# EXHIBIT 5

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

Shawnee KS Securus RFP



# COPY

# An RFP Solution Presented Expressly for

# Shawnee County Department of Corrections

RFP # 026-12 Inmate Telephone Services May 9, 2012 by 2:00 PM

#### **Presented to:**

Shawnee County Purchasing Department Attn: Michele Hanshaw 200 SE 7ths Street, Suite B27 Topeka, KS 66603-3932

#### **Presented by:**

Nicole Clark, Account Manager Tel: 712-898-4722 Securus Technologies, Inc., 14651 Dallas Parkway, Ste. 600 Dallas, TX 75254





COPY

# Shawnee County Department of Corrections

### RFP #026-12 Inmate Telephone Services

### May 9, 2012 by 2:00 PM

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Shawnee County Purchasing Department Attn: Michele Hanshaw 200 SE 7<sup>th</sup> Street, Suite B27 Topeka, KS 66603-3932

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#### REQUEST FOR QUOTATION SUBMIT BID TO PURCHASING DIVISION SHAWNEE COUNTY COURTHOUSE Room B-27 Topeka, Kansas 66603

QUOTATION NO. DATE MAILED CLOSING 2:00 P.M. 026-12VENDOR Securus Technologies, Inc.04-13-12ADDRESS14651 Dallas Pkwy, Ste. 600; Dallas TX<br/>7525405-09-12PHONE 972-277-0300

#### THIS IS NOT AN ORDER

- In communications always refer to the above quotation number.
- In order to receive consideration, one copy of this request for quotation with your bid properly filled in must be signed and returned by the specified closing date.
- All prices and conditions must be shown. Additions or conditions not shown on this bid will not be allowed.
- Contracts or purchase orders resulting from this quotation may not be assigned without written prior consent of the Purchasing Division.
- The Purchasing Division reserves the right to accept or reject any part of, or all of, any bid or proposal.
- All prices quoted are to be less Federal Excise Tax and Kansas Sales Tax.
- Failure to respond to RFQ may result in termination of future mailings.
- Price quoted shall remain firm for thirty (30) days after bid closing date.

#### ITEM AND DESCRIPTION

Shawnee County is soliciting sealed bids for the inmate phone services per the following minimum specifications.

Bid results will not be given over the telephone. Results may be obtained by attending the public bid opening or by sending a self addressed stamped envelope to the Purchasing Division with your request for bid tabulation.

NOTE: If your company resides in a locale which has a local preference law, please state what that preference is <u>NONE</u>. If there is no preference in your locale please answer by stating NONE. FAILURE TO RESPOND TO THIS PART OF THE SPECIFICATION MAY RESULT IN REJECTION OF YOUR BID.

Quotation No.	026-12
Date Mailed	04-13-12
Closing 2:00 pm	05-09-12

NONDISCRIMINATION: Shawnee County is committed to the concept of equal employment opportunity. All bidders and contractors are expected to comply with the provisions of K.S.A. 44-1030 and 44-1031, copies of which are attached and shall be a part of this contract and other applicable Federal and Kansas laws governing equal employment opportunity.

In accordance with K.S.A 44-1030, vendor hereby agrees to the following:

- A. He or she will observe the provision of the Kansas Commission on Human Rights and will not discriminate against any person in the performance of work under the present contract because of race, religion, color, sex, national origin, ancestry, or physical disability.
- B. In all solicitations or advertisements for employees, he or she will include the phrase, "Equal Opportunity Employer", or a similar phrase to be approved by the Kansas Commission on Human Rights
- C. If he or she fails to comply with the manner in which he or she will be deemed to have breached the present contract, and it may be canceled, terminated, or suspended, in whole or in part, by Shawnee County, Kansas.
- D. If he or she is found guilty of a violation of the Kansas Act Against Human Rights under a decision, or order of the Kansas Commission on Human Rights which has become final, he or she will be deemed to have breached the present contract, and it may be canceled, terminated, or suspended, in whole or in part, by Shawnee County, Kansas; and,
- E. He or she will include the provisions of subsections (a) through (d) inclusively of this paragraph in every subcontract or purchase order so that such provision will be binding upon such subcontractor of vendor.

BID FORMS: Bid forms are to be completed, signed and returned to Shawnee County Purchasing Department, 200 SE 7<sup>th</sup> St., Room B-27, Topeka, KS 66603. Bids shall be submitted on or before the date and time set for closing of bids. Bids must be securely sealed in an envelope addressed and marked on the outside with the name and address of bidder, <u>quotation number</u> and closing date in the lower left-hand corner. Bids by telephone or telegraph, or facsimile will not be accepted.

Quotation No.	026-12
Date Mailed	04-13-12
Closing 2:00 pm	05-09-12

SIGNATURE OF BIDS: Each bid must show in the space provided the complete business or mailing address of the bidder and must be signed by him with his usual signature.

CLOSING DATE: Sealed bids will be received until 2:00 p.m. CST, on the scheduled closing date at which time they will be opened and publicly read. The time clock stamp in the Purchasing Department will conclusively determine the time of receipt. Bids received after the scheduled closing time will not be considered. Bids that do not carry proper identification may be rejected. The Purchasing Division will accept no responsibility for the premature opening of a bid not properly identified on the outside of the envelope.

MODIFICATION OF BIDS: Bids already submitted may be modified by letter or telegraph provided modification request is received in the Purchasing Division prior to the time set for closing of bids.

WITHDRAWAL OF BIDS: Bids already submitted may be withdrawn upon proper identification of bidder and provided request is received prior to time of closing. Negligence on the part of the bidder in preparing the bid confers no right for the withdrawal after the time set for closing of bids.

NOTICE TO SUCCESSFUL BIDDERS: The successful bidder will be notified by letter or telephone as soon as possible after bids have been opened, tabulated, and analyzed.

NOTICE TO UNSUCCESSFUL BIDDERS: Unsuccessful bidders will not be notified.

NOTE: In the event that goods or services delivered by the vendor are unsatisfactory and remain unsatisfactory after a notice and an opportunity to correct the deficiencies, the County reserves the right to purchase substitute goods or services from the other bidders.

Quotation No.	026-12
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Shawnee County reserves the right to negotiate separately with any vendor after the opening of this RFQ when such action is considered in its best interest. Subsequent negotiations may be conducted, but such negotiations will not constitute acceptance, rejection or a counteroffer on the part of the County.

Shawnee County interprets the term "lowest responsible and best bidder" as requiring Shawnee county to :

- A. Choose between the kinds of materials, goods, wares, or services subject to the proposal, and
- B. Determine which proposal is most suitable for its intended use or purpose. Shawnee County can consider among other factors such things as labor cost, service and parts availability and maintenance costs of items upon which proposals are received. Shawnee County can determine any differences or variations in the quality or character of the material, goods, wares or services performed or provided by the respective vendors.

Shawnee County will award the bid, if the successful vendor refuses or fails to make deliveries of the materials/services within the times specified in the RFQ, purchase order or contractual agreement, Shawnee County may be written notice, terminate the contract OR purchase order. The success vendor will certify and warrant that goods, personal property, chattels, and equipment sold and delivered are free and clear of any and all liens, or claims of liens, for materials or services arising under, and by virtue of the provisions of K.S.A. 58-201, et seq., and any other lien, right, or claim of any nature or kind whatsoever.

The vendor hereby certifies that he or she has carefully examined all of the documents for the project, has carefully and thoroughly reviewed this RFQ, understands the nature and scope of the work to be done; and that this proposal is based upon the terms, specifications, requirements and conditions of the RFQ, and documents. The vendor further agrees that the performance time specified is a reasonable time, having carefully considered the nature and scope for the project as aforesaid.

Quotation No.	026-12
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Shawnee County will use discretion with regards to disclosure of proprietary information contained in any response, but cannot guarantee the information will not be made public. As a governmental entity, Shawnee County is subject to making records available for disclosure pursuant to the Kansas Open Records Act. Any confidential or proprietary information should be clearly marked.

Shawnee county reserves the right to enter into agreements subject to the provisions of the Cash Basis Law (K.S.A. 10-1112 and 10-1113), the Budget Law (K.S.A.79-2935). Agreements shall be construed and interpreted so as to ensure that the County shall at all times stay in conformity with such laws, and as a condition of agreements the County reserves the right to unilaterally sever, modify, or terminate agreement at any time if, in the opinion of its legal counsel, the Agreement may be deemed to violate the terms of such law.

The vendor certifies that this proposal is submitted without collusion, fraud, or misrepresentation as to other vendors, so that all proposals for the project will result from free, open, and competitive proposing among all vendors.

This Request for Quotation, responses thereto and any contract documents will be governed by the law of the State of Kansas. Any dispute arising out of the same will be litigated only within the courts of the State of Kansas.

Vendor agrees that all data, documents, and information, regardless of form that is generated as a result of this Request for Quotation are the property of Shawnee County. The County shall not be liable to reimburse any vendor for the costs of creating, compiling or delivering the same to the County.

The County is exempt from the payment of Federal and excise taxes and from Kansas sales tax.

Quotation No.	026-12
Date Mailed	04-13-12
Closing (2:00 pm)	05-09-12

All bids received on or before the specified hid closing time and date shall be publicly opened, read aloud and properly received on the bid tabulation sheet. Subsequent to the bid opening, all hids shall be theroughly evaluated and a determination made as to their compliance with applicable specifications. The appropriate County department heads and the architect or engineer as applicable shall make this determination jointly. Upon completion of the above determination, an analysis of all bids submitted shall be prepared and formally presented to the Board of County Continissioners for acceptance and approval of the lowest and/or best bid. The Board of County County Control to waive any irregularities or informalities therein.

If additional information is required, please contact Captain Timothy Phelos, DOC facility supervisor at 785-291-2000 ext. 6602.

Michele Hanshaw, Purchasing Spacialist

SHOW TERMS Initial Jerm of Five years and per financial proposal in Appendix A.

DECOVERY WILL BE MADE AS required for DPO 025-12

~ ().B. Shipping SIGNED

TITLE Russell Roberts

PHONE NO. 272-277-0300 FAX 272 277 5514

P\_MAIL, mobertoAscourusterh.meb

# **Cover Letter**

May 9, 2012

Shawnee County Board of Commissioners Shawnee County Purchasing Department 200 SE 7th Street, Suite B27 Topeka, KS 66603-3932

#### **RE: Shawnee County Department of Corrections Request for Proposal 026-12**

Dear Shawnee County Board of Commissioners,

Securus Technologies, Inc. is pleased to submit our response to the Request for Proposal (RFP) to the Shawnee County Department of Corrections for the provision of an Inmate Telephone Services. You will find enclosed our detailed responses to the questions posed in your RFP which will remain valid for a minimum period of five months.

We have provided a comprehensive inmate telecommunications solution that will provide Shawnee County unmatched administrative, investigative, and financial benefits, while providing dedicated 24x7x365 customer service. Securus makes the safety and security of your facility and the general public a top priority–all the while fostering the important relationships between inmates and their friends and family members.

This offering will provide you new technology and greatly expanded system capability. Securus is a national industry leader serving more than 2,200 facilities nationwide including 53 counties in Kansas. Securus maintains the largest field service staff in the Midwest and our service is unparalleled by any vendor. We believe this offering will provide your facility with state-of-the-art service and will greatly enhance your capabilities.

Additionally, your inmate telephone solutions will constantly be updated at no cost to you throughout the term of our agreement with the County, thus preventing the system from ever becoming out of date or obsolete.

We have the distinct advantage of being the manufacturer of the Secure Calling Platform (SCP) proposed in our offer. This Securus advantage enables us to insure a smooth transition in maintaining inmate telephone calling privileges with no significant impact to the inmates and the facility staff.





Securus is dedicated to our role as a partner to law enforcement and is working and deploying many applications dedicated to assist our partners in improving facility efficiencies as well as resolving issues around overcrowding, budget shortfalls, staffing shortages and overall community safety.

We are confident in our proposed solution to Shawnee County and we believe we can exceed your expectations for the provision of inmate telephone services. A partnership with Securus will provide Shawnee County with greater revenues, improved security, and improved investigative capabilities.

Nicole Clark is the Account Manager responsible for the Shawnee County program presented in our response. Nicole has the experience of managing 53 Kanaes accounts and can offer the knowledge, understanding, and accomplishment of a successful transition. She will be your contact to provide answers to any questions that the County may have. You may contact her at any time by phone (712) 898-4722 or by Email Indiark@securustech.net.

As the Vice President, Marketing and Strategy, I am authorized to bind Securus and my contact information is included with my signature below.

We thank you for your consideration of the attached proposal and look forward to the opportunity of beginning a mutually beneficial relationship with Shawnee County and lie constituents as your prime contractor for inmate telephone services. Securus wants to be your chosen partner—a partner who understands your needs now, and has the resources and commitment to meet your changing needs in the future.

Sincerely,

Russell Roberts Vice President, Marketing & Strategy Securus Technologies, Inc. 14651 N. Dallas Parkway, Suite 600 Dallas, Texas 75254 972-277-0300 rroberts@securustech.net



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# **Executive Summary**

Securus Technologies, Inc. (Securus) is pleased to provide our proposal to Shawnee County. Securus has spent over 25 years committed to becoming the premier inmate telecommunications provider. We will strive to grow our partnership with the following proposal that will demonstrate:

- I. Securus will provide Shawnee County with the industry's premier VOIP calling platform that will deliver state of the art calling solutions both today and into the future
- II. Securus will deploy the very best technology that will deliver the most advanced investigative solutions now and into the future
- III. Shawnee County will be backed by an unmatched service and support team that <u>directly</u> supports your account
- IV. Securus has the call completion capability and financial strength to deliver the best total financial package

#### **Tremendous National and State Presence**

Serving approximately 2,200 correctional facilities and 850,000 inmates including 53 counties in Kansas makes 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 providing inmate telephone system services for more than 25 years. Virtually every large inmate telecom provider in our industry uses 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.

Securus' national presence is reflected in the following figure.



#### **Executive Summary**



In the state Department of Corrections (DOC) space, Securus currently serves: Texas, Florida, Arizona, Maryland, Kentucky, North Dakota, Alaska, New Mexico, Wisconsin, and Missouri. Additionally, we are largest provider of inmate services to private prison companies such as Corrections Corporation of America ("CCA") and GEO.

#### **State of Kansas Service and Support**

Our service and maintenance program includes integrated remote programming, diagnostics, downloading, and troubleshooting capabilities. Complete maintenance, support, training, and repair of all inmate-telephone system software and equipment are provided to our customers at no cost. All the capabilities and technologies in the industry means nothing without a strong support team and Securus has been dedicated to a developing best in class support model. More importantly, we have assembled our very best team to support Shawnee County. Your account team will ensure that Shawnee County gains the full benefits of Securus resources including:

- 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





**Meet the Shawnee County Account Team -** Your lead Account Manager is Nicole Clark. Nicole brings expert experience, focus and understanding of Kansas' correctional industry. Nicole is supported by Greg Nicholson who as Site Engineer provides technical and service support as well as provide back up for Nicole when required. Ron Davis is the Regional Vice President of Sales providing executive level support for Shawnee County. This unique Account Team approach has served our customers well and we are confident will provide Shawnee County with unmatched service and support.

Your full team includes:

- Nicole Clark Primary Account Manager and Support Account Mangers
- Greg Nicholson Site Engineer who provides technical support
- Ron Davis Regional Vice President of Sales
- Bob Tritsch Field Services Manager

**24x7x365 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.

**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 investment in \$2 Million Dallas-based customer service center staffed with 200 dedicated Securus employees.







#### **Unparalleled and Evolving Technology for SNDOC**

**Industry Leading Advanced Centralized Architecture -** Our latest proposed Secure Call Platform (SCP) has more than 1,600 installations, which is by far the leading platform technology in the industry. Our lead in technology is demonstrated by our more than 85 current and approximately 35 pending patents. Our competitors combined have less than 20 patents. SCP uses Web-based technologies to provide ongoing innovative ways for generating revenue, simplifying operations, and increasing investigative abilities. Additionally, the SCP platform allows secure access to only individuals with proper privileges defined by Shawnee County in the manner Shawnee County wants. Using our premier industry technology platform that offers quarterly technology upgrades ensures Shawnee 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 three to four times per year so that you are assured your system is future proof.

**Unmatched Technology Option of Securus Video Visitation -** The Securus Video Visitation System delivers features not found in any other video visitation systems. Securus evaluated the systems available today to determine what was available, what was missing, and how long it took to implement them. The results indicated that the total video visitation system that could address all aspects of a corrections facility's needs did not exist. Securus worked meticulously to develop the best system in the industry—*hardware, software, features, ease of use, reliability, customer service, and time to deliver and implement.* 

The Securus Video Visitation System is specifically designed for correctional facilities of all sizes. This visitation solution alleviates financial and time constraints while enhancing security. The systems terminals and applications allow inmate's friends and family members, corrections professionals, and attorneys to securely schedule and communicate with an inmate directly in their housing unit from anywhere a broadband Internet connection is available.

The system's open architecture allows the terminals to not only provide video visitation, but can act as a kiosk that provides inmates controlled access to information, such as court appearances and sick calls, as well as provides a way to place commissary orders.

This combination of state-of-the-art video conferencing technology, browser-based network control, scheduling, and enterprise-level computing, and storage integrated with the Securus SCP's sophisticate digital recording and investigative monitoring features will provide leading edge technology and systems to Shawnee County.







#### **Best in Investigative Features – Today and the Future**

**Industry Leading Call Investigative Features** - Our 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 unique solutions. With 60 software engineers we are developing new tools every day. We are offering multiple Voice Biometric Solutions options because not all applications are the same. Additionally, because our platform is in more facilities we have the greatest ability to provide cross jurisdictional investigative tools and we are currently developing the most advanced investigative data mining solution in the industry. Once again, by selecting Securus, Shawnee County will have the very best investigative solutions today and into the future.

**Securus' Threads: "Continuing to Lead the Industry in Investigative Solutions -** Securus offers 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. In addition, 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. 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.

Additionally, Threads will detect criminal organizations being run from within jail, detects three way calling patterns, associations of multiple called parties based on who is calling them, and identifies inmates who possibly have a cell phone based on calling patterns. For instance, if an inmate makes 6 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. All displayed on easy to read timeline charts.

These are just a few examples of Securus' powerful Threads technology. This technology is fully integrated with SCP and does not require the user to import, export, or upload data. All reports are fully accessible from the same user interface provided through SCP for all other reporting, investigative, and administrative tasks. The SCP user interface provides reports for this Lead Generator in a unique, simple, and easy to use graphical display, providing a visual representation of the patterns detected and revealing associations of inmates as well as called parties.



#### The Best Financials - County Revenues Go Beyond a Commission Percentage



Shawnee County Department of Corrections Request for Proposal – 026-12 for Inmate Telephone Services © 2012 Securus Technologies, Inc. All rights reserved.



During these difficult economic times Securus understands that every dollar of revenue is critical to our County partners. While many vendors are content with throwing out a commission rate, Securus has focused our total solution to optimize commissions across each and every calling opportunity. It is also critical to understand that no commission is made until a call is completed so Shawnee County will benefit from the vendor that provides the greatest number of call completions across each call category—Securus is that vendor.

**Traditional Collect Calls** – Our industry was founded on the collect call. As the largest provider of County Inmate Phone systems we have more collect billing arrangements than any other provider. More billing arrangements equates to more opportunities to connect those ongoing calls.

**Prepaid Accounts** – As more and more people have moved to non-traditional phone providers and cell phone services the need for prepaid accounts has grown dramatically. Securus has kept up with that demand with a myriad of prepaid funding options including our 200 person customer service center in Dallas Texas. Additionally, we provide web site funding, US Postal Service, thousands of Western Union locations, as well as lobby kiosk funding. We even provide proactive marketing programs to ensure caring friends and family members can always take a call from those incarcerated. Once again, no vendor can match Securus when it comes to establishing and maintaining prepaid accounts.

**Connecting that Difficult First Call** – In today's era of cell phones and non-traditional providers, connecting that first call to a phone number that can't receive a collect or prepaid call has proven difficult for most providers. Securus has multiple products to address this challenge. Each results in providing friends and family members with the opportunity to set up a pre-paid account by connecting to Securus Correctional Billing Service's customer support center.

**Inmate-Funded Calling Options -** Enabling inmates to use their own funds to make their own calls has proven to be a high growth opportunity. Once again Securus provides multiple solutions. Prepaid calling cards are one solution. Securus provides these options but again goes above and beyond. Inmate Debit allows inmate calling to be accessed through their trust or commissary account. Securus uses a team of integration specialists to build custom solutions to enable debit calling and will work closely to customize an inmate debit program for Shawnee County. Unlike competitors who will force a "one size fits all" solution, we provide multiple inmate debit options depending upon integration requirements. That flexibility ensures that if an inmate wants to make a call, that call can be completed.



#### **Executive Summary**

#### Conclusion

We want to be your chosen partner and hope that we have answered all your questions and provided you the information you need to make your decision.

If you choose Securus you'll get:

- The leader in terms of experience, capabilities, technology and customer service
- Unsurpassed investigative capabilities and ease of remote access
- The most advanced and cutting-edge call platform available on the market today
- The dedication of approximately 750 Securus associates to exceed your expectations
- A partner who understands your needs and has the resources and commitment to meet your changing needs in the future
- The most financially secure Inmate Telephone System Provider in the nation.
- Securus services the most locations in the nation including 53 counties in Kansas
- A service-oriented, customer-conscious company with excellent references.

We sincerely thank you for this opportunity.



# **Response Format and Content**

For the remaining sections in this document, bidders should respond by providing the original provision in black Arial 11 point font, and responding in a distinguishing color, Arial 11 point font. There is no need to respond to sections #1 and #2 above.

Responses shall be per the specific instructions provided underneath each section header. If a response differs from these specific instructions, it will be assumed that Respondent has taken exception to a requirement. All exceptions must be documented in section 14 using the format provided. NOTE THAT EXCEPTIONS TO ANY PROVISIONS IN SECTION 6 THROUGH 8 WILL CAUSE YOUR RESPONSE TO BE DISQUALIFIED.

3.1 <u>*Response format:*</u> Proposals must be mailed or hand delivered no later than May 9, 2012, at 2:00 p.m., to:

Shawnee County Purchasing Department 200 SE 7th Street, Suite B27 Topeka, KS 66603-3932 Reference RFP #026-12

- 3.1.1 Bound, copies vs. originals, 8/4X11" paper, etc.
- 3.1.2 Response package should also include a CD-ROM or DVD-ROM with all response documents in searchable format (Microsoft Word or Adobe Acrobat).
- 3.1.3 Sealed proposal response envelopes/packages must be clearly marked with the Vendor name and address, RFP number, title of proposal, and date of proposal opening.

#### Read and Understood.

- 3.2 <u>Response content:</u>
  - 3.2.1 Cover letter Tab 1. Include company name and business office address, the name and contact information for the person managing your response, and the name and contact information for the person authorized to bind your firm. Cover letters should also confirm that all responses and pricing in your proposal will remain valid for a period of at least five (5) months from the date of submission.



#### **Response Format and Content**

- 3.2.2 Table of contents Tab 2. Include table of contents listing individual sections of the proposal and corresponding page numbers. All pages should be numbered.
- 3.2.3 Executive Summary Tab 3. Highlight the major components of your proposal maximum seven (7) pages.
- 3.2.4 Technical Response Tab 4. Provide clear responses to each of the requirements for sections 6 through 13.
- 3.2.5 Exceptions Tab 4. Document any exceptions per the required format in section 14.
- 3.2.6 Attachments Tab 5. Certain lengthy information, such as audited financial statements, may be included in a separate tab. Attachments should be kept to a minimum and clearly referenced as appropriate within Vendors' responses.
- 3.2.7 Financial Response Separate sealed document. The hard copy of Vendor's response to Appendix A (Financial Proposal) must be in a single separately sealed envelope. A soft copy must also be included on the enclosed CD-ROM in a separate file.

#### Read and Understood.



# **Decision Criteria**

#### 5. DECISION CRITERIA

Respondents should simply respond "Read and Understood" to indicate their understanding and agreement with the criteria below

5.1 A selection committee shall evaluate all proposals submitted to this RFP. The award will be based on general criteria as outlined below. After an initial screening process, the Vendor may be asked to make an oral presentation of its proposal and/or provide a Best and Final Offer based on certain new requirements as may be defined during the initial review process. All arrangements and scheduling shall be coordinated by the RFP contact.

#### Read and Understood.

5.2 The Owner reserves the right, in its sole judgment, to accept or reject any or all proposals, with or without cause, modify, alter, waive any technicalities or provisions, or to accept the proposal which, in its sole judgment, is determined to be the best evaluated offer resulting from negotiation.

Read and Understood.



#### 5.3 Selection Criteria:

Description	Applicable
	Sections
Adherence to Decision Criteria and	Sections 6-8
Terms and Conditions	
Vendor Qualifications and	Section 9
Experience	
Installation and Ongoing Support	Sections 10-11
Technical Requirements and	Section 12
Specifications	
Call Rating and Commission	Section 13
Accountability	
Financial offer	Appendix A
OVERALL	

#### Read and Understood.

During our pre-bid discussion, Shawnee County indicated a strong desire to incorporate cutting edge technology and strong service and support into the provision of inmate phone services. As an inmate communications provider, Securus is aware of our role as a revenue generator and, in this difficult economic climate, understands the benefit of combining state of the art investigate benefits into our product offering. For example, Securus provides Shawnee County an option that will allow the County to take full advantage of the efficiencies of video visitation while avoiding the high costs of its implementation. As a result, there is no vendor in the industry more prepared and capable of to achieve and exceed the goals Shawnee County set forth in this bid.

Securus firmly asserts that we have accurately and concisely outlined our ability, experience and qualifications within the context of this proposal.



# **Technical Response**

#### 6. Standard Terms and Conditions

This section will be evaluated on a pass/fail basis and compliance with all of Owner's standard Terms and Conditions is mandatory. Respondents should simply reply "Read, Agree and Will Comply without Qualification" to the "Contractual Provisions Attachment" document appended to this RFP. Any response other than "Read, Agree and Will Comply without Qualification" will be treated as an exception and subject your proposal to disqualification.







#### 7. Specific Terms And Conditions

Respondents should reply "Read, Agree and Will Comply without Qualification" to each provision to indicate full compliance with terms and conditions. Again, any response beyond "Read, Agree and Will Comply without Qualification" will be treated as an exception and must be documented in Section 13 below.

7.1 <u>Contents of Final Contract.</u> The contents of this RFP, the successful Vendor's proposal and any ensuing clarifications or other communications, whether in writing or by electronic transmission, shall be incorporated by reference into a final Contract with the successful proposer.

Read, Agree and Will Comply without Qualification.

- 7.1.1 A person authorized to contractually obligate the Vendor shall sign the proposal and any ensuing communications as well as the final Contract and any ensuing amendments.
- Read, Agree and Will Comply without Qualification.
  - 7.1.2 Any provision contained in this RFP, the proposal of Vendor in response to this RFP, any ensuing clarifications or other communications, except where expressly overridden in the terms of the final contract, shall be considered binding between the contracting parties.
- Read, Agree and Will Comply without Qualification.
  - 7.2 <u>Contract Term.</u> Any Contract awarded as a result of this RFP shall remain in effect for a period of five (5) years from date of system installation. Upon expiration of the initial term, this agreement may be renewed for up to two (2) additional one (1) year terms by mutual agreement of the Parties. Notice to extend under this provision shall be provided to the contractor no less than sixty (60) days prior to the expiration date.
- Read, Agree and Will Comply without Qualification.
  - 7.3 <u>Contract Termination</u>. [Per Owner rules. Note: ITS installations require significant up- front investment; "Termination for Convenience" clauses impose risk on Vendors that will be priced in to the final financial offer]
- Read, Agree and Will Comply without Qualification.

SECURUS



- 7.4 <u>Data Ownership and Transition Services.</u> Notwithstanding any other provision in the Contract:
  - 7.4.1 Vendor acknowledges that all data gathered in connection with the services provided under the Contract, with the exception of information protected by privacy or other applicable laws, is the property of the Owner.

Read, Agree and Will Comply without Qualification.

7.4.2 Owner may require Vendor to provide Transition Services and/or access to historical Calling Data at the termination of the Contract. These services shall be provided to Owner, its designated representative, and/or the incoming Vendor, as applicable, at no charge. This requirement shall survive the termination of the Contract without exception.

#### Read, Agree and Will Comply without Qualification.

7.4.2.1 Transition Services shall be required for a Transition Period of up to six (6) months to ensure seamless transition to a new Vendor noting that the Owner may, at its discretion, terminate Transition Services with thirty (30) days prior written notice. During this period Vendor shall be bound by all terms and conditions, including payment of commissions, as set forth in the Contract.

#### Read, Agree and Will Comply without Qualification.

SECURUS

- 7.4.2.2 Required Transition Services include the following:
  - Continuation of the provision of inmate telephone services during the Transition Period, including payment of commissions to Owner
  - Transfer of current inmate Debit balances to the incoming Vendor immediately upon termination of the Transition Period
  - Transfer of current PANs, Attorney Numbers, blocked numbers, and other similar data to the incoming Vendor immediately upon termination of the Transition Period.



#### Read, Agree and Will Comply without Qualification.

- 7.4.2.3 Owner access to historical Calling Data through any of the following methods:
  - Transfer of 365 days of historical Calling Data to the incoming Vendor for transfer to its ITS as mutually agreed upon by both parties
  - Through continued secure network access to the Vendor's ITS for a period of six (6) months.

#### Read, Agree and Will Comply without Qualification.

7.5 <u>Audit records</u>.

Vendor agrees to maintain financial and billing records pertaining to all matters relative to a resulting contract in accordance with standard accounting principles and procedures and to retain all records and supporting documentation applicable to a resulting contract for a period of three (3) years after completion of the contract and any subsequent extensions. All records subject to audit findings shall be retained for three (3) years after such findings have been resolved.

Vendor agrees to permit the Owner or its designated representative(s) to inspect and audit its records relevant to the Contract. In the event of an audit, Vendor agrees to have material delivered to the Owner or its designated representative(s) at an address designated by the Owner. If the Owner or the Owner's designated representative(s) find the records and books delivered by the successful proposer are incomplete, the successful proposer agrees to pay the Owner or the Owner's representative(s) costs to travel (including travel, lodging, meals, and other related expenses) to the location where records are stored to inspect, audit, retrieve, copy, and/or transcribe the complete records and books. Material relevant to this contract includes but is not limited to records pertaining to:

- Compliance with call rate requirements
- Compliance with billing and/or other transaction fee requirements
- Proper payment of commissions due

#### Read, Agree and Will Comply without Qualification.

7.6 <u>Compliance with Calling Rates and Discretionary Fees</u> Failure to charge fees per the requirements of the Contract will require Vendor to provide refunds in full to all impacted parties within 30 days, plus a





15% penalty, and subject Vendor to immediate termination of the Contract, at Owner's discretion.

Read, Agree and Will Comply without Qualification.





#### 8. Vendor Qualifications and Experience

All requirements in this section are mandatory. Respondents should respond "Read, Agreed and Will Comply Without Qualification" to indicate compliance with each provision. Any alternate responses will be treated as an exception and must be documented in section 14. Respondents should also provide additional explanation as appropriate to each response.

8.1 <u>Vendor Profile</u>: Provide the form of ownership and number of years company has been in business.

#### V Read, Agree and Will Comply Without Qualification.

Securus Technologies, Inc. and its affiliated subsidiaries have been providing Inmate Telecommunications since 1986. Securus has been operating under its current name since August 2, 2010.

From its inception until July 1992, Securus and its subsidiaries primarily engaged in designing, manufacturing, marketing and servicing public payphones, including pay telephones for use in correctional facilities. In 1991, the company began to focus on providing specialized telecommunications services for the inmate calling market as the result of US Justice Department mandates to prevent inmates from committing massive credit card fraud from prisons. A timeline of the Securus history with major landmarks can be found below:



#### Securus' Timeline

By developing and being awarded 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. This patent portfolio is more than all other vendors in the industry combined. Every large inmate telecom provider in our industry uses 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 security and protection.

For example, in 1993, T-Netix, a subsidiary of Securus Technologies met the inmate fraud control challenge and was the first company to introduce to the corrections marketplace the capability to detect a three-way call. A technology still utilized today and is technology utilized by most of the other vendors today.





Securus is especially proud of our deep and strong relationships in Kansas where we serve 53 Counties within the State. This Kansas presence makes Securus the largest provider of Inmate Telecommunications to Kansas Counties thus allowing Shawnee County to take advantage of a firmly established Service and Support infrastructure unavailable from any other vendor. Nationally, Securus currently serves 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.

Additionally, Shawnee County can benefit from a service infrastructure that includes outstanding support to its constituency. While others in the Inmate Telephone Industry are moving their call centers offshore, Securus retains the largest customer service center dedicated to the constituents of Shawnee County. This call center based in Dallas, TX allows end users bilingual support with the confidence of dealing with representatives based in the United States.

Unlike our competitors that do not provide transparency or vigor in their financial reporting, 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 reinforcing that our financial statements provide the necessary depth and accuracy required for investors, rating agencies and our correctional facilities customers.

Additionally, 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 (now known as SOC-1). An SOC-1 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. An SOC-1 report reinforces to correctional facilities and their auditors that Securus has the necessary controls in place to manage this critical information.

Over the past 20 years, Securus has spent over \$100 million dollars and devoted 300,000 manhours 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.

Securus wins new customers and retains existing customers not only because of its capabilities reflected above, but also because of its strong reputation in the industry of assisting law enforcement officials with preventing and solving crimes. We retain over 95% of our annual revenues each year – the best in the industry - because we are committed to providing the best customer service to friends and family members of inmates as demonstrated by us spending over \$2 million dollars to build out an "in-sourced" Customer Call Center where Dallas based Securus employees are assisting end users. Lastly, unlike other vendors who install one platform and provide no upgrades until the end of a contract, Securus provides its customers with quarterly upgrades thus preventing our customer's platforms from ever becoming out of date or obsolete.

8.2 <u>Vendor Stability:</u> State and describe all changes in ownership and/or organization over the past ten (10) years.

#### **Kead, Agree and Will Comply Without Qualification.**

Securus Technologies, Inc. and its affiliated subsidiaries have been providing Inmate Telecommunications since 1986. Securus Technologies, Inc. (formerly Evercom Systems, Inc.) was incorporated August 22, 1997 in the State of Delaware. Securus has been operating under its current name since August 2, 2010.

From its inception until July 1992, Securus and its subsidiaries primarily engaged in designing, manufacturing, marketing, and servicing public payphones, including pay telephones for use in correctional facilities. In 1991, the company began to focus on providing specialized telecommunications services for the inmate calling market as the result of U.S. Justice Department mandates to prevent inmates from committing massive credit card fraud from prisons. The following figure presents a timeline of the Securus history, including major landmarks.





#### Securus' Timeline



8.3 <u>Vendor Financial Strength:</u> Vendor must include 3 years of audited financial statements to include Income Statements, Balance Sheets, and Statement of Cash Flow.

#### Read, Agree and Will Comply Without Qualification.

To demonstrate our financial stability, Securus' audited 2010 and 2011 financial statements have been enclosed in a sealed envelope marked "**PROPRIETARY AND CONFIDENTIAL MATERIAL**" in Attachment A of the required Attachments tab. As we are a privately held corporation, Securus considers these two documents highly confidential and proprietary. This information has been submitted for SNDOC's review and Securus respectfully requests that it be removed from our proposal prior to public display of proposals after opening.

Securus' publicly available 2009 audited financials have also been provided in Attachment A of the required Attachments tab.



#### **Technical Response**

#### **Financial Stability that Matters to SNDOC**

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 indicated by our:

- Experience in the industry
- Investments we make in our technology, infrastructure, and people
- Profitability, Cash Position and Financing Available to Us
- Strong Financial Controls

#### **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.
- 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 (SCP) to over 1,600 customers and continue to convert 300 of 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

#### **Experience that Matters**

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

the commitments we make to our customers; (2) SCP is proven, and is the most technically advanced and widely accepted inmate calling platform in the industry; and (3) we have proven too 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 200+ seat 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 (almost 4 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.
- 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. In fact, \$10 million dollars of annual capital

#### **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

investment is more than most of our competitors' annual income. Securus invests our earnings <u>back into the business</u>—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 other provider's newer technology and the benefits that come with them.
- **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 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 these providers 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 so a representative can call back later during normal business hours.



#### Profitability

- **Cash:** We have the best cash position in the industry, with more than \$40 million of available cash and financing available to us. This allows us to directly support the needs of SNDOC unlike other competitors of Securus that use their funding to pay dividends to their equity sponsors (owners).
- 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.

#### **Profitability that Matters**

- \$40 million of available cash and financing.
- Best debt-to-earnings ratio of similar providers.
- Strongest earnings.
- Strong financial backing.
- **Backing:** We have strong financial backing from our equity sponsor as well as other large US-based lending institutions.

#### **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 has been certified as 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,

#### Financial Controls that Matter

- Sarbanes-Oxley compliant in 2009 and 2010
- SOC-1 certified since 2009

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.

SOC-1 (formerly known as SAS-70 Type II) certified: Securus, unlike any other provider in the industry, can also claim the distinction of attaining SOC-1 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. This 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. The 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 SOC-1 report reinforces to correctional facilities and their auditors that Securus has the necessary controls in place to manage this critical information.

8.4 <u>Vendor Experience:</u> Briefly describe Vendor's experience in providing services similar to the ones solicited in this RFP. State the number of years in business, number of installations, size of systems and locations. In addition, list the following:

#### Read, Agree and Will Comply Without Qualification.

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.

In Kansas, Securus currently serves 53 Counties, making it the largest vendor of these services to Kansas Counties. Shawnee County can benefit from the largest service and support infrastructure within the State while taking advantage of the largest Research and Development team in the industry.

We have also successfully installed our best-in-class Secure Call Platform (SCP), the same platform proposed to Shawnee County Department of Corrections, **to over 1,600 customers** and continue to convert 300 of our customers annually to this state-of-the-art calling platform.

A recognized leader for **more than 25 years** in providing comprehensive, innovative technical solutions and responsive customer service, Securus' sole focus is the specialized needs of the corrections and law enforcement communities. Securus national presence is reflected in the following figure.




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.

8.4.1 All contracts performed in the past seven (7) years involving a minimum of 800 inmates. This list should be in table form and include facility name, address, number of inmates, dates served, and a point of contact with phone number and email address. Vendor should also include a brief description of the scope of services provided.

### Read, Agree and Will Comply Without Qualification.

Securus has provided this list in the envelope marked "**Proprietary and Confidential Material**" in Attachment A of the required Attachments tab. As a privately held corporation, Securus has provided this information for the evaluators of Proposal 026-12 but consider this material to be





highly confidential. We respectfully request that it be removed from our proposal prior to making it publicly available after opening.

8.4.2 All contracts performed in the past seven (7) years involving a minimum of 800 inmates for which Vendor no longer performs service. For each account list facility name, address, number of inmates, dates served, and two points of contact with phone number and email address. Vendor should also include a brief description of why it no longer services the account.

This list should be in table form, separated into the categories listed below. Failure to fully disclose the information requested will be grounds for rejection of the Vendor's proposal, or immediate termination of the resulting Contract if discovered subsequent to final award:

- 8.4.2.1 Contracts terminated for cause
- 8.4.2.2 Contracts re-bid prior to the expiration of the base contract period OR any optional extension periods allowable under the original agreement.
- 8.4.2.3 Contracts re-bid after expiration of all allowable extension periods.

### Version Read, Agree and Will Comply Without Qualification.

Securus has provided this list in the envelope marked "**Proprietary and Confidential Material**" in Attachment A of the required Attachments tab. As a privately held corporation, Securus has provided this information for the evaluators of Proposal 026-12 but consider this material to be highly confidential. We respectfully request that it be removed from our proposal prior to making it publicly available after opening.

- 8.5 <u>Vendor Staff Experience:</u> List all personnel who would be involved with the installation, service, and customer support of the ITS.
  - 8.5.1 At a minimum, include individuals who would serve as the Account Manager, Corporate Manager (escalation point of contact), and Installation Manager.
  - 8.5.2 Provide resumes indicating experience with inmate telephone services of similar size and scope.





### Read, Agree and Will Comply Without Qualification.

The principal personnel for Shawnee County are experienced professionals that have a combination of unparalleled knowledge, skills, ability and technical proficiency.

The Securus organization is built around a structure that is proven to deliver excellent service and technological innovation. Accountability, standards of excellence and leadership begin at the top of the organization with the Securus Executive Leadership Team and filters down to each associate within the company. Each of the team members is driven by their personal commitment to the outstanding customer care, service excellence and creation of meaningful and valuable applications for our customers' needs is unrivaled in the inmate calling industry.

Our goal is to form long-term partnership relationships with our customers to better understand their needs, so that in the future we can develop new applications to help them run their business.

Securus' personnel assigned to this project have extensive experience in the inmate telecommunications industry and are dedicated, as is the company, to performing at or above our customer's expectation in every aspect of our business.

It is our desire that the Account Manager and Field Service Technician act as virtual members of the County's team to ensure that your needs and concerns are driving our daily tasks.

Nicole Clark will serve as the lead Account Manager for Shawnee County. Ms. Clark will also provide you with new options and services as they become available and will consistently work with the staff at the County to help identify new ways to help the staff of the jail with core issues such as safety, efficiency, and public relations.

Bob Tritsch is the Field Service Technician (FST) for Shawnee County.

All of our FSTs have been thoroughly trained on all of the Securus equipment. This includes, but is not limited to, 40 hours training on all Securus platforms. This training is conducted in our training labs located in Carrollton, Texas. Additionally, all technicians undergo annual training on OSHA requirements, ESD, and safety in facilities.

#### The key personnel assigned to the Shawnee County program are:

Nicole Clark, Account Manager, will serve as the primary point of contact for Shawnee County.

- Greg Nicholson, Regional Sales Support Specialist
- Ron Davis, Sales Vice President
- Lori Ventura, Implementation Manager
- Aaron Bacher, Field Service Regional Manager
- Buck Ryan, Field Service Manager
- Bob Tritsch, Field Service Technician I





Please refer to Attachment F for resumes of key personnel listed above.

8.6 <u>Vendor Experience with Video Visitation-.</u> Describe Vendor's capacity to provide Owner with a comprehensive video visitation system that utilizes web-based communications as well as local area network communications for on-site and off-site visitation options.

### **W** Read, Agree and Will Comply Without Qualification.

Securus has shown tremendous foresight with our incorporation of Securus Video Visitation into our service and support infrastructure for inmate telephone services. As an inmate telephone communications provider, Securus is aware of our role as a revenue generator and, in this difficult economic climate, understands the benefit of incorporating video visitation into our product offering. This allows agencies, like Shawnee County, to take full advantage of the efficiencies of video visitation while avoiding the high costs of its implementation. As a result, there is no vendor in the industry more prepared and capable of to achieve and exceed the goals Shawnee County has for video visitation implementation. Securus recognizes that there is more to implementation of video visitation than just providing stations that allow end users to communicate without staff intervention.

Through our experience implementing the Securus Call Platform (SCP) inmate communications system for more than 1,600 customers, Securus understands the industry's need for visitation solutions that support a broad spectrum of services. We have listened to our customers' visitation challenges and, as a result, developed our own advanced system through our purchase of Primonics, Inc., who has been providing this technology to County's just like SNDOC for approximately five years (please see our Press Release as Attachment B in the Attachments tab, "Securus Announces Its Video Services to the Corrections Industry").



#### Securus can provide SNDOC with the option of video

visitation solutions for either on-site or off-site applications through our own Securus Video Visitation. Securus Video Visitation was designed with our customers' needs in mind, keeping facilities like SNDOC at the leading edge of technology, creating more ways for improving efficiency, increased security and revenue growth.

### **Securus Video Visitation Overview**

Securus' state-of-the-art Securus Video Visitation enables facilities to conduct visitations safely, securely, and with fewer burdens on staff. This advanced optional solution can provide SNDOC 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/bailbond/family, and any other persons authorized by Shawnee 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
- Provide Independent Network Separate form Inmate Telephone Platform

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.

Securus Video Visitation is a **100%** web-based video visitation and integrated inmate kiosk solution specifically designed for correctional facilities.

Securus incorporates many useful capabilities in one video visitation terminal. For example, inmates can use the Sick Call or Commissary Order applications, or find out information about themselves (i.e. court dates, bond amounts, commissary balances, etc). Some vendors may explain the ability to make inmate calls as an advantage from a terminal; however, there are serious flaws in such a measure, such as any conflicts that may result with a visitation station being used for an inmate call while an inmate waits for a video visit. This is often done as a cost saving measure for the vendor which allows the inmate telephone platform and the video visitation to run off of one single network. Cost saving measures such as these adversely affects the quality of both video visits and inmate telephone calls, especially at times of high traffic. Securus' Video Visitation runs off a completely independent network, fully supported by Securus similar to its inmate telephone network.

### **On Site Video Visitation Visits**

This is the classic type of inmate video visitation where visitors and inmates can communicate with each other via video. The visitor arrives at the facility's visitation area and, after security verification, is allowed to sit at a terminal.

When prompted, the inmate identifies him/herself on the terminal and the session is started automatically, requiring no officer intervention.

### **Efficiency Driving Services**

The system's open architecture allows the terminals to provide more than video visitation. The video visitation terminal can also serve as kiosk to enables video arraignment and visitation sessions between inmates and their friends or family members, attorneys, and law enforcement officers. In addition to traditional video visitation sessions, it also facilitates the following activities:



- Visitation registration and scheduling
- Chat features for internal communication between the County's users, such as attorneys, probation officers, and jail administrators
- Inmate information application
- Sick call application
- Securus' Secure Instant Mail (electronic mail)
- Commissary order application
- Storage of recorded visitation sessions
- Emergency video application
- Automated retrieval and playback of sessions
- Visitation reporting

### One Advanced Solution from One Provider

Securus' provides the facility and their constituents with **a single**, **focused vendor** to implement a both an inmate video visitation and an inmate phone system. There are **no subcontractors** 1) to provide the technology or 2) to implement the full, end-to-end solution or 3) to provide the essential support required for the consolidated systems. Securus can give SNDOC this complete, unified solution serviced by the largest field support staff and the largest customer service center in the industry.

Securus understands that the need for single-source support for the facilities and friends and family members of inmates **cannot be underestimated** when implementing inmate calling and video visitation systems. For that very reason, the support model we have designed for the County consolidates all service and support requirements under **one** roof – ours. For both SCP and Securus Video Visitation, support is always available around the clock, 24x7x365.

As a sole source provider, friends and family can call one service and support company to handle all their needs, whether for Securus Video Visitation or for the Secure Call Platform (SCP). Other vendors will form 'partnerships' that often result in a disjointed, confusing effort to achieve results. These vendors whether formed via 'partnerships' or as a proposed 'sole source' do not have the customer service capabilities of Securus and are adjusting on the fly.

### **At-Home (Remote) Video Visitation**

This method allows remote visitors, such as friends and family, bail bondsmen, probation officers, and attorneys to securely communicate with inmates from outside the facility via a broadband Internet connection.

Remote visitors access Securus Video Visitation through the <u>www.securustech.net</u> website. The visitor selects the facility and inmate they would like to visit. The visitor is able to do the following:



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- Create, edit, and/or delete scheduled video sessions with inmates
- Pay for the scheduled session with a credit or debit card
- Start sessions with inmates (no officer intervention required)

Through our 'At Home Visitation' option, Securus allows friends and family the flexibility of communicating during off-visitation hours, all while opening an additional revenue stream to Shawnee County by providing generous commission of revenue generated without preconditions of usage like other vendors incorporate.

8.7 <u>Client References</u>: Regarding all state or county correctional systems served (both past and current) by Vendor as prime contractor for inmate telephone services within the past seven (7) years. [NOTE: Systems served by a Vendor subcontractor, or systems served by Vendor as a subcontractor, are not acceptable.]

Provide contact information in table form, including facility name; individual contact name, title, phone number, and address; number of telephones; number of inmates; dates of service; and a concise description of the scope of services provided. Owner reserves the right to select certain references to contact at its discretion.

### Read, Agree and Will Comply Without Qualification.

Securus has provided this list in the envelope marked "**Proprietary and Confidential Material**" in Attachment A of the required Attachments tab. As a privately held corporation, Securus has provided this information for the evaluators of Proposal 026-12 but consider this material to be highly confidential. We respectfully request that it be removed from our proposal prior to making it publicly available after opening.

Securus retains over 2,200 facilities nationwide and has an industry leading 95%+ customer retention rate. Its SCP platform is the most widely utilized inmate telephone system in the industry. To provide the most relevant and concise information for Shawnee evaluators, Securus has listed all sites for this requirement in the state of Kansas.

In addition to the required list, Securus has also provided five references below.

- Facility Name: Butler County, KS Address: 701 SE Stone Road; El Dorado, KS 67042 Contact Name and Title: Undersheriff Wilhite Contact Phone Number: (316) 322- 4161 ADP: 226
- Facility Name: Barton County, KY Address: 1416 Kansas; Great Bend, KS 67530 Contact Name and Title: Lieutenant Guy Disney





**Contact Phone Number:** (620) 793-1876 **ADP:** 85

- Facility Name: Hall County, NE Address: PO Box 2008; Grand Island, NE 68802-2008 Contact Name and Title: Gerard A. (Fred) Ruiz, Director Contact Phone Number: (308) 385-5206 ADP: 260
- Facility Name: Dakota County, NE Address: PO Box 305; Dakota City, NE 68731 Contact Name and Title: Terry Kern, Director Contact Phone Number: (402) 987-2174 ADP: 124
- Facility Name: Saline County, KS Address: PO Box 1606; Salina, KS 67402-1606 Contact Name and Title: Deputy Deb Redmond Contact Phone Number: (785) 826-6500 ADP: 222
  - 8.8 <u>Contract breaches:</u> Vendor must disclose all current or past (for the past 7 years) alleged contract breaches with state or county correctional systems.

#### **W** Read, Agree and Will Comply Without Qualification.

Securus is proud to note that we have over 630 contracts with tenure of 8 years or more. Of which, 265 contracts have a tenure greater than 10 years. Securus has never had a contract terminated for cause or contract breaches. Securus maintains an exceptional renewal rate on the current business that is higher than the industry average.

- 8.9 <u>Outstanding litigation:</u> Vendor must disclose ALL outstanding litigation (including investigations by state or federal utility oversight commissions) to which it is a party.
  - 8.9.1 For each case for which Vendor is a Plaintiff, disclose case name, venue, and case number. Also provide a concise description of the litigation.





8.9.2 For each case for which Vendor is a Defendant, disclose case name, venue, and case number. Also provide a concise description of the litigation.

### Read, Agree and Will Comply Without Qualification.

Securus has provided this information in the envelope marked "**Proprietary and Confidential Material**" in Attachment A of the required Attachments tab. As a privately held corporation, Securus has provided this information for the evaluators of Proposal 026-12 but consider this material to be highly confidential. We respectfully request that it be removed from our proposal prior to making it publicly available after opening.





#### 9. Installation Requirements

All requirements in this section are mandatory. Respondents must respond "Read, Agreed and Will Comply Without Qualification" to indicate compliance with each provision; any alternate response will be treated as an exception and must be documented in section 13 below.

Respondents should also provide additional explanation as appropriate to each response.

9.1 <u>Turnkey Installation</u>: *Proposer* shall be responsible for all costs associated with the inmate telephone system, including purchase of equipment, installation, service, maintenance, voice network and transmission, data network, and day-to-day operation Owner shall have no responsibility for any costs associated with the system.

Proposer is responsible for determining all wiring and software requirements; costs associated with the conversion of service from current inmate telephone system providers to the successful new service provider. Successful proposer shall coordinate all details of switching out services with the current vendor.

### **W** Read, Agree and Will Comply Without Qualification.

- 9.2 <u>Installation Plan:</u> Provide a detailed plan for all aspects of the system including installation, acceptance, and training to satisfy all requirements in this RFP. At a minimum address the following:
  - Equipment ordering
  - Establishment of all relevant system interfaces
  - Transfer of data from current Vendor
  - Installation of telephone instruments
  - Installation of call processing equipment
  - Testing and system acceptance
  - Training and communication plan for Owner staff, Inmates Family members

### Read, Agree and Will Comply Without Qualification.

We propose an implementation schedule that will ensure all SCP inmate telephone services will be installed in less than 45 days after contract award and full execution.

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.

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**

The success of installing and implementing SNDOC'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 at approximately 1,700 sites.

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 preliminary implementation schedule proposed for SNDOC indicating key milestones for the SCP IPS installation.

SNDOC Summary	Implementation Schedule
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Proprietary and Confidential

Task Name	Duration	Start	Finish
Securus SCP Inmate Telephone Services Installation	34.63 days	06/01/12	07/19/12
<ul> <li>Project Initiation Phase</li> <li>Meet with the County to confirm project scope, critical success factors, implementation timeline</li> <li>Reconfirm initial site-survey results</li> <li>Verify interface file formats and transfer protocols</li> </ul>	3.75 days	06/01/12	06/06/12





Task Name	Duration	Start	Finish
<ul> <li>Project Planning Phase</li> <li>Confirm and coordinate materials and human resources</li> <li>Coordinate deliveries</li> <li>Coordinate transfer of network services</li> <li>Design file transport criteria</li> <li>Complete Integration Design Plan</li> <li>Create baseline test files</li> <li>Complete Project Mgmt Plan</li> <li>Provide status reports</li> </ul>	11.25 days	06/12/12	06/27/12
Project Execution Phase Complete pre-installation activities at each facility Run integration tests Coordinate cutover activities with the County Install phones and equipment Transition service Perform walkthrough Complete all SCP tests and quality checklists • Complete training	27 days	06/12/12	07/19/12

Please refer to Attachment C in the required Attachments tab for the detailed implementation schedule, which indicates all key milestones.

### **Securus 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.





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 Shawnee County personnel during this phase.

**Technical Response** 

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 ICS 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 Shawnee County throughout the duration of the contract.



#### **Securus Training Overview**

Securus provides product training covering all SCP features in the agreement with the County. Experienced Securus employees conduct all training through online instructorled classes or on-site, one-on-one and classroom training sessions at no cost to you. We deliver standard training using both hands-on experience with your data and using instructor demonstrations to ensure each trainee understands all SCP concepts.

Securus training programs enable facility staff to use all features the first day of installation. Since products are Web-based, after a two- to three- hour training session most officers find it easy to maneuver through the features immediately.



In addition to standard training, Securus will work with you to customize your online training experience to meet the unique needs of your staff and facility. We offer separate classes focused on different agency functions such as, creative investigations, well-organized live call monitoring, and efficient system administration. Training for product upgrades, new facility staff, or a general refresher course is offered through online instructor-led courses available twice a month throughout the year—*Securus ongoing training ensures your staff always "stays on top" of current and newly released SCP features*.

#### **SCP Training Course Modules**

Securus is committed to providing your staff with training that will maximize the potential of the features implemented at your facility. Training courses are in a user-friendly, task-oriented format to teach your officers what they need to know to do their job. We present courses in separate modules based on the types of duties officers tend to perform using the SCP inmate telephone system while expressing the unique features of applications.



The following table presents the standard SCP training course modules and associated learning objectives.

Course Module	Objective	
Getting Started	<ul> <li>Logging in</li> <li>Navigating through the features</li> <li>Managing your password</li> <li>Contacting Technical Support for service calls</li> </ul>	
User Administration Activities	<ul> <li>Creating and changing user accounts</li> <li>Defining a user's role and granting access permission</li> <li>Resetting a user's password</li> <li>Deactivating and/or deleting users</li> <li>Running user management reports</li> </ul>	
Inmate Administration Activities	<ul> <li>Adding and changing inmate phone accounts</li> <li>Deactivating inmate phone accounts</li> <li>Setting up the phones to meet your requirements</li> <li>Using administrative reports</li> </ul>	
Monitoring Activities	<ul> <li>Reviewing Call Detail Records (CDRs)</li> <li>Monitoring live calls</li> <li>Listening to recorded calls</li> <li>Using monitoring reports</li> <li>Saving calls and burning to CD</li> </ul>	
Investigation Activities	<ul> <li>Using CDRs for investigations</li> <li>Recognizing trends in inmate activity</li> <li>Using other investigative tools to collect information for evidence</li> <li>"Digging" into the details</li> </ul>	
Super User Activities	<ul> <li>Learning time-saving tips and tricks</li> <li>Discussing actual facility situations and turning evidence into intelligence</li> <li>Troubleshooting for operational and maintenance staff to minimize unnecessary service calls</li> </ul>	





#### **SCP Online Help**

Securus also provides an online self-help system that is available at all times from a convenient Help menu accessible through SCP. Trainees can use this online application to find quick answers to their questions about SCP. Keyword searching offers immediate access to the information you are seeking, or you can follow the table of contents for a full learning experience. Step-by-step instructions are designed to help the user to easily complete work tasks.

Officers can print one topic or the entire help system if a full User Manual is preferred. This method of "print what you need when you need it" ensures all printed material is updated with the current release of SCP.

The following figure illustrates the SCP Online help screen.

#### B Index II Seconds Copyright Nation Mark in New Vol. 527-528 Welcome to Secure Call Platform Online Help ward Ramon Online Help Version 6.0b Use this soline application to find quick answers to your questions about the Secure Call Pattorn<sup>11</sup> (SCP), which is part of the Secure Call Network<sup>11</sup> (SCP) which is part of the Secure Call Network<sup>11</sup> (SCP) which is part of the Secure Call Network<sup>11</sup> (SCP) which is part of the Secure Call Network<sup>11</sup> (SCP) which is part of the Secure Call Network<sup>11</sup> (SCP) which is part of the Secure Call Network<sup>11</sup> (SCP) which is part of the Secure Call Network<sup>11</sup> (SCP) which is part of the Secure Call Network<sup>11</sup> (SCP) which is part of the Secure Call Network<sup>11</sup> (SCP) which is part of the Secure Call Network<sup>11</sup> (SCP) which is part of the Secure Call Network<sup>11</sup> (SCP) which is part of the Secure Call Network<sup>11</sup> (SCP) which is part of the Secure Call 100 the document at your convenience. This pulse course. Vibratia Have they have - mintui Interfactors • <u>Reports</u> • Standarts • Standarts • Defense Click here to enail Technical Support. Click here for the Illockstation Setup Quick Reference. Click here for the Secore Cell Plotform (SCP) User Manual - the 'y Need Adoke Reader, then slick Hare to doublead. First Read Excel Viewer, then click Here to download. Q Need Guick Time version 7.1.3, then click <u>Here</u> to download. of Lines. Die Sense females in Julie 19454. At 1975 beaund

### Secure Call Platform Online Help

Proprietary and Confidential





### 10. Service And Support Requirements

Respondents should respond "Read, Agreed and Will Comply Without Qualification" to indicate full compliance with each provision. Any other response will be treated as an exception and must be documented in section 13. Respondents should also provide additional explanation as appropriate to each response.

During the term of any contract awarded as a result of the RFP, successful proposer agrees to provide maintenance to diagnose problems, determine proper solutions and provide:

10.1 All costs for maintenance, support, repair of all software and equipment will be borne by the successful proposer, and will not be offset from Owner commissions or through charges to end-users.

#### Read, Agree and Will Comply Without Qualification.

- 10.2 All software must be upgraded per requirements below:
  - 10.2.1 Owner must be upgraded to the most recent software version within 30 days of general availability.

#### **Read, Agree and Will Comply Without Qualification.**

Using our premier industry leading platform—offering up to four technology upgrades each year—ensures Shawnee County will have the very latest in advanced features and technology today and well into the future. Because the proposed Secure Call Platform (SCP) uses a centralized architecture, **features are available to you as soon as they are ready.** 

#### 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. 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 other provider's newer technology and the benefits that come with them.

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 (almost 4 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.



#### **Ongoing Investment**

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. In fact, \$10 million dollars of annual capital investment is more than most of our competitors' annual income. Securus invests our earnings <u>back into the business</u>—back to you.

10.2.2 Owner must be notified of all major upgrades within 14 days of installation. Vendor should describe its software development cycle, including timing of major upgrades, along with its notification process

**Technical Response** 

#### **Figure 8** Read, Agree and Will Comply Without Qualification.

When implementing major releases, Securus follows a strict Software Development Lifecycle Process (SDLC). The following describes the Securus Product/Feature and System Development process:

#### **Phase I: Define**

**Idea Generation:** Ideas are generated from multiple sources, including customer requests, focus groups, market and competitive analysis, and company associates.

**Preliminary Business Case Analysis:** Ideas are evaluated for market demand (e.g. is there a market for the idea) and whether it fits the business. Based on this evaluation, ideas are then prioritized and staged for development.

**Product Specifications/Business Requirements:** Ideas are converted into product specification or business requirement document which specifies features and functionality associated with the idea.

#### **Phase II: Analyze**

**Functional Specification:** Functional groups indicate requirements needed to produce the product or feature and functional specification documents are created.

**Project Plan Creation:** This is a cross-functional planning activity that includes detailing tasks, responsibilities, and timelines expected in the development of a product/feature.

#### Phase III: Design & Develop

**Formal Business Case Analysis:** Product forecasts are completed from information obtained from the preliminary business case analysis and updated with information from Functional Specifications. A "go/no go" decision is made based on a review of the analysis.

**Design Document:** The design document is based off of the Business Requirements and the Functional Specification document. It outlines the system requirements for all identified customer requirements and the proposed solution to deliver on the requirements.





### **Phase IV: Test**

Securus uses three distinct system environments prior to the application being put into production and follows a strict change control process.

Each environment has strict access controls, processes and we use source code control systems to ensure proper revision and promotion of code artifacts. Securus uses industry standard HP Quality Center for defect tracking and follows a rigorous test cycle including verification of new functionality, load testing, and full regression testing.

**Final Business Case Analysis:** A final projection for the product or feature is completed and signed off on by executive management. Assuming minimal changes in the projections after the product/feature has gone through development; a final "go/no go" decision is made.

### **Phase V: Implement and Communicate**

Securus follows the appropriate change control processes to stage for implementation and ensure the developed system will be correctly installed and deployed to production with proper procedural steps.

The SCP architecture is built to implement software upgrades in real time, limiting disruption to the phone service. As new features are developed and tested through alpha and beta stages, the feature is ready for general release and is added to the central processor, making the feature available to all facilities. If service has to be disrupted for an upgrade, the upgrade will typically be conducted between the hours of 11:00 p.m. and 7:00 a.m. local time.

The Securus Account Manager will communicate with the County when new features are available and schedule additional training, if needed. Additionally, Securus will proactively notify the County of any upgrades or other events through such medium as maintenance windows. The following maintenance announcement illustrates one approach to inform the County users that maintenance will occur soon to the SCP system and/or the user interface.





### Maintenance Notification Splash Screen

Proprietary and confidential

SCP
Coming Soon
ostomers will be provided newly enhanced features in the opcoming elease 6.31 Included will be updates in the areas of:
Call Control Report Cestomization Fraud Controls Security Called Party Options
Watch for implementation details on the next Maintenance notice.
We appreciate your suggestions; please let us know how we can make your job easier.
Your Securus Team
Proceed

### **Phase VI: Close Out**

The purpose of the close out phase is to ensure the Software Development Process activities are complete, that the developed system is moved into production and is functioning as designed.

**Monitoring:** The product is closely monitored for performance and appropriate actions are taken to correct any problems that occur. Securus adheres to a formal change management process whether minor changes are being made during a maintenance window or a full scale major release is being implemented.

10.2.3 With no more than five (5) working days' notification from Owner, Vendor must delay or cancel software changes/upgrades if they have not yet occurred, or revert Owner to the previous software version if changes/upgrades have already occurred. Detail how Vendor's system architecture and change management process will achieve this requirement.

### Read, Agree and Will Comply Without Qualification.

Secure Call Platform (SCP) was built with the flexibility necessary to address the unique needs of our customers. As a result, SCP can be customized to empower SNDOC to activate only those features required for their Detention Centers. If the SNDOC communicates a desire to forgo newly available features in any SCP release, they will not be activated for use.





10.3 All hardware must be upgraded as required to ensure performance standards as required in the RFP.

### Read, Agree and Will Comply Without Qualification.

Securus will provide and maintain all equipment identified in this document. Securus will furnish all items required to ensure the SCP operation, including racks, cable, power distribution, telephone, and electronic switching. Securus will provide spares, trained personnel, and software to support the equipment at Securus' cost throughout the duration of the contract.

10.4 Telephone support from live qualified technicians must be available 24/7/365

### Read, Agree and Will Comply Without Qualification.

The Securus Technical Services Center (TSC) is staffed by approximately 50 technical center professionals and handles approximately thousands of inbound queries per month. The TSC uses a call distribution system to automatically manage the flow of inbound customer calls. The TSC provides a single-point-of-contact 24x7x365 where a facility may inquire on items such as remedial maintenance issues or trouble that may arise. Facilities can contact the TSC by any of the following convenient methods to obtain service:

- **Telephone** 866-558-2323
- E-Mail technicalsupport@securustech.net
- **Fax** 800-368-3168

The technical service center offers the following features to our clients:

- Technical support and field dispatch 24x7x365
- Fully trained staff of support professionals to answer calls
- Trained professionals to provide quick problem resolution and a higher level of customer service
- Service event tracking to drive resolutions
- Prioritized calls and analyzed reports to ensure Service Level Agreements are met
- Certified technicians to provide quick problem resolution
- Ownership of every issue via training, support, other departments, and historical information
- System and individual site connectivity monitored 24x7x365

Securus technicians receive internal Securus certifications based on our business and the products and services we support.





10.5 On-site field support from qualified technicians must be available 24/7/365

### Read, Agree and Will Comply Without Qualification.

The Securus Field Services organization employs one of the largest bases of in-house field service support personnel in the inmate phone system industry. Our team consists of approximately 180 Field Service Technicians (FST) located throughout the United States. As required, our resident teams expand based on our growing customer needs.

Bob Tritsch will be the Securus Field Technician for SNDOC. Mr. Tritsch is available to provide support 24x7x365 through Securus' in-house integrated support model.

Our field services team installs and maintains inmate phone systems for approximately 2,200 facilities and approximately 850,000 inmates in 44 states. The Securus Field Operations Director is supported by three regional Service Managers who possess more than 60 years of combined field service experience, lead the Securus field service team.

Each member of our Field Services team receives on-the-job training and the equipment certifications required to install and maintain the equipment in the customer's facility. Additionally, each FST is equipped with the latest tools and equipment, including company provided laptops, cell phones, vehicles, and spare parts in order to expedite repairs and minimize system downtime.

Each FST will be capable of completing a security screening prior to admittance to your facility. All field services support is provided to the counties in Kansas and throughout the United States by the Securus team at no charge.

### **Field Service Technician Standards**

Securus' Field Services organization requires that all Field Services Technician (FST) personnel meet the following standards:

- Are strategically located throughout the U.S. Our FSTs are located throughout the United States in strategic geographic locations that enable them to meet our clients' response time needs.
- Meet educational and certification standards All FSTs are thoroughly screened before employment, and are required to have an extensive telecommunications background. Additionally, FSTs receive Securus' extensive training and certifications in order to support our product offerings.
- Receive product and engineering support Our in-house integrated support model keeps our technical support team engaged throughout problem resolution. FSTs and the technical support team have direct access to product and development engineers, enabling them to expedite repairs and minimize customer downtime.
- Carry standard tools and parts All FSTs carry a complete set of tools and standard truck stock of parts to handle the majority of repair requests. These include telephone sets, handsets, dials, and replacement circuit boards, which they keep in their truck or





on-site. If a technician does not have the spare part in his or her truck or at the site, Securus will drop-ship the item to the site; or if the situation is critical, Securus will ship counter-to-counter parts orders from our central warehouse on the same day.

- **Prompt response with backup resources** Our certified technicians are able to respond to critical issues within four hours or less if required by specific County requirements. 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 they are unable to isolate the problem within four hours.
  - 10.6 Describe, in detail, your company's service and maintenance program. Include remote programming, diagnostics, downloading and trouble-shooting. Describe how the phones are polled, how often, and what information is gathered during remote diagnostics.

#### Read, Agree and Will Comply Without Qualification.

Securus' services and maintenance program is comprised of local support in Kansas as well as 24x7x365 support through our Technical Support Center and our Network Operations Center.

#### **Local Support**

You Account Manager, Nicole Clark, and your certified Field Service Technician, Bob Tritsch, can respond to most critical issues in a timely manner. Field Service 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 is unable to isolate the problem.

#### **Technical Service Center**

Securus also provides 24x7x365 customer service capabilities from a state-of-the-art customer service center in Carrollton, Texas.

The service center offers:

- Technical support 24 hours a day, seven days a week, 365 days a year
- Fully trained staff of support professionals to answer calls
- Technical Support is comprised of sixty professionals to ensure quick problem resolution and a higher level of customer service
- Service event tracking to drive resolutions
- Prioritized calls and analyzed reports to ensure Service Level Agreements are met
- Certified technicians to provide quick problem resolution
- Ownership of every issue via training, support, other departments, information, etc
- System and individual site connectivity monitored 24x7x365





### **Network Operations Center**

The Securus SCP inmate telephone system is constantly monitored by Securus employees from our Network Operations Center (NOC) at our headquarters location in the metro Dallas, Texas area. This service center is staffed 24x7x365 by network experts who are certified in the systems and software used to monitor all SCP functions and equipment, as well as the associated network. The NOC maintains failure reports, service history, and other diagnostic information, which will be available to the County when requested.

The SCP IPS provides continuous online diagnostics and continuous supervision, as well as local remote offline system control access for advanced programming, diagnostics, call-traffic analysis, and troubleshooting. The Securus SCP IPS will provide access to the built-in advanced diagnostics and program control by Securus service center personnel and will provide failure reports, service history, and other diagnostic information.

The NOC will maintain the names and contact information for each Securus employee supporting the County. They will be accountable for any actions required to prevent or repair any outages. Securus will follow the County's protocols for communicating outages or repair actions in the unlikely event these occur.

### All in One Support

All the capabilities and technologies in the industry means nothing without a strong support team and Securus has been dedicated to a developing a best-in-class support model. More importantly, we have assembled our very best team to support Shawnee County. Your account team will ensure that the County gains the full benefits of Securus resources: Account Management, Field Service Support, Network Operations Center, and Technical Support Center as shown in the image below.







#### Polling

All SCP ITS phones and equipment used to store recordings is monitored by the Securus' fully staffed NOC 24x7x365 to ensure that the total system is functioning normally. The NOC uses the industry standard Orion by Solar Winds network monitoring application to proactively monitor phones and constantly "ping" and watch over your SCP installation. We are constantly checking the system to ensure optimum performance and to anticipate the need for additional network or capacity.

Visual monitoring in our NOC is achieved through the utilization of several key screens that are constantly being updated and monitored by our personnel in our NOC. For example, the following screen capture shows the monitoring screen that is used to continually ping and monitor equipment on-site at the customer's facility.





### **Network Monitoring Screen Examples**

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If a connection or port becomes defective for any reason, the system will provide an alarm notifying Securus NOC that there is a problem at your facility. Network Operations Center personnel will take specific actions to resolve the problem remotely. If the problem cannot be resolved remotely, your Securus Field Technician will be dispatched immediately to resolve the problem.

Proactive network monitoring allows us to diagnose and resolve issues on your system, often before you notice a problem yourself—our records indicate that our monitoring systems reduced direct facility service issues by approximately 40 percent, because it discovers and resolves issues before they become a problem for the facility.

To ensure that our SCP ITS will operate 24x7x365, our Field Technicians perform proactive routine checks of all phones, network connections, and hardware. You will see our personnel on-site making test calls, checking equipment and communicating with County personnel. Our continual monitoring of the network from our Network Operations Center backs up our Field technicians.

10.7 Vendor shall provide their committed on-site repair times and proposed level of services for Owner's facilities.



SECURUS



Securus provides superior customer service capabilities from a state-of-the-art customer service center in Carrollton, Texas. The TSC uses a call distribution system to automatically manage the flow of inbound customer calls. The TSC provides a single-point-of-contact where a facility may inquire on items such as basic maintenance issue or trouble that may arise 24 hours per day, seven days per week, and 365 days a year. There are four convenient ways for a facility to obtain service: e-mail, facsimile, phone, and Web site.

Each service query will be assigned an initial priority level. Upon contact from the facility, each service query is assigned one of three initial priority levels. Each level has a resolution and escalation timeline. The Securus technician performs the initial diagnosis and isolation, resolving many items during the first call. When a query is received, the Securus technician uses proper diagnosis and isolation procedures to determine if there is problem. If a problem is found, the reason for the problem is determined and either immediately resolved or the technician will engage the appropriate party for problem resolution.

Securus has established standard response times and service levels that achieve the highest level of service to all our customers.

### **P3 Service Level**

A P3 assignment is when less than 5 percent of system functionality is adversely affected by the system event and can include single and multiple phone-related issues. Response time for a P3 event is 72 hours. Examples of P3 service assignments include items such as:

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

#### **Customer Communication Guideline:**

- If a dispatch is not required Securus notifies the facility when the service issue is resolved.
- If a technician is required Securus contacts the customer with an estimated time of arrival.

### **P2 Service Level**

A P2 assignment occurs when 5 percent to 29 percent of system functionality is adversely affected by the system event. Response time for a P2 event is 24 hours. Examples of a P2 service assignment would include problems or errors with items such as:

- Work station issues
- Specific system port issues



- LEC circuits
- Unblocks
- Block numbers
- Missing CDRs
- Call searching

#### **Customer Communication Guideline:**

- If a dispatch is not required Securus notifies the facility when the service issue is resolved.
- If a technician is required Securus contacts the customer with an estimated time of arrival.

### **P1 Service Level**

A P1 event is our highest service level, occurs when 30 percent or more of system functionality is adversely affected by the system event. Response Time for a P1 event is 2 hours. Examples of P1 service assignments would include items such as:

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

#### **Customer Communication Guideline:**

- If a dispatch is not required Securus notifies the facility when the service issue is resolved.
- If a technician is required Securus contacts the customer with an estimated time of arrival.

A P1 event is escalation to the following people:

- Technical Support Department
- Technical Support Manager
- Technical Support Director
- Regional Field Manager
- Vice President of Service and Technical Operations

If resolution is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to immediately resolve the problem.





10.8 In table form, provide physical location(s) of technician(s) serving each Owner site along with drive time to each site.



Name	Address	Drive Time to Shawnee County Sites
Bob Tritsch, Field Service Technician I	40333 N.E. 40th Ave. Pratt, KS 67124	Under four hours
Larry Kremeier Field Service Specialist	407 Whitestone Drive Grain Valley, MO 64029	Within 90 minutes





### 11. Technical Requirements And Specifications

Respondents should respond "Read, Agreed and Will Comply Without Qualification" to indicate compliance with each provision. Any other response will be treated as an exception and must be documented in section 14. Respondents should also provide additional explanation as appropriate under each requirement.

#### MANDATORY REQUIREMENTS

#### General

11.1 ITS must be a non-coin telecommunications service, using line-powered instruments capable of operating using the current wiring in place today at all current Owner sites as well as future expansion sites.

**Kead, Agree and Will Comply Without Qualification.** 

11.2 All services provided must comply with all current and future laws, rules, and regulations regarding the services provided. Vendor must also be properly authorized as an ITS provider by appropriate governing or regulatory bodies.

### Read, Agree and Will Comply Without Qualification.

Securus is authorized as a provider of inmate operator services and to operate as an operator services provider within the state of Kansas. Documentation is provided in Attachment D of the required Attachment section.

#### Installation

11.3 Vendor must obtain Owner's permission prior to proceeding with any work requiring cutting into girders, beams, walls, flooring, or any other structures that may impair fire or moisture-proofing or otherwise cause structural damage.

Read, Agree and Will Comply Without Qualification.

11.4 Vendor must agree that the use of in-place conduit and other cabling infrastructure is allowed but at the risk of the Vendor. No exposed wiring is permitted. Any wiring infrastructure installed by Vendor becomes property of the Owner upon termination or expiration of the Contract.

Read, Agree and Will Comply Without Qualification.





11.5 Vendor must use new materials for any new wiring, which must be marked clearly and legibly at both ends, and meet current Electronic Institutional Association/ Telephone Institutional Association (EIA/TIA) specifications.

Read, Agree and Will Comply Without Qualification.

11.6 Vendor must repair any damage to Owner property incurred during the Contract to original condition.

V

Read, Agree and Will Comply Without Qualification.

11.7 Vendor must install adequate surge and lightning protection equipment on all lines for the ITS.

#### Version Read, Agree and Will Comply Without Qualification.

SCP is a fully self-contained digital switching system, requiring minimal AC power. If local power fails, the uninterruptible power supply (UPS) maintains system power, allowing calls to complete. The UPS ensures complete operation of the phone system, including recording and network services, for a minimum of 15 minutes. All UPS equipment provides power conditioning and an additional layer of surge protection.

11.8 Vendor must provide new telephone equipment that is completely operational at cutover.

#### **Kead, Agree and Will Comply Without Qualification.**

Securus will provide all new telephone equipment that will be completely operational at cutover.

11.9 Vendor must provide telephone equipment that is sturdy, non-coin, vandal resistant, and armored with durable tamper-proof construction appropriate for a correctional environment. Provide a picture and brief description of the instruments proposed.

#### Read, Agree and Will Comply Without Qualification.

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. 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**

The proposed phone models include the following features:

- 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.

### **TTY/TDD Phone**

Securus is also providing SNDOC with the PortaView TTY/TDD phone model. The following information is the manufacturer-provided telephone specifications:

#### **Features/Options**

These TTY/TDD phones provide the following features/options:

• Built-in 20-character display





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- 32K character memory
- Four-row keyboard
- Pre-recorded greeting messages
- GA-SK combination keys for easy typing
- Acoustic cups to fit round and square handsets
  - 11.10 Vendor must affix labeling to all telephone instruments indicating dialing instructions and that all calls may be monitored and recorded. Labels must be printed in both English and Spanish.

#### Read, Agree and Will Comply Without Qualification.

Securus provides durable printed dialing instructions in both English and Spanish on each inmate telephone, using materials and techniques appropriate for the correctional environment that explains the process in an easy to read, clearly defined manner. The following graphic illustrates Securus' dialing instructions

SECURUS		
This Call is Being Recorded	Esta Llossada va Hacer Gravada	
DIALING INSTRUCTIONS	INSTRUCCIONES PARA LLAMADA	
Press'1' for English	Marque '2' para español	
For a collect call, press	Para llamada a cobrarse, marque '1'	
For a debit call, press '2'	Para llamada de débito, marque "2"	
TIPS Hotine, press '8	Para linea de aviso secreto, marque '8'	
Enteryout PNN number	Marque su numero de identificación personal	
Enter your area code and prictice number.	Marque su numero de telefono, incluy a su codigo local o lada	
You may hear seence during the acceptance of your call. Phone continue to hold	Vasa oir silencia mientras aceptan su llamada. Continue esperando por favos	

### Sample Dialing Instructions in English and Spanish

- 11.11 Services provided must meet all ADA standards. During the course of the contract, proposer may be required to provide telephones with TDD capability at no charge.
- Read, Agree and Will Comply Without Qualification.

SECURUS



11.12 Vendor must provide line-powered telephone instruments with UPS back-up power. No separate power supply shall be required. The UPS back-up, as well as other equipment (whether or not specifically mentioned) to complete a total inmate telephone system, will be the responsibility of the successful proposer and any and all costs will be borne by the successful proposer and will not be deducted from Commissions.

### Read, Agree and Will Comply Without Qualification.

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

All additional uninterruptible power supply (UPS), 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.

#### System Features and Operation

<u>General</u>

11.13 ITS must process all Inmate Calls on an outgoing, station-to-station, and prepaid basis.

### Read, Agree and Will Comply Without Qualification.

SCP restricts calls to outgoing only for all call types. This assures the Securus platform provides maximum security. Also, Securus performs full and regular testing of these trunks to verify compliance with this standard.

11.14 ITS must limit one call per connection.

### Very sead, Agree and Will Comply Without Qualification.

SCP uses industry standard telephony cards that incorporate sophisticated answer supervision techniques to ensure calls are limited to one call per connection. These advanced methods enable the platform to distinguish a legitimate call-answer- and-acceptance event from non-conforming telephone activity, such as:

- Network ring/busy signals
- Answering machines



- Operator intercepts
- Signal interface tones (SIT tones)
- Pagers
- Hacking

V

• Chain dialing

If an inmate's call was not completed due to one of these calling events, SCP informs the inmate audibly and provides the specific reason for call termination.

11.15 ITS must block all incoming calls.

#### Read, Agree and Will Comply Without Qualification.

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.

11.16 ITS must process all calls by an automated operator and not allow access to a live operator at any time.

#### Read, Agree and Will Comply Without Qualification.

SCP includes an interactive voice response (IVR) system that provides automated operator service (AOS). Inmate access to a live operator is not allowed at any time. 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 Shawnee County Adult Detention Center. 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	Listen to prerecorded announcements
Hear the name of the facility and inmate	• Select to place a collect or debit call. If



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

\*SCP's automated operator also provides a <u>patented Perma Block process</u>, 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.

11.17 After the dialing sequence, the inmate shall be put "on hold". The inmate shall not be permitted to monitor call progress and shall not be allowed to communicate with the called party, until the call is positively accepted.

#### Read, Agree and Will Comply Without Qualification.

V

SCP can be configured with "mute call progression" so inmates do not hear the called party until the call is accepted. This feature ensures the line of communication is fully muted until the system detects positive acceptance key-press by the called party.

The inmate **can never speak** to the called party until the end-user positively accepts the call. This applies to both collect and prepaid calls.




11.18 The System shall be capable of informing the called party the amount that will be billed for the call prior to acceptance of the call.

## Read, Agree and Will Comply Without Qualification.

After the called party is notified by the SCP that they have a collect call from the Shawnee County Adult Detention Center, the called party hears a quote rating of the cost of the call. An example is "*The cost of this call is* \$3.88 *for the first minute and* \$0.18 *for each additional minute.*" The rates quoted are dynamic, and are calculated for each call according to customer requirements.

11.19 The system shall brand all inmate calls with a pre-recorded message announcing the collect call, name of the facility, name of inmate initiating the call, and that the call may be monitored or recorded. The system shall have, at a minimum, multi-lingual capabilities for English and Spanish.

## Read, Agree and Will Comply Without Qualification.

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 Shawnee County Adult Detention Center. This telephone call may be monitored or recorded." The facility name branding can be customized for every facility.

At a minimum, SCP will provide this announcement in both English and Spanish. Additionally, the system can be configured to enable language prompts in several other languages, such as Navajo, Portuguese, Vietnamese, Polish, and Russian.

11.20 Vendor shall be responsible for all |TS equipment in its entirety, including replacement for normal wear and tear, offender abuse, natural disaster, or other event at no cost to Owner.

## Read, Agree and Will Comply Without Qualification.

### **Security Features**

- 11.21 System must enable Owner or its agent to establish allowed or blocked numbers, either globally or by inmate:
  - Globally blocked numbers, e.g. corrections officials



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- Globally allowed numbers, e.g. public defenders (privileged)
- Personal allowed numbers by inmate (recorded calls)
- Designated/allowed attorney numbers by inmate (privileged)
- Designated blocked numbers by inmate (e.g., victims)

## **W** Read, Agree and Will Comply Without Qualification.

SCP enables SNDOC to establish allowed or blocked numbers both globally and by inmate.

# **Globally 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, corrections officials, 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.

# **Globally Allowed Numbers**

Using the same technique as global blocking tables, global allowed lists are imported from the existing system or a special list, such as a list of attorney numbers provided by the State BAR Association, into the SCP database before installation. These calls can be programmed with special designations. For example, global allowed numbers marked as "private" will not be monitored or recorded. Facilities typically designate private calls to attorneys, religious advisors, and physicians.

## **Personal Allowed Number List**

The Personal Allowed Number (PAN) feature in SCP provides an inmate approved calling list. PAN restricts inmate calling to only those numbers included on their list. The PAN list may also be used to block certain numbers from individual inmates. Calls made from the inmates Personal Allowed List are monitored and recorded. However, regardless of a PAN list, the system also provides the inmate with the ability to make attorney calls or other allowed called placed on the "global allowed list".

Securus built this feature specifically for the corrections industry with the awareness that each facility has unique needs for implementing allowed calling lists. SCP's PAN feature was designed with flexibility in mind. Inmate allowed number lists may be administered in various ways at the preference of the County: PANs can be configured manually, automatically, or through JMS system integration.





11.22 System must deny access to 800, 888, 877,411, 555-1212, 900, 911, 950+1, 976 or 10- 10xxx numbers, and allow the blocking of specific telephone number such as victims, witnesses, judges, and Owner staff.

## Read, Agree and Will Comply Without Qualification.

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.

11.23 System must allow free local calls to certain numbers such as Immigration contacts, Public Defenders, Crime Stoppers, etc. as defined by Owner

## Read, Agree and Will Comply Without Qualification.

During installation, a "Global List" of uniquely dialed numbers is created in Securus' SCP which includes approved free calls to specific numbers. This list can include Immigration contacts, Public Defenders, and Crime Stoppers as defined by Shawnee County Department of Corrections.

11.24 System must control call duration on the basis of time limits and time of day restrictions, as defined by Owner.

### Read, Agree and Will Comply Without Qualification.

SCP allows facility personnel to set a variety of restrictions on inmate calls including adjustable preset call durations on the basis of time limits, time of day restrictions and much more.

Restrictions can be set for individual inmates, groups of inmates, groups of phones, or for all inmates. To reduce workload for facility personnel, SCP automatically manages restrictions when they are imposed.

For example, restrictions by inmates are set by applying a restriction to the inmate's PIN. These restrictions can include:

- Maximum duration of a call by phone number, call type, and destination zone
- Maximum number of concurrent calls to any number
- Maximum number of concurrent calls from any PIN

Customized restrictions can be configured through SCP's simple user interface as show in the image below:





## **Calling Restrictions**

Proprietary and Confidential

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11.25 System must be capable of setting time limits and calling hours by housing unit or destination number, as defined by Owner.

## Read, Agree and Will Comply Without Qualification.

SCP call controls allow authorized users to fully customize call durations and programming schedules by housing units or destination numbers, as defined by Shawnee County Department of Corrections.

As an example, the following image shows an SCP time limit set to the booking phones of five minutes. The phones in this area are enabled to be used 24 hours a day, 7 days a week in this example.





# **Example: Configuring Time Limits and Calling Hours in SCP**

Proprietary and Confidential

Secure Call Platform	Facility Routing Number: 9900
ROME STITLE MONTOE COOLS ADMIN ANCESTITICATOR MARAGERERT (FVT). Termine Termine Termine Termine Stermine Stermine Termine Termine Termine Stermine Stermin	In this scenario, the booking phones are set with a maximum call duration of 5 minutes and can be used any time, day or night.
C GENERAL PORT GROUP INFORMATION (* Induced Report Paris)	S monitore and advanced 40 monitore doubt
C 2012 Securus Technologie	Condourse en, Inc. All Rights Reserved.

11.26 System must offer the option of voice biometric technology. This feature must be an integrated part of the call processing system and must offer related analysis tools and capabilities. Products which continue to analyze the voice throughout the length of the call are preferred.

## Read, Agree and Will Comply Without Qualification.

Securus has deployed voice biometrics for more than 15 years in local, county, and state correctional institutions with more than 250,000 inmates enrolled—enrollment capacity is unlimited. As one of the largest deployed voice biometric inmate identification systems in use today, facilities can be assured that the system is time-tested for accuracy and robustness and will withstand the challenges of the correctional environment.

Additionally, voice biometrics technology is a proactive security system and works without human involvement, eliminating the need to monitor screens or maintain other biometric equipment damaged by the inmate population.

Of the limited providers who offer a voice biometric identification system, most provide facilities with "best case" testing results. Securus is proud to provide "worst case" as well as "best case" scenarios. Our system has continually shown superior operational accuracy in all conditions

## **Continuous Voice Verification with JLG Investigator PRO**<sup>™</sup>

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



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.

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 at no cost to the County.



# Technical Response

### Anatomy of Investigator Pro<sup>™</sup>

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<sup>™</sup> Puts critical information at your fingertips
- Voice Search<sup>™</sup> Find calls where inmate's voice is found
- CallFinder™ Filter calls based on dozens of criteria
- MyCallReview<sup>™</sup> Return to the calls important to you
- Suspicious CallFinder™ Find all high-suspicion calls
- NoteManager™ View, filter, and create notes on calls
- ReportMaker<sup>™</sup> Run reports on various telephone system abuses
- Stats View key messages and monitor analysis progress



### Sample Investigator Pro Modules

Correctional facilities today are being challenged by increasingly sophisticated inmates who never tire of devising ways to beat the system. Fortunately, biometric technology provides solutions that help facilities such as SNDOC faced with limited staff and resources to combat the problem. While other vendors have struggled to develop their own solutions or openly opposed the implementation of biometric identification solutions into correctional environments, Securus has successfully deployed these technologies directly and through our partner companies for more than 15 years.





Securus, also, provides a more cost efficient solution without the ability to provide continuous verification in the form of Securus Voice Biometrics.

## **Securus Voice Biometrics**

As an alternative to continuous voice verification, Securus, also, provides a more cost effective method of voice verification to prevent PIN sharing, Securus uses advanced voiceprint technology as a powerful biometric authentication of a person's identity and PIN. Compared to other biometric techniques, it is quick, natural, non-intrusive, and cost-effective. Our voice biometric does not require a technology upgrade for each telephone because it works with the existing SCP technology and features, such as inmate name recording. Further, our solution does not require the introduction of hazardous or communicable germ-spreading apparatus into the inmate common areas. Inmates can break thumbprint readers, presenting a hazard for both staff and other inmates; the use of a retina scanner can spread conjunctivitis. With our solution, both of these are avoided.

### **How it Works**

The technology works because each person's voice contains a unique signature. As a means of identification, a person's voice is as reliable as his or her fingerprint. Our biometric voiceprint technology compares a digitized speech sample of an inmate to a previously processed and stored template of the inmate's voice.



When using voiceprint technology, an inmate is asked to say his or her name and/or password during the first call into the preprogrammed telephone four times. These repeated utterances of his or her name teach the system the subtle variations of the targets voice and when fully educated, enrolls the inmate into the system. The initial voiceprint becomes the basis for the inmate's personal voice verification file. This method of identification can be used in different parts of the prison and follows the inmate during transfers.

After the inmate has registered, the inmate enters his or her PIN, and then the system prompts the inmate for his or her name. The inmate can be asked to repeat his or her name if the register of the inmate's voice does not appear the same. Inmate voice matches usually take less than a second to be approved. Upon approval, the inmate can place his or her call.

#### **Identity and Voice Verification**

Securus' Voice Biometric technology verifies an inmate's identity by cross matching the inmate voice with the inmate PIN for a two-step verification process and added security of the inmate telephones. The system validates the inmate identity before allowing them to place a call. The system validates their voice multiple times during enrollment, as well as when placing a call, so as to not only go off the inmate name recording as their voice, can also validate their voice against them saying their facility or any other message as determined by the department. If the spoken voice does not match the initial voiceprint stored in the inmate verification file, the call is blocked.





The voice biometrics system is also equipped to recognize certain types of fraud, such as blowing into the phone to register into the system. This type of activity is detected and not allowed through the system. The system indicates to the inmate that this action is not allowed and to try again up to three times and to speak their real name.

#### **System Controls**

The system allows authorized officers with the capability to listen to the inmate voice print, reset the voice print to allow the inmate to re-enroll into the system, and enable or disable voice biometrics by inmate, telephone, group of telephones, phone number, a specific facility, or the entire department.

The system also provides specific analytical reports for voice biometrics to provide detail on which sites have been enabled or disabled, which inmates are current enrolled in the voice biometric system, which inmates are enabled or disabled, which phones are configured to be enabled or disabled, as well as groups of phones and phone numbers. The system also provides reports to show the failure and success percentages for each inmate to indicate whether or not the enrollment should be reset for an inmate who might have a high failure rate.

11.26.1 The Owner will not be a "beta site" for unproven technology. If offering this feature, provide references where the feature is installed today - if offering continuous voice verification, your references must include a site where continuous voice verification has been in service for at least 6 months.

#### Read, Agree and Will Comply Without Qualification.

While other vendors have struggled to develop their own solutions or openly opposed the implementation of biometric identification solutions into correctional environments, Securus has successfully deployed these technologies directly and through our partner companies for more than 15 years. We serve both County and State facilities with our solutions.

Howard County Department of Corrections Robert Baldwin, Chief of Security 7301 Waterloo Road Jessup, MD 20794 410-313-5203 – office

SECURUS

11.27 System shall provide an integrated capability to monitor, record, store and retrieve inmate phone conversations on a real time basis and retrieve conversations. Recordings must be stored On-Line for the entire contract term with the option to archive to DVD.





11.28 System must allow recording playback with the following capabilities:

11.28.1 Split the inmate side of conversation from called party side of conversation to play on separate speakers for more detailed analysis.

## Read, Agree and Will Comply Without Qualification.

The advanced CallPlayer Pro provided with Continuous Voice Verification will split the inmate side of the conversation from the called party side of the conversation to play on separate speakers.

11.28.2 Accelerate or decelerate the conversation, isolating the talk path of either party if desired by the listener

### Read, Agree and Will Comply Without Qualification.

The advanced CallPlayer Pro provided with Continuous Voice Verification will accelerate or decelerate the conversation or isolate the talk path of either party if desired by a Shawnee County Department of Corrections listener.

11.28.3 Skip pauses in the conversation, isolating the talk path of either party if desired by the listener.

### Read, Agree and Will Comply Without Qualification.

The advanced CallPlayer Pro provided with Continuous Voice Verification can be easily configured to skip pauses in the conversation and isolate the talk path of either party if desired by a Shawnee County Department of Corrections listener.

11.28.4 Easily enter notes or burn recordings to CD from the playback function Describe how this is accomplished.

### Version Read, Agree and Will Comply Without Qualification.

Authorized SNDOC will access notes by clicking on the CallPlayer Pro's NoteWriter as show in the image below. From here, notes may be added to sections of the call or to the call as a whole. Once logged, calls may also be tagged with a listening status or searchable call topic such as "suicide" or "drugs" or "escape". Notes can be copied, forwarded, saved to a folder, or deleted if the user has rights.





# **CallPlayer Pro Notes Access**

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SNDOC users can easily save one or more entire calls to a folder or CD – from the same screen from which call recording was accessed as show in the image below. By clicking "Burn Selected to CDR", users can burn to Audio CD-R or MP3 CD-R.





# **Continuous Voice Verification: Burn or Save Recorded Calls**

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11.29 System must be capable of importing and presenting relevant inmate information as determined by Owner (e.g., whether inmate is still housed in facility, gang affiliation or victim information). Describe how Vendor's System meets this requirement.

## Read, Agree and Will Comply Without Qualification.

The Securus SCP system has the capability to interface with the Facility's booking/jail management system (JMS) so that the inmate PINs can be automatically imported, activated and deactivated in the inmate telephone system based on the inmate's status. If an inmate is released, the inmates PIN information is stored and can be reactivated along with call detail records and inmate recordings if the inmate returns to the facility.





Examples of fields that we may automatically populate in SCP if and when we receive the data from the JMS integration include the following:

Data	Description
Site ID	Facility from which the inmate is calling. Also used for transferring inmates from one facility to another, which is handled automatically in SCP
First name	Inmate's first name
Middle name	Inmate's middle name
Last name	Inmate's last name
Birth date	Inmate's date of birth
Social security number	Inmate social security number
Account number	Inmate's jail ID, booking #, or docket number, to be used as the SCP inmate custody account number. This is the number provided to the inmate permanently, that typically does not change when the inmate is released and booked back into the facility.
PIN	4- to 16-digit code used by the inmate to place phone calls. This number is provided by the JMS and sent to SCP to allow the inmate to place phone calls.
Activate date	Date in which the inmate account became active in the system
Book date	Date in which the inmate was booked into the facility
Gender	Inmate gender
Housing	Location of the inmate
Race	Inmate race
Alert level	Typically used for security status such as maximum, minimum, low risk, death row, etc
Max call duration	Call duration applied to each phone call placed by this inmate
Three-way detection	Setting to enable or disable three-way call detection for this inmate
Language preference	Language in which the inmate speaks for reporting purposes, does not dictate which prompts are played over the phone
Suspended	Setting to allow or prevent the inmate from placing calls
Suspend start date	Start date of calling privileges suspension
Suspend end date	End date of calling privileges suspension





As long as the JMS stores these fields and they are included in our integration, SNDOC will be able to determine which fields they wish to be automatically updated in SCP.

11.30 System must provide verified BNA for all Collect and Prepaid Collect numbers.

## Read, Agree and Will Comply Without Qualification.

There is absolutely no loss of any functionality on the SCP platform based upon a call type. SCP's reverse lookup or BNA feature provides SNDOC staff with the ability to identify the billing name and address (BNA) of a dialed phone number captured in a call detail record. This feature is available for all call types including collect and prepaid collect. Users can easily point, click, and initiate a BNA search that looks for the number in both private and external sources of data. This search process is unique in the industry, providing the most responsive BNA information possible.

When the search finds a positive match for a destination phone number, a pop-up box will appear on the screen describing phone number's billing name, billing address, and the date the number was last verified in the system. Unlike other similar tools in the industry today, Securus' fully integrated BNA look-up feature will be provided to SNDOC at no additional cost.

BNA lookup was designed to allow users with the flexibility to access the results from anywhere the number exists in the system such as:

- Call detail reports
- Blocked number lists
- Global allowed lists
- Call frequency reports
- BNA search screen, a dedicated BNA investigative tool
  - 11.30.1 Initial Prepaid Collect account setup for called parties must occur by internet or live agent, and include collection of BNA information that is verified against secondary data such as credit card information or photo identification. Detail how BNA information is verified.

## **W** Read, Agree and Will Comply Without Qualification.

When a prepaid account is set up, Securus does BNA dips to validate identity of the individual creating the account. As the largest service provider of inmate communications in the industry, we have vast databases of payment information along with agreements with multiple providers (in the unlikely event we don't already have information in our internal database). After Securus has the BNA information, we then verify that payment information (credit card) matches address information before allowing an account to be set up.





11.30.2 Under no circumstances may such calls be completed without first obtaining verified BNA.

## Read, Agree and Will Comply Without Qualification.

Securus employs the most sophisticated intelligent validation network in the industry. As a realtime, 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.

11.30.3 BNA for an individual number shall be available by simply dragging over or clicking on the number displayed in the ITS GUI.

### Read, Agree and Will Comply Without Qualification.

Billing Name and Address for numbers are available by clicking on the number displayed in SCP's user interface as show in the image below.





# **BNA Information Accessed from SCP's Call Detail Report**

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11.30.4 List all databases accessed by the ITS to access and/or verify BNA.

### Read, Agree and Will Comply Without Qualification.

SCP's BNA feature will initiate dialed number searches in a string of **multiple internal and external sources**, providing name and address results unsurpassed in the industry today.

Securus captures and stores the billing name and address (BNA) information on all calls placed through the Secure Call Platform (SCP) as well as for any phone number entered into the SCP user interface:

- The system first checks for any existing customer record such as prepaid collect accounts and direct bill accounts.
- If no existing customer record exists, the system then checks external sources starting with TNS.
- The system doesn't stop there... if not found in the above sources, the system checks with AT&T BNA Lookup.





- As a last resort, the system checks a third party "best known name and address" service.
  - 11.31 System must track IP addresses or other relevant identifiers for accounts funded online for use by investigative staff. Describe in detail what is tracked and how this information is made available to investigators.

### Read, Agree and Will Comply Without Qualification.

SCP's will provide relevant account identifiers such as billing name and number for use by investigative staff. This information is available for all call types including collect and prepaid collect. In SCP, investigators can easily point, click, and initiate a name and address search that looks for the number in both private and external sources of data. This search process is unique in the industry, providing the most responsive name and address information possible.

- 11.32 System must provide the ability to place alerts on a specific inmate PIN or destination number as determined by investigators. The alert function shall:
  - 11.32.1 Automatically call designated number(s) or otherwise alert investigators, according to preference, when a call by a watched inmate or to a watched number takes place

### Version Read, Agree and Will Comply Without Qualification.

SCP's Covert Alert feature enables SNDOC to assign a "Covert Alert" status to inmate PINs, phones, or dialed numbers under surveillance. Then, when a call associated with a Covert Alert is placed, it is bridged to the designated investigator's phone in real time, allowing the phone call to be monitored.

#### **Summary of Additional Covert Alert Features**

- Covert Alert calls can be sent to multiple phone numbers simultaneously, allowing multiple investigators to monitor a call.
- Covert Alert calls have no distance barriers. They can be forwarded to any phone number within the facility or across the United States.
- For extra security, SNDOC's investigators can be required to enter a PIN before listening to a Covert Alert call. They hear a customized message, "*This is a Covert Alert call from John Smith, an inmate at Shawnee County Adult Detention Center. To accept this Covert Alert call, please enter your investigator PIN now.*"
- Additionally, emails can be sent to designated investigators with information about the Covert Alert call, including date, time, inmate PIN, originating telephone, and dialed number, immediately after the called party accepts the call.





- Investigators who receive Covert Alert calls are muted to prevent the inmate or the called party from knowing the call is being monitored.
- Further, investigators can enter a predetermined code and "Barge In" to the call to speak to both the inmate and called party. At this point, investigators have the option to disconnect the call.
- Covert Alert calls can be configured to be excluded from SCP Live Monitoring, restricting the monitoring of Covert Alert calls to only those investigators who are designated to receive them.
- Covert Alert can be configured to be connected to investigators before the call is connected to the called party or upon called party acceptance.
- Authorized SNDOC staff can run Covert Alert reports, such as the one shown in the following graphic, in SCP to view Covert Alerts triggered during a specified date and time range. Results can be exported to Excel, PDF, and CSV file formats. Search criteria includes alertee phone number (the investigator that the phone call was forwarded to), alertee first and last name, dialed phone number, inmate PIN, inmate first and last name, call termination category, call status, date, and time range of call.





# **Covert Alert Call Detail Report**

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11.32.2 Offer live monitoring of alerted calls in progress

### Read, Agree and Will Comply Without Qualification.

Investigators can monitor Covert Alert calls in real time through SCP's Covert Alert feature.

11.32.3 Include a "find and follow" feature such that if the first designated investigation phone number is not answered, the ITS will contact successive investigator numbers

### Read, Agree and Will Comply Without Qualification.

SCP's Covert Alert provides multiple options for configuration, allowing administrators to customize notifications to meet their needs. Through SCP, Covert Alert can be configured to





bridge multiple investigators to real time calls for dialed numbers, phones, or inmates PIN, that are under surveillance by the investigative unit

As an added benefit, an e-mail is sent to the investigator that will notify them of the date, time, inmate PIN, originating telephone, and dialed number immediately after the called party accepts the call. The following figure provides a sample e-mail alert.

## **Alert Notification E-Mail**

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From SECURUS\_ALERT\_DO\_NOT\_REPLY@securustechunet Sent: Wed 6/2/2010 1:12 PM Adam Edwards Trac CC SYSTEM: COVERT ALERT Subject: A covert alert has been triggered indicating a call has been placed from/to a CALL\_PARTY. The 🗂 indetail of this call is as follows Phone #: 19722770503 Phone: LP 27 Phone Group: General Inmate Name: Adam Edwards Inmate Account #: 5959595959595 Recorded: Y For more detail please go to 3-GATE by logging on to https://commandcenter.securustech.net/SignonWeb/.

11.33 System must provide the ability to have an individual Personal Allowed Number (PAN) list associated with each inmate.

#### Read, Agree and Will Comply Without Qualification.

The Personal Allowed Number (PAN) feature in the SCP provides an inmate approved calling list. The PAN feature restricts inmate calling to only those numbers included on their list. Securus built this feature specifically for the corrections industry with the awareness that each facility has unique needs for implementing allowed calling lists.

Like all other features of SCP, the PAN lists are flexible and may be administered in various ways: PANs can be configured manually, automatically, or by importing through E-Imports. The PAN configuration options include the following:

Some additional configurations include:



**Technical Response** 

• Verified/Not Verified PAN – Allows the inmate to place calls, and flags numbers added to the inmate's PAN list as "verified" or "not verified". If the PAN is "not verified", the inmate has the ability to call the number for a configurable number of days before it is blocked. Once the threshold number is reached and the number is blocked, a facility administrator must verify the number and if appropriate—allow calls to that number again.

Also, SCP allows administrators to:

- Associate a PAN list with an inmate's personal identification number (PIN) This
  enables authorized users to program telephones with specific call restrictions and call
  durations by PIN. Once the number is restricted or blocked in the system, calls to that
  number are prohibited until otherwise modified by authorized personnel.
- Apply a variety of restrictions to PAN numbers Examples of restrictions include:
  - o Time of day and/or days of week an inmate may place a call or a phone may be used
  - o Maximum duration of a call for that PIN or phone
  - Maximum number of calls or minutes an inmate may use per day, week, or month.
- Set up a speed dial number for PANs Setting up speed dial numbers for PANs is a
  preventative measure that reduces an inmate's ability to steal or use other PINs or
  PANs.
- Make certain numbers available to all inmates, such as numbers on the Global Lists (Customer and Site levels). – With authorization to these numbers, inmates are able to call numbers on their PAN list plus the numbers that are on globally allowed lists.
- **PAN Change Log functionality** PAN Change Log functionality records all actions made to the "Verified" field in SCP and allows administrators to examine all PAN list changes; specifically, when changes occur, and by whom, helping administrators and investigators track user accountability.
- Delete phone numbers from SCP's PAN administration area- Users are able to delete phone numbers from their Global List and PAN administration areas within SCP. This capability improves the administration of phone numbers and facilitates greater accuracy in the management of phone data.
- **PAN list exports to include Inmate information –** When a user exports a PAN report, it will include the Inmate name, account number, and PIN to identify the Inmate to which the PAN list is associated
  - 11.34 In case of a loss of commercial power, the ITS must automatically shut down without loss of Calling Data until commercial power is restored. Once





commercial power has been restored, the ITS shall have an automatic restart function.

## **W** Read, Agree and Will Comply Without Qualification.

Securus will maintain an uninterruptible power supply (UPS) backup for the equipment installed on the SNDOC's premises. Securus commonly uses Dell Powerware 1525 1500 VS UPS, which eliminates spikes, sags, surges, transients, and all other over/under voltage and frequency conditions, providing clean power to connected critical loads.

The IADs and UPS maintain all currently ongoing telephone calls for up to 30 minutes while blocking any additional call attempts after the event. After 30 minutes, the system powers down to a quiescent state that allows it to resume full operation automatically after commercial power is restored. After power restoration, the system will immediately restore call processing.

Upon the loss of commercial power, no change in the operational characteristics of the system will occur. If commercial power is not restored prior to exhausting UPS power, the system terminates all calls in progress and shuts down. If commercial power is restored prior to exhausting UPS power, no change in the operational characteristics of the system occurs.

11.35 The ITS must ensure positive acceptance by the Called Party prior to incurring charges, including both touch tone and rotary telephones. Voice recognition or passive acceptance are NOT acceptable methods of acceptance. No calls may incur charges unless positively accepted by the Called Party. Describe how your proposed system meets this requirement.

## Read, Agree and Will Comply Without Qualification.

For called parties with touch tone phones, SCP requires active 'called party' acceptance for calls to take place. When the called party answers the phone, SCP's answer detection triggers the call acceptance voice message. This message announces the inmate's call and asks the called party to accept or reject the charges of a collect call. The called party is instructed to dial a single digit on his or her own telephone instrument to accept the collect call charges, or hangup to disconnect the call and refuse charges.

SCP completes a call only after it detects positive acceptance by the called party. The mandatory method for call acceptance is dual tone multi-frequency (DTMF), as it is more accurate than rotary detect.

Securus does not recommend the implementation of rotary detect since so few called parties now use this outdated technology. When in use, this outdated dialing method used a make-andbreak signal transmitted to the user's local central office. This calling system never actually receives the true make-and-break signal, requiring detection of the audible click. The audible click of rotary phones can be simulated by faulty line conditions, hook-flash such as a hang-up, or mechanical background noise. If these faulty line conditions occur with a rotary acceptance feature, the result would be faulty billings to unsuspecting called parties.





In the event a called party is unable to receive calls due to rotary phone use, Securus policy is to provide a touch tone phone to the called party free of charge so positive acceptance can be obtained and communication between friend and family is not inhibited.

11.36 Inmate Messaging System - Owner may be interested in a system which allows inmates to send short duration messages (voice mail) to called parties. All messages are to be recorded and stored for investigative purposes within the call processing system. The receiving called party may be charged a reasonable fee for each message. Describe the functionality, end-user cost, and proposed revenue share with the Owner.

### Read, Agree and Will Comply Without Qualification.

Securus is one of the only inmate telecommunication vendors to provide secure voicemail opportunities to the facility. Voicemail provides a new path of communication for the inmates, their friends and family members, and attorneys. In addition to communication options, it provides investigative opportunities and a new revenue source for the facility.

Securus' Voice Mail has the capability for two-way messages, meaning the inmate can leave messages for their attorney or friends and family, and receive a response by voice mail. This benefits inmates and other involved parties because it allows communication even when the called party isn't at the phone to receive the call. Currently, Securus' Voicemail is provided to friends and family members at no charge; therefore there is no current revenue share with facilities. In future releases, Securus may apply a per message charge of up to \$0.75 to friends and family members of inmates with a revenue share to SNDOC of up to \$0.25 per message.

#### **Voice Mail**

In the past, facilities have hesitated to offer a voice messaging system because of the lack of system capabilities and security concerns. Accordingly, one-way telephone calls are still the primary form of communication. If a call is placed and the called party does not answer, communication is not possible and the call is terminated.

Limited communication options have caused complaints to be filed by inmates and friends and family members resulting in increases in staff labor due to the handling of complaints, as well as a reduction in facility operational efficiencies due to the loss of contact availability.

#### **How It Works**

Securus has simplified the process for using Voice Mail. Any caller that has a Voice Mail account with the existing platform can leave a voice message. Messages can be left for individual inmates or multiple inmates in multiple facilities. Shawnee Department of Corrections provides a secure password-protected account for inmates to use this feature and designates specific inmate telephones in which Voice Mail can be retrieved.

#### **System Security**





Since messaging runs on Securus' SCP, facilities have the same control of recording and monitoring as with their inmate telephone system. Only the inmate, the sender, and approved facility personnel can access Voice Mail messages.

#### **Features and Benefits**

The messaging application provides an additional form of communication and a new revenue source on inbound Voice Mail.

#### **Increased Investigating Capabilities**

Messaging provides investigators with the same recording and monitoring capabilities as any call. However, with friends and family member's new capability to call and leave a message, investigative possibilities are increased substantially

#### Hardware/Software Requirements

There is no need for a computer because messaging is handled in the same way as a call on the facility's SCP system.

11.37 The System shall offer unlimited secure, remote access capability from any PC or laptop with high speed internet connectivity. This remote access shall (at a minimum) enable authorized users to view call records, generate reports, monitor live conversations, and search/retrieve/play recorded calls. Remote access activity shall not impair system functionality or performance in any way."

#### Read, Agree and Will Comply Without Qualification.

SCP is a highly featured, flexible, state-of-the-art system designed to provide our customers with the ultimate in inmate call control, fraud control and tracking, security, reporting, and investigative capabilities.

SCP's user interface is SNDOC's window to all of these features. Because it is entirely Webbased, authorized users access the system at anytime, from any location. We call this anytime/anywhere access. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from any secure Web browser with Internet access.

This system is one of the only single-point-access user interfaces in the industry, built to allow our customers complete control over their systems in a simple, reliable, secure environment. Authorized users can easily apply settings and configurations to turn on a phone to a pod, restrict a phone, change a blocked number, and turn on or off a feature or application—all in real time. All features are completely integrated and can easily be accessed with the click of a mouse. As a result, SNDOC will experience the following benefits:

- Increased efficiency for staff
- Increased flexibility
- Quicker "on-demand" access to call detail records and call recordings





• Unequalled investigative access to potential criminal activity

To access the SCP interface, users open Internet Explorer (version 6 or higher) and enter the URL: <u>https://commandcenter.securustech.net</u>. They then enter a valid user name and password.

# Login Screen

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Log-In Username Logn Perget Tour Passenerit Click Here To Access Facility Portal		Important Information 04.21.2011 New Look and Feel	Off The Wire 03.22.2011 Craig County Just Connects Hore Calls with Securus 01.31.2011 Securus Anneumces Pay Down of Debt 01.24.2011 Recurss Adds Hore than 50 New Peatures to 21s Secure Call Hatform (SCP) in 2010	Products & Services Secure Instant Mail
			Terms and Conditions Technologies, Inc. All Rights Reserved.	

11.38 Vendor must provide tiered access levels to the ITS GUI that is customizable to personnel by function and security level, as required by Owner.

## Read, Agree and Will Comply Without Qualification.

Securus' SCP provides an advanced multi-level password scheme specifically designed to provide facility administrators with the ability to assign their own unique levels of access to individuals who will use different features of the SCP. Additionally there are view and change options for each module depending on the need of SNDOC.





# Manage, Create, Edit, Predefine User Levels in SCP

Proprietary and Confidential

Secure Call Pla	tform	Facility Routing Number: 9900
HOME SYSTEM MONITOR TOOLS A	ana haonthara	
Security Templates	Administrators can manage, review, edit, and delete all security "templates", predefine templates, and add new templates as required - all from one location in SCP.	
ANK .	14.52.007100	PROVIDED
N 1 Stort and	togit page can block number but no changes otherwas	
X C Lo Hung test	Thomas Test	
X S.D.1 Add Temptate	/	
X A Slimerg Test	Puring test	
X & ADCOMES	This is for the demonstration	
X ALL BUT NO 3 HEY	ALL permissions but no 2 way	
X S ALL BUT NO FUR	All but free	
× Salari y	Even/thing	
D Main - Crime Tip Hodity	Crime Tip Hodily Access Admin	1
D Admin - Crime To Read	Crone To Read Access Admin	1
Admin - Sifermant Line Hodily	Informant Line Hodify Access Admin	1
Admin - Drivmant Line Asad	Informant Line Read Alcess Admin	1
Admin - No Monitor	Administrator w/o Live Horizoning Rights	1

The administrator may modify the initial access levels and/or create additional levels based on facility clearance objectives and designated entry to each tool in accordance with this requirement. A user log is provided illustrating the user name, time of access, and modules accessed.





## **Create New Security Templates**

Proprietary and Confidential

Secure Call	Platform		Facility Routing Number: 9900
HOME SYSTEM MONITOR TO	KALS ADMEN HACLITYPORTAL		
MANAGEMENT LEVEL Terring Secural Deve Sterner Create New Template ILL IN TEMPLATE INFORMATION 21 MM	Administrators can create new security templates based on unique requirements.	e Jones	
Admin Hoestor Reports	System		
Admin - Security Templates		CALVER	Con Dearch
kömin - Loer Henagement		E.	r.
	Create	Cancel	
	Terms and Can © 2011 Securus Technologies, I	ditions	

### **Additional Password Policy Options**

SCP provides users with flexible Password Policy options, enabling administrators to customize login security to meet their needs. Passwords can be configured by options such as location, length, days to expire, and even the number of password cycles that must occur before the password can be used again. Additional configuration options include reminders for password expiration and minutes of allowable inactivity before session timeout.

To ensure customized password policies are very efficient to manage, SCP's login screen also has a "Forgot Your Password" feature. This enables users to reset expired passwords.





# **Password Configuration Options in SCP**

Proprietary and Confidential

ME SLUCH ADMIN MENU									
Customer Detail									
USTOMER INFORMATION			_						
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Min Longity	8	Max Lengths 14		Pearword History	n 12	Days to f	apire: 30 w		
Expiration Reminden	5 M		~	_	K	1 2	1		
	Arri	ortiona Available		Access	ed Associations	$\searrow$			
	SECURE C	ALL DEBIT	Select >	ADI/TOOL SCN EDBAS EICONPIG	Password in length,	is can be c duration, ce and mo			
		Canto	i Upi	late					

11.39 In order to reduce PIN fraud, ITS must be able to restrict calling by PIN by housing unit, and must automatically deactivate PIN for inmates no longer in custody. Describe how your system meets this requirement.

## Read, Agree and Will Comply Without Qualification.

Although it was mentioned at the pre-bid conference that New World integrations are expensive, Securus has integrated with New World before and will facilitate the integration for Shawnee County at Securus' expense. Through E-Imports, SCP can restrict calling by PIN by housing unit and can deactivate PINs for inmates no longer in custody. PIN restrictions can be configured directly from SCP by any authorized SNDOC user from any PC with access to the Web.

In addition, Securus can interface with Jail Management Systems (JMS) to automate information such as PIN data to SCP. We configure these interfaces using our own dedicated Integration Department that works exclusively on integrating the various systems and products in the correctional environment. Having this dedicated Integration Department allows Securus to deliver fast and flexible solutions for our customers. Securus' technology is flexible and does not mandate rigid specifications when working with facility owned systems, JMS, OMS,





Commissary, vendors, etc. Securus will fully cooperate with your facility and your vendors to automate the systems.

The most common technologies Securus uses to integrate with your systems include: SOAP Web Services, HTTP, FTP push or pull of files in any textual format, JSON, REST, and TCP Sockets. All of these methods are performed over a secure connection.

11.40 System shall have the capability to establish unlimited "informant lines" to support PREA, Crime Stoppers, or other requirements.

### Read, Agree and Will Comply Without Qualification.

SCP can provide unlimited "informant lines" to support the Prison Rape Elimination Act (PREA), Crime Stoppers, or other requirements.

SCP also provides a Crime Tip feature that provides offenders with a secure method to provide crime tips and/or leave contact information for follow-up, if they desire

### **Informant Line**

The Informant Line feature provides investigators the ability to set up any phone, a voice mail box or answering machine to be called by "informants" without any indication in the call detail reports, global lists, or to other inmates. It is a completely anonymous call and all information may be hidden unauthorized system views.

#### **How it Works**

- 1. The inmate picks up a phone and enters the preferred language selection
- 2. The inmate enters either Speed Dial Code or Dialed Number as configured. SCP recognizes the call is to an "informant line" and does not ask for a PIN
- 3. The call goes out to the specified phone number. If it is to a live called party, he or she will receive the call with no admonishments the call is simply connected.
- 4. The informant, now connected with the Informant Line called party and can proceed with the conversation.

### **Crime Tip**

Securus' Crime Tip feature is an inmate crime reporting tool that provides offenders with a secure way to provide crime tips and/or leave contact information for follow-up, if they desire. The SCP system anonymously records all messages left on the Crime Tip Hotline, allowing offenders to provide crucial information without being exposed as an informant. Inmates can choose to report:

Information pertaining to possible criminal activity, including narcotics and fraudulent activities:

- A crime that has already taken place
- A threat to their safety





Anything that they feel necessary to the investigative staff

The inmate's identity remains anonymous, or he/she may leave a name for the facility to reward the offender for information leading to the successful prevention of a crime, or the apprehension of any individual caught in the act of committing a reported crime.

The Securus Crime Tip feature includes:

- A pre-arranged telephone number (designated by the facility), provided to all inmates
- An option to listen to all or selected recorded messages
- An option to burn specific information onto CDs for use as evidence
- A way to generate reports of all recorded messages with the date and time of the message
- A way to leave an anonymous reply message to the offender
  - 11.40.1 Calls to informant lines shall be provided at no cost to the inmate or the Owner, and routed to a destination designated by Owner.

## Read, Agree and Will Comply Without Qualification.

Informant Line calls and Crime Tip calls are provided at no cost and will be routed to a destination designated by SNDOC.

11.40.2 The ITS must be able to complete calls to (a) a voice mailbox resident on the ITS, (b) a voice mailbox resident on Owner's network, or (c) a live operator.

### Read, Agree and Will Comply Without Qualification.

SCP will complete calls to a voice mailbox resident on SCP, a voice mailbox resident on SNDOC's network, or a designated live operator.

11.40.3 The ITS must be able to complete calls with or without positive acceptance at the receiving end of the call.

### Read, Agree and Will Comply Without Qualification.

The Informant Line calls and Crime Tip calls will complete with absolutely no called party acceptance required at the receiving end of the call.

11.40.4 Describe how informant lines are provisioned within the ITS and how messages are remotely accessed (11.40.2 (a) above)





## Read, Agree and Will Comply Without Qualification.

"Informant lines" are set up through SCP's user interface by an SNDOC user with credentials to modify Informant Line and Crime Tip calls.

Messages configured to be left on SCP can be accessed by authorized users anytime anywhere through SCP's secure user interface. Once logged in, SNDOC users can search for the Crime Tip recordings they are looking for by entering simple criteria to a secure report. From here, recorded calls can be listened to, downloaded to external media, saved to a recording management folder, or even attached to a case note through SCP's Call Tracker feature.

If a user doesn't have the access privileges, this user will not even know these calls exist.

11.41 System shall have the ability to be shut down quickly and selectively using cut-off switches or remote software accessible to authorized personnel.

### Read, Agree and Will Comply Without Qualification.

Securus' SCP provides complete flexibility in disabling telephone use at any time of day through manual intervention or preset calling schedules.

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.





**Disabling Telephones** 

Proprietary and Confidential

Secure Call Platform		Facility Routing Number 99091
	i	
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	Sell Scherker Store Screenist 3 Billing Call Generation (SASLICS) BCP Scherchers (SASLICS) BCP3 Actions Calling Restrictioner Store Screenist Value Restrictioner (SSASLIC)	Authorized users enable or disable phones from anytime, anywhere.
	Update Cancel	
	Perma and Conditions @ 2013 Securus Technologies, Inc. All Rights	a Reserved

11.42 System shall have the ability to detect three-way call attempts (call forwarding or conferencing after a call is accepted and established). Upon detection these calls shall be marked within the Call Detail Record and the ITS shall have the ability to terminate the call immediately. If a call is terminated the ITS will play a message, with content determined by Owner, prior to doing so.

## Read, Agree and Will Comply Without Qualification.

Securus' three-way prevention system has been awarded several patents and is one of the best three-way detection systems in the world. With SCP's digitally clean line transmission, our three-way prevention system has increased its capabilities to efficiencies never before achieved.

SCP's three way detection feature prohibits the major call fraud practice possible with other automated and live-operator systems. Inmates attempting to place a three-way call can enlist the aid of an outside accomplice to "conference" them, via Central Office-provided three-way calling, to an "unrestricted" line, bypassing the system controls. Without SCP's protection, inmates have unrestricted access to the outside world, defeating the correctional objectives and policies of the institution along with subjecting the public to inmate harassment and fraud.

As defined by SNDOC, when SCP detects a three-way event it will:

• Mark the call within the Call Detail Record



- Terminate the call upon detection of three-way event, if required
- If the call is terminated, play a message prior to ending the call

Detecting and preventing three-way or conference calls is a very important aspect of an inmate calling system and Securus leads the industry in this area. In fact, Securus' patented three-way call detection feature has been proven and certified in independent tests.

With all three-way call blocking methods, the technology requires "specific usage finessing" as well as science. Its configuration will be customized by Securus to adjust sensitive parameters and thresholds for optimum performance.

## **Three-Way Detection and Prevention**

Simply having the best three-way call detection in the industry was not enough for Securus. Recent advancements in our three-way call detection methodology have led our customers to tell us they believe **our three-way call detection operates nearly flawlessly**. This led Securus to commission an outside firm, SIBRIDGE consulting, to verify the accuracy of the three-way call detection feature.

The SIBRIDGE study collected and audited call recordings and event logs for approximately 6,000 calls. This **independent test** of our new three-way calling detection capability revealed Securus' overall performance to be near perfect. No other competitor comes close to our performance.

11.43 System shall have the ability to detect attempts to forward a call remotely (call forwarding prior to a call being accepted and established). Upon detection these calls shall be marked within the associated CDR, and the ITS must have the ability to terminate the call immediately. If a call is terminated the ITS will play a message, with content determined by Owner, prior to doing so.

# **W** Read, Agree and Will Comply Without Qualification.

Securus leads the industry in fraud detection and prevention and is please to offer real-time Remote Call Forwarding Detection (RCFD) specifically designed for our SCP proposed in this response. Our RCFD solution provides the ability to immediately terminate a call in real time if it detects that a called party's telephone number is call forwarded to another telephone number, in addition to playing a termination message.

As an added feature, SCP can be configured to not terminate the call, but simply make a "notation" in the database on the specific inmate's call if false disconnects are a concern. The SCP user interface secure Web site provided by Securus allows authorized users the ability to





create Call Detail Reports for those RCFD calls by selecting the "RCF" flag or using the specific termination code "Call Forwarding Detected" as shown in the graphic below.

# **Call Forward Detection**

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- 11.44 Call Detail Records (CDRs) must be established any time an inmate telephone goes off- hook, and must be stored and made available online for the duration of the Contract. CDR data must include at a minimum:
  - Off hook time Inmate ID/PIN
  - End type (e.g. pre-answer hang-up, called party hang-up, max time elapsed)
  - Phone number attempted
  - Station name
  - Billing start time
  - Duration of call (in seconds)
  - Billed time Call type (e.g. collect, debit)
  - Jurisdiction type (e.g. local, interstate)
  - Termination reason

### Read, Agree and Will Comply Without Qualification.

Call Detail Records are established any time an inmate telephone goes off-hook. They will be stored for SNDOC for the life of the contract an include all of the required information.





11.45 Call Recordings must be established and maintained any time an inmate telephone goes off-hook, and must be stored and made available online for the duration of the Contract. The recording must begin at the moment the inmate telephone goes off-hook and end upon termination of the call.

### Read, Agree and Will Comply Without Qualification.

Call Recordings are established any time an inmate telephone goes off-hook, beginning at the moment the telephone is off hook through the duration of the call. They will be stored for SNDOC for the life of the contract an include all of the required information.

11.46 Recorded conversations must provide security measures to ensure they have not been tampered with. This security must extend to recordings transferred to external mediums such as CD-ROM or email. Vendor must also provide expert testimony regarding security of records if required.

### Read, Agree and Will Comply Without Qualification.

Securus' SCP provides a patented method for ensuring the authenticity of inmate call recordings made through the ITS platform. This patented security feature—the chain of evidence—is a key component of the SCP and is automatically included in all SCP installations. The chain of evidence prevents tampering of the call detail record and the call recording and encrypts, time-stamps, and verifies the authenticity of each recording.



Securus' goal in creating a system that ensures the security of the call recordings was to meet or exceed the Rules of Evidence used in state and federal courts for the admissibility and authenticity required in a court of law to support a conviction. It was the rigor of these standards to which we developed the SCP's chain of evidence.

In addition to the chain of evidence provided through SCP, Securus will provide expert staff to testify, at no cost to SNDOC, on the authenticity of the call recordings made on SCP.

11.47 Assign and use "PIN" management with the inmate telephone system, and require entry of a valid PIN prior to attempting a call. Integration with, or file sharing from, Owner's Offender Management System (OMS) is required to automate the PIN assignment process. Owner currently utilizes the New World Systems OMS.



SECURUS



SCP will use Personal Identifier Number (PIN) management and require inmates to enter a valid PIN prior to attempting a call. Securus' Integration Department will work with New World JMS to automate the PIN Management process.

## **Securus Dedicated Integration Department**

Securus has solid, proven experience with Integration. Securus currently integrates with more than 60 independent facility owned systems/shared databases and with more than 110 vendors worldwide.

Securus has its own dedicated Integration Department that works exclusively on integrating the various systems and products in the correctional environment. Having this dedicated Integration Department allows Securus to deliver fast and flexible solutions for our customers. Securus' technology is flexible and does not mandate rigid specifications when working with facility owned systems, JMS, OMS, Commissary vendors, etc. Securus will fully cooperate with SNDOC to automate the systems.

Securus is able to transform your data format for insertion into our platform, negating the need for costly code modifications to your system. Securus integration engineers will consult with your facility's IT department or system providers to determine the best integration strategy for your specific application. We have yet to meet a system we could not integrate with! Securus has not encountered any limitations to our integrating capabilities.

## **Securus Integration Process**

The dedicated Securus Integration team is the exclusive team that designs, develops, tests and implements all custom integrations with corrections industry and banking systems. Our mission is to deliver fast and flexible solutions for our customers. This process is incorporated into the overall Project Plan for the installation of the Securus SCP inmate telephone system. Major milestones include:

- Collect Preliminary Needs/Requirements
- Contract Signed
- Finalized Requirements document
- Approved Scope Statement
- Finalize Design Document
- Schedule Customer Implementation
- Develop Custom Integration Solution
- Test Custom Integration Solution
- Implement Custom Integration Solution
- Customer Approval and Sign off

### **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 SNDOC wishes to use. This number can absolutely be configured to be required before an inmate can place calls through the SCP ITS.

#### **PIN Operations**

PIN operations through SCP are highly flexible. Facilities have the ability to enable or disable PIN operations as needed at the facility, inmate account, or phone level. For example, facility personnel may choose to enable PIN operations for maximum security or long-term areas, and disable PIN operations for overnight, work release, or trustee areas. SCP has no limit on the number of PIN or non-PIN inmate telephones operating at the facility.

For those phones that have been programmed for PIN operations, each inmate must enter their PIN before making a telephone call. By using their PIN, they create an audit trail that that shows authorized personnel the inmate that placed the call, the date and time of the call, and the number that was dialed. PINs also enable facility staff to authorize or restrict specific inmates from calling specific numbers.

#### **PIN Restrictions**

Once PINs are configured, they can be used to restrict inmate calls. This can be accomplished at the facility, phone, or inmate account level.

For example, facilities are able to identify and lock PINs to a phone or group of phones within a facility. Site administrators also have the ability to transfer PINS, or a single PIN, when inmates change housing units. Transferring PINs can also be automated through our data import application.

#### **Importing JMS Data**

The Securus SCP system has the capability to interface with the Facility's booking/jail management system (JMS) so that the inmate PINs can be automatically transferred, activated





and deactivated in the inmate telephone system based on the inmate's status. If an inmate is released, the inmates PIN information is stored and can be reactivated along with call detail records and inmate recordings if the inmate returns to the facility.

Examples of fields that we may automatically populate in SCP if and when we receive the data from the JMS integration include the following:

Data	Description	
Site ID	Facility from which the inmate is calling. Also used for transferring inmates from one facility to another, which is handled automatically in SCP	
First name	Inmate's first name	
Middle name	Inmate's middle name	
Last name	Inmate's last name	
Birth date	Inmate's date of birth	
Social security number (SSN)	Inmate social security number	
Account number	Inmate's jail ID, booking #, or docket number, to be used as the SCP inmate custody account number. This is the number provided to the inmate permanently, that typically does not change when the inmate is released and booked back into the facility.	
PIN	4- to 16-digit code used by the inmate to place phone calls. This number is provided by the JMS and sent to SCP to allow the inmate to place phone calls.	
Activate date	Date in which the inmate account became active in the system	
Book date	Date in which the inmate was booked into the facility	
Gender	Inmate gender	
Housing	Location of the inmate	
Race	Inmate race	
Alert level	Typically used for security status such as maximum, minimum, low risk, death row, etc	
Max call duration	Call duration applied to each phone call placed by this inmate	
Three-way detection	Setting to enable or disable three-way call detection for this inmate	
Language preference	Language in which the inmate speaks for reporting purposes, does not dictate which prompts are played over the phone	
Suspended	Setting to allow or prevent the inmate from placing calls	





Data	Description		
Suspend start date         Start date of calling privileges suspension			
Suspend end date	End date of calling privileges suspension		

As long as the JMS stores these fields and they are included in our integration, SNDOC will be able to determine which fields they wish to be automatically updated in SCP.

11.47.1 The current ITS does not have a PIN integration to OMS, but the process has been initiated to establish a daily file share via FTP.

## **Read**, Agree and Will Comply Without Qualification.

Although it was mentioned at the pre-bid conference that New World integrations are expensive, Securus has integrated with New World before and will facilitate the integration for Shawnee County at Securus' expense.

11.47.2 If Vendor requires full integration with OMS to function, Vendor shall work with Owner to negotiate the cost with New World Systems.

Read, Agree and Will Comply Without Qualification.

11.47.3 Describe whether Vendor has interfaced with New World Systems at other facilities and whether any issues are anticipated.

#### **W** Read, Agree and Will Comply Without Qualification.

Securus has an established relationship with New World and has interfaced with them with success at other facilities. We have a current established method for interfacing and our most recent integration was turned up live on March 28, 2012.

11.47.4 Vendor must establish necessary interface(s) with New World Systems, if needed, at no cost to Owner.

Read, Agree and Will Comply Without Qualification.

11.48 Restrict calling by PIN:

Read, Agree and Will Comply Without Qualification.



Once PINs are configured, they can be used to restrict inmate calls. This can be accomplished at the facility, phone, or inmate account level. For example, facilities are able to identify and lock PINs to a phone or group of phones within a facility. Site administrators also have the ability to transfer PINS, or a single PIN, when inmates change housing units. Transferring PINs can also be automated through our data import application.

## 11.48.1 Suspension of a specific PIN

## Read, Agree and Will Comply Without Qualification.

A specific inmate's PIN may be suspended for a specified time from SCP's user interface by any SNDOC authorized user. 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 can be configured to enable 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 and may also be automated through E-Imports.

11.48.2 Restriction to certain telephones, by facility or sub-location, at Owner's option

#### Version Read, Agree and Will Comply Without Qualification.

SCP can be configured to restrict an inmate PIN and to a phone, group of phones, or site at SNDOC's option.

#### 11.48.3 Duration of call

#### Read, Agree and Will Comply Without Qualification.

SCP provides SNDOC with the ability to restrict inmate PIN's to a configurable maximum call duration.

#### 11.48.4 Time of day calls may occur

#### Read, Agree and Will Comply Without Qualification.

SECURUS



SCP provides SNDOC with the ability to restrict inmate PIN's to the time of day a call may occur. In addition PIN restrictions can even be set for maximum number of calls or even maximum number of minutes allowed per day, week, or month.

11.48.5 Specific numbers the PIN may NOT call, e.g. victim numbers.

## Read, Agree and Will Comply Without Qualification.

SCP's Personal Allowed Number (PAN) feature will associate a calling list to an inmate's PIN. This calling list can be configured with allowed numbers or blocked numbers by PIN as defined by SNDOC.

11.48.6 Allow only certain privileged numbers a PIN may call (e.g. juvenile approved contacts).

## Read, Agree and Will Comply Without Qualification.

Regardless of Personal Allowed Number list restrictions placed on an inmate, SCP also provides the inmate with the ability to make "privileged" (private) calls or other allowed called placed on the "global allowed list".

11.48.7 Allowed only certain non-privileged numbers the PIN may call (PANs).

## Read, Agree and Will Comply Without Qualification.

The Personal Allowed Number (PAN) feature in SCP provides an inmate approved calling list associated to the inmate's PIN. PAN restricts inmate calling to only those non-privileged numbers included on their list.

## Debit Calling

11.49 System must provide the capability to purchase Debit Calling time from commissary, or directly from Owner's inmate banking system. Integration with Owner's commissary system and/or banking system is required. Owner currently utilizes Keefe Commissary for commissary and New World System for banking.

#### Read, Agree and Will Comply Without Qualification.

Securus will provide SNDOC with our industry leading calling product, Inmate Debit. Inmate Debit offers prepaid inmate-owned accounts used to pay for phone calls, funded by inmates through either the commissary or inmate banking system. Inmate Debit can also be funded by friends and family members by several means-including (not limited to) online through Securus' own <u>www.securustech.net</u>





To enable inmate funding of their Inmate Debit account, Securus will interface with either Keefe Commissary or New World System.

Securus also has an established relationship with the current commissary, Keefe, to provide integrations and many products to our shared customers. Securus will provide Web service interface to Keefe Commissary, which will allow seamless funding for debit accounts including credits, debits, and refunds.

## **Securus Dedicated Integration Team**

Securus has its own dedicated Integration Department that works exclusively on integrating the various systems and products in the correctional environment. Having this dedicated Integration Department allows Securus to deliver fast and flexible solutions for our customers. Securus currently integrates with more than 60 independent facility owned systems/shared databases and with more than 110 vendors worldwide.

Securus' technology is flexible and does not mandate rigid specifications when working with facility owned systems, JMS, OMS, Commissary, and. Vendors etc. Securus will fully cooperate with SNDOC to automate the systems.

The most common technologies Securus is able to integrate with your system include: HTTP, FTP push or pull of files in any textual format, SOAP Web Services, JSON, XML-RPC, and TCP Sockets. All of these methods are performed over a secure connection. Securus is able to transform your data format for insertion into our platform, negating the need for costly code modifications to your system. Securus integration engineers will consult with your facilities IT department or system provider to determine the best integration strategy for your specific application.

#### **Securus Integration Process**

The dedicated Securus Integration team is the exclusive team that designs, develops, tests and implements all custom integrations with corrections industry and banking systems. Our mission is to deliver fast and flexible solutions for our customers. This process is incorporated into the overall Project Plan for the installation of the Securus SCP inmate telephone system. Major milestones include:

- Collect Preliminary Needs/Requirements
- Contract Signed
- Finalized Requirements document
- Approved Scope Statement
- Finalize Design Document
- Schedule Customer Implementation
- Develop Custom Integration Solution
- Test Custom Integration Solution
- Implement Custom Integration Solution
- Customer Approval and Sign off





#### **Inmate Debit Overview**

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 or banking system to his Inmate Debit calling account. The transfer amount will be deducted from the inmate's trust or commissary account and added to his Inmate Debit calling account.

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 Shawnee County.

#### **Implementing Inmate Debit**

Securus has a dedicated Integration team that is committed to integrating within 30 days. The Integration team will provide Shawnee 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.



11.49.1 Describe whether Vendor has interfaced with Keefe Commissary or New World Systems at other facilities and whether any issues are anticipated.





## Read, Agree and Will Comply Without Qualification.

Securus has interfaced with both Keefe Commissary and New World Systems. Securus will fully cooperate with SNDOC to automate the systems, and pending commissary and banking cooperation, sees no anticipated issues.

11.49.2 Vendor must establish necessary interface(s) with Keefe Commissary and New World Systems at no cost to Owner.

## Read, Agree and Will Comply Without Qualification.

All required interfaces with Keefe Commissary and New World System will be established at no cost to SNDOC.

11.50 The ITS shall provide the inmate with the balance of their debit account at the time of the call.

#### Read, Agree and Will Comply Without Qualification.

Inmates will hear their up-to-date account balance every time they place an outgoing Inmate Debit call.

11.51 Vendor must provide information on how debit balances are handled upon inmates' release.

#### Read, Agree and Will Comply Without Qualification.

When an inmate is released from an SNDOC Detention Center, the release information is transmitted to SCP. The Inmate Debit account is closed in SCP and the remaining unused balance is made available for refund to the inmate. Securus can remit the unused funds to SNDOC to be refunded to the inmate via SNDOC's refund process. To further relieve SNDOC of cash-handling, Securus also has the ability to make refunds available to the inmates directly via Western Union's more than 46,000 nationwide retail locations.

#### Administration and Reporting

- 11.52 The System must provide correct and accurate call detail and management reports for all calls placed from the inmate phones. Reports shall include as a minimum, origination number, destination number, type of call (local, intralata, interlata/intrastate, or interstate), number of minutes of call, reason for disconnect and total call charges.
- Read, Agree and Will Comply Without Qualification.



Securus will provide Shawnee County Department of Corrections with correct and accurate call detail and management report for all calls placed from inmate phones. Reports include, but are not limited to origination number, destination number, type of call, number of minutes of call, reason for disconnect and total call charges.

Reports through SCP are provided through its dedicated report writer, providing investigative information based on the call Detail Records (CDRs). 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 offender telephone through SCP. These details include date, time and duration, telephone number or origination and destination—if used—offender 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 offender
- 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
- Offender name
- Offender PIN, if used, and/or account number
- Prepaid calling card number
- Destination zone (i.e., local, interLATA, interstate, intraLATA, international)

## **Call Detail Reports**

For example, Call Detail Reports (CDRs) provide investigators with an intuitive and user friendly report that enables them to view or search on virtually anything related to an inmate call.

• Site name from which the call was placed

## **Technical Response**

- Phone location as labeled in the system
- County code
- Dialed number
- Start date/time
- End date/time
- Duration of call
- Inmate Account Number
- Inmate PIN
- Prepaid card number if used
- Inmate first, middle, and last name
- Type of call (voice mail, person call, prepaid call, debit call, etc.)
- Status of call (complete/incomplete)
- Reason for call termination
- Reason for block
- Call properties (watched number, RCF detected, three-way attempt, private number)
- Destination zone
- Desired results per page

The following Call Detail Report images display available search criteria in addition to the interactive report results screen.



## **Technical Response**

## **Call Detail Report in SCP**

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Secure Call Platform		Customize reports by changing search criteria—such as facility/site/phone/phone group, date range, call type, call termination, reason, call length, and much more.			
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Some additional reports, standard to SCP, are:

- ✓ Call Detail Search Screen
- ✓ Custody Account Call Usage Report
- ✓ Officer Check In Report
- ✓ Voice Biometric Status Report
- ✓ Call Detail Results Screen
- ✓ Call Tracker Report
- ✓ PAN Frequency and Detail Report
- ✓ Voice Biometrics Frequency of Failure Report
- Three Way Call Detection Report
- ✓ Hourly Usage
- ✓ PAN Management Report
- ✓ Crime Tip Report
- ✓ Call Frequency Report
- ✓ Covert Alert Report
- ✓ SCP Debit Report
- ✓ Informant Line Report





- ✓ Emergency Call Report
- ✓ Custody Account Change Log
- ✓ PAN Entry Change Log

✓ Word Spotting

Search Report

- ✓ Security Template Change Log
- ✓ System Access

Report

- Change Log
  - ✓ Recording Log

✓ Phone Number

✓ Comprehensive

Log

System Change

- ✓ Management Change Log
- ✓ User Management Change Log
- ✓ Scan Patrol Log

Sample SCP reports are provided for SNDOC review as Attachment E in the required Attachments section of our proposal.

11.53 Call rating and revenue reporting must include systematic controls and internal audit processes to ensure correct and accurate reporting. Describe your systematic controls and internal audit procedures.

## Read, Agree and Will Comply Without Qualification.

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 ungualified audit opinion, or compliance, confirms that Securus has effective controls and safeguards in place to manage critical financial information. Unlike our competitors who do not provide transparency in their financial reporting, SOX compliance demonstrates that our financial statements provide the necessary depth and accuracy required for investors, rating agencies, and our clients.

#### SAS 70 Certification

Securus, unlike any other provider in the industry, can claim the distinction of being SOC-1 (formerly known as SAS-70 Type II) certified. In 2009, Securus successfully completed an American Institute of Certified Public Accountants Statement on Auditing Standards No. 70 (SAS 70) certification. This certification indicates that an independent accounting and auditing firm completed a comprehensive and in-depth evaluation and testing of our internal controls and related activities. It confirms that the company has effective controls and safeguards in place to manage information and data belonging to our customers and clients.

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; therefore, we need to accurately process, manage, and control millions of call records and call recordings for security and investigative purposes. SOC-





1 certification demonstrates to correctional facilities and their auditors that Securus has the necessary controls in place to manage this critical information.

11.54 The System must provide accurate summary revenue. Reports must include all call types (collect, Prepaid Collect and debit/debit card) and must reflect the total revenue for each call type, subtotaled by tariff type (local, IntraLATA, InterLATA, Interstate, and International.)

#### Read, Agree and Will Comply Without Qualification.

Securus will provide accurate summary revenue reports through our Facility Portal. These reports can be accessed anytime, anywhere by authorized SNDOC users and include call types, total revenue for call type, and subtotals for tariff types.

The Facility Portal allows all facility customers to gain access to their commission reports, revenue reports, investigative tools, trouble ticket system, and a wide variety of other time-savings and revenue generating features and services. These 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.





## **Facility Portal Dashboard**

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In additional, the Securus Facility Portal allows authorized users to perform functions, such as managing users and facility settings, ordering materials, creating and managing service tickets, and generating administrative reports.

Authorized users can view or download the following reports from Facility Portal:

- **Calling Activity Report** This report provides details on the number and type of calls made from a telephone number at the facility(s).
- **Call Type Summary Report** This report provides details on the number and type of calls made from a specific telephone number at the facility(s). Calls will be broken down by local, intraLATA, interLATA and interstate.





- **Daily Call Volume Snapshot** This report shows a daily snapshot of calls and minutes compared to the daily average
- **Monthly Call Frequency Chart** This chart details the most frequently called numbers from the facility.
- **Preliminary Monthly Revenue Report** This report details all calls, minutes and revenue for a specific date range.
- **Preliminary Daily Revenue Report** This report details all calls, minutes and revenue for a specific date.
- **Investigation Tool** This tool allows for tracking of a specific dialed number from any of the more than 2,200 facilities serviced by Securus.

In the following illustration, a corrections officer reviews a Facility Portal commission report.



## **Officer Reviews Revenue Report**

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11.55 The System must be capable of being accessed by users both on-site utilizing the ITS' network facilities and off site from any PC or laptop that has access to a high-speed internet connection, via secure access to Vendor's system.

## V Read, Agree and Will Comply Without Qualification.

SCP is a highly featured, flexible, state-of-the-art system designed to provide our customers with the ultimate in inmate call control, fraud control and tracking, security, reporting, and investigative capabilities.





SCP's user interface is SNDOC's window to all of these features. Because it is entirely Webbased, authorized users access the system at anytime, from any location. We call this anytime/anywhere access. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from any secure Web browser with Internet access.

This system is one of the only single-point-access user interfaces in the industry, built to allow our customers complete control over their systems in a simple, reliable, secure environment. Authorized users can easily apply settings and configurations to turn on a phone to a pod, restrict a phone, change a blocked number, and turn on or off a feature or application—all in

real time. All features are completely integrated and can easily be accessed with the click of a mouse. As a result, SNDOC will experience the following benefits:

- Increased efficiency for staff
- Increased flexibility
- Quicker "on-demand" access to call detail records and call recordings
- Unequalled investigative access to potential criminal activity



To access the SCP interface, users open Internet Explorer (version 6 or higher) and enter the URL: <u>https://commandcenter.securustech.net</u>. They then enter a valid user name and password.

- 11.56 The System must be capable of sorting Call Detail Records and producing reports which reveal inmate telephone activity, including but not limited to the reports below:
  - Calling by Facility
  - Calling by inmate PIN
  - Calling by station
  - Calling by destination number
  - Frequently called numbers (numbers called more than x times per day)
  - Commonly called numbers (numbers called by more than x inmates)
  - Calling by billing type
  - Global allowed or blocked numbers
  - PAN or attorney lists by inmate
  - Three-way call attempts
  - Remote call forwarding attempts
  - Call attempts to restricted numbers

#### Read, Agree and Will Comply Without Qualification.





SCP provides multiple administrative and investigative reports using information from Call Detail Records, revealing valuable inmate telephone activity. Reports can be exported to Excel, CSV, or PDF files, sorted, analyzed, and archived. This includes:

- Calling by Facility
- Calling by inmate PIN
- Calling by station
- Calling by destination number
- Frequently called numbers (numbers called more than x times per day)
- Commonly called numbers (numbers called by more than x inmates)
- Calling by billing type
- Global allowed or blocked numbers
- PAN or attorney lists by inmate
- Three-way call attempts
- Remote call forwarding attempts
- Call attempts to restricted numbers

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.

For example, 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.



## **Sample Frequently Called Number Report**

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The FCN feature allows investigators to generate a report by entering a frequency threshold that instructs the system to search for only those numbers that have been called a certain number of times throughout the facility. For example, by entering '50' in the parameter field, the system shows only those numbers that have been called 50 or more times within a designated timeframe. After the report appears on-screen, clicking the mouse produces a second report that represents all areas of the facility from which a specific number has been called. Investigators can use this report to analyze data and determine specific call patterns, detail suspicious activity, and selectively assign a watched number status to potential fraudulent numbers.

A full set of reports that administrative users need daily, as well as a full set of investigative reports, makes Securus' Standard Reports generator anything but standard.

11.57 The System must be capable of producing customized reports by Owner request. Describe the process and timeline for requesting and producing customized reports.

## Read, Agree and Will Comply Without Qualification.





The proposed system, SCP, is very flexible and easy to use and allows SNDOC users to create their own reporting on an almost limitless basis. Should customized reports be needed, Securus will provide them to the County at no charge.

- 11.58 Vendor shall supply Owner users two workstations and printers connected to ITS bandwidth at mutually agreed upon locations. This equipment is for the direct access to the Vendor system for investigative purposes, and is not in lieu of secure web-based connectivity required in section 11.37 above. Equipment requirements include:
  - Desktop or laptop CPU
  - Flat panel monitor (if desktop)
  - CD/DVD burner
  - Serial or USB port local printer (dedicated to the workstation CPU or laptop). Network and System Requirements

#### **W** Read, Agree and Will Comply Without Qualification.

Securus will supply all workstations and printers as required in the locations designated by SNDOC.

## **Network and System Requirements**

11.59 Flexible, State of the Art technology and web based equipment and software must be provided.

#### Read, Agree and Will Comply Without Qualification.

Our SCP is a state-of-the-art system designed to provide SNDOC 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.

Securus 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.

> 11.59.1 The ITS' system environment must be new and dedicated to Owner. Servers, storage units, and other infrastructure may not be shared with other correctional systems.

## Read, Agree and Will Comply Without Qualification.

Securus will provide dedicated infrastructure to the county to the extent dedicated infrastructure can be provided in a centralized calling environment. Every telecommunications network meets aggregation points where calls are sent to the public switched telephone network and as such, not every point in the network can be dedicated to one customer. Securus has allotted incremental storage expense specific to the county, and transport, and processing will be augmented so the county has processing available. That said there will be portions of the network that are shared among other customers as it is not technically possible in a centralized environment for there to be 100% unique touch points.

Securus has the most advanced state of the art network available, and the county will receive the benefit of over 90 patented technologies available only due to the unique architecture of SCP. This network supports almost half of the correctional facilities in the country and new equipment is added every month. The infrastructure will be new on day one, and be new at the end of the agreement. Perhaps the largest advantage of our network platform is the fact that we have the ability to constantly upgrade technology so we stay ahead of criminals and help support you in the critical tasks of law enforcement.





11.59.2 ITS architecture shall be expandable to allow future growth.

## Read, Agree and Will Comply Without Qualification.

Using our premier industry leading platform—offering up to four technology upgrades each year—ensures Shawnee County will have the very latest in advanced features and technology today and well into the future. Because the proposed Secure Call Platform (SCP) uses a centralized architecture, features are available to you as soon as they are ready.

## 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. 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 other provider's newer technology and the benefits that come with them.

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 (almost 4 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.

#### **Ongoing Investment**

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. In fact, \$10 million dollars of annual capital investment is more than most of our competitors' annual income. Securus invests our earnings <u>back into the business</u>—back to you.

11.59.3 Describe your system architecture, including diagrams as appropriate.

## Read, Agree and Will Comply Without Qualification.

In the past 30 years, inmate telephone systems have evolved from traditional payphones to complex hardware and software platforms that go beyond just completing phone calls. Through this evolution, the primary systems consisted of on-premise, hardware equipment housed in closets or storage space with laptop and tape drives for archiving and retrieving call recordings. Today, only one system has truly revolutionized inmate calling platforms technology—The Securus Secure Call Platform (SCP).

The Securus SCP is built on a centralized architecture where nearly all hardware and software is located in a carrier class data center offsite and outside of the facility.

## **Centralized Architecture Advantages**

SCP's centralized architecture delivers the following advantages:





# 1. Enhanced performance and service for reduced inmate grievance and improved call uptime.

Better facility performance and service was at the heart of developing the industry's first centralized architecture platform, SCP. A centralized architecture virtually eliminates onsite equipment improving operations, reducing downtime, and protecting data. With premised based platforms, equipment is located at the facility; any issues require time to send someone to the physical location leaving service down for hours—or days. With the elimination of most of this equipment, SCP architecture improves time-to-repair, keeps phones operational, and called parties satisfied.

SCP's central design also allows for easier installations and system growth. With fewer onsite components and no need for onsite tuning— system installs are easier to accomplish and can occur in real-time. The Securus Network Operations Center (NOC) also provides centralized monitoring of all call traffic and the necessary reporting to determine if an increase or decrease in the number of telephones or capacity is needed.

SCP's centralized architecture simplifies network management, speeding fault isolation, which removes the need to dispatch technicians to reboot the system. This improves the logistics and efficiency of technical support and reduces maintenance problems. Proactive system monitoring and support means fewer visits to the site and less demand for staff support.

#### 2. Improved call quality for more effective investigations.

Poor call quality negatively affects the daily operations of correctional services. And while inadequate quality is rarely a factor in an outside caller's buying decision, it can become a significant barrier to completing more calls. Poor call quality creates a number of problems:

Garbled or unclear transmissions reduce the effectiveness of investigations

- Unclear communications with inmates or called parties reduces user satisfaction, and often leads to hostility or complaints
- Anything less than crystal clear communications reduces the facility's ability to detect and prevent fraud
- Analog transport systems can be slow and prone to noise and static interruptions. The effect on a phone conversation is oftentimes—garbled conversations.

SCP's fully digital system provides clear delivery across the entire call-processing network. Digital transport is an extremely efficient means of moving data, and the more efficient a system is at moving data, the faster it gets to its destination and the "cleaner" the data remain.

Benefits of digital technology include the following:

- High-quality recordings allow investigators to easily discern keywords and suspicious background sounds in both the offender's and the called party's environments.
- Reduces complaints due to poor sound quality
- Improves the ability to detect and prevent fraud, such as three way calling attempts
- Upholds call recording standards that enable an absolute "chain of evidence"





#### 3. More capabilities and newest technologies for continued growth.

With on-premise platforms, functional improvements are installed—one site at a time. This "one-off" approach to deploying new technology leaves other sites wanting. And without the latest enhancements—they operate at a disadvantage.

SCP eliminates this problem. Our centrally-managed, network-based architecture supports instant upgrades to all sites—simultaneously. This results in strategic, enterprise-wide access to the latest technology, without the wait. Additionally, our turnkey updates, which typically occur three or four times a year, are built to accommodate all users, and ensure our customers always have the latest capabilities.

Also with centralized architecture—adding extra capacity, additional lines, or more storage occurs seamlessly and often transparently—since these updates occur in our data centers—not in onsite facility closets or storage rooms.

# 4. Anytime, anywhere access for greater investigative efficiencies and increased operational command.

Modern communications technology provides users with features and functions that offer easy access, increased mobility, and greater flexibility. SCP is no different.

Unlike many premised based systems, SCP allows anytime, anywhere access to system data. Authorized users are able to access the platform through the S-Gate customer interface 24 hours a day, 7 days a week, 365 days a year—with any secure desktop computer and access to the internet. This greatly improves the facility's investigative efficiencies and operational command. With SCP, authorized users have immediate, real-time control over telephones and all SCP administrative, investigative, and fraud management features and functions. For example, an investigator can manage call data, monitor a conversation, access statistical data, or search call records—all with a click of his or her mouse.

Anytime anywhere access also helps facilities communicate with each other; track calling, funding, and visitation patterns; and share information on offender activity. And with SCP's centralized database capabilities, facilities are able to link to our nationwide network of partnering facilities, and utilize strength in numbers to better fight crime.

The fail safe systems and processes built into SCP prevent loss of data and system downtime because all data is stored offsite, in a centralized database and backed up appropriately.

#### 5. Safer storage for call recordings, eliminating lost recordings.

All inmate telephone systems must safely record and store calls. This responsibility is an essential, minimum requirement.

SCP records and stores all call data in a secure, offsite data center. Devices within the data center infrastructure—routers, switches, servers, power circuits, etc.—provides fault tolerance down to the component level. And data center personnel continuously monitor and manage Securus' Storage Area Network (SAN) through intelligent, automated processes and storage policies. Together, these safeguards provide unparalleled data security that ensures the highest level of security for all call records.





#### 6. Scalable system design accommodates growth in call volume.

SCP easily accommodates growth in call volume. Within SCP, specific thresholds are established to indicate when additional capacity is needed. These thresholds provide our network operations personnel enough lead time to order additional bandwidth and hardware— so inmate calls are never blocked—due to a lack of capacity. Also, SCP's scalable system design allows facilities to benefit from:

- Seamless feature/function upgrades with minimal disruption
- The ability to turn on new sites with ease
- Standardized training
- All sites on the same software releases
- All sites on the latest call management technology for improved investigations and public safety

# 7. Proactive network monitoring enables quick fault identification and reduced downtime.

With SCP's centralized architecture, Securus is able to proactively monitor systems and identify system abnormalities –often before any issue is noticed at the facility. This capability dramatically reduces downtime and improves user satisfaction. In fact, our records indicate that Securus' proactive network monitoring reduce direct facility service issues by approximately 40%, since we are able to discover and resolve issues before they become a problem.

The following diagram represents Securus' centralized SCP network architecture.











11.60 Data storage - CDRs and Call Recordings must be stored On-Line for the life of the contract, in addition to being made available per requirements in section 7.4 (Transition Services). Alternate proposals of archive storage are not acceptable.

## **W** Read, Agree and Will Comply Without Qualification.

Securus will store CDRs and call recordings for SNDOC online for the life of the contract, in accordance with the requirements of this RFP.

## **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 Recording Storage**

Securus will store call recordings for immediate access online for the required length of time, accessed from anywhere/anytime. Call recordings are stored in Securus' centralized Disaster-Resistant Carrier-Class Data Centers, which are managed under the direct supervision and immediate hands-on maintenance by trained data center personnel. In addition, all equipment





used to store recordings is monitored by the Securus' fully staffed Network Operations Center 24 hours a day, 7 days a week, and 365 days a year.

To provide SNDOC 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.



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In addition, Securus' SAN translates to over four (4) petabytes of storage space and is continuously monitored and managed through intelligent automated processes and storage policies. When these very large storage systems approach designated thresholds, Securus expands capacity to ensure all authorized call records and recordings are retained in secure, disaster-resistant locations.

Securus' data centers and SAN storage solutions provide facilities with technology that is:

- Scalable to meet any facility's contractually required storage demands
- **Resistant** to local disasters through multiple copies stored within the data centers as well as offsite copies
- Highly available through the unique architecture and design of the data storage model
- Partitioned and compressed to run queries faster
- Secured, protected, and monitored to enable total recall of data

Our advanced inmate calling system can record and store basic call data with the capability to provide management reports. The length of time the calls are stored is not limited to a minimum or maximum period. Since every site's requirements are different, Securus is happy to discuss the optimal timeframe for data storage with the Facility. All recordings are stored online as well as on remote copies. Typically, CDRs are stored for seven years.

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

11.61 Network configuration - Vendor must provide dedicated network circuits over which all authorized Owner users access Calling Data. Access over shared bandwidth is not acceptable. Detail your network architecture, paying particular attention to the dedicated bandwidth available at each site as well as the dedicated bandwidth available to access Calling Data for both on-site and remote users.

## Read, Agree and Will Comply Without Qualification.

Securus is providing a central VoIP solution to support all three facilities. Our VoIP solution includes 2 dedicated digital T1 circuits to support the Inmate Phone traffic and system access by the 2 Securus provided workstations. The available bandwidth is 3.09 Mbps.

For the Video Visitation system Securus is providing 2 dedicated digital T1 circuits to support the proposed Video Visitation Remote at Home service. These 2 digital circuits are dedicated to the Video Visitation only. The available bandwidth is 3.09 Mbps.



Securus is proposing our Secure Call Platform<sup>™</sup> (SCP) as our Inmate Telephone System (ITS) technology. Our SCP is a fully digital system that provides industry leading, crystal clear delivery of voice communication important in the environment that it operates within. Securus has installed this system at more than 1,600 facilities. With our unique ability to upgrade the system as technology advances, SCP provides you with access to the latest technology without delay and without unnecessary confusion and labor.

Our proposal is fundamentally supported by our patented SCP. This architecture is designed exclusively for the correctional industry and offers an integrated, adaptable, highly-reliable framework to deliver mission-critical inmate calling system applications.

The advantages of SCP derive primarily from its carrier-class centralized architecture. All centralized platforms are not created equal; many centralized platforms are simply premises-based systems that have been moved to a central location.

SCP's centralized architecture features:

- Minimal on-site equipment which allows us to: (i) expedite installations due to fewer components and minimal needs for on-site work; (ii) reduce time-to-repair; and, (iii) ensure call recordings are protected and are backed up.
- Scalable system design which allows us to: (i) update functionality with ease and with minimal disruption; (ii) turn-up new sites with ease; (iii) keep all sites on same software releases; (iv) standardize training and avoid unnecessary end-user confusion; and, (v)





make sure sites always have the latest technology for call management, public safety, and investigations.

Pro-active network monitoring which allows us to (i) offer a carrier-class central office/data center that allows for system monitoring and quick fault identification and isolation; (ii) reduce downtime and improve end-user satisfaction; and, (iii) diagnose and resolve issues on your system, often before you notice a problem yourself--our records indicate that our monitoring systems reduce direct facility service issues by approximately 40%, because it discovers and resolves issues before they become a problem for the facility.

Our centralized solution provides an advanced method of aggregating data and providing centralized management of inmate telephone service with its many remote facilities. Each remote facility is connected to a central site using MPLS (Multi Protocol Label Switching) T-1s for voice and data providing centralized management of user profiles. The network transport is currently supplied by AT&T.

#### **Network Design**

The network-based system provides Shawnee County and its many facilities with a centralized management solution. Each facility is connected to a central site using Multi Protocol Label Switching (MPLS) T-1s for voice and data for centralized management of user profiles.

MPLS represents the premier transport system available on the market for digitized voice transmission. The network transport is currently supplied by AT&T.

#### **Called Party Service and Support:**

11.62 All Called Party paid calls (Collect and Prepaid Collect) must be clearly identified as such to the Called Party, and provide an opportunity to refuse the call or all future calls from Owner's facilities.

#### Read, Agree and Will Comply Without Qualification.

All collect and prepaid collect calls will be clearly identified to friends and family members of inmates through clear, concise voice prompts from SCP's automated operator service (AOS)

SCP's automated operator also provides a <u>patented Perma Block process</u>, 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.

## **Automated Operator Service Overview**

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. Inmate access to a live operator is not allowed at any time.





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

- 11.63 The ITS must be able to recognize and distinguish busy signals, answering machines, or any other line conditions from positive acceptance by the Called Party.
- Read, Agree and Will Comply Without Qualification.





SCP uses industry standard telephony cards that incorporate sophisticated answer supervision techniques to ensure calls are limited to one call per connection. These advanced methods enable the platform to distinguish a legitimate call-answer- and-acceptance event from non-conforming telephone activity, such as:

- Network ring/busy signals
- Answering machines
- Operator intercepts
- Signal interface tones (SIT tones)
- Pagers
- Hacking
- Chain dialing

If an inmate's call was not completed due to one of these calling events, SCP informs the inmate audibly and provides the specific reason for call termination.

11.64 Vendor must describe the process for unblocking a telephone number previously restricted for non-payment, including the timeframe for removing the restriction once payment posts.

## Read, Agree and Will Comply Without Qualification.

Upon payment verification, the blocked status is immediately removed and calls can begin processing at that time.

#### Specific Prepaid Collect service requirements:

11.65 Vendor must provide an alternative billing option to Called Parties who are categorized as unbillable by virtue of their selection of an alternative local carrier for service.

#### Read, Agree and Will Comply Without Qualification.

Securus makes every attempt to connect any call placed by an inmate to their friends or family members. Securus' First Call Connect<sup>™</sup> program connects inmates to friends and family who do not have a billing arrangement, or are classified as "non-billable", so that they are allowed to make contact and establish a pre-paid account.

First Call Connect allows initial calls to non-billable friends and family members to connect for a short duration, after which time the friend or family member is given the opportunity to set up a pre-paid account, using a direct connection to the Securus Correctional Billing Service's customer support center.





Our First Call Connect program will produce the following benefits for SNDOC, their inmates, and their constituents:

- Inmates bond out faster, leading to increased security and efficiency within your facility.
- Friends and family are more aware of their loved ones situation, leading to informed and secure constituents.
- Securus is able to open more pre-paid accounts, quicker, and with higher funding amounts, which results in more commissionable calls for SNDOC.

Securus stands apart from our competition by helping facilities create billable calling relationships that increase revenue for SNDOC and shorten the time for inmates to bond out of jail.

11.65.1 System proposed MUST permit the first call attempt to complete and must provide the called party with immediate access to live customer service representatives for account setup; automated systems are NOT acceptable.

## Read, Agree and Will Comply Without Qualification.

When an inmate at an SNDOC facility attempts to place their first call, SCP's validation system will route the call in an optimized fashion and attempt, through multiple means, to connect the call. If the called party does not have a prepaid or post-paid payment product already established with Securus, or we are unable to process the call due to LEC or CLEC restrictions or any other reasons, the call will be connected through FCC or InstantPay programs, rather than be blocked.

This program provides friend and family members with immediate access to Securus' own Correctional Billing Services to set up an account, fund an account and much more.

## **Friends and Family Customer Service Support**

Securus Correctional Billing Services (SCBS) will provide a comprehensive solution suite that provides the friends and families of incarcerated individuals complete assistance with account funding, account maintenance, and inquiries. Friends and family can use our toll-free number (1-800-844-6591) to speak directly to an agent. If they choose, they may also take advantage of our easy to use automated system to help them with their needs. For added convenience, we also offer personal account access via the following methods:

- SCBS Website www.securustech.net
- SCBS E-mail address customer\_service@securustech.net

Our friendly and knowledgeable agents help friends and families with the following:







- Setting up and funding accounts
- Making payment arrangements
- Resolving complaints
- Blocking and unblocking numbers
- Reviewing call durations and history
- Learning about Western Union options
- Receiving information on new services
- Confirming originating facility
- Reviewing account balances
- Answering questions and helping customers with refund requests
- Managing account notifications

# We believe that customer service is too important to completely outsource these services to an outside vendor.

We routinely survey our customers and measure satisfaction ratings so that we can find ways to improve our service levels. Our customer service agents are highly trained on inmate telephone system issues and in satisfying the specific needs of called parties. We offer both English speaking and Spanish speaking agents.

11.65.2 Such access must be accomplished by pressing a single key on the called party's telephone keypad.

#### Read, Agree and Will Comply Without Qualification.

11.65.3 Although the called party may be provided a toll free number to call for information or account set-up, this MUST NOT be the only alternative.

#### Read, Agree and Will Comply Without Qualification.

The Securus Correctional Billing Services (SCBS) call center employs approximately 200 customer service representatives who are trained and managed by Securus management. Live agent support is available to friends and family members 7 days a week, 24 hours a day, and 365 days a year.





Customers can use our toll-free number (1-800-844-6591) to either speak to a "live" agent, or to take advantage of our easy to use automated system to help them with their needs. For added convenience, we also offer personal account access via our website (www.securustech.net) or via e-mail (customer\_service@securustech.net) or even through SCBS online chat as show in the image below.

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PO Box (2014 Dates and a second secon	Securus Web Chat Cs Chat: Open
Service: 1.400.444.4551 Centomer Satisfaction Hours of Operation: 24 hours a day, 7 days a meth submated System: Always Available Questions? Click here is chut with us hours	Free Kons, Law Konse, John Dod Kallert Belley Granitons 🕐 r.
	Annual Parat Banker

11.66 "Alternative" payment or account setup methods such as enhanced SMS programs are not allowed. All calls, regardless of billing method, must be charged at the rates specified in Appendix A.

Read, Agree and Will Comply Without Qualification.

11.67 Prepaid Collect account set up must include various payment options such as: credit card, electronic check, Western Union, etc. Describe payment methods available, timelines to post payments, and timelines to allowing calls to process once payment is posted.

#### Read, Agree and Will Comply Without Qualification.

Securus offers a wide variety of funding options for friends and family members of inmates to use in setting up prepaid accounts. We know that convenience drives account creation and that account creation drives more calling, so we focus on making sure the funding process is easy to follow and available when and where the inmates' friends and family members need it. We believe that we offer the most comprehensive and convenient options for funding accounts in the industry. Friends and family members can call our call center 24 hours a day, 7 days a week and 365 days a year and speak with a live operator to help them set-up and fund their





accounts, or they can take advantage of our easy to use website for funding, or they can fund accounts by mail or by visiting one of over 46,000 Western Union locations or 35,000 MoneyGram locations. Most payments (excluding payments made via Western Union) process in real time and are posted to the end-users account immediately. Generally speaking, lines are clear to receive calls with the posting of the payment providing there are no other blocks and / or restrictions on the end-users account.

The table below displays our features of our funding options and how they benefit called parties.

Friend and Family Funding Options	Means to You
<ul> <li>In-house Call Center</li> <li>Available 24 hours a day, 7 days a week and 365 days a year</li> <li>Staffed with Securus employees</li> <li>Use automated telephone access or talk to a "live" agent</li> <li>Fund an account <ul> <li>Accept check by telephone, Visa, and MasterCard (all options may not be available to all customers based on our risk management practices)</li> </ul> </li> <li>Manage account (e.g. open accounts, make or check payments, confirm rates, obtain credit limits, review call history, review account balances, manage account</li> </ul>	We believe the customer experience should not be out-sourced to an outside vendor. As such, our customer satisfaction scores are 20 percent higher than the industry standard. We are available so that you don't have to use staff time to answer questions on telephone account issues.
<ul> <li>notifications, and get questions answered)</li> <li>Website Access</li> <li>Create an account</li> <li>Fund an account         <ul> <li>Accept check by telephone, Visa, and MasterCard (all options may not be available to all customers based on our risk management practices)</li> <li>Manage account (see above description)</li> </ul> </li> </ul>	This is a popular option for those parties that wish to fund without interacting with a call center agent. More funding means more calls.
<ul> <li>Lockbox</li> <li>Accept personal checks, money orders, and cashier's checks</li> <li>No funding minimum</li> <li>Western Union</li> </ul>	Cash conscious parties can fund without a transaction fee and without a minimum. This allows inmates to talk with called parties who would not ordinarily be able to set-up accounts.
<ul> <li>Fund at over 46,000 locations</li> </ul>	For those without credit cards or who want immediate account set-up with no


**Technical Response** 

Friend and Family Funding Options	Means to You
	minimum fee, we provide funding options at any Western Union location. More funding means more calls.
<ul><li>MoneyGram</li><li>Fund at over 35,000 locations</li></ul>	Friends and family members are able to conveniently fund accounts at over 35,000 Walmart and CVS Pharmacy locations through MoneyGram.
<ul><li>Kiosks (optional)</li><li>Available in lobby</li></ul>	A funding source can be placed in close proximity to calling parties to encourage funding.

Inmate Funding Options	Means to You
<ul> <li>Prepaid Card Vending Machine (if available)</li> <li>Maintenance free</li> <li>Available in lobby</li> <li>Promotes usage</li> </ul>	You don't have to have your staff handling money. Cards can be dispensed right in your lobby without you having to be involved.
<ul> <li>Inmate Debit (if available)</li> <li>Integrated with trust fund or telephone fund accounts</li> </ul>	With the integrated option, this allows the inmate access to other accounts to draw from for telephone calls.

11.68 Prepaid Collect account set up may occur ONLY by telephone with a live customer representative or online through a secure session. Account setup through Interactive Voice Response (IVR) systems is not acceptable. Replenishment of existing accounts through an IVR is acceptable.

#### Read, Agree and Will Comply Without Qualification.

Securus Correctional Billing Services provide friends and family members with easy to use choices when setting up prepaid collect AdvanceConnect account. They can use our toll-free number to speak to a "live" agent.

If they prefer, they can also set up AdvanceConnect accounts at no cost through our user friendly website, <u>www.securustech.net</u> as shown in the image below. This is a popular method that provides a step by step approach to efficiently set up an account, fund account, and learn more about the multiple account options available right at their fingertips.







Securus will provide friends and family members an option to use our toll-free number (1-800-844-6591) to take advantage of our easy to use automated system to help them with their needs. For added convenience, we also offer service via e-mail (customer\_service@securustech.net) or even through SCBS online chat.

11.69 Prepaid Collect minimum funding amounts are not allowed regardless of account funding method.

#### Read, Agree and Will Comply Without Qualification.

Securus has the ability to do no minimum funding for all funding types.

11.70 Account refund requests must be processed immediately upon request and at no charge to the account holder. Describe your refund process, including time required to receive funds.

#### W Read, Agree and Will Comply Without Qualification.

To obtain a refund on an unexpired account, end users may contact SCBS by phone at 800-844-6591, by email at **customer service@securustech.net** or by chat at





<u>www.securustech.net</u>. For all Check and Credit Card transactions made by phone or Web site, full and partial refund amounts will be applied to the payment source last used. For full refunds on accounts where the last payment was made via Western Union, those funds will be refunded to the customer through Western Union. For partial refunds on accounts that were paid via Western Union and for both full and partial refunds on payments mailed to SCBS's lockbox, a check will be mailed via regular U.S. Postal Service delivery.

11.71 "Account expiration" or "Dormant funds" policies are not acceptable. Account refunds must be made available in full at any time, and regardless of the period of time from last use.

#### Read, Agree and Will Comply Without Qualification.

Unlike most vendors in the industry, Securus does not charge for refunds of prepaid accounts. Securus will refund funds at any time upon request of the account holder. Securus will also comply with all unclaimed property laws in the state of Kansas and will remit funds according to state law.

11.72 Customer service through a domestic live operator must be available 24/7/365 via a toll- free number.

#### **Figure 2** Read, Agree and Will Comply Without Qualification.

Securus is unique among its national competitors in offering an in-sourced call center located in the Dallas metropolitan area to provide customer service to friends and family members of inmates. Our call center employs approximately 200 customer service representatives who are trained and managed by Securus management.

Live agent support is available to friends and family members 7 days a week, 24 hours a day, and 365 days a year.

Customers can use our toll-free number (1-800-844-6591) to either speak to a "live" agent, or to take advantage of our easy to use automated system to help them with their needs. For added convenience, we also offer personal account access via our website (<u>www.securustech.net</u>) or <u>via e-mail (customer\_service@securustech.net</u>).

Also end-users may now access SCBS' customer service via chat 24 hours a day, seven days a week.

Our friendly and knowledgeable agents can help customers with:

- Setting up and funding accounts
- Making payment arrangements
- Obtaining information on credit limits
- Resolving complaints



#### **Technical Response**

- Blocking and unblocking numbers
- Reviewing call durations and history
- Learning about Western Union options
- Receiving information on new services
- Confirming originating facility
- Reviewing account balances
- Answering questions and helping customers with refund requests
- Managing account notifications

We diligently survey our customers and measure satisfaction ratings so that we can find ways to improve our service levels. Our customer satisfaction scores for our call center are 20 percent higher than the industry standard.

Our customer service agents are highly trained on inmate telephone system issues and in satisfying the specific needs of called parties. We offer both English speaking and Spanish speaking agents.

11.72.1 Access to a live operator must be straightforward and timely (less than one (1) minute) upon entry into Vendor's customer service system. Lengthy or complicated "press-throughs" to achieve desired services or a live operator are not acceptable. Describe how and how quickly end-users are able to reach a live operator within your customer service system, and provide your toll-free customer service number

#### Read, Agree and Will Comply Without Qualification.

Support through SCBS is available to friends and family members 7 days a week, 24 hours a day, and 365 days a year.

Customers can use our toll-free number (1-800-844-6591) to either speak to a "live" agent, or to take advantage of our easy to use automated system to help them with their needs. Through this system, friends and family members are provided options to speak to a live operator in less than one minute and only three clicks to get to an operator. For added convenience, we also offer personal account access via our website (<u>www.securustech.net</u>) or via e-mail (customer service@securustech.net).





11.72.2 List the locations of all call centers providing end-user customer service.

#### Read, Agree and Will Comply Without Qualification.

Securus Correctional Billing Services (SCBS) is located in the Dallas metropolitan area at the following address:

3000 Kellway Drive, Suite 150 Carrollton, TX 75006

11.72.3 Once entered into a live operator queue, the speed of answer must be consistently maintained at under 90 seconds. Owner may require Vendor to supply daily reports to ensure compliance. "Callback" services are not acceptable.

#### **W** Read, Agree and Will Comply Without Qualification.

Securus call center maintains the lowest average wait time in the industry. We are the only company in the industry who maintains a 100% US based, direct employee call center. When friends and family opt out of the voice response system to fund an account, for the month of March 2012 we calculated our ASA (average speed of answer) to be 33 seconds. In April 2102 we averaged 17 seconds. Seasonality can impact those numbers, but we always strive for the highest standards in the industry. As a point of reference March is traditionally the highest funding month of the year.

#### **System Operation - Optional Capabilities**

SECURUS

Owner is interested in the optional features and technology that may improve operations or security. These value-added options can be additional features of the system, integrated solutions or external technologies that complement the inmate calling system and enhance Owner's operational or investigative capabilities.

Technologies proposed may be included at no impact to commission or rates, or offered at an additional price, which may be provided at a reduced Commission percentage.

- For any value-added services involving fees or other charges to end-users, Vendor must include all end-user charges in their response below.
- For any value-added services involving a reduction in Commission percentage, Vendor shall note the fact that Commissions would be impacted; however, the exact impact should be documented only in Appendix A.

#### Read, Agree and Will Comply Without Qualification.

#### **Technical Response**

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

- Securus Video Visitation
- Threads Investigative Software
- Word Spotting
- Officer Check-In

#### **Securus Video Visitation**

As described previously in our proposal, Securus can provide Shawnee County with the stateof-the-art Securus Video Visitation system, enabling you to conduct visitations safely, securely, and with less burden on facility staff. The financial impact is provided as required in Appendix A. This advanced optional solution provides Shawnee 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/bailbond/family, and any other persons authorized by Shawnee 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 Securus Video Visitation.



#### **Technical Response**

#### **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 system's open architecture allows the terminals to provide more than video visitation. The video visitation terminal can also serve as kiosk to enables video arraignment and visitation sessions between inmates and their friends or family members, attorneys, and law enforcement officers. In addition to traditional video visitation sessions, it also facilitates the following activities:

- Visitation registration and scheduling
- Chat features for internal communication between the County's users, such as attorneys, probation officers, and jail administrators
- Inmate information application
- Sick call application
- Securus' Secure Instant Mail (electronic mail)
- Commissary order application
- Storage of recorded visitation sessions
- Emergency video application
- Automated retrieval and playback of sessions
- Visitation reporting

Securus Video Visitation is a 100% web-based video







visitation and integrated inmate kiosk solution specifically designed for correctional facilities.

Our video visitation service provides Securus clients the very best in video visitation without the burden and costs of managing the system. We maintain the video visitation system 24 hours a day, 7 days a week, 365 days a year. The County benefits from a quality of service that is fast, accessible, and secure.

### Securus' Threads

As an option, Securus will provide Shawnee County with our new, powerful investigative software called Threads, exclusive to Securus and not available from any other provider. The financial impact is provided as required in Appendix A.



Securus understands the lifecycle of intelligence and investigating communications data and the challenges investigators, detectives, and corrections facility staff face in both time and resources, such as the following:

- Pulling reports
- Exporting information
- Sending information to someone else
- Contacting other facilities for information
- Combining all the information together
- Receiving information in many different formats
- The daunting task of identifying suspicious behavior in the information provided to uncover focused leads

Even when key information is gathered, investigators have to determine where all of the data will go as well as the time consuming method of analysis.

- What if you had a 24x7 analyst that you didn't have to provide a salary to or benefits?
- How much time and money would be saved?
- What if you had a sense of liability protection knowing access to the data is controlled, logged, tracked, and available to only authorized users?







The Securus Threads product provides the means to answer these questions. The unique algorithms used within Threads were designed by real investigators with many years of experience analyzing communications data and training other investigative units on how to analyze data.

#### **Threads Designers**

Robert Lottero and Bryan Shouldice were directly involved in designing how Threads analyzes data. Mr. Lottero is a top expert in telephonic investigative analysis. He leads a group that currently supports the U.S. Department of State, Diplomatic Security Service (DSS) as a communications intelligence analyst.

Mr. Lottero has been involved in criminal investigations, counter-terrorism investigations, and counter-intelligence operations for almost 30 years, both as a contract analyst and as a sworn law enforcement officer. He has provided investigative support to 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
<ul> <li>Inmate call records</li> <li>Inmate personal information (such as name, account number, PIN, DOB, and SSN)</li> <li>Who the inmate is allowed to call versus. who they actually called</li> <li>Called party billing name and address information</li> <li>Corrections facility information in proximity to calling behaviors</li> </ul>	<ul> <li>Confiscated cell phones (such as calls, text messages, emails, videos, and contacts)</li> <li>Public phone records</li> <li>Events and places of interest</li> <li>Mail</li> <li>Lexus Nexus</li> <li>SS7 information</li> </ul>

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 Shawnee 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



#### **Technical Response**

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. Shawnee 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.





#### Activity and Hole Detection

Proprietary and Confidential

Prisoner #1: SUB-0008 3446889 January 27, 2008 - 04:09 PM - September 04, 2008 - 04:42 PM



Timeline charts and graphical analysis make it easy to reveal periods of high-intensity calling and other calling patterns on a graphical and interactive timeline. This technology identifies the inmate even if the calls are masked by another inmate's PIN and eliminates the human intervention by receiving actionable intelligence at the push of a button. Additionally, Threads allows you to set up automated notifications, which will e-mail an investigator when information is found.

Threads analyzes data for investigators and provides interactive visualization tools to produce easy-to-understand analytical reports, charts, interactive graphs, maps, and builds a case and presentation view that can be used as evidence in a criminal trial.

#### **Investigative Benefits for Shawnee County**

- Cell Forensics Analysis
- Identify Accomplices
- Inmates contact people on the outside indirectly, Identify who they are "really" contacting
- Identify linkages
- Identify an inmate's inner circle





- Identify associated gang members
- Identify inmates communication within jail
- Find unique patterns in communication data
- Combine all the data into a single system to analyze
- Harvest all of this information with enhanced reporting tools

Securus' Threads is an exclusive investigative technology that no other provider can offer to the correctional industry, available for implementation in the second quarter of 2012. Threads will be available as an optional product and empowers Shawnee County with the latest in investigative technology and one of the most powerful tools in the intelligence community.

### **Word Spotting**

SCP's Word Spotting is an optional investigative tool that automatically finds specified keywords and short phrases within inmate conversations. The financial impact is provided as required in Appendix A. 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 Shawnee 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: Fully Integrated with SCP

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

In contrast, Word Spotting is fully integrated with the SCP calling platform. Through this integration, Word Spotting searches for specified keywords in calls automatically without the need to switch programs or download calls.

#### **Word Spotting Reports**

Authorized users can access the Word Spotting reporting tools through SCP's user interface. From here, search criteria such as date range, PIN, dialed number, and inmate name can be used to pull a report that lists all of the calls with identified keywords.

The reports provide standard information such as the name of the inmate, their PIN, and the dialed number. In addition, investigators can see which keyword was "found" and the time within the call that the word was spoken, saving valuable time by eliminating the need to listen to the entire call.

Suspicious calls can be selected and those recording can be analyzed using the integrated SCP media player. By using the media player with the report information, investigators can "skip" to the exact location in the conversation when the keyword occurred.

#### **Officer Check-In**

Securus' SCP provides the option for correctional officers to "check in" from any offender telephone without the need for specialized buttons or magnetic wands. This can be provided at no cost to Shawnee County. 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.

#### **Officer Check-In Report and Messages Results**

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#### 12. Call Rating And Commission Accountability

Respondents should respond "Read, Agreed and Will Comply Without Qualification" to indicate compliance with each provision. Any other response will be treated as an exception and must be documented in section 14. Respondents should also provide additional explanation as appropriate under each requirement.

12.1 A copy of current rates shall be on file with the Owner. Owner must be notified, in writing, of any proposed increases or decreases in the rates charged. Owner MUST approve increases/decreases in rate(s) prior to any change.

Read, Agree and Will Comply Without Qualification.

12.2 Any change in Calling Rates, Discretionary Fees, or Billing Policies that are not approved by Owner in writing in advance of the change shall be grounds for termination of the contract.

Read, Agree and Will Comply Without Qualification.

12.3 The Commission offered to the Owner shall be based on total gross revenue, with no deductions for fraud, bad debt, uncollectible, unbillable calls. No deduction shall be made for any cost of providing the service described.

Read, Agree and Will Comply Without Qualification.

12.4 Commissions shall be paid on all call types per the commission percentage offered in Appendix A: Collect, Direct Billed, PrePaid Collect, and Debit.

Read, Agree and Will Comply Without Qualification.

- 12.5 Commissions shall be paid monthly and shall be accompanied by an inmate telephone commission and summary report which shall include, at a minimum, the following information:
  - Date of Report
  - Time Period Covered
  - Total Number Calls
  - Total Number Minutes
  - Total Gross Revenue (as defined above) Such payment shall arrive no later than 25 days following the calendar month for which commissions are being paid.





#### Read, Agree and Will Comply Without Qualification.

12.6 Failure to pay accurate commissions on a regular, monthly basis shall be grounds for cancellation, without penalty, any agreement executed as a result of the RFP

Read, Agree and Will Comply Without Qualification.

12.7 Commissions shall be presented in the proposal using the enclosed Appendix A. Failure to complete this form will be grounds for disqualification of your proposal.

**Kead, Agree and Will Comply Without Qualification.** 

12.8 Owner must have immediate access to rated call records on-site on a near realtime basis. Once a call has ended, the rated Call Detail Record should be available for reporting using the on-site system software and workstation. Remote rating of calls and remote report generation is not an acceptable alternative. This is true even if live remote access to data is provided.

#### Read, Agree and Will Comply Without Qualification.

Investigators will have the ability to access call recordings immediately, even while the call is still in progress. Calls are rated after the call is completed and the CDR is available near real-time after the call is completed in SCP. Both CDR's and call recordings are accessible from any workstation, anywhere in the world with appropriate access credentials.





# **Exceptions**

Vendor must document all exceptions to requirements in sections 6 through 12 as stated in the following format:

Exception #	Section Reference	Description of Exception
1.		
2.		

#### Read, Agree and Will Comply.

Securus has no exceptions to list within our proposal to Shawnee County.



# **Attachments**

Attachment A:	Proprietary and Confidential Information: Securus Litigation Summary, Securus Audited 2009, 2010, and 2011 Financial Statement, Securus Customer List
Attachment B:	Securus Press Release – Video Services
Attachment C:	Shawnee County Implementation Schedule
Attachment D:	Certification to do Business in the State of Kansas
Attachment E:	Sample SCP Reports
Attachment F:	Resumes of Key Personnel
Attachment G:	Acknowledgement of Addendum 1



# Attachment A

# **Proprietary and Confidential Information**

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.

> Securus Litigation Summary Reference Requirement - 8.9

Securus Audited 2009, 2010 and 2011 Financial Statements - Reference Requirement 8.3

Securus Customer List Reference Requirement 8.4.1, 8.4.2, and 8.7

Attachment B

Securus Press Release – Video Services

# Securus Technologies, Inc. Announces Its Video Visitation Services to the Corrections Industry

#### 04.06.2012

DALLAS, TX/PRNewswire/ -- Securus Technologies, Inc., a leading provider of inmate communication services and investigative technologies, today introduced Securus Video Visitation. This revolutionary service is provided to correctional facilities and allows friends, family members, attorneys, and public officials to schedule and participate in visitation sessions with an inmate-from any PC connected to the internet. This announcement marks the integration of the newly acquired Primonics video visitation system, ushering in an industry transition from traditional, in-person visits to a more convenient and secure remote video visit.

"We're excited to deliver Securus Video Visitation to the market alongside Secure Call Platform (SCP), supported by the industry's best customer service organization," said Russell Roberts, Vice President of Marketing and Strategy for Securus. "Our Video Visitation system will help our facility customers provide scheduling, reduce current visitation traffic, and increase safety. For inmates and friends and family, we already see visitation hours expanded when introducing web based visitation."

"The cost of parking, which can be upwards of \$15 per day, in addition to increased gas prices and unpaid time off work can cause unnecessary financial challenges for those currently participating in traditional in-person visitation today," said Matthew Smith, Manager of Product Management for Securus. "Securus Video Visitation solves these problems by allowing the public to schedule and participate in video visitation from the comfort of their homes or offices. With increased visitations, more convenience and less cost, we're optimistic this could even favorably impact recidivism."

The industry leader in innovation, with 92 patents and over \$20 million invested annually into their calling platform, Securus also operates the largest in-sourced call center in the industry. From this call center, customer service is provided 24 hours a day, 365 days a year for friends and family members who receive calls from inmates in Securus-served facilities. For these individuals participating in video visitation for the first time, reliable support is essential. "Customer service cannot be underestimated when providing remote video visitation solutions to the public. Because of our emphasis in serving the needs of friends and family members of inmates, Securus is uniquely capable of providing this critical support," said Danny de Hoyos, Vice President of Customer Service for Securus.

#### **About Securus**

Securus Technologies, Inc. is one of the largest providers of detainee communications and information management solutions, serving approximately 2,200 correctional facilities and more than 850,000 inmates nationwide. A recognized leader in providing comprehensive, innovative technical solutions and responsive customer service, Securus' sole focus is the specialized needs of the corrections and law enforcement communities. Securus is headquartered in Dallas, TX, including four regional offices in the Dallas metro area as well as one in Atlanta, GA. For more information please visit the Securus website at <u>www.securustech.net</u>.



Attachment C

Shawnee County Implementation Schedule

ID	Task Name	Duration	Start	Finish
0	Securus_Shawnee County	34.63 days	Fri 6/1/12	Thu 7/19/1
1	SECURUS Installation Project Plan - Shawnee County	34.63 days	Fri 6/1/12	Thu 7/19/1
2	Project Initiation Phase	3.75 days	Fri 6/1/12	Wed 6/6/1
3	Contract Execution	3.75 days	Fri 6/1/12	Wed 6/6/1
4	Arrange kick-off meeting with Securus Project Team	2 hrs	Fri 6/1/12	Fri 6/1/1
5	Project Manager introduction with Shawnee County Team (conference call)	0.38 days	Fri 6/1/12	Fri 6/1/1
6	Identify point of contact and contact information	1 hr	Fri 6/1/12	Fri 6/1/1
7	Facility address verification and telecom demarcation verification	2 hrs	Fri 6/1/12	Fri 6/1/1
8	Kick-Off meeting with Shawnee County Team & Securus Account Team	1.38 days	Mon 6/4/12	Tue 6/5/1
9	Review:	1.38 days	Mon 6/4/12	Tue 6/5/1
10	Project Team structure for Securus and Shawnee County Team	2 hrs	Mon 6/4/12	Mon 6/4/1
11	Preliminary project plan & implementation schedule	2 hrs	Mon 6/4/12	Mon 6/4/1
12	Establish meeting schedule and communication plans	1 hr	Mon 6/4/12	Mon 6/4/1
13	Review field service access/scheduling & telecom vendor scheduling options	2 hrs	Mon 6/4/12	Tue 6/5/1
14	Distribution of informational literature/collateral for public & inmates	2 hrs	Tue 6/5/12	Tue 6/5/1
15	Debit and Commissary Integration Plan	2 hrs	Tue 6/5/12	Tue 6/5/1
16	Submit Initial Telecom & Equipment Orders (Preliminary Engineering & Design)	1.13 days	Tue 6/5/12	Wed 6/6/1
17	Submit orders to Telecom Vendors for DSL transport (based on RFP engineering)	6 hrs	Tue 6/5/12	Wed 6/6/1
18	Submit orders for hardware to warehouse and vendors (vendor managed inventories)	6 hrs	Wed 6/6/12	Wed 6/6/1
19	Project Planning Phase	11.25 days	Tue 6/12/12	Wed 6/27/1
20	Securus & Shawnee County Team Project Team Meeting - Touch Point: Debit & Integration Planning	0.25 days	Tue 6/12/12	Tue 6/12/1
21	Review integration requirements	2 hrs	Tue 6/12/12	Tue 6/12/1
22	Reviewing integration best practices	2 hrs	Tue 6/12/12	Tue 6/12/2
23	Identify preliminary integration plan	2 hrs	Tue 6/12/12	Tue 6/12/2
24	Plan additional integration planning meetings	1 hr	Tue 6/12/12	Tue 6/12/
25	Project Plan Updates	3.38 days	Wed 6/13/12	Mon 6/18/
26	Contact Telecom Vendor for estimated delivery dates on MPLS T1 orders	2 hrs	Thu 6/14/12	Thu 6/14/
27	SCP Debit Integration Schedule - Draft	4 hrs	Wed 6/13/12	Wed 6/13/
28	Securus & Shawnee County Team Project Team Meeting - Touch Point: Review Schedules	0.13 days	Thu 6/14/12	Thu 6/14/1
29	Review telecom and hardware delivery schedules	1 hr	Thu 6/14/12	Thu 6/14/
30	Internal Securus review to update project plan	1 day	Thu 6/14/12	Fri 6/15/
31	Produce updated project plan and review with Shawnee County Team Team	1 day	Fri 6/15/12	Mon 6/18/
32	Engineering Schematics, Bill of Materials, and Manual of Procedure (MOP) Updates	5.25 days	Mon 6/18/12	Mon 6/25/
33	Produce & execute change orders if necessary	4 hrs	Mon 6/18/12	Tue 6/19/2
34	Produce SCP Debit Integration and Test Plan	4 hrs	Tue 6/19/12	Tue 6/19/
35	Produce finalized engineering and MOP documentation	1 day	Tue 6/19/12	Wed 6/20/
	Host Securus Project Team review meeting to review updated MOP and timelines	1 day	Mon 6/25/12	Mon 6/25/
		1.63 days	Tue 6/26/12	Wed 6/27/
36	Pre-Install Preparation			
	Pre-Install Preparation SCP - Customer Provisioning	1.63 days	Tue 6/26/12	Wed 6/27/1

ID	Task Name	Duration	Start	Finish
40	Submit Shawnee County Configurations to Install Support	1 hr	Tue 6/26/12	Tue 6/26/12
41	Equipment Provisioned to Site requirements/features	4 hrs	Tue 6/26/12	Wed 6/27/12
42	Quality Control Checkpoint - Shawnee County Provisioning	4 hrs	Wed 6/27/12	Wed 6/27/12
43	Project Execution Phase	27 days	Tue 6/12/12	Thu 7/19/12
44	Local Exchange Carrier (LEC) access for MPLS T1 installation.	4 days	Tue 6/26/12	Mon 7/2/12
45	Confirm LEC access schedules with Shawnee County Team contacts (LEC access only. Securus Technicians not required to be onsite)	1 day	Tue 6/26/12	Wed 6/27/12
46	DSL Installations	1 day	Fri 6/29/12	Mon 7/2/12
47	Securus & Shawnee County Team Project Team Meeting - Touch Point - Installation	3.5 days	Mon 7/2/12	Fri 7/6/12
48	Review current progress	0.5 hrs	Mon 7/2/12	Mon 7/2/12
49	Confirm DSL Installations complete	0.5 hrs	Mon 7/2/12	Mon 7/2/12
50	Confirm hardware Shipments received at each facility	1 hr	Mon 7/2/12	Mon 7/2/12
51	Review and confirm Securus Installation Team schedules and facility access	1 hr	Fri 7/6/12	Fri 7/6/12
52	Review remaining actions for project plan	1 hr	Fri 7/6/12	Fri 7/6/12
53	SCP Installation for Shawnee County Facilities	27 days	Tue 6/12/12	Thu 7/19/12
54	Pre-Installation	18.75 days	Tue 6/12/12	Mon 7/9/12
55	Debit & Integration	8.5 days	Tue 6/12/12	Mon 6/25/12
56	Execute integration plan	5 days	Tue 6/12/12	Wed 6/20/12
57	Establish file transfer connectivity	1 day	Wed 6/20/12	Thu 6/21/12
58	Execute test plan	2 days	Thu 6/21/12	Mon 6/25/12
59	Receipt & Pre-Install ITS Tasks	12.63 days	Wed 6/20/12	Mon 7/9/12
60	Receive Shipment at Site	1 hr	Wed 6/20/12	Wed 6/20/12
61	Verify shipment Content to Pick List	1 hr	Wed 6/20/12	Wed 6/20/12
62	Telephone room preperation & wiring	1 hr	Wed 6/20/12	Wed 6/20/12
63	Pre-Install Securus ITS equipment	1 hr	Thu 6/21/12	Thu 6/21/12
64	Quality Control Checkpoint: Pre-Installation	11.5 days	Thu 6/21/12	Fri 7/6/12
65	Verify equipment inventory & installation location	3 hrs	Thu 6/21/12	Thu 6/21/12
66	Verify electrical, network/telecom, and telephone installations meet or exceed standards	3 hrs	Thu 6/21/12	Thu 6/21/12
67	Complete Field Technician Checklist & return to Project Manager	3 hrs	Fri 7/6/12	Fri 7/6/12
68	Quality Control Checkpoint: Equipment Testing / Functional Validation	0.38 days	Fri 7/6/12	Fri 7/6/12
69	Verify all Features working properly	2 hrs	Fri 7/6/12	Fri 7/6/12
70	Complete Test & Validation Checklist and return to Project Manager	1 hr	Fri 7/6/12	Fri 7/6/12
71	Securus & Shawnee County Team Project Team Meeting - Touch Point: Onsite Install Activity Review	0.38 days	Mon 7/9/12	Mon 7/9/12
72	Review installation progress & quality control documentation	2 hrs	Mon 7/9/12	Mon 7/9/12
73	Discuss other ongoing and upcoming activities	1 hr	Mon 7/9/12	Mon 7/9/12
74	Debit Installation and SCP Certification	8.25 days	Mon 7/9/12	Thu 7/19/12
75	SCP Testing and Certification	6.13 days	Mon 7/9/12	Tue 7/17/12
76	Certify Eimports and Debit Integration	5 days	Mon 7/9/12	Mon 7/16/12
77	Re-Verify all Features working properly	2 hrs	Mon 7/16/12	Mon 7/16/12

ID	Task Name	Duration	Start	Finish
78	Re-Verify phones work, port assignments/call groups set	3 hrs	Mon 7/16/12	Mon 7/16/12
79	Post Cutover QA Checklist & Test Calls Completed	3 hrs	Tue 7/17/12	Tue 7/17/12
80	Notify Facility ITS is prepared for cutover and functioning correctly	1 hr	Tue 7/17/12	Tue 7/17/12
81	Cut Sheet distributed to Securus Project Team	0.5 hrs	Tue 7/17/12	Tue 7/17/12
82	Quality Control Checkpoint: Shawnee County Team - Initial Acceptance	1 day	Tue 7/17/12	Wed 7/18/12
83	Shawnee County Team walk through to review phone room and equipment installation	4 hrs	Tue 7/17/12	Tue 7/17/12
84	Shawnee County Team review of Quality Control documentation	4 hrs	Tue 7/17/12	Wed 7/18/12
85	Installation Finalization & Documentation	2.19 days	Tue 7/17/12	Thu 7/19/12
86	Final installation diagrams (datacom, electrical, and equipment diagrams)	4 hrs	Tue 7/17/12	Tue 7/17/12
87	Site Cutover Preperation Complete - Ready for Training	1 hr	Tue 7/17/12	Tue 7/17/12
88	Distribute Implementation Shawnee County Team Satisfaction Survey	0.5 hrs	Tue 7/17/12	Tue 7/17/12
89	Training	2.13 days	Tue 7/17/12	Thu 7/19/12
90	Onsite ITS Insructor Led Training	2 days	Tue 7/17/12	Thu 7/19/12
91	Complete and distribute Training Review forms	1 hr	Thu 7/19/12	Thu 7/19/12

Attachment D

Certification to do Business in the State of Kansas

2017-02-04 (2046)42 Concess Corporation Contractor 264 Active K. 5 (199

#### THE STATE CORPORATION COMMISSION OF THE STATE OF KANSAS

Before Commissioners:

Thomas E. Wright, Chairmau Ward Loyd

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In the Matter of Evencom Systems, Inc. Changing its name to Securus Technologies, Inc. Docket No. 11-ECSO-379-CCN Telecom – OSP

#### ORDER APPROVING NAME CHANGE

The above captioned matter comes before the State Corporation Correctission of the State of Kansas (Commission) for consideration and decision. Having examined its free and records, and being duly advised in the premises, the Commission finds and concludes as follows:

1. On November 12, 2010, Evercom Systems, Inc. (Evercom) submitted a request to change its name to Somus Technologies. Inc. The Company submitted that this name change is does not constitute a change in tranagement, merger, transfer of assets or sale of the Company, ner will Kansas customers experience any change in their rates or service as a tesult of the change in name.

 The company was originally issued a conficate to operate as an operator services provider and provider of inniate operator services within the state of Kansas on December 15, 1998, in Docket No. 99-ECSO-293-COC, under the same Evereora Systems, Inc.

3. On January 11, 2011, Commission staff (Staff) submitted its Report and Recommendation recommending that the Commission approve Evencom's request to charge its name. Staff noted that complete tariff filings with the new company name have been filed with the Commission in this Docket. 4. Staff further noted that Securus Technologies, Lie. was properly registered with the Kansas Secretary of State's office on October 10, 1998, and authorized to engage in business in Kansas. The company is currently in "active and good standing" with the Secretary of State's office. Eveneon: is current with regard to Kansas Universal Service Fund (KUSF) and has a current Annual Report on file. As of the filing of Staff's Report, the Company was working with Fiscal Staff to pay \$329,79 in outstanding Commission Assessments.

5. Based on Staff's recommendation, the Commission finds and concludes that Evercom Systems, Inc.'s application to change its name to Secures Technologies. Inc. should be approved. The company is reminded to notify the Commission immediately of any change in address or contact telephone numbers; file timely armual reports; maintain current registration with the Kansas Secretary of State's Office; and, pay all Commission and KUSF assessments in a timely manner.

#### IT IS, THEREFORF, BY THE COMMISSION ORDERED THAT:

A. The application of Evercom Systems, Inc. to change its name to Seconds featurelogies, Inc. is hereby approved, effective as of the date of this Order.

B The parties have fifteen days, plus three days if service of this order is by mail, from the date this order was served in which to petition the Commission for reconsideration of any issue or issues decided herein, K.S.A. 66-118b; K.S.A. 2009 Supp. 77-529,

C. The Commission retains jurisdiction over the subject matter and the parties for the purpose of entering such further order, or orders, as it may dress necessary.

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#### BY THE COMMISSION IT IS SO ORDERED.

Wright Chunt: Loyd. Com.

Dated: FEB 0 4 2311

#### OPDERED MAILED

FEB 0.4 Zliff ANECONVE OVREGION

Susan K. Duffy Executive Director

aos

Attachment E

Sample SCP Reports



# Secure Call Platform User Interface Sample Reports

# **Secure Call Platform**

d use	horized users enter rname and password for time, anywhere access.	ing ters	
Log-In	Important Information	Off The Wire	Products & Services
Jsername Dessword Logn Forgot Your Password? Click Here To Access Facility Portal	04.21.2011 New Look and Feel	03.22.2011 Craig County Jail Connects More Calls with Securus 01.31.2011 Securus Announces Pay Down of Debt 01.24.2011 Securus Adds More than 50 New Features to Its Secure Call Platform (SCP) in 2010	Secure Instant Mail
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Secure Call Platform User Interface Sample Reports



# **Selected Sample SCP Reports**

- <u>Call Detail Search Screen</u>
- <u>Call Detail Results Screen</u>
- <u>Three Way Call Detection Report</u>
- <u>Call Frequency Report</u>
- <u>Custody Account Call Usage Report</u>
- <u>Call Tracker Report</u>
- Hourly Usage
- <u>Covert Alert Report</u>
- Officer Check In Report
- <u>PAN Frequency and Detail Report</u>
- <u>PAN Management Report</u>
- <u>SCP Debit Report</u>
- <u>Voice Biometric Status Report</u>
- <u>Voice Biometrics Frequency of Failure Report</u>
- <u>Crime Tip Report</u>

- Informant Line Report
- Emergency Call Report
- Word Spotting Search Report
- <u>Comprehensive System Change Log</u>
- Management Change Log
- <u>Custody Account Change Log</u>
- PAN Entry Change Log
- <u>Phone Number Change Log</u>
- <u>User Management Change Log</u>
- <u>Security Template Change Log</u>
- <u>System Access Report</u>
- <u>Recording Log</u>
- <u>Scan Patrol Log</u>

Secure Call Platform User Interface Sample Reports



# Sample Call Detail Search Criteria Screen

**Call Detail Report (CDR)** – provides users with an intuitive and user friendly report that enables them to view or search on virtually anything related to an inmate call. SCP's Call Detail Report provides industry leading investigative, fraud prevention, and administrative capabilities to all approved users from anytime, anywhere.

SECURUS cconklin@SECUR.TX | Help | Log Out Secure Call Platform Facility Routing Number: 99001 HOME MONITOR TOOLS ADMIN **FACILITY PORTAL** Customize reports by changing search criteria—such as facility/site/phone/phone MANAGEMENT LEVEL group, date range, call type, call termination, Securus Demo Site 🛛 💙 🔭 All Sites ¥ >> Al Phone Groups 💌 🌋 Al Phones 💌 reason, call length, and much more. Call Detail Records Search Saved Searches FILL IN SEARCH CRITERIA (\* Indicates Required Fields) (Use \* for wild card / partial searches) Dialed Destination Zone: -- ALL --International: Country Code: llumber: Watched: Prepaid Account. Custody Account #: PIN 22 Private: Agency Type: - ALL --14 Last Name: First Name: 3-wong: Termination blocked - ALL --- Al .... v w. Voice Biometrics: Category: Ressour Continuous Voice - ALL --Call Status: Complete M Call Type: Verification: - All --Text2Connect: Test Call: RCF [ Date Criteria: Date/Time Range 💌 Results Per Page: 100 🕶 \* 11 Format, moldshire hit mit as Start: 04/12/2012 00:00:00 \* 31 Format, mm/ddywy htt.mm sa End: 04/12/2012 23:59:59 Search Save Criteria EXCEL. PDF CSV Reset: Advanced Search Terms and Conditions © 2012 Securus Technologies, Inc. All Rights Reserved.

4/12/2012

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Secure Call Platform User Interface Sample Reports

# Sample Call Detail Results Screen

**Call Detail Result Screen** – once criteria has been selected and a user selects the "search" button, CDR results are displayed. From these results, users can select a record, playback recorded calls, add a note, access audit logs for the record(s), save the record(s) to another medium, and much more.

Secure Call Platform							li: d	Once search criteria has been selected, users can listen to the recorded call, extend the expiration, download the recording, add a note to the record select for scanning, save searches, or download to			
HOME SYSTEM	MONITO	fi 100	LS ADMIN FAC	ILITY PORTAL						canning, save searc ent formats.	nes, or download to
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Call Detail F									/		
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Save selected	calls to folder	Add S	elected to YVS Queue	_			K				
			<b>N</b> -							The functionality Detail Report pur reporting capability at the fingertips	its complete ilities for all calls
					© 2012 Se		and Conditions logies, Inc. All Righ	ts Reserv	ved.		
2/2012						Propri	etary and Confi	dential			

SECURUS Secure Call Platform User Interface Sample Reports **Three Way Call Report** Investigators can run a comprehensive 3-way Secure Call Platform report to display calls that have been flagged as **Customizable Search Engine** having 3-way activity. They can also use SYSTEM MONITOR TOOLS ADMIN HOME additional features to understand what happened to the call, make notes on the call, MANAGEMENT LEVEL (and much more) – to uncover why the inmate Links an and the second attempted to "hide" the number. SCP can then Securus Demo Site 💌 🍄 Al Sites 🗙 🤒 All Phone Groups 🔽 🏁 All Phones 👻 be used to correct the behavior or flag the Call Detail Records Search inmate or dialed number for further investigation. FILL III SEARCH CRITERIA ( \* Indicates Required Fields ) (Use " for wild card / partial searches) **Dialed Number:** Destination Zone: - ALL -w. Country Code: International: Custody Account #: PIN 8: Prepaid Account #: Watchady [ first name: Last Name: Private: I Termination Category: | - ALL -- Blocked Reasonc - ALL w. > 3-way: ₩ 3- Way Search Criteria Voice Biometrics: Call Type: - ALL --Call Status: - ALL --14 Test Call: 1 Results Per Page: 100 💌 Date Criteria: Date/Time Range 💌 RCF [ \* Fornat ministry three sa \* Format menicolium Minness Start: 02/01/2011 00:00:00 End: 04/26/2011 23:59:59 EXCEL PDF CSV Search Reset. 2 Results PAGE 1 OF 1 EXCEL POF CSV BLOCKED REASON POR ACCTIN CALL STATUS CALL PROPERTIES SITE START END) DUR CHILDRES . TERM CAT 02-16-2011 02-16-2011 32 (s) Called party Securus Demo ie test 4 (1) 7890 Helen Operator complete Language: English FP6 22 8002779191 Site 03:11:47 03:17:19 0.53 7890 Huynh hangup 3-Way (m) Securus Demo Test Port (1) 03-23-2011 03-23-2011 52 (s) 7777 Barry Person complete Called party Language: English F P G Site 9729801062 02:30:19 02:31:11 0.87 99799 Call 3 davis handup 3-Way Local (con) 2 🚯 Call is flagged as 3-Way in SCP. Apply a number of different actions to the call record. **Terms and Conditions** © 2011 Securus Technologies, Inc. All Rights Reserved. 4/12/2012 Proprietary and Confidential 5


### **Sample Call Frequency Report**

**Call Frequency Report** – an essential investigative report. The report allows users to look up phone numbers in the system that have been called a certain number of times within a given time frame by using criteria such as threshold (of the number of times a number was called), international, watched, private, termination category, call type, call status, and date range.

#### **Secure Call Platform** Facility Routing Number: 99001 HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL Enter a threshold for the number of times a number MANAGEMENT LEVEL was called to initiate the Facility report. Select date range Securus Demo Ste 💌 🍄 Securus Demo Ste 💌 🍄 All Phone Groups 💌 🍄 All Phones 🔽 and other criteria to narrow Call Frequency Search the results. FILE IN SEARCH OR/TERIA (\* Indicates Required Fields) (Use 7 for wild card / partial searches) Threshold: 2 Call Status: - All v International: Termination Category: (- ALL -Call Type: - ALL -Watched: Starts 01/15/2011 - 17 - 5 Ends 04/19/2011 Private: Former mission Long manual Search EXCEL PDF CSV Reset 20 Results ECCEL POF CSV PAGE 1 Y OF 2 > >> иTE DWLED # TREQUENCY Securus Demo Site (1) 9722770311 25 1 Securus Demo Site (1) 9722770556 16 10 Call Frequency results (1) 9722770596 10 1 Securus Demo Site display each dialed (1) 9722770300 9 1 Securus Demo Site number meeting or (1) 5743127016 - **N** Securus Demo Site exceeding the defined Securus Demo Site (1) 9722770305 5 🔪 threshold. By clicking on a Securus Demo Site (1) 2144981174 4 10 frequency amount, all call 4 30 (1) 6128340463 Securus Demo Site detail information for the 4 10 calls are displayed. Securus Demo Site (1) 2146182718 Securus Demo Site (1) 9738907824 3 10 4/12/2012 Proprietary and Confidential 6



**Custody Account Call Usage Report** – allows users to view how much time an inmate spends on the phone for a selected period and whether or not they speak to the called party – right from an inmate's Custody Account record. If required, full call detail reports are also available by entering an inmate's name, PIN, or custody account number in the Call Detail Report.

## Secure Call Platform

Facility Routing Number: 99001

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	Al Phone Groups 💓 🏁 🕹 Al Phones 💓		Act	count		1
ustody Accounts						
Return to Account List						
GENERAL ACCOUNT INFORMATION (* indicates Required Fields )	-	V				
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Name: Adam C Edwards	Race:	Booking Date:	Start Date: N/A		3-Illay Detect:	DEFAULT
DOB:	Language Pref.: NONE	Release Date:	End Date: NIA		Max Call Dur.: 1	0 minutes
55N:	Housing Unit:	Alert Level:	Word Spotting : YES	Cal	ling Restrictions:	Note Selected
<u></u>			First Calls Free: NO		Virtual Group:	None Selected
Status: 🔦 ACTIVE	PIN # 🔧 225565	Prin	vate (on Visitation): 🐴 NO			
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### Sample Call Tracker Report

**Call Tracker Report** – an investigative report that allows users to track CDR notes (notes made by themselves of other investigators for a specific inmate call). Users can also export the report results to Excel PDF, and CSV file formats.

HOME SYSTEM MANAGENERIT LEVE Factor Securis Demo Stelling	L alls	NS ADMIN		rhose Al Phones						tracking number, shared" (when cl number, keyword date range. Resu and other critical call. In a single c	r Call Tracker includes , first and last name, "not necked), PIN, dialed ds within the notes, and ulting report displays note information about the lick, users can listen to the otations, and review full for the call
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(Use * for wild card /		-									
	Not Shared:		Tracking #:		-	First Name:			Last Nar		
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4/12/2012					Propr	rietary and	Confide	ntial			8





### Sample Covert Alert CDR Report

**SCP's Covert Alert Feature -** is a sophisticated investigative tool providing a live, call-forwarding feature for dialed numbers, phones, or PINs that are under surveillance by an investigative unit. This feature enables authorized personnel to monitor a call—undetected—from any designated location while the call is in progress and even "barge into" the call if necessary. **Covert Alert Report -** shows investigators the triggered Covert Alerts by useful criteria such as date/time, PIN, Alertee name/number, inmate name, dialed number, call status, and termination category. Reports can be exported into Excel, PDV, and CSV formats.

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Use * for wild card / parts Alertee Country Coder	(searches)			Alertee Dialed		Alertee First Na	me:		Alerte	e Last Name:		
Country Code:				Dialed Number:		Custody Accourt	ne.			PIN #:		
Termination Category:	ALL			Call Status:	ALL - 💌							
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17 Results					PAGE 1 OF	> >>					EXCEL POF	CSV
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Securus Demo Site	LP 8	2145664417	dee dee	No Investigator Acceptance	: 05-27-2010 13:15:33	05-27-2010 13:16:24	51	9722770596	dee2508 2508	dee qa	complete	
Securus Demo Site	je test 4	2143345467	James Rogers	No Investigator Acceptance	05-28-2010 10:13:23	05-28-2010 10:14:12	49	9723659243	898989 8899	Helen Huynh	complete	
Securus Demo Site	je test 4	2143345467	James Rogers	Covert Alert Error	05-28-2010 11:04:06	05-28-2010 11:06:38	152	9723659243	898989 8899	Helen Huynh	incomplete	
						11:06:38		9723659243				

Facility Routing Number: 99001



### Sample Officer Check-In Report

**Officer Check-In Report** – is a valuable administrative report showing users when officers have "checked-in" at different phones and select and listen to any messages they have left.

# **Secure Call Platform**

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icer Check In Me	1.1.1								
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### Sample Personal Allowed Number (PAN) Frequency Report

**Personal Allowed Number (PAN) Frequency Report** – allows investigators to research multiple occurrences of phone numbers among PAN lists. Users have the ability to enter threshold numbers to define search criteria. For example, a threshold of "four" will show phone numbers that appears in PAN lists more than four times.





### Sample PAN Management Report

**PAN Management Report -** interactive report providing a dashboard view of all PAN entries in the system. If a PAN entry is entered through the Inmate Managed PAN System, it is indicated on this report. Users can select from over twenty criteria to produce reports with multiple data points. All reports are exportable to Excel, CSV, and PDF.

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IANAGEMENT LEVEL		_				
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84 Kesüits				PAGE 1 OF 10 > >	K	
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Christopher	789456789456	(1) 9777770503	Y V		Mother	10-Now-
Adams	346282	(1) 9722770000	Y V		PAN for Admin security	
Abbai QAL	9722770363	(1) 9723902192	× 11		test dee	2010 10-Nov-
Altanita QA1	0363 9722770363	(1) 4693219918	× /		test	2010 10-Nov-
Altanita	0263	<ul> <li>(1) +cc3712018</li> </ul>				2010



### Sample SCP Debit Report

**SCP Debit Report** – is a valuable administrative report allowing users to:

- Query Inmate Debit/Prepaid call detail records (CDRs) by the user-specified criteria.
- View all debits and credits that occurred during a specific time period for an individual inmate for all inmates within a facility or for all facilities.

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Use " for wild card	/ partial searches				-			K			
	Inmate First Name:			Las	t Name:		Cust	bdy Account #:		Pitt	
	User Name.			User Con	nments:			Description:			
	Type:	-411		,	Amount -4/(	~	Exclude Autor	nated Process: 🐼			
fal a seri	#2? <b>}}</b> ]]] 5	elect a format	V Export		Se	earch Re	sot				
	Account#/Pill	Inmate First/Last	Type	Amount	Date/Time	User	Reference #	Description	Comment		
					(In Central Time)					V	11
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### **Sample Voice Biometrics Status Report**

**Voice Biometrics Status Report**– Allows users to see the status and configuration settings for each site, custody account, phone number, phone group, and phone. This report also shows changes to an inmate's account to assist administrators and investigators track user accountability.

	** Al Stes		e Groups 💌	** Al Phones	×		Status and Configurat search crit	tion
	Configuration St		1					
FILL IN SEARCH CRITE Use * for wild card / partial	RIA. (* Indicates Required Fie	elds (				K		
			Custody A Phone 3	Sites C coounts C umbers C Phones C		All (* Enrolled abled (* Not Enrolled abled (* Reset	21 march 1	results such as if the feature is enabled or disabled for an inmate and if the inmate is enrolled – with single click edit abilities from the screen.
116 Results					PAGE 1	₩ 0F12 > >>	4	EITEL POE CSV.
INMATE NAME	OUSTOON ACCOUNT	ENROLLED	DEFAULT	ENABLED	DISABLED	SITE		
	CUSICOT ACCOUNT 00095887758 41920111	ENROLLED	DEFAULT	ENABLED	DISABLED	1.1.1.1.1		
MARTE NAME	00099887768	ENROLLED		ENABLED		SITE Securus Demo Site	ENROLLMENT LAST UPDATE	
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### **Sample Voice Biometrics Frequency of Failure Report**

**Voice Biometrics Frequency of Failure Report** – an administrative and investigative report that allows users to see which inmates have failed Voice Biometrics verification attempts. Users may also see what percentage of inmates are passing or failing. Search criteria includes key information such as custody account, first and last name, and date range.

HOME SYSTEM MO	NITOR TOOLS ADMIN F	ACILITY PORTAL	Search criteria to define frequency of		
MANAGEMENT LEVEL Logica Security Deng Ster	Jin Al Sta	•	failure report results.		-
This report is updated an	Frequency of Failure 5 d populated nightly for faster retr e name verification utterances to	ieval purposes.	then an inmale attempts to verify their nar	ne when placing a phone call.	
FILL IN SEARCH CRITE	RIA. (* Indicates Required Fields )	27-49	- / -	30 5055	
	Custody Account #: Start: 01/		First Name: End: 04/28/2011 *	Last Name:	Report results detailing dates and statistics for biometric failures and
			Search Reset		successes for each inmate.
26 Results			Search Reset	K	successes for each
INMATE NAME	CUSTODY ACCOUNTS	LAST FAILED VERIFICATION	PAGE 1 V OF 3 > >>	IN OF FAILED VERIFICATION	successes for each inmate.
INNATE NAME	CUSTOOT ACCOUNTS	LAST FAILED VERIFICATION 13-Okt-2010	PAGE 1 . OF 3 > >>	N OF FAILED VERIFICATION	successes for each inmate.
INIMITE NAME RRIAN AARESTAD			PAGE 1 V OF 3 > >>		successes for each inmate.
INIUTE NWE BRIAN AARESTAD TestDialup Acct5	106954	13-0e+-2010	PAGE 1 V OF 3 > >>	33.33	successes for each inmate.
INNATE NAME RRIAN AARPSTAD TestDialup Acct5 QAI Altanita	<ul> <li>106954</li> <li>55555</li> </ul>	13-0xt-2010 02-4pr-2010	PAGE 1 V OF 3 > >>	33,33	successes for each inmate.
INNUTE NAME RRIAN AARPSTAD TestDialup Acct5 QA1 Altanita First01 BLast01	106954           S5555           S           S           S	13-04-2010 02-Apr-2010 10-Mar-2010	PAGE 1 OF 3 > >> LAST SUCCESSFUL VEX FICATION 13-Oct-2010	33.33 100.0 100.0	successes for each inmate.
INNUTE NAME BRIAN AARESTAD TestDialup Acct5 QA1 Altanita First01 BLast01 Kenneth Burns	<ul> <li>\$106954</li> <li>\$5555</li> <li>\$9722770363</li> <li>\$110001</li> <li>\$0A455</li> <li>\$379</li> </ul>	13-Oct-2010 02-Apr-2010 10-Mar-2010 27-Apr-2010	PAGE 1 OF 3 > >> EXAT SUCCESSEUL VEHICLINON 13-Ord-2010 09-Apr-2010	33.33 100.0 100.0 67.57	successes for each inmate. IN OF SUCCESSFUL VERIFICATION 65.67 32.43
INNUTE NAME RRIAN AARPSTAD TestDialup Acot5 QA1 Altanita First01 Blast01 Kenneth Bums Ken Bums	<ul> <li>106954</li> <li>55555</li> <li>9722770363</li> <li>110001</li> <li>QA456</li> </ul>	13-Oct-2010 02-Apr-2010 10-Mar-2010 27-Apr-2010 21-Apr-2011	PAGE V OF 3 > >> LAST SUCCESSFUL VER FICATION 13-Oct-2010 09-Apr-2010 21-Apr-2011	33.33 100.0 100.0 67.57 26.67	successes for each inmate. IN OF SUCCESSFUL VERIFICATION 66.67 32.43 73.33
26 Results INIONE IOWE RRIAN AARESTAD TestDialup Acct5 QA1 Altanita First01 BLest01 Kenneth Burns Ken Burns Adam Edwards Helen Huynh	<ul> <li>\$106954</li> <li>\$5555</li> <li>\$9722770363</li> <li>\$110001</li> <li>\$0A455</li> <li>\$379</li> </ul>	13-Oct-2010 02-Apr-2010 10-Mar-2010 27-Apr-2010 21-Apr-2011 12-Apr-2011	PAGE OF 3 > >>  LAST SUCCESSFUL VERIFICATION  13-Oct-2010  09-Apr-2010  21-Apr-2011  08-Dec-2010	33.33 100.0 100.0 67.57 26.67 93.98	Successes for each inmate. ROF SUCCESSFUL VERIFICATION RE.67 32.43 73.33 6.02
INNATE NAME RRIAN AARESTAD TestDialup Acot5 QA1 Altanita First01 BLast01 Kenneth Burns Ken Burns Ken Burns Adam Edwards	<ul> <li>106954</li> <li>55555</li> <li>9722770363</li> <li>110001</li> <li>QA456</li> <li>0379</li> <li>9690909090955</li> </ul>	13-Oct-2010 02-Apr-2010 10-Mar-2010 27-Apr-2010 21-Apr-2011 12-Apr-2011 02-Jun-2010	PAGE V OF 3 > >>  LAST SUCCESSFUL VERFICATION  13-Cort-2010  09-Apr-2010  21-Apr-2011  08-Dec-2010  02-Jun-2010	33.33 100.0 100.0 67.57 26.67 93.98 33.33	successes for each inmate. N OF SUCCESSFUL VERIFICATION RE.67 32.43 73.33 6.02 66.67



### **Sample Crime Tip Report**

**Crime Tip -** is a critical feature that enables anonymous two-way communication between inmates and facility staff. For inmates the feature provides a secure method for reporting information about criminal activity. For facilities, the feature provides a flexible, configurable solution for gathering critical evidence to support investigations and prevent crimes from taking place in the facility. **The Crime Tip Report -** displays detailed results for all Crime Tip calls. Results can be narrowed by using intuitive search criteria. Users can select to listen to, extend, download, add notes to, or audit each call record to manage the safety and security of their facility.

NANAGENENT LEVEL Feinin III III Sebus Demo Son V ** Al Sons	*			Crime Tip s	earch
TIPS Search				criteria	
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Crime Tip details and	Mail Box D Date Criteria: Date/Time Ran		Call type - ALL - V	_	
available actions.	Start Date Time: 01/28/2011 00:		04/28/2011 23:59:59 • 0		
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		Search Re	iset		
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		Tribe 0			
F P V 🐽 Securus Demo Site	PORTLOC REPLY MALBORID je test 4	CALL TYPE Offender	47167 04-19-2011 16-46-36	END 04-19-2011 16:47:01	DUR (8) D
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P     Image: Securus Demo Site       Image: Securus Demo Site     Image: Securus Demo Site       Image: Securus Demo Site     Image: Securus Demo Site	PORT LOC REPLY MALEORIO je bast 4	CALL TYPE Offender	04-19-2011 16-46:36	04-19-2011 16-47:01	0
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C C C C C C C C C C C C C C C C C C C	POET LOC REPLY MALBOR D je čest 4 je čest 4 je čest 4	CHLINE Offender Offender Offender	15585 D4-19-2011 16045036 D4-19-2011 16049039 D4-21-2011 01045050	04-19-2011 16:47:01 04-19-2011 16:50:33 04-21-2011 01:46:42	0 54 52
Securus Demo Site	POET LOC REPLY MALBOILD je Best 4 je Best 4 je Best 4 je Best 4	CHLINE Offender Offender Offender	13585 D4-19-2011 16+46+36 D4-19-2011 16+49+39 D4-21-2011 01+45+50 D4-21-2011 01+51+03	04-19-2011 16:47:01 04-19-2011 16:50:33 04-21-2011 01:46:42 04-21-2011 01:52:00	0 54 52 57

Facility Routing Number: 99001



### **Sample Informant Line Report**

**SCP's Informant Line** - is an investigative tool allows inmates to communicate directly and anonymously with investigators. The call can be routed to a specific investigator, voicemail box, or answering machine. **The Informant Line Report** – allows investigators to research and view details about these calls.

## Secure Call Platform



Facility Routing Number: 99001



### **Sample Emergency Call Report**

**SCP's Emergency call-** is an optional SCP feature allowing individuals to enter a bypass code to connect to facility personnel for emergencies such a medical, violent, riotous, or suspicious incidents. For users who are authorized to view and listen to historical Emergency Calls, SCP provides an Emergency Call Report as shown in the image below.

# **Secure Call Platform**





### Sample Word Spotting Search Report

**Word Spotting Search Report** – is an essential investigative report that allows investigators to display all of the recordings that were submitted for Word Spotting processing with select criteria. Because Word Spotting is fully integrated with SCP, this report can be run right from the SCP user interface.

HOME SYSTEM MONITOR TOOLS ADMIN SHOWEDENENT LEVEL	NALITY FORM.	Turn Ni Phones 😧	searc searc	criteria h. Users h by the flagged	s can e suspe	even ected ke	y			
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			5 22 29	7850	Bagala					
Securus Demo Site LP 1	1 9722770450 1 9722770450 luding the call to the	04-26-2011 15	5 22 29	7890 7890 7890 7890 7890	Bayak Belen Jayak Belen	WordSpot	Hit	00-00-25.48	00-00-25-61	
Securus Demo Site         LP 1           Securus Demo Site         LP 1           View details of the report (inc flagged word and the point in the word was flagged), listen to call, download the call, or exp	1 9722770490 1 9722770490 luding the call to the ort the and EndTime while playing the Records	04-26-2011 15	5 22 29	7890 7890 7890 7890 7890	Bayak Belen Jayak Belen	WordSpot	Hit	00-00-25.48	00-00-25-61	



### Sample Comprehensive System Log Search

**Comprehensive System Log Search** – can be used by administrators to monitor the changes that have been made to the system. Administrators can use search criteria such as username, name, and date range to narrow their search. The tool also has the ability to omit changes made to the system through automated changes to narrow results to changes made by personnel.

MANAGEMENT LEVEL		ne Graup Phon	_			
		Phone Groups 💌 🥙 🗛 Ph	iones 💌			
Comprehensive Syste	em Log Search					
FILL IN SEARCH CRITERIA (*						
(Use * for wild card / partial searche						
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	Start: 04/25/2011 00:00 Part: modelyge Heams	:00 * 🚺 End:	04/28/2011 2: Format monotogy His man	8:59:59 * 🚺	Exclude Automated Process:	
		Search	EXCEL	PDF CSV	Reset	
		Jearon	LINGLE			
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RECORD TYPE	RECORD DETAIL	WODIFIED FIELD	PAGE : BEFORE		ACCESSINDO TIME(CST) 04/28/2011 13:05:01	USERNAME
	RECORD DETAIL	WOOVFRED FIELD Status		L OF 1		
RECORD TYPE			BEFORE	L OF 1 After	04/28/2011 13:05:01	USERNAME
RECORD THPE	99887766		BEFORE	L OF 1 After	04/28/2011 13:05:01 04/28/2011 11:03:23	USERNAME
RECORD THRE System Access Custody Account Security Template	💊 99887766	Status	ACTIVE	INACTIVE YES	04/28/2011 13:05:01 04/28/2011 11:03:23 04/28/2011 10:57:25	USERNAME
RECORD THRE System Access Custody Account Security Template	💊 99887766	Status Watched	ACTIVE	INACTIVE YES	04/28/2011 13:05:01 04/28/2011 11:03:23 04/28/2011 10:57:25 04/27/2011 18:42:14	USERNAME
RECORD THRE System Access Custody Account Security Template	💊 99887766	Status Watched	ACTIVE NONE	INACTIVE YES	04/28/2011 13:05:01 04/28/2011 11:03:23 04/28/2011 10:57:25 04/27/2011 18:42:14	USERNAME



### Sample Management Level Change Log Report

**Management Level Change Log Report** – can be used by administrators to monitor the changes made to features at each of the management levels. Administrators can use search criteria such as username, name, and date range to narrow their search.

ME SYSTEM	MONITOR TOOLS A	DMIN FACILITY PORTAL				
MAGEMENT LEVE						
curus Demo Site	V AI Stes	Al Phone Groups 🗸	<sup>20</sup> Al Phones V			
anagement	Level Change Log	Search				
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se " for wild card ( p	cartial searches)					
	üsemame	:	First Name:	Last Nam	ne:	
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		Permat mmittlyw HH mmiss	Formatio	nnitiyyy HRunnas		
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Customer Site	All Sites Securus Demo Site	Calling Restrictions Calling Restrictions	PAGE Record	OF 2 > >> After One Call per Wk Nodified NONE	04/21/2011 17:57:30 04/21/2011 17:544:33	titserking Soloodam@SECUR.TX
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### Sample Custody Account Change Log Report

**Custody Account Change Log Report** – can be used by administrators to monitor the electronic and manual changes to custody accounts. Administrators can use search criteria such as PIN, username, name, and date range to narrow their search.

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a	ustody Account Number:		Inmate Firs	st Name:	Inmate Last Nam	2	
	Start:	04/25/2011 00:00:00	* 1	End: 04/28/2011 23:59:5	9 * 🛗 Exclude Automated Proces	e 🔽	
			Search	EXCEL PDF CSV	Reset		
3 Results				PAGE 1 OF 1		EXCEL	POF CS
ACCT # \$9887766	test securus	MCORED FIELD Status	BEFORE	AFTER	04/28/2011 11:03:23	smanne@SECUR.TX	
99887766	test securus	PIN	NONE	99887766 (Created)	04/28/2011 10:59:41	smanne@SECUR.TX	
<b>4</b> 99887766	test securus	Account Number	NONE	99887766(Created)	04/28/2011 10:59:41	Smanne@SECUR.TX	
			© 2011 Secun	Terms and Conditions us Technologies, Inc. All Rights	s Reserved.		



### Sample PAN Entry Change Log Report

**PAN Entry Change Log Report** – PAN Change Log functionality records all actions that SCP users make to the verified field in the SCP user interface. It also allows administrators to examine all PAN list changes; specifically, when changes occur, and by whom, helping administrators and investigators track user accountability.

MANAGEMENT LEVEL							
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(Use * for wild card / partial ea	arches)						
	Username:		First Name:			Last Name:	
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Custody	Account Number:		Inmate First Name:	_		Inmate Last Name:	
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DWLED#	4809 3348	Broda McAlister Jill Newman	Dialed Number	BEFORE NONE NONE	AFTER 9724163062 (Created) 9724163062 (Created)	04/21/2011 17:30:16 04/21/2011 12:49:55	USBRAME Shoulann@SECUR.TX
DALED# (1) 9724163062 (1) 9724163062 (1) 9729801062	4909 3348 7777	Broda McAlister Jill Newman Barry davis	KOOFIED FIELD Dialed Number Dialed Number Private	EEFORE NONE NONE NO	AFIER 9724163062 (Created) 9724163062 (Created) NONE	04/21/2011 17:30:16 04/21/2011 12:49:55 04/21/2011 10:08:02	USERNAME
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Facility Routing Number: 99001

### Sample Phone Number Change Log Report

Phone Number Change Log Report – allows administrators to review all changes to controlled numbers on the Global list at both the agecy and facility levels.

# **Secure Call Platform**

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### Sample User Management Change Log Report

**User Management Change Log Report** – allows administrators to review changes made to the account by selected users.

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### Sample Security Template Change Log Report

**Security Template Change Log Report** – allows administrators to review modifications made to security template. Users can narrow their search by using criteria such as username, name, phone number, and date range.

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Facility Routing Number: 99001



### Sample System Access Log Report

**System Access Log Report** – allows administrators to manage user access by reporting lists of system users by date range. Users can narrow their search by using criteria such as username, name, and date range.

# Secure Call Platform

stem Access Lo	g Search							
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Results				PAGE 1 OF	1			EXCEL POF
	NAME	TITLE	SECURITY TEMPLATE	IP ADORESS	STATUS	LOG IN(CST)	LOG OUT(CST)	DURATION(MIN)
			🐴 Adam All	209.163.225.158	Successful Login	04/28/2011 11:50:44	04/28/2011 12:21:43	31
cconklin@SECUR.TX	Cora Conklin	Supervisor						
		Supervisor Supervisor	Adam All	209.163.225.158	Successful Login	04/28/2011 10:21:54	04/28/2011 10:52:41	31
cconklin@SECUR.TX	Cora Conklin			209.163.225.158 209.163.225.158	Successful Login Successful Login	04/28/2011 10:21:54 04/28/2011 08:42:05	04/28/2011 10:52:41 04/28/2011 09:12:39	31
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Facility Routing Number: 99001



**Recording Audit Log Report** – allows administrators to report and manage all activity for recording usage. Administrator can search on key criteria such as recording-usage, name, call-start/end,-access start/end,-dialed number-and-PIN.

# **Secure Call Platform**

	arch							
FILL IN SEARCH CRITERIA (* India	ates Required Fields (							
Use * for wild card / partial searches)								
User	name:		First Name:		Last Name:			
Recording	Usage: ALL	×	Dialed Number:		Account #:		PIN #:	
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Results				PAGE 1 OF	1		[	EXCEL POF CSV
ACCESS TIME	RECORDING USAGE	NAME AC	CT # PIN CALL	START TIME	CALL END TIME	EXPIRATION DATE	U'SER:	DIALED NUMBER
🖆 💊 04-28-2011 12:35:48	PLAYBACK	James 29 LeBceuf 20		-2011 04:52:29	04-20-2011 04:52:53	05/20/2011	🔦 RYenamaddi@SECUR.TX	2817556114
04-28-2011 12:35:48			11 04-20	-2011 14:07:27	04-20-2011 14:07:30	05/20/2011	RYenamaddi@SECUR.TX	5617039957
••••20-2011 12:05:40           •••           •• <td>PLAYBACK</td> <td>padma 20 alle 20</td> <td>11</td> <td></td> <td></td> <td></td> <td></td> <td></td>	PLAYBACK	padma 20 alle 20	11					
35.72	PLAYBACK PLAYBACK	ella 20 Helen 78		-2011 13:01:56	04-20-2011 13:02:30	05/20/2011	NYenamaddi@SECUR.TX	8009726766



### Sample Scan Patrol Audit Log Report

**Scan Patrol Audit Log Report** – allows administrators to report and manage all activity for live monitor scans. Administrator can search on key criteria such username and date range to narrow their search. Users can also select to view the call detail records associated with each scan for additional information.

Secure Call Plat	form		Facil	ity Routing Number: 99
HOME SYSTEM MONITOR TOOLS ADM	N FACILITY PORTAL			
MANAGEMENT LEVEL	~			
(Use - for Wid card / partial searches)	Username: Start: 04/01/2011 00: Pomat innection Hermitian	End:	• 🟥	
1 Results		PAGE 1 OF 1		
Securus Demo Site	04-21-2011 04:07:33	640 04-21-2011 04:07:52	hallen@SECUR.TX	
	© 2011 Securu:	Terms and Conditions 5 Technologies, Inc. All Rights Reserved.		
/12/2012	Р	roprietary and Confidential		30

Attachment F

Resumes of Key Personnel

### **Nicole Clark Account Manager**

	-						
Summary	Ms. Clark has extensive working knowledge of the telecommunications and information technology industry, with more than 9 years directly supporting customers and clients.						
Experience	Securus Technologies, Inc. Sioux City, IA 2011 to Preser						
	Account Manager Responsible for meeting and exceeding the needs of current customers and acquiring potential customers in the state of Nebraska, Kansas, North Dakota, and South Dakota.						
	• Present and offer innovative technology to customers that will improve the facilities needs						
	<ul> <li>Extensive knowledge of Secure Call Platform (SCP) capabilities and features used for recording and investigation of inmate phone calls</li> <li>Successfully solve facility issues by implementing technological solutions</li> <li>Certified Trainer on SCP and train facilities as needed</li> </ul>						
	Facilitate timely resolution of customer issues						
	Allied Solutions June 2005 – July 2011						
	<b>Customer Service Supervisor</b> Responsible for ensuring top notch Customer Service is delivered by my employees to all clients.						
	• Responsible for obtaining the most qualified employees for the Customer Service Department						
	• Has developed many new procedures to better suit the company's changing needs.						
	<ul> <li>Have been in charge of several company projects including the United Way Campaign.</li> </ul>						
	Responsible for acquiring vital information for the sales team upon request						
	<ul> <li>request</li> <li>Consistently work hand in hand with sales to help identify solutions for our clients to maintain their business</li> </ul>						

Have created account analysis spreadsheets to establish areas where the • company could save money.

### 185<sup>th</sup> Air Refueling Wing

### Fuel Systems Journeyman, Sioux City, IA

Responsible for trouble shooting and identifying fuel system issues on KC-135 Tanker Aircrafts.

- Was selected as a troop leader during my Technical Training •
- Completed Airman Leadership School where I obtained strong leadership •

#### April 2004 - Present

#### skills

- Promoted to Technical Sergeant in January of 2012
- Have received several ribbons in regards to my accomplishments including the Achievement Medal
- Have earned the top level in my position allowing me to supervise troops to ensure the job is completed within Air Force standards.
- Was elected as dedicated crew when serving overseas where we were appraised for our exceptional hard work.

#### MCI

#### February 2003 – February 2005

#### Sales Representative-Sergeant Bluff, IA

Sold telephone service to potential clients and also was tasked to obtain business from prior MCI clients.

- Consistently exceeded monthly sales standards
- Responsible for earning prior customers business.
- Was recognized on several occasions for exceeding daily goals.

#### **Cub Foods**

#### **October 2002 – April 2005**

#### Frozen Dairy Stock Assistant - Sioux City, IA

Responsible for ensuring the shelves where stocked at all times ensuring the oldest products were placed on shelf prior to the products.

- Responsible for rotating products and ensuring all expired products were removed from the shelves
- Completed inventory on several occasions as requested
- Responsible for creating displays for products listed in the weekly advertisements

Training/
Certified 7- Level as Fuel System Journeyman
Certified Trainer on Secure Call Platform

- Securus University
- Quarterly training focused on business practices, ethics, products, and customer service

#### **Education** Basic Military Training

Lackland Air Force Base San Antonio, TX Completed on July of 2004

#### **Fuel Systems Mechanic Technical School**

Sheppard Air Force Base Wichita Falls, TX Completed on September of 2004

#### **Airman Leadership School**

McGhee Tyson Air National Guard Base

Knoxville, TN Completed on March of 2005

#### Associates of Human Resource Management

Western Iowa Tech Sioux City, IA Current GPA of 3.6 Degree Expected on May of 2012

#### Greg Nicholson Regional Sales Support Specialist

	5				
Summary	Mr. Nicholson has extensive working knowledge of the telecommunicatio information technology industry, with more than 14 years directly suppo customers and clients.				
Experience	Securus Technologies, Inc. Salt Lake City, Utah 2010 to	Present			
	Regional Sales Support Specialist (Sales Engineer)				
	Mr. Nicholson provides direct hands-on support, product information, systems integration support, and advanced training for customers across the Northwest United States.				
	Telesphere Networks Ltd. , Salt Lake City, UT 2008	8 - 2010			
	Network Sales Engineer				
	Mr. Nicholson was instrumental in building the Telesphere Salt Lake marincluding sourcing the original sales facility, installing and supporting new customers, training and mentoring new sales representatives and technic played a key role in the aesthetics and overall functionality of our new off daily interaction with the direct and indirect sales channels provided the develop strong relationships in the market, with potential strategic partnet the means to maintain a pipeline of potential employees. Mr. Nicholson we directly engaged in customer support and retention, and provided extrao customer service. With a clear understanding of company goals and object focused on positive habits, processes, and strategic plans that drove mark profitability and revenue.	w cians, and fice. His ability to ers, and vas ordinary ctives, he			
	Qwest Communications, Salt Lake City, UT 2007	7 - 2008			
	<b>Network Sales Engineer</b> Mr. Nicholson worked with a team of 3 peer engineers, 5 sales managers in charge of over 60 customer account managers and direct sales associates. His job function was to assist the sales force, sales managers, and CPE specialists with pre sales technical support. Mr. Nicholson accomplished this by training the sales team on Qwest technologies, products, and services. I accompanied sales associates on appointments, and designed solutions to meet customer needs. Mr. Nicholson was responsible for engineering, quoting, and providing customer demonstrations on network equipment and phone systems that Qwest sold and supported.				
		5 - 2007			
	Network Sales Engineer				
	Mr. Nicholson worked alongside three sales managers and one channel m	anager			

Mr. Nicholson worked alongside three sales managers and one channel manager in charge of 27 communication specialists and many agent partners. His job function was to assist the sales force, sales managers, training manager, and channel manager with pre sales technical support. He accomplished this by training the sales team on current and upcoming technologies, products, and services; along with accompanying sales and partners on appointments, designing solutions, and training on post sale paperwork processes. Mr. Nicholson followed a business plan and was very successful in this position.

# **Experience** He set goals and regularly measured performance to improve abilities and ultimately increase profits for the company.

#### Eschelon Telecom Inc, Phoenix, AZ

#### **Network Sales Engineer**

Mr. Nicholson worked alongside four sales managers in charge of 32 communication specialists. His job function was to assist the sales force, sales managers, and training manager with pre sales technical support. He accomplished this by training the sales team on current and upcoming technologies, products, and services, along with accompanying sales on appointments, designing solutions, and training on post sale paperwork processes. Mr. Nicholson followed a business plan to ensure success in that position. He consistently scored 75+, with a target goal of 73, as the SE in Phoenix on the SE scorecard.

#### Eschelon Telecom Inc., Salt Lake City, UT

#### **Communication Specialist**

Mr. Nicholson decided to move out of my role as Network Sales Engineer into the sales team with Eschelon to gain more sales experience to further his learning. As a Communication Specialist, he was responsible for prospecting and selling new telecom clients to grow network sales.

#### Eschelon Telecom Inc., Salt Lake City, UT

#### Network Sales Engineer

Network Sales Engineer for the Utah market for a full-service competitive local exchange carrier (CLEC). As the SE, Mr. Nicholson worked alongside the 2 sales managers in charge of the 20 communication specialists. His job function was to assist the sales force with pre sales technical support. This was accomplished with training the sales team on current & upcoming products, accompanying sales on appointments, designing solutions, and training on post sale paperwork processes.

#### Nationwide Auto Glass, Salt Lake City, UT

#### Network Administrator

Management of a 120 client network comprised of 10 locations connected via dedicated frame relay and VPN Internet connections. Design and implementation of file and application server infrastructure consisting of Microsoft BackOffice and Citrix MetaFrame servers. Design and implementation of network infrastructure including Micom routers, Intel VPN gateways, Cisco DSL routers and supporting fast ethernet hubs and switches. Design and implementation of network security using Netopia firewall and dynamic network address translation. Responsible for complete setup of new locations including ordering and configuring phone lines, frame relay circuits, routers, computers, phone systems and Internet connectivity. Implementation and management of internet web presence and email utilizing Windows 2000 Server, IIS 5.0, IMail 6.03, DNS, Frontpage and Microsoft Exchange for over 30 domains and multiple companies. Installation and administration of network infrastructure and Dialogic based predictive dialer for a 48 seat internal telemarketing call center. Administration of Intertel phone systems and multiple T-1 trunks.

#### 2004 - 2004

2001 - 2003

2003 - 2004

1999 - 2001

Experience	Documentation and flow charting of all network systems and administrative procedures.
Training/ Certifications	<ul> <li>Microsoft Certified Professional</li> <li>WatchGuard Certified System Professional</li> <li>WatchGuard Certified Sales Professional</li> <li>Juniper (JNCIA-FWV) Networks Certified Internet Associate</li> <li>Adtran (ACCP) Certified Carrier Professional</li> </ul>
Education	Electrical Engineering Technology Major, ITT Technical Institute

#### Ron Davis Sales Vice President

**Summary** Mr. Davis started at Securus in January 2010. In his role as Sales Vice President, he provides on-going support and product information for customers across the Northwest United States. He is thoroughly trained in the use and management of Inmate Telephone Systems and has an extensive knowledge of the telecommunications industry. Mr. Davis has worked in the telecommunications industry for over 15 years and understands how vital these products are to the end user.

Prior to working with Securus, Mr. Davis worked with Eschelon Telecom/Integra Telecom in Portland, Oregon for over 12 years. During his tenure with Eschelon/Integra, he served as the Director of Sales. In this position he provided management to a very large sales group in four states charged with driving month over month sales growth throughout these four states.

#### Experience Securus Technologies, Inc.

#### January 2010 to Present

#### **Sales Vice President**

• Responsible for over 35 million in revenue and expected to grow revenue by 5 percent in 14 western states, Alaska, California, Colorado, Idaho, Hawaii, Montana, Nebraska, Nevada, North Dakota, Oregon, South Dakota, Utah, Washington and Wyoming.

#### Integra Telecom/Eschelon Telecom

#### April 1998 – December 2009

#### **Director of Sales**

• Primary functions include running a sales force of over 70 people in four states, California, Nevada, Oregon and Washington. Had 8 Sales Managers reporting to him. Built all four states from the ground up in hiring, training and coaching the sales teams and the Sales Managers.

#### **Airborne Express**

#### 1996-1998

#### Sales Manager

• Responsibilities included managing the West Texas and New Mexico region for overnight delivery sales. Was promoted from sales representative in Portland Oregon to Sales Manager in Texas/New Mexico in less than one year.

#### Automated Office Systems Outside Sales

#### 1994-1996

• 100 percent commission sales representative selling copiers to businesses in assigned territory in Portland Oregon. Rookie of the year and exceeded sales quotas both years.

#### **Enterprise Rent A Car** Assistant Manager

• Managed a branch consisting of 150 cars and 10 employees to exceed rental percentage, revenue, customer satisfaction and expenses. Ran the number two over all branches out of 12 in the greater Portland area.

**Education** Bachelors Degree in Business Management from Linfield College in 1991. McMinnville OR.

#### 1991-1994

### Lorri Ventura

## **Implementation Project Management**

Summary	Ms. Ventura assembles project teams, assigns individual responsibilities, develops and tracks project schedule and budget, and is responsible for determining and acquiring resources needed. Accountable that assigned projec are completed on time, within budget, and to mutually agreed upon customer specification and level of quality. Serve as liaison between project team membe management, IT suppliers, external consultants, and the business. Delivers on project commitments through leadership, teamwork, problem analysis/resolution, effective communication, and productivity improvements.		
Experience	Securus Technologies, Inc.	2009 to Present	
	Implementation Project Management	2010 to Present	
	Technicians, Installers and Correctional Facility Deci	• Responsible for communicating with Account Managers, Field Managers, Technicians, Installers and Correctional Facility Decision Makers. Project closures expected per month is 12 and the actual closures have been between 10 to 15 per month.	
		<ul> <li>Provide management oversight ranging in scope from small to highly- complex, including systems installation/integration activities</li> </ul>	
	• Responsible for development and execution of project plans, including: schedules, project budgets, human resources, risk management, quality management, communication management, procurement, and integration management		
	Technical Support	2009 to 2010	
	• Level 2 tier for issue escalation and resolution		
	<ul> <li>Coordinate closely with immediate Supervisor/Tech as customers</li> </ul>		
	<ul> <li>Provide client support services for phone related issues over the phone and record how the issues were resolved. All issues are limited to a set time for resolution. Issues range from software to hardware.</li> <li>Support Management in custom documents for Technical Support team</li> </ul>		
	training and Site specific equipment management		
	Hewlett Packard, Inc.	1999 - 2002	
	Senior Programmer Analyst		
	Software Development Life Cycle.		
	<ul> <li>Gather software product requirements from encodiplectives, goals and scope</li> <li>Create technical specifications</li> </ul>	l users to evaluate	
	<ul> <li>Create technical specifications</li> <li>Develop the end user software requirement Specifications</li> </ul>	ition	
	• Lead projects lasting 3 to 6 months based on complexity factors of the software enhancements		
	Create a project plan incorporating variables su	ch as deliverability,	

performance, design and maintenance

- Estimate time frames, quality and quantity of resources required to successfully implement the project
- Coordinate the project throughout the lifecycle (design, development, testing, implementation, and production)
- Responsible for project scope definition and signoff, participate in decisions that impact or change project scope

#### **Education** Continued Education

2002 to 2009

Richland Community College

- Sequel Query Language SQL
- PC Maintenance: Hardware and Software
- Microsoft Access 2007, Excel 2003, (X)HTML and HTML
- LINUX Operating System and Shell Programming
- JAVA Programming

### Aaron Bacher Regional Service Manager

Summary	More than 20 years experience developing and leading service programs for the telecommunications and IT industries.	
Experience	Securus Technologies, Inc. January 2001 to Present	
	<b>Regional Service Manager</b> Supervises and develops Securus' Field Service Managers, technicians and contractors within a 25-state service region. Applies Securus' leading quality management model to ensure complete customer satisfaction is achieved efficiently and effectively.	
	<ul> <li>Manage 68 full-time employees, 41 company vehicles and 7 contractors</li> <li>Completed over 900 installation projects at over 3,000 installation sites nationwide including the KYDOC &amp; FLDOC with a near perfect customer satisfaction rating.</li> <li>Earned Leadership and Team Success award; <i>Passion for Delighting Customers award</i> (3 times); Letter of Appreciation &amp; Recognition from CEO and several customers in appreciation from customers.</li> </ul>	
	ETS Payphones, San Antonio, Texas1998 to 2001Regional ManagerSupervised the Regional office and seven (7) branch offices, warehouse, parts repair center, dispatching & servicing within an 11-state area.	
	<ul> <li>Managed 71 employees, 57 vehicles and over 10,000 payphones</li> <li>Analyzed reports, budget requirements, and supplied weekly financial reports to the corporate office</li> <li>Ensured regulatory compliance with the Public Utilities Commission, Americans with Disabilities Act, OSHA and other safety regulations</li> </ul>	
	Branch Manager1998 to 2001Account Manager for the Ultramar Diamond Shamrock Corporation (Valero).Successfully installed over 900 payphones across 14 states from planning to completion within 6 weeks:	
	<ul> <li>Supervised 14 employees, 12 vehicles and over 2,100 payphones.</li> <li>Recognized as the most profitable branch in the corporation for 3 years.</li> <li>Field Supervisor 1996 to 1998</li> <li>Managed field activities, ensuring the success of installations and troubleshooting</li> </ul>	
	<ul><li>for quick resolution.</li><li>Recognized as the top service branch for the region, 1997.</li></ul>	

### NAI Payphones, San Antonio, Texas

#### 1993 to 1996

#### Payphone Installer / Inmate Phone Technician

Installed payphones at corrections facilities throughout a 5-state region.
Training/	• N+ Certified	
Certifications	<ul> <li>Internet &amp; Network Communication, Understanding Networking Fundamentals &amp; Telecommunications Fundamentals II</li> </ul>	
Education	Palo Alto Community College	1989 to 1991
	General Studies	

# Buck Ryan Field Service Manager

		•	
Summary	Mr. Ryan has been in the telecommunications field for 35 years. Mr. Ryan has experience in Upper level management with a proven record of accomplishment in operational management, project management, design, specifications, installations and budgeting. He has managed operating companies technical staff including, fiber optics, outside plant, central offices, cellular, paging, and ISP operations, including the following:		
	<ul> <li>As the second employee of KINI, built the operations staff for the company on both the cellular side and the wireline side of the house. Responsibilities included budgeting, building out a fiber optic network of over 1350 miles of plant, building the state wide cellular network of towers and interconnecting facilities, paging and ISP facilities. Putting in place and managing the maintenance force for all the operations of Kansas Cellular and Kin Networks, Inc.</li> </ul>		
	<ul> <li>Managed up to 92 technical staff for project work for the KINI compan</li> </ul>	or the maintenance and continuing ies.	
	Managed my own company, contracting in telephone companies and PBX installation		
Experience	Securus Technologies, Inc.	Feb. 2005 to Present	
	Regional Field Service Manager		
	• Responsible for all field service technicians, dispatch personnel, establishing, implementing and maintaining technical standards, adherence to company policies / procedures and assuring customer satisfaction. Also responsible for scheduling, hiring, training, performing performance reviews, planning and meeting budget requirements.		
	T-Netix, Inc., Carrollton, TX	Sept. 2004 to Feb. 2005	
	Customer Service Manager		
	• Management of Customer accounts and interaction with customers to insure quality telephone Service at their facilities. Working as a liaison between the customer base and corporate Network Service center to insure customer concerns and issues are resolved.		
	Piping Technology Company, McPher	son, KS May 2003 to Sept. 2004	
	Sampling Technician		
		cts being stored and transferred from the t quality and integrity as defined by	
	SC Telcom, Wichita, KS	Jan. 2002-July 2002	

## **Engineering Manager**

• Supervision of engineering projects, both central office and outside plant

installation. Design the layout of new central office (DC power requirements, ironwork and cable runway design, HVAC requirements, Equipment location in various relay racks, and standby power requirements.)

## Fujitsu Network Services, Plano, TX March 2000 – Nov. 2001

#### Area Director for installation services

• Supervision of all aspects of installation of central office equipment including supervision of installation personnel, network design, specifications, close out documentation, and working with telephone engineering departments.

## KINI L.C. (Kansas Cellular, Kin Networks, Inc.), Salina, Kansas Nov. 1989 – Dec. 1999

#### Experience

## **Director of Operations**

Directly reporting to the Vice-President of Engineering and Operations I had indirect P&L responsibility for all operational aspects of installation projects, maintenance, and daily operations of all the outside plant including; 1350 route miles of fiber optic cables and terminal equipment, cellular towers and the cellular equipment at the towers, POPs and co-locate spaces, site, and right of way acquisition; Central office switching and the building and grounds of the switching facilities.

- Built the cellular system throughout the state of Kansas in 15 RSAs with 152 cell sites when the company was purchased by Alltel
- Built the fiber optic backbone of 1350 miles with OC-48 Nortel electronics and had the approval to install five OC-192 rings throughout the state when I left the company.
- Had overall management responsibilities for all cellular, fiber, switching, paging, ISP, central office, POP and co-locate facilities on a project build and then on a daily operations basis.
- Built a work force staff of 91 technical people.
- Perform budget preparation and review projects in relationship to budgeted dollars

## Phone Systems, Inc., Emporia, KS

## June 1983 – Nov. 1989

## **Owner and President**

Provided contract labor for independent telephone companies for installation of new equipment or reconfigurations. Equipment included central office switching frames, MDF expansions, power expansions, carrier equipment, DSX jackfields, subscriber carrier, ANI equipment, PBX installation and programming and maintenance.

- Performed all management functions for the business.
- Supervised all employees
- Made the customer calls to get the contracts, quoted and designed the

	project installations or reconfigurations		
	Broadfoot Communications, Gt. Bend, KS	Nov. 1978 – June 1983	
	Co-Owner of Company		
	Supervised/installed various SXS telephone switc with independent companies' management perso and reconfiguration of projects.		
	Contel of Kansas. Hesston, KS	June 1976 – Nov. 1978	
	Central Office Technician		
	Scheduled and applied preventive maintenance pr and one PABX. Included N2 and N3 toll carrier fac		
Experience	Broadfoot Communications, Gt. Bend, KS	Nov. 1973 - May 1976	
	<b>Installer</b> Installed and tested, per engineers' specifications traffic monitoring equipment. (Stromberg Carlson Step-by-Step, Alston Traffic Scanner, Subscriber C	n, Automatic Electric SXS, ITT	
Training/ Certifications	Lynch T-1 Carrier, Northern Telecom FMT 150 Fiber Mux Equipment, ITEC EMS switching equipment, and Stromberg Carlson SXS switching equipment.		
Education	Agilent Technologies- February 2004 H2293A Fundamentals of Gas Chromatography (Web based Training)		
	<b>Bachelor of Science – Business 1971</b> Emporia State University, Emporia, Kansas		
	<b>Hesston College, Hesston, Kansas – 1977</b> 12 credit hours in electronics		

## Bob Tritsch Field Service Technician

Summary	Bob Tritsch has 33 years of telephony and networking experience in the telecommunications industry. He joined the Securus team in Sept of 2003 after almost 2 years as a Securus contractor. During his time with Securus he has completed numerous installations of Inmate Telephone systems, and hundreds of repair visits. Bob has created great customer relationships throughout Kansas. His hard work has resulting in perfect customer survey scores for repairs in 2011 and 2012 Bob has become one of the national leaders in this category. His knowledge and ambition have made him successful in completing difficult repairs to network, pc, and telephone equipment.		
Experience	Securus Technologies, Inc. Sept. 2003 to Present		
	<ul> <li>Field Service Technician <ul> <li>Install, maintain, repair telecommunications, associated computer, networking, electronic equipment, and wiring per specifications and operational procedures at correctional facilities.</li> <li>Communicates with dispatchers to receive work assignments and provides dispatchers with ticket closing information.</li> <li>Interfaces with multiple departments and/or organizations for problem solutions.</li> <li>Troubleshoots situations where standard procedures have failed in isolating or resolving problems.</li> <li>Required to assist in consulting, giving technical support to or training client personnel on Securus products &amp; services.</li> <li>Maintains inventory of equipment and tools.</li> <li>Installed and serviced coin phones, ATMs and other telephone equipment for many companies including 19 yrs. as a outside technician for Southwartern Ball Talephone</li> </ul> </li> </ul>		
	<ul> <li>Southwestern Bell Telephone</li> <li>Installed and serviced all types of computers and networking equipment</li> <li>Installation of key systems and PBXs.</li> </ul>		
Training/ Certifications	• Aerial and buried cable installation and repair, Fiber installation and repair payphone installation and repair, air flow, cat5 installation and testing, pole climbing,		
Education	High School, some college		

Attachment G

Acknowledgement of Addendum 1



Shawnee County PURCHASING DIVISION CHARLENE MISCHKE Director of Purchasing 200 SE 7<sup>th</sup> St., Room B-27 Topeka, KS 66603 (785) 233-8200 Ext. 4429

## ADDENDUM #1 Addendum Issue Date: May 3, 2012 Shawnee County Department of Corrections

Questions and Answers from Pre-Bid Conference RFP #026-12 – Inmate Telephone System

Below are responses to 31 questions raised either during the pre-bid conference or received from one or more vendors by the deadline of May 1, 2012. The responses are based upon the best information available to the department, and in the event it is in conflict with a specific provision or section of the RFP, the response provided here is the guidance vendors shall use in responding to the relevant RFP specification.

- Q1: The RFP is not clear on the number of copies of the bid are required to be provided.
- A1: Vendors are required to provide one original and one "hard" copy by the bid deadline. In addition, the bid information needs to be provided in CD, DVD, USB drive device, or other memory device that can be read by a computer, and the materials need to be in a searchable format (e.g., Microsoft Word or Adobe Acrobat)
- Q2: What is the Average Daily Population of the Annex?
- A2: The Adult Detention Center ADP listed in the RFP document includes those inmates housed at the Annex. The ADP specific to the Annex is in a range of 40-50.
- Q3: The RFP mentions two (2) monitoring stations. The RFP also indicates that the vendor must allow for access to the call data (for listening, reviewing, extracting, etc.) through a web browser. Are these two in conflict, or is the department asking for both solutions?
- A3: Both solutions. The monitoring stations are specifically for the work of the Intelligence and Investigations division, while the web browser solution is to address access needs outside the primary monitoring stations.

- Q4: Does the department want the ability to control access by external partners (District Attorney, law enforcement, etc.) by inmate PIN number, or do they prefer a "full" access option?
- A4: Department is seeking a web solution that can restrict partners access to phone call information from Vendor's system based on inmate PIN or specific "called" numbers, without providing "full" access to the call records by partners.
- Q5: Are attorney calls certified or branded by the department?
- A5: Inmates and attorneys are given the option of having specific phone numbers (related to the attorney's practice) identified as "unrecorded" in the system. This is only done after receiving a letter from the attorney (on his/her stationary) requesting the specific number they want inmates to call without it being recorded. The department confirms it is a valid number for the attorney before making calls to the number "unrecorded".
- Q6: In addition to the rates for collect and pre-paid calls, does the department want rates for "debit" calls?
- A6: Presently (and for the foreseeable future) the department will not have a system to issue a "debit" solution to inmates. Therefore, the focus of this RFP is on rates for collect and pre-paid solutions. If this changes, the vendor who holds the contract with the department will be negotiated with to establish the rates to be charged.
- Q7: The RFP mentions an open source video visitation solution. Is this part of the current RFP, and if not, what is the purpose of its being discussed in the RFP?
- A7: The department is seeking to learn what each bidding vendor has by way of an open source video visitation solution. While this contract will not begin with the installation or implementation of this solution, it is the department's eventual intent to move into that solution, and wants to begin with dialoging with the vendor that holds the inmate telephone system contract. Therefore, the solution that each bidding vendor presents will be considered as part of the threshold consideration for that vendor being selected.
- Q8: What are the department's expectations regarding the transfer of call data from the current vendor (assuming a change in vendor occurs)?
- A8: Department expects that the call data available under the current vendor continue to be available on the same terms as presently established. The current vendor provides department with 365 days of call data to search, review, and extract. Our expectation (in the event of a change in vendor) is that 365 days of data be transferred for department's use.

- Q9: Will the department have a "paid" video visitation system or a "free access" system, or a combination?
- A9: The specifics of those arrangements will be left for when the department moves toward video visitation system installation. The current scope is simply to learn whether or not each vendor has an open source video visitation solution.
- Q10: Can department define further what is intended under section 11.70 of the RFP? Specifically, if the refund is only of the remaining balance on a pre-paid account or does it include reimbursement of set up fees, etc.)?
- A10: The intent of section 11.70 is to ensure a proper and timely reimbursement of improperly imposed fees (e.g., under section 7.6) or of the balance of a pre-paid calling account, without reimbursement fees or unnecessary delays to the customer. A discussion of the vendor's process in this regard is to assist department in identifying any portions of that process that would need to be altered to comply with department's expectations with regard to those who utilize vendor's services associated with department inmates or juveniles.
- Q11: Do all the phone connections within department's three facilities join at a central location?
- A11: Yes. As the tour indicated, there is a room on the 2<sup>nd</sup> floor of the main facility (across from Administration offices) that houses the "head end" of the system. This would be the location utilized by the selected vendor.
- Q12: Can department identify any known plans for expansions to the current phone volume?
- A12: Yes. Department may be considering the addition of a "free" phone in each of the 14 Adult Detention modules, that can be turned off or on from a remote location (e.g., Sergeants' offices or at the "head end" location). Department may increase the number of pay phones in the six ADC addition modules. Other than these options, the only expansion would be in the event of a change in our physical plants that increased the number of housing units.
- Q13: What is the process for inmates to get their PIN assigned?
- A13: At the time of being processed into the facility (in Booking), the inmate is provided a card that explains the function of the inmate phone system, and the card has the inmate's PIN hand-written on it. As long as the inmate has provided a "next of kin" contact, they are provided a card with a PIN for use of the inmate telephone system. The inmate then may activate their PIN from one of the phones in Booking, or upon being dressed into one of the housing units.
- Q14: Is there any "PIN-less" calling in the department?
- A14: Yes. The Juvenile Detention Center residents are not required to utilize a PIN for dialing out.

- Q15: Have you ever had an issue with inmates complaining there were an insufficient number of telephones in the Booking area?
- A15: No. There has never been any indication that the inmate-to-phone ratio is insufficient in any location of the facility.
- Q16: How do you handle non-working phones?
- A16: If an inmate finds a telephone does not work, the officer is informed and a work order is issued to have it repaired or replaced. The vendor's service technician comes and repairs or replaces the telephone. The service that each vendor will offer with regard to this and/or other system failures should be discussed as part of the RFP response.
- Q17: The RFP listing of revenue for CY2009 through CY2011 seems to have dropped 23%, while the ADP did not reflect a similar drop. Could department provide any insight to the cause of this apparent decrease in revenue? Have calling rates or commission percentages changed? Have inmate calling policies, lockdowns, or other policy changes reduced the amount of time that inmates are allowed to use the phone? Have restrictions on the length of the call changed?
- A17: While the raw figures were provided in annual revenues, it has the capacity to be misleading due to the ebb and flow of revenue under the terms of the current agreement. The figures provided are based on when payments (including some contracted "bulk" payments) literally hit the County's "books".

There has been no decrease in the calling rates or commission. There have been no restrictions on the length of the calls.

There was a single outlier event in 2011 that led to the system being inoperable for a period of time. Furthermore, there was an increase in lockdown periods during CY2011 that may have resulted in at least a short-term decrease in phone usage until the inmates learned to adjust to their new schedule.

- Q18: Would department please provide the current commission percentage it is receiving?
- A18: 45%
- Q19: Since New World System (NWS) stores all inmate booking data, will department require NWS to share/provide the inmate data to the vendor on a daily/hourly basis via FTP or other secure means?
- A19: Department will coordinate arrangements between Shawnee County IT and the successful vendor to have the necessary demographic information transferred on a daily basis via FTP to the vendor's system. Since the primary purpose of this file sharing is to facilitate the deactivation of PINs, daily transfers should be sufficient.

- Q20: Would department provide the current international rates?
- A20: Current international rates are not used. That provision was placed into the RFP so that department would be able to know what rates are common in the industry, as we increase our relationship with Immigration and Customs Enforcement (ICE) it could result in the need to have such rates on record.
- Q21: Do the calling rates listed on page 12 apply to all call types (collect, prepaid, etc.)? If not, can department supply the current rates for all call types?
- A21: The calling rates identified in the RFP document are applicable to all call types.
- Q22: Please confirm that the successful vendor must provide new equipment, including the incumbent provider.
- A22: This is confirmed, as the equipment must be capable of sustaining full usage through the life of the agreement, and there are expectations for the software (and potentially the hardware) that go beyond the functionality of the current system.
- Q23: Please provide a point schedule associated with the selection criteria identified in section 5.3, and identify what persons will be involved in the selection process.
- A23: There is no assigned point schedule, or that value would have been included in the RFP document. The proposals will be vetted by members of the Department of Corrections administration. The lead will be taken by Capt. Timothy Phelps, who will discuss the details of the various proposals with Maj. Brian Cole, Maj. Evelyn Kendall, and Dir. Richard Kline. Some portions may be also discussed with the Maintenance Supervisor Al McKellips and primary investigator Sgt. Matt Biltoft. Nobody outside the Department of Corrections is scheduled to be reviewing the bids, except to the degree that any disqualifying factor (such as missing the deadline for submission) would require Shawnee County Purchasing to be involved.
- Q24: Will the department allow each vendor to submit multiple rate and commission options for consideration?
- A24: Yes. For each option, however, it must be clearly stated what conditions are impacting the differences in the options presented.
- Q25: Will department provide contact information for the current JMS vendor, New World Systems (NWS)?
- A25: Please reference the answer the related question #19 above. It is not anticipated that full integration to NWS will be necessary. If, however, a vendor wants to inquire about costs and specifics to accomplish full integration (at vendor's expense), the primary contact with NWS for Shawnee County is as follows:

Mr. Leo Raby Customer Care Manager New World Systems 888 W. Big Beaver, Suite 600 Troy, MI 48084 248.269.1000, ext. 1378 (office) 248.434.3278 (FAX) 248.752.1702 (cell)

- Q26: How many free calls is the department currently processing? Are these calls included in the call detail provided?
- A26: Unfortunately, there are no specific numbers available to respond to this question. The call detail provided only include calls for which revenues were collected.
- Q27: In Appendix A, there is a line for "additional incentive". In response to this, is department looking for a signing bonus, a specific hardware or technology offering, or something else?
- A27: In discussions with vendors who were (prior to the department's decision to issue an RFP) making unsolicited contact with department representatives, there were various pitches made regarding what that vendor brought to the table that makes it unique in the field. Some of it was hardware, some software. Rather than issuing a specification that risked isolating vendors that are strong providers but may not have the specific thing to offer, it was decided to allow any vendor with a specific and unique offering to pitch that as a significant enhancement (beyond the terms of the base specifications).
- Q28: Would department please provide the "Standard Terms and Conditions" referenced in Section 6?
- A28: The terms are provided at pages 39-40 of the RFP document. The title of that section is "Attachment to Shawnee County Contract C\_\_\_\_\_". The fully formatted version of this (with identical terms as listed in the RFP) will be provided to the successful vendor to be executed, and will become a part of the final contract document.
- Q29: Please clarify if Section 13 should be repeated from the Technical Response to the Exception tab and clarify there is no Section 14.
- A29: Under Section 3, reference is made to the documentation of exceptions that proposals may have to requirements in sections 6-12. In that reference, the exceptions "section" is identified erroneously as "14". The exceptions section is in fact "13". Furthermore, under Section 3.2.4, Technical Response, it directs that vendor "provide clear responses to each of the requirements for sections 6 through 13". That section should read: "*Provide clear responses to each of the requirements for sections 6 through 12*"

Department apologizes for these errors in the RFP document.

- Q30: Please clarify if the Technical Response tab should include Section 3 and Section 5 of the RFP.
- A30: No. The only response required to Sections 3 and 5 of the RFP is to indicate that the vendor has "Read and Understood" the contents of those sections. This is to ensure that the information and guidance provided in those sections are not missed, as they provide instructions for vendor's responses.
- Q31: In addition to the call data provided in RFP section 1.3, are there any pre-paid card calls or debit calls made by inmates?<sup>+</sup> If yes, please provide the call rates and the annual number of calls, call duration minutes, and revenue by call traffic type for the past 12 months.
- A31: The call data provided in Section 1.3 includes "Propaid" (3<sup>rd</sup> main column) information. This is the extent of information that will be provided in this RFP. As discussed in the pre-bid conference meeting, there is no system currently in place to utilize a debit call system (see response to Q6 above).

All other terms and conditions of the bid remain the same. Bidders are required to sign this addendum and attach it to their bid.

COMPANY NAME: <u>Se</u>	curus Technologies, Inc.
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DATE:05/07/1	2

Michele Hanshaw, Purchasing Specialist