you have.

Sincerely,

Terrence L. Jungel
Executive Director
Michigan Sheriffs' Association

TLJ:ad

SINCE 1877...Michigan's oldest law enforcement organization

PASSAIC COUNTY SHERIFF'S OFFICE
Sheriff Richard H. Berdnik

OFFICE OF THE SHERIFF

UNDERSHERIFF
Joseph C. Dennis

435 Hamburg Turnpike
Wayne, NJ 07470
973-389-5919

*****

LAW ENFORCEMENT DIVISION

CHIEF
Thomas Murray

435 Hamburg Turnpike
Wayne, NJ 07470
973-389-5919

*****

CORRECTIONAL SERVICES DIVISION

WARDEN
Michael Tolerico,
CPM, CJM

DEPUTY WARDEN
Lisa Washington

11 Sheriff's Plaza
Paterson, NJ 07501
973-881-4620

*****

COURT SERVICES DIVISION

CHIEF
Leonard Lovely

77 Hamilton Street
Paterson, NJ 07501
973-225-3676

August 24, 2011

Ms. Trisha Kelty-Auger
Securus Technologies, Inc.
43 Jewett Street
Pepperell, MA 01463

Dear Ms. Kelty-Auger,

As you know, the Passaic County Sheriff's Office has been a customer of Securus Technologies for well over 12 years. Throughout those years, Securus has consistently provided us with the services to meet our facility needs, as well as, the needs of our inmate population. I am extremely satisfied with the level of service that is provided by Securus and am most pleased with the fact that you are always "just a phone call away" to address any questions or concerns.

I am impressed with the aggressive approach that Securus takes towards providing technological upgrades and additional features that not only enhance our existing inmate telephone system, but also help improve operational efficiency. One such example that has helped us tremendously was the addition of the ATIS (Automated Telephone Information System). By providing the public and inmates with automated telephone access to bail amounts, charges, court dates, facility directions, visiting hours, etc., this ATIS has fielded over 138,000 public inquiry calls and 215,000 inmate requests for information at our facility in the first year alone (an outstanding 85% automation rate). The obvious facility benefit to this feature is that it has significantly reduced the amount of staffing required to handle these calls/requests and it has also improved overall facility communications with the public and inmates alike.

Another Securus feature that we are impressed with is the recent addition of the Archonix Jail Management System (JMS). This JMS has brought our facility up to date with the technology of today. For example, the utilization of barcode readers to track inmate movements, roll call, and medication dispensing has truly assisted with everyday operations, and the ability to have all reports and forms completed, signed, and stored digitally is an asset to facility record management.

We look forward to continuing our relationship with Securus and your partners and wish you continued success.

Sincerely,

Michael Tolerico, BA, CPM, CJM
Warden, Passaic County Sheriff's Office
Corrections Services Division

Administrative Offices • (330) 430-3887 • Fax (330) 430-3844

(330)451-1250
Jail Division • ████████████ • Fax (330)451-1339 • www.sheriff.co.stark.oh.us
Court Services Division • 115 Central Plaza N., Suite A • Canton, OH 44702 • (330)451-7425 • Fax (330)451-7050

MAY-24-2011 TUE 09:35 AM ST CO JAIL ADMIN   FAX NO. 3304303679   P. 02

Mr. Richard Perk
Securus Technologies
20147 Hilliard Blvd
Rocky River, Ohio 44116

Mr. Perk:

I would like to take this opportunity to thank you and your company for the manner in which your company was able to transition our Jail to a new inmate telephone vendor. In addition I would also like to take this opportunity to say what a pleasure it has been to work with professionals like Mr. Tim Parsons.

We anticipated problems changing our service from GTL to Securus, however because of the professionalism of your installers who did a great job of communicating their needs and giving us an opportunity to schedule this project to meet our needs this process went forward without a hitch.

You should also know that we have had no issues with your company and you folks have performed as you stated.

Thank You

Chief Deputy Michael A. McDonald
Stark County Sheriff's Office

Insurance Checklist

✔ **Securus has read and complies**

Please refer to the completed Insurance Checklist on the following page of this proposal.

GENESEE COUNTY INSURANCE CHECKLIST

RFP Title INMATE TELEPHONE SERVICES   Bid Number 12-001

<u>Coverages Required</u>   <u>Limits (Figures denote minimums)</u>

__X__ 1. Workers Compensation   **Statutory limits of Michigan**

__X__ 2. Employers' Liability   **$100,000 accident/disease**
                                                                    $500,000 policy limit, disease

__X__ 3. General Liability (1,000,000/OCC/AGG)   **Complete entry no 24. Items 4-9,**
                                                                    11 and 12 require $100,000 combined
                                                                    single limit for Bodily Injury &
                                                                    Property Damage (BI & PD), each occ

__X__ 4. Products/Completed operations

__X__ 5. Contractual liability   **$1,000000 general aggregate (gen.**
                                                                    agg.), if applicable

__X__ 6. Automobile liability-Owned, hired,   **$1,000,000 combined single limit each**
                   nonowned accident

__X__ 7. <u>Genesee County named as an additional insured on other than Workers</u>
             <u>Compensation via endorsement. A copy of the endorsement or evidence of blanket</u>
             <u>Additional Insured language in the policy must be Included with the certificate.</u>

__X__ 8. Other insurance required: PRODUCT LIABILITY <u>Note: Included in General Liability policy)</u>

__X__ 9. 30 days' cancellation, nonrenewal notice required. (Non-Payment of premium notice accepted
             10 days prior to cancellation) <u>Note: To be provided via endorsement</u>

__X__ 10. Best's rating: A VIII or better, or its equivalent (Retention Group Financial Statements)

__X__ 11. The certificate must state bid number and title

Insurance Agent's Statement

I have reviewed the requirement with bidder named below. In addition:

__X__   The above policies carry the following deductibles: See attached certificate

__X__ Liability policies are *occurrence* __X__   *claims made* _____

McGriff, Seibels & Williams

Insurance Agent	**Signature**

Bidder's Statement

I understand the insurance requirements and will comply in full if awarded the contract.

Securus Technologies, Inc.

Bidder	**Signature**

Robert E. Pickens, COO

Required general insurance provisions are provided in the checklist above. These are based on the contract and exposures of the work to be completed under the bid. Modification to this checklist may occur prior to the bid, or after the bid has been released. To the degree possible, all changes will be made as soon as feasible.
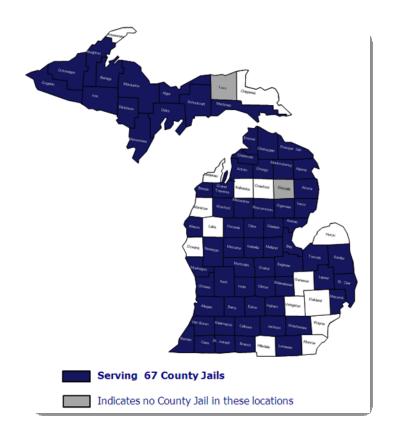
Experience in the Inmate Telephone System Industry

Experience in the Inmate Telephone System Industry – Years and nature of experience in providing inmate telephone systems and services.

✔ **Securus has read and complies.**

Securus is the largest provider of Inmate Telephone Services to Michigan Counties and has more than twenty five yers of experience in providing communication services to jails and correctional facilities. Securus maintains over 67 facilities statewide thus providing Securus with an immense service infrastructure and gives Securus unparalleled insights and knowledge pertaining to Michigan end user calling patterns and fraud detection.

Serving 67 County Jails

Indicates no County Jail in these locations

Nationally, serving approximately 2,200 correctional facilities and more than 850,000 inmates makes Securus Technologies, Inc. ("Securus") the largest independent provider of inmate telecommunications services to correctional facilities in the United States and Canada. By developing and owning more than 85 technology patents today along with approximately 35 patents pending with the U.S. Patent Office, Securus is without a doubt the leading technology innovator in our industry and has been for more than 25 years. Every large inmate telecom provider in our industryuses our patent technology under our license agreements. Correctional facilities have come to rely on the technology Securus develops to not only provide inmates and friends and family members vital telephone service, but to assist the law enforcement community in solving or preventing crimes.

Our predecessor companies, Evercom Systems, Inc. and T-Netix, Inc., have served the correctional industry for more than 25 years. Today, as Securus Technologies, Inc., we possess the #1 ranking of market share in terms of facilities served and #2 ranking of market share in terms of revenue generated.

Securus' core business consists of installing, operating, servicing and maintaining sophisticated call processing systems in correctional facilities and providing related services that help solve or prevent crimes. On a limited basis, we also partner with other telecommunications companies where we provide our equipment, patented technology, and as needed, back office support including, validation and billing and collections services. A few years ago, when companies like AT&T, SBC, Verizon, MCI, and other large telephone companies served this niche industry, they chose Securus' "best in class" calling platforms and sophisticated back office systems to serve their customers because they had not developed their own. That alone speaks to the quality of what Securus has provided in the past and what it provides today to the industry.

Securus prides itself on being able to provide its customers with the following key advantages:

- Industry leading centralized packet-based network platform
- Best economics provided to its customer base
- Broadest and deepest product set—offering more than 500 features and attributes
- Best security on our calling platform
- Technology leadership - largest number of patents in the industry
- Largest highly specialized sales and customer service sales force
- 24x7 Network Operations Center, with data centers in Dallas and Atlanta
- In-sourced Customer Call Center located in the Dallas Metro area

Securus has the wherewithal to install and operate large prison facility telecommunications systems. Case in point - in 2009, Securus installed on time and under budget the Texas Department of Criminal Justice telephone system – one of the largest Department of Corrections (DOC) inmate telephone systems in the country – serving over 140,000 inmates and 114 facilities. Texas chose Securus, in partnership with Embarq, because of its industry experience, reputation and "best in class" network platform. Securus beat out its largest competitor (GTL) in Texas and won another large state corrections inmate telephone system contract directly from GTL in late 2007 – the state of Florida DOC. Securus has the only centralized packet-based network platform that can serve large DOC institutions like Texas and Florida, unlike our largest competitors. Securus is confident any state or county will experience the benefits that Texas, Florida and 9 other DOCs are currently experiencing if they choose Securus as their inmate telephone system provider.

Corporate Background and Expertise

Securus currently serves correctional facilities operated by city, county, state, and federal authorities and other types of confinement facilities such as juvenile detention centers and private jails. The Company provided services to approximately 2,200 correctional facilities in 44 states, the District of Columbia and Canada. More than 850,000 inmates are served by Securus at these facilities. Securus national presence is reflected in the following figure.

Securus serves approximately 2,200 correctional facilities and more than 850,000 inmates.

In the state Department of Corrections (DOC) space, Securus currently serves 11 of the 50 DOCs in the United States, including such states as Texas, Florida, Arizona, Missouri, Maryland, Kentucky, North Dakota, Alaska, New Mexico, and Wisconsin. We also serve many "mega-county" facilities that house thousands of inmates including Cook County, IL, Broward County, FL, and Orleans Parish, LA to name a few. Additionally, we are largest provider of inmate services to private prison companies such as Corrections Corporation of America ("CCA") and GEO.

Serving so many correctional facilities requires Securus to have the best internal controls and processes in the industry. To that end, Securus is proud to be the only inmate telecommunications provider in the U.S. that is Sarbanes-Oxley Section 404 compliant. Becoming Sarbanes-Oxley compliant in 2009 meant that an independent accounting and auditing firm completed a comprehensive and in-depth evaluation and testing of Securus' internal controls over financial reporting. The unqualified audit opinion, or compliance, confirms that the company has effective controls and safeguards in place to manage its financial information. Unlike our competitors that do not provide transparency or vigor in their financial reporting, our accomplishment reinforces that our financial statements provide the

necessary depth and accuracy required for investors, rating agencies and our correctional facilities customers.

Securus, unlike any other provider in the industry, can also claim the distinction of being SAS-70 Type II certified as well. In 2009, Securus successfully completed an American Institute of Certified Public Accountants Statement on Auditing Standards No. 70 (SAS 70) certification. A SAS 70 certification indicates that an independent accounting and auditing firm completed a comprehensive and in-depth evaluation and testing of Securus' internal controls and related activities. This certification confirms that the company has effective controls and safeguards in place to manage information and data belonging to its customers. Because inmate telecommunications providers, like Securus, need to install and operate highly sophisticated call management platforms and related services to meet the security and public safety needs of correctional facilities, we need to be able to accurately process, manage, and control millions of call records and call recordings for security and investigative purposes. A SAS 70 Type II report reinforces to correctional facilities and their auditors that Securus has the necessary controls in place to manage this critical information.

Company Management

In mid-2008 Richard A. Smith, a seasoned Chief Executive Officer with over 39 years of telecommunications experience, was selected as Securus' Chief Executive Officer. Mr. Smith brought with him a highly talented group of executives, having worked with each of them an average of 11 years at prior companies. Mr. Smith and Securus' executives possess more than 190 years of combined telecommunications and/or inmate telecommunications experience. Many members of the current executive team previously ran a highly successful publicly traded competitive local exchange carrier ("CLEC") called Eschelon Telecom, Inc. (NASDAQ: ESCH). At this company, the management team grew this business from inception and sold it in August 2007 to Integra Telecom, Inc. (a private CLEC) for over $710 million dollars.

The following figure presents the Securus leadership organization structure.

Securus' executive management team and biographies are reflected below.

Richard A. Smith
President and Chief Executive Officer

Richard A. Smith has served as President and Chief Executive Officer of the Company since June 2008. Mr. Smith previously served as the Chief Executive Officer of Eschelon Telecom Inc., a publicly traded local exchange carrier, from August 2003 through August 2007. Mr. Smith also served as Eschelon's President, Chief Financial Officer and Chief Operating Officer during his tenure. Prior to joining Eschelon, Mr. Smith had multiple executive level positions at Frontier Corporation. Mr. Smith holds an Associate Degree of Applied Science in Electrical Technology from the Rochester Institute of Technology, a Bachelor of Science in Electrical Engineering from the State University of New York at Buffalo, a Masters in Mathematics from the State University of New York at Brockport, and a Masters in Business Administration from the University of Rochester's Simon School. Mr. Smith previously served as a director of Integra Telecom, a privately held local exchange carrier based in Portland, Oregon and was on the Board of the Upstate Cellular Network, a partnership of Frontier Corporation and Nynex.

William D. Markert
Chief Financial Officer

William D. Markert has served as Chief Financial Officer of the Company since June 2008. From December 1999 to November 2007, Mr. Markert held executive level finance positions at Eschelon Telecom, Inc. with his most recent position being Executive Vice President of Network Finance. During Mr. Markert's employment with Eschelon, he was responsible for revenue and cost accounting and reporting, network cost management, carrier access billing and revenue and margin assurance. He also directed various merger and acquisition related projects. Prior to joining Eschelon, Mr. Markert worked for Global Crossing Limited, a publicly traded communications solutions company, in various financial, regulatory and operational management roles. Mr. Markert holds a Bachelor's degree in Business Administration from the University of Wisconsin-Whitewater and a Masters in Business Administration from the University of St. Thomas in St. Paul, Minnesota.

Robert E. Pickens
Chief Operating Officer

Robert E. Pickens, Chief Operating Officer has served the Company since September 2008. Mr. Pickens has over 18 years of senior level telecommunications experience. Before joining Securus Technologies, Mr. Pickens was Chief Operating Officer of Eschelon Telecom. During his eleven year tenure with that organization, he held leadership positions in marketing, operations, and mergers & acquisitions integration management. Mr. Pickens has a Bachelor of Science in Business degree in Marketing and Management from the University of Minnesota Carlson School Of Management.

Arlin B. Goldberg
Chief Information Officer

Arlin B. Goldberg has served as Chief Information Officer of the Company since September 2008. Mr. Goldberg has over 30 years of telecommunication industry experience. Previously, Mr. Goldberg served as the Executive Vice President of Information Technology for Eschelon Telecom from October

1996 until July 2007. Prior to that, Mr. Goldberg served as Director of Information Services at Frontier Corporation, and also as Director of Information Services for Enhanced TeleManagement, Inc. Early in his career, Mr. Goldberg served in a variety of roles at Norstan Communications Systems, Inc. Mr. Goldberg received his Bachelor of Science in Business degree in Accounting from the University of Minnesota Carlson School of Management.

Dennis Reinhold
Vice President, General Counsel and Secretary

Dennis Reinhold has served as Vice President, General Counsel and Secretary of the Company since he joined us in August 2005. Prior to joining us in August 2005, Mr. Reinhold served as the Associate General Counsel of SOURCECORP, Inc. (NASDAQ: SRCP), a public company with approximately 7,000 employees worldwide that specialized in business process outsourcing of critical data and documents. Prior to his position at SOURCECORP, Mr. Reinhold served as Division General Counsel/ Director of International Legal Affairs and Assistant Secretary for AAF-McQuay, Inc. Mr. Reinhold has over 20 years of legal experience, both in law firms and in-house positions, with an emphasis in practicing in the areas of corporate and international law. Mr. Reinhold has a J.D. from St. Louis University, a B.S. in Marketing and Business Administration from the University of Illinois and he completed the Advanced Management Program at The Wharton School, University of Pennsylvania. Mr. Reinhold has served on numerous civic organizations, including the Board of Directors for the Louisville Ballet.

Danny de Hoyos
Vice President of Customer Service

Danny de Hoyos has served as Vice President of Customer Service of the Company since September 2008. Prior to joining Securus, Mr. De Hoyos served as Director of Customer Operations for Medica located in Minneapolis, Minnesota. From 2001 through the end of 2007 Mr. de Hoyos was employed by Eschelon Telecom and served as Vice President of Customer Service and Service Delivery. Prior to joining Eschelon, Mr. de Hoyos was Director of Support Services for One World Online in Provo, Utah. Mr. de Hoyos has also held Customer Operations and Call Center Management leadership roles for other technology companies such as Big Planet and Marketing Ally. Mr. de Hoyos has a Bachelor of Science from Brigham Young University.

Kate Lengyel
Vice President of Human Resources

Kate Lengyel has served as Vice President of Human Resources for the Company since June 2007. Prior to joining Securus in July, 2007, Ms. Lengyel held the position of Vice President of Human Resources at Excel Telecommunications from October 2005, where she was an integral part of the company's acquisition of Vartec Telecom. Ms. Lengyel acted in a leadership capacity at Stone Holdings, Inc. where she was the Director of Human Resources from November 1991 until 2005. She has created a successful track record of employee initiatives, leadership and organizational change management. Ms. Lengyel has diverse Human Resources experience in start-ups, growth and M&A situations. Ms. Lengyel holds both a Bachelor of Science in Human Development and a Masters of Education in Human Resource Development from Vanderbilt University in Nashville, Tennessee.

Patrick Brolsma
Vice President of Corporate Development

Patrick W. Brolsma has served as Director of Enterprise Program Management Office and Corporate Development since November of 2008. Mr. Brolsma has over 15 years of senior level telecommunications experience. Prior to joining Securus, Mr. Brolsma spent eight years with Eschelon Telecom where he held leadership positions in Operations, Marketing, and Mergers & Acquisitions. Before Eschelon, Mr. Brolsma held various management positions at US West (Qwest), Sprint Communications and Unisys. Mr. Brolsma has a B.S. degree in Computer Science and Marketing from Minnesota State University in Mankato, Minnesota.

Dave Kunde
Vice President of Network Operations

David Kunde, Securus' Vice President of Network Operations, has more than 25 years of telecommunications experience. He has extensive knowledge and experience in network operations and engineering, including Voice over Internet Protocol, local, long distance, wireless and high speed Internet delivery. David has senior-level experience in building and managing national networks and has developed and launched highly successful services such as Internet Protocol Television during his career. Mr. Kunde also has filled the role as Chief Operating Officer for North American Operations for ACN, Inc., where he was responsible for Information Technology, Human Resources, Accounting/Finance, Call Center, Provisioning, Operations and Engineering, Legal, and Business Development.

Larry Ehlers
Vice President of Applications

Larry V. Ehlers has served as the Vice President of Applications since January of 2009. Prior to joining Securus Technologies he was Vice President of OSS & Applications at Eschelon Telecom in Minneapolis, Minnesota from 2005 through 2008 and served as Vice President of Corporate Systems at Advanced Telcom in Salem, Oregon from 2000 through 2005 prior to its acquisition by Eschelon. He was the Director of Information Technology and Operations at Quintessent Communications and a consultant with Network Designs Corporation in Seattle, Washington. Prior to Network Designs Mr. Ehlers served in a variety of Information Technology roles within the manufacturing industry. Mr. Ehlers received his Bachelor of Science degree from Iowa State University and holds multiple information technology certifications.

Joshua Conklin
Vice President of Sales

Joshua Conklin has served as Vice President of Sales since December of 2009. Mr. Conklin has the responsibility for all new and existing facility sales for Securus. Prior to joining Securus, Mr. Conklin was Senior Vice President and General Manager of California and Nevada for Integra Telecom Inc. In this role, Mr. Conklin had full operational responsibility for Integra Telecom of California and Nevada including sales, customer service, network operations, new customer provisioning, and long haul network operations for the bulk of Integra's network in the western United States. Prior to joining Integra, Mr. Conklin served with Eschelon Telecom Inc. as Senior Director of Network Sales for Colorado, Minnesota, and Utah. In this capacity, Mr. Conklin was responsible for new acquisition sales

in over 40% of Eschelon Telecom's network footprint. Mr. Conklin also held several other sales roles within Eschelon including Sales Director, Sales Manager, and Sales Training Manager over his 10-year career with Eschelon. Mr. Conklin holds a Bachelor of Business Administration degree from West Texas A&M University.

Securus' "Best in Class" Service Offering

Securus' secure, turn-key product offering is a key differentiator in the industry. Through our robust platforms, we offer more products and security applications than any of our competitors. The list below highlights a selection of Securus' comprehensive offering:

- Equipment and system installation
- Inmate Identification: biometric and/or security code validation
- Enable calls on a pre-paid or collect basis to friends and family members
- Identity Authentication of called party
- Restrict calls to certain parties, such as judges, jurors, witnesses and victims
- Detection and restriction of unauthorized call forwarding
- Real-time call monitoring capabilities
- Call recording and storage
- Real-time credit quality assessment of called party
- Billing and customer care
- Interface capabilities to many commissary and/or jail management systems.

Over the past 20 years, Securus has spent over $100 million dollars and devoted 300,000 man-hours developing an advanced packet-based network platform that provides many cost and service advantages to its customers. We are in the process of transitioning our customers to this advanced platform from legacy, or inferior, premise-based systems that many of our competitors continue to use.

Most Recent Certified Financial Statements

Most Recent Certified Financial Statements – Proposer must show proof of profitability and financial stability.

✔ **Securus has read and complies.**

Securus' Audited 2010 Financial Statements begin on the following page within the envelop labeled Proprietary and Confidential.

Proprietary and Confidential

Please refer to the hard copy binders for this attachment.

As we are a privately held corporation, Securus considers this information highly confidential and proprietary. This information has been submitted for review and Securus respectfully requests that it be removed from our proposal prior to public display of proposals after opening.

Litigation Statement

The proposer must include a description of all litigation that is pending and all litigation in which a judgment was made against the proposer during the previous three years.

☑ **Securus has read and complies.**

Please refer to the envelope marked "Proprietary and Confidential" following this page for Securus' litigation summary. It is important to review this information with the context of the size and scope of our customer base. Because Securus leads the inmate telephone service industry with the number of patents granted and in progress, and has more than 25 years of experience, we are the subject and participant in litigation and lawsuits, which are often unavoidable and are often necessary to protect our patent rights. We respectfully ask Genesee County to carefully consider this when viewing our information and when comparing it to our competitors who do not have our depth of experience or the level of research and development to which we have committed.

Proprietary and Confidential

Please refer to the hard copy binders for this attachment.

As we are a privately held corporation, Securus considers this information highly confidential and proprietary. This information has been submitted for review and Securus respectfully requests that it be removed from our proposal prior to public display of proposals after opening.

Statement of Exceptions

Statement of Exceptions: The proposer shall furnish a statement on company letterhead giving a complete description of all exceptions to the terms, conditions, and specifications set forth in the Standard Proposed Contract and this RFP. Failure to furnish this statement shall mean that the proposer agrees to meet all requirements set forth in this solicitation.

✔ **Securus has read and complies. We have no exceptions to the terms, conditions, and specifications set forth in the Standard Proposed Contract and this RFP.**

Proposed System Features of Value and Not Specified

Proposed System Features of Value and Not Specified - Provide features about your firms proposed system that may not have been specified in the requirements included in this solicitation.

✔ **Securus has read and complies.**

Securus has provided the following optional value added services to Genesee County for your consideration:

- Archonix
- Securus Video Visitation
- Automated Information System
- Continuous Voice Verification
- Threads Investigative Software
- Crime Tip Advanced

Archonix Computerized Jail Management System (CJMS)

XJail is a powerful suite of fully-integrated inmate and facility management software developed using the latest Microsoft .Net environment. First time users of the Archonix CJMS product immediately recognize a familiar feel, flow and layout similar to that used by the best of today's desktop software and websites. Archonix justifiably considers XJail the next evolution of jail management software by challenging the stereotype of JMS software as merely providing a place for tedious entering and updating of information. Many XJail features, including time and task management by individual users is automated by proactive notifications of pending items, scheduled tasks, inmate activities, alerts/alarms, timers and more.

Importantly, XJail's software design provides an environment that compliments work flow rather than interrupting 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.

Key Features:
- Built on latest Microsoft .NET technology using Visual Studio 2005

- Completely integrated package which minimizes the need for duplicate entry.

- Agencies can add new fields to forms; customize the look and feel of the software based on their preference, without any programming. This allows the agency to expand the software based on individual and agency specific needs

- Add agency specific rules to forms, searches, and data input fields using simple scripts; Agencies can customize not just the look, but the functionality/flow of the software.

- Proactive Task Management, Alerts, Reminders and Alarms.

- Built in Helpdesk for the agency's System Administrator. The CJMS internal Helpdesk communicates with the Archonix helpdesk so the System Administrator can easily submit any helpdesk items to Archonix for review.

- Database independent; agencies use MSDE, Microsoft SQL Server 2005 or Oracle.

Securus Video Visitation

Securus can provide Genesee County with a state-of-the-art Securus Video Visitation system, enabling you to conduct visitations safely, securely, and with less burden on facility staff. This advanced optional solution provides Genesee County with multiple benefits, including:

- Enhance facility security by reducing the possibility of inmate confrontation

- Enhance facility operations

- Improve the ability of the inmate to communicate with legal representation/bail-bond/family, and any other persons authorized by Genesee County administration
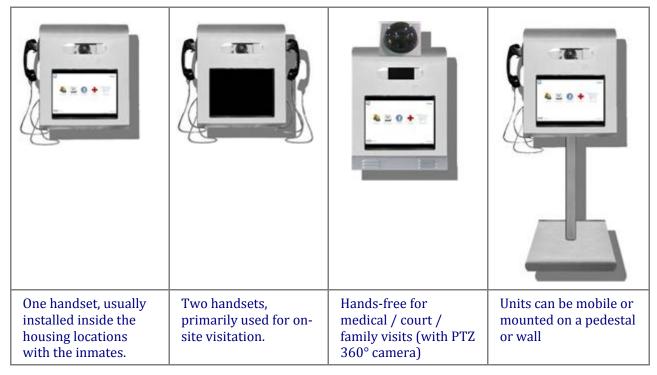
- Reduce contraband infiltration

- Reduce inmate and visitor movement through a facility

- Increase security for visitors

- Increase inmate and visitor morale with increased opportunities to visit

- Reduce man-hours needed to escort inmates and visitors to visiting areas

- Generate income for the facility as a shared revenue producer

The Securus Video Visitation solution is a centralized system, similar to the SCP system, that allows automatic technology and feature upgrades. After the system has been implemented, it is easy for Securus to enable new features and modules by activating the feature in the centralized system.

The following are samples of the different models available with Video Visitation.

Video Visitation Models

One handset, usually installed inside the housing locations with the inmates.	Two handsets, primarily used for on-site visitation.	Hands-free for medical / court / family visits (with PTZ 360° camera)	Units can be mobile or mounted on a pedestal or wall

The Securus Video Visitation solution enables video arraignment and visitation sessions between inmates and their friends or family members, attorneys, and law enforcement officers. However, The Securus Video Visitation solution is much more. In addition to traditional video visitation sessions, it also provides:

- Visitation registration and scheduling
- Chat features for internal communication between Genesee County users, such as attorneys, probation officers, and jail administrators
- Inmate information kiosk
- Sick call requests
- Commissary order interface
- Long-term storage of recorded visitation sessions

- Automated retrieval and playback of sessions

- Browser-based system administration

- Call history record

- Usage reporting

Automated Information Services (AIS)

Imagine being able to focus on the job of securing and managing inmates instead of answering questions from inmates and constituents that now take up so much of your time. Automated Information Services 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 allow 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 your facility's potential commissionable revenue. All of this functionality is automatically 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

  o Facility location
  o Directions
  o Hours
  o Mailing policies
  o Visitation policies
  o 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, you:

- 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 correction 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 opening up another method for funds flowing into your facility

AIS Return on Investment

Most detention facilities find incoming phone calls to be an enormous administrative burden. In fact, Securus has found that an average facility receives ½ phone call per day, per inmate, and each call averages 4 minutes. We have also found that inmates ask facility personnel ½ question per day. These activities result in higher consumption of administrative resources and they take facility personnel away from their primary job responsibilities.

Monthly Time Consumption per Inmate
1 inmate X ½ call X 4 min X 30 days = 60 minutes

AIS 2.0 Value Automation
• **Incoming Requests:** AIS automates 80 percent of administration requests, which results in a savings of 48 minutes per ADP per month • **Inmate Requests:**   AIS automates 90 percent of inmate requests, which results in a savings of 54 minutes per month per ADP

AIS saves facilities time, money and helps better serve constituents. Automating both friends and family member and inmate requests enables facility personnel to focus on their primary responsibilities.

Testimonials

> "I cannot tell you the amount of time that the (AIS) saves my staff on their day to day operations. Staff is no longer bombarded with questions from inmates in regards to outdates fund balances in accounts and court dates which allow them to perform their duties in a timelier manner. With a jail of 513 inmates or more, you can only imagine the amount of questions that are asked to staff every day. Now inmates just pick up the phone, enter their PIN and obtain the information themselves once it's posted on the service."
>
> "We conducted a study a few year ago and found we averaged close to 4,000 calls into our intake a month with average length of time for a phone call being six minutes and realized the amount of time staff were being pulled away from their duties to answer basic questions on those who may or may not be incarcerated and realized something needed to be done and found (AIS) as the answer."
>
> ...Captain William Gutzwiller, Saginaw County Sheriff's Office

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 beat the system by hidin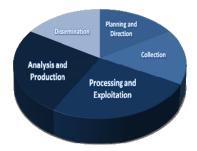g their identities to engage in criminal activity. The system's easy-to-use dashboard automatically collects and analyzes a vast amount of information that would otherwise be labor-intensive to gather and interpret. This breakthrough technology stands to dramatically change the way evidence is gathered, 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 for covert surveillance. Before its development, no technology existed that was capable of performing the type of advanced surveillance functions to meet their needs. To solve this problem, the Department of Defense approached the Massachusetts Institute of Technology, home of the best voice analysis engineers in the world. MIT was tasked with creating a system to automatically monitor and analyze phone calls. Not surprisingly, they succeeded—and delivered a cutting-edge solution with unprecedented capabilities.

In the current version of the Investigator Pro, inmate call voices are analyzed immediately after the call has been completed. Alerts are instantly available in investigators in the real time status screen at the completion of each voice analysis. In the first quarter 2011 product release, Investigator Pro will provide real-time alerts as calls are in progress.

Every second of every 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 MIT, 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 Bay County Jail and the Bay County Sheriff's Office.

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 exposes inmates who try to beat the system by hiding 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

- 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 Federal Bureau of Investigation (FBI), Drug Enforcement Administration (DEA), Immigration and Naturalization Service (INS), U.S. Customs, 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	External 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	• 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 1,700 facilities installed, over 850,000 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 Genesee 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. Genesee County 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.

- 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, available for implementation in the second quarter of 2012. Threads will be available as an optional product and empowers Genesee County with the latest in investigative technology and one of the most powerful tools in the intelligence community.

CrimeTIP Advanced

Crime TIP Advanced is an anonymous two way communication between inmates and investigators or other correctional staff.

CrimeTIP Advanced has the capability to be configured / branded as a PREA System, PAN Management System, Medical System, TIPS System, or any other system that a facility customer would requires as an anonymous two way communication channel with the inmates.

Inmates can leave anonymous messages for correctional staff. Authorized users can report and listen to the inmate messages and then reply to the inmate anonymously. When the inmate calls into the CrimeTIP Advanced System they can choose to leave a new message or listen to replies. They system generates a random and anonymous mailbox number for the inmate and correctional staff to use when communicating so neither party know who the other party is, they know them by a random message ID.

Implementation Plan

Provide a narrative explaining the approach to implementing the new system with the required functionality. This information should include timelines associated with completing critical tasks relative to system implementation.

✔ **Securus has read and complies.**

Securus will cooperate fully with any scheduling requirements issued by the County. We will be responsible for keeping the County informed of our progress at all times. All software and hardware as proposed will be installed and be fully operational per manufacturer's specifications for the SCP system within 60 days of contract award. If equipment replacement is required, Securus will install all new equipment so that minimum downtime is necessary.

Genesee County Implementation Plan

We propose an implementation schedule that will ensure all SCP inmate telephone services will be installed in less than 60 days after contract award and full execution.

Securus will provide support during the installation process through our Account Manager, Michael Stump and our designated implementation team for the project. The team will be on site for the system cutover and will provide training for all levels of staff to ensure quick understanding of the interface. Additionally, we will provide onsite brochures and postings for inmates and visitors to the facility to help quickly inform them of the calling programs available.

It is common for incumbent service providers to lead you to believe that selecting another service provider will cause you frustration and inconvenience during installation. **Securus will complete a successful transition on time without causing the County frustration and inconvenience.**

As realized by Suffolk County, New York, there was no frustration or inconvenience experienced by the facility, inmates, and their friends and families.

"I could not be more pleased with the quality and professionalism of the Securus personnel associated with the installation of our inmate telephone system."

"Excellent job, very smooth, and painless!"

Captain John Donegan – Suffolk County Jail, Riverhead, NY

In this response, Securus submits a complete and detailed schedule of the timeframe required for installation and completion of the SCP, hardware, infrastructure, system testing, training, and account services as specified in the RFP. The SCP will be installed in a manner and under a time-frame designed to minimize disruption of the normal functioning of the facilities.

Securus Implementation Experience Ensures Success for Genesee County

The success of installing and implementing the Genesee County's SCP inmate telephone system is dependent on adequate planning and the capabilities and experience of the installation personnel. No one has more experience in installing a centralized inmate-calling platform than Securus—**we have installed the SCP platform more than 1,600 times.**

Securus will follow an implementation schedule using our step-by-step process designed, tested, and executed to successfully install approximately 2,200 Securus installations across the United States. Our implementation schedule incorporates a five-phase approach that employs compliance checkpoints at key milestones in the process to ensure that all activities are completed and meets your satisfaction while keeping the County informed of our progress at all times.

Our proven approach provides the roadmap to ensure a successful on-time SCP installation, of the highest quality, and continued commissions—**without interruption.**

The following figure provides a summary view of the implementation schedule proposed for Genesee County indicating key milestones. Please refer to "Attachment B: Preliminary Implementation Schedule," for the detailed installation schedule, which indicates all key milestones.

Task Name	Duration	Start	Finish
Project Closure • Ensure all outstanding actions or deliverables are complete • Transition support to the Account Management Team • Obtain County acceptance	.13 days	07/08/12	07/09/12

Implementation Methodology

Our process includes multiple tests to ensure that every product and feature is operating correctly prior to actual cutover. We will verify that all equipment is installed to meet or exceed both our standards and your expectations.

Initiation Phase

Within 72 hours of contract award, the Securus Implementation Team will host a meeting with the County to review project scope, critical success factors, and the implementation timeline. Securus will confirm and demonstrate how we plan to meet the installation timelines required by the County in this initial meeting.

Site survey information and planned activity will be discussed to ensure our project information is based on the latest physical characteristics of each location. Notes taken from the site tours will be reviewed and discussed with the County.

Upon successful conclusion of the initial meeting, the account setup activities, and with the County approval, the Securus Implementation Team will move on to the Project Planning Phase.

Planning Phase

During the Project Planning Phase, the Securus Implementation Team will confirm and coordinate material and human resources required for the project. Travel, facility access, deliveries, and customer training will be coordinated with Genesee County personnel during this phase.

Securus will work directly with all interstate and intrastate network providers to coordinate the installation of network services and equipment required for the project. Securus will coordinate all activities and timelines with the County. Securus will request a single point of contact from the County to coordinate and communicate all actions and issues during the installation.

Execution Phase

During the Project Execution Phase, Securus technicians will complete pre-installation activities in preparation for the cutover. The pre-installation activities include pre-wiring, hardware staging, and telecom test and turn-up activities that can be done in advance to reduce the amount of time and complexity of the actual cutover.

Securus will coordinate cutover activities with the County and GTL to ensure a seamless transition of phone service. Transition of service can be coordinated for after hours or during inmate lockdown to

limit service interruptions. If a service interruption is required, the activity will be coordinated with the County at least five business days in advance of the scheduled activity.

During the cutover, Securus will perform a thorough inspection of the installation and will resolve any potential issues prior to finalizing the implementation. Securus technicians completing the installation activity will perform a walk-through with the County to review all installation documentation and checklists. Securus will host a Customer Acceptance Review Meeting with the County prior to finalizing the cutover at each location.

Training activities will occur during this project phase.

Monitoring and Control Phase

During the Project Monitoring and Control Phase, Securus will complete daily diagnostic checks and monitor protocols via our Network Operations Center to ensure the recently installed equipment is working well and meeting the County's requirements. Status reports will be provided to the County as required.

Project Closure

During the Project Closure Phase, the Securus Implementation Team will ensure that there are no outstanding actions or deliverables, and will work with the County to review the full implementation project and obtain the County's acceptance.

Securus will transition support responsibilities to the Securus Account Management Team for long-term ongoing account support. The Project Implementation Team will complete all internal updates and project closure activities.

Securus will maintain frequent communications with Genesee County throughout the duration of the contract.

Subcontractor Information

As part of the proposal submission, all proposers shall identify the names and services to be provided by any subcontractor to be utilized in providing the proposed system and services.

✔ **Securus has read and complies.**

Securus has proposed an additional value added Jail Management System option from our preferred partner Archonix.

Resumes of Proposed Project Manager, Account Representative and Primary System Technician

Provide the information on proposed staff as described in Section 5.5.

✔ **Securus has read and complies.**

Professional Experience & Qualifications: The proposer's personnel and management to be utilized in the services required shall be knowledgeable in this market with demonstrated expertise. The County reserves the right to perform investigations as may be deemed necessary to insure that competent persons will be utilized in the performance of the contract. At a minimum, the maintenance force personnel shall have three years experience in the maintenance and repair of inmate or pay telephones. In the proposal response all proposers shall include the resumes of the proposer's project manager, account representative and primary system technician that would be assigned to this account.

✔ **Securus has read and complies.**

Securus employs 150 Field Service Representatives with an average of eight years of service experience. We also have Service Administrators, who sometimes perform technical support, with an average of 3.5 years of service experience at Securus. Our nine Service Managers possess and average of 10.5 years of service with the company, and our two Regional Service Managers average more than 12.5 years of service with Securus.

All maintenance personnel, from the Field Service Technicians through the Regional Service Managers have successfully completed all necessary training and certifications. They are all required to have an extensive telecommunication background and are Securus certified to work on all our product offerings.

Securus has included the resumes of the Securus Team:

Michael Stump – Account Manager

Ralph Groves – Regional Support Specialist, providing technical support

Tim Allarding – Field Service Technician

Sherri Crawford – Project Manager

Michael Stump Sales Account Manager	
Summary	Mr. Stump a resident of Rockford, MI, is Securus' Account Manager for the state of Michigan. As Account Manager, he is responsible for assessing client needs on an ongoing basis and delivering the highest level of client response, service, and support. Prior to working for Securus, Mr. Stump worked as a Media Consultant for Yellow Book, Google and Yahoo internet advertising for 3 years. He has been certified through Google for search engine advertising and ad words. Michael served as a full-time police officer for the City of Greenville, Michigan for over 17 years and part-time police officer for City of Lowell, Michigan for 2 years.
Responsibilities	• Developing and expanding Partner relationships • Manage key customer projects (RFPs, RFIs, MACs, Turnkey Solutions, etc.) • Facilitate timely resolution of customer issues • Support of the product/feature development process • Update and maintain customer records in a timely fashion • Ensure financial integrity of designated partnerships • Collaborate with the partners in a solution sales methodology to identify, pursue, and close new business • Identify competitive activity with respect to changes in application, product, pricing, or marketing strategies. • Act as team lead for partner relationships and coordination of Securus resources • Partner with sales engineer on the development and implementation of the overall sales strategies within the partners • Build relationships with key Securus support staff enabling prompt issue resolution • Ensure thorough familiarity with Securus platforms and business processes
Qualifications	• Manages the sales process and customers' expectations. • Manages multiple projects simultaneously. • Provides excellent customer service while adhering to contractual commitments.

Ralph Groves—Regional Sales Support Specialist

Summary:	Mr. Groves, a resident of Clare, Michigan, has more than 13 years of experience in the telecommunications market. He has been involved in the provisioning of inmate telephone systems since 1998 when he entered into the telecommunications market. Mr. Groves' current responsibilities includes Sales Support for new sales opportunity in an eight-state Midwest Region including, Indiana, Illinois, Iowa, Michigan, Minnesota, Missouri, Ohio, and Wisconsin.
	Mr. Groves worked for SBC for three years from 1998 to 2001, with Account Executive responsibilities for Michigan, Ohio, Wisconsin and Indiana. He joined Securus in 2001 as an Account Executive with a sales territory that included Indiana, Ohio, and Michigan.
	Prior to his telecommunications career, Mr. Groves had a 23-year law enforcement career with the Clare County Sheriff's Office, MI. Mr. Groves brings a unique understanding of the needs of our customers in the inmate phone market.
Experience:	**Securus Technologies, Inc., Dallas, TX** **March, 2010- Present** *Regional Sales Support Specialist* Mr. Groves is currently Regional Sales Support Specialist where he is responsible for supporting the individual State Sales Executives in new business acquisition for the Midwest Region. **Securus Technologies, Inc., Dallas, TX** **October 2004 – March 2010** *Account Executive* Sales to new business customers in a seven state territory that included Michigan, Ohio, Kentucky, West Virginia, Maryland, Arkansas, and Oklahoma. **T-Netix, Inc., Dallas, TX** **January 2001 – October 2004** *Account Manager* Account manager responsible for all accounts the states of Michigan and Indiana. **Ameritech, San Antonio, TX** **July 1998 – January 2001** *Account Manager* Account management for the inmate phone customers in the state of Michigan, with an account base of $10 million. **Clare County Sheriff's Department, Harrison, MI** **April 1975 – July 1998** **Lieutenant** Personal Director, Road Patrol Supervisor, Jail Administrator
Training/ Certifications:	Mr. Groves received the following training: • Marine Safety Education, 1981 • Breathalyzer Operator, 1981 • Emergency Medical Technician, certified, 1984 • Dispatcher Seminar, 1985

	• Preliminary Fire investigation, 1986
	• Traffic Law Update, 1986
	• Legal update, 1986
	• Interviewing and Investigation, 1986
	• Trafic Radar, 1986
	• Drug Investigation, 1988
	• Homicide & Suicide investigation, 1990
	• Legal Update, 1990
	• Police Management, 1991
	• LEIN Terminal Agency Coordinator, 1991
	• Pressure Point Control Tactics, 1991
	• Crime Scene Preservation, 1992
	• Domestic Violence, 1993
	• School Liaison Officer, 1993
	• Crime Victim Rights, 1993
	• Labor Relations, 1994
	• First Line Supervision, 1995
	• Internal Investigations, 1995
	• Positive Employment Practices, 1995
	• Psychological and Legal Impact of Critical Incident Responses, 1995
	• Basic Budgeting for Police Departments, 1996
	• Command Officers, 1996
	• Absenteeism: The problem, the issue, the solution, 1996
	• Advanced Internal Investigations, 1997
	• Solution Selling, 2004

Education:	**High School: Pontiac Northern H.S. Pontiac Michigan**
	Basic Police Academy-MLEOTC
	    Northern Michigan University, Marquette, MI
	    Certified November 1986

Tim Allarding Field Service Technician	
Summary	Mr. Allarding has been in the telecommunications industry for 35 years and installing Inmate Telephone Systems for more than 25 years. Tim has worked in county jails in Michigan, Indiana, Ohio, Wisconsin and Illinois installing and maintaining many different platforms. Tim has worked for 4 years for Securus and takes care of 44 county jails in Michigan. He has been trained on 4 different platforms including SCP and attends corporate training every two years
Duties	• Install, maintain, repair telecommunications, associated computer, networking, electronic equipment, and wiring per specifications and operational procedures at correctional facilities. • Gather, update, record, and maintain data and/or statistics. • Communicates with dispatchers to receive work assignments and provides dispatchers with ticket closing information. • Interfaces with multiple departments and/or organizations for problem solutions. • Maintains company vehicle ensuring the following items are current & operational: routine maintenance, inspection sticker, registration sticker & repairs. • Troubleshoots situations where standard procedures have failed in isolating or resolving problems. • May be required to assist in consulting, giving technical support to or training client personnel on Securus products & services. • Maintains inventory of equipment and tools.
Other Functions and Responsibilities	• Determine when to negotiate alternatives, when to escalate a problem or when to ask for assistance in dealing with the various problems reported. • Perform site surveys for new accounts, moves, additions, changes and upgrades. • Work under general supervision • Collect and maintain coin phones. • Perform other duties as assigned.
Accountabilities	Maintain and submit the following as needed: weekly timesheets, service ticket closing information, equipment and tool (truck stock) inventory, preventative maintenance checklists, site surveys and physical site equipment audits.

Sherri Crawford **Project Manager**	
Summary	• More than nine years experience as a Project Manager with extensive telecommunications expertise. • Key characteristics as a team leader consist of dependability, intuitive skills, along with a broad knowledge of voice and data circuits. • Career includes design architecture for voice/data circuits, a remarkable ability to cultivate and maximize professional relationships internally/externally • Solid organizational and leadership skills
Experience	**Securus Technologies, Inc.** **Dallas, Texas** • Customer Project Manager/Coordinator • Provides exceptional support to business clients to ensure timely implementation of service orders • Sets direction and makes operational and managerial decisions on projects • Manages daily updates and coordinates between customers, vendors, operations and internal departments • Monitors progress of service orders from pre install through implementation • Validates all new service orders and schedules customer activations • Acts as liaison between customer, sales, vendor and NOC • Establishes effective open communication channels between project participants • Planning, coordinating and controlling project solution delivery • Delivers appropriate project quality standards in consultation with customers to ensure customer satisfaction
Education	Bachelors of Science Dallas Baptist University

Associates also understand that they may be required to submit to additional security checks to gain access to specific accounts or facility sites. They agree and will provide the required information upon request.

✔ **Securus has read and complies.**

Securus will comply with the security access requirements of individual facilities. Securus conducts criminal, educational and employment background checks on all associates prior to their first day of

employment. The background checks are performed by ADP, a third party vendor. Offers are not made to those who have been convicted of a felony. Those with minor misdemeanor charges are reviewed on a case-by-case basis.   Once hired, all associates receive an identification badge and corporate ID to access the Securus network. Securus will provide the results of such background checks upon request.

SECURUS
TECHNOLOGIES
connecting what matters™

Genesee County, MI - RFP #12-001 for Inmate Telephone Systems
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Attachments

Attachment A: Sample Commission Report

Attachment B: Preliminary Project Plan

Attachment C: Michigan Certificate of Authority for Securus Technologies, Inc.

Attachment D: Archonix XJail Overview

Attachment E: RFP No. 12-001 Addenda

Attachment F: Securus Sample Certificate of Insurance

Attachment G: Sample Securus Master Services Agreement

Attachment H: Sample Securus SCP Reports

Attachment I: Genesee County Standard Proposed Contract for Reference

Attachment A

Sample Commission Report

Securus Technologies, Inc.
Call Commission Report - November, 2010
RUN DATE: 12/9/2010 1:33:38 PM   **Process Date: 12/14/2010 1:55:02 PM**

Site: Contract ID: Site ID:

LEC Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
1111111111	$1,358.00	5330	388	$4,432.96	17440	1131	$35.21	165	8	$1,318.81	1109	84	$0.00	0	0			0	$7,144.98	24044	1611	$3,715.39
Total:	$1,358.00	5330	388	$4,432.96	17440	1131	$35.21	165	8	$1,318.81	1109	84	$0.00	0	0			0	$7,144.98	24044	1611	$3,715.39

Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
1111111111	$5,600.00	32516	1600	$17,623.08	82159	4204	$320.64	1838	69	$1,729.50	1495	101	$0.00	0	0			0	$25,273.22	118008	5974	$13,142.08
Total:	$5,600.00	32516	1600	$17,623.08	82159	4204	$320.64	1838	69	$1,729.50	1495	101	$0.00	0	0			0	$25,273.22	118008	5974	$13,142.08

Direct Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
1111111111	$56.00	265	16	$495.15	698	147	$0.00	0	0	$60.30	50	4	$0.00	0	0			0	$611.45	1013	167	$317.95
Total:	$56.00	265	16	$495.15	698	147	$0.00	0	0	$60.30	50	4	$0.00	0	0			0	$611.45	1013	167	$317.95
Grand Total:	$7,014.00	38111	2004	$22,551.19	100297	5482	$355.85	2003	77	$3,108.61	2654	189	$0.00	0	0			0	$33,029.65	143065	7752	$17,175.42

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
Coin-operated Pay Telephones			$0.00	$0.00
GTL Dialaround		0	$0.00	$0.00
Instant Pay - Pay Now		0		$0.00
Instant Pay - Text2Connect		0		$0.00
Legacy Operator Assistant		0	$0.00	$0.00
SIM		0		$0.00
VMail		0	$0.00	$0.00
Total:			$0.00	$0.00

Total Revenue: $33,029.65

Commission Due: $17,175.42

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	**$611.45**	**1,013**	**167**	**$317.95**
Interlata	$0.00	0	0	$0.00
International			0	
Interstate	$60.30	50	4	$31.36
Intralata	$495.15	698	147	$257.48
Intralata/Interstate	$0.00	0	0	$0.00
Local	$56.00	265	16	$29.12
LEC Billed Collect	**$7,144.98**	**24,044**	**1,611**	**$3,715.38**
Interlata	$35.21	165	8	$18.31
International			0	
Interstate	$1,318.81	1,109	84	$685.78
Intralata	$4,432.96	17,440	1,131	$2,305.14
Intralata/Interstate	$0.00	0	0	$0.00
Local	$1,358.00	5,330	388	$706.16
Prepaid Collect	**$25,273.22**	**118,008**	**5,974**	**$13,142.05**
Interlata	$320.64	1,838	69	$166.72
International			0	
Interstate	$1,729.50	1,495	101	$899.34
Intralata	$17,623.08	82,159	4,204	$9,164.00
Intralata/Interstate	$0.00	0	0	$0.00
Local	$5,600.00	32,516	1,600	$2,911.99

Totals: **$33,029.65**   **143,065**   **7,752**   **$17,175.39**

Attachment B
Preliminary Project Plan

ID	Task Name	Duration	Start	Finish	Task Owner
0	**Securus_Genesee County**	**26.13 days**	**Fri 6/1/12**	**Mon 7/9/12**	
1	**SECURUS Installation Project Plan - Genesee County**	**26.13 days**	**Fri 6/1/12**	**Mon 7/9/12**	
2	**Project Initiation Phase**	**5 days**	**Fri 6/1/12**	**Thu 6/7/12**	
3	**Contract Execution**	**5 days**	**Fri 6/1/12**	**Thu 6/7/12**	
4	Arrange kick-off meeting with Securus Project Team	1 hr	Fri 6/1/12	Fri 6/1/12	Account Manager
5	**Project Manager introduction with Genesee County Team (conference call)**	**0.38 days**	**Fri 6/1/12**	**Fri 6/1/12**	
6	Identify point of contact and contact information	1 hr	Fri 6/1/12	Fri 6/1/12	Account Manager
7	Facility address verification and telecom demarcation verification	2 hrs	Fri 6/1/12	Fri 6/1/12	Account Manager
8	**Kick-Off meeting with Genesee County Team & Securus Account Team**	**0.88 days**	**Mon 6/4/12**	**Mon 6/4/12**	
9	**Review:**	**0.88 days**	**Mon 6/4/12**	**Mon 6/4/12**	
10	Project Team structure for Securus and Genesee County Team	1 hr	Mon 6/4/12	Mon 6/4/12	Project Manager
11	Preliminary project plan & implementation schedule	1 hr	Mon 6/4/12	Mon 6/4/12	Project Manager
12	Establish meeting schedule and communication plans	1 hr	Mon 6/4/12	Mon 6/4/12	Project Manager
13	Review field service access/scheduling & telecom vendor scheduling options	1 hr	Mon 6/4/12	Mon 6/4/12	Project Manager
14	Site Survey access and scheduling	1 hr	Mon 6/4/12	Mon 6/4/12	Project Manager
15	Distribution of informational literature/collateral for public & inmates	1 hr	Mon 6/4/12	Mon 6/4/12	Project Manager
16	Debit and Commissary Integration Plan	1 hr	Mon 6/4/12	Mon 6/4/12	Project Manager
17	**Submit Initial Telecom & Equipment Orders (Preliminary Engineering & Design)**	**1.5 days**	**Tue 6/5/12**	**Wed 6/6/12**	
18	Submit orders to Telecom Vendors for MPLS T1 transport (based on RFP engineering)	6 hrs	Tue 6/5/12	Tue 6/5/12	Project Coordinator
19	Submit orders for hardware to warehouse and vendors (vendor managed inventories)	6 hrs	Tue 6/5/12	Wed 6/6/12	Project Coordinator
20	**Site Surveys**	**2 days**	**Wed 6/6/12**	**Thu 6/7/12**	
21	Inmate Telephone System Survey	2 days	Wed 6/6/12	Thu 6/7/12	Field Service Specialist
22	**Project Planning Phase**	**8.88 days**	**Thu 6/7/12**	**Wed 6/20/12**	
23	**Securus & Genesee County Team Project Team Meeting - Touch Point: Debit & Integration Planning**	**0.13 days**	**Mon 6/11/12**	**Mon 6/11/12**	**Project Manager**
24	Review integration requirements	1 hr	Mon 6/11/12	Mon 6/11/12	Project Manager
25	Reviewing integration best practices	1 hr	Mon 6/11/12	Mon 6/11/12	Project Manager
26	Identify preliminary integration plan	1 hr	Mon 6/11/12	Mon 6/11/12	Project Manager
27	Plan additional integration planning meetings	1 hr	Mon 6/11/12	Mon 6/11/12	Project Manager
28	**Project Plan Updates**	**5.38 days**	**Thu 6/7/12**	**Fri 6/15/12**	
29	Contact Telecom Vendor for estimated delivery dates on MPLS T1 orders	2 hrs	Tue 6/12/12	Tue 6/12/12	Project Coordinator
30	Obtain estimated delivery dates for ITS hardware materials	2 hrs	Thu 6/7/12	Thu 6/7/12	Project Coordinator
31	SCP Debit Integration Schedule - Draft	4 hrs	Tue 6/12/12	Wed 6/13/12	Project Manager
32	**Securus & Genesee County Team Project Team Meeting - Touch Point: Review Schedules**	**0.13 days**	**Wed 6/13/12**	**Wed 6/13/12**	
33	Review telecom and hardware delivery schedules	1 hr	Wed 6/13/12	Wed 6/13/12	Project Manager
34	Internal Securus review to update project plan	1 day	Wed 6/13/12	Thu 6/14/12	Project Manager
35	Produce updated project plan and review with Genesee County Team Team	1 day	Thu 6/14/12	Fri 6/15/12	Project Manager
36	**Engineering Schematics, Bill of Materials, and Manual of Procedure (MOP) Updates**	**7 days**	**Fri 6/8/12**	**Mon 6/18/12**	
37	Use site survey data to update	1 day	Fri 6/8/12	Fri 6/8/12	Site Engineering
38	Produce & execute change orders if necessary	4 hrs	Mon 6/11/12	Mon 6/11/12	Site Engineering
39	Produce SCP Debit Integration and Test Plan	4 hrs	Mon 6/11/12	Mon 6/11/12	Site Engineering
40	Produce finalized engineering and MOP documentation	1 day	Tue 6/12/12	Tue 6/12/12	Site Engineering
41	Host Securus Project Team review meeting to review updated MOP and timelines	1 day	Mon 6/18/12	Mon 6/18/12	Project Manager
42	**Pre-Install Preparation**	**1.63 days**	**Tue 6/19/12**	**Wed 6/20/12**	
43	**SCP - Customer Provisioning**	**1.63 days**	**Tue 6/19/12**	**Wed 6/20/12**	
44	Provisioning requirements/features for each Site - ITS Genesee County Configuration	4 hrs	Tue 6/19/12	Tue 6/19/12	Install Support Technician
45	Submit Genesee County Configurations to Install Support	1 hr	Tue 6/19/12	Tue 6/19/12	Install Support Technician
46	Equipment Provisioned to Site requirements/features	4 hrs	Tue 6/19/12	Wed 6/20/12	Install Support Technician
47	Quality Control Checkpoint - Genesee County Provisioning	4 hrs	Wed 6/20/12	Wed 6/20/12	Install Support QA
48	**Customer Specific Data Management**	**0.25 days**	**Wed 6/20/12**	**Wed 6/20/12**	
49	Retrieve Genesee County specific data (block number lists, free calling lists, etc)	1 hr	Wed 6/20/12	Wed 6/20/12	Install Support Technician
50	Site specific voice prompts & tag lines	1 hr	Wed 6/20/12	Wed 6/20/12	Install Support Technician
51	Upload blocked number files	1 hr	Wed 6/20/12	Wed 6/20/12	Install Support Technician
52	Upload free and priviledged number files	1 hr	Wed 6/20/12	Wed 6/20/12	Install Support Technician
53	**Project Execution Phase**	**19.13 days**	**Tue 6/12/12**	**Mon 7/9/12**	

ID	Task Name	Duration	Start	Finish	Task Owner
54	**Local Exchange Carrier (LEC) access for MPLS T1 installation.**	**4 days**	**Tue 6/26/12**	**Mon 7/2/12**	
55	Confirm LEC access schedules with Genesee County Team contacts (LEC access only. Securus Technicians not required to be onsite)	1 day	Tue 6/26/12	Wed 6/27/12	Project Manager
56	LEC MPLS T1 Installations:	1 day	Fri 6/29/12	Mon 7/2/12	Project Manager
57	**Securus & Genesee County Team Project Team Meeting - Touch Point - Installation**	**0.5 days**	**Mon 7/2/12**	**Mon 7/2/12**	
58	Review current progress	0.5 hrs	Mon 7/2/12	Mon 7/2/12	Project Manager
59	Confirm LEC T1 Installations complete	0.5 hrs	Mon 7/2/12	Mon 7/2/12	Project Manager
60	Confirm hardware Shipments received at each facility	1 hr	Mon 7/2/12	Mon 7/2/12	Project Manager
61	Review and confirm Securus Installation Team schedules and facility access	1 hr	Mon 7/2/12	Mon 7/2/12	Project Manager
62	Review remaining actions for project plan	1 hr	Mon 7/2/12	Mon 7/2/12	Project Manager
63	**SCP Installation for Genesee County Facilities**	**19.13 days**	**Tue 6/12/12**	**Mon 7/9/12**	
64	**Pre-Installation**	**16.75 days**	**Tue 6/12/12**	**Wed 7/4/12**	
65	**Debit & Integration**	**8.5 days**	**Tue 6/12/12**	**Fri 6/22/12**	
66	Execute integration plan	5 days	Tue 6/12/12	Tue 6/19/12	Install Support Technician
67	Establish file transfer connectivity	1 day	Tue 6/19/12	Wed 6/20/12	Install Support Technician
68	Execute test plan	2 days	Wed 6/20/12	Fri 6/22/12	Install Support Technician
69	**Receipt & Pre-Install ITS Tasks**	**10.25 days**	**Wed 6/20/12**	**Wed 7/4/12**	
70	Receive Shipment at Site	1 hr	Wed 6/20/12	Wed 6/20/12	Install Tech A
71	Verify shipment Content to Pick List	1 hr	Wed 6/20/12	Wed 6/20/12	Install Tech A
72	Telephone room preperation & wiring	4 hrs	Wed 6/20/12	Thu 6/21/12	Install Tech A
73	Pre-Install Securus ITS equipment	3 hrs	Thu 6/21/12	Thu 6/21/12	Install Tech B
74	**SCP Connectivity for Inmate Phones**	**4.5 days**	**Wed 6/20/12**	**Wed 6/27/12**	
75	Phone room wiring and phone installation activitiy	4 days	Wed 6/20/12	Wed 6/27/12	Install Tech A,Install Tech B
76	Facility wiring and cross connections	0 hrs	Thu 6/21/12	Thu 6/21/12	Install Tech A,Install Tech B
77	**Quality Control Checkpoint: Pre-Installation**	**4.13 days**	**Thu 6/21/12**	**Wed 6/27/12**	
78	Verify equipment inventory & installation location	2 hrs	Thu 6/21/12	Thu 6/21/12	Install Tech A
79	Verify electrical, network/telecom, and telephone installations meet or exceed standards	2 hrs	Wed 6/27/12	Wed 6/27/12	Install Tech A
80	Complete Field Technician Checklist & return to Project Manager	2 hrs	Wed 6/27/12	Wed 6/27/12	Install Tech A
81	**MPLS Test & Turn-up Activities with AT&T**	**0.75 days**	**Tue 7/3/12**	**Wed 7/4/12**	
82	MPLS T1 turned up with ATT	4 hrs	Tue 7/3/12	Tue 7/3/12	Install Support Technician
83	MPLS T1 connected to Securus equipment (IAD/ATA)	1 hr	Wed 7/4/12	Wed 7/4/12	Install Tech B
84	Installation Support confirmation that Securus equipment on-line	1 hr	Wed 7/4/12	Wed 7/4/12	Install Support Technician
85	**Quality Control Checkpoint: Equipment Testing / Functional Validation**	**0.38 days**	**Wed 7/4/12**	**Wed 7/4/12**	
86	Verify all Features working properly	2 hrs	Wed 7/4/12	Wed 7/4/12	Install Tech B
87	Complete Test & Validation Checklist and return to Project Manager	1 hr	Wed 7/4/12	Wed 7/4/12	Install Tech B
88	**Securus & Genesee County Team Project Team Meeting - Touch Point: Onsite Install Activity Review**	**0.25 days**	**Wed 7/4/12**	**Wed 7/4/12**	
89	Review installation progress & quality control documentation	1 hr	Wed 7/4/12	Wed 7/4/12	Project Manager
90	Discuss other ongoing and upcoming activities	1 hr	Wed 7/4/12	Wed 7/4/12	Project Manager
91	**SCP Installation**	**2.63 days**	**Wed 7/4/12**	**Mon 7/9/12**	
92	**Prepare Cut-Over to SCP**	**0.5 days**	**Wed 7/4/12**	**Wed 7/4/12**	
93	Re-Verify all Features working properly	1 hr	Wed 7/4/12	Wed 7/4/12	Install Tech A
94	Re-Verify phones work, port assignments/call groups set	3 hrs	Wed 7/4/12	Wed 7/4/12	Install Tech A
95	Post Cutover QA Checklist & Test Calls Completed	3 hrs	Wed 7/4/12	Wed 7/4/12	Install Tech A
96	Notify Facility ITS is prepared for cutover and functioning correctly	1 hr	Wed 7/4/12	Wed 7/4/12	Project Manager
97	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 7/4/12	Wed 7/4/12	Project Manager
98	**Quality Control Checkpoint: Genesee County Team - Initial Acceptance**	**1 day**	**Wed 7/4/12**	**Thu 7/5/12**	
99	Genesee County Team walk through to review phone room and equipment installation	4 hrs	Wed 7/4/12	Thu 7/5/12	Install Tech A
100	Genesee County Team review of Quality Control documentation	4 hrs	Thu 7/5/12	Thu 7/5/12	Install Tech A
101	**Installation Finalization & Documentation**	**2.19 days**	**Wed 7/4/12**	**Mon 7/9/12**	
102	Final installation diagrams (datacom, electrical, and equipment diagrams)	2 hrs	Thu 7/5/12	Thu 7/5/12	Install Tech A,Install Tech B
103	Site Cutover Preperation Complete - Ready for Training	1 hr	Wed 7/4/12	Thu 7/5/12	Project Manager
104	Distribute Implementation Genesee County Team Satisfaction Survey	0.5 hrs	Thu 7/5/12	Thu 7/5/12	Project Manager
105	**Training**	**2.13 days**	**Thu 7/5/12**	**Mon 7/9/12**	
106	Onsite ITS Insructor Led Training	2 days	Thu 7/5/12	Fri 7/6/12	Trainer
107	Complete and distribute Training Review forms	1 hr	Mon 7/9/12	Mon 7/9/12	Trainer

ID	Task Name	Duration	Start	Finish	Task Owner
108	**Complete Cut-over to SCP - Genesee County**	**1 day**	**Thu 7/5/12**	**Fri 7/6/12**	
109	Transition amphenol cables / complete cross-connects	2 hrs	Thu 7/5/12	Fri 7/6/12	Install Tech A
110	Complete walk-through for port identification and inspection	4 hrs	Fri 7/6/12	Fri 7/6/12	Install Tech A,Install Tech B
111	Update Port Identifications	1 hr	Fri 7/6/12	Fri 7/6/12	Install Support Technician
112	Notify Genesee County Team contact that all transition activities have been completed	1 hr	Fri 7/6/12	Fri 7/6/12	Project Manager

Attachment C

Michigan Certificate of Authority for Securus Technologies, Inc.

Michigan Department of Energy, Labor & Economic Growth

Filing Endorsement

This is to Certify that the AMENDED APPLICATION FOR CERTIFICATE OF AUTHORITY

for

SECURUS TECHNOLOGIES, INC.

ID NUMBER: 664366

received by facsimile transmission on September 15, 2010 is hereby endorsed

Filed on September 15, 2010 by the Administrator.

The document is effective on the date filed, unless a
subsequent effective date within 90 days after
received date is stated in the document.

In testimony whereof, I have hereunto set my
hand and affixed the Seal of the Department,
in the City of Lansing, this 15TH day
of September, 2010.

Director

Bureau of Commercial Services

Attachment D

Archonix XJail Overview

Uniek EMR

Transforming Corrections Medical Departments, one inmate at a time

Cara Clinicals Inc,
Woodbury, MN 55129

Phone: 651.436.1285
E mail: sales@uniekemr.com

PRODUCT HIGHLIGHTS

- Web Based Intranet or Hosted Internet Solution
- Full Suite of Integrated Modules
- Integration with Jail Management Software (Unidirectional and Bidirectional)
- Role Based EMR to Ease the Workflow
- Excellent Reporting Features
- Real Time Medicine Tracking
- Real Time MAR & TAR Management

EXPANSIVE SCOPE OF AUTOMATION

- MAR and TAR Automation Via
  - RFID
  - Bar Code Readers
  - Positive Identification Fingerprinting
  - Digital Signatures
  - Handheld Devices
- Automated Insurance Checking in Real Time with 400 Insurance Companies
- Automated Inmate Billing
- Automated Medical Billing
- Paperless Assessment for
  - Medical
  - Dental
  - Mental
- Paperless Medication Ordering, Receipts, and Returns
- Inventory Via Handheld Computers and Bar Coding
- Wired, Wireless and Disconnected Mode Functionality
- Digital X-Ray Support

Uniek EMR is an innovative solution in the corrections medical practice to help facilities reduce medical costs, offer better quality of care, monitor compliance, automate Medical Administration Records (MAR) and Care Plan Administration Records (TAR), automate the medical department with interfaces to Jail systems, outside vendors, and internal and external medical staff.

Uniek EMR is a leader in introducing many new features. It offers a powerful suite of fully integrated inmate, and facility management features, developed within the latest Microsoft Silverlight environment. Uniek, as the evolution of correctional EMR software, challenges the stereotype of software being simply a placeholder for tedious entering and updating of information, rather it is a management support system streamlining the operations and real time alerting when issues arise.

Uniek's deployment options provide flexibility to meet the needs of a single facility, multiple-facility and multiple-agency (data sharing) configurations.

PRODUCT MODULES

- Inmate Registration
- Inmate Medical Charts
- Inmate Health Summaries
- TB Screening
- Medical Assessment
- Mental Assessment
- Dental Assessment
- Sick Call
- Nurse Call
- Doctor Calls and Encounter Entries
- Progress Notes (Mental, Medical and Dental)
- Segregation Notes
- Vital Signs
- Prescription and Medications
- Phone Medication Ordering
- MAR
- Pill Run Management
- Pill Cart Auditing
- Meal Plan Management
- Care Plan Management

- Internal Appointment
- External Referrals
- Task Management
- Immunization and Vaccines
- Lab Order and Results
- Intra Messaging and Notification
- Document Management System
- Customized Form Designer
- Customized Reports Designer
- Inmate Watch List
- Drug Inventory
- Equipment Inventory
- Narcotic Inventory
- Automated Pill Returns
- Automated Pill Ordering
- Privilege Management
- Diet Management
- Inmate Billing
- Medical Billing
- Digital Approval

To learn more about Uniek, please contact us at:
651.436.1285   www.uniekemr.com

Uniek EMR

Transforming Corrections Medical Departments, one inmate at a time

Cara Clinicals Inc.

Product Descriptions
for
Healthcare - EMR

Uniek Electronic Medical Record System (EMR):

Inmate Registration
This module is used to enter, update, and maintain an Inmate's demographic and Past Medical History related information. Inmates can be searched by different criteria. Integration with Current Jail Management System will enable user to get all inmate information booked under that software.

Medical Charts
This feature allows the facility to create an inmate's medical chart, where-in all medical information will be recorded during the course of an inmate's residence at facility. Facilities can also view the graphical charts of progress in major vital signs of Inmates.

Health Summaries
Summary is where the user can have a view of entire medical information of an inmate at a glance. It provides information on all Medical problems, Treatments, Medications, Labs, Care plans regarding an inmate on a single page.

TB Screening
Uniek provides a comprehensive TB screening form, to record every detail obtained during the assessment. It also alerts the user on positive induration results of an inmate, and prompts to capture an X-Ray for such cases. TB screening forms are fully customizable through Uniek's Form designer tool.

Medical Assessment
This feature allows for recording every vital detail during an Inmate's primary medical assessment exercise. Medical assessment forms are also customizable to accommodate facility-specific requirements.

Mental Assessment
Mental assessment forms enable the user to record psychiatric evaluation details during screening. Uniek's three stage assessment forms provide the user ease and ability to capture every detail.

Sick Call
The feature allows sick call requests for inmates to be entered. The user can also refer specific sick calls to a different group of users or to a specific user, i.e. Nurse or Medical Assistant, and allows to create appointments at the same time.

Nurse Call
A Nurse call allows the user, Nurse, or Medical Assistant to identify the sick calls referred to them, on a priority basis and enables them to capture Primary medical information and assessment at their level. At the same time, they can also refer the inmate to a doctor, if required, creating appointment on the same page.

Doctor Calls and Encounter Entries
The Doctor Call module is used for recording physical evaluation findings in the form of Chief Complaint, Vital signs, Lab order, Treatment Plan. Doctors can also maintain notes on each inmate, and assign orders to their subordinates.

Progress Notes
Health condition of an inmate receiving treatment can be tracked timely, through progress note features, which allow the user to record vital signs and notes at multiple times in a day. Inmates having critical conditions can be placed too under segregate progress notes.

Vital Signs
Vital Signs module is used to record major vital health-related statistics of an inmate. This includes, Height, Weight, Temperature, Pulse Rate, Blood Pressure (BP), Blood Oxygen Level, Glucose, Respiration, and Saturation of Peripheral Oxygen (SPO2) detail. User can also set the Normal range for all vitals through the administrator login.

Prescription and Medications
Doctors can order medications and generate a prescription for an Inmate with this module. Uniek offers a comprehensive Medication database to search and choose from. The user can specify quantity, doses, refills, and other necessary details.

Phone Medication Ordering
Phone medication ordering allows the user to take the order of medicines for an inmate over the phone, and enter prescription detail when the doctor is away.

MAR
This feature allows order, cart assigning for the order and efficient pill run. User will have daily list of pending orders and list of inmates for which Pill run is to be completed. Tracking and maintaining inventory of medicine will also be easy.

Pill Cart Auditing
The Pill Cart Auditing feature provided the user the ability to track the status of the total number of pills administered or not administered for that time. The user can easily track the status of inventory of Medicines for a cart.

Meal Plan Management
This module helps facilities administer Meal plans assigned to inmates.

Care Plan Management
This module enables the user to easily administer care plans for inmates. It provides a list of all inmates for whom care plans are pending to run.

Internal Appointments

Appointment module is used to schedule an appointment of an inmate with different users of the facility such as a nurse, doctor, Jail administrator, Captain, etc.

External Referrals
If an inmate requires care of a Specialist or other Medical facility, External referrals is the feature which aids the user to create such appointment for an inmate.

Task Management
This module is used to assign tasks to the users in facility. Overdue tasks can be tracked, and users can also get an idea of progress of overall activities assigned to them individually as well as to a group.

Immunization and Vaccines
This module is used to record details on Immunization and Vaccines administered to inmates. It is a configurable module where in the user can set the due time for each immunization, and therefore the system will alert the user when an inmate is due for a specific immunization.

Lab orders and Results
Lab order allow users to record lab requisition data related to inmates. Doctors can assign orders through the Task management tool to nurses or assistants. Nurses can then work on those orders, and enter details like Type of order, test name, specimen and other required details. Upon arrival, Results are scanned and attached to a specific order.

Intra Messaging and Notification
This module allows intra communication between users. Users can send messages internally and also to external entities at their respective E-mail addresses. Notifications can also be sent to different users through the configuration utility.

Document Management System
Document management system allows users to attach and update documents in the system. Documents can be uploaded under pre-classified categories that an Inmate's health information may have.

Customized Form and Report Designer
This module is used to design different forms which may be used in facilities. Users can design and customize forms as per facility requirements. Editing of pre-installed forms is quick step as well. Medical assessment, mental assessment, Specific disease protocol forms, etc., are some of the examples of customized forms. The same feature is used to build reports for a facility.

Inmate Watch list
The module is to add inmates to a list of favorites of a particular user. If the user needs to work on a particular inmate more frequently, he/she can simply add that inmate to the Watch list, so that they don't have to search for that inmate every time their record is required to work upon.

Drug Inventory

This module is used to record, manage and maintain inventory of drugs in a facility. This will be directly related to Pharmacies and MAR.

Equipment Inventory

Equipment inventory module allows the user to enter and update information regarding any medical equipment purchased.

Narcotic Inventory

Drugs that are defined under the Narcotic category can also be updated under the Narcotic Inventory module.

Automated Pill Return

This unique feature gives the user updated information regarding inmates who will be released sooner and at the same time are under treatment. It provides a list of medicines that have already been ordered for such inmates, and allows the user to return particular medicines back to the pharmacy, if an inmate is not going to continue to take that.

Automated Pill Ordering

Automated Pill Ordering is a useful module mainly for inmates who are undergoing treatment for a chronic disease, and require the same medications over a longer period of time. This module allows ordering refills of such medications, and actually generates automatic orders when the refill is over.

Privilege management

This module is used to record privileges for an inmate. It also retrieves detail on privileges from Jail management software, if properly integrated.

Diet management

Diet management module lets the user manage daily Diets of all inmates in the facility. It also allows the addition of new diet plans.

Inmate Billing

Medical Billing

Medical Billing at Uniek is based on ICD09 and CPT-based coding system, which is standard prevailing all across the nation. It gives users an option to assign customized charges for every CPT which is going to be charged for an Inmate.

Digital Approval

XJail

Jail Management Software

ARCHONIX SM
PUBLIC SAFETY SOFTWARE

JAIL INFORMATION

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.

Archonix 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.

PRODUCT MODULES

- Accounting (Facility & Inmate)
- Billing
- Booking/Release
- Cell Management/Tracking
- Classification/Screening
- Commissary
- Disciplinary Reporting/ Investigation
- Document Management
- Facility Management
- Fleet Management
- Grievance Reporting
- Incident Reporting/ Investigation
- Inmate Management
- Inmate Tracking
- Inventory

- Mug Shot System
- Management Reporting
- Medical
- Personnel Management
- Privilege Management
- Property
- Reporting
- Scheduling
- Searching
- Sentencing
- Transportation
- Vehicle Management
- Victim Information & Victim Notification
- Visitation
- Web Access (Public & Private)
- Work Release

KEY FEATURES

- Auditing
- Automatic Spell Check
- Barcoding
- Data Exporting
- E-Mail
- On-Line Help
- Field Name Dictionary
- Instant Messaging
- NCIC
- Real-Time Events
- Scheduler
- Screen Customization
- Security
- Transaction Log
- White Board
- Workflow Management

Product Descriptions
for
XJAIL

Archonix XJail System

Archonix XJail system is a complete package for jails and prisons to manage their workflow, adhere to policies and procedure to maintain compliance with the jail standards, and one of the only proactive system that warns the operators on tasks pending for them to do or important issues to resolve or things that are going wrong within the jail functions managed by XJail. It is software built with current information management and technical needs in mind.

The XJail software is offered in five different sections:
   a) <u>Workstation Section</u>. This is typically used on the workstations within the Jail or remotely.
   b) <u>Interfaces</u>: Archonix XJail interfaces extensively with third party products to streamline the functions and avoid duplicate data entry
   c) <u>XJail Web</u>: This section is used information dissemination to other law enforcement agencies, public or management.
   d) <u>XJail Portable</u>: This section is used within the jail using the portable, ruggedized or standard handheld devices. These devices can operate in a wired environment, wireless environment, or completely offline environment.
   e) <u>Central Repository</u>: This section allows multiple jails to behave and operate as one Jail while having complete independence from each other.

Brief descriptions of some of the modules follow. The list below is representation but not a comprehensive list.

XJAIL WORKSTATION

Custom Look and Feel:
Every Jail or jail user can have a custom look and feel of the software including screen colors, placement of menu items and security settings.

Custom Software:
XJail can be customized for each agency with the ability to change screen captions, text fields. label descriptions, and field placements. In many cases, custom tables fields can be added on the fly.

Database Independence:
XJail can work on Oracle (8 to 11g R2) or SQL 2005/2008.

Administration
This module is used to manage the XJail configuration, Personnel, Auditing, Transaction Log, White Board and perform other maintenance tasks for the XJail system.

Alerts:
This feature allows the facility to create unlimited amounts of alerts for inmates which can be shared with other Archonix product suites. Additional functionality allows for property and address alerts.

Behavior Log
This module allows for documenting the inmates behavior and then drive the incident, disciplinary, investigation and other reports.

Booking
The main modules of the XJail system consist of inmate booking, release, sentence management, bond payment, inmate (medical) screening and inmate billing. This module also contains utilities for expunging, merging and other booking management functions. The Inmate Screening form is designed by designated personnel in the jail and does not require intervention by Archonix. The Court and next appearance date/time for each individual charge can be entered and tracked on the charges screen (each charge can have its own unique Court date and time).
XJail allows for following kinds of booking:
> Quick Booking
> Incomplete Booking
> Partial Booking
> Pre-booking
> Re-open Booking
> Ex- parte or booking and release
> Weekender or intermittent booking

Cell Management
This module tracks inmate cell movements, cell movement history reporting, rosters and other cell management features.

Chat
This feature allows for secure, real-time chat with XJail users with complete audit trail. Facility is also provided for chat with XRMS, XCAD and XJail users. All chat messages are searchable.

Classification
XJail \classification is done via the scoring method or through a North Pointe Interface. This module allows designated personnel the ability to design the classification form and set the scoring parameters based on the questions designed on the form. Inmates will then automatically be classified when an officer enters the inmate's responses to the classification questions. This module allows for supervisor approval and overrides of the automatic classification. The Classification forms are designed by designated personnel in the jail and do not require intervention by Archonix.

Commissary
The commissary module allows orders for the inmates to be entered via keyboard, barcode scanning or bubble sheet reader. This module will also charge the inmate accounts and process item and order returns. Provides a complete order history, allows restrictions on the quantity of each item that an inmate can order and tracks items that are out of stock to reduce erroneous orders.

Dash Boards
This feature allows for management monitoring of various aspects of XJail using real-time dashboards. Graphical and listing analysis is provided in the dashboards.

Disciplinary
The Disciplinary module is used for recording in-house inmate offenses, scheduling hearings, recording hearing results, and maintaining a disciplinary history for each inmate. The Disciplinary Report forms are designed by designated personnel in the jail and do not require intervention by Archonix. Disciplinary Reports may be linked with other reports in XJail to create a complete case.

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

Electronic Incarceration Program (EIP – House Arrest)
This module manages the process used to verify an inmate's eligibility for EIP, records the approvals needed, and tracks the inmate contacts and other program requirements while the inmate is in EIP.

Gangs
The Gang module is used to track the gang affiliations of the inmates. The module will also record pictures of gang tattoos or markings, areas of operation, known gang members and leaders and rival gang information.

Grievance Report
Grievance reports may be entered into XJail and tracked through to their final conclusion. The Grievance form is designed by designated personnel in the jail and does not require intervention by Archonix. A history of grievances is kept for each inmate. XJail follows a grievance process unique to Jail rather than design a form.

Facility Definition

This module allows the designated person the ability to define and modify the physical layout of the agencies facilities. This information is then used in the Booking, Cell Management, Classification and other modules when information is needed on the types, locations and classifications of cells within the facility.

Floor Plan/Digital Boards

This feature allows setting up the visual display of the facility, monitoring of the hot spots via the floor plan and inmate movement via floor plans.

Incident Report

Incident Reports may be entered into XJail. The Incident Report form is designed by designated personnel in the jail and does not require intervention by Archonix. Incident reports may be linked with other reports in XJail to create a complete case.

Inmate Accounting

The inmate accounting module tracks all inmate money that is entered into the system; including a complete accounting of the total amount of money the inmate received and each transaction indicating where the money was spent.

Inmate Management

This module has features for managing an inmate that do not appear in other modules. Currently, the Inmate Scheduling features are located in this module.

Inmate Privileges

The Inmate Privileges module is used to track privileges that the inmate may have or has permanently or temporarily revoked. XJail will limit visitation and commissary orders based on the inmate privileges assigned to an inmate. Other privileges may be tracked using this module.

Inmate Tracking

This module tracks an inmate's movements with the facility. The Cell Management module records an inmate's movements from Cell to Cell. This module records inmate movements to non-cell locations (recreation, kitchen, library, etc.) within the jail.

Investigation Report

Investigation Reports may be entered in to XJail. The Investigation Report form is designed by designated personnel in the jail and does not require intervention by Archonix. Investigation reports may be linked with other reports in XJail to create a complete case.

Mail Log and Phone Logs

This module allows for logging of all incoming mail, outgoing mails and all allowed phone calls.

Medical

This module is used to record medical information about an inmate. This module includes return checks, physical exams, prescriptions, test dates, medication log, etc. The module does not include care plans or clinic management capabilities; Archonix interfaces to third parties for those capabilities.

Mug shot

This module is used to record pictures of the inmate and includes pictures of the inmate's scars, marks and tattoos. The module includes mug shot lineups, searching based on physical characteristics, and printing of labels, identification cards and wrist bands.

Notifications

This module allows for cell phone, email and XJail notifications for various events in the software. The events are customer defined and allow for real time information management.

Personnel

The Personnel module is used for managing the agency personnel information and includes shift scheduling, scheduling of other duties (i.e., training, court) and security management.

Property

This module is used to record all property and money received from (or for) an inmate. This module also includes tracking of property that is issued to the inmate by the facility.

Programs

This module is used to create a program, schedule meetings or classes, manage inmate program eligibility, track attendance, and verifies compliance with court ordered programs.

Search

This module allows for inmate, common area and cell checks. The checks can be random, or scheduled.

Scheduling

The module is to create and manage schedules within XJail. Schedules may contain inmate appointments, jail activities, reports scheduled to execute periodically, tasks for officers as well as other jail management activities.

Segregation

The module is used to place inmates into segregation. Once in segregation the inmates meals, cell checks, medication, special needs, and segregation end date/time are managed and recorded in XJail.

Staff Equipment

This module allows for issuing and tracking of all equipment to the staff members.

Staff Training

This module allows for tracking of training of all staff members with automatic reminders for upcoming certification and renewals.

Staff Scheduling

This module allows for scheduling of staff during various shifts based on different rotation and helps with defining and maintaining of accumulators like sick time, paid time off, vacation time etc.

Transportation

This module is used to schedule and record transportation of inmates outside of the facility.

Use of Force

Use of Force Reports may be entered in to XJail. The Use of Force Report form is designed by designated personnel in the jail and does not require intervention by Archonix. Use of Force reports may be linked with other reports in XJail to create a complete case.

Visitation

This module is used to identify people who are authorized to visit an inmate and then record the actual visitation information. This module can produce a visitation log; notify the visitation officer if the visitor is a prior inmate or if the visitor has any outstanding warrants (via the State Interface option).

Victim Notification

The Victim Notification module records victim information for each inmate. This module can interface with the VINE victim notification system, or it can produce victim notification letters. The module will also record the date and time of each victim notification and whether the notification was via mail or telephone. Upon inmate release the officer will be notified if the victim has not been contacted.

Work Release

This module is used to track inmates who are eligible for Work Release or who are on Work Release. Inmate's employers, work schedules, pay checks, in/out status, etc. are managed by this module.

Workflow

This module is used to route forms entered into XJail to the proper supervisors for approval. It also tracks the status of the form and returns it to the originator for changes if it is rejected.

WhiteBoard

Whiteboard allows for communication with all staff members regarding any announcement, training needs or any other information. A history of all past announcement is maintained.

Extensive Search Capabilities:

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

Extensive Reporting:

XJail has hundreds of reports built in the system. The users can also design their own reports using the dynamic reports or using crystal reports and these reports become part of the report menu automatically.

INTERFACES

Interfaces include Archonix products and services only; all third party products and services related to the interfaces are the responsibility of CUSTOMER.

LiveScan Interface

The livescan interface will export demographic, mugshot, booking, and charge data to livescan vendors. Supported vendors include Sagem Morpho, Crossmatch, Identix, DBI, Printrak and others.

Fingerprint Scanning Interface

XJail will allow a single finger scan on inmates booked into the jail system. Once an inmate is registered the fingerprint can be used to identify the inmate on subsequent bookings, at any time information is needed in the XJail system, in place of an inmate signature, and as a final verification upon release.

Driver's License Scanning Interface

An inmate's driver's license can be scanned to begin a new booking, identify the inmate on subsequent bookings, and retrieve XJail information about the inmate.

A visitor's driver's license can be used to register the visitor and to identify the visitor on subsequent visits.

Commissary Interface
The commissary interface can be used in many ways depending upon the requirements of the jail and/or the vendor. XJail can provide a full accounting and commissary system where the commissary order information is sent to the vendor to fill the orders but XJail handles everything else. XJail can provide the commissary vendor with current inmate information and that vendor can do all of the accounting and commissary processing. Or if something between those two options is necessary, XJail can provide any amount of data management needed to implement the desired combination of XJail and Commissary vendor processing.

VINE Interface
The VINE interface provides a database view and allows read-only access directly to the XJail production database. VINE providers access the server from their system and information is available real time.

Telephone Interface
A variety of information can be made available to telephone providers including basic demographic information, inmate details including inmate or booking number as well as housing info, and randomly generated pin numbers.

Booking Kiosk Interface
XJail's Inmate Accounting module provides a method for populating inmate information to the Booking Kiosk as well as receiving money transactions from the Booking Kiosk for monies received during the intake process.

Lobby Kiosk Interface
XJail's Inmate Accounting module provides a method for populating inmate information to the Lobby Kiosk as well as receiving money transactions from the Lobby Kiosk for monies received from visitors via credit card or cash, whether walk-ins or over the internet.

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

Automated Information Systems (AIS)Telerus Interface
Inmate information is provided to the Telerus system.

Iris Scan Interface
Interface to IRIS Scanning systems.

NCIC Interface
XJail can perform NCIC wants and warrants checks on inmates as they are being booked and released.

Medical Interface
XJail can send and receive information to Archonix's medical software application. This eliminates the need for double entry of data and ensures that staff always has the most up-to-date information on any inmate.

Arrest Interface
XJail will import arrest data from the XMobile MDT software to pre-populate the booking screen with the information recorded by the arresting officer. This information can include the inmate name and other demographic, arrest, and charge information.

Debit Card Release
XJail's Inmate Accounting module provides a method for creating debit cards as an alternative to returning cash or writing checks when the inmate is released from jail.

Picture Link Interface
One or two way interface to Dynamic Imaging's picturelink system.

Police Records Management System Interface
Xjail can interface with Police records management systems to get and send data.

Positive Pay Bank Interface
XJail will transmit check information to the agencies inmate trust fund bank so that the bank can verify that each check that is cashed is valid.

State Interfaces for Data Submissions
Automated submission of inmate data to state agencies.

LEIN Interface
Submission of inmate information to LEIN systems.

XJAIL WEB

Data Sharing
Archonix Law Web Portal allows all of the agencies to share data with each other without the needs to store or move data to one location. This solution is browser-based and available to all law enforcement agencies allowed by the department. Name demographic information, booking data, arrest data, watch lists, property and many other kinds of information is available for viewing purposes. The solution also includes photo lineups and mug shots.

This solution works on **IPADS, Androids Tablets and also cell phones.**

Web Access - Public
This module allows public users to retrieve information about the inmates in the CJMS system. It is possible to get a list of the current inmates, search inmates by name, by booking dates, or by release dates. The module can also display pictures of the inmates and the visitation days for the inmate. Other functionality includes online payments, scheduling of appointments, and self registering of visitors.

This solution works on **IPADS, Androids Tablets and cell phones.**

Inventory
This module is used for creating storage locations within the jail and tracking the inventory of items in those locations. This module does not include inmate property.

Visitation
This is a complete visitation module that allows for the following different kinds of visits
> Professional Visits
> Scheduled Visits
> Unscheduled Visits
> Batch Visits
> Other Visits (contractors etc)

It has the ability for Driver's License scanning, automatic NCIC checks, ban visitors, create visitor alerts and monitoring of booth through audio and visual means.

HIP/EIP Management
This module allows for management of inmates under HIP/EIP program.

Management Reporting
This module allows data analysis, trend analysis, custom query building and reports in graphical format. These reports have the ability to drill down to the individual record level that makes up the report or trend graph. This is a highly customizable management tool.

XJAIL PORTABLE

Roll Call
The roll call function allows corrections officers the ability to perform and record counts and cell assignment checks in the pods where they are assigned. Inmate cell information is checked against cell assignments in XJail to ensure that inmates are not out of place. The number of inmates recorded per pod is also checked for accuracy. These Count records are available for reference.

Cell Checks

The Cell Check function allows you to record the results of cell searches. The search records include demographic details about the inmates searched, the location of the search, contraband found and searching officer information. This information is available for reference, and is often useful when writing incidents or disciplinary reports.

MAR
This module allows officers to do the pill run.

TAR
This module allows officers to do the treatment plan run.

Inmate Activities
The inmate Activities function allows correctional officers to have 100% positive direct accountability of inmate locations during their shift. Activities / Locations are setup in XJail, inmates are then scanned or keyed into the respective activities or locations for either a specified amount of time or until the officer moves them back to their cell on the handheld. This information is available for reference in XJail. The inmate's location changes real time so that anyone at the institution with XJail access current location of the inmate.

CENTRAL REPOSITORY

Central Repository allows multiple jails to share inmate data. Any or all kind of inmate data can be shared and the inmate can move seamlessly from one jail to another within the system without the need to reenter the information again. All previous bookings, charges, demographic information, inmate account information and such follow the inmate. This is a very powerful tool for Jail who want to work together, house each other's inmates and want to optimize inmate information sharing.

Attachment E

RFP No. 12-001 Addenda

GENESEE COUNTY PURCHASING DEPARTMENT

ROOM 200, COUNTY ADMINISTRATION BLDG.
1101 BEACH STREET
FLINT, MICHIGAN 48502

TELEPHONE
(810) 257-3030
FAX
(810) 257-3380

ERIC F. HOPSON
Purchasing Director

January 31, 2012

ADDENDUM #1
REQUEST FOR PROPOSALS (RFP) #12-001
INMATE TELEPHONE SYSTEM AND SERVICES

1. The due date and time for the above referenced RFP has been extended to Monday, February 6, 2012 by 2:00 p.m. (ET).

2. The minutes from the pre-proposal meeting and answers to written questions received will be included in Addendum #2.

Indicate on the Signature Page item #5 and the exterior of the envelope containing your proposal:

"ADDENDUM #1 RECEIVED"

ALL PROPOSALS MUST BE RECEIVED AT:
GENESEE COUNTY PURCHASING DEPARTMENT
1101 BEACH STREET, ROOM 200
FLINT, MI 48502

Eric F. Hopson

Eric F. Hopson, Purchasing Director

G:/bid2/2012/12-001 add1

GENESEE COUNTY PURCHASING DEPARTMENT

ROOM 200, COUNTY ADMINISTRATION BLDG.
1101 BEACH STREET
FLINT, MICHIGAN 48502

TELEPHONE
(810) 257-3030
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(810) 257-3380

ERIC F. HOPSON
Purchasing Director

February 2, 2012

ADDENDUM #2
REQUEST FOR PROPOSALS (RFP) #12-001
INMATE TELEPHONE SYSTEM AND SERVICES

1. The due date and time for the above referenced RFP has been extended to Friday, February 10, 2012 by 2:00 p.m. (ET).

2. The minutes from the pre-proposal meeting and answers to written questions received will be included in Addendum #3.

Indicate on the Signature Page item #5 and the exterior of the envelope containing your proposal:

"ADDENDUM #2 RECEIVED"

ALL PROPOSALS MUST BE RECEIVED AT:
GENESEE COUNTY PURCHASING DEPARTMENT
1101 BEACH STREET, ROOM 200
FLINT, MI 48502

Eric F. Hopson
Eric F. Hopson, Purchasing Director

G:/bid2/2012/12-001 add2

GENESEE COUNTY PURCHASING DEPARTMENT

ROOM 200, COUNTY ADMINISTRATION BLDG.
1101 BEACH STREET
FLINT, MICHIGAN 48502

TELEPHONE
(810) 257-3030
FAX
(810) 257-3380

ERIC F. HOPSON
Purchasing Director

February 10, 2012

ADDENDUM #3
REQUEST FOR PROPOSALS (RFP) #12-001
INMATE TELEPHONE SYSTEM AND SERVICES

1. The due date and time for the above referenced RFP has been extended to Friday, February 24, 2012 by 11:00 a.m. (ET).

Indicate on the Signature Page item #5 and the exterior of the envelope containing your proposal:

"ADDENDUM #3 RECEIVED"

ALL PROPOSALS MUST BE RECEIVED AT:
GENESEE COUNTY PURCHASING DEPARTMENT
1101 BEACH STREET, ROOM 200
FLINT, MI 48502

Eric F. Hopson
Eric F. Hopson, Purchasing Director

G:/bid2/2012/12-001 add3

GENESEE COUNTY PURCHASING DEPARTMENT

ROOM 200, COUNTY ADMINISTRATION BLDG.
1101 BEACH STREET
FLINT, MICHIGAN 48502

TELEPHONE
(810) 257-3030
FAX
(810) 257-3380

ERIC F. HOPSON
Purchasing Director

February 16, 2012

ADDENDUM #4
REQUEST FOR PROPOSALS (RFP) #12-001
INMATE TELEPHONE SYSTEM AND SERVICES

1. The due date and time for the above referenced RFP has been extended to Friday, March 2, 2012 by 11:00 a.m. (ET).

2. The submission of a performance bond is no longer required. All references to a performance bond in RFP #12-001 have been deleted.

3. Please find attached (see Attachment A) the answers to some of the written questions received by the County. This information (clarification) has been added to the above referenced RFP.

4. Please see Attachment B for Call Detail Reports for Calendar Year 2011.

5. Minutes from the pre-proposal meeting, answers to the remaining written questions received and revisions/modifications to the RFP will be included in Addendum #5.

Indicate on the Signature Page item #5 and the exterior of the envelope containing your proposal:

"ADDENDUM #4 RECEIVED"

ALL PROPOSALS MUST BE RECEIVED AT:
GENESEE COUNTY PURCHASING DEPARTMENT
1101 BEACH STREET, ROOM 200
FLINT, MI 48502

Eric F. Hopson
Eric F. Hopson, Purchasing Director

G:/bid2/2012/12-001 add4

ATTACHMENT A
RFP # 12-001 Inmate Telephone System and Services
Answers to Written Questions
2/16/12

Q1: Could you provide the current calling rates charged for all calls, I.E. Local, Intralata\Intrastate, Interlata\Intrastate and Interlata\Interstate?

A1: The Contractor charges the following rates for each inmate call placed using the Offender Communication System:

	Per Call Surcharge	Per Minute Charge
Local	$3.95	$0.25
IntraLata	$3.95	$0.35
InterLata	$3.95	$0.69
Interstate	$4.50	$0.89

Q2: Could you confirm your current commission rate with your current inmate phone provider?

A2: The commission rate paid to the County is 50% of the Contractor's gross billed revenue. Gross billed revenue is defined as total revenue from all billed calls before any deductions or bad debt.

In addition, the County was paid a signing bonus of $130,000 and provided a jail management system (OMS – Offender Management system) for use over the life of the contract (5 year term).

Q3: Could you confirm your commissions paid in 2010 ($240,000) and 2011 ($231,000 minus December 2011)?

A3: The commission revenue earned by the County in 2010 was $246,615. In 2011, commission revenue was $228,471(including December's revenue).

Q4: Could you provide a 12 month Call Detail Report by the number of calls and minutes and by call types?

A4: Please see Attachment B to this addendum.

Q5: Please provide a copy of the current inmate phone service agreement(s).

A5: The County will not provide a copy of the current inmate phone contract. The contract is a very lengthy document (a binder three inches thick), and there is no prudent way of making it available to all prospective offerors.

Q6: Please provide an average of monthly commissions received over the past year from the current vendor and copies of commission statements (if available.)

A6: Please see A10 and Attachment B to this addendum.

Q7: Is a Performance Bond, as mentioned in Requirement #8 on page #5, required? If so, what will be the dollar amount of the bond required?

A7: The provision of a performance bond is not required.

Q8: Will the County conduct a public bid opening?

A8: No, the County will not conduct a public bid opening. The County is soliciting proposals (not bids), and may engage in negotiations through a best and final offer process.

Q9: Please provide the point schedule that will be used to evaluate and compare proposals. Will multiple people be involved in scoring the proposals? If so, which departments will be involved (e.g., finance, procurement, investigative personnel, etc.)?

A9: The County has not proposed a point system to be used in evaluating proposals. Please see RFP #12-001, Section 11 for the proposed evaluation criteria.

The intent is to allow Purchasing Department staff and Sheriff's Department staff to evaluate proposals. However, other County staff may provide input when deemed necessary.

Q10: Will the County allow each vendor to submit multiple rate and commission options for consideration? Is the vendor allowed to make any changes to the proposal form? For example, are vendors allowed to offer different rate options for collect, prepaid and/or debit calls?

A10: All proposers are allowed to submit multiple rate and commission options for consideration. Proposers may submit different rate options for collect, prepaid and/or debit calls? In addition, the County recognizes that the proposal form may not be ideal for presenting various financial options that could be advantageous to the County. Therefore, proposers may submit various financial options accompanying the information depicted on the proposal form.

Q11: References: Please confirm that the bidder must be the Prime Contractor for each reference and, therefore, references where the bidder is a technology subcontractor (such as providing the call processing equipment through a subcontract with a separate inmate phones Prime Contractor) are not sufficient to meet this requirement.

A11: In submitting a proposal, a proposer must demonstrate compliance with the requirements referenced in Section 5. Minimum Qualifications of Proposers. There is no requirement that references may only consist of accounts where the proposer is the Prime Contractor. However, given the evaluation criteria in the RFP, the County intends to contract with a firm capable of providing all of the services in the solicitation. Therefore, it is in the proposer's best interest to include references where the proposer is or was the prime contractor.

Q12: For the Proposal Format description on page #4, the first item states that vendors are to include a copy of the RFP, page 1-35. Does the County require that we

return a complete copy of the RFP with our bid – or should we return only those sections to which a response is required?

A12: The County requires that proposers submit a complete copy of the RFP (pages 1-35). Please note the reference page and the insurance checklist could be completed as part of this information.

Q13: To confirm, vendors are only required to respond to the requirements which contain blue text? Are we required to acknowledge the other requirements in any way?

A13: The County would prefer that proposers acknowledge compliance with all of the requirements listed in sections 5-10. In addition, providing more detailed information about the proposers compliance with these requirements would be advantageous for the proposer and the County. At a minimum, proposers should respond to the requirements that appear in blue text.

Q14: ICSolutions highly recommends that the County allow each vendor to make a system presentation prior to reaching a decision. Will the County include presentations as part of the evaluation process?

A14: The County may allow short listed firms to make presentations. Please see RFP #12-001, Section 3.15 Clarification of Proposals and 3.16 Best and Final Offers for more information about this process.

Q15: Would the County consider granting a one-week extension on the proposal due date? Since the RFP is due in the morning on February 2 many vendors will have to ship as early as January 30, which does not leave much time to account for any answers to questions submitted.

A15: The County intends to provide as much time as reasonably possible for the submission of quality proposals. We recognize this procurement is complex and want to achieve the best value possible for the County.

ATTACHMENT B

Summary Commission Report

DSI ITI
DSITI, LLC
2809 Cameron St
Mobile, AL 36607

Facility: Genesee County MI-Jail
Supplier Code: ZZ8068
Cost Center: 8068
Period: January 2011

Call Type	Calls	% Calls	Minutes	% Minutes	Revenue	% Revenue	Commission Rate	Commission
Advance Pay Interstate Interlata	85	1.81%	780	1.63%	$1,078.48	3.29%	50.00%	$539.24
Advance Pay Intrastate Interlata	74	1.58%	864	1.81%	$889.15	2.72%	50.00%	$444.58
Advance Pay Intrastate Intralata	525	11.19%	5,645	11.82%	$4,051.60	12.38%	50.00%	$2,025.80
Advance Pay Local	2,921	62.27%	31,841	66.65%	$19,504.20	59.58%	50.00%	$9,752.10
Collect Interstate Interlata	32	0.68%	280	0.59%	$393.20	1.20%	50.00%	$196.60
Collect Intrastate Interlata	110	2.34%	1,072	2.24%	$1,174.87	3.59%	50.00%	$587.44
Collect Intrastate Intralata	84	1.79%	646	1.35%	$558.25	1.71%	50.00%	$279.13
Collect Local	748	15.95%	6,260	13.10%	$4,521.85	13.81%	50.00%	$2,260.93
Direct Bill Intrastate Interlata	18	0.38%	59	0.12%	$111.81	0.34%	50.00%	$55.91
Direct Bill Local	94	2.00%	325	0.68%	$453.05	1.38%	50.00%	$226.53
Totals:	4,691	100.00%	47,772	100.00%	$32,736.46	100.00%		$16,368.23

GENESEE COUNTY PURCHASING DEPT.

1101 Beach Street Room 200

Flint, MI 48502

Any questions about this report? Contact Lisa Ferguson @ (251) 338-8859 ext. 5224 or lferguson@gtl.net

Summary Commission Report

DSI ITI
DSI ITI, LLC.
2609 Cameron St
Mobile, AL 36607

Facility: Genesee County MI-Jail
Supplier Code: ZZ8068
Cost Center: 8068
Period: February 2011

Call Type	Calls	% Calls	Minutes	% Minutes	Revenue	% Revenue	Commission Rate	Commission
Advance Pay Interstate Interlata	85	1.28%	780	1.12%	$1,077.59	2.31%	50.00%	$538.80
Advance Pay Intrastate Interlata	107	1.61%	1,202	1.73%	$1,252.03	2.68%	50.00%	$626.02
Advance Pay Intrastate Intralata	992	14.96%	11,063	15.93%	$7,796.05	16.71%	50.00%	$3,898.03
Advance Pay Local	4,226	63.71%	48,041	69.19%	$28,715.45	61.55%	50.00%	$14,357.73
Collect Interstate Interlata	65	0.98%	716	1.03%	$930.63	1.99%	50.00%	$465.32
Collect Intrastate Interlata	100	1.51%	622	0.90%	$824.18	1.77%	50.00%	$412.09
Collect Intrastate Intralata	168	2.53%	1,132	1.63%	$1,060.85	2.27%	50.00%	$530.43
Collect Local	702	10.58%	5,409	7.79%	$4,128.15	8.85%	50.00%	$2,064.08
Direct Bill Intrastate Interlata	9	0.14%	18	0.03%	$47.97	0.10%	50.00%	$23.99
Direct Bill Local	179	2.70%	447	0.64%	$819.30	1.76%	50.00%	$409.65
Totals:	6,633	100.00%	69,430	100.00%	$46,652.20	100.00%		$23,326.10

GENESEE COUNTY PURCHASING DEPT.

1101 Beach Street Room 200

Flint, MI 48502

Any questions about this report? Contact Lisa Ferguson @ (251) 338-8859 ext. 5224 or lferguson@gtl.net

Summary Commission Report

Facility: Genesse County MI-Jail
Supplier Code: ZZ8068
Cost Center: 8068
Period: March 2011

Call Type	Calls	% Calls	Minutes	% Minutes	Revenue	% Revenue	Commission Rate	Commission
Advance Pay Interstate Interlata	46	0.78%	436	0.69%	$595.93	1.40%	50.00%	$297.97
Advance Pay Intrastate Interlata	215	3.64%	2,216	3.48%	$2,382.43	5.60%	50.00%	$1,191.22
Advance Pay Intrastate Intralata	1,074	18.18%	12,080	19.00%	$8,473.80	19.91%	50.00%	$4,236.90
Advance Pay Local	3,518	59.54%	40,469	63.65%	$24,022.35	56.44%	50.00%	$12,011.18
Collect Interstate Interlata	82	1.39%	711	1.12%	$1,004.46	2.36%	50.00%	$502.23
Collect Intrastate Interlata	61	1.03%	463	0.73%	$562.49	1.32%	50.00%	$281.25
Collect Intrastate Intralata	94	1.59%	988	1.55%	$717.45	1.69%	50.00%	$358.73
Collect Local	704	11.91%	5,893	9.27%	$4,256.80	10.00%	50.00%	$2,128.40
Direct Bill Intrastate Interlata	10	0.17%	23	0.04%	$55.37	0.13%	50.00%	$27.69
Direct Bill Local	105	1.78%	302	0.47%	$490.50	1.15%	50.00%	$245.25
Totals:	5,909	100.00%	63,581	100.00%	$42,561.58	100.00%		$21,280.79

GENESEE COUNTY PURCHASING DEPT.

1101 Beach Street   Room 200

Flint, MI 48502

Any questions about this report? Contact Lisa Ferguson @ (251) 338-8859 ext. 5224 or lferguson@gtl.net

Summary Commission Report

2609 Cameron St
Mobile, AL 36607

Facility: Genesse County MI-Jail
Supplier Code: ZZ8068
Cost Center: 8068
Period: April 2011

Call Type	Calls	% Calls	Minutes	% Minutes	Revenue	% Revenue	Commission Rate	Commission
Advance Pay Interstate Interlata	42	0.66%	448	0.68%	$587.72	1.33%	50.00%	$293.86
Advance Pay Intrastate Interlata	82	1.28%	922	1.40%	$960.08	2.17%	50.00%	$480.04
Advance Pay Intrastate Intralata	1,015	15.85%	11,251	17.08%	$7,953.05	17.97%	50.00%	$3,976.53
Advance Pay Local	3,902	60.93%	44,054	66.90%	$26,436.15	59.74%	50.00%	$13,218.08
Collect Interstate Interlata	51	0.80%	344	0.52%	$535.66	1.21%	50.00%	$267.83
Collect Intrastate Interlata	87	1.36%	632	0.96%	$781.11	1.77%	50.00%	$390.56
Collect Intrastate Intralata	116	1.81%	822	1.25%	$746.60	1.69%	50.00%	$373.30
Collect Local	977	15.26%	6,967	10.58%	$5,604.90	12.67%	50.00%	$2,802.45
Direct Bill Interstate Interlata	1	0.02%	12	0.02%	$15.18	0.03%	50.00%	$7.59
Direct Bill Intrastate Interlata	11	0.17%	30	0.05%	$64.84	0.15%	50.00%	$32.42
Direct Bill Local	120	1.87%	373	0.57%	$568.25	1.28%	50.00%	$284.13
Totals:	6,404	100.00%	65,855	100.00%	$44,253.54	100.00%		$22,126.77

GENESEE COUNTY PURCHASING DEPT.
1101 Beach Street Room 200
Flint, MI 48502

Any questions about this report? Contact Lisa Ferguson @ (251) 338-8859 ext. 5224 or lferguson@gtl.net

Summary Commission Report

Facility: Genesse County MI-Jail
Supplier Code: ZZ8068
Cost Center: 8068
Period: May 2011

Call Type	Calls	% Calls	Minutes	% Minutes	Revenue	% Revenue	Commission Rate	Commission
Advance Pay Interstate Interlata	47	0.80%	473	0.82%	$633.36	1.60%	50.00%	$316.68
Advance Pay Intrastate Interlata	63	1.08%	566	0.98%	$640.08	1.61%	50.00%	$320.04
Advance Pay Intrastate Intralata	661	11.29%	6,722	11.63%	$4,967.15	12.51%	50.00%	$2,483.58
Advance Pay Local	3,615	61.75%	40,553	70.14%	$24,428.25	61.53%	50.00%	$12,214.13
Collect Interstate Interlata	85	1.45%	657	1.14%	$967.23	2.44%	50.00%	$483.62
Collect Intrastate Interlata	101	1.73%	646	1.12%	$846.07	2.13%	50.00%	$423.04
Collect Intrastate Intralata	99	1.69%	721	1.25%	$643.40	1.62%	50.00%	$321.70
Collect Local	860	14.69%	6,529	11.29%	$5,034.00	12.68%	50.00%	$2,517.00
Direct Bill Intrastate Interlata	17	0.29%	49	0.08%	$101.65	0.26%	50.00%	$50.83
Direct Bill Intrastate Intralata	12	0.20%	38	0.07%	$60.70	0.15%	50.00%	$30.35
Direct Bill Local	294	5.02%	860	1.49%	$1,377.30	3.47%	50.00%	$688.65
Totals:	5,854	100.00%	57,814	100.00%	$39,699.19	100.00%		$19,849.60

GENESEE COUNTY PURCHASING DEPT.

1101 Beach Street   Room 200

Flint, MI 48502

Any questions about this report? Contact Lisa Ferguson @ (251) 338-8859 ext. 5224 or lferguson@gtl.net

Summary Commission Report

Facility: Genesee County MI-Jail
Supplier Code: ZZ8068
Cost Center: 8068
Period: June 2011

Call Type	Calls	% Calls	Minutes	% Minutes	Revenue	% Revenue	Commission Rate	Commission
Advance Pay Interstate Interlata	42	0.77%	434	0.83%	$575.26	1.54%	50.00%	$287.63
Advance Pay Intrastate Interlata	126	2.30%	1,186	2.28%	$1,319.49	3.54%	50.00%	$659.75
Advance Pay Intrastate Intralata	977	17.83%	10,150	19.52%	$7,415.15	19.88%	50.00%	$3,707.58
Advance Pay Local	2,907	53.06%	31,145	59.90%	$19,275.40	51.69%	50.00%	$9,637.70
Collect Interstate Interlata	65	1.19%	558	1.07%	$790.01	2.12%	50.00%	$395.01
Collect Intrastate Interlata	90	1.64%	673	1.29%	$819.87	2.20%	50.00%	$409.94
Collect Intrastate Intralata	113	2.06%	854	1.64%	$746.30	2.00%	50.00%	$373.15
Collect Local	938	17.12%	6,297	12.11%	$5,282.35	14.17%	50.00%	$2,641.18
Direct Bill Intrastate Interlata	14	0.26%	37	0.07%	$80.83	0.22%	50.00%	$40.42
Direct Bill Intrastate Intralata	6	0.11%	16	0.03%	$29.65	0.08%	50.00%	$14.83
Direct Bill Local	201	3.67%	643	1.24%	$955.95	2.56%	50.00%	$477.98
Totals:	5,479	100.00%	51,993	100.00%	$37,290.26	100.00%		$18,645.13

GENESEE COUNTY PURCHASING DEPT.
1101 Beach Street Room 200
Flint, MI 48502

Any questions about this report? Contact Lisa Ferguson @ (251) 338-8859 ext. 5224 or lferguson@gtl.net

Summary Commission Report

Facility: Genesse County MI-Jail
Supplier Code: ZZ8068
Cost Center: 8068
Period: July 2011

Call Type	Calls	% Calls	Minutes	% Minutes	Revenue	% Revenue	Commission Rate	Commission
Advance Pay Interstate Interlata	76	1.44%	794	1.65%	$1,049.55	2.96%	50.00%	$524.78
Advance Pay Intrastate Interlata	66	1.25%	490	1.02%	$598.80	1.69%	50.00%	$299.40
Advance Pay Intrastate Intralata	840	15.90%	8,988	18.64%	$6,466.60	18.26%	50.00%	$3,233.30
Advance Pay Local	2,508	47.48%	27,256	56.52%	$16,726.85	47.22%	50.00%	$8,363.43
Collect Interstate Interlata	106	2.01%	756	1.57%	$1,150.73	3.25%	50.00%	$575.37
Collect Intrastate Interlata	71	1.34%	385	0.80%	$546.10	1.54%	50.00%	$273.05
Collect Intrastate Intralata	121	2.29%	980	2.03%	$822.70	2.32%	50.00%	$411.35
Collect Local	1,025	19.41%	6,975	14.46%	$5,795.50	16.36%	50.00%	$2,897.75
Direct Bill Intrastate Interlata	11	0.21%	26	0.05%	$61.39	0.17%	50.00%	$30.70
Direct Bill Intrastate Intralata	3	0.06%	4	0.01%	$13.25	0.04%	50.00%	$6.63
Direct Bill Local	455	8.61%	1,569	3.25%	$2,191.50	6.19%	50.00%	$1,095.75
Totals:	5,282	100.00%	48,223	100.00%	$35,422.97	100.00%		$17,711.49

GENESEE COUNTY PURCHASING DEPT.
1101 Beach Street Room 200
Flint, MI 48502

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Summary Commission Report

DSI ITI
DSI-ITI, LLC
2609 Cameron St
Mobile, AL 36607

Facility: Genesee County MI-Jail
Supplier Code: ZZ8068
Cost Center: 8068
Period: August 2011

Call Type	Calls	% Calls	Minutes	% Minutes	Revenue	% Revenue	Commission Rate	Commission
Advance Pay Interstate Interlata	83	1.54%	1,021	2.01%	$1,283.08	3.50%	50.00%	$641.54
Advance Pay Intrastate Interlata	79	1.47%	869	1.72%	$912.35	2.49%	50.00%	$456.18
Advance Pay Intrastate Intralata	868	16.12%	9,253	18.26%	$6,669.60	18.20%	50.00%	$3,334.80
Advance Pay Local	2,859	53.10%	30,385	59.97%	$18,899.30	51.56%	50.00%	$9,449.65
Collect Interstate Interlata	46	0.85%	285	0.56%	$462.43	1.26%	50.00%	$231.22
Collect Intrastate Interlata	99	1.84%	745	1.47%	$905.79	2.47%	50.00%	$452.90
Collect Intrastate Intralata	166	3.08%	1,286	2.54%	$1,106.85	3.02%	50.00%	$553.43
Collect Local	782	14.52%	5,541	10.94%	$4,477.65	12.22%	50.00%	$2,238.83
Direct Bill Intrastate Interlata	28	0.52%	60	0.12%	$152.69	0.42%	50.00%	$76.35
Direct Bill Intrastate Intralata	4	0.07%	10	0.02%	$19.30	0.05%	50.00%	$9.65
Direct Bill Local	370	6.87%	1,215	2.40%	$1,766.75	4.82%	50.00%	$883.38
Totals:	5,384	100.00%	50,670	100.00%	$36,655.79	100.00%		$18,327.90

GENESEE COUNTY PURCHASING DEPT.

1101 Beach Street Room 200

Flint, MI 48502

Any questions about this report? Contact Lisa Ferguson @ (251) 338-8859 ext. 5224 or lferguson@gtl.net

Summary Commission Report

Facility: Genesse County MI-Jail
Supplier Code: ZZ8068
Cost Center: 8068
Period: September 2011

Call Type	Calls	% Calls	Minutes	% Minutes	Revenue	% Revenue	Commission Rate	Commission
Advance Pay Interstate Interlata	57	1.13%	701	1.45%	$881.28	2.54%	50.00%	$440.64
Advance Pay Intrastate Interlata	106	2.09%	1,101	2.28%	$1,179.08	3.40%	50.00%	$589.54
Advance Pay Intrastate Intralata	701	13.85%	7,846	16.22%	$5,518.20	15.91%	50.00%	$2,759.10
Advance Pay Local	2,691	53.17%	29,144	60.26%	$17,923.20	51.67%	50.00%	$8,961.60
Collect Interstate Interlata	57	1.13%	471	0.97%	$676.58	1.95%	50.00%	$338.29
Collect Intrastate Interlata	125	2.47%	985	2.04%	$1,174.78	3.39%	50.00%	$587.39
Collect Intrastate Intralata	81	1.60%	613	1.27%	$534.85	1.54%	50.00%	$267.43
Collect Local	878	17.35%	6,213	12.85%	$5,025.35	14.49%	50.00%	$2,512.68
Direct Bill Intrastate Interlata	4	0.08%	15	0.03%	$26.15	0.08%	50.00%	$13.08
Direct Bill Intrastate Intralata	1	0.02%	4	0.01%	$5.35	0.02%	50.00%	$2.68
Direct Bill Local	360	7.11%	1,268	2.62%	$1,740.50	5.02%	50.00%	$870.25
Totals:	5,061	100.00%	48,361	100.00%	$34,685.32	100.00%		$17,342.66

GENESEE COUNTY PURCHASING DEPT.

1101 Beach Street Room 200

Flint, MI 48502

Any questions about this report? Contact Lisa Ferguson @ (251) 338-8859 ext. 5224 or lferguson@gtl.net

DSI ITI
DSI-ITI, LLC.
2609 Cameron St
Mobile, AL 36607

Summary Commission Report

Facility: Genesee County MI-Jail
Supplier Code: ZZ8068
Cost Center: 8068
Period: October 2011

Call Type	Calls	% Calls	Minutes	% Minutes	Revenue	% Revenue	Commission Rate	Commission
Advance Pay Interstate Interlata	59	1.22%	631	1.32%	$828.87	2.47%	50.00%	$414.44
Advance Pay Intrastate Interlata	117	2.42%	1,294	2.70%	$1,355.70	4.04%	50.00%	$677.85
Advance Pay Intrastate Intralata	634	13.14%	7,241	15.12%	$5,040.40	15.01%	50.00%	$2,520.20
Advance Pay Local	2,890	59.88%	31,353	65.47%	$19,260.50	57.36%	50.00%	$9,630.25
Collect Interstate Interlata	53	1.10%	522	1.09%	$703.08	2.09%	50.00%	$351.54
Collect Intrastate Interlata	106	2.20%	808	1.69%	$977.60	2.91%	50.00%	$488.80
Collect Intrastate Intralata	110	2.28%	769	1.61%	$703.65	2.10%	50.00%	$351.83
Collect Local	662	13.72%	4,538	9.48%	$3,751.40	11.17%	50.00%	$1,875.70
Direct Bill Intrastate Interlata	4	0.08%	13	0.03%	$24.77	0.07%	50.00%	$12.39
Direct Bill Intrastate Intralata	3	0.06%	5	0.01%	$13.60	0.04%	50.00%	$6.80
Direct Bill Local	188	3.90%	712	1.49%	$921.35	2.74%	50.00%	$460.68
Totals:	4,826	100.00%	47,886	100.00%	$33,580.92	100.00%		$16,790.46

GENESEE COUNTY PURCHASING DEPT.
1101 Beach Street Room 200
Flint, MI 48502

Any questions about this report? Contact Lisa Ferguson @ (251) 338-8859 ext. 5224 or lferguson@gtl.net

Summary Commission Report

Facility: Genesse County MI-Jail
Supplier Code: ZZ8068
Cost Center: 8068
Period: November 2011

Call Type	Calls	% Calls	Minutes	% Minutes	Revenue	% Revenue	Commission Rate	Commission
Advance Pay Interstate Interlata	76	1.36%	847	1.51%	$1,095.83	2.82%	50.00%	$547.92
Advance Pay Intrastate Interlata	69	1.24%	694	1.24%	$751.41	1.93%	50.00%	$375.71
Advance Pay Intrastate Intralata	807	14.46%	8,960	15.97%	$6,326.45	16.25%	50.00%	$3,163.23
Advance Pay Local	3,205	57.45%	35,644	63.54%	$21,578.75	55.44%	50.00%	$10,789.38
Collect Interstate Interlata	91	1.63%	785	1.40%	$1,109.04	2.85%	50.00%	$554.52
Collect Intrastate Interlata	103	1.85%	851	1.52%	$994.73	2.56%	50.00%	$497.37
Collect Intrastate Intralata	132	2.37%	1,060	1.89%	$892.75	2.29%	50.00%	$446.38
Collect Local	837	15.00%	6,341	11.30%	$4,894.90	12.58%	50.00%	$2,447.45
Direct Bill Intrastate Interlata	18	0.32%	53	0.09%	$107.67	0.28%	50.00%	$53.84
Direct Bill Intrastate Intralata	5	0.09%	10	0.02%	$23.60	0.06%	50.00%	$11.80
Direct Bill Local	236	4.23%	851	1.52%	$1,145.45	2.94%	50.00%	$572.73
Totals:	5,579	100.00%	56,096	100.00%	$38,920.58	100.00%		$19,460.29

GENESEE COUNTY PURCHASING DEPT.
1101 Beach Street Room 200
Flint, MI 48502

Summary Commission Report

DSI ITI, LLC
2609 Cameron St
Mobile, AL 36607

Facility: Genesse County MI-Jail
Supplier Code: ZZ8068
Cost Center: 8068
Period: December 2011

Call Type	Calls	% Calls	Minutes	% Minutes	Revenue	% Revenue	Commission Rate	Commission
Advance Pay Interstate Interlata	56	1.12%	626	1.23%	$810.03	2.35%	50.00%	$405.02
Advance Pay Intrastate Interlata	48	0.96%	390	0.77%	$458.70	1.33%	50.00%	$229.35
Advance Pay Intrastate Intralata	585	11.68%	6,271	12.31%	$4,507.35	13.07%	50.00%	$2,253.68
Advance Pay Local	3,213	64.17%	35,974	70.59%	$21,691.60	62.90%	50.00%	$10,845.80
Collect Interstate Interlata	61	1.22%	485	0.95%	$706.15	2.05%	50.00%	$353.08
Collect Intrastate Interlata	87	1.74%	706	1.39%	$830.79	2.41%	50.00%	$415.40
Collect Intrastate Intralata	101	2.02%	643	1.26%	$624.00	1.81%	50.00%	$312.00
Collect Local	652	13.02%	5,186	10.18%	$3,874.15	11.23%	50.00%	$1,937.08
Direct Bill Intrastate Interlata	4	0.08%	9	0.02%	$22.01	0.06%	50.00%	$11.01
Direct Bill Intrastate Intralata	1	0.02%	2	0.00%	$4.65	0.01%	50.00%	$2.33
Direct Bill Local	199	3.97%	669	1.31%	$953.80	2.77%	50.00%	$476.90
Totals:	5,007	100.00%	50,961	100.00%	$34,483.23	100.00%		$17,241.62

GENESEE COUNTY PURCHASING DEPT.
1101 Beach Street Room 200
Flint, MI 48502

Supplier Code ZZ8068
Cost Center: 8068
Period:

Any questions about this report? Contact Lisa Ferguson @ (251) 338-8859 ext. 5224 or lferguson@gtl.net

GENESEE COUNTY PURCHASING DEPARTMENT

ROOM 200, COUNTY ADMINISTRATION BLDG.   TELEPHONE
1101 BEACH STREET   (810) 257-3030
FLINT, MICHIGAN 48502   FAX
(810) 257-3380

ERIC F. HOPSON
Purchasing Director

February 28, 2012

ADDENDUM #5
REQUEST FOR PROPOSALS (RFP) #12-001
INMATE TELEPHONE SYSTEM AND SERVICES

1. The due date and time for the above referenced RFP has been extended to Friday, March 16, 2012 by 2:00 p.m. (ET).

2. Minutes from the pre-proposal meeting, answers to the remaining written questions received and revisions/modifications to the RFP will be included in Addendum #6.

Indicate on the Signature Page item #5 and the exterior of the envelope containing your proposal:

"ADDENDUM #5 RECEIVED"

ALL PROPOSALS MUST BE RECEIVED AT:
GENESEE COUNTY PURCHASING DEPARTMENT
1101 BEACH STREET, ROOM 200
FLINT, MI 48502

Eric F. Hopson
_____
Eric F. Hopson, Purchasing Director

G:/bid2/2012/12-001 add5

GENESEE COUNTY PURCHASING DEPARTMENT

ROOM 200, COUNTY ADMINISTRATION BLDG.
1101 BEACH STREET
FLINT, MICHIGAN 48502

TELEPHONE
(810) 257-3030
FAX
(810) 257-3380

ERIC F. HOPSON
Purchasing Director

March 14, 2012

ADDENDUM #6
REQUEST FOR PROPOSALS (RFP) #12-001
INMATE TELEPHONE SYSTEM AND SERVICES

1. The due date and time for the above referenced RFP has been extended to Friday, March 23, 2012 by 11:00 a.m. (ET).

2. Please find attached (see Attachment A) the answers to the remaining written questions received by the County. This information (clarification) has been added to the above referenced RFP.

3. Minutes from the pre-proposal meeting and revisions/modifications to the RFP will be included in Addendum #7.

Indicate on the Signature Page item #5 and the exterior of the envelope containing your proposal:

"ADDENDUM #6 RECEIVED"

ALL PROPOSALS MUST BE RECEIVED AT:
GENESEE COUNTY PURCHASING DEPARTMENT
1101 BEACH STREET, ROOM 200
FLINT, MI 48502

Eric F. Hopson
Eric F. Hopson, Purchasing Director

G:/bid2/2012/12-001 add6

Q1:   Are there any visitation phones that are part of this RFP and if yes how many?
A1:   No

Q2:   Is there any early release program that will have an effect on the ADP?
A2:   No

Q3:   What is the average length of stay for an inmate?
A3:   The average length of stay for an inmate is 6 months – 1 year. The length of stay has changed lately due to sending sentenced inmates to other counties.

Q4:   Is there going to be a need to integrate with the JMS system?
A4:   No. The integration would occur with a recording system.

Q5:   Who is the vendor of the JMS?
A5:   The provider of the JMS is a company called Base Software. The point of contact at Base Software is Mr. George Connolly. He can be reached at (617) 257-4037.

Q6:   Are there any booking phones that are to be used as free phones?
A6:   No

Q7:   You state no calls to cell phones in the RFP is that going to be the case considering most calls go to cell phones?
A7:   Yes, inmates should be able to call cell phones.

Q8:   Page 14, Section 25: Automated operator services provided by the inmate telephone system shall provide a minimum of four (4) languages and a maximum of ten (10) languages. At a minimum, these language options must include English and Spanish. Could you advise the additional two languages you would require other than English and Spanish?
A8:   We do not have a large enough population for two specific additional foreign languages. However, most of our foreign inmates come from the Middle East.

Q9:   Page 15, Section 28 Paragraph: The recording system shall utilize voice recognition technology to flag and search recorded conversations containing key words as defined by administrative personnel. Could you provide further details as to the technology Genesee County is requesting?
A9:   We would like the ability to search conversations for a key word, to alleviate having to listen to every conversation. (i.e. AK 47, nicknames…). When we search for the key word, all calls containing that key word should be flagged.

Q10: Is the inmate trust account managed through the commissary system, the Jail Management System, or other system?
A10: The inmate trust account is managed through the Jail Management System.

Q11: Jail Management Integration – Please provide the name and contact information for the current JMS vendor.
A11: See A5

Q12: Are there any other specific solutions the County is currently considering to acquire as a result of the new inmate telephone service contract, i.e. video visitation, etc. If so, what are those services the County is looking to acquire?
A12: In the future, the County feels that video visitation would be ideal.

Q13: Does the current vendor offer prepaid debit phone cards or commissary-based debit calling to inmates? If so, how does the County receive commissions on these revenues?
A13: No

Q14: In lieu of debit cards, will the County consider a card-free inmate debit calling option, which will be faster, more efficient, and easier for the County to manage than physical debit cards?
A14: Yes. We do not want to issue debit cards to inmates.

Q15: Part of Requirement #28 on page 15 states "Digital optical disks, hard drive arrays, or comparable medium are to be used for short and long term storage and instant reproduction access." Is a centralized solution, where call recordings are securely stored in a fully redundant offsite data center and available online throughout the life of the contract, acceptable to the County in lieu of onsite storage?
A15: Sheriffs Office must have full access to all recordings even in the event that the contract is cancelled.

GENESEE COUNTY PURCHASING DEPARTMENT

ROOM 200, COUNTY ADMINISTRATION BLDG.
1101 BEACH STREET
FLINT, MICHIGAN 48502

TELEPHONE
(810) 257-3030
FAX
(810) 257-3380

ERIC F. HOPSON
Purchasing Director

March 22, 2012

ADDENDUM #7
REQUEST FOR PROPOSALS (RFP) #12-001
INMATE TELEPHONE SYSTEM AND SERVICES

1. The due date and time for the above referenced RFP has been extended to Thursday, March 29, 2012 by 5:00 p.m. (ET). Any reference to the due date for proposals included in the RFP shall read as "Thursday, March 29, 2012 at 5:00 p.m. (ET)."

2. In Section 1.9., the requirements for submittals have been modified to reflect the following additions:

   - Implementation Plan - Provide a narrative explaining the approach to implementing the new system with the required functionality. This information should include timelines associated with completing critical tasks relative to system implementation.
   - Subcontractor Information - As part of the proposal submission, all proposers shall identify the names and services to be provided by any subcontractor to be utilized in providing the proposed system and services.
   - Resumes of Proposed Project Manager, Account Representative and Primary System Technician – Provide the information on proposed staff as described in Section 5.5.

3. Section 4. Project Timetable, the dates for the events listed has been revised as follows:

Request for Proposals Issued	**January 20, 2012**
Date of Pre-proposal Meeting	January 23, 2012
Deadline for Written Questions	January 25, 2012
Proposals Due In Purchasing	**March 29, 2012**
Completion of Negotiations (Best and Final Offers)	**April 30, 2012**
Contract Effective Date	**June 1, 2012**
System & Service Implementation Date	**August 1, 2012**

4. In Section 6. Background Information and Present Service, the number of phones required for the Genesee County Jail has increased from 75 phones to 87 phones.

5. In Section 7. Technical & Functional Requirements, in the 1st paragraph, the 1st sentence has been changed to read as follows:

"The intent of this RFP is to procure the provision of approximately **95** fixed inmate telephones, 1 portable inmate telephone, and Inmate Telephone System and required services per the **minimum** requirements included in this solicitation."

6. Section 7.10 Monitoring Stations, the following sentence has been added as the second sentence:

Alternatively, the County would accept full access to the proposed Inmate Phone System's functionality via designated laptop or personal computers designated by the Sheriff's Department.

7. Section 7.13. Call Validation, the reference to cellular telephones has been deleted.

8. In Section 7.28 Call Recording, in the 1st paragraph, the last sentenced should read as follows:

"Telephone administration, conversation monitoring, and conversation recording and playback should take place from any Sheriff's Department designated workstation."

9. Section 7.29 Prepaid Calling, the following sentence should be added to this section:

"Please note the Genesee County Jail is not interested in selling prepaid calling cards or debit cards to inmates."

10. Section 8.2. Commission Payable, reads in part, as follows:

"Call detail records must be provided pursuant to the Call Detail Reports paragraph on page 10 herein for all calls placed on or through the Inmate Telephone System."

Section 8.2. Commission Payable, should read in part, as follows:

"Call detail records must be provided pursuant to the Call Detail Reports paragraph on pages **11-12** herein for all calls placed on or through the Inmate Telephone System."

11. Section 8.5. Value Added Services, reads in part, as follows:

"Proposed Value added services may include, but not limited to, prepaid commission payments, software applications that will improve jail management practices, and/or other incentives. Proposers should note that the provision of value added services in no guarantee of contract award."

Section 8.5. Value Added Services, shall read in part, as follows:

"Proposed Value added services may include, but not limited to, prepaid commission payments, software applications that will improve jail management practices, and/or other incentives. Proposers should note that the provision of value added services **is** no guarantee of contract award."

12. In Section 9.1 Implementation Plan and Section 9.10 Use of Existing Equipment or Replacement, all references to "by February 27, 2012" have been revised to read as "within 60 days of contract award".

13. Section 9. Installation, Training, Testing and Acceptance, #1 Implementation Plan, has been revised to include the following requirement:

"All proposers shall submit an implementation plan that references the installation and completion of the proposer's application/platform, hardware, infrastructure, system testing, training, and account services as specified in this RFP."

14. Section 11. Evaluation Criteria has been revised to reflect the following order of and changes to the relevant evaluation factors:

- Suitability of the System and Services proposed
- Financial Benefit & Value to Genesee County
- Appropriateness of Implementation Plan
- Proposed rates to be charged on inmate calls made at the County jail
- Proposer's capability and capacity to provide a suitable system and services
- Experience & References
- Management & Staff Qualifications
- Financial Stability of the Proposer
- Responsiveness of Proposals

15. Section 12.1. Contract Term, reads as follows:

"The initial term for this contract may be for a three (3) year or five (5) year period from the date negotiated by the parties, with the option to renew for an additional one (1) year period. At the end of the contract, including any renewals, the successful contractor agrees, if necessary, to provide service on a month-to-month basis until the County can procure a new contract through the RFP process."

Section 12.1. Contract Term, shall read as follows:

"The initial term of this contract may be for a three (3) year or five (5) year period from the date negotiated by the parties, with the option to renew for an additional one (1) year period. At the end of the contract, including any renewals, the contractor agrees, as required by Genesee County, to provide service on a month-to-month basis, at the same commission rate in the contract, until the County can procure a new contract through the RFP process."

16. The following term has been added to Section 12. Contract Information, as #6:

"The Proposer represents that all commission rates, value added services, terms, and benefits offered by the proposer in the proposal are equal to or better than all commission rates, value added services, terms, and benefits being offered by the proposer to any other State, County, Local Government, Federal Government, or correctional facility."

"Should the Contractor, during the term of the contract with Genesee County, enter into any contract or arrangement that provides a higher commission rate, superior value added services, more favorable terms, or greater benefits to any other government unit or correctional facility, the contract with Genesee County shall be deemed amended to provide the same commission rates, value added services, terms, and benefits to Genesee County."

"This provision applies to any comparable system, equipment, software application, and call volumes by inmates at the Genesee County Jail (and related locations), to that of any other government entity or correctional facility that has received the higher commission rate, superior value added services, more favorable terms, or greater benefits by the Contractor."

17. The minutes from the pre-proposal meeting are included in Attachment A. This information has been added to the above referenced RFP.

Indicate on the Signature Page item #5 and on the exterior of the envelope containing your proposal:

<div align="center">

ADDENDUM #7 RECEIVED

ALL PROPOSALS MUST BE RECEIVED AT:
GENESEE COUNTY PURCHASING DEPARTMENT
1101 BEACH STREET, ROOM 200, FLINT, MI 48502

</div>

Eric F. Hopson
Eric F. Hopson, Purchasing Director
G:/bid2/2012/12-001add7

ATTACHMENT A
Minutes from Pre-proposal Meeting
Date of Pre-proposal Meeting – 1/23/12

MEETING MINUTES

The pre-proposal meeting was held at the Genesee County Administration Building, Room 301, Flint MI 48502.

Introductions: Eric F. Hopson, Purchasing Director, Genesee County
Christopher Swanson, Under-Sheriff, Genesee County Sheriff's Department

Eric Hopson asked everyone in attendance to sign a sign in sheet for a record of those that attended the meeting. Attendance at this meeting is not mandatory, but highly recommended.

Mr. Hopson indicated the due date for proposals was **11:00 a.m. (ET), Thursday, February 2, 2012**. Proposals must arrive in the Purchasing Department by the due date and time for a proposal to be accepted.

Page 3 and 4 are the instructions. Proposals must be sealed, proposal number, company name, due date, and time due must be included on the exterior of the packaging. Purchasing requires one (1) original (which is considered the signed copy) and two (2) copies. Further, an electronic copy of the proposal must be submitted on CD in Adobe, MS Word and/or MS Excel format. Failure to provide the required number of copies may result in rejection of your proposal.

All terms, conditions and requirements that are in the RFP will be part of the contract. However, the County requires any exceptions taken by proposers, to be submitted with the proposal response on Company Letterhead.

The County will issue an addendum with the minutes from this meeting including all the questions and answers that are discussed. Any additional questions that we may receive prior to the deadline for submitting questions will also be included in an addendum. All proposers must check our website to obtain any addenda. The addenda are part of the RFP and must be included with the proposal you submit. All proposers may go to www.gc4me.com/departments/purchasing and click Business, Purchasing – Open Bids, and scroll down to the RFP to view the addenda pertaining to this proposal.

On page 24 is the Genesee County Insurance Checklist. This is the insurance that will be required by the successful proposer. The checklist is included for you to review and sign indicating that you are aware of the required coverage. Your insurance agent must also sign it to confirm that you have discussed it with your insurance agent. Please review this form with your agent. If you have any questions please feel free to ask questions during this meeting; we have a Risk Manager for the County that can provide answers for specific coverage requirements.

In submitting proposals, it is important that prospective offerors submit proposals consistent with the instructions on how proposals should be formatted. This information identifies specific submittals that should be included in all proposals received. Please note that all proposals received will be evaluated on responsiveness.

Mr. Hopson reviewed certain items located in Section 2. Standard Terms & Conditions. It is important to note that all proposals will be evaluated based on the evaluation factors included in Section 11. Evaluation Criteria. Further, discussions may occur with proposers as described in detail in Section 3.15. Also, Best and Final Offers may be pursued as referenced more specifically in Section 3.16. The County requires that all potential legal disputes resulting from contracts have the legal venue in the State of Michigan.

Eric Hopson reviewed certain items located in Section 3. Additional Terms & Conditions. The deadline for submitting questions regarding this RFP is Wednesday, January 25, 2012 by 12:00 p.m. (ET) . It is the responsibility of the proposer to identify any errors, omissions and discrepancies in the RFP prior to submitting a proposal. The failure of a prospective offeror to do so will result in the waiver of such a claim. All modifications and clarifications to the RFP will be issued as an addendum by Genesee County. All addenda will be posted on the Genesee County Purchasing Department website. Proposers may take exception to any term, condition and/or requirement stated in the RFP. In doing so, exceptions must be submitted on company letterhead with the proposal response. It is important to note that Genesee County will ultimately enter into a contract that is most advantageous to the County. The successful offeror must be willing to adhere to the contents of their proposal response and possible Best and Final Offer. Failure to do so will result in cancellation or termination of contract. All proposals will remain valid for 120 calendar days following the due date. Clarification of Proposals and Best and Final Offer submissions were covered and explained in detail. All firms were advised that the staff of the Contractor and any subcontractors will be required to display proper identification in the Jail during implementation and training.

The County intends to award a contract to one contractor who will be held accountable for the work, performance and payment of any subcontractor. Genesee County reserves the right to terminate the contract when an award is based on a misrepresentation(s) by the successful proposer.

The RFP includes a project timetable for completion of the procurement process to system implementation date. We recognized there are concerns about the aggressiveness of project completion. It is possible the dates will be modified and/or extended based on many relevant factors associated with this procurement/project.

Genesee County has established minimum qualifications of proposers for proposal consideration. All proposers submitting proposals in response to the RFP shall meet and comply with the requirements listed in Section 5, of the RFP.

In reviewing Section 6. Background Information, Mr. Hopson and Under-Sheriff Swanson provided basic information about the average daily population of the

County Jail, current system provider and the requirements for phones. It was mentioned that the successful proposer could use the current phones. The successful proposer must purchase the phones the current contractor at their own expense. In the event a five-year contract is awarded, the County shall require the successful proposer to replace all existing phones at the end of the third year.

Mr. Hopson did not review Sections 7 – 10, and felt it was best to respond to specific questions about the requirements stated in these sections.

The Evaluation Criteria was reviewed and it was stated that proposals would be evaluated based on the factors referenced in this section.

Mr. Hopson covered the Contract Information section in the RFP. This section provides information about the options for contract term, contract termination and the documents that would comprise the contract.

Pre-proposal Meeting Questions

Q1.   Please confirm the commission revenue received over the last two years?
A1.   This information will be provided in an addendum, but I believe approximate amounts were 2010: $247,000 and 2011: $228,000(not including December's revenue). This answer was corrected in a previous addendum.

Q2.   There is no way to implement a new system by February 27, 2012. When ordered by the Contractor, it takes at least 60 days to ensure that new lines and circuits can be installed by AT&T.
A2.   The County is aware that the implementation date may be unreasonable. This matter will be discussed internally to arrive at an appropriate solution. We will address any change in the implementation date in an addendum.

Q3.   Are you looking for a Jail Management System or other systems as part of this RFP.
A3.   The RFP allows for value added services/systems to be proposed. We would like to replace the existing Jail Management System in the near future. Also, it's possible, the County would look at a Video Visitation System in the jail. The current visitation system makes it difficult to prevent contraband from entering the jail.

Q4.   Are there time restrictions on inmate calls? The time restrictions could be based on the classification of the inmates or as a disciplinary tool?
A4.   Currently, inmate calls are approximately 15 minutes.

Q5.   Do you want inmates to be told the cost of certain calls and the amount of time remaining on the call?
A5.   We would like the inmate to have the option of knowing how much a call will cost.

Upon completing the questions and answers period, Under-Sheriff Swanson facilitated an inspection of the jail. The inspection allowed prospective proposers to view the types of phones and there various locations throughout the Genesee County Jail. In addition, Under-Sheriff Swanson provided an explanation of the current process for visiting inmates at the Jail. This process entails escorting visitors and inmates to designated large meeting rooms on each floor of the jail. Deputies that provide security and deter the smuggling of contraband into the jail staff the meeting rooms.

Attachment F
Securus Sample Certificate of Insurance

ACORD® CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
09/08/2011

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME:
MCGRIFF, SEIBELS & WILLIAMS OF TEXAS, INC. 5080 Spectrum Dr., Suite 900E Addison, TX 75001	PHONE (A/C, No, Ext): (469) 232-2100 FAX (A/C, No):
	E-MAIL ADDRESS:

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : OneBeacon America Insurance Company	
INSURER B : Twin City Fire Ins. Co.	
INSURER C : Liberty Insurance Underwriters	
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
Securus Technologies, Inc.
14651 Dallas Parkway, Suite 600
Dallas, TX 75254

COVERAGES   CERTIFICATE NUMBER: LDVXL7AH   REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	**GENERAL LIABILITY** [X] COMMERCIAL GENERAL LIABILITY CLAIMS-MADE [X] OCCUR			711-01-1519-0002 OneBeacon America	09/09/2011	09/09/2012	EACH OCCURRENCE	$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT [X] LOC						GENERAL AGGREGATE	$ 2,000,000
							PRODUCTS - COMP/OP AGG	$ 2,000,000
								$
A	**AUTOMOBILE LIABILITY** [X] ANY AUTO ALL OWNED AUTOS SCHEDULED AUTOS [X] HIRED AUTOS [X] NON-OWNED AUTOS			711-01-1519-0002	09/09/2011	09/09/2012	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
							Comp. $1000 deductible	Coll. $1000 deductible
A	**UMBRELLA LIAB** [X] OCCUR [X] **EXCESS LIAB** CLAIMS-MADE DED RETENTION $			711-01-1519-0002 OneBeacon America	09/09/2011	09/09/2012	EACH OCCURRENCE	$ 5,000,000
							AGGREGATE	$ 5,000,000
								$
B	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		46WBAB8981	09/09/2011	09/09/2012	[X] WC STATU-TORY LIMITS OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000
C	EXCESS UMBRELLA			EXCDA189999-4	09/09/2011	09/09/2012		$ 15,000,000 $ $ $ $

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER	CANCELLATION
Securus Holdings, Inc. and its subsidiaries Attn: Mr. Philip Ninan 14651 Dallas Parkway, Suite 600 Dallas, TX 75254	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE

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ACORD 25 (2010/05)   The ACORD name and logo are registered marks of ACORD

ACORD®

ADDITIONAL REMARKS SCHEDULE

PRODUCER	INSURED
MCGRIFF, SEIBELS & WILLIAMS OF TEXAS, INC.	Securus Technologies, Inc.

POLICY NUMBER	

CARRIER	NAIC CODE

ISSUE DATE: 09/08/2011

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: _____ **FORM TITLE:** _____

```
Employed Lawyer Professional Liability
Carrier: Lloyd's of London
Policy Term: 09/09/2011 - 09/09/2012
Policy Number: W15LPD110401

Sub-limits:  5,000,000 Maximum Aggregate (for all damages & claims expenses)

Misc. Technology, Media and Professional Liaility (E&O Coverage)
Carrier: Lloyd's of London
Policy Term:  09/09/2011 - 09/09/2012
Policy Number: W15LPD110401

Limits: 5,000,000 Each Claim/Aggregate
Deductible:  100,000 Each Claim Deductible

Commercial Crime Coverage
Named Insured: Connect Acquisition Corp.
Carrier: National Union Fire Insurance Company of Pittsburgh, PA
Policy Term: 09/09/2011 - 09/09/2012
Policy Number: 01-122-80-42

Limits:     $1,000,000 (coverage includes Clients Property)
Deductible: $50,000
```

ACORD 101 (2008/01)

CERTIFICATE NUMBER: LDVXL7AH

Attachment G
Sample Securus Master Services Agreement

Attachment I

Genesee County Standard Proposed Contract for Reference

ATTACHMENT 1 - PROFESSIONAL SERVICES CONTRACT TEMPLATE

This Agreement for Professional Services (the "Agreement") is made this ___ day of
_____, 2011, by and between the County of Genesee, a Michigan Municipal
Corporation, whose principal place of business is located at 1101 Beach Street, Flint,
Michigan 48502 (the "County"), and Contractor Name, a State Entity, whose principal place of
business is located at Contractor Address (the "Contractor") (the County and the Contractor
together, the ("Parties").

1.   **Agreement and Authority**

      This Agreement is entered into pursuant to RFP #12-001 issued by the Genesee
      County Purchasing Department, and execution of this Agreement is authorized by
      Resolution #_____ issued by the Genesee County Board of Commissioners.

2.   **Term**

      2.1   Initial Term

             The initial term of this Agreement is effective upon approval by the Genesee
             County Board of Commissioners (the "Board") and shall be effective for three
             (3) years (the "Initial Term").

      2.2   Extension Terms

             The Board has the option to extend this Agreement for up to two (2) additional
             one year terms (the "Extension Terms").

3.   **Purpose**

      This contract is entered into for the provision of an Inmate Telephone System and
      Services for the Genesee County Sheriff's Department.

4.   **Scope of Work**

      The Contractor agrees to perform the services described on Exhibit A (the "Services").

5.   **Compensation**

      The County shall be paid Commission Revenue by the Contractor on revenues earned
      for the fees charged for inmate phone calls. The commission revenue paid to the
      County is depicted in Exhibit D.

6.   **Taxes.**   The County is a Michigan Municipal Corporation.   The Contractor
      acknowledges that the County is exempt from Federal Excise Tax and Michigan Sales
      Tax.

7.   **Contract Administrator**

      The contract administrator for this Agreement is "CONTRACT ADMINISTRATOR" (the
      "Contract Administrator").   The Contractor acknowledges that the Contract
      Administrator is the primary County contact for notices and instructions related to this
      Agreement.   The Contractor agrees to provide a copy of all notices related to this
      Agreement to the Contract Administrator.

8.   **Reporting Requirements**

      During the term of this Agreement, the Contractor must provide to the Contract
      Administrator the reports identified and described on Exhibit B.

9.   **Inspection and Acceptance**

      All goods provided with the Services are received subject to inspection and testing. If
      goods are defective or fail to meet the specifications, the County shall have the right to
      reject the goods or to require the Contractor to correct the defects. The Contractor

shall correct the defects at no cost to the County or pay the County for expenses incurred by the County in correcting the defects. Rejected goods will be held for forty-five days after delivery awaiting instructions from the Contractor. After the forty-five day period, the County will dispose of the goods and the County shall have no further liability to the Contractor. The Contractor is responsible for the costs of handling, packing, and transportation incurred in returning or disposing of defective or non-conforming goods.

10.   Warranties

The Contractor warrants that:

10.1   The Services will be performed in a good and workmanlike manner and in accordance with generally acceptable practices in the industry.

10.2   For a period of one (1) year following completion of the Services, the Services and any goods provided with the Services shall conform to the representations made by the Contractor.

10.3   The Contractor will comply with all federal, state, and local laws in the performance of the Services.

10.4   The Contractor will comply with the requirements of any federal or state grants used to fund or support this Agreement.

10.5   The Contractor will obtain and maintain all applicable licenses and permits necessary to provide the Services for the entire term of this Agreement.

The Contractor agrees to indemnify and hold the County, its officials, officers, agents, and employees harmless from any and all claims, damages, or liability, including defense costs, arising out of the Contractor's breach of these warranties.

11.   Suspension of Work

11.1   Order to Suspend Performance

Upon written order of the Contract Administrator, the Contractor agrees to immediately suspend performance of the Services.

11.2   Necessary Actions Before Suspension

If immediate suspension of the Services would cause harm, injury, or damage to persons or property, the Contractor must immediately notify the Purchasing Director and the Contract Administrator of the nature of such harm, injury, or damage, and obtain written authorization from the Contract Administrator to take such necessary action as to prevent or minimize such harm, injury or damage.

12.   Termination

12.1   Termination for Cause

If the Contractor is in breach of any provision of this Agreement, and such breach continues for fourteen (14) days after written notice is issued to the Contractor by the County of the breach, the County may terminate this Agreement. Such termination for cause is effective upon receipt of the notice of termination by the Contractor.

In addition for any other remedies provided by law or this Agreement, the Contractor shall be responsible for all costs incurred by the County as a result of the Contractor's breach and termination, including any costs to obtain substitute performance.

12.2 Immediate Termination

If the County, in its discretion, determines that the Contractor's breach of this Agreement constitutes a threat to public health, safety, or welfare, the County may terminate this Agreement immediately upon notice to the Contractor.

In addition for any other remedies provided by law or this Agreement, the Contractor shall be responsible for all costs incurred by the County as a result of the Contractor's breach and termination, including any costs to obtain substitute performance.

12.3 Termination for Convenience

If the County determines that it is in the County's best interests, the County may terminate this Agreement upon thirty (30) days' written notice to the Contractor.

The County shall pay for all work properly performed up to the effective date of the notice of termination.

12.4 Termination for Lack of Funding

If this Agreement is funded by public funds or a grant from a public or private entity, and the funds are not appropriated or the grant is discontinued, the County may terminate this Agreement by written notice specifying the date of termination.

The County shall pay for all work properly performed up to the effective date of the notice of termination.

13. Nondiscrimination

The Contractor covenants that it will not discriminate against an employee or applicant of employment with respect to hire, tenure, terms, conditions, or privileges of employment, or a matter directly or indirectly related to employment, because of race, color, religion, national origin, age, sex, height, weight, marital status or a disability that is unrelated to the individual's ability to perform the duties of a particular job or position, and that it will require the same non-discrimination assurances from any subcontractor who may be used to carry out duties described in this contract. Contractor covenants that it will not discriminate against businesses that are owned by women, minorities or persons with disabilities in providing services covered by this Contract, and that it shall require the same assurances from subcontractors. Breach of this covenant shall be regarded as a material breach of this contract.

14. Freedom of Information Act

This Agreement and all attachments, as well as all other information submitted by the Contractor to the County, are subject to disclosure under the provisions of MCL 15.231, *et seq.*, known as the "Freedom of Information Act".

15. Intellectual Property

Any intellectual property created by the Contractor in the performance of the Services shall become the property of the County upon termination of this Agreement. Upon the County's request, the Contractor agrees to convey all rights to and ownership of any intellectual property to the County.

16. Audit Rights

16.1 Certification of Accurate Information

Contractor certifies that all information provided to the County by the Contractor relating to the award or modification of this Agreement, or any payment or dispute related to this Agreement, is true and correct. The Contractor further certifies that its accounting system conforms to generally accepted accounting principles.

16.2 Inspection

The Contractor agrees that the County may inspect the Contractor's plant, place of business, or worksite to ensure compliance with the terms of this Agreement. If this Agreement is funded or supported with any state or federal grant funds, the state or federal agencies responsible for administering the applicable grants may examine the Contractor's plant, place of business, or worksite to ensure compliance with the terms of this Agreement and the terms of the applicable grant.

16.3 Audit

The Contractor agrees that the County may examine the Contractor's records to ensure compliance with the terms of this Agreement. If this Agreement is funded or supported with any state or federal grant funds, the state or federal agencies responsible for administering the applicable grants may examine the Contractor's records to ensure compliance with the terms of this Agreement and the terms of the applicable grant.

16.4 Records Retention

The Contractor agrees to maintain any business records related to this Agreement or the Contractor's performance under this Agreement for a period of at least three (3) years after final payment.

17. Identity Theft Prevention

17.1 In the event that the Contractor will obtain identifying information during the performance of the Services, the Contractor must take reasonable precautions to ensure that such identifying information is protected from unauthorized disclosure and is used only for the purpose of performing the Services.

17.2 For the purposes of this Paragraph, "identifying information" means any name or number that may be used, alone or in conjunction with any other information, to identify a specific person, including but not limited to name, address, telephone number, social security number, date of birth, driver's license number, taxpayer identification number, or routing code.

18. Insurance Requirements and Indemnification

The Contractor agrees to obtain insurance coverage of the types and amounts required as set forth in the Insurance Checklist attached as Exhibit C and keep such insurance coverage in force throughout the life of this Agreement.

18.1 Insurance Certificate and Additional Insured Coverage

The Contractor further agrees to provide certificates of insurance to the County evidencing the coverages specified in the Insurance Checklist, and including the County as an additional insured. Additional insured coverage is to be by proof of blanket additional insured coverage within the general liability policy or as provided by an endorsement specifying the County as an additional insured to the policy. Contractor's agent must provide a copy of the endorsement or language from the policy with the certificate of insurance.

18.2 Indemnification

The Contractor agrees to indemnify and hold the County, its officials, officers, agents, and employees harmless from any and all claims, damages, or liability, including defense costs, arising out of the Contractor's performance of the Services or presence on the County's property or worksite.

19. Independent Contractor

The Contractor and its agents and employees are independent contractors and are not the employees of the County.

20. General Provisions

20.1 Entire Agreement

This Agreement, consisting of the following documents and Exhibits, embodies the entire agreement between the Parties.

20.1.1.   The Agreement – This Professional Services Contract

20.1.2.   Exhibit A – Description of Services

20.1.3.   Exhibit B – Reports Required from the Contractor

20.1.4.   Exhibit C – Insurance Checklist

20.1.5.   Exhibit D – Contractor's Telephone Rates & Commission Revenue Schedule

There are no promises, terms, conditions, or obligations relating to the Services other than those contained herein. In the event of a conflict between this Agreement and any Exhibit, the terms of this Agreement shall control.

20.2 No Assignment

The Contractor may not assign or subcontract this Agreement without the express written consent of the County.

20.3 Modification

This Agreement may be modified only in writing executed with the same formalities as this Agreement.

20.4 Binding Effect

The provisions of this Agreement shall apply to and bind the heirs, executors, administrators, and assigns all of the parties hereto.

20.5 Headings

The paragraph headings in this Agreement are used only for ease of reference, and do not limit, modify, construe, and or interpret any provision of this Agreement.

20.6 Governing Law and Venue

This Agreement is entered into under the laws of the State of Michigan. Any litigation between the Parties arising out of this Agreement must be initiated within two years of the cause of action accruing and must be brought in a court of competent jurisdiction in Genesee County, Michigan.

20.7 Severability and Survival

In the event that any provision of this Agreement is deemed by any court of competent jurisdiction to be legally ineffective, such decision shall have no effect on the remaining provisions of this Agreement.

20.8 Interpretation

Each Party has had opportunity to have this Agreement reviewed by legal counsel and has had equal opportunity to contribute to its contents. In the event of any dispute concerning the interpretation of this Agreement, there shall

be no presumption in favor of any interpretation solely because the form of this Agreement was prepared by the County.

20.9 Remedies

All remedies specified in this Agreement are non-exclusive. The County reserves the right to seek any and all remedies available under this Agreement and applicable law in the event that the Contractor fails to abide by the terms of this Agreement.

[SIGNATURE PAGE FOLLOWS]

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by their duly authorized agents.

CONTRACTOR NAME

GENESEE COUNTY BOARD OF
COMMISSIONERS

By:_____
Name of Contractor Signatory
Title of Contractor Signatory

By:_____
Jamie W. Curtis
Chairperson

EXHIBIT A
Description of the Services

Description of Report
Name and content of report

Frequency
How often?

EXHIBIT C
Insurance Checklist

GENESEE COUNTY INSURANCE CHECKLIST

RFP Title **INMATE TELEPHONE SERVICES**   Bid Number 12-001

Coverages Required	Limits (Figures denote minimums)
_X_ 1. Workers' Compensation	Statutory limits of Michigan
_X_ 2. Employers' Liability	$100,000 accident/disease
	$500,000 policy limit, disease
_X_ 3. General Liability 1,000,000/OCC/AGG	Complete entry no. 24. Items 4-9,
	11 and 12 require $1,000,000 combined
	single limit for Bodily Injury &
	Property Damage (BI & PD), each occ
_X_ 4. Products/Completed operations	
_X_ 5. Contractual liability	$1,000,000 general aggregate (gen.
	agg.), if applicable
_X_ 6. Automobile liability- Owned, hired,	$1,000,000 combined single limit each
nonowned accident	

_X_ 7. <u>Genesee County named as an additional insured on other than Workers</u>
<u>Compensation via endorsement. A copy of the endorsement or evidence of blanket</u>
<u>Additional Insured language in the policy must be Included with the certificate.</u>

_X_ 8. Other insurance required: **PRODUCT LIABILITY**

_X_ 9. 30 days' cancellation, nonrenewal notice required. (Non-Payment of premium notice accepted
     10 days prior to cancellation)

_X_ 10. Best's rating: A VIII or better, or its equivalent (Retention Group Financial Statements)

_X_ 11. The certificate must state bid number and title

Insurance Agent's Statement

I have reviewed the requirements with bidder named below. In addition:

_____ The above policies carry the following deductibles:

_____

_____ Liability policies are *occurrence* _____ *claims made* _____

_____   _____
Insurance Agent   Signature

EXHIBIT D
Contractor's Rates for Telephone Calls by Inmates
&
Commission Revenue Paid to the County
==Date== to ==Date==