

RFP 24-044
Term Contract for Inmate Technology Systems

Q&A #1

Question 1: Please provide a copy of each agreement/contract and all amendments (if applicable) the County has executed with its incumbent inmate Telephone System (ITS), Video Visitation System (VVS) and Tablet provider(s)?

Answer:
See attached.

Question 2: Who is the County's current inmate banking/trust fund services provider?

Answer:
JPay.com is our financial platform for depositing money into inmate trust accounts.

Question 3: Who is the County's current Jail Management System (JMS) provider?

Answer:
Tiburon.

Question 4: Is the inmate banking/trust account managed through the commissary system or the Jail Management System (JMS) or other system? If other, please specify.

Answer:
We use Aramark's Corebanking for our inmate trust account management.

Question 5: Who is the County's current commissary service provider?

Answer:
Aramark Correctional Services

Question 6: How is commissary ordered today?

Answer:
Inmates can order using the Aramark Kiosks in each housing unit and also using the Commissary App located on Securus Terminals and Tablets.

Question 7: Please provide the average daily population for the last three months, broken down by month, if possible?

Answer:
Nov. 2023 – 837, Dec. 2023 – 836, Jan. 2024 - 838

Question 8: Will the County please provide a copy of Call Detail/Commission Summary Reports for the past three months which shows a breakdown of all ITS calls, minutes, commission rates and revenues?

Answer:

See attached. (STRAT JAN 24, STRAT DEC 23, STRAT NOV 23)

Question 9: Will the County please provide copies of Call Detail/Commission Summary Reports for the past three months which shows a breakdown of all VVS calls, minutes, commission rates and revenues?

Answer:

See attached. (STRAT JAN 24, STRAT DEC 23, STRAT NOV 23)

Question 10: Will the County please provide copies of Tablet/Kiosk Revenue/Commission Summary Reports for the past three months which shows a breakdown of tablet/kiosk service usage, service cost, revenue and commissions received from inmate electronic messaging (aka email), entertainment, tablets, video messaging, etc?

Answer:

See attached. (STRAT JAN 24, STRAT DEC 23, STRAT NOV 23)

Question 11: Will the County please detail all costs/fees associated with inmate tablet device rentals?

Answer:

We are currently transitioning from a tablet rental system (\$5.00/month for a premium subscription) to a 1:1 system where every inmate will be given a free, basic tablet with the option to upgrade to premium content for \$5.00/month. Inmates can purchase additional premium content such as games, movies, and music.

Question 12: Will the County please provide monthly revenue/commission reports regarding inmate tablet device rentals for the past three months?

Answer:

See attached. (STRAT JAN 24, STRAT DEC 23, STRAT NOV 23)

Question 13: What limits does the County place, if any, on use of the services in this RFP such as maximum number of onsite visits allowed per week (or other interval), remote visits per week, calls per week, minutes per call/visit, etc?

Answer:

Paid At-Home (remote) video visits are unlimited. At facility visits (onsite) are limited to 2 per inmate per week and Trustees are allowed 3 per week. All visits currently are 25 minutes in length. Inmates can attempt unlimited outgoing calls. All telephone calls are currently limited to 15 minutes.

Question 14: The RFP indicates that the County currently has an inmate tablet program in place. Will the County please provide the following details regarding its current inmate tablet program: a.) Who is the current tablet manufacturer/provider?, b.) How many tablets does the County have today? c.) Do inmates share the tablets?, d.) How do they check them out? And e.) Are the tablets interfaced with the JMS and if so, for what purpose?

Answer:

A: Securus Technologies is our current tablet provider.

B: Approximately 450 tablets. We are transitioning to a 1:1 tablet-to-inmate program soon.

C: Inmates are allowed to share a tablet with another inmate. This will change when every inmate is issued a tablet. At that time, inmates will not be allowed to have another inmate's tablet in their possession.

D: This varies depending on the type of Housing Unit. In our direct supervision housing units, inmates have access to the charging carts and tablets. In our Linear Podular housing units, inmates don't have access to the charging units and the officer has to hand them out.

*** As we transition to the 1:1 tablet-to-inmate program, inmates will no longer have access to the charging carts. All tablets will be handed out to each inmate.*

E: Tablets are not currently interfaced with our JMS.

Question 15: How many inmate tablet devices are currently available for inmate rental at the facility?

Answer:

Securus tries to keep a sufficient number of tablets available for rental. The exact number is not known at this time.

Question 16: How many inmate tablet device-charging stations/carts are currently installed at the facility?

Answer:

Approximately 40 charging units.

Question 17: Will the County please clarify if they are requiring vendors to furnish both a full-time On-site Technician as well as a full-time Tablet Administrator or if these duties/responsibilities may be performed by a single individual?

Answer:

We are requiring the vendor to furnish both a full-time On-Site Technician as well as a full-time Tablet Administrator to manage the 1:1 tablet to inmate tablet program.

Question 18: After the first round of questions is answered, will the County accept additional questions if clarification is needed for any of the County's responses?

Answer: Yes, if submitted within the parameters of the RFP.

STATE OF TEXAS §
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 COUNTY OF FORT BEND §

**FIFTH AMENDMENT TO
 MASTER SERVICES AGREEMENT FOR
 SHERIFF'S OFFICE INMATE TECHNOLOGY SYSTEMS
 PURSUANT TO RFP 18-021**

This FIFTH AMENDMENT of the Master Services Agreement for Sheriff's Office Inmate Technology Systems Pursuant to RFP 18-021 is made and entered into by and between FORT BEND COUNTY, TEXAS, a body politic, acting herein by and through its Commissioners Court (hereinafter "County") and Securus Technologies, LLC (f/k/a Securus Technologies, Inc.) (hereinafter "Contractor"), a company authorized to conduct business in the State of Texas.

RECITALS

WHEREAS, on or about February 13, 2018, the Parties entered into Master Services Agreement for Sheriff's Office Inmate Technology Systems Pursuant to RFP 18-021, which was amended on or about March 13, 2018, February 12, 2019, March 24, 2020, and December 21, 2021; the Master Agreement and four Prior Amendments are all incorporated by reference;

WHEREAS, the Parties desire to amend the terms as stated herein;

NOW, THEREFORE, for and in consideration of the mutual benefits to be derived by the parties hereto, County and Contractor agree as follows:

I. Amendment: Section One, Scope of Services, is amended as follows:

A. Commission Percentage Change: eMessaging. As of the effective date of the Fifth Amendment, Contractor will pay County a commission of 20% on each redeemed stamp based on the Stamp Book Price (excluding any applicable taxes/fees/surcharges), which may differ from facility to facility. A stamp is considered "redeemed" when it used to send messages. Contractor will remit the payment for a calendar month to County on or before the 30th day after the end of the month in which the eMessaging stamps were redeemed (the "Payment Date"). All payments will be final and binding unless Contractor receives written objection within sixty (60) days after the Payment Date.

B. Tablets. Contractor and County agree to move to a ratio of one tablet per one inmate housed on mutually-agreed upon schedule. Contractor will keep County informed of any issues that may arise that could affect said schedule, if any occur. Additionally, Premium content charges will be as follows:

Media Type	Price*
Music – Songs	\$1.19 - \$2.23
Music – Albums	\$1.51 - \$22.93
Games	\$0.00 - \$12.99

Movies	\$3.99 - \$14.99
TV Shows (Per Episode)	\$1.74 - \$2.99

* Prices represent 95% of content that is offered – outliers (such as an anthology album with more tracks than a typical album) may exist. Prices are inclusive of the price of the content and any applicable fees or costs; however, taxes are not included in the ranges. Prices above are standard prices, but pricing may be subject to temporary changes resulting from sales or promotions. Parties understand that Contractor reserves the right to increase the prices described above on an annual basis by no more than 7/10 of the percentage increase in consumer prices for services during the applicable trailing 12-month period as measured by the United States Consumer Price Index or a similar index should such index no longer be published. Pricing may be adjusted by mutual agreement of the parties.

C. Kiosk Schedule. Depositors will be charged a base fee per transaction for use of Credit cards or Debit cards at the Lobby Kiosk only to the Trust account as follows:

Friends and Family Kiosk Deposit Fees	
Deposit Amounts	Fees
\$0.01 to \$20.00	\$3.95
\$20.01 to \$100.00	\$6.95
\$100.01 to \$200.00	\$8.95
\$200.01 to \$300.00	\$10.95

For Trust Accounts, Friends and Family paying with Cash: Funding fee is \$3.00 flat.

For Phone Funding, Friends and Family using Cash or Credit Card: Funding fee is \$3.00 flat.

Client Kiosk Deposit Fees	
Deposit Amounts	Fees
\$0.01 to \$20.00	\$3.95
\$20.01 to \$100.00	\$6.95
\$100.01 to \$200.00	\$8.95
\$200.01 to \$300.00	\$10.95
\$300.01 to \$400.00	\$12.95
\$400.01 to \$515.00	\$15.50

No fee for cash deposits on Clients Kiosk.

Phone Funding is not available on Client Kiosk.

Pricing may be adjusted by mutual agreement of the parties.

D. Digital Mail Center: Provider Processed and Delivered. As of the effective date of the Fifth Amendment, Contractor will conduct the initial processing of physical mail and its conversion into electronic form, typically within forty-eight (48) hours of receipt. After processing and, if desired, County approval, Contractor will distribute the electronic version of the mails as

agreed by County and Contractor. Contractor will not scan any items that are not reasonably susceptible to scanning (such as boxes, books, stapled papers, publications, money orders, or other such materials which do not consist of printed correspondence on a two-dimensional page). County will inform recipients and friends and family about this restriction and the general process of the Digital Mail Service. If Contractor receives such items, they will be returned to its sender. If Contractor receives mail addressed to a recipient no longer at County's facility, such mail will be returned to its sender. At County's option, physical mail may either be destroyed after thirty (30) to sixty (60) days or forwarded to County (at County's cost), at County's preference. If County elects to withhold mail from delivery to a recipient or directs Contractor to destroy mail per the aforementioned schedule, the County is solely responsible for notifying the recipient and the sender of such actions as may be legally required.

Neither Contractor nor County will process any mail through Digital Mail Center that originates from an attorney's office or is otherwise legally private or privileged. If Contractor receives mail originating from an attorney's office or other private/privileged establishments, Contractor will return it to its sender.

All electronic information associated with the mail, including sender name, time, date, and address along with scanned images will be stored for the Term of the Agreement.

Contractor affirms the cost of Digital Mail Center was considered and included in offering the terms contained in the Fifth Amendment, provided that any additional costs incurred by County described herein in connection with Digital Mail Center may be deducted from compensation otherwise owed to County under the Agreement or invoiced.

County Warranty. County will comply with all privacy, consumer protection, constitutional, marketing, and data security laws and government guidelines applicable to County's access to and use of information obtained in connection with or through Digital Mail Center. County acknowledges and understands that County is solely responsible for its compliance with such laws and that Contractor makes no representation or warranty as to the legality of the use of Digital Mail Center or the information obtained in connection therewith. Contractor will have no obligation, responsibility, or liability for County's compliance with any and all laws, regulations, policies, rules or other requirements applicable to County by virtue of its use of Digital Mail Center. To the fullest extent allowed by law, County agrees to be responsible for any loss, cost, claim, liability, damage, and expense (including, without limitation, reasonable attorney's fees and expenses) arising out County's non-compliance with applicable laws.

Conditional Use of Digital Mail Center. Contractor reserves the right to modify, enhance, or discontinue, in its sole discretion, any or all of the features that are currently part of Digital Mail Center. Moreover, if Contractor determines in its sole discretion that Digital Mail Center and/or County's use thereof (1) violates the terms and conditions set forth herein; (2) violates any applicable rule; or (3) is reasonable likely to be so determined, Contractor may, upon written notice, immediately terminate County's access to Digital Mail Center and shall have no further liability or responsibility to County with respect thereto.

Disclaimer of Warranties. COUNTY UNDERSTANDS AND ACKNOWLEDGES THAT DIGITAL MAIL CENTER AND ALL INFORMATION USED AND OBTAINED IN CONNECTION WITH

DIGITAL MAIL CENTER ARE PROVIDED "AS IS." CONTRACTOR AND ITS SUBSIDIARIES DO NOT MAKE AND HEREBY DISCLAIMS ANY WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO DIGITAL MAIL CENTER. CONTRACTOR DOES NOT GUARANTEE OR WARRANT THE CORRECTNESS, COMPLETENESS, LEGALITY, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OF DIGITAL MAIL CENTER OR INFORMATION OBTAINED IN CONNECTION THEREWITH. IN NO EVENT WILL CONTRACTOR AND ITS SUBSIDIARIES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, HOWEVER ARISING, INCURRED BY COUNTY FROM RECEIPT OR USE OF INFORMATION OBTAINED IN CONNECTION WITH DIGITAL MAIL CENTER OR THE UNAVAILABILITY THEREOF.

Limitation of Liability. CONTRACTOR WILL HAVE NO LIABILITY COUNTY (OR TO ANY PERSON TO WHOM COUNTY MAY HAVE PROVIDED DATA FROM DIGITAL MAIL CENTER) FOR ANY LOSS OR INJURY ARISING OUT OF OR IN CONNECTION WITH DIGITAL MAIL CENTER OR CUSTOMER'S USE THEREOF. IF, NOTWITHSTANDING THE FOREGOING, LIABILITY CAN BE IMPOSED ON THE CONTRACTOR, COUNTY AGREES THAT CONTRACTOR'S AGGREGATE LIABILITY FOR ANY AND ALL LOSSES OR INJURIES ARISING OUT OF ANY ACT OR OMISSION OF PROVIDER IN CONNECTION WITH DIGITAL MAIL CENTER, REGARDLESS OF THE CAUSE OF THE LOSS OR INJURY, AND REGARDLESS OF THE NATURE OF THE LEGAL OR EQUITABLE RIGHT CLAIMED TO HAVE BEEN VIOLATED, WILL NEVER EXCEED THE AMOUNT PAID BY COUNTY FOR DIGITAL MAIL CENTER. COUNTY COVENANTS AND PROMISES THAT IT WILL NOT SEEK TO RECOVER FROM CONTRACTOR AN AMOUNT GREATER THAN SUCH SUM EVEN IF COUNTY WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Indemnification. EXCEPT FOR THOSE APPLICATIONS BEING PROVIDED AT NO COST TO COUNTY, AND AT NO COMMISSION TO CONTRACTOR, CONTRACTOR SHALL SAVE HARMLESS COUNTY FROM AND AGAINST ALL CLAIMS, LIABILITY, AND EXPENSES, INCLUDING REASONABLE ATTORNEY'S FEES, ARISING FROM ACTIVITIES OF CONTRACTOR, ITS AGENTS, SERVANTS OR EMPLOYEES, PERFORMED UNDER THIS AGREEMENT THAT RESULT FROM THE NEGLIGENT ACT, ERROR, OR OMISSION OF CONTRACTOR OR ANY OF CONTRACTOR'S AGENTS, SERVANTS OR EMPLOYEES. CONTRACTOR WILL HAVE NO LIABILITY TO COUNTY FOR ANY LOSS OR INJURY ARISING FROM OR IN ANY WAY RELATED TO EITHER PARTY'S USE OF THE SECURUS DIGITAL MAIL CENTER APPLICATION OR INFORMATION OBTAINED IN CONNECTION THEREWITH.

- II. Inflation Adjustments. To the extent permitted by applicable law and regulation and upon mutual agreement in writing between the parties, Contractor reserves the right to increase the prices described in the Agreement on an annual basis by the percentage increase in consumer prices for Services during the applicable trailing 12-month period as measured by the United States Consumer Price Index or a similar index should such index no longer be published. Notwithstanding the foregoing limitation on price increases, Contractor reserves the right to increase prices upon 30 days' notice in the event of a cost increase that exceeds 3% of Contractor's current costs directly related to the provision of Applications under this Agreement.
- III. Express Warranties. Contractor offers the following express warranties in connection with the Applications. Additional warranties may be provided in the relevant Scope of Services sections:

Express Warranty for Hardware and Software Deployed and Owned by Contractor. For hardware and software deployed and owned by Contractor and provided to County pursuant to the Agreement, Contractor agrees to repair and maintain such hardware and software in good operating condition (ordinary wear and tear excepted), including, without limitation, furnishing all parts and labor during the term of the Agreement. Notwithstanding the foregoing, Contractor is not responsible for any repair, maintenance, replacement or other costs associated with damage due to destruction, vandalism, misuse, neglect, accident, misapplication, abuse or other similar breakage ("Breakage"), and County shall be responsible for the cost of such Breakage, including, but not limited to replacement costs. County will be charged for repair costs incurred due to Breakage, up to the amount of replacement of the applicable equipment. Such charges will be deducted from the next commission payment, or invoiced to the County. County agrees to promptly notify Contractor in writing after discovering any damage due to Breakage. Contractor will have no obligation to repair or maintain such hardware or software, if the Applications are, without Contractor's knowledge and approval, interfaced with other devices or software owned or used by County or a third party, or if the Applications are otherwise damaged as a result of County's actions.

Express Warranty for Hardware and Software Purchased and Owned By County. For hardware and software purchased from Contractor and owned by County pursuant to the Agreement, Contractor warrants that such materials will be free from material defects under normal use, maintenance, and service for a period of ninety (90) days from the date of sale. Contractor makes no warranty with respect to low performance, damages, or defects in any such materials caused by Breakage, nor does Contractor make any warranty as to any such materials that County has repaired or altered in any way. County will be charged for repair costs incurred due to Breakage, up to the amount of replacement of the applicable equipment. Such charges will be deducted from the next commission payment, or invoiced to the County. When express warranties are applicable, Contractor will replace the applicable materials at no cost, with is County's sole remedy in connection with a claim pursuant to this section.

- IV. Uncontrollable Circumstances. The financial arrangements in this Agreement are based on conditions existing as of the Effective Date; including, without limitation, any representations regarding existing and future conditions made by the County in connection with the negotiation and execution of this Agreement. If conditions change due to causes beyond Contractor's control (including, but not limited to, a change in the scope of Contractor's Services; changes in rates, regulations, or operations mandated by law; material reduction in facility population or capacity; material changes in jail policy; material change in economic conditions; actions County takes for security reasons (e.g., lockdowns or acts of God) which would negatively impact Contractor's business, the parties mutually agree to modify the Agreement to offset the impact of such change. Such modifications may include any or a combination of an adjustment to Contractor's pricing or modification of the Application offerings under the Agreement. Contractor will not unreasonably exercise such right. The foregoing shall be in addition to, and with limitation of, the parties' rights and obligations set forth herein in respect of an event of Force Majeure or any other rights of Contractor to adjust pricing set forth in this Agreement. Further, County acknowledges that Contractor's provision of Services is subject to certain federal, state, or local regulatory requirements and restrictions that are subject to change from time-to-time and that Contractor may take any steps necessary to perform in compliance therewith.




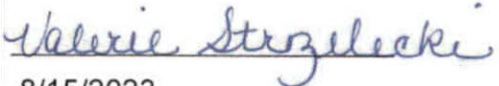

- V. This Fifth Amendment shall commence on the last date signed by either party and remain in effect through the term of the Agreement. Further, the Term of the Agreement shall be extended by an additional twelve (12) months, with a modified end date of March 31, 2024 under the terms and conditions of the Agreement. Notwithstanding anything to the contrary, the terms and conditions of the Agreement shall continue to apply for so long as Contractor continues to provide the Applications to County after the expiration or earlier termination of this Agreement.
- VI. Except as modified herein, any prior executed document remains in full force and effect and has not been modified or amended. In the event of conflict, the contents of the most recently executed document shall prevail.

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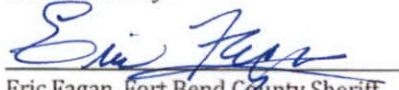
{Execution page to follow}

VII. Execution.

IN TESTIMONY OF WHICH, THIS AMENDMENT shall be effective up on execution of all parties.

<p>ATTEST:</p> <p></p> <p>_____ Laura Richard, County Clerk</p> <p></p>	<p>"County"</p> <p>FORT BEND COUNTY</p> <p>By:  County Judge KP George</p> <p>KP George, Fort Bend County Judge</p> <p>Date: <u>September 12, 2023</u></p>
<p>ATTEST:</p> <p></p> <p>8/15/2023</p>	<p>"Contractor"</p> <p>Securus Technologies, LLC (f/k/a Securus Technologies, Inc.)</p> <p>By: </p> <p>Name: <u>Alex Yeo</u></p> <p>Title: <u>Chief Revenue and Product Officer</u></p> <p>Date: <u>08/15/2023</u></p>

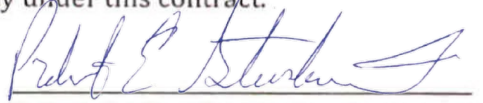
Reviewed By:


Eric Fagan, Fort Bend County Sheriff



AUDITOR'S CERTIFICATE

I hereby certify that funds are available in the amount of \$ 0.00 to accomplish and pay the obligation of Fort Bend County under this contract.


Robert Ed Sturdivant, County Auditor

STATE OF TEXAS §
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 COUNTY OF FORT BEND §

**FOURTH AMENDMENT TO
 MASTER SERVICES AGREEMENT FOR
 SHERIFF'S OFFICE INMATE TECHNOLOGY SYSTEMS
 PURSUANT TO RFP 18-021**

This FOURTH AMENDMENT of the Master Services Agreement for Sheriff's Office Inmate Technology Systems Pursuant to RFP 18-021 is made and entered into by and between FORT BEND COUNTY, TEXAS, a body politic, acting herein by and through its Commissioners Court (hereinafter "County") and Securus Technologies, LLC (f/k/a Securus Technologies, Inc.) (hereinafter "Contractor"), a company authorized to conduct business in the State of Texas.

RECITALS

WHEREAS, on or about February 13, 2018, the Parties entered into Master Services Agreement for Sheriff's Office Inmate Technology Systems Pursuant to RFP 18-021, which was amended on or about March 13, 2018, February 12, 2019, and March 24, 2020; the Master Agreement and three Prior Amendments are all incorporated by reference;

WHEREAS, the Parties desire to amend the terms as stated herein;

NOW, THEREFORE, as of the last date signed by either party and in consideration of the mutual promises and covenants contained herein, the parties agree as follows:

- I. The standard retention cycle for all recorded Securus Video Connect sessions is hereby changed from 30 days to 90 days. Securus will provide County access to utilize any necessary software to download and store call recordings with continued access after termination to sort/filter downloaded calls.
- II. The following is added to Section One – Scope of Services:

Securus will deploy its Word Alert product. Securus Word Alert is a safety, security, and investigative feature of the NextGen Secure Communications Platform which uses speech-to-text technology to transcribe the audio in calls and, if applicable, Video Connect sessions to text and allows investigators to search text transcripts for specified words and phrases. It also enables investigators to request English translations of transcripts that are in some other languages. County's use of Word Alert is governed by and conditioned upon the terms set forth herein.

In exchange for Word Alert, where permitted by applicable law and regulation, call rates will increase by \$0.01 per minute, which will not be eligible for commission to the County under the Agreement. Each party shall inform the other of any regulatory changes concerning the use of Word Alert to the extent a party becomes aware of such changes.

County Warranty. County will comply with all privacy, consumer protection, constitutional, marketing, and data security laws and government guidelines applicable to County's access to and use of information obtained in connection with or through Word Alert. County acknowledges and understands that County is solely responsible for its compliance with such laws and that Contractor makes no representation or warranty as to the legality of the use of Word Alert or the information obtained in connection therewith. Contractor will have no obligation, responsibility, or liability for County's compliance with any and all laws, regulations, policies, rules or other requirements applicable to County by virtue of its use of Word Alert. To the fullest extent allowed by law, County agrees to be responsible for any loss, cost, claim, liability, damage, and expense (including, without limitation, reasonable attorney's fees and expenses) arising out County's non-compliance with applicable laws.

Conditional Use of Word Alert. Contractor reserves the right to modify, enhance, or discontinue, in its sole discretion, any or all of the features that are currently part of Word Alert. Moreover, if Contractor determines in its sole discretion that Word Alert and/or County's use thereof (1) violates the terms and conditions set forth herein; (2) violates any applicable rule; or (3) is reasonably likely to be so determined, Contractor may, upon written notice, immediately terminate County's access to Word Alert and shall have no further liability or responsibility to County with respect thereto.





Accuracy of Transcription, Translation, and Analytical Services. County understands and acknowledges that all information used and obtained in connection with Word Alert is provided "AS IS." County acknowledges and agrees that speech transcription and translation is subject to unavoidable inaccuracies due to, among other things, poor audio quality, language spoken with significant accents or dialects, unfamiliar vernacular or vocabulary, or other issues which may result in transcript or translation inaccuracies. Contractor does not make any representations or warranties regarding Word Alert's ability to identify suspicious or suggestive key words or phrases, phrases that suggest threats to security, or phrases that indicated criminal activity in and outside of the Facility(s).

Disclaimer of Warranties. COUNTY UNDERSTANDS AND ACKNOWLEDGES THAT WORD ALERT AND ALL INFORMATION USED AND OBTAINED IN CONNECTION WITH THE SAME IS PROVIDED "AS IS." CONTRACTOR AND ITS SUBSIDIARIES DO NOT MAKE AND HEREBY DISCLAIMS ANY WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO WORD ALERT. CONTRACTOR DOES NOT GUARANTEE OR WARRANT THE CORRECTNESS, COMPLETENESS, LEGALITY, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OF WORD ALERT OR INFORMATION OBTAINED IN CONNECTION THEREWITH. IN NO EVENT WILL CONTRACTOR AND ITS SUBSIDIARIES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, HOWEVER ARISING, INCURRED BY COUNTY FROM RECEIPT OR USE OF INFORMATION OBTAINED IN CONNECTION WITH WORD ALERT OR THE UNAVAILABILITY THEREOF.

- III. This Fourth Amendment shall commence on the last date signed by either party and remain in effect through the term of the Agreement
- IV. Except as modified herein, any prior executed document remains in full force and effect and has not been modified or amended. In the event of conflict, the contents of the most recently executed document shall prevail.


V. Execution.

IN TESTIMONY OF WHICH, THIS AMENDMENT shall be effective up on execution of all parties.

<p>ATTEST:</p> <p></p> <p></p>	<p>“County”</p> <p>FORT BEND COUNTY</p> <p>By: </p> <p>County Judge KP George</p> <p>KP George, Fort Bend County Judge</p> <p>Date: 12-21-2021</p>
<p>ATTEST:</p>	<p>“Contractor”</p> <p>Securus Technologies, LLC (f/k/a Securus Technologies, Inc.)</p> <p>By: </p> <p>Name: <u>Russell Roberts</u></p> <p>Title: <u>Chief Growth Officer</u></p> <p>Date: <u>12/14/2021</u></p>

AUDITOR’S CERTIFICATE

I hereby certify that funds are available in the amount of \$ 0.00 to accomplish and pay the obligation of Fort Bend County under this contract.


Robert Ed Sturdivant, County Auditor



STATE OF TEXAS §
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 COUNTY OF FORT BEND §

**THIRD AMENDMENT TO
 MASTER SERVICES AGREEMENT FOR
 SHERIFF'S OFFICE INMATE TECHNOLOGY SYSTEMS
 PURSUANT TO RFP 18-021**

This THIRD AMENDMENT of the Master Services Agreement for Sheriff's Office Inmate Technology Systems Pursuant to RFP 18-021 is made and entered into by and between FORT BEND COUNTY, TEXAS, a body politic, acting herein by and through its Commissioners Court hereinafter "County"), and Securus Technologies, Inc. (hereinafter "Contractor"), a company authorized to conduct business in the State of Texas. *LLC*

RECITALS

WHEREAS, on or about February 13, 2018, the Parties entered into Master Services Agreement for Sheriff's Office Inmate Technology Systems Pursuant to RFP 18-021, which was amended on or about March 13, 2018 and February 12, 2019; the Master Agreement and two Prior Amendments are all incorporated by reference;

WHEREAS, the Parties desire to temporarily amend the terms as stated herein;

WHEREAS, County has requested to make certain temporary changes to certain of Provider's systems in response to disruptions being caused by state and local precautions implemented regarding COVID-19 Coronavirus, and Contractor agrees to make such changes;

NOW THEREFORE, for and in consideration of the mutual benefits to be derived by the parties hereto, County, and Contractor agree as follows:

- i. Amendment: Exhibit C, Application Schedules as attached to the Master Services Agreement for Sheriff's Office Inmate Technology Systems Pursuant to RFP 18-021 is hereby temporarily amended as follows:

TERMS:

Provider will charge Securus Video Visitation session charges that are in compliance with state and federal regulatory requirements for Remote Video Visitation sessions except that during the time period covered by this Third Amendment, Contractor will reduce their video visitation session pricing by 50% of the pricing identified for Fort Bend County and published at www.securustech.net.¹ Provider may impose time limitations on Video Visitation sessions at the joint discretion of Provider and Customer; provided, however,

¹ See internally paginated page number 12 of 22, Schedule: SECURUS VIDEO VISITATION Fort Bend County for reference.

that Provider reserves the right, at its sole option, to (i) offer promotional pricing, (ii) offer monthly flat rate subscription services, which would allow for unlimited monthly remote visits (certain restrictions may apply), and (iii) to extend the duration of visitation sessions. Customer may offer a reasonable number of free "remote" Video Visitation sessions. As used herein, "remote" Video Visitation sessions will mean sessions where the inmate's visitor is visiting from a location not on Customer's premises. "On-site" Video Visitation sessions will mean sessions where the inmate's visitor is visiting from a terminal located on Customer's premises.

- II. Term. This Third Amendment is intended as a temporary amendment to the Agreement in response to state and local precautions implemented regarding COVID-19 Coronavirus.² Accordingly, this Third Amendment is effective as of the date executed by both Parties and shall remain in effect until terminated by either party (the "Term"). Either party may terminate this Third Amendment at any time. In the event this Third Amendment is terminated, the parties will coordinate in good faith regarding the process of reversing the changes contemplated by this Third Amendment. Termination of any other condition other than the pricing reduction herein shall be governed in accordance with the requirements of the Agreement.

- III. Additional Conditions
 - a. Changes to Pricing and Billing. Changes to Pricing and Billing shall be implemented as soon as is practicable, during the Term of this Third Amendment.
 - b. Status Update. On or about 30 days after the implementation of the changes described in this Third Amendment, Contractor and County will confer in good faith regarding the impact of these changes and to discuss any further suggested changes.
 - c. Confidentiality. Customer will not issue any press release or other public statement regarding the financial terms contemplated by this Third Amendment, unless mutually agreed upon by Contractor and County, provided, however, this will not prohibit Customer from making any general statements about its coronavirus response plan and benefits to affected inmates or complying with laws concerning the release of Public Information.
 - d. Additional Changes to Pricing and Billing. During the Term of this Third Amendment, the parties agree that additional changes in addition to the fee reduction authorized by this Third Amendment, may be made by mutual documented consent. Any such changes will terminate upon the termination of this Third Amendment.

² Customer and Provider acknowledge and agree that Customer's visitation policy with respect to in-person visits is solely within Customer's discretion.

- IV. **Human Trafficking.** BY ACCEPTANCE OF CONTRACT, CONTRACTOR ACKNOWLEDGES THAT FORT BEND COUNTY IS OPPOSED TO HUMAN TRAFFICKING AND THAT NO COUNTY FUNDS WILL BE USED IN SUPPORT OF SERVICES OR ACTIVITIES THAT VIOLATE HUMAN TRAFFICKING LAWS.
- V. Except as modified herein, any prior executed document remain in full force and effect and has not been modified or amended. In the event of conflict, the contents of the most recently executed document shall prevail.
- VI. Execution

IN TESTIMONY OF WHICH, THIS AMENDMENT shall be effective upon execution of all parties.

"County"
 FORT BEND COUNTY KP George
 By: County Judge KP George
 KP George, County Judge
 Date: 3-24-2020

ATTEST:
Laura Richard
 Laura Richard, County Clerk



"Contractor"
 Securus Technologies, Inc LLC (f/k/a Securus Technologies, Inc.)
 By: D. J. Reinhold
 Name: Deann J. Reinhold
 Title: SVP/General Counsel
 Date: 3/18/20

ATTEST:

 Name

Date: _____

AUDITOR'S CERTIFICATE

I hereby certify that funds are available in the amount of \$ 0.00 to accomplish and pay the obligation of Fort Bend County under this contract.



Robert Ed Sturdivant, County Auditor

h:\files to add\securus amendment\video visitation 3rd amendment covid fee reduct.docx mit 3.16.2020
i:\agreements2020\sheriff

STATE OF TEXAS §
 §
COUNTY OF FORT BEND §

**SECOND AMENDMENT TO
MASTER SERVICES AGREEMENT FOR
SHERIFF'S OFFICE INMATE TECHNOLOGY SYSTEMS
PURSUANT TO RFP 18-021**

This SECOND AMENDMENT of the Master Services Agreement for Sheriff's Office Inmate Technology Systems Pursuant to RFP 18-021 is made and entered into by and between FORT BEND COUNTY, TEXAS, a body politic, acting herein by and through its Commissioners Court and Securus Technologies, Inc. (hereinafter "Contractor"), a company authorized to conduct business in the State of Texas.

RECITALS

WHEREAS, on or about February 13, 2018, the Parties entered into Master Services Agreement for Sheriff's Office Inmate Technology Systems Pursuant to RFP 18-021, which was amended on or about March 13, 2018, both documents incorporated by reference;

WHEREAS, the Parties now desire to amend a certain portion of the Agreement; and

NOW THEREFORE, for and in consideration of the mutual benefits to be derived by the parties hereto, County, and Contractor agree as follows:

- I. **Amendment:** Section One, Scope of Services, is amended with regard to the Provision of Tablets as follows:
 - A. **Television for Visitation Lobby:** Contractor will install, at no cost to County, a 39-inch television for use in the Visitation Lobby family room to accommodate wheelchair access family members and families who bring more than three persons for a visit. In connection with the Visitation Lobby television, Contractor will install the following components: (1) 39-inch television, (1) Microsoft LifeCam HD-3000 camera, (1) Webcam USB T3H-00011 for video visitation units, (1) VGA splitter, (1) VGA to HDMI converter, (1) set of television mounting brackets, and all required conduits and fittings.
 - B. **Tablets:** The section entitled Tablets on pages 9-10 of Exhibit C: Application Schedules will be deleted in its entirety and replaced with the following:
 1. Contractor will deploy basic community tablets to Facility at no cost for general inmate use at a ratio of one tablet per 4 inmates housed. In addition, Contractor will offer personal rental tablets with premium content. Contractor agrees to charge inmates an amount not to exceed \$5.00 to rent a personal table with payment due on the first day of use and covering up to 30 days use or until the inmate is released, whichever should occur first. No refunds will be issued for use that is less than a full 30 days.

2. Premium content may include, but is not limited to, songs, games, movies, and television episodes. County understands and acknowledges that premium content will be offered to inmates subject to availability and may change at Contractor's discretion. Premium content also may be subject to third-party licensing agreements with content Contractors. Contractor agrees to charge inmates for premium content amounts not to exceed:
 - a. Songs: \$1.06-\$1.99 price-per-song purchase.
 - b. Games: \$1.99-\$12.99 price-per-game purchase
 - c. Movies: \$1.99-\$14.99 price-per-movie rental
 3. Contractor will pay County 40% the purchase of premium content on the personal rental tablets. The subscription fee and premium content fees can be paid by using either Inmate Debit or a tablet user account. Contractor will retain all of the rental fees for the personal rental tablets, provided that the fees comply with Section 1 B (1).
 4. County represents and warrants that it will not provide the SecureView Tablet Solution to inmates whom County knows or reasonably suspects pose a threat to other inmates or Facility personnel, or who may use an Inmate Tablet in a dangerous or unauthorized manner.
 5. County understands and acknowledges that premium content is rented by an inmate and available only for the duration of an inmate's incarceration at the Facility and will not be made available upon the inmate's release.
 6. County further understands and acknowledges that, in instances where inmate telephone calls originate from Tablets, Investigator Pro™ works only with Contractor's certified earbuds. If County elects to sell alternative earbuds, County forgoes the effectiveness of Investigator Pro's™ voice identification technology on Tablet calls. Moreover, County will refrain from the sale or distribution of earbuds with a microphone other than Contractor's certified earbuds.
 7. CONTRACTOR DOES NOT MAKE AND HEREBY DISCLAIMS ANY WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO THE SECUREVIEW TABLET SOLUTION. CONTRACTOR DOES NOT GUARANTEE OR WARRANT THE CORRECTNESS, COMPLETENESS, LEGALITY, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OF THE SECUREVIEW TABLET SOLUTION.
 8. IN NO EVENT WILL CONTRACTOR BE LIABLE FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, HOWEVER ARISING, INCURRED BY COUNTY OR INMATE FROM RECEIPT OR USE OF THE SECUREVIEW TABLET SOLUTION OR THE UNAVAILABILITY THEREOF.
 9. Contractor will have no liability to County for any loss or injury arising from or in any way related to County's or inmates' use of the SecureView Tablet solution.
- C. Earbuds:
1. Contractor shall sell, and County shall buy, certain proprietary inmate earbud headphones (the "Goods") in the quantities and pricing set forth herein pursuant and subject to the terms and conditions below. To place an order, County should send an email with the requested number (as noted below, in 25 unit increments) of Goods to tabletearbudlabel@securustechnologies.com.

2. Payment is due within 30 days of the date of Contractor's invoice, which date will not be before the date of Contractor's delivery of the Goods. The County shall be charged interest of the lesser of (1) one percent per month or (2) the highest rate allowed by law on all overdue amounts until they are paid.
 3. County is purchasing the Goods for \$5.66 per single unit of the Goods ("Purchase Price") and will resell the Goods to inmates at an amount of \$5.66 per single unit ("Resale Price"). Any change to either the Purchase Price or Resale Price must be agreed to in writing. In addition to the Purchase Price, County shall pay all taxes and any third-party expenses related to the transaction contemplated by this Addendum.
 4. County understands and agrees that each order and sale of Goods pursuant to this Addendum must (1) be for at least 25 units; and (2) be made in 25 unit increments ("Bundle"). One Bundle is the minimum required purchase, and each Bundle will cost \$141.50 (\$5.66 x 25 units). Contractor may, at its option, decline to fulfill any order that does not conform to these requirements.
 5. The parties agree that Contractor has advised County that the Goods have been specifically manufactured for Contractor and certified to work with Contractor's proprietary inmate tablets (the "Tablets") that are deployed in correctional facilities in which County intends to sell the Goods, and that no similar competing Goods have been certified to work with Contractor's Tablets. Accordingly, County will refrain from the sale or distribution of earbuds with a microphone other than Contractor's certified earbuds.
 6. Contractor shall deliver the Goods FOB to Contractor's delivery address identified in an order, and title to and risk of loss of the Goods will pass to County upon such delivery by Contractor. Any stated delivery dates are approximate. Contractor will not be liable for any losses, damages, penalties, or expenses for failure to meet any delivery date.
 7. County agrees that it will be solely responsible for any returns of the Goods after resale to inmates, and that Contractor shall have no responsibility or obligation with respect to the same.
 8. The Goods are being sold "AS IS," and Contractor disclaims all warranties, whether express or implied, including the warranties of merchantability and fitness for particular purpose. The County acknowledges that it has not been induced by any statements or representations of any person with respect to the quality or condition of the Goods and that no such statements or representations have been made. The County acknowledges that it has relied solely on the investigations, examinations, and inspections as County has chosen to make and that Contractor has afforded County the opportunity for full and complete investigations, examinations, and inspections.
- D. Digital Mail Center
1. Contractor will install and provision its Securus Digital Mail Center Application at the Facility(s) during the Term of the Agreement.
 2. The Securus Digital Mail Center service and software allows authorized Securus staff or correctional agency staff to scan physical mail and electronically deliver it to inmates through Securus' ConnectUs inmate terminals and/or SecureView tablets (where those products are deployed at the Facility). The storage of certain data

- associated with the mail that is generated during mail processing and delivery also creates investigative intelligence that would be difficult to gather through standard physical mail processing.
3. The Securus Digital Mail Center software contains a dashboard that provides the following capabilities and information: (1) ability to view, approve, reject, and manage scanned mail; (2) ability to set alerts when specific inmates receive mail; and (3) audit logs of activity associated with the Securus Digital Mail Center for increased administrative oversight.
 4. County Screened and Processed and Contractor Delivered – The County will be solely responsible for the initial processing of physical mail, its conversion into electronic form, and approval for delivery to the intended inmate. Contractor will furnish the software used to scan the physical mail into electronic form. Once the physical mail is scanned and approved for delivery, the software will automatically distribute the electronic version of the mail via its ConnectUs inmate terminals and/or SecureView tablets (where those products are deployed at the County's Facility(s)).
 5. The County represents and warrants that it will not process any mail through Contractor's service or software that originates from an attorney's office or is otherwise legally private or privileged. If the County elects to withhold mail from delivery to an inmate, the County is solely responsible for notifying the inmate and the sender as may be legally required.
 6. Because County has elected the first Configuration (County screened and processed and Contractor delivered), Contractor will offer Digital Mail Center at no cost.
 7. Grant of Licenses. Subject to the terms of the Agreement (a) Contractor hereby grants County a non-exclusive, non-transferable right during the Term of the Agreement to access and use the Securus Digital Mail Center solely for County's internal business purposes as contemplated herein, subject to the service scope and pricing specified herein; and (b) County hereby grants Contractor a non-exclusive, non-transferable right to use the electronic data specifically pertaining to County and/or its users that is submitted into the Securus Digital Mail Center (collectively, "County Data") as necessary for the limited purpose of performing the service.
 8. Ownership of Property. Contractor and its licensors and suppliers own and retain all right, title, and interest in and to the following (collectively, "Contractor Property"): (a) the Securus Digital Mail Center and all other software, hardware, technology, documentation, and information provided by Contractor in connection with the service; (b) all ideas, know-how, and techniques that may be developed, conceived, or invented by Contractor during its performance under the Agreement; and (c) all worldwide patent, copyright, trade secret, trademark and other intellectual property rights in and to the property described in clauses (a) and (b) above. Except as otherwise expressly authorized herein or by Contractor in writing, the non-exclusive use rights set forth in the Agreement are the entirety of County's rights in connection with the Contractor Property. County owns and retains all right, title, and interest in and to the County Data and all intellectual property rights therein. Except as otherwise expressly authorized herein or by County in writing, the non-exclusive use

rights set forth in the Agreement are the entirety of Contractor's rights in connection with the County Data.

9. Storage of Electronic Information. All electronic information associated with the mail, including sender name, time, date, and address will be stored for the duration of the Term of the Agreement. Scanned images will be stored for a period of two years after they are scanned.
10. Modification and Termination. Contractor reserves the right to modify, enhance, or discontinue, in its sole discretion, any of the features that are currently part of the Securus Digital Mail Center. Moreover, if Contractor determines in its sole discretion that the Securus Digital Mail Center and/or County's use thereof (1) violates the terms and conditions set forth herein and/or in the Master Services Agreement; (2) violates any applicable rule; or (3) is reasonably likely to be so determined, Contractor may, upon written notice, immediately terminate County's access to the Securus Digital Mail Center and shall have no further liability or responsibility to County with respect thereto.
11. Compliance with Applicable Laws. County will comply with all applicable laws and government guidelines applicable to its access to and use of information obtained in connection with or through the Securus Digital Mail Center. County acknowledges and understands that County is solely responsible for its compliance with such laws and that Contractor does make any representation or warranty as to the legality of the use of the Securus Digital Mail Center application or the information obtained in connection therewith. Contractor will not have any obligation, responsibility, or liability for County's compliance with any and all laws, regulations, policies, rules or other requirements applicable to County by virtue of its use of the Securus Digital Mail Center.
12. Limitation of Liability. Contractor will have no liability to County (or to any person to whom County may have provided data from the Securus Digital Mail Center application) for any loss or injury arising out of or in connection with the Securus Digital Mail Center application or County's use thereof
13. Warranties. County understands and acknowledges that all information used and obtained in connection with the Securus Digital Mail Center application is "AS IS." County further understands and acknowledges that the digital transcription of mail may or may not be thorough and/or accurate, and that County will not rely on Contractor for the accuracy or completeness of information obtained through the Securus Digital Mail Center Application. **CONTRACTOR DOES NOT MAKE AND HEREBY DISCLAIMS ANY WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO THE SECURUS DIGITAL MAIL CENTER APPLICATION. CONTRACTOR DOES NOT GUARANTEE OR WARRANT THE CORRECTNESS, COMPLETENESS, LEGALITY, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OF THE SECURUS DIGITAL MAIL CENTER APPLICATION OR INFORMATION OBTAINED IN CONNECTION THEREWITH. IN NO EVENT WILL CONTRACTOR BE LIABLE FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, HOWEVER ARISING, INCURRED BY COUNTY FROM RECEIPT OR USE OF INFORMATION OBTAINED IN CONNECTION WITH THE SECURUS DIGITAL MAIL CENTER APPLICATION OR THE UNAVAILABILITY THEREOF.**

14. Contractor will have no liability to County for any loss or injury arising from or in any way related to County's use of the Securus Digital Mail Center application or information obtained in connection therewith.
- II. Term. This Second Amendment shall commence on the Second Amendment Effective Date and shall remain in effect through the Term of the Agreement.
- III. Except as modified herein, any prior executed document remain in full force and effect and has not been modified or amended. In the event of conflict, the contents of the most recently executed document shall prevail.

Remainder left blank

Execution page follows

IV. Execution

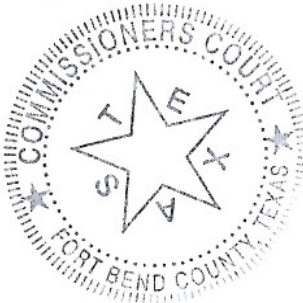
IN TESTIMONY OF WHICH, THIS AMENDMENT shall be effective upon execution of all parties.

"County"
FORT BEND COUNTY

By: *KP George*
KP George, County Judge

Date: 2-12-2019

ATTEST:
Laura Richard
Laura Richard, County Clerk



"Contractor"
Securus Technologies, Inc



By: *Robert Pukens*

Name: Robert Pukens

Title: CEO

Date: 2-1-19

ATTEST:

Name

Date: _____

AUDITOR'S CERTIFICATE

I hereby certify that funds are available in the amount of \$ 2 to accomplish and pay the obligation of Fort Bend County under this contract.

Robert Ed Sturdivant
Robert Ed Sturdivant, County Auditor

STATE OF TEXAS

§
§
§

COUNTY OF FORT BEND

**FIRST AMENDMENT TO
MASTER SERVICES AGREEMENT FOR
SHERIFF'S OFFICE INMATE TECHNOLOGY SYSTEMS
PURSUANT TO RFP 18-021**

THIS **FIRST** AMENDMENT is made and entered into by and between Fort Bend County, (hereinafter "County"), a body corporate and politic under the laws of the State of Texas, and **SECURUS TECHNOLOGIES**, (hereinafter "Contractor") a company authorized to conduct business in the State of Texas.

WITNESSETH

WHEREAS, County and Contractor executed the Master Services Agreement on or about February 13, 2018 (hereinafter the "Agreement") attached hereto as Exhibit One incorporated by reference as if set forth herein verbatim;

WHEREAS, County and Contractor desire to amend said Agreement as set forth below:

- A. Commission percentage as it relates to commission payable to County for all telephone calls shall be set at the previously agreed upon percentage split of 80% for all call types and commission types. Commission payments for telephone calls shall be paid to County monthly with an annual review of Minimum Annual Guarantee after each twelfth month to include any required payments to County, which is determined by the difference between the Percentage Split and the Minimum Annual Guarantee. County shall receive the greater of either the Percentage Split or the Minimum Annual Guarantee.
- B. All commission calculations and subsequent payments to County related to Minimum Annual Guarantee (MAG) in the Agreement are hereby clarified to be calculated and paid for telephone calls only. All other commissionable products and services listed in the agreement are to be paid in addition to telephone call commissions (which would include any MAG payments).
- C. Except as modified herein, the Agreement remains in full force and effect and has not been modified or amended.
- D. If there is a conflict among documents, the most recently executed document will prevail with regard to the conflict.

IN WITNESS WHEREOF, the parties hereto have signed or have caused their respective names to be signed to multiple counterparts to be effective on the date signed by County.

FORT BEND COUNTY:

Robert Hebert

Robert Hebert
County Judge

SECURUS TECHNOLOGIES:

Robert Peckens

Signature

Robert Peckens CEO/President

Printed Name and Title

3-13-2018

Date

3-6-18

Date

Attest:

Laura Richard

Laura Richard, County Clerk

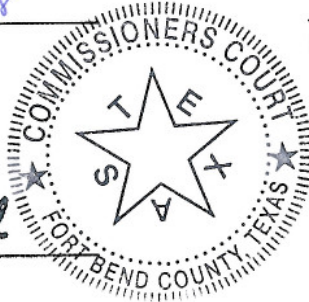


Exhibit One: Master Services Agreement executed on or about February 13, 2018

AUDITOR'S CERTIFICATE

I hereby certify that funds are available in the amount of 0 to accomplish and pay the obligation of Fort Bend County under this contract.

Robert Edward Sturdivant

Robert Edward Sturdivant, County Auditor

EXHIBIT ONE:

**MASTER SERVICES AGREEMENT
EXECUTED ON OR ABOUT FEBRUARY 13, 2018**

AS ATTACHED TO

**FIRST AMENDMENT TO
MASTER SERVICES AGREEMENT FOR
SHERIFF'S OFFICE INMATE TECHNOLOGY SYSTEMS
PURSUANT TO RFP 18-021**

STATE OF TEXAS §
 §
COUNTY OF FORT BEND §

**MASTER SERVICES AGREEMENT FOR
SHERIFF'S OFFICE INMATE TECHNOLOGY SYSTEMS
PURSUANT TO RFP 18-021**

THIS AGREEMENT is made and entered into by and between **FORT BEND COUNTY**, (hereinafter "County"), a body corporate and politic under the laws of the State of Texas, and **SECURUS TECHNOLOGIES** (hereinafter "Contractor"), a company authorized to conduct business in the State of Texas.

WITNESSETH

WHEREAS, County desires that Contractor provide Inmate Technology Services by and through the Fort Bend County Sheriff's Office (hereinafter "Services") pursuant to RFP 18-021; and

WHEREAS, Contractor represents that it is qualified and desires to perform such services.

NOW, THEREFORE, in consideration of the mutual covenants and conditions set forth below, the parties agree as follows:

AGREEMENT

Section One Scope of Services

A. Contractor shall provide inmate technology services that by and through the Fort Bend County Sheriff's Office located at 1410 Williams Way Blvd., Richmond, TX 77469 in accordance with the terms of this Master Agreement and the following Exhibits (attached hereto and incorporated by reference):

1. Exhibit A: FBC RFP 18-021 solicitation document
2. Exhibit B: Contractor's Submission to RFP 18-021 dated October 17, 2017
3. Exhibit C: Application Schedules

B. The following exceptions to the Exhibits are agreed to by the Parties:

a. Exclusivity Clause

- i. County grant Contractor the exclusive right and license to install, maintain, and derive revenue from the Applications through Contractor's inmate systems (including, without limitation, the related hardware and software) (the "System") located in and around the inmate confinement facilities. Unless expressly permitted by an agreement, County will not resell the

Applications or provide access to the Applications (other than as expressly provided in a particular Schedule), directly or indirectly, to third parties. During the term of this Agreement and subject to the remaining terms and conditions of this Agreement, Contractor will be the sole and exclusive provider of inmate-related communications governed by and named in this agreement, whether fixed, mobile or otherwise, including but not limited to voice, video, and data (e.g., phone calls, video calls, messaging, debit calling, and eMessaging) and inmate software applications governed by and named in this agreement (e.g., automated grievance filing system, law library, etc.) at all existing and future adult correctional facilities under the authority of County and in lieu of any other third party providing such inmate communications. The above notwithstanding, if Contractor fails to deploy Tablet and eMessaging Applications to County's reasonable satisfaction by June 18, 2018, the exclusivity obligations outlined herein will not apply to those products, and the parties will renegotiate the Minimum Annual Guarantee on page 8 of the Agreement. At least once every six (6) months, Contractor shall provide a training session for County's staff that addresses how to use the System, advances and upgrades to technology, and any other matters that have created issues in the effective use of the System. Contractor shall provide user manuals as needed and each time that manuals are updated.

b. Minimum Annual Guarantee

- i. Based on expected revenues and call performance, Contractor will pay County's commissary fund an estimated \$365,000 annual on purchases funded using inmate debit and inmate trust fund accounts based on percentages listed in this Agreement and Schedules. In addition, it's expected the County will earn an estimated \$235,000 annually on purchases funded by friends and family based on percentages listed in this Agreement and Schedules. In any event, no less than \$600,000 will be paid to County on an annual basis for services provided and commissions earned. The parties understand and acknowledge, however, that the MAG is contingent upon the exclusivity obligations. If Contractor fails to deploy its Tablet and eMessaging applications to County's reasonable satisfaction by June 18, 2018 and County elects to use another provider for those two applications, the parties will renegotiate the MAG terms in good faith.
- ii. Commission payments to County shall be categorized as either funded by purchases from friends *and family* or *funded from purchases using inmate debit and inmate trust fund accounts*. Payment shall be sent in accordance with the identified addresses listed in the "Notices" Section of this Agreement.

- c. Video Relay Services: Contractor will provide Video Relay Service software on all multi-function kiosks at no cost to County.
- d. eMessaging: eMessaging prices and quantities will be mutually agreed upon when application becomes available.

- e. Tablets
 - i. Tablet rental cost will reduce to \$5 per month when premium content is made available.
 - ii. Contractor will pay County 100% of tablet commissions if premium content is not available or if an inmate self-funding model is not available by June 30, 2018.
- f. Equipment Costs: Contractor will provide all equipment at no upfront cost.
- g. Video Visitation: Remote visitation must be available 75 hours per week without quantity limits, with behavior exceptions, and onsite video visitation should be scheduled.
- h. Calling Rates and Fees: Contractor will charge the following calling rates and fees (see chart below):

Call Funding Type	Per Call Fees	1 st Minute	Additional Minute
Collect (All Call Types, except International: Local/IntraLATA/InterLATA/Intrastate/Interstate)	\$0.00	\$0.20	\$0.20
Debit (All Call Types, except International: Local/IntraLATA/InterLATA/Intrastate/Interstate)	\$0.00	\$0.16	\$0.16
International Calls	\$0.00	\$0.50	\$0.50

Plus applicable taxes and other governmental fees

Account Terms and Conditions	Advance Connect	Traditional Collect	Inmate Debit
Account Setup Fee	\$0 No charge	\$0 No charge	\$0 No charge
Securus Refund Fee	\$0 No charge	\$0 No charge	\$0 No charge
*Securus Funding Transaction Fee	\$0 No charge	\$0 No charge	\$0 No charge
Minimum Funding Amount	\$0 None	\$0 None	\$0 None
*If payments are made by mail or online banking. \$3.00 for automated payments. \$3.95 for funding via a live agent.			

- C. In the provision of services, Contractor shall meet or exceed the requirements of the advertised bid specifications of FBC RFP 18-021 unless requirements are modified as stated in this executed document or in accordance with the "Modifications and Waivers" section of this Agreement.

- D. At least once every six (6) months, Contractor shall provide a training session for County's staff that addresses how to use the System, advances and upgrades to technology, and any other matters that have created issues in the effective use of the System. Contractor shall provide user manuals as needed and each time that manuals are updated.
- E. Contractor shall ensure that the Applications will perform according to Contractor's documentation and any agreed County specifications (implementation, testing, warranty, and support); that they are free from viruses and other destructive code and that neither the Applications nor the use of Contractor's services will infringe the patents, copyrights or other intellectual property rights of any third party.
- F. All performance of the Scope of Services by Contractor including any changes in the Scope of Services and revision of work satisfactorily performed will be performed only when approved in advance and authorized by County.

Section Two Personnel

- A. Contractor represents that it presently has, or is able to obtain, adequate qualified personnel in its employment for the timely performance of the Scope of Services required under this Agreement and that Contractor shall furnish and maintain, at its own expense, adequate and sufficient personnel, in the opinion of County, to perform the Scope of Services when and as required and without delays.
- B. All employees of Contractor shall have such knowledge and experience as will enable them to perform the duties assigned to them. Any employee of Contractor who, in the opinion of County, is incompetent or by his conduct becomes detrimental to the project shall, upon request of County, immediately be removed from association with the project.

Section Three Compensation and Fiscal Funding Clause

- A. Contractor will be responsible for the payment of all expenses and fees associated with the Performance of this Agreement, including but not limited to wages, salaries, labor, services, materials, supplies, transportation, communications licensing and inspection, taxes, insurance and bonds. Compensation for each Application, if any, and the applicable payment addresses are as stated in the Schedules. Both Parties acknowledges that this Agreement is revenue generating and therefore, Contractor will not pass any costs on to County.
- B. Contractor acknowledges that County's obligations under this Agreement are expressly contingent upon the availability of funding for each item or obligation during the Term of this Agreement. Contractor shall have no right of action against County in the event County is unable to fulfill its obligations under this Agreement due to lack of sufficient funding for any item or obligation from any source utilized to fund this Agreement or failure to budget or authorize funding for this Agreement during County's current or future fiscal years. If County is unable to fulfill its obligations under this Agreement as a

result of lack of sufficient funding, or if funds become unavailable, County, at its sole discretion, may provide funds from a separate source or may terminate this Agreement by written notice to Contractor at the earliest possible time prior to the end of County's fiscal year.

- C. County will endeavor to provide Contractor with sixty (60) days advanced written notice of such non-appropriation termination. Contractor shall not be entitled to lost or anticipated profits should County exercise termination for non-appropriation of funds. County will refund the prorated amount of the Total Cost as set forth in the attached Sales Order Form. County will pay such refund within 60 days after such termination, or, at Contractor's election and advance written notification to County, Contractor may deduct the refund from any Commission owed to County.

Section Four Modifications and Waivers

- A. The parties may not amend or waive this Agreement, except by a written agreement executed by both parties.
- B. No failure or delay in exercising any right or remedy or requiring the satisfaction of any condition under this Agreement, and no course of dealing between the parties, operates as a waiver or estoppel of any right, remedy, or condition.
- C. The rights and remedies of the parties set forth in this Agreement are not exclusive of, but are cumulative to, any rights or remedies now or subsequently existing at law, in equity, or by statute.

Section Five Term and Termination

- A. The initial term of this Agreement (the "Initial Term") will begin on the Effective Date and will end on the date that is 60 months thereafter, unless terminated sooner as provided herein. Notwithstanding anything to the contrary, the terms and conditions of this Agreement will continue to apply to each Schedule for so long as Contractor continues to provide the Application to County after the expiration or earlier termination of this Agreement.
- B. If either party defaults in the performance of any obligation under this Agreement, then the nondefaulting party shall give the defaulting party written notice of its default setting forth with specificity the nature of the default. If the defaulting party fails to cure its default within thirty (30) days after receipt of the notice of default, then the non-defaulting party shall have the right to terminate this Agreement upon thirty (30) days written notice and pursue all other remedies available to the non-defaulting party, either at law or in equity. Notwithstanding the foregoing, the thirty (30) day cure period shall be extended to ninety (90) days if the default is not reasonably susceptible to cure within such thirty (30) day period, but only if the defaulting party has begun to cure the default during the thirty (30) day period and diligently pursues the cure of such default.

Notwithstanding the foregoing, if either party breaches the obligations in the section entitled "Confidentiality", then the non-breaching party shall have the right to terminate this Agreement immediately. Notwithstanding any other provision of this Agreement, County may terminate this Agreement for convenience by giving Contractor 90 days' notice.

- C. In the event of early termination, County will, however, refund the prorated amount of the Total Cost as set forth in the attached Sales Order Form. County will pay such refund within 60 days after such termination, or, at Contractor's election, Contractor may deduct the refund from any Commission owed to County.

Section Six Inspection of Books and Records

Contractor will permit County, or any duly authorized agent of County, to inspect and examine the books and records of Contractor for verifying the performance of any obligation performed under the Scope of Services or commission. County's right to inspect survives the termination of this Agreement for a period of four years.

Section Seven Insurance

- A. Prior to commencement of the Services, Contractor shall furnish County with properly executed certificates of insurance which shall evidence all insurance required and provide that such insurance shall not be canceled, except on 30 days' prior written notice to County. Contractor shall provide certified copies of insurance endorsements and/or policies if requested by County. Contractor shall maintain such insurance coverage from the time Services commence until Services are completed and provide replacement certificates, policies and/or endorsements for any such insurance expiring prior to completion of Services. Contractor shall obtain such insurance written on an Occurrence form from such companies having Bests rating of A/VII or better, licensed or approved to transact business in the State of Texas, and shall obtain such insurance of the following types and minimum limits:
 - 1. Workers' Compensation insurance. Substitutes to genuine Workers' Compensation Insurance will not be allowed.
 - 2. Employers' Liability insurance with limits of not less than \$1,000,000 per injury by accident, \$1,000,000 per injury by disease, and \$1,000,000 per bodily injury by disease.
 - 3. Commercial general liability insurance with a limit of not less than \$1,000,000 each occurrence and \$2,000,000 in the annual aggregate. Policy shall cover liability for bodily injury, personal injury, and property damage and products/completed operations arising out of the business operations of the policyholder.

4. Business Automobile Liability coverage with a combined Bodily Injury/Property Damage limit of not less than \$1,000,000 each accident. The policy shall cover liability arising from the operation of licensed vehicles by policyholder.
 5. Cyber Liability insurance with limits not less than \$1,000,000. Such insurance may be included with Contractor's Professional Liability insurance policy.
- B. County and the members of Commissioners Court shall be named as additional insured to all required coverage except for Workers' Compensation and Professional Liability (if required). All Liability policies written on behalf of Contractor shall contain a waiver of subrogation in favor of County and members of Commissioners Court.
 - C. If required coverage is written on a claims-made basis, Contractor warrants that any retroactive date applicable to coverage under the policy precedes the effective date of the Contract and that continuous coverage will be maintained or an extended discovery period will be exercised for a period of 2 years beginning from the time the work under this Contract is completed.
 - D. Contractor shall not commence any portion of the work under this Contract until it has obtained the insurance required herein and certificates of such insurance have been filed with and approved by Fort Bend County.
 - E. No cancellation of or changes to the certificates, or the policies, may be made without thirty (30) days prior, written notification to Fort Bend County.
 - F. Approval of the insurance by Fort Bend County shall not relieve or decrease the liability of the Contractor.

Section Eight Indemnity

- A. **EXCEPT FOR THOSE APPLICATIONS BEING PROVIDED AT NO COST TO COUNTY, AND AT NO COMMISSION TO CONTRACTOR, CONTRACTOR SHALL SAVE HARMLESS COUNTY FROM AND AGAINST ALL CLAIMS, LIABILITY, AND EXPENSES, INCLUDING REASONABLE ATTORNEY'S FEES, ARISING FROM ACTIVITIES OF CONTRACTOR, ITS AGENTS, SERVANTS OR EMPLOYEES, PERFORMED UNDER THIS AGREEMENT THAT RESULT FROM THE NEGLIGENT ACT, ERROR, OR OMISSION OF CONTRACTOR OR ANY OF CONTRACTOR'S AGENTS, SERVANTS OR EMPLOYEES.**
- B. Contractor shall timely report all such matters to Fort Bend County and shall, upon the receipt of any such claim, demand, suit, action, proceeding, lien or judgment, not later than the fifteenth day of each month; provide Fort Bend County with a written report on each such matter, setting forth the status of each matter, the schedule or planned

proceedings with respect to each matter and the cooperation or assistance, if any, of Fort Bend County required by Contractor in the defense of each matter.

- C. Contractor's duty to defend indemnify and hold Fort Bend County harmless shall not abate or end by reason of the expiration or termination of any contract unless otherwise agreed by Fort Bend County in writing. The provisions of this section shall survive the termination of the contract and shall remain in full force and effect with respect to all such matters no matter when they arise.
- D. In the event of a good faith dispute between the parties as to whether a claim, demand, suit, action, proceeding, lien or judgment appears to have been caused by or appears to have arisen out of or in connection with acts or omissions of Contractor, Contractor shall never-the-less fully defend such claim, demand, suit, action, proceeding, lien or judgment until and unless there is a determination by a court of competent jurisdiction that the acts and omissions of Contractor are not at issue in the matter.
- E. The provision by Contractor of insurance shall not limit the liability of Contractor under an agreement.
- F. Contractor shall cause all subcontractors who may have a contract to perform services under this request, to agree to indemnify Fort Bend County and to hold it harmless from all claims for bodily injury and property damage that arise may from said Contractor's operations. Such provisions shall be in form satisfactory to Fort Bend County.
- G. Loss Deduction Clause - Fort Bend County shall be exempt from, and in no way liable for, any sums of money which may represent a deductible in any insurance policy. The payment of deductibles shall be the sole responsibility of Contractor and/or trade Contractor providing such insurance.

Section Nine Confidential Information

- A. Each party acknowledges that it and its employees or agents may, in the course of performing their responsibilities under this Agreement, be exposed to or acquire information that is confidential to the other party. Any and all information of any form obtained by a party ("Receiving Party") or its employees or agents from the other party ("Disclosing Party") in the performance of this Agreement shall be deemed to be confidential information ("Confidential Information"). Both parties agree to hold Confidential Information in strict confidence, using at least the same degree of care the other party uses in maintaining the confidentiality of its own confidential information, and not to copy, reproduce, sell, assign, license, market, transfer or otherwise dispose of, give, or disclose Confidential Information to third parties or use Confidential Information for any purposes whatsoever other than as provided by this Agreement, and to advise each of its employees and agents of their obligations to keep Confidential Information confidential.

B. Confidential Information shall not include information that:

1. Was in the public domain when disclosed;
2. Entered the public domain subsequent to disclosure, through no fault of the receiving party;
3. Was in the Receiving Party's possession free of any obligation of confidence prior to disclosure;
4. Was developed by the Receiving Party's employees or agents independently of any Confidential Information of the Disclosing Party; and
5. Was communicated by the Disclosing Party to an unaffiliated third party free of any obligation of confidence.

C. Each party shall use its best efforts to assist the other party in identifying and preventing any unauthorized use or disclosure of any Confidential Information. Without limitation of the foregoing, each party shall advise the other party immediately in the event a party learns or has reason to believe that any person who has had access to Confidential Information has violated or intends to violate the terms of this Agreement. The parties agree to cooperate with each other in seeking injunctive or other equitable relief in the name of County against any such person. Upon termination of this Agreement or at the other party's request, the Receiving Party will promptly turn over to the Disclosing Party all documents, papers, and other matter in Disclosing Party's possession which embody Confidential Information.

D. The parties agree and acknowledge that money damages may not be an adequate remedy for any breach of this Section 5 and that either party may, in its sole discretion, apply to any court of law or equity of competent jurisdiction for injunctive relief in order to prevent any such breach.

E. Contractor in providing all services hereunder, agrees to abide by the provisions of any applicable Federal or State Data Privacy Act.

F. Contractor expressly acknowledges that County is subject to the Texas Public Information Act, TEX. GOV'T CODE ANN. §§ 552.001 et seq., as amended, and notwithstanding any provision in the Agreement to the contrary, County will make any information related to the Agreement, or otherwise, available to third parties in accordance with the Texas Public Information Act. Any proprietary or confidential information marked as such provided to County by Contractor shall not be disclosed to any third party, except as required by the Texas Public Information Act. The terms and conditions of the Agreement are not proprietary or confidential information.

G. The System, the Applications, and related records, data, and information (except recorded communications and, if applicable, e-mails, for which County retains ownership) will at all times remain Contractor's sole and exclusive property unless prohibited by law, in which event, Contractor will have the unlimited right to use such records, data, and information for investigative and law enforcement purposes. Contractor (or Contractor's

licensors, if any) has and will retain all right, title, interest, and ownership in and to (i) the Software and any copies, custom versions, modifications, or updates of the Software, (ii) all related documentation, and (iii) any trade secrets, know-how, methodologies, and processes related to our Applications, the System, and our other products and services (the "Materials"). Contractor has advised County that the Materials constitute proprietary information and trade secrets of Contractor and its licensors, whether or not any portion thereof is or may be the subject of a valid copyright or patent

Section Ten Independent Contractor

- A. In the performance of work or services hereunder, Contractor shall be deemed an independent contractor, and any of its agents, employees, officers, or volunteers performing work required hereunder shall be deemed solely as employees of contractor or, where permitted, of its subcontractors.
- B. Contractor and its agents, employees, officers, or volunteers shall not, by performing work pursuant to this Agreement, be deemed to be employees, agents, or servants of County and shall not be entitled to any of the privileges or benefits of County employment.

Section Eleven Notices

- A. Each party giving any notice or making any request, demand, or other communication (each, a "Notice") pursuant to this Agreement shall do so in writing and shall use one of the following methods of delivery, each of which, for purposes of this Agreement, is a writing: personal delivery, registered or certified mail (in each case, return receipt requested and postage prepaid), or nationally recognized overnight courier (with all fees prepaid).
- B. Each party giving a Notice shall address the Notice to the receiving party at the address listed below or to another address designated by a party in a Notice pursuant to this Section:

County: Fort Bend County
Attn: County Judge
401 Jackson Street
Richmond, Texas 77469

With a copy to: Fort Bend County
Attn: Sheriff
1410 Williams Way Dr.
Richmond, TX 77469

County
Payment Addresses:

For Services funded using
Inmate Debit and Trust Accounts:

Fort Bend County
Detention Facility
1410 Williams Way Blvd.
Richmond, TX 77469

For Services funded by
Friends and Family:

Fort Bend County
Attn: Fort Bend County Treasurer
301 Jackson Street, Suite 514
Richmond, TX 77469.

Contractor:

Securus Technologies
4000 International Parkway
Carrollton, Texas 75007
Attention: General Counsel

Contractor
Payment Address:

Securus Technologies
4000 International Parkway
Carrollton, Texas 75007
Attention: Accounts Receivable

- C. Notice is effective only if the party giving or making the Notice has complied with the subsections of this Section and if the addressee has received the Notice. A Notice is deemed received as follows:
1. If the Notice is delivered in person, or sent by registered or certified mail or a nationally recognized overnight courier, upon receipt as indicated by the date on the signed receipt.
 2. If the addressee rejects or otherwise refuses to accept the Notice, or if the Notice cannot be delivered because of a change in address for which no Notice was given, then upon the rejection, refusal, or inability to deliver.

Section Twelve Compliance with Laws

Contractor shall comply with all applicable federal, state, and local laws, statutes, ordinances, rules and regulations, and the orders and decrees of any courts or administrative bodies or tribunals in any matter affecting the performance of this Agreement, including, without limitation, Worker's Compensation laws, minimum and maximum salary and wage statutes and regulations, licensing laws and regulations. When required by County, Contractor shall furnish County with certification of compliance with said laws, statutes, ordinances, rules, regulations, orders, and decrees above specified.

Section Thirteen Performance Warranty

- A. Contractor warrants to County that Contractor has the skill and knowledge ordinarily possessed by well-informed members of its trade or profession practicing in the greater Houston metropolitan area and Contractor will apply that skill and knowledge with care and diligence to ensure that the Services provided hereunder will be performed and delivered in accordance with the highest professional standards.
- B. Contractor warrants to County that the Services will be free from material errors and will materially conform to all requirements and specifications contained in the attached Exhibit A.
- C. Contractor will provide the maximum warranty offered by the manufacturer (not less than one year). Warranty will begin after installation is complete, the system has been fully tested and operational and has been accepted by County.
- D. Contractor warrants that that it owns all right, title and interest in and to the Applications or has obtained rights in such Applications sufficient to grant the licenses granted to County under this Agreement.

Section Fourteen Assignment and Delegation

- A. Except for assignments to Contractor's affiliates or to any entity that succeeds to Contractor's business in connection with a merger or acquisition, neither party may assign any of its rights under this Agreement, except with the prior written consent of the other party. That party shall not unreasonably withhold its consent. All assignments of rights by Contractor are prohibited under this subsection, whether they are voluntarily or involuntarily, without first obtaining written consent from County.
- B. Neither party may delegate any performance under this Agreement.
- C. Any purported assignment of rights or delegation of performance in violation of this Section is void.

Section Fifteen Applicable Law

The laws of the State of Texas govern all disputes arising out of or relating to this Agreement. The parties hereto acknowledge that venue is proper in Fort Bend County, Texas, for all legal actions or proceedings arising out of or relating to this Agreement and waive the right to sue or be sued elsewhere. Nothing in the Agreement shall be construed to waive the County's sovereign immunity.

Section Sixteen Successors and Assigns

County and Contractor bind themselves and their successors, executors, administrators and assigns to the other party of this Agreement and to the successors, executors, administrators and assigns of the other party, in respect to all covenants of this Agreement.

Section Seventeen Third Party Beneficiaries

This Agreement does not confer any enforceable rights or remedies upon any person other than the parties.

Section Eighteen Severability

If any provision of this Agreement is determined to be invalid, illegal, or unenforceable, the remaining provisions remain in full force, if the essential terms and conditions of this Agreement for each party remain valid, binding, and enforceable.

Section Nineteen Publicity

Contact with citizens of Fort Bend County, media outlets, or governmental agencies shall be the sole responsibility of County. Under no circumstances whatsoever, shall Contractor release any material or information developed or received in the performance of the Services hereunder without the express written permission of County, except where required to do so by law.

Section Twenty Captions

The section captions used in this Agreement are for convenience of reference only and do not affect the interpretation or construction of this Agreement.

Section Twenty One Conflict

In the event of a conflict between or among any of the elements of the Agreement, the parties agree that conflicting provisions will be given effect in the order of precedence shown below:

- FIRST: THIS EXECUTED DOCUMENT TITLED MASTER SERVICES AGREEMENT FOR SHERIFF'S OFFICE INMATE TECHNOLOGY SYSTEMS
- SECOND: EXHIBIT A: FBC RFP 18-021 SOLICITATION DOCUMENT
- THIRD: EXHIBIT B: CONTRACTOR'S SUBMISSION TO RFP 18-021 DATED OCTOBER 17, 2017
- FOURTH: EXHIBIT C: APPLICATION SCHEDULES

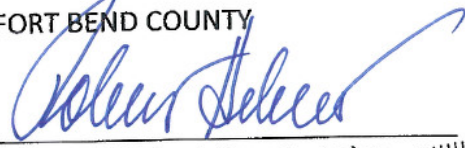
Section Twenty Two Certain State Law Requirements for Contracts:

The contents of this Section are required by Texas Law and are included by County regardless of content.

- A. Agreement to Not Boycott Israel Chapter 2270 Texas Government Code: By signature below, Contractor verifies Contractor does not boycott Israel and will not boycott Israel during the term of this Agreement.
- B. Texas Government Code Section 2251.152 Acknowledgment: By signature below, Contractor represents pursuant to Section 2252.152 of the Texas Government Code, that Contractor is not listed on the website of the Comptroller of the State of Texas concerning the listing of companies that are identified under Section 806.051, Section 807.051 or Section 2253.153.

IN WITNESS WHEREOF, the parties hereto have signed or have caused their respective names to be signed to multiple counterparts to be effective on the 13 day of February, 2018.

FORT BEND COUNTY

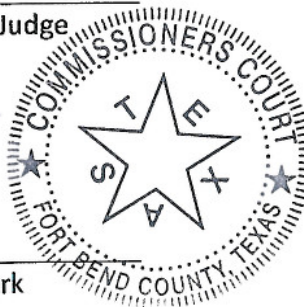

 Robert E. Hebert, County Judge

SECURUS TECHNOLOGIES, INC.


 Robert E. Pickens, President & CEO

ATTEST:


 Laura Richard, County Clerk




CEO: President
 Title

2-6-18
 Date



APPROVED:



Troy E. Nehls
Sheriff

Exhibits

- Exhibit A: FBC RFP 18-021 solicitation document
- Exhibit B: Contractor's Submission to RFP 18-021 dated October 17, 2017
- Exhibit C: Application Schedules

AUDITOR'S CERTIFICATE

I hereby certify that funds are available in the amount of \$ 0 to accomplish and pay the obligation of Fort Bend County under this contract.



Robert Ed Sturdivant, County Auditor

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EXHIBIT A:

FBC RFP 18-021 SOLICITATION DOCUMENT

AS ATTACHED TO
MASTER SERVICES AGREEMENT FOR
SHERIFF'S OFFICE INMATE TECHNOLOGY SYSTEMS
PURSUANT TO RFP 18-021

*Fort Bend County, Texas
Request for Proposals*



*Term Contract for Sheriff's Office Inmate Technology Systems
RFP 18-021*

SUBMIT BIDS TO:

Fort Bend County
Purchasing Department
Travis Annex
301 Jackson, Suite 201
Rosenberg, TX 77469

Note: All correspondence must include the term
"Purchasing Department" in address to assist in
proper delivery

SUBMIT NO LATER THAN:

Tuesday, October 17, 2017
2:00 PM (Central)

MARK ENVELOPE:

RFP 18-021
Inmate Technology Systems

***ALL RFPS MUST BE RECEIVED IN AND TIME/DATE STAMPED BY THE PURCHASING OFFICE
OF FORT BEND COUNTY ON OR BEFORE THE SPECIFIED TIME/DATE STATED ABOVE.***

NAMES OF ALL RFPS RECEIVED WILL THEN BE READ.

RFPS RECEIVED AFTER THE SPECIFIED TIME, WILL BE RETURNED UNOPENED.

Results will not be given by phone.
Results will be provided to bidder in writing
after Commissioners Court award.

Requests for information must be in
writing and directed to:
Jaime Kovar
Assistant County Purchasing Agent
Jaime.kovar@fortbendcountytexas.gov

Vendor Responsibilities:

- Download and complete any addendums. (Addendums will be posted on the Fort Bend County website no later than 48 hours prior to bid opening)
- Submit response in accordance with requirements stated on the cover of this document.
- DO NOT submit responses via email or fax.



COUNTY PURCHASING AGENT
Fort Bend County, Texas

Vendor Information

Debbie Kaminski, CPPB
County Purchasing Agent

Office (281) 341-8640

Legal Company Name		
Federal ID # or S.S. #		
Type of Business	<input type="checkbox"/> Corporation/LLC	<input type="checkbox"/> Sole Proprietor/Individual
	<input type="checkbox"/> Partnership	<input type="checkbox"/> Tax Exempt Organization
Remittance Address		
City/State/Zip		
Physical Address		
City/State/Zip		
Phone/Fax Number	Phone: _____	Fax: _____
Contact Person		
E-mail		
Check all that apply to the company listed above and provide certification number.	<input type="checkbox"/> DBE-Disadvantaged Business Enterprise <input type="checkbox"/> SBE-Small Business Enterprise <input type="checkbox"/> HUB -Texas Historically Underutilized Business <input type="checkbox"/> WBE-Women's Business Enterprise	Certification # _____ Certification # _____ Certification # _____ Certification # _____
Company's gross annual receipts	<\$500,000	\$500,000-\$4,999,999
	\$5,000,000-\$16,999,999	\$17,000,000-\$22,399,999
	>\$22,400,000	
NAICs codes (Please enter all that apply).		
Signature of Authorized Representative		
Printed Name		
Title		
Date		

THIS FORM MUST BE SUBMITTED WITH THE SOLICITATION RESPONSE.

1.0 INTRODUCTION:

Fort Bend County, Texas (hereafter referred to as the “County”) seeks Proposals (“Proposals”)(“RFP”) from qualified firms (“Respondent”) who can provide an inmate phone system, video visitation system, inmate tablet system, multi-function inmate kiosk with a variety of software applications, and a monetary transaction kiosk solution for the public lobby and inmate booking areas (“Project”) at the Fort Bend County Jail (“Facility”), in accordance with the terms, conditions and requirements set forth in this Request For Proposals.

2.0 GUIDELINES:

By virtue of submitting a proposal, interested parties are acknowledging:

- 2.1 The County reserves the right to reject any or all proposals if it determines that select proposals are not responsive to the RFP. The County reserves the right to reconsider any proposal submitted at any phase of the procurement. It also reserves the right to meet with select Respondents at any time to gather additional information. Furthermore, the County reserves the right to delete or add scope up until the final contract signing.
- 2.2 All Respondents submitting proposals agree that their pricing is valid for a minimum of sixty (60) days after proposal submission to the County. Furthermore, the County is by statute exempt from the State Sales Tax and Federal Excise Tax; therefore, proposal prices shall not include taxes.
- 2.3 This Proposal does not commit the County to award nor does it constitute an offer of employment or a contract for services. Costs incurred in the submission of this proposal, or in making necessary studies or designs for the preparation thereof, are the sole responsibility of the Respondents. Further, no reimbursable cost may be incurred in the anticipation of award. Proposals containing elaborate artwork, expensive paper and binding and expensive visual or other presentations are neither necessary nor desired.
- 2.4 In an effort to maintain fairness in the process, all inquiries concerning this procurement are to be directed only to the County’s Purchasing Agent in writing. Attempts to contact any members of the County’s Commissioners’ Court or any other County employee to influence the procurement decision may lead to immediate elimination from further consideration.
- 2.5 When responding to this Proposal, follow all instructions carefully. Submit proposal contents according to the outline specified and submit all hard copy and electronic documents according to the instructions. Failure to follow these instructions may be considered a non-responsive proposal and may result in immediate elimination from further consideration.

3.0 PROPOSAL CONTACT:

This Proposal is being issued by the County Purchasing Agent on behalf of Fort Bend County, Texas. Thus, responses should be directed to the Purchasing Agent, as outlined below. **Respondents are specifically directed NOT to contact any County personnel for meetings, conferences or technical discussions that are related to this Proposal other than specified herein. Unauthorized contact of any County personnel will likely be cause for rejection of the Respondent's proposal. All communications regarding the Proposal shall be directed to the County's Proposal Contact.** Communication with the Proposal Contact is permitted via email, facsimile, or written correspondence.

PROPOSAL CONTACT:

Jaime Kovar
Assistant County Purchasing Agent
Fort Bend County, Texas
301 Jackson, Suite 201
Richmond, Texas 77469
Jaime.Kovar@fortbendcountytexas.gov

4.0 SUBMISSION REQUIREMENTS:

- 4.1 To facilitate evaluation of proposals, one (1) original, six (6) copies and one (1) one electronic response on CD or flash drive is required. CD or flash drive must contain only one (1) PDF format and must match written response identically. Failure to provide proper CD or flash drive is cause for disqualification. Confidential information is to be placed in a separate envelope denoted as "confidential". Proposal shall be submitted to the address shown below. Proposal shall be signed, in ink, by a person having the authority to bind the firm in a contract.

Fort Bend County	Proposal Number: 18-021
Purchasing Agent's Office	Opening Date: October 17, 2017
301 Jackson Street, Suite 201	Opening Time: 2:00 PM (CST)
Richmond, Texas 77469	For: Inmate Technology Systems

- 4.2 Respondent's may submit their proposal any time prior to the Opening Date and time. The Respondent's name and address as well as a distinct reference to the Proposal number above shall be marked clearly on the submission. All proposals are time-stamped upon receipt and are securely kept, unopened, until the Opening Date. No responsibility will attach to the County, or any official or employee thereof, for the pre-opening of, post-opening of, or the failure to open a proposal not properly addressed and identified. No oral, telegraphic, telephonic, or facsimile proposals will be considered.
- 4.3 Proposals may be modified or withdrawn prior to the established opening date by

delivering written notice to the proposal contact. Any alteration made prior to opening date and time shall be initialed by the signer of the proposal, guaranteeing authenticity.

- 4.4 Proposals time-stamped after the due date and time will not be considered and will be returned to the Vendor unopened. Regardless of the method used for delivery, respondents shall be wholly responsible for the timely delivery of submitted proposals.
- 4.5 The Respondent's name and address shall be clearly marked on all copies of the proposal.

5.0 INCURRED COSTS:

Those submitting proposals do so entirely at their expense. There is no expressed or implied obligation by the County to reimburse any individual or firm for any costs incurred in preparing or submitting proposals, for providing additional information when requested by the County or for participating in any selection interviews, including discovery (pre-contract negotiations) and contract negotiations.

6.0 ACCEPTANCE:

- 6.1 Submission of any proposal indicates a Respondent's acceptance of the conditions contained in this Proposal unless clearly and specifically noted otherwise in their proposal.
- 6.2 Furthermore, the County is not bound to accept a proposal on the basis of lowest price, and further, the County has the sole discretion and reserves the right to cancel this Proposal, to reject any and all proposals, to waive any and all informalities and or irregularities, or to re-advertise with either the identical or revised specifications, if it is deemed to be in the County's best interests. The County reserves the right to accept or reject any or all of the items in the proposal, and to award the contract in whole or in part and/or negotiate any or all items with individual Respondents if it is deemed in the County's best interest.
- 6.3 Although Fort Bend County desires to negotiate toward a contract with a selected Respondent, the Commissioners' Court may award the contract on the basis of the initial proposals received, without discussions. Therefore, each initial proposal should contain the Respondent's best terms.

7.0 INTERPRETATIONS, DISCREPANCIES, AND OMISSIONS:

- 7.1 It is incumbent upon each potential Vendor to carefully examine these specifications, terms, and conditions. Should any potential Respondent find discrepancies, omissions or ambiguities in this Proposal, the Respondent shall at once request in writing an

interpretation from the County's Proposal Contact. Any inquiries, suggestions, or requests concerning interpretation, clarification or additional information shall be made in writing via e-mail only to the County's Proposal Contact, as specified in Section 3.0. Deadline for submission of questions and/or clarification is ***Tuesday, October 10, 2017, no later than 12:00 p.m. (CST)***. Requests received after the deadline will not be responded to due to the time constraints of this Proposal process.

- 7.2 The issuance of a written addendum is the only official method by which interpretation, clarification or additional information will be given by the County. Only questions answered by formal written addenda will be binding. Oral and other interpretations or clarification will be without legal effect. If it becomes necessary to revise or amend any part of this Proposal, notice will be given by the County Purchasing Agent to all prospective Respondents who were sent a Proposal. The Respondent in their proposal shall acknowledge receipts of amendments. Each Respondent shall ensure that they have received all addenda and amendments to this Proposal before submitting their proposals.

8.0 PRE-PROPOSAL CONFERENCE:

A pre-RFP conference will be conducted on **Monday, October 9, 2017 at 9:00AM (CST) at the Fort Bend County Sheriff's Office Media Room, 1410 Williams Way, Richmond, TX 77469** with a site visit immediately following the pre-RFP conference, if necessary. Attendance is non-mandatory; however, all bidders are encouraged to attend.

9.0 TENTATIVE PROCUREMENT SCHEDULE:

Release of RFP: ***October 2, 2017***

Pre-RFP Conference: ***October 9, 2017***

Submission due date: ***October 17, 2017***

Evaluation of Submissions: ***October 20, 2017***

Respondent Interviews (if necessary): ***October 25, 2017***

Commissioners Court Permission to Negotiate: ***November 7, 2017***

Negotiations: ***Beginning November 8, 2017***

Final Contract Approval to Commissioners Court: ***November 28, 2017***

10.0 RETENTION OF RESPONDENT'S MATERIAL:

The County reserves the right to retain all proposals regardless of which response is selected. All proposals and accompanying documents become the property of the County.

11.0 CERTIFICATE OF INDEPENDENT PRICE DETERMINATION:

By submission of a proposal, each Vendor certifies, that in connection with this procurement:

- 11.1 The prices in this proposal have been arrived at independently, without consultation,

communication, or agreement with any other Respondent; with any competitor; or with any County employee(s) or consultant(s) for the purpose of restricting competition on any matter relating to this Proposal.

- 11.2 Unless otherwise required by law, the prices which have been quoted in this proposal have not been knowingly disclosed by the Respondent and will not knowingly be disclosed by the Respondent prior to award directly or indirectly to any other Respondent or to any competitor; and;
- 11.3 No attempt has been made or will be made by the Respondent to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

12.0 ASSIGNMENT:

The Respondent may not sell, assign, transfer or convey the contract resulting from this Proposal, in whole or in part, without the prior written approval from Fort Bend County Commissioners' Court.

13.0 CONFIDENTIAL MATTERS:

- 13.1 All data and information gathered by the Respondent and its agents, including this Proposal and all reports, recommendations, specifications, and data shall be treated by the Respondent and its agents as confidential. The Respondent and its agents shall not disclose or communicate the aforesaid matters to a third party or use them in advertising, publicity, propaganda, and/or in another job or jobs, unless written consent is obtained from the County.
- 13.2 Proposals will only be publicly received and acknowledged only so as to avoid disclosure of the contents to competing Vendors and kept secret during negotiation. However, all proposals shall be open for public inspection after the contract is awarded. Trade secrets and any material that is considered to be confidential information contained in the proposal and identified by Respondent as such, will be treated as confidential to the extent allowable under the Texas Public Information Act.

14.0 CONFLICT OF INTEREST:

No County public official shall have interest, direct or indirect, in any contract resulting from this Proposal, in accordance with Texas Local Government Code Chapter 171. Furthermore, the Respondent shall comply with Commissioners' Court Order No. 96-680-10-28, Establishment of Guidelines and Restrictions Regarding the Acceptance of Gifts by County Officials and County Employees.

15.0 LIMITS OF SUBRESPONDENTS:

15.1 The County has approval rights over the use and/or removal of all subcontractors and/or vendor(s). Respondents shall identify all subrespondents in their proposal and these subcontractors shall conform to all County policies regarding subcontractors.

15.2 Any dispute between the Respondent and subcontractor(s), including any payment dispute, will be promptly remedied by the Vendor. Failure to promptly remedy or to make prompt payment to subrespondent may result in the withholding of funds from the Vendor by the County for any payments owed to the subcontractor.

16.0 JURISDICTION, VENUE, CHOICE OF LAW:

This Proposal and any contract resulting there from shall be governed by and construed according to the laws of the State of Texas. Should any portion of any contract be in conflict with the laws of the State of Texas, the state laws shall invalidate only that portion. The remaining portion of the contract(s) shall remain in effect. Any lawsuit shall be governed by Texas law and Fort Bend County, Texas shall be the venue for any action or proceeding that may be brought or arise out of, in connection with or by reason of this Proposal process and resulting Agreements.

17.0 INDEPENDENT CONTRACTOR:

The Respondent is an independent contractor and no employee or agent of the Respondent shall be deemed for any reason to be an employee or agent of the County.

18.0 AMERICANS WITH DISABILITIES ACT (ADA)

Proposals shall comply with all federal, state, county, and local laws concerning this type of products/service/equipment/project and the fulfillment of all ADA requirements.

19.0 DRUG-FREE WORKPLACE:

All Respondents shall provide any and all notices as may be required under the Drug-Free Workplace Act of 1988, 28 CFR Part 67, Subpart F, to their employees and all subrespondents to insure that the County maintains a drug-free workplace.

20.0 PERFORMANCE AND PAYMENT BOND:

Not required for this project.

21.0 TEXAS ETHICS COMMISSION FORM 1295:

21.1 Effective January 1, 2016 all contracts executed by Commissioners Court, regardless of the dollar amount, will require completion of Form 1295 "Certificate of Interested Parties", per the new Government Code Statute §2252.908. All firms submitting a response to a formal Bid, RFP, SOQ or any contracts, contract amendments, renewals

or change orders are required to complete the Form 1295 online through the State of Texas Ethics Commission website. Please visit:

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm.

21.2 On-line instructions:

22.2.1 Name of governmental entity is to read Fort Bend County.

22.2.2 Identification number use: RFP 18-021

22.2.3 Description is: Inmate Technology Systems

21.3 Highest evaluated respondent will be required to provide the Form 1295 within three (3) calendar days from notification. In the event the respondent does not provide the document in the stated time period the respondent's response will be marked as disqualified and the next highest evaluated respondent will be contacted.

22.0 INSURANCE:

22.1 All respondents must submit, with response, a current certificate of insurance indicating coverage in the amounts stated below. In lieu of submitting a certificate of insurance, respondents may submit, with response, a notarized statement from an Insurance company, authorized to conduct business in the State of Texas, and acceptable to Fort Bend County, guaranteeing the issuance of an insurance policy, with the coverage stated below, to the firm named therein, if successful, upon award of this Contract. Failure to provide current insurance certificate or notarized statement will result in disqualification of submittal.

22.2 At contract execution, contractor shall furnish County with property executed certificates of insurance which shall evidence all insurance required and provide that such insurance shall not be canceled, except on 30 days prior written notice to County. Contractor shall provide certified copies of insurance endorsements and/or policies if requested by County. Contractor shall maintain such insurance coverage from the time Services commence until services are completed and provide replacement certificates, policies and/or endorsements for any such insurance expiring prior to completion of Services. Contractor shall obtain such insurance written on an Occurrence form (or a Claims Made form for Professional Liability insurance) from such companies having Best's rating of A/VII or better, licensed or approved to transact business in the State of Texas, and shall obtain such insurance of the following types and minimum limits:

22.2.1 Workers' Compensation insurance. Substitutes to genuine Workers' Compensation Insurance will not be allowed.

- 22.2.2 Employers' Liability insurance with limits of not less than \$1,000,000 per injury by accident, \$1,000,000 per injury by disease, and \$1,000,000 per bodily injury by disease.
- 22.2.3 Commercial general liability insurance with a limit of not less than \$1,000,000 each occurrence and \$2,000,000 in the annual aggregate. Policy shall cover liability for bodily injury, personal injury, and property damage and products/completed operations arising out of the business operations of the policyholder.
- 22.2.4 Business Automobile Liability coverage with a combined Bodily Injury/Property Damage limit of not less than \$1,000,000 each accident. The policy shall cover liability arising from the operation of licensed vehicles by policyholder.
- 22.3 County and the members of Commissioners Court shall be named as additional insured to all required coverage except for Workers' Compensation and Professional Liability (if required). All Liability policies including Workers' Compensation written on behalf of contractor, excluding Professional Liability, shall contain a waiver of subrogation in favor of County and members of Commissioners Court.
- 22.4 If required coverage is written on a claims-made basis, contractor warrants that any retroactive date applicable to coverage under the policy precedes the effective date of the contract; and that continuous coverage will be maintained or an extended discovery period will be exercised for a period of two (2) years beginning from the time that work under the agreement is completed.

23.0 INDEMNIFICATION:

Respondent shall save harmless County from and against all claims, liability, and expenses, including reasonable attorney's fees, arising from activities of Respondent, its agents, servants or employees, performed under this agreement that result from the negligent act, error, or omission of Respondent or any of Respondent's agents, servants or employees.

- 23.1 Respondent shall timely report all such matters to Fort Bend County and shall, upon the receipt of any such claim, demand, suit, action, proceeding, lien or judgment, not later than the fifteenth day of each month; provide Fort Bend County with a written report on each such matter, setting forth the status of each matter, the schedule or planned proceedings with respect to each matter and the cooperation or assistance, if any, of Fort Bend County required by Respondent in the defense of each matter.
- 23.2 Respondent's duty to defend indemnify and hold Fort Bend County harmless shall be absolute. It shall not abate or end by reason of the expiration or termination of any contract unless otherwise agreed by Fort Bend County in writing. The provisions of this section shall survive the termination of the contract and shall remain in full force and effect with respect to all such matters no matter when they arise.

- 23.3 In the event of any dispute between the parties as to whether a claim, demand, suit, action, proceeding, lien or judgment appears to have been caused by or appears to have arisen out of or in connection with acts or omissions of Respondent, Respondent shall never-the-less fully defend such claim, demand, suit, action, proceeding, lien or judgment until and unless there is a determination by a court of competent jurisdiction that the acts and omissions of Respondent are not at issue in the matter.
- 23.4 Respondent's indemnification shall cover, and Respondent agrees to indemnify Fort Bend County, in the event Fort Bend County is found to have been negligent for having selected Respondent to perform the work described in this request.
- 23.5 The provision by Respondent of insurance shall not limit the liability of Respondent under an agreement.
- 23.6 Respondent shall cause all subcontractors who may have a contract to perform services under this request, to agree to indemnify Fort Bend County and to hold it harmless from all claims for bodily injury and property damage that arise may from said Respondent's operations. Such provisions shall be in form satisfactory to Fort Bend County.
- 23.7 Loss Deduction Clause - Fort Bend County shall be exempt from, and in no way liable for, any sums of money which may represent a deductible in any insurance policy. The payment of deductibles shall be the sole responsibility of Respondent and/or trade respondent providing such insurance.

24.0 REQUESTED PRODUCTS AND SERVICES:

The County requests a proposal for all of the below listed products and services. The County is searching for a vendor that can provide a single interface to accommodate as many inmate communication products and services as possible. Respondent shall include each product and/or service in their response with a separate section for each product and/or service. Respondent shall clearly state whether they will provide each product and/or service with explanations for any unavailable products, services, or features. Individual Respondents will not be disregarded solely on their inability to provide a particular product and/or service. The County may exclude any individual product or service for which the County determines no acceptable response was received.

25.0 SCOPE OF WORK:

The purpose of this RFP is to make available to the designated inmate population access to a variety of technology products and services.

- 25.1 Inmate telephone system, inmate and public video visitation system, a wireless inmate tablet system, inmate multi-function kiosk solution, and a monetary acceptance kiosk

solution will be installed and available based on schedules managed by the County.

- 25.2 Access to all systems will be supervised and monitored by County staff. Systems furnished shall be of advanced technology with state of the art equipment provided.
- 25.3 The County requires a concession-type contract whereby the Respondent provides all inmate and public equipment and services without any cost to the County and pays an agreed upon commission percentage of gross revenue generated from usage determined by final contract.
- 25.4 With the exception of any wiring or cabling installed by the Respondent within walls, floors, or ceilings of facility structures, all equipment and software provided by the Respondent shall remain the property of the Respondent. All equipment and software provided, including any wiring or cabling installed by the Respondent within walls, floors, or ceilings of facility structures shall remain the responsibility of the Respondent for maintenance purposes.

26.0 GENERAL INFORMATION:

- 26.1 To provide data necessary for the evaluation of competitive proposals submitted by qualified firms.
- 26.2 To provide a fair method for analyzing submitted proposals.
- 26.3 To result in a contract between the successful Respondent (unless all proposals are rejected) and County.
- 26.4 Services to include: Inmate Telephone Control System, Inmate Telephones, Public Telephones, Video Visitation Control System, Inmate Video Visitation Terminals, Public Video Visitation Terminals, Remote Video Visitation Software and Applications, Inmate Tablet Control System, Inmate Tablets, Inmate Multi-Function Kiosk Control System, Inmate Multi-Function Kiosks, Inmate Multi-Function Kiosk Software and Applications, Monetary Transaction Acceptance Kiosk Control System or Integration, Monetary Transaction Acceptance Kiosk for Jail Lobby, and Monetary Transaction Acceptance Kiosk for Inmate Booking Area.
- 26.5 County will demonstrate reasonable care but will not be liable in the event of loss, destruction, or theft of Respondent owned equipment, software, or technical literature to be delivered or to be used in the installation of deliverables. The Respondent is required to retain total liability for the system. At no time will County be responsible or accept liability for any Respondent owned items.
- 26.6 Respondent will assume prime contractor responsibility for the contract and will be the sole point of contact with regard to the system, installation, maintenance and

training. Respondent required to assume responsibility for all services obtained under contracts resulting from this RFP.

26.7 Respondent must comply with any mandatory licensing requirement. Respondent must state that, if selected, will furnish and install all equipment, cable, miscellaneous hardware and materials in compliance with all applicable codes, whether local, state or federal, and that all permits or licenses required for installation will be obtained without cost to County.

27.0 INDIVIDUAL UNIT REQUIREMENTS

27.1 The locations and number of individual units initially required are listed below, but may need to be adjusted during the course of the contract to accommodate significant changes in inmate population. Respondent must agree to adjust the number of individual units or to relocate existing units as needed at no cost to County. Additionally, individual unit requirements may vary based on the individual units' ability to perform multiple functions.

27.2 Facility list and number of individual units required:

Facility	Address	ADP	# Inmate Phones	# Public Phones	# Inmate VV Units	# Public VV Units	# Inmate Tablets	# Officer Tablets	# Multi-Function Kiosks	# Money Kiosks
Adult Detention Center	1410 Williams Way, Richmond, TX 77469	950	See Appendix #1							
Juvenile Detention Center	122 Golfview, Richmond, TX 77469	N/A	See Appendix #2							

28.0 TECHNICAL SPECIFICATIONS (TELEPHONES):

28.1 Telephone service requirement: The system must be capable of providing local, inter-LATA, intra-LATA, and international telephone service to inmates.

28.2 Telephone hardware requirements:

28.2.1 Suitable for inmate environment: The Respondent is to provide telephones that are suitable for an inmate environment, meaning that telephones are equipped with durable housings and reinforced cords of a length determined by County which may vary based on

installation location. Each telephone is to be a non-coin, “dumb” type unit that is tamper-resistant. Equipment must not contain any external removable parts.

28.2.2 Volume control: All inmate telephones will have adjustable volume control.

28.2.3 TDD/TTY compatible: Inmate telephones must be compatible with the use of TDD/TTY units that may be required for hearing impaired inmates.

28.3 Minimum technical requirements: The following items outline the minimum specifications required. Respondents are required to respond to each item, fully detailing and explaining how the system proposed will accomplish each specification.

28.3.1 Automated direct call processing: Only automated call processing of collect and pre-paid intra-LATA, inter-LATA, interstate, and prepaid international calls will be allowed. The system shall require a positive acceptance by the called party. Only after positive acceptance will the inmate and the called party be allowed to talk. The system shall create and save a call detail record of all call attempts, whether accepted or rejected and the fate of the call shall be noted in the record.

28.3.2 Pre-Pay Calling Service: In addition to traditional collect call service, County requires that the Respondent provide pre-pay options for called parties. The pre-pay calling option must allow friends and family members (Users) the ability to establish an account directly with the Respondent. The Respondent to describe their proposed Pre-Pay Calling Option to include at a minimum their proposed approach to the following:

- Customer Service
- Payment/Account Replenishment Options and Methods
- Billing Options and Methods
- Balance Notification
- Supported Call Types (Local, IntraLata, etc.)

28.3.3 Real-Time Called Party Prepaid Account Set Up Method: At the time of an inmate’s attempted collect call to a number that cannot receive collect calls (due to billing restrictions, cell phone, etc.), the system shall put the inmate on hold and offer the called party the option to set up a prepaid account using a credit or debit card. This payment method will allow the collect call that would have otherwise been blocked to be connected as soon as the account is set up. If the called party elects not to set up an account, the inmate is to be informed and

the call attempt terminated.

- 28.3.4 International Calling: Respondents shall describe the system's method for the completion of international calls outside of the North America Dialing Plan.
- 28.3.5 User-Friendly Voice Prompts: The system shall provide an automated operator with friendly voice prompts that give information and instructions to both the inmate and the called party. The automated voice prompts must be capable of facilitating an inmate's call from off the hook to hang up. Explain the types of prompts available through the automated operator system.
- 28.3.6 Restricted Incoming Calls: The system shall restrict incoming calls, allowing outgoing calls only.
- 28.3.7 Call Restriction Capabilities: The system shall have the capability to restrict area code, exchange, single number or range of numbers. The system shall disallow 800/900/information/operator call options. Prefixes such as 900, 950, 800, 888, 700, 976, 411, and 911 shall be automatically blocked. Calls to the operator through 0, 00, 10xxx, 950xxx, etc. shall be disallowed.
- 28.3.8 Name Recording Capability: The proposed Inmate Telephone System must have the capability to record the inmate's name either at the time they place their first (1st) call attempt or by the Respondent's provided administrative personnel. The inmate's recorded name must be stored by the Inmate Telephone System and utilized on all future call attempts in the announcement to the called party. The system must allow for the maintenance of such recorded names.
- 28.3.9 Disallowance of Chain Dialing and Secondary Dial Tones: The system shall disallow chain dialing and secondary dial tones. The inmate must hang up before dialing a new number.
- 28.3.10 Services for the Hearing Impaired: The system must be capable of providing telephone service, as well as call restrictions, for hearing impaired inmates using a TDD/TTY device. The system must also be capable of providing video relay services, as well as call restrictions, for hearing impaired inmates using a video relay device. The system must provide functionality that allows facility personnel to monitor and record-for-replay calls transmitted through both devices. The system should also have the capability to record the call and convert it to text so that it can be stored and reviewed via the inmate telephone system user interface. Explain how the proposed system meets these

requirements.

- 28.3.11 Three-Way Calling Detection: The system must be able to detect, alert and mark (flag) three-way calling. Such detection of each three-way call attempt shall have the ability to mark (or flag) in the call detail record such call attempt as a fraudulent call attempt. The system shall monitor each line for events that appear to be a three-way call attempt from the called party.
- 28.3.12 Inmate Crime Tip Line: The system must provide a no-charge, speed-dial number that connects to a recorded message system that can be used by inmates to anonymously report criminal activity within the facility or to provide information related to criminal investigations.
- 28.3.13 Reverse Lookup: The system must provide, at no cost to the County, a mechanism for looking up the name and address of a called-to telephone number for a call in progress, a call attempt, or a completed call. Name and address information must be reported in text and displayed on a map.
- 28.3.14 IVR: The proposed system must provide an automated answering service. Respondents must provide a solution for all incoming calls to a desired phone line. This service will provide assistance for general public callers with frequently asked questions. The Respondent will partner with the County on the necessary features, functionality and interface. There shall be no cost to the County for this feature.

29.0 TECHNICAL SPECIFICATIONS (VIDEO VISITATION):

- 29.1 Video visitation service requirement: The system must be capable of providing on-site and remote video visitation service.
- 29.2 Video visitation hardware requirements:
 - 29.2.1 Suitable for inmate environment: The Respondent is to provide video visitation units that are suitable for an inmate environment, meaning that units are equipped with durable housings and reinforced cords of a length determined by County which may vary based on installation location. Each unit is to be tamper-resistant. Equipment must not contain any external removable parts.
 - 29.2.2 Volume control: All units will have adjustable volume control.
- 29.3 Minimum technical requirements: The following items outline the minimum specifications required. Respondents are required to respond to each item, fully

detailing and explaining how the system proposed will accomplish each specification.

- 29.3.1 Visitation processing: The Respondent is to provide a system that processes on-site and pre-paid remote visits automatically using a customizable scheduling function. County personnel must be able to override scheduling for on-demand visits as required. The system shall require a positive acceptance by the inmate using an assigned PIN. Only after positive acceptance will the inmate and the visitor be allowed to talk. The system shall create and save a visit detail record of all visit attempts, whether accepted or rejected and the fate of the visit shall be noted in the record.
- 29.3.2 Attorney Visitors: Approved professional/attorney visitors, under no circumstances, will be recorded or monitored. Describe in detail how the system will handle pre-approved professional visitors. Individual attorney visitors must be configurable for predefined visit durations as necessary.
- 29.3.3 Free Onsite and Remote Visits: The System shall have the capability to provide free onsite and remote visits to pre-approved visitors which serve a County function.
- 29.3.4 Visitation Networking Requirements: The Respondent is to provide a system that runs all visitation network traffic on a stand-alone network and does not compete for bandwidth with other features and services.

30.0 TECHNICAL SPECIFICATIONS (TABLETS):

- 30.1 Tablet service requirement: The system must be capable of providing wireless tablet services including multiple software applications.
- 30.2 Tablet hardware requirements:
 - 30.2.1 Suitable for inmate environment: The Respondent is to provide tablets that are suitable for an inmate environment, meaning that tablets are equipped with durable housings, any available camera functionality is disabled unless approved by County, and applications shall not access the internet without express knowledge and approval by County. Each tablet is to be tamper-resistant. Equipment must not contain any external removable parts other than earbud or headphone and tablet case approved by County.
 - 30.2.2 Volume control: All inmate tablets will have adjustable volume control and will be furnished with one earbud or headphone.

30.3 Minimum technical requirements: The following items outline the minimum specifications required. Respondents are required to respond to each item, fully detailing and explaining how the system proposed will accomplish each specification.

30.3.1 Tablet Funding by Friends and Family: The Respondent must provide the ability for friends and family members (Users) to fund tablet rental and/or applicable features via Respondent’s website, automated IVR system, and via a customer service representative. The Respondent must allow Users the ability to establish an account directly with the Respondent. The Respondent is to describe their proposed Tablet Funding Options. Rental price, including fees charged for applications, shall be agreed upon by County and shall not change without an updated agreement.

30.3.2 Tablet Funding by Inmate: The Respondent must provide the ability for inmates to self-fund tablet rental and/or applicable features via Respondent’s automated IVR system, by using inmate’s debit account managed by Respondent, or by using inmate’s trust fund account managed by County commissary vendor. The Respondent is to describe their proposed Tablet Funding Options. Rental price, including fees charged for applications, shall be agreed upon by County and shall not change without an updated agreement.

30.3.3 Standard Applications: The Respondent shall provide a set of standard applications. Standard application set shall include at least the following:

- 30.3.3.1 Phone
- 30.3.3.2 Music
- 30.3.3.3 Podcasts
- 30.3.3.4 Books
- 30.3.3.5 Religious Material
- 30.3.3.6 Law Library
- 30.3.3.7 Inmate Requests/Grievances
- 30.3.3.8 Electronic Messaging
- 30.3.3.9 Games
- 30.3.3.10 Applications geared specifically to Mental Health Consumers
- 30.3.3.11 Commissary ordering integrated with County vendor
- 30.3.3.12 Inmate mail review with leading vendor
- 30.3.3.13 All applications available on multi-function kiosk should also be available on tablet. Any exceptions should be explained in RFP response.

30.3.4 Additional and Custom Applications: The Respondent shall describe any additional available applications. The Respondent shall describe

their ability to provide custom applications as desired by County.

- 30.3.5 Facility Tablets: The Respondent shall have the capability to provide the County with a sub-set of tablets to be used by the County at the County's sole discretion. The Respondent and County will agree upon the number of facility tablets required.
- 30.3.6 Tablet Network Requirements: The Respondent shall provide each housing unit and select other areas of the facility with wireless network capacity to function effectively with one tablet for every one inmate. County facility includes housing units with up to 56 inmate capacity. Tablet Network must be able to accommodate up to 56 simultaneous connections per area.
- 30.3.7 Tablet Phone Calls: The Respondent's tablet shall allow for phone calls. Tablet phone calls shall be managed by the same tool used for all other inmate phone calls. All phone options and restrictions, including call schedules, shall be available on the tablet phone application.

31.0 TECHNICAL SPECIFICATIONS (MULTI-FUNCTION KIOSKS):

- 31.1 Multi-Function Kiosk service requirement: The system must be capable of providing multiple secure software applications to inmates.
- 31.2 Multi-Function Kiosk hardware requirements:
 - 31.2.1 Suitable for inmate environment: The Respondent is to provide kiosks that are suitable for an inmate environment, meaning that kiosks are equipped with durable housings and reinforced cords of a length determined by County which may vary based on installation location, if applicable. Each kiosk is to be tamper-resistant. Equipment must not contain any external removable parts.
 - 31.2.2 Volume control: All kiosks will have adjustable volume control, if applicable.
- 31.3 Minimum technical requirements: The following items outline the minimum specifications required. Respondents are required to respond to each item, fully detailing and explaining how the system proposed will accomplish each specification.
 - 31.3.1 Electronic Messaging Application: The Respondent shall make available an electronic messaging application for two-way communication between friend and family members and inmates. Electronic Messaging shall perform as a closed-loop system and not permit the inmate to initiate communication via public email or other

public means. Electronic Messaging communications shall be initiated by friends and family initially and may be initiated by inmates after County has approved initial contact. Electronic Messaging should include raw text with the ability to attach standard image file types. Electronic Messaging system shall provide County the ability to approve all messages, some messages, or no messages as determined by County. Electronic Messaging service should be a revenue generating service. Electronic Messaging communications must be printable in a format approved by County.

- 31.3.2 Commissary Ordering: The Respondent shall make available a Commissary Ordering Application. The Respondent shall create an agreement and integration with County commissary vendor to provide a functional application capable of performing full-function commissary ordering. County's current commissary vendor is Aramark. Agreement and integration shall be completed with no cost to County and shall be updated at no cost to County as commissary vendor changes occur.
- 31.3.3 Inmate Request Application: The Respondent shall make available an inmate request application providing two-way communication capability between inmates and County staff. Both parties, inmate and County staff, shall have the ability to initiate communication through this application. System must provide the ability for multi-level routing that can be modified by County. Status tracking with dashboards and historical reporting capabilities must be available. All communication made in this application shall be kept for the life of the contract and made available to County upon demand via a reporting tool.
- 31.3.4 Inmate Grievance Application: The Respondent shall make available an inmate grievance application providing two-way communication capability between inmates and County staff. Both parties, inmate and County staff, shall have the ability to initiate communication through this application. System must provide the ability for multi-level routing that can be modified by County. Status tracking with dashboards and historical reporting capabilities must be available. All communication made in this application shall be kept for the life of the contract and made available to County upon demand via a reporting tool.
- 31.3.5 Law Library Application: The Respondent shall make available a law library application approved by the County providing capability for inmates to research case law.

- 31.3.6 Document and Video Display Application: The Respondent should make available an application that can manage acceptance and viewing of standard document, image, and video file types for view only. Document and Video Display Application should provide the ability to initiate messages to users and manage acceptance upon viewing. System must provide a reporting feature for all items managed by system.
- 31.3.7 Inmate Mail Application: The Respondent shall make available an application that can integrate with one of the leading inmate mail and correspondence scanning vendors. If requested, the Respondent shall create an agreement and integration with said vendor to provide a functional application capable of performing full-function inmate mail review and reporting.

32.0 TECHNICAL SPECIFICATIONS (MONEY KIOSKS):

- 32.1 Money Kiosk service requirement: The system must be capable of providing monetary transaction acceptance of U.S. currency and credit/debit cards via a public kiosk in the Jail lobby and an inmate kiosk inside the Jail.
- 32.2 Money Kiosk hardware requirements:
 - 32.2.1 Suitable for inmate environment: The Respondent is to provide kiosks that are suitable for an inmate environment, meaning that kiosks are equipped with durable housings and reinforced cords of a length determined by County which may vary based on installation location, if applicable. Each kiosk is to be tamper-resistant. Equipment must not contain any external removable parts, unless approved by County.
 - 32.2.2 Jail lobby kiosks must accept bills in United States currency. Bill acceptor must be omnidirectional. Kiosks must reject and swiftly return all bills which system is unable to process. Kiosks must accept credit and debit card transactions. Kiosks must integrate with current and future County money management software, currently Aramark's Core Banking software, at no cost to County or other vendors. Kiosks must automatically print receipt for all transactions and may offer option for email receipt.
 - 32.2.3 Booking kiosk must accept bills and coins in United States currency. Bill acceptor must be omnidirectional. Kiosk must reject and swiftly return all bills and coins which system is unable to process. Kiosk must accept credit and debit card transactions. Kiosk must integrate with current and future County money management software,

currently Aramark's Core Banking software, at no cost to County or other vendors. Kiosk must automatically print two receipts for all transactions.

32.3 Minimum technical requirements: The following items outline the minimum specifications required. Respondents are required to respond to each item, fully detailing and explaining how the system proposed will accomplish each specification.

32.3.1 United States Currency Transactions: The system must be capable of providing monetary transaction acceptance of U.S. currency. All kiosks shall interface with County's inmate trust fund management vendor at no cost to County and funds shall credit immediately without holds. Funding limitations and fees shall be approved by County and will not change without updated approval.

32.3.2 Credit and Debit Card Transactions: The system must be capable of providing monetary transaction acceptance of credit and debit cards. All kiosks shall interface with County's inmate trust fund management vendor at no cost to County and funds shall credit immediately without holds. Funding limitations and fees shall be approved by County and will not change without updated approval.

33.0 TECHNICAL SPECIFICATIONS (ALL SYSTEMS):

33.1 Minimum technical requirements: The following items outline the minimum specifications required. Respondents are required to respond to each item, fully detailing and explaining how the system proposed will accomplish each specification.

33.1.1 Electronic Inmate Debit Payment Method: The system shall provide an option for inmates to pay for devices, features, and services themselves from their personal debit or trust accounts. Describe the system's capability of electronic debit funding that is integrated with the County's inmate banking or commissary system (inmate trust accounts).

33.1.2 Electronic Inmate Debit Funds Return Method: The system shall provide an option for inmates to receive funds back into their personal debit or trust accounts upon being released from custody. Describe the system's capability of returning electronic debit funds that integrates with the County's inmate banking or commissary system (inmate trust accounts).

33.1.3 Allowed Contact List: Respondents shall describe the system's capability to provide allowed contact lists to limit contacts to only those individuals listed on an inmate's approved contact list.

- 33.1.4 Inmate Personal Identification Number (PIN): All Respondent provided systems must have an integrated PIN assignment and management function that allows any or all inmates to be identified. The system must be capable of requiring the entry of a valid PIN at selected or all devices for successful usage. The proposed system must have the capability to record and save the inmate's name during the inmate's first call attempt, to be automatically retrieved by the system for subsequent calls. The proposed system shall provide the ability for inmates to self-manage their PIN by changing it at any time or as often as necessary. Describe the system's capability of permitting inmates the ability to self-manage their own PIN.
- 33.1.5 PIN Control and Suspension: The system must allow an authorized person to add, change, or suspend an inmate's system usage privileges by altering settings associated with the inmate's PIN. Such changes shall be implemented immediately; as soon as the change is made and saved. In the case of a suspended PIN, the system must have the capability to automatically reactivate the inmate's system usage privileges and assigned restrictions after a user-specified date.
- 33.1.6 Individual Contacts Per PIN: The system shall have the ability to assign a limited number of allowable individual contacts per PIN. The system should have the ability to record in a self-learning mode, contacts to be added to the inmate's PIN.
- 33.1.7 Contact Processing/Blocking System: The contact processing/blocking system controller shall be external from the phone. The contact processing/blocking system controller shall be centralized for all facilities to allow inmates to move to another facility without having to re-enter information.
- 33.1.8 Uninterruptible Power Source: An uninterruptible filtered power source must be provided for any hardware maintained at each of the facilities. In the event of a commercial power failure, the uninterruptible power source will provide a minimum backup power of at least fifteen (15) minutes to the system.
- 33.1.9 System Failure Device Disconnection: If the system fails, all inmate communication devices must be automatically disconnected.
- 33.1.10 English and Spanish System Capability: The system must be capable of communicating to English and Spanish speaking inmates. There shall be instructions provided in English and Spanish on each inmate device. System prompts, warnings and messages must be available in

English and Spanish. The Respondent must describe how this will be accomplished with the proposed inmate devices. If needed, additional languages must be available at no cost to County.

- 33.1.11 Remote Diagnostics, Programming, Polling and System Alarm Reporting: The system shall support remote diagnostics, programming, polling, and system alarm reporting directly to the Respondent, with the ability of notification to County of any alarm reporting issues.
- 33.1.12 Programmable Contact Length: The system shall support a programmable maximum allowed contact time length (example: 15 minute calls, 30 minute visits, etc.) with time remaining warning message audible and/or visible to both parties prior to contact termination. The maximum allowed contact length shall be programmable by inmate, phone, phone number dialed, housing unit, and facility as a whole. The proposed Inmate Technology System must also have the ability to support different maximum allowable contact lengths for inmate contacts, including calls made with the assistance of a TTY/TDD/VRS device.
- 33.1.13 Programmable Inmate Access: The system shall support a programmable inmate access based on location, time, date, and day of week. This access shall be programmable by inmate, unit, destination phone number, housing unit, facility, and by the system as a whole. System must limit an inmate's ability to use system to certain units or groups of units. Additional holiday settings shall be available to allow alternate scheduling of device usage for specific holidays.
- 33.1.14 Programmable On/Off Service: The system shall support a daily programmable on/off service by individual device, a group of devices, or by destination number and shall have the ability to shut down all or some of the devices from the system workstation.
- 33.1.15 Manual On/Off Switch: A manual on/off switch for each device shall be located in a secured office or area specified by County.
- 33.1.16 On-Site PC Administration Workstation: The system shall include at each facility at least five (5) on-site personal computer workstations at each site that provides: an access program to the system's centralized controls and databases, speakers for real time monitoring and replay of recorded conversations, a DVDRW drive for transfer of contact data and contact recordings to DVDs, and a compatible printer for contact data reporting. The on-site administration PCs must exist only as a portal to the centralized control system, meaning

that underlying system functionality and all service must operate completely independent of any administration terminal. Should an on-site computer “crash” or otherwise become disabled the central system must continue to function normally, maintaining full control of all systems according to preprogrammed settings. Additionally, and system controls and contact data shall remain accessible from authorized remote computers until the on-site workstation computer is repaired or replaced.

33.1.17 On-Site PC Administration Software: System software must be security-level based and password protected. A system user who is properly authorized to perform different administrative tasks must be able do so with a single log-in to the system. Describe the proposed system’s password security system. The user interface software must provide County staff with the ability to control, monitor, and report inmate system usage. Describe common administrative tasks performed at the system workstation.

33.1.18 Contact Detail Records: The system must generate a detailed contact record for every inmate contact attempt. All contact detail records must be collected and stored in real-time at a central, secure location with redundancy. All contact detail records shall be stored on-line, available at the system workstation, for the entire duration of the contract.

33.1.19 Contact Detail Reports: Contact Detail Reports should be available to County on a real time basis via the on-site PC workstation and using a secure online portal. The system must be capable of allowing the user to specify limiting parameters for contact searches, such as a search for all contacts during a specified period of time, contacts initiated by a specific inmate, contacts to a specific destination, etc.

Each Contact Detail Report must provide at a minimum for each record returned the station, destination, facility name, PIN, date, time, length, cost, acceptance or rejection code, and reason for incomplete contacts.

Each Contact Detail Report must provide the option to sort in ascending or descending order by the station, destination, facility name, PIN, date, time, length, cost, acceptance or rejection code, and reason for incomplete contacts.

Each Contact Detail Report must provide a summary of the total revenue and total minutes for all contacts in the report.

Within the Contact Detail Report, the PIN number must provide the inmates name if listed in the PIN database.

Within the Contact Detail Report, the PIN number must provide a direct link to edit PIN settings for a specific inmate without leaving the current reporting screen.

Within the Contact Detail Report, attempted three-way calls must be flagged for visual identification.

33.1.20 Other Administrative and Investigative Reports: In addition to contact detail reports, the system must provide a variety of other administrative and investigative reports. When appropriate, the user must be able to limit the search to contact records that meet specified criteria. Describe the report capabilities of the proposed system and discuss the system's ability to provide the special types of reports listed below.

For specified periods of time, the desired reports should include, but not be limited to:

- Contact frequency reports by origination number, destination number, PIN, and trunk line ID.
- Report of all contacts made by more than one inmate.
- PIN report showing when and by whom the accounts were created and/or modified.
- Hot PIN report that identifies PINs of special interest and their assigned Alert Groups.
- Hot number report that shows all contacts/attempts to numbers of special interest.
- Contact recording playback history report (showing when and who listened to a recording).
- Debit account information and transaction reports (if applicable).
- System activity and user log reports that include among others, a report of users who have downloaded and copied contacts to CD or other portable medium.
- Contact statistic report providing a numerical count of total completed contacts and total incomplete contacts with separate counts for contacts that did not complete because they were blocked, refused, not answered, or not completed due to another reason.

33.1.21 Contact Traffic Analysis Graphs: The system shall have the capability to display in graphical format contact statistics for the current day, month, or other designated time periods. The purpose of graphs is to provide the County a quick way to verify that contacts are being made and to determine the overall contact traffic patterns and revenue. For example, for the day (or month or other designated time period) the County would like to see at a glance the fraction of attempted

contacts that are completed; and the fraction of contact revenue that is generated by recipient funded contacts compared to inmate debit or contacted party prepaid. Graphs must be automatically or otherwise easily generated and displayed.

- 33.1.22 Contact Security and Contact Blocking: The system shall provide complete contact security and contact blocking at the unit location. It shall also have a programmable reestablishment mode for restrictions place on the inmate's use of the system. All contact security and blocking settings must take place in real-time with no delay in system changes.
- 33.1.23 100% Contact Recording Feature: The system shall have 100% digital contact recording as a feature; however, contacts with attorneys will not be recorded. This feature will allow real time recording of individual contacts, online storage of each recording for a minimum of three (3) years, and shall have the ability to off-load a specific contact to a recording medium that retains a chain of evidence admissible in a court of law. The recording feature must be able to be deactivated on a per number dialed and/or per PIN basis. The system must allow for the ability to mark individual recorded contacts to prevent the deletion when the normal storage period is expired. Such protected contacts shall be maintained until such protection is removed.
- 33.1.24 Attorney Contacts: Approved legal/attorney contacts, under no circumstances, will be recorded or monitored. Describe in detail how the system will handle pre-approved attorney contacts. Individual attorney contacts must be configurable for predefined contact durations as necessary.
- 33.1.25 Free Contacts: The System shall have the capability to provide free contacts to pre-approved recipients.
- 33.1.26 Warning Statement: The system must provide a "warning statement", determined by County, in both English and Spanish on each device. This statement must also be given as a message on the initiation of the contact for both party's information. Such message and capability must be disabled on contact between inmates and contacts which are not recorded.
- 33.1.27 Capability to Interject Messages: If deemed necessary by County, the system shall have the capability to interject messages into an inmate's contact at random intervals.

- 33.1.28 Administrative Functions Password Protection: It is required that access to administrative functions and data be password protected within the system. Each proposal must detail the level of password protection provided with each proposed system.
- 33.1.29 Audit Log Reporting: The system must have the ability to report user activity within the system. Such report shall list the user logged into the system at the time, the date, and activity. The system must allow authorized County staff options to generate audit reports for all users and for individual users and for all activities and specified activities. Describe the system's user auditing capabilities.
- 33.1.30 Centralized Processing and Data Storage: The system must provide secure, centralized storage of both contact records and recordings. Records and recordings are to be stored in a RAID (Redundant Array of Independent Devices) environment to provide maximum protection of each recording.
- Each facility must have independent control of the inmate devices at that facility and have on-site access to the facility's contact records and recordings through a workstation computer. The system at each facility must be tied together in a secure Wide Area Network (WAN) that allows properly authorized staff at one location to carry out investigations by accessing contact records or recordings from any or all sites. Reporting capabilities must allow for the reporting of a single location or all locations within the network.
- 33.1.31 Remote System Access: The system must allow properly authorized County administrators and investigators to remotely access the inmate telephone system's user interface and centrally stored data using personal desktop or laptop computers that have not been provided by the Respondent. Explain how remote access is accomplished.
- 33.1.32 Access to Recorded Contacts: Access and playback of recorded contacts shall not require a manual media change. County desires that inmate contact recordings be maintained on-line for a minimum of three (3) years and be readily available for identification, selection and playback. The search for and ability to playback recorded contacts shall be performed on either a system Workstation at the main facility, or may be accomplished by searching and retrieving recorded contacts from other facilities covered under the scope of this RFP. Remote access to contact recordings for authorized users working from offsite PCs must also be provided.
- 33.1.33 Recording Playback Features: The system must provide two options

for recording replay: 1) Begin the replay immediately while the audio file is streaming, and 2) Allow the recording to be fully downloaded to the computer's hard drive before the investigator begins the replay. With one or both of these replay options, the system must allow investigators to slow-down the playback to better understand unclear passages; pause and fast forward as needed; mark significant points within a recording; add text notes that will remain with the recording when it is copied to a DVD or other portable medium, and provide the ability to replay a selected segment of a contact, once or many times, without having to replay the entire recording.

- 33.1.34 Simultaneous Contact Retrieval for Investigations: Multiple authorized operators must be able to simultaneously access the centralized recording database to retrieve contacts for investigations without having to change or exchange recording media.

The system shall provide for an unlimited number of operators to search and download recorded contacts across the WAN for all facilities without the degradation of any and all facilities within the provided WAN.

- 33.1.35 Inmate Management System Interfaces: Describe the Respondent's capability to provide software interfaces to other facility programs that would, for example, allow inmate PINs to be automatically transferred into the system's database from the facility's jail management system, or would allow monies in an inmate's commissary account to be used for pre-paid inmate (debit) calls. Describe how such interfaces would work. Respondent will be financially responsible for paying for any such interface required for these services.

- 33.1.36 Hot Alerts: Describe the system's capability to provide hot alerts, which will alert investigators when a specific contact is initiated. System must provide capability for alerts to be emailed to investigators, and for the contact to be forwarded to an investigator's telephone and/or cell phone for real-time monitoring of the contact in progress. Such real-time monitoring must be undetectable by the inmate and the other party and must not interfere with contact recording.

- 33.1.37 Email or Download Contact Recordings: The system shall provide the capability for investigators to email contact recordings directly from the system's user interface, and to download contact recordings directly from the system to a local drive or to a "flash drive," "thumb drive," or other removable storage device.

- 33.1.38 Real-Time Contact Monitoring: The system must allow authorized users to monitor ongoing inmate contacts in real-time, from an onsite workstation or from a remote PC. Real-time contact monitoring must not interfere with contact recording and must be undetectable by the inmate and the other party. Explain in detail how your system will provide these features.
- 33.1.39 Voice biometric: The proposed system must offer inmate voice biometric technology that validates the inmate's identity based on the inmate PIN. The voice biometric feature must be fully integrated with the proposed system. No fee may be charged for this function. Explain in detail how your system will provide this feature.
- 33.1.40 Keyword Search: The proposed system should have a recording scanning function that allows recorded contacts to be automatically or selectively scanned for specified keywords or phrases that are of special interest to investigators or facility administrators. Authorized facility staff must be able to add or delete words or phrases of interest on the scanning list as well as form groups of words or phrases into categories. Users must be able to automatically produce transcribed details of each recording for use in investigations. Additionally, the keyword search feature must allow an alert to be sent out via email if an inmate uses a word or phrase selected by the investigator.
- 33.1.41 Ownership of Information: Throughout the term of the contract and upon termination or expiration of the contract, County shall own the information and reports stored or produced by the inmate technology system. Respondent shall be required to provide County with the capability to access all such information and reports upon termination or expiration of the contract. The Respondent must describe its plan for meeting this requirement. A statement of concurrence with this requirement must be included in Respondent's proposal. County shall not incur any expense for providing this service.
- 33.1.42 Existing and Historical Contact Recording Access: The Respondent must make readily available in a usable format current and historical recordings and contact detail records from the current system without loss of information and playback ability. The Respondent must describe its plan for this requirement. County shall not incur any expense for this process.
- 33.2 Equipment specifications and additional items:
- 33.2.1 Four (4) standard TDD units and two (2) video relay service devices

capable of functioning interchangeably with the proposed inmate telephone system.

- 33.2.2 Five (5) of the 35 public video visitation terminals must be hands-free and shall not require the user to pick up or hold a handset to participate in the visit.
- 33.2.3 Six (6) of the 145 inmate video visitation terminals must be mobile and capable of connecting in various parts of the Jail based on requirements set by County and installed by Respondent.
- 33.2.4 Two (2) enrollment terminals will be required for public enrollment for future visits and will be fully installed in the public video visitation room.
- 33.2.5 Twenty five (25) earbuds or headphones, certified to work with all audio related applications on provided tablets, provided to County each month at no cost to County. This stock of earbuds or headphones are in addition to the initial earbud or headphone, which is supplied with each inmate tablet. This stock of earbuds or headphones is intended as replacement equipment and will be used by County at sole discretion of County.
- 33.2.6 Six (6) of the 68 multi-function kiosks must be mobile and capable of connecting in various parts of the Jail based on requirements set by County and installed by Respondent.

34.0 MAINTENANCE AND SUPPORT

- 34.1 Support and Service Capability: Each Respondent will maintain sole and absolute responsibility for maintenance and service of the proposed system at no cost to County. Respondent provided on-site technician, alternate technicians, trainers, and other staff must pass background checks and be approved by County.
- 34.2 Trouble Help Desk: Respondent shall provide facility staff a toll-free Help Desk number that can be reached 24 hours a day, 365 days a year to report system problems. The Help Desk should be Respondent-run and staffed and located in the United States. Respondents are required to detail in their proposal the location and staffing of the help desk.
- 34.3 Ticket Escalation: Respondent must have and include in the proposal a well defined escalation procedure for dealing with issues that are not resolved within the agreed upon time frame. Upon contract award, the Respondent is to provide County with specific names, titles, and personal-contact information for the individuals involved in ticket escalation.

- 34.4 External Customer Support: Respondent shall provide a Respondent-run and staffed billing customer support help desk. Respondents are required to detail in their proposal the location, staffing, and availability of the help desk; as well as the services provided to the external party by this support group.
- 34.5 Training: At no additional cost to County, hands-on training is to be provided on-site for all personnel using the proposed systems. Continuing education and training should be made available either on-site or using a remote online feature without cost to the County. At no charge, the Respondent must provide, upon completion of training, one (1) set of appropriate training documentation per installed facility. Describe, in the proposal, the training program, including description of course and any applicable documents or training aids.
- 34.6 Service and Support Policies: Respondent shall explain in detail the maintenance service and support provided for the proposed systems, including the company's policy for updating the user interface software as new versions are released.
- 34.7 Trouble Ticket Flow and Escalation Procedures: Respondent shall explain in detail the process for trouble tickets and the escalation procedures for service and support issues.
- 34.8 On-site Technician: Respondent shall provide onsite technician familiar with and able to maintain all proposed system hardware, including regular preventative maintenance. On-site technician will also be responsible for:
- Providing reports and records to approved requestors on a one-time and reoccurring basis
 - Investigating and answering inmate requests regarding systems provided by Respondent, including PIN theft complaints and other topics as determined by County
 - Activating and distributing new tablets to inmates as determined by County
 - Managing earbud or headphone replacement as determined by County
 - Testifying on behalf of Respondent in court when required

For pricing purposes Respondent is to propose the following:

- 34.8.1 16 hours on-site per week for population less than 700 ADP
- 34.8.2 24 hours on-site per week for population greater than 700 ADP and less than 1,100 ADP
- 34.8.3 40 hours on-site per week for population greater than 1,100 ADP

35.0 INSTALLATION

- 35.1 Installation Expense: Installation of the system shall be at the awarded Respondent's

expense as will removal of same upon cancellation or completion of the contract. The Respondent shall provide local service maintenance and replace equipment as required. The Respondent shall be totally responsible for all equipment and service.

- 35.2 Risk of Loss: The risk of loss and/or damage of Respondent's equipment will be fully assumed by the Respondent during shipment, unloading and installation.
- 35.3 Delivery and Unloading: The Respondent must provide transportation to and unloading at County's designated location. County will not be liable for any charges for drayage, packing, cartage, boxing, insurance, crating or storage in addition to the price proposed by the Respondent. All packing crates, boxes, paper, packing materials, and all other such extraneous material shall be removed from the premises by the Respondent at his/her expense after installation.
- 35.4 System Acceptance: System acceptance shall be determined by a consecutive thirty (30) day period during which the system must function "error free". The Respondent must work with County to determine the actual definition of "error free" operation.
- 35.5 Implementation Plan: Respondent must submit with proposal a detailed implementation plan that indicates the time and activities required for installation, utility coordination, training, cut-over and testing. The system must be installed in a manner and under a time-frame designed to minimize disruption of the normal functioning of County and its security concerns. Any delay in Respondent's implementation schedule that is caused by County personnel will increase the Respondent's time allowed to cut-over by the length of such delay.
- 35.6 Staff: Respondent to provide details on the implementation and support staff that will install and service the account.

36.0 BILLING

- 36.1 Responsibility for Billing and Collections: The Respondent shall be responsible for billing and collections. Describe the Respondent's billing and collection processes.
- 36.2 Responsibility for Fraudulent and Uncollectible Contacts: The Respondent shall be responsible for any financial losses due to fraudulent billing and/or uncollectible contacts. The Respondent must agree that any losses due to fraudulent contacts or uncollectible bills will not be subtracted from the gross revenue prior to the calculation of commission.
- 36.3 Responsibility for Monthly Line Fees: The Respondent shall assume the responsibility for all monthly line fees associated with the system.

37.0 RATES AND COMMISSION

37.1 Rates:

- 37.1.1 Respondent shall define the proposed flat calling rates for all domestic calls. All international calls will also be a flat rate, but may be different from the domestic call rate. All call rates must be in compliance with current FCC rate caps. Rates for debit calls and collect calls should be listed and described separately in response, but should be consistent.
- 37.1.2 Respondent must describe any other fees or charges over and above the approved call rates, other than normal taxes, that will be included in the cost of a call. If applicable, any fees charged to the called party, including any potential additional fees or charges to called parties for optional features that the facility might choose.
- 37.1.3 Respondent shall define the proposed remote visitation rates, including fees for additional or optional features.
- 37.1.4 Respondent shall define the proposed tablet rates including rental, purchase, and usage fees for all revenue based features and services.
- 37.1.5 Respondent shall define the proposed rates for any and all other revenue generating features and services available to inmates and public users covered under this RFP.

37.2 Commission:

- 37.2.1 Respondent shall pay a percentage of the revenue generated by inmate calls of all types, whether collect or prepaid. Respondent shall pay a percentage of the revenue generated by all remote video visits. Respondent shall pay a percentage of the revenue generated by all tablet rentals, purchases, and revenue generating application usage. Respondent shall pay a percentage of the revenue generated by all electronic messages. Respondent shall pay a percentage of the revenue generated by all other revenue generating applications and systems approved to be used by County. All completed calls that generate revenue for the Respondent, third parties or sub-Respondents utilized in the performance of this contract, regardless of the call's classification, are considered part of "Gross Billed Revenue" and are subject to the same commission proposed, not an alternate commission percentage or bonus. The agreed upon commission rate shall remain fixed during the contract term, unless County and the Respondent mutually agree to modify the commission rate at any time during the contract term.

- 37.2.2 Commission shall be paid monthly. The Respondent shall provide with each commission payment, revenue detail reports that clearly show total revenue from each inmate telephone, broken down by call type, as well as total revenue for all calls during the billing period. Call revenues must be verifiable at the on-site system workstation and by remote access from original call detail reports. Commission created from all products and services should be broken down in a similar way as described for call revenue. Explain how your system will break down commission by revenue stream.
- 37.2.3 Commission paid shall be based on the agreed upon percentage of all revenue generated by all revenue generating products and services through the system during the billing cycle, without deductions for fraudulent or uncollectible bills.
- 37.2.4 Rates and commission shall be split into two categories:
- 37.2.4.1 Revenue generated via transactions from an inmate's commissary account, as determined by final contract, will result in commissions being paid to the Sheriff's commissary fund.
- 37.2.4.2 All other commissions will be paid to County.

38.0 COMPANY BACKGROUND

- 38.1 Experience, Expertise and Qualifications: Respondent's Resume – Provide a detailed description of Respondent's experience within the last five (5) years, including:
- Any and all names used to provide inmate telephone services. Include the following information:
- Areas served
 - Credentials, licenses and abilities of Respondent
 - Provide criteria and procedures used in hiring, training and monitoring staff
- 38.2 Proposed Organizational Charts and Staffing: Provide an organizational chart that describes the Respondent's overall organization. Describe management structure, sufficiency of resources and rationalization for allocation of resources.
- 38.3 Staff Resumes: Respondent shall provide resumes of all owners and technical managerial personnel who will be assigned to the project in the event of award, including a description of anticipated roles in the project. All resumes must clearly indicate skills commensurate with the technical and professional requirements of this

RFP. Information on related experience, education and knowledge should include a delineation of work on specific projects, which relate to County's requirements. You do NOT need to include the # of line staff unless they have decision-making authority in the performance of their duties.

38.4 Government Contracts: List of similar Government contracts and include type of contracted services, length of contract, performance outcomes, and compliance issues. Please explain if Respondent or any of its officers are presently the target or subject of any investigation, accusation or charges by any federal, State or local law enforcement, licensing or certification body.

38.5 Fiscal: Provide the following information for the last three (3) fiscal years:

- Audited financial statements with applicable notes;
- Independent Auditor's Report on Compliance and Internal Control over Financial Report based on an Audit of the Financial Statements in Accordance with Government Account Standards;
- Independent Auditor's Statement of Findings and Questioned Costs.

If Respondent has not had an audit conducted within the past three (3) fiscal years, Respondent shall provide the following:

Unaudited financial statements for the last three (3) fiscal years:

- Statement of Financial Position (Balance Sheet);
- Statement of Activities (Income Statement);
- Statement of Cash Flows.

39.0 COMPANY BACKGROUND

39.1 Demonstration: County may require a demonstration of Respondent's proposed system and software during the presentation phase. In addition, County may conduct a site visit of the two (2) highest evaluated firms to ensure proposed solution is operational in a current jail setting.

39.2 Value added services: Please list any additional value added features or services that may benefit Fort Bend County. These should be categorized as "Cost to County" or "No Cost to County". Any associated fees or charges to the county, inmate or called party must be identified in the Respondent's response.

40.0 EVALUATION CRITERIA:

In order to facilitate the analysis of responses to this Proposal, Respondents are required to prepare their proposals in accordance with the instructions outlined in this part. Proposals should

be prepared as simply as possible and provide a straightforward, concise description of the Respondent's capabilities to satisfy the requirements of the Proposal. Emphasis should be concentrated on accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled.

40.1 Respondents are required to follow the outline below when preparing their proposals:

Tab	Title
	Title Page
	Letter of Transmittal
	Table of Contents
	Executive Summary
1	Technical
2	Rate and Revenue Generation Plan and Commission Percentage
3	Maintenance and Support
4	Company Background
5	Value Added Features and Services
6	Installation
7	Required forms

40.2 Any exceptions to the Proposal requirements shall be identified in the applicable section.

40.3 Executive Summary - This part of the response to the Proposal should be limited to a brief narrative highlighting the Respondent's proposal. This section should not include cost quotations. Note that the executive summary should identify the primary contacts for the Respondent.

40.4 Respondents will be evaluated utilizing the factors, as weighted below:

Tab 1

Technical (weight factor = 25%)

- Hardware, software, and minimum technical requirements.

Tab 2

Rate and Revenue Generation Plan and Commission Percentage (weight factor = 20%)

- Rate options, including customizable options, and number of other revenue generating options. Commission available for different revenue generating options.

Tab 3

Maintenance and Support (weight factor = 20%)

- Availability and quality of on-going support and maintenance procedures and personnel. Multi-layer support structure. Training options. Support plan, trouble ticket flow and escalation procedures.

Tab 4

Company Background (weight factor = 10%)

- Market share, number of employees, experience providing proposed services, name/qualifications/experience of staff.

Tab 5

Value Added Features and Services (weight factor = 10%)

- Features and services available which will add value to our relationship with Respondent and products they propose.

Tab 6

Installation (weight factor = 10%)

- Implementation plan and staff resumes

Tab 7

Overall Completeness of Proposal (weight factor = 5%)

- Proof of Insurance, completed respondent forms, completed W9 form, completed debt form

41.0 EVALUATION PROCESS:

- 41.1 After the proposals are received, the evaluation team shall evaluate each proposal that was timely submitted and the evaluation shall be based on the criteria listed in the proposal. Selection committee members will conduct a quantitative evaluation according to a numerical ranking system and a qualitative evaluation for over all proposal content and its conformance to requirements. The entire evaluation committee will then meet to discuss the strong and weak points of each proposal to assure that it has been evaluated fairly, impartially and comprehensively. Following this initial evaluation, the evaluation team may recommend contract award without

further discussion with Vendor(s), or the firms submitting the top rated proposals may be asked to make an oral presentation to the evaluation team for the propose of further clarification and evaluation of the proposals.

- 41.2 If oral presentations are scheduled, the representatives of the firm who will be directly assigned to the account must be present at the interview. During the interview portion of the meeting, the evaluation team shall advise the Respondent of deficiencies in the proposal, if any, and shall allow the Respondent to satisfy the requirements, questions, or concerns by submitting a final offer. The Respondent may choose not to modify their proposal and may inform Fort Bend County that the offer is firm and final.
- 41.3 The evaluation team shall not disclose any information included in a Respondent's proposal to another firm during the RFP process and shall not disclose any information for the purpose of bringing one firm's proposal up to that of a competitor's proposal.
- 41.4 After final offers are received, the evaluation team shall reevaluate each of the final offers, including those deemed final at the interview. The final offers shall be evaluated on the same criteria used in the first evaluation.
- 41.5 Fort Bend County reserves the right to reject any and all proposals received for any reason that would be to the benefit of Fort Bend County.
- 41.6 All proposals submitted are to be valid for a period of ninety (90) days.

42.0 AWARD:

The County will select the respondent whose proposal is the highest evaluated and responsible for the County. Contractual commitments are contingent upon the availability of funds, as evidenced by the issuance of a purchase order. All contracts are subject to the approval of the County's legal counsel and Commissioners' Court, prior to execution. Once awarded, the contract will be the final expression of the agreement between the parties and may not be altered, changed, or amended except by mutual agreement, in writing.

44.0 CONTRACTUAL OBLIGATIONS:

This Request for Proposals, response and associated documentation, any negotiations and final contract, when properly accepted by Fort Bend County, shall constitute a contract equally binding between the Vendor and Fort Bend Sheriffs Office.

45.0 TERM:

- 45.1 The contract resulting from this RFP will have an initial period starting 30 days after execution of agreement and continues through November 30, 2018. Fort

Bend County may request to renew the original contract as amended from time to time, at the same terms, conditions, and pricing. Each renewal, if any, will be in one (1) year increments, not to exceed four (4) additional years past the initial term.

- 45.2 This contract may be terminated by either party for any reason by giving ninety (90) days written notice of intent to terminate.

46.0 REQUIRED FORMS:

All respondents submitting are required to complete the attached and return with submission:

- 37.1 Vendor Form
- 37.2 W9 Form
- 37.3 Tax Form/Debt/Residence Certification

47.0 EXHIBITS:

- Exhibit 1: Housing Unit Breakdown – Jail
- Exhibit 2: Housing Unit Breakdown – Juvenile Detention
- Exhibit 3: Inmate Tech Activity

Request for Taxpayer Identification Number and Certification

**Give Form to the
 requester. Do not
 send to the IRS.**

Print or type See Specific Instructions on page 2.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.	
	2 Business name/disregarded entity name, if different from above	
	3 Check appropriate box for federal tax classification; check only one of the following seven boxes: <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner. <input type="checkbox"/> Other (see instructions) ▶ _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <i>(Applies to accounts maintained outside the U.S.)</i>
	5 Address (number, street, and apt. or suite no.)	Requester's name and address (optional)
	6 City, state, and ZIP code	
	7 List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number									
				-			-		
or									
Employer identification number									

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here	Signature of U.S. person ▶	Date ▶
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at www.irs.gov/fw9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

Note. If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien;
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States;
- An estate (other than a foreign estate); or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.

In the cases below, the following person must give Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States:

- In the case of a disregarded entity with a U.S. owner, the U.S. owner of the disregarded entity and not the entity;
- In the case of a grantor trust with a U.S. grantor or other U.S. owner, generally, the U.S. grantor or other U.S. owner of the grantor trust and not the trust; and
- In the case of a U.S. trust (other than a grantor trust), the U.S. trust (other than a grantor trust) and not the beneficiaries of the trust.

Foreign person. If you are a foreign person or the U.S. branch of a foreign bank that has elected to be treated as a U.S. person, do not use Form W-9. Instead, use the appropriate Form W-8 or Form 8233 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the payee has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

Example. Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity, give the requester the appropriate completed Form W-8 or Form 8233.

Backup Withholding

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS 28% of such payments. This is called "backup withholding." Payments that may be subject to backup withholding include interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, payments made in settlement of payment card and third party network transactions, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester,
2. You do not certify your TIN when required (see the Part II instructions on page 3 for details),

3. The IRS tells the requester that you furnished an incorrect TIN,

4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or

5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See *Exempt payee code* on page 3 and the separate Instructions for the Requester of Form W-9 for more information.

Also see *Special rules for partnerships* above.

What is FATCA reporting?

The Foreign Account Tax Compliance Act (FATCA) requires a participating foreign financial institution to report all United States account holders that are specified United States persons. Certain payees are exempt from FATCA reporting. See *Exemption from FATCA reporting code* on page 3 and the Instructions for the Requester of Form W-9 for more information.

Updating Your Information

You must provide updated information to any person to whom you claimed to be an exempt payee if you are no longer an exempt payee and anticipate receiving reportable payments in the future from this person. For example, you may need to provide updated information if you are a C corporation that elects to be an S corporation, or if you no longer are tax exempt. In addition, you must furnish a new Form W-9 if the name or TIN changes for the account; for example, if the grantor of a grantor trust dies.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Line 1

You must enter one of the following on this line; **do not** leave this line blank. The name should match the name on your tax return.

If this Form W-9 is for a joint account, list first, and then circle, the name of the person or entity whose number you entered in Part I of Form W-9.

a. **Individual.** Generally, enter the name shown on your tax return. If you have changed your last name without informing the Social Security Administration (SSA) of the name change, enter your first name, the last name as shown on your social security card, and your new last name.

Note. ITIN applicant: Enter your individual name as it was entered on your Form W-7 application, line 1a. This should also be the same as the name you entered on the Form 1040/1040A/1040EZ you filed with your application.

b. **Sole proprietor or single-member LLC.** Enter your individual name as shown on your 1040/1040A/1040EZ on line 1. You may enter your business, trade, or "doing business as" (DBA) name on line 2.

c. **Partnership, LLC that is not a single-member LLC, C Corporation, or S Corporation.** Enter the entity's name as shown on the entity's tax return on line 1 and any business, trade, or DBA name on line 2.

d. **Other entities.** Enter your name as shown on required U.S. federal tax documents on line 1. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on line 2.

e. **Disregarded entity.** For U.S. federal tax purposes, an entity that is disregarded as an entity separate from its owner is treated as a "disregarded entity." See Regulations section 301.7701-2(c)(2)(iii). Enter the owner's name on line 1. The name of the entity entered on line 1 should never be a disregarded entity. The name on line 1 should be the name shown on the income tax return on which the income should be reported. For example, if a foreign LLC that is treated as a disregarded entity for U.S. federal tax purposes has a single owner that is a U.S. person, the U.S. owner's name is required to be provided on line 1. If the direct owner of the entity is also a disregarded entity, enter the first owner that is not disregarded for federal tax purposes. Enter the disregarded entity's name on line 2, "Business name/disregarded entity name." If the owner of the disregarded entity is a foreign person, the owner must complete an appropriate Form W-8 instead of a Form W-9. This is the case even if the foreign person has a U.S. TIN.

Line 2

If you have a business name, trade name, DBA name, or disregarded entity name, you may enter it on line 2.

Line 3

Check the appropriate box in line 3 for the U.S. federal tax classification of the person whose name is entered on line 1. Check only one box in line 3.

Limited Liability Company (LLC). If the name on line 1 is an LLC treated as a partnership for U.S. federal tax purposes, check the "Limited Liability Company" box and enter "P" in the space provided. If the LLC has filed Form 8832 or 2553 to be taxed as a corporation, check the "Limited Liability Company" box and in the space provided enter "C" for C corporation or "S" for S corporation. If it is a single-member LLC that is a disregarded entity, do not check the "Limited Liability Company" box; instead check the first box in line 3 "Individual/sole proprietor or single-member LLC."

Line 4, Exemptions

If you are exempt from backup withholding and/or FATCA reporting, enter in the appropriate space in line 4 any code(s) that may apply to you.

Exempt payee code.

- Generally, individuals (including sole proprietors) are not exempt from backup withholding.
- Except as provided below, corporations are exempt from backup withholding for certain payments, including interest and dividends.
- Corporations are not exempt from backup withholding for payments made in settlement of payment card or third party network transactions.
- Corporations are not exempt from backup withholding with respect to attorneys' fees or gross proceeds paid to attorneys, and corporations that provide medical or health care services are not exempt with respect to payments reportable on Form 1099-MISC.

The following codes identify payees that are exempt from backup withholding. Enter the appropriate code in the space in line 4.

- 1—An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2)
- 2—The United States or any of its agencies or instrumentalities
- 3—A state, the District of Columbia, a U.S. commonwealth or possession, or any of their political subdivisions or instrumentalities
- 4—A foreign government or any of its political subdivisions, agencies, or instrumentalities
- 5—A corporation
- 6—A dealer in securities or commodities required to register in the United States, the District of Columbia, or a U.S. commonwealth or possession
- 7—A futures commission merchant registered with the Commodity Futures Trading Commission
- 8—A real estate investment trust
- 9—An entity registered at all times during the tax year under the Investment Company Act of 1940
- 10—A common trust fund operated by a bank under section 584(a)
- 11—A financial institution
- 12—A middleman known in the investment community as a nominee or custodian
- 13—A trust exempt from tax under section 664 or described in section 4947

The following chart shows types of payments that may be exempt from backup withholding. The chart applies to the exempt payees listed above, 1 through 13.

IF the payment is for . . .	THEN the payment is exempt for . . .
Interest and dividend payments	All exempt payees except for 7
Broker transactions	Exempt payees 1 through 4 and 6 through 11 and all C corporations. S corporations must not enter an exempt payee code because they are exempt only for sales of noncovered securities acquired prior to 2012.
Barter exchange transactions and patronage dividends	Exempt payees 1 through 4
Payments over \$600 required to be reported and direct sales over \$5,000 ¹	Generally, exempt payees 1 through 5 ²
Payments made in settlement of payment card or third party network transactions	Exempt payees 1 through 4

¹ See Form 1099-MISC, Miscellaneous Income, and its instructions.

² However, the following payments made to a corporation and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees, gross proceeds paid to an attorney reportable under section 6045(f), and payments for services paid by a federal executive agency.

Exemption from FATCA reporting code. The following codes identify payees that are exempt from reporting under FATCA. These codes apply to persons submitting this form for accounts maintained outside of the United States by certain foreign financial institutions. Therefore, if you are only submitting this form for an account you hold in the United States, you may leave this field blank. Consult with the person requesting this form if you are uncertain if the financial institution is subject to these requirements. A requester may indicate that a code is not required by providing you with a Form W-9 with "Not Applicable" (or any similar indication) written or printed on the line for a FATCA exemption code.

A—An organization exempt from tax under section 501(a) or any individual retirement plan as defined in section 7701(a)(37)

B—The United States or any of its agencies or instrumentalities

C—A state, the District of Columbia, a U.S. commonwealth or possession, or any of their political subdivisions or instrumentalities

D—A corporation the stock of which is regularly traded on one or more established securities markets, as described in Regulations section 1.1472-1(c)(1)(i)

E—A corporation that is a member of the same expanded affiliated group as a corporation described in Regulations section 1.1472-1(c)(1)(i)

F—A dealer in securities, commodities, or derivative financial instruments (including notional principal contracts, futures, forwards, and options) that is registered as such under the laws of the United States or any state

G—A real estate investment trust

H—A regulated investment company as defined in section 851 or an entity registered at all times during the tax year under the Investment Company Act of 1940

I—A common trust fund as defined in section 584(a)

J—A bank as defined in section 581

K—A broker

L—A trust exempt from tax under section 664 or described in section 4947(a)(1)

M—A tax exempt trust under a section 403(b) plan or section 457(g) plan

Note. You may wish to consult with the financial institution requesting this form to determine whether the FATCA code and/or exempt payee code should be completed.

Line 5

Enter your address (number, street, and apartment or suite number). This is where the requester of this Form W-9 will mail your information returns.

Line 6

Enter your city, state, and ZIP code.

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN. However, the IRS prefers that you use your SSN.

If you are a single-member LLC that is disregarded as an entity separate from its owner (see *Limited Liability Company (LLC)* on this page), enter the owner's SSN (or EIN, if the owner has one). Do not enter the disregarded entity's EIN. If the LLC is classified as a corporation or partnership, enter the entity's EIN.

Note. See the chart on page 4 for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local SSA office or get this form online at www.ssa.gov. You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at www.irs.gov/businesses and clicking on Employer Identification Number (EIN) under Starting a Business. You can get Forms W-7 and SS-4 from the IRS by visiting IRS.gov or by calling 1-800-TAX-FORM (1-800-829-3676).

If you are asked to complete Form W-9 but do not have a TIN, apply for a TIN and write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note. Entering "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

Caution: A disregarded U.S. entity that has a foreign owner must use the appropriate Form W-8.

Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if items 1, 4, or 5 below indicate otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). In the case of a disregarded entity, the person identified on line 1 must sign. Exempt payees, see *Exempt payee code* earlier.

Signature requirements. Complete the certification as indicated in items 1 through 5 below.

- 1. Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983.** You must give your correct TIN, but you do not have to sign the certification.
- 2. Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983.** You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.
- 3. Real estate transactions.** You must sign the certification. You may cross out item 2 of the certification.
- 4. Other payments.** You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments made in settlement of payment card and third party network transactions, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).
- 5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions.** You must give your correct TIN, but you do not have to sign the certification.

What Name and Number To Give the Requester

For this type of account:	Give name and SSN of:
1. Individual	The individual
2. Two or more individuals (joint account)	The actual owner of the account or, if combined funds, the first individual on the account ¹
3. Custodian account of a minor (Uniform Gift to Minors Act)	The minor ²
4. a. The usual revocable savings trust (grantor is also trustee) b. So-called trust account that is not a legal or valid trust under state law	The grantor-trustee ¹ The actual owner ¹
5. Sole proprietorship or disregarded entity owned by an individual	The owner ³
6. Grantor trust filing under Optional Form 1099 Filing Method 1 (see Regulations section 1.671-4(b)(2)(i)(A))	The grantor*
For this type of account:	Give name and EIN of:
7. Disregarded entity not owned by an individual	The owner
8. A valid trust, estate, or pension trust	Legal entity ⁴
9. Corporation or LLC electing corporate status on Form 8832 or Form 2553	The corporation
10. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
11. Partnership or multi-member LLC	The partnership
12. A broker or registered nominee	The broker or nominee
13. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity
14. Grantor trust filing under the Form 1041 Filing Method or the Optional Form 1099 Filing Method 2 (see Regulations section 1.671-4(b)(2)(i)(B))	The trust

¹ List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

² Circle the minor's name and furnish the minor's SSN.

³ You must show your individual name and you may also enter your business or DBA name on the "Business name/disregarded entity" name line. You may use either your SSN or EIN (if you have one), but the IRS encourages you to use your SSN.

⁴ List first and circle the name of the trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.) Also see *Special rules for partnerships* on page 2.

*Note. Grantor also must provide a Form W-9 to trustee of trust.

Note. If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

Secure Your Tax Records from Identity Theft

Identity theft occurs when someone uses your personal information such as your name, SSN, or other identifying information, without your permission, to commit fraud or other crimes. An identity thief may use your SSN to get a job or may file a tax return using your SSN to receive a refund.

To reduce your risk:

- Protect your SSN,
- Ensure your employer is protecting your SSN, and
- Be careful when choosing a tax preparer.

If your tax records are affected by identity theft and you receive a notice from the IRS, respond right away to the name and phone number printed on the IRS notice or letter.

If your tax records are not currently affected by identity theft but you think you are at risk due to a lost or stolen purse or wallet, questionable credit card activity or credit report, contact the IRS Identity Theft Hotline at 1-800-908-4490 or submit Form 14039.

For more information, see Publication 4535, Identity Theft Prevention and Victim Assistance.

Victims of identity theft who are experiencing economic harm or a system problem, or are seeking help in resolving tax problems that have not been resolved through normal channels, may be eligible for Taxpayer Advocate Service (TAS) assistance. You can reach TAS by calling the TAS toll-free case intake line at 1-877-777-4778 or TTY/TDD 1-800-829-4059.

Protect yourself from suspicious emails or phishing schemes. Phishing is the creation and use of email and websites designed to mimic legitimate business emails and websites. The most common act is sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft.

The IRS does not initiate contacts with taxpayers via emails. Also, the IRS does not request personal detailed information through email or ask taxpayers for the PIN numbers, passwords, or similar secret access information for their credit card, bank, or other financial accounts.

If you receive an unsolicited email claiming to be from the IRS, forward this message to phishing@irs.gov. You may also report misuse of the IRS name, logo, or other IRS property to the Treasury Inspector General for Tax Administration (TIGTA) at 1-800-366-4484. You can forward suspicious emails to the Federal Trade Commission at: spam@uce.gov or contact them at www.ftc.gov/idtheft or 1-877-IDTHEFT (1-877-438-4338).

Visit IRS.gov to learn more about identity theft and how to reduce your risk.

Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons (including federal agencies) who are required to file information returns with the IRS to report interest, dividends, or certain other income paid to you; mortgage interest you paid; the acquisition or abandonment of secured property; the cancellation of debt; or contributions you made to an IRA, Archer MSA, or HSA. The person collecting this form uses the information on the form to file information returns with the IRS, reporting the above information. Routine uses of this information include giving it to the Department of Justice for civil and criminal litigation and to cities, states, the District of Columbia, and U.S. commonwealths and possessions for use in administering their laws. The information also may be disclosed to other countries under a treaty, to federal and state agencies to enforce civil and criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism. You must provide your TIN whether or not you are required to file a tax return. Under section 3406, payers must generally withhold a percentage of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to the payer. Certain penalties may also apply for providing false or fraudulent information.

Mandatory Form



Contractor Acknowledgement of Stormwater Management Program

I hereby acknowledge that I am aware of the stormwater management program and standard operating procedures developed by Fort Bend County in compliance with the TPDES General Permit No. TXR040000. I agree to comply with all applicable best management practices and standard operating procedures while conducting my services for Fort Bend County. I agree to conduct all services in a manner that does not introduce illicit discharges of pollutants to streets, stormwater inlets, drainage ditches or any portion of the drainage system. The following materials and/or pollutant sources must not be discharged to the drainage system as a result of any services provided:

1. Grass clippings, leaves, mulch, rocks, sand, dirt or other waste materials resulting from landscaping activities, (except those materials resulting from ditch mowing or maintenance activities)
2. Herbicides, pesticides and/or fertilizers, (except those intended for aquatic use)
3. Detergents, fuels, solvents, oils and/or lubricants, other equipment and/or vehicle fluids,
4. Other hazardous materials including paints, thinners, chemicals or related waste materials,
5. Uncontrolled dewatering discharges, equipment and/or vehicle wash waters,
6. Sanitary waste, trash, debris, or other waste products
7. Wastewater from wet saw machinery,
8. Other pollutants that degrade water quality or pose a threat to human health or the environment.

Furthermore, I agree to notify Fort Bend County immediately of any issue caused by or identified by:

(Company/Contractor)

that is believed to be an immediate threat to human health or the environment.

Contractor Signature

Date

Printed Name

Title

Fort Bend County Sheriff's Office Detention Facility Inmate Technology Request for Proposal Housing Unit Breakdown

Housing Unit Name	Money Kiosks	Telephones <small>(If kiosk does not perform phone or visits)</small>	Visitation Units <small>(If kiosk does not perform phone or visits)</small>	Multi-Function Kiosks <small>(If kiosk performs phone and visits)</small>			Multi-Function Kiosks <small>(If kiosk performs phone, but not visits)</small>			Multi-Function Kiosks <small>(If kiosk performs visits, but not phone)</small>		
				Kiosks	Telephones	VV Unit	Kiosks	Telephones	VV Unit	Kiosks	Telephones	VV Unit
East Tower												
1J	0	3	2	2	2	0	2	2	2	2	3	0
1K	0	4	3	3	3	0	3	3	3	3	4	0
1L	0	3	2	2	2	0	2	2	2	2	3	0
1M (mobile units)	0	2	2	2	2	0	2	2	2	2	2	0
2J	0	4	4	4	3	0	3	3	4	3	4	0
2K	0	4	4	4	3	0	3	3	4	3	4	0
2L	0	4	4	4	3	0	3	3	4	3	4	0
2M	0	4	4	4	3	0	3	3	4	3	4	0
4J	0	4	4	4	3	0	3	3	4	3	4	0
4K	0	4	4	4	3	0	3	3	4	3	4	0
4L	0	4	4	4	3	0	3	3	4	3	4	0
4M	0	4	4	4	3	0	3	3	4	3	4	0
6J	0	4	4	4	3	0	3	3	4	3	4	0
6K	0	4	4	4	3	0	3	3	4	3	4	0
6L	0	4	4	4	3	0	3	3	4	3	4	0
6M	0	4	4	4	3	0	3	3	4	3	4	0
8J	0	4	4	4	3	0	3	3	4	3	4	0
8K	0	4	4	4	3	0	3	3	4	3	4	0
8L	0	4	4	4	3	0	3	3	4	3	4	0
8M	0	4	4	4	3	0	3	3	4	3	4	0
Total	0	76	73	57	57	0	57	57	73	57	76	0

Fort Bend County Sheriff's Office Detention Facility

Inmate Technology Request for Proposal Housing Unit Breakdown

Housing Unit Name	Money Kiosks	Telephones <small>(If kiosk does not perform phone or visits)</small>	Visitation Units <small>(If kiosk does not perform phone or visits)</small>	Multi-Function Kiosks <small>(If kiosk performs phone and visits)</small>			Multi-Function Kiosks <small>(If kiosk performs phone, but not visits)</small>			Multi-Function Kiosks <small>(If kiosk performs visits, but not phone)</small>		
				Kiosks	Telephones	VV Unit	Kiosks	Telephones	VV Unit	Kiosks	Telephones	VV Unit
West Tower												
BOOKING (mobile units)	1	5	2	2	5	0	2	5	2	2	5	0
IMAGING	0	2	0	2	0	0	2	0	0	2	2	0
KITCHEN	0	2	2	2	0	0	1	2	2	2	2	0
LAUNDRY	0	1	1	1	0	0	1	1	1	1	1	0
PROPERTY	0	1	1	1	0	0	1	1	1	1	1	0
1F	0	2	2	2	1	0	1	2	2	2	2	0
1G	0	2	2	2	1	0	1	2	2	2	2	0
2A	0	3	2	2	2	0	1	2	2	2	3	0
2B	0	3	2	2	2	0	1	2	2	2	3	0
2C	0	3	2	2	2	0	1	2	2	2	3	0
2D	0	3	2	2	2	0	1	2	2	2	3	0
2E	0	3	2	2	2	0	1	2	2	2	3	0
2F	0	3	2	2	2	0	1	2	2	2	3	0
2G	0	3	2	2	2	0	1	2	2	2	3	0
2H	0	3	2	2	2	0	1	2	2	2	3	0
2SEP (mobile units)	0	1	1	1	1	0	1	1	1	1	1	0
4A	0	3	2	2	2	0	1	2	2	2	3	0
4B	0	3	2	2	2	0	1	2	2	2	3	0
4C	0	3	2	2	2	0	1	2	2	2	3	0
4D	0	3	2	2	2	0	1	2	2	2	3	0
4E	0	3	2	2	2	0	1	2	2	2	3	0
4F	0	3	2	2	2	0	1	2	2	2	3	0
4G	0	3	2	2	2	0	1	2	2	2	3	0
4H	0	3	2	2	2	0	1	2	2	2	3	0
4SEP (mobile units)	0	1	1	1	1	0	1	1	1	1	1	0
6A	0	3	2	2	2	0	1	2	2	2	3	0
6B	0	3	2	2	2	0	1	2	2	2	3	0
6C	0	3	2	2	2	0	1	2	2	2	3	0
6D	0	3	2	2	2	0	1	2	2	2	3	0
6E	0	3	2	2	2	0	1	2	2	2	3	0
6F	0	3	2	2	2	0	1	2	2	2	3	0
6G	0	3	2	2	2	0	1	2	2	2	3	0
6H	0	3	2	2	2	0	1	2	2	2	3	0
Total	1	89	60	62	57	0	35	63	60	62	89	0

Fort Bend County Sheriff's Office Detention Facility

Inmate Technology Request for Proposal Housing Unit Breakdown

Housing Unit Name	Money Kiosks	Telephones	Visitation Units	Multi-Function Kiosks			Multi-Function Kiosks			Multi-Function Kiosks		
		(If kiosk does not perform phone or visits)	(If kiosk does not perform phone or visits)	(If kiosk performs phone and visits)	(If kiosk performs phone , but not visits)	(If kiosk performs visits , but not phone)	Kiosks	Telephones	VV Unit	Kiosks	Telephones	VV Unit
Old Jail												
IF22	0	1	1	1	1	0	1	1	1	1	1	0
IF23	0	1	1	1	1	0	1	1	1	1	1	0
IFSEP (mobile units)	0	1	1	1	1	0	1	1	1	1	1	0
IFVIS	0	0	2	2	0	0	0	0	2	2	0	0
OJVIS	0	0	2	2	0	0	0	0	2	2	0	0
OJ10	0	2	1	1	1	0	1	1	1	1	2	0
OJ11	0	1	1	1	1	0	1	1	1	1	1	0
OJ12	0	2	1	1	1	0	1	1	1	1	2	0
OJ13	0	2	1	1	1	0	1	1	1	1	2	0
OJ14	0	2	1	1	1	0	1	1	1	1	2	0
OJ15	0	2	1	1	1	0	1	1	1	1	2	0
OJ16	0	2	1	1	1	0	1	1	1	1	2	0
OJ17	0	2	1	1	1	0	1	1	1	1	2	0
OJ18	0	2	1	1	1	0	1	1	1	1	2	0
OJ19	0	1	1	1	1	0	1	1	1	1	1	0
OJ20	0	2	1	1	1	0	1	1	1	1	2	0
OJ21	0	2	1	1	1	0	1	1	1	1	2	0
OJSEP (mobile units)	0	1	1	1	1	0	1	1	1	1	1	0
Total	0	26	20	20	16	0	16	16	20	20	26	0
Public												
VISITATION	1	0	27	27	0	0	0	0	27	27	0	0
VISITATION PRIV (hands-free units)	0	0	5	5	0	0	0	0	5	5	0	0
VISITATION DISC	0	0	3	3	0	0	0	0	3	3	0	0
LOBBY	1	1	2	2	1	0	0	1	2	2	1	0
Total	2	1	37	37	1	0	0	1	37	37	1	0
Grand Totals	3	192	190	176	131	0	108	137	190	176	192	0

Fort Bend County Juvenile Detention Facility

Inmate Technology Request for Proposal Housing Unit Breakdown

Housing Unit Name	Occupancy	Money Kiosks	Multi-Function Kiosks <small>(If kiosk performs phone and visits)</small>			Multi-Function Kiosks <small>(If kiosk performs phone, but not visits)</small>			Multi-Function Kiosks <small>(If kiosk performs visits, but not phone)</small>			Telephones <small>(If kiosk does not perform phone or visits)</small>	Visitation Units <small>(If kiosk does not perform phone or visits)</small>
			Kiosks	Telephones	VV Unit	Kiosks	Telephones	VV Unit	Kiosks	Telephones	VV Unit		
			Housing Locations	80	0	9	0	0	9	0	0	9	9
Non-Housing Locations	0	0	1	0	0	1	0	1	1	0	0	0	1
Total	80	0	10	0	0	10	0	1	10	9	0	9	1

Fort Bend County Sheriff's Office Detention Facility Inmate Tech Activity (July 1, 2016 - June 30, 2017)

Telephone Calls		Video Visits			Tablet Rentals	eMessages		Money Kiosks	
All (including attempts)	Completed	On-Site Legal	On-Site Personal	Remote	Annual Rentals	Sent by Inmates	Sent by Fr/Fam	Intake Kiosk	All Other (Total before fees)
2,189,205	612,233	8,064	29,532	7,695	1,678	11,261	9,968	\$712,542.90	\$1,170,509

EXHIBIT B:

CONTRACTOR'S SUBMISSION TO RFP 18-021 DATED OCTOBER 17, 2017

AS ATTACHED TO
MASTER SERVICES AGREEMENT FOR
SHERIFF'S OFFICE INMATE TECHNOLOGY SYSTEMS
PURSUANT TO RFP 18-021



SECURUS
Technologies™

REQUEST FOR PROPOSALS RFP 18-021
**TERM CONTRACT FOR SHERIFF'S
OFFICE INMATE TECHNOLOGY SYSTEMS
FORT BEND COUNTY**



We exist to
SERVE and
CONNECT
to make our
world safe.

An RFP Solution Prepared for:
Fort Bend County, TX
Request for Proposals Term Contract
for Sheriff's Office Inmate Technology
Systems Fort Bend County
RFP 18-021
October 17, 2017 @ 2:00 Pm

Presented to:
Jaime Kovar
Assistant County Purchasing Agent
Fort Bend County, TX
Travis Annex
301 Jackson, Suite 201
Richmond, TX, 77469

Presented by:
Robert E. Pickens
President
Securus Technologies, Inc.
4000 International Parkway
Carrollton, Texas 75007

LETTER OF TRANSMITTAL

October 17, 2017

Jaime Kovar
Assistant County Purchasing Agent
Fort Bend County
Purchasing Department
Travis Annex
301 Jackson, Suite 201
Richmond, Texas 77469

RE: Term Contract for Sheriff's Office Inmate Technology Systems (RFP 18-021)

Dear Ms. Kovar:

Securus Technologies, Inc. (Securus) is pleased to submit our response to the Fort Bend County, Texas (County) Request for Proposal (RFP 18-021) for Inmate Technology Systems for the Fort Bend Sheriff's Office. The following documents provide Securus' proposed solution. We have thoroughly reviewed your RFP and feel we are highly confident that we can provide all the products and services that are outlined in this RFP. We are the only vendor who can provide 100% of the technical requirements as well as the best vendor to provide a financially strong offer that balances revenue, rates, commissions and services to keep inmates connected to their loved ones and keep your facility running operationally more efficient.

For the last four (4) years, Securus has served your inmate communications needs. Your County is one of our most highly valued partners, and over the past four (4) years we have developed a relationship built on trust, high quality products and services, superior customer service, and the consistent ability to meet your critical needs. We have shown that we can deliver solutions within your timeline, and have a proven track record of providing products and services to fit your needs. Recent highlights of our relationship include:

TECHNOLOGIES (installed and implemented):

- **Secure Call Platform (SCP)** – inmate calling platform
- **Automated Information Services (AIS)** – interactive voice response (IVR) system
- **Locations Based Services (LBS)** – cell phone location tracking
- **Investigator Pro (IPro)** – voice biometric analysis of entire call
- **THREADS** – data analytics
- **Inmate Tablets** – handheld device with inmate-related applications

PROJECTS (ongoing and completed)

- **IPro, LBS, and THREADS Training** – District Attorney office investigators and sheriff investigative staff thru the years
- **AIS Installation** – Automated systems handles 85 percent of your incoming calls to the facility
- **Inmate Tablet Program** – Full Facility deployment
- **SCP Version Update Rollout** - Securus' next generation of products and services, including the integration of all inmate communications technologies and user friendly interfaces providing rapid data analysis and interpretation
- **Technology Center Visits** (by Major Goodfellow, Captain Brownfield, Lieutenant Quam and Sergeant Simpson) – able to share our roadmap for current and future products and technologies, and hear your needs and concerns (2 visits)

We are proud of these accomplishments, and honored that you are once again considering Securus as your technology partner. We are the most qualified vendor to provide you with the technology solutions we know you need, now and in the future.

As President of Securus Technologies, I am authorized to contractually commit Securus Technologies, Inc. to the terms of this proposal and resulting contract. Please do not hesitate to contact me with any additional questions, or to request supporting information. You may contact me by email at bpickens@securustechnologies.com, or by phone at (972) 277-0300. You may also contact your current Senior Account Manager, Sally Zeitvogel at 210-219-8934 or at szeitvogel@securustechnologies.com.

We thank you for your consideration of the attached proposed solution and look forward to the opportunity to grow our partnership with Ford Bend County. **What you do is important to us, and we are grateful for the opportunity to serve when called.**

Cordially,



Robert E. Pickens

President

Securus Technologies, Inc.
4000 International Parkway
Carrollton, Texas 75007
972-277-0300
bpickens@securustechnologies.com

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EXECUTIVE SUMMARY



Connecting What
MATTERS

Executive Summary

Overview

Securus Technologies, Inc. (Securus) appreciates the opportunity to submit our proposed solution to the Fort Bend County, Texas (County) Request for Proposal (RFP) for the Sheriff's Office Inmate Technology Systems (RFP 18-021). Our response shows we meet and exceed all the requirements set forth by the County.

Headquartered in Carrollton, Texas, and serving more than 3,450 public safety, law enforcement, and corrections agencies and over 1,200,000 inmates across North America, Securus is committed to serve and connect the County. As a long time preferred provider of the County, Securus has unique insight into the specific needs of the Fort Bend County Jail (Facility) facilities, inmates, and constituents. After working side by side with the County for the last four (4) years, we clearly understand your needs and will continue to deliver enhanced communication capabilities to you, the inmates, and the inmates' families.

No one else in our industry is developing the technologies that keep inmates behind bars, constituents safe at night, and our officers safe while they are on the job. Securus is the

OUR MISSION
We exist to
SERVE and
CONNECT
to make our
world safe.

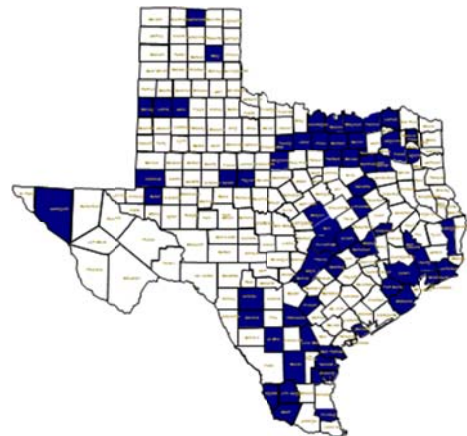
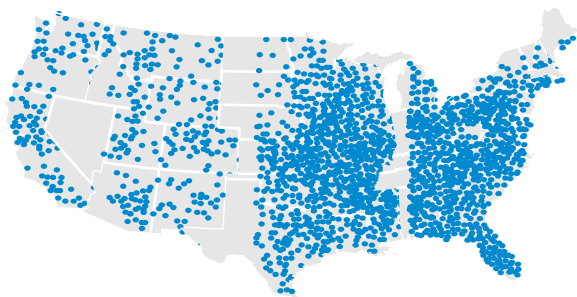
ONLY vendor in the industry consistently developing advanced technology that will bring our facility partners into the next generation of inmate communications. We work endlessly with investigations officers throughout the United States, listening to what their needs are so we can develop the tools they need to keep dangerous individuals off the street.

While our competitors are busy trying to acquire each other to expand their customer base, Securus is focusing on strategies that will help our partners, such as your County, meet your goals of building a jail environment where it is safe for officers to work, while at the same time providing inmates with more ways to communicate with their loved ones, all at the lowest possible cost. Our advanced technology provides you with more ways to enhance operational efficiencies and pass on reduced costs to the public.

Experience

Over the past 30 years, Securus has consistently grown organically to where we now serve over 3,000 correctional facilities throughout the United States. We have grown by winning new business and **NOT** by acquiring companies who were in the same business. We focus on acquiring companies that have technologies and capabilities that our customers have been telling us they need. The result is today we have an extensive product portfolio that is the result of over 17 acquisitions that focus on enhanced solutions for law enforcement departments, public safety agencies, correctional facilities, investigators and investigations, and inmates' family members and friends. Our customers trust us to provide solutions that assist them in making processes more efficient, creating a safer work environment for officers, and providing inmates with more ways to communicate with loved ones in the most cost effective way possible.

Not only is our presence strong across the nation, it is especially strong in our home state of Texas. We are currently the provider for most of the largest counties in the state, including Dallas, Denton, Collin, Travis, Brazoria, Comal and Tarrant, to name a few. The following diagrams show customer penetration throughout the United States, as well as in our home state of Texas.



Customer Focused

Securus is committed to family members and friends of the incarcerated. Inmates' families and loved ones often play a critical role in the rehabilitation of offenders by staying in contact during incarceration. This is why we are so focused on providing multiple ways to communicate, including voice, video, and email, all at the lowest possible rates. Lower rates lead to more communications. Securus works with facilities to set rates within regulatory guidelines that strike the desired balance between revenue and call volume.

Securus offers friends and family members of inmates a wide variety of options to set up and fund prepaid accounts. Convenience drives account creation, and account creation drives more calling, so Securus has made the funding process easy. To create and fund a pre-paid calling account, family members and friends can:

- Call our Texas based Customer Service center and speak with a live operator
- Use our automated interactive voice response system
- Use our mobile-friendly website
- Fund accounts by mail
- Visit one of more than 35,000 MoneyGram locations such as Walmart and CVS Pharmacy
- Visit one of more than 58,000 Western Union locations.

Supporting Fort Bend County

Letecia Garcia, your onsite Field Service Manager, has worked in the Facility for four (4) years and will continue to assist the new on site Field Technician that you are requiring in the RFP. Letecia is very familiar with the Facility's operations, jail staff, and the equipment on site. It is her job to ensure that service is never compromised. The new on site Technician and Letecia will focus on minimizing the length of time that equipment is in need of repair. We also have four (4) other Field Service Technicians (FSTs) within a two (2) hour drive that will assist as needed. Our Field personnel are required to carry equipment and spare parts in their vehicles at all times in order to respond to the needs of the jail.

For the past seven (7) years, Sally Zeitvogel has been your Senior Account Manager and will continue to provide overall support to the account. Sally is responsible for product introduction, financials and commissions, contracts, account reviews, strategic account planning, and customer satisfaction reviews. She has worked with the jail staff and Sheriff executive team thru the years to ensure jail needs are met in a timely fashion as well as kept the facility informed of new products and services and then scheduling demonstrations.

Chris Shell, your Client Relations Manager, will also continue to work closely with the County on service related items. Chris has been working with the County for almost a year.

His role is to ensure tickets are resolved quickly and efficiently. He supports the County in the following areas:

- Day-to-Day Service & Support
- Product Utilization Programs
- Pro-Active & Re-Active Communications
- Customer Satisfaction & Value
- Training Support
- Account Review

This team will continue to support the County in the coming years.

Community Service that Cares

In order to better serve our customer base, Securus constructed a state-of-the-art Family and Friends Call Center in Dallas in 2009. It was built in direct response to customer feedback requesting a U.S.-based call center to provide more responsive service. Securus currently responds to 42,000,000 calls each year from family members and friends of the incarcerated.

In addition to the state-of-the-art technology used to support our customers, we have also made a substantial investment in hiring and training our associates to allow them to assist our customers as much as possible. We seek to provide our customers low wait times, first call resolution, and high call completion rates for the millions of customers that we serve.

Security of Fort Bend Data:

Securus takes a 'defense in depth' to information security. This means we utilize multiple layers of security controls to protect the environment from the latest threats so that we can have the most up to date technologies and processes to protect our systems, data and our customers' data from misuse.

Fire Wall and Intrusion Detection Systems – Your data is protected behind strong defenses. You should feel confident that Securus is watching the environment and responding to anomalous activity.

Patch Management – You can rest easy knowing that systems and data are protected from the latest threats and be confident that we are proactive about the security of your data.

Antivirus and Content Filter Products – Securus servers and workstations are protected against viruses, malware, and malicious emails.

Penetration Testing – You are assured we are continually validating our own security measures thru an unbiased third party.

Partnership Value

The County is not just a customer, but a true partner who understands the **REAL VALUE** of our partnership goes far beyond profit margins. In fact, one of the biggest misconceptions we hear is that we make significant profit from our counties and their constituents. However, **Securus profit margins are significantly lower than public communications providers.**

	<u>EBITDA ÷ Revenue</u>		<u>Net Income ÷ Revenue</u>	
	<u>Return</u>	<u>Rank</u>	<u>Return</u>	<u>Rank</u>
CenturyLink	38.0%	#1	5.0%	#4
Verizon	37.3%	#2	14.0%	#1
TimeWarner	34.3%	#3	8.0%	#3
AT&T	31.9%	#4	9.1%	#2
T-Mobile US	28.7%	#5	4.5%	#5
Securus	27.9%	Lowest	2.9%	Lowest

Availability

Securus is the only inmate communications provider with U.S. operations for both technical support and customer service. Far too often we hear stories from our partners describing how with their previous vendor outsourced the technical support function. Our partners would then end up speaking to someone in another country that would try to troubleshoot their critical systems over the phone. There would be no one available to provide onsite service at the jail after 5pm. These situations are real and do happen.

Securus works long and hard to ensure that when our partners or your constituents need assistance, they will get a 'live' person on the phone that can help them. We know your jail never closes, and neither do we. Our Technical Support Center (TSC) is Texas-based and takes calls from our facility partners **24/7/365**. We have more full-time field service

technicians than any other inmate technology provider. Our technicians usually arrive onsite within two (2) hours of your initial service call.

We offer family members and friends of inmates a wide range of services from our Texas-based Family and Friends Call Center. We have streamlined our Internet website so families can easily manage their Securus accounts and fund phone time **24/7/365**. We have also added a chat line so that families can get answers quickly instead of being put on hold or going to a voicemail box.

Securus Giving Back to Communities

Securus employees hold a strong belief that our every interaction should be done so as to hold ourselves to the highest levels of service. We not only work to create safer and more efficient facilities, but we seek to support law enforcement activities in the communities we serve. Securus gives back to the Fort Bend community in several ways and we look forward to sponsoring new events in the near future:

- Fort Bend County Behind the Badge Sponsorship
- Fort Bend County Sheriff's Association Golf Charity

EVALUATION CRITERIA

Technical (25%)

As your current provider, Securus is 100 percent compliant with all of the requirements and specifications stated in the RFP. We are best positioned to continue to provide inmate communications services to the County as we grow and expand our long term partnership. By remaining with Securus, there will be minimal downtime during the installation of products outlined in the RFP, as most products required are already in place. Our responses in the RFP encompass the delivery of Inmate Phone System, Video Visitation, Inmate Tablets, Multi-function kiosks and Lobby and Booking kiosks.

Securus is the most knowledgeable and experienced at delivering, installing and supporting the products and services out lined in this RFP.

- Number of SCP Customers installed: over 2,700
- Number of Video Visitation Installations: 200, and 8,000 terminals deployed
- Number of Multi-Function Kiosk installations: 164
- Number of Tablets deployed: 125,000
- Number of Lobby and Booking Kiosks installed: 80 Lobby and 7 Booking

Our fully turnkey solution is fully compliant with the RFP. Our phone system platform, known as the Secure Call Platform (SCP), has over 700 integrated features. It has been installed at more than 2,700 facilities, and is the industry's **most deployed inmate phone system**.

Integrated with our SCP is our industry leading Securus Video Visitation (SVV) technology. We have coupled SVV with our proprietary ConnectUs software to provide an inmate directed kiosk solution that delivers video visitation and a wide range of inmate care applications. SVV has been installed in more than 200 facilities, with over 8,000 video visitation terminals deployed.

In addition, our solution will include all installation, implementation, and ongoing service and support for our powerful, wireless SecureView Tablet program. The SecureView system combines our handheld tablet device with a robust set of applications that provide strong inmate entertainment, education, and rehabilitation services. More than 125,000 Securus tablets are currently in the hands of inmates.

Our proposal includes leading edge Investigative Products that are currently being used by the County to help investigators **solve** current investigations and **prevent** future crime. We conclude our proposal by detailing several optional value-added products that complement the proposed solution.

All installation, implementation, and maintenance of the inmate communications system will be provided at **no cost**. We will also offer full training at **no cost** for the duration of the contract.

Rates and Revenue Generation Plan and Commission Percentage (20%)

Our calling rates abide by all implemented FCC guidelines, and our commission percentages are some of the most attractive in the industry. We are pleased to offer two (2) financial options to the County. The options allow the County to choose the cost proposal that best meets its technology, call rate, and commission objectives. The financial options are fully discussed in Tab 2 of this proposal.

Low Call Rates

Low call rates are important to Securus and we know they are important to the County. They lead to more communication between loved ones and lower recidivism. We achieve a low cost structure and lower rates by taking advantage of a large number of available technologies and infrastructure, including large platforms, multiple data centers, cloud computing and storage, internet telephony, efficient computer languages, and remote monitoring of all technologies through our Network Operations Center (NOC). Securus uses all of these proven high-technology tools to allow inmates to maintain their relationships via voice and video calling at the lowest possible rates.

Maintenance and Support (20%)

Securus' service and support program includes complete maintenance, support, and repair of all Securus inmate communications system hardware and software. Specialized Securus Account Teams ensure that our partners reap the full benefits of Securus' service and support resources. Along with the staff in Dallas, Texas, Fort Bend is supported daily by Sally Zeitvogel, Senior Account Manager. She has been your first point of contact for 4 years. She has overall responsibility for the account and will continue to be your main point of contact. Also working with Sally is Chris Sheil, Client Manager, who supports the County from a customer service aspect. Your onsite Field Service Technician will be responsible for the daily upkeep of equipment on site and handle any break/fix equipment as needed.

Equipment Replacement and Repair

Securus Field Services personnel carry extra inventory at all times. The current Securus on site Field Service Personnel are required to keep inventory onsite to ensure a fast turnaround of equipment that needs replacement. All parts and equipment follow our standard warranty provisions. We traditionally replace equipment in less than 24 hours from request, most being same day replacement. It is our job to ensure that service is never compromised due to equipment downtime, so we focus on minimizing the length of time that equipment is in need of repair.

Partner Support

Securus realizes that our partners have a full-time responsibility protecting and serving their community, thus support from Securus' NOC and TSC is available **24/7/365**. Our technicians can often find and fix problems before our partners are even aware of them. All field technicians are experienced Securus employees, so our partners will always receive service from individuals with the knowledge and expertise required to solve any problems that may arise.

Maintenance and Updates

The Securus solution includes quarterly technology upgrades, thus ensuring that our partners will always have the very latest in enhancements and features throughout their partnership with Securus. Additionally, the SCP can be quickly and cost effectively updated when new software and hardware is added. Hardware is replaced on an as needed basis.

Training

Securus will provide product training on all features of the new inmate communications solution. Experienced Securus employees will conduct all training either through online instructor-led classes, or one-on-one and classroom training sessions on site. We deliver standard training, using both instructor demonstrations and hands-on instruction, to ensure each trainee is comfortable with all system concepts. Securus also offers customized online training courses to meet the unique needs of our partners' staff and facility.

Company Background (10%)

Overview

Founded in 1986, Securus and its predecessor organizations have been providing correctional facility communications systems for over 30 years. Headquartered in Carrollton, Texas, Securus serves more than 3,450 safety, law enforcement, and corrections agencies and 1,200,000 inmates across North America. We serve partners in 48 states. Our entire operations including Technical Support and Customer Service are all located in Texas.

We currently partner with over 90 facilities in Texas, including Fort Bend County Jail today. We also serve several of the County's adjacent neighbors, including Brazoria County and Harris County. Our network of facilities allows us to provide extended information sharing capabilities to help support multi-jurisdictional investigations and drive greater shared services among law enforcement departments.

Patents and Copyrights

Securus is the leading technology innovator in the inmate communications industry. We have developed and currently own more than 200 technology patents, along with approximately 90 more pending with the U.S. Patent Office. Virtually every large inmate communications provider relies on Securus for technology development, and uses Securus' patented technologies under license agreements.

Value Added Features and Services (10%)

Although not specifically requested by the RFP, Securus Also provides other products and services that the County can consider in the future. These products can be added for a minimal cost to the County. These products and services are outlined in the section of the RFP titled "TAB 5."

Advanced Investigative Technologies

Guarded Exchange LLC (GEX)

Guarded Exchange (GEX) provides full monitoring of inmate calls. GEX operates an investigative call center and utilizes call analysis software capabilities to guarantee a minimum of (*percentage defined by County officials during contract negotiations*) of all calls are listened to and analyzed for suspicious activity. We staff our secure investigative center with Licensed Private Investigators so our partners can be assured that trained, professional personnel have all the assets needed to assist in investigations.

Guarded Exchange's services also include forensic examination of recovered cell phones, computers, and other digital devices. Trained Certified Forensic Examiners (CFEs) unlock, download, and analyze devices, and provide information on pictures, email messages, video, text messages, called parties, and calling parties. Guarded Exchange is a wholly-owned subsidiary of Securus.

Video Relay Services

Securus Video Relay Services (VRS)

The Securus VRS application resides on the ConnectUs platform. Securus VRS provides a complete VRS/VRI solution including all wide area network connectivity required to facilitate communications and interpretation for inmates that are hard-of-hearing or deaf.

Securus Outbound Voicemail

Securus is the only provider in corrections to offer outbound voicemail. Outbound Voicemail is completely unique and allows an inmate to leave a voice message for the called party in the event the call goes unanswered.)

Digital Post Office

Securus' Digital Post Office dramatically reduces contraband entering through traditional postal mail by scanning and electronically delivering mail to SecureView tablets and ConnectUs inmate terminals. Covert Alerts can also be established to automatically text or email investigators upon receipt and upload of mail for a particular inmate.

Televisit

Televisit is a FDA certified and HIPAA compliant telemedicine platform that allows facilities to rapidly begin experiencing the advantages of telemedicine.

Securus EHR

Securus HER is a HIPAA compliant cloud-based Electronic Health Record solution that provides the speed, functionality, and security required by corrections.

Installation (10%)

Securus technicians work closely with our partners during the installation and implementation stage of the process in order to minimize revenue loss and facility impact. Securus technicians have developed a proven plan that takes into account the constraints associated with the secure nature of both the inmates and the information housed at the correctional facility. The plan calls for all new systems to be built and installed in parallel operation with current systems to ensure proper functionality prior to transition. Securus technicians also provide all needed integration with other facility technologies, including commissaries, trust accounts, and jail management systems. Securus has worked with the County on several installations of products and services, and we will continue to work together on the installation of new services that are outlined in this RFP. We will assign a Project Team who will work closely with your County to ensure each product is deployed on time and to the County's specifications.

Overall Completeness of Proposal (5%)

Securus' response to the RFP is clear and complete. Our full proposal details our comprehensive inmate phone, video visitation, tablet, and kiosk technology portfolio, and discusses how these technologies will specifically address the County's requirements. We have also included all the forms required by the RFP.

WHY SECURUS IS THE BEST CHOICE

We know from working with the County for four (4) years that you want the best and you will not settle for mediocrity in service or products. Therefore, Securus should be your only choice.

We understand you have a choice when selecting providers. We hope to continue to grow our partnership with the County. We ensure we will continue to supply you with excellent products and services, delivering the highest levels of customer satisfaction, confidence, and enthusiasm. We always seek to build trust through honesty, and we hope we have achieved that goal in our relationship with the County over the last four (4) years.

The benefits you will gain from staying with Securus are:

- **Our knowledge of your needs gained from working together over the last four (4) years.** You know our employees, and we know you. We understand your internal operating procedures and how things get done within your facility. There is no substitute for the experience we have both gained in working together.
- **Integration with existing processes and vendors.** We have integrated processes, systems, and applications. We know how to work with your existing vendors and equipment. No need to start over and go through the difficult process of re-mapping, re-engineering, re-developing, and re-training integration links.

- **No impact on inmates or their family members and friends.** No need to establish new accounts, no need to arrange for refunds of existing accounts, and no need to answer questions about how to set up new accounts from confused end-users.
- **Eliminate unnecessary work by staff.** Staying with Securus means you do not have to make your corrections staff learn to work with a new vendor. No extra training and no new contacts to have to be established.

Best in Class

At Securus, we believe in best in class solutions that make a difference for our customers. There is a clear difference between us and our competitors, and there are a number of reasons why we are the premier choice in inmate communications providers:

Broad portfolio	Top customer service
Patented products	Nationwide adoption
Call completion	Corporate strength
Technology ownership	Competitive advantage

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Conclusion

Securus wants to continue to be your chosen partner and has put forth an offer that provides Fort Bend County with the best technology, the lowest cost to inmates and families, and the best support in the industry. Most importantly, we believe it is our obligation to deliver our services with quality and integrity. Our commitment to Fort Bend County is that not only will we deliver the very best service and support, but we will do so with the highest level of ethical standards. We respectfully request the privilege of continuing to serve Fort Bend County. Thank you for being a great partner. We look forward to working with you in the coming years.

TAB 1 - TECHNICAL PROPOSAL

28.0 TECHNICAL SPECIFICATIONS (TELEPHONES):

28.1 Telephone service requirement: The system must be capable of providing local, inter-LATA, intra-LATA, and international telephone service to inmates.

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

Securus SCP system provides local, inter-LATA, intra-LATA and international telephone services.

28.2 Telephone hardware requirements:

28.2.1 Suitable for inmate environment: The Respondent is to provide telephones that are suitable for an inmate environment, meaning that telephones are equipped with durable housings and reinforced cords of a length determined by County which may vary based on installation location. Each telephone is to be a non-coin, "dumb" type unit that is tamper-resistant. Equipment must not contain any external removable parts.

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

As your incumbent provider, Securus has successfully implemented and installed telephones suitable for an inmate environment, and of the strongest and most reliable industry standards. Securus' phones are equipped with durable housings and armored handset cords are equipped with a steel lanyard (1000-pound pull strength) and secured with a 14-gauge retainer bracket for maximum vandal resistance. However, we will gladly continue to work with Fort Bend County to provide a cord length determined by County which may vary based on installation location. All of our Securus' phones are coinless and tamper-resistant. Our units do not contain any external removable parts.

Below is a generic description of the phones proposed:

Securus' inmate telephones are the strongest and most reliable units available and are designed specifically for the prison environment. Securus is proposing Wintel® brand 7010 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:

- 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)
- 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
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear® (DURA) Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hook switch lever withstand abuse and vandalism
- Armored handset cord is equipped with a steel lanyard (1000-pound 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



28.2.2 Volume control: All inmate telephones will have adjustable volume control. SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

All Securus' phones have adjustable volume control.

28.2.3 TDD/TTY compatible: Inmate telephones must be compatible with the use of TDD/TTY units that may be required for hearing impaired inmates. SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

All Securus' phones are hearing aid compatible and FCC registered US: 1DATE05BITC-254, IC: 3267A-ITC254. Our units have a 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)

Securus will continue to provide Fort Bend County with accommodations necessary to comply with the Americans with Disabilities Act (ADA). The Securus program for inmates who are deaf or hearing impaired allows those inmates to place outgoing telephone calls using a text telephone (TTY) device integrated with SCP.



TDD and TTY Telephones

The technology provided uses dedicated ports on the SCP system and eliminates the need for a correctional officer or staff member initiating the call process. The inmate placing the handset on the TTY device and entering the speed-dial number initiates the call. The inmate then communicates using the TTY device through the Securus SCP to the state's telecommunication relay center (TRS). The information includes the option of including the inmate's PIN, along with a pre-set toll-free number that is direct-dialed to the TRS. With TRS, a special operator communicates back to the inmate to confirm the connection and begins the call connection process to the called party who receives the call on a collect basis.

Integrating the TTY call through SCP allows the facility to specify various policy and security measures such as time limits, call recording, redial prevention and more. With TRS, a special operator communicates back to the inmate to confirm the connection and begins the call connection process to the called party. Charges to the called party will be rated and billed by the relay service provider.

28.3 Minimum technical requirements: The following items outline the minimum specifications required. Respondents are required to respond to each item, fully detailing and explaining how the system proposed will accomplish each specification.

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

28.3.1 Automated direct call processing: Only automated call processing of collect and pre-paid intra-LATA, inter-LATA, interstate, and prepaid international calls will be allowed. The system shall require a positive acceptance by the called party. Only after positive acceptance will the inmate and the called party be allowed to talk. The system shall create and save a call detail record of all call attempts, whether accepted or rejected and the fate of the call shall be noted in the record.

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

Securus' SCP allows only automated call processing of collect and pre-paid intra-LATA, inter-LATA, interstate, and prepaid international. Securus' SCP requires a positive

acceptance by the called party, and only after positive acceptance will the inmate and the called party will be allowed to talk. Securus' SCP creates and saves a call detail record of all call attempts, whether accepted or rejected and the fate of the call shall be noted in the record.

Automated Call Processing – (Automated Operator Services)

SCP includes an Interactive Voice Response (IVR) system that provides Automated Operator Services (AOS). This automated assistance uses clear and concise, professionally recorded voice prompts to establish call acceptance and to 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 [inmate's name], an inmate at the Fort Bend County Jail. This call is subject to monitoring and recording." SCP then gives the called party 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."
- Additional options provided by AOS include:

Available Options to Called Parties

- Request a rate quote
- Hear the name of the facility and inmate calling
- Accept or reject the call
- Request available balance of an AdvanceConnect account or available credit of the Direct Bill account
- Hear instructions on how to add more money to their prepaid account or pay their Direct Bill Account
- Connect to a live agent to setup a pre-paid account
- Choose to hear the prompts on the system in English, or the language selected by the inmate (if configured for this option)
- Pay for the incoming call with InstantPay (if available)

Available Options to Inmates

- Listen to prerecorded announcements
- Choose to place a collect or debit call; if debit, PIN entry is requested, the inmate hears the available balance in their account and the cost of the call
- Select a specific language at the beginning of the call (if configured)
- Acknowledge that the call is going to be monitored and recorded
- Hear available call time (prompt will tell the inmate call time limits based on calling schedules or calling restrictions)
- Identify themselves by PIN or Voice Biometrics (if configured)
- Add, remove, and/or listen to the

- Hear optional marketing message (by request of Fort Bend County)
- Block their number prior to accepting a call using SCP's Perma Block technology*

phone numbers on their PAN list (if configured)

- Hear optional marketing message (by request of Fort Bend County)

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

Positive Acceptance

SCP requires active "called party" acceptance using touch-tones to complete calls. 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 their telephone to accept the collect call charges, or hang-up to disconnect the call and refuse charges.

The SCP Mute Acceptance and Call Progression feature can be configured to mute call progression for security purposes; SCP mutes the inmate's line 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.

Creation of call detail records of all call attempts

The Securus Secure Call Platform (SCP) retains call detail records on all call attempts. Authorized users can quickly run reports to spot calling trends, assess monitoring efforts, investigate suspicious activities, and manage phone usage.

Users can customize reports by changing search criteria such as date, time, call duration, telephone number, originating telephone, destination, inmate ID, termination reason, and much more.

The following steps show the ease of producing valuable, customized reports:

1. Place the cursor over Tools. A drop down menu will appear.
2. Move the cursor over Reports to see a menu of standard reports.
3. Click on the type of report you want. SCP will display the appropriate fields associated with that report.

4. Verify the correct Management Level is displayed or make changes as necessary. (This setting allows you to select the facilities, sites, phone groups, or phones you want to search.)
5. Enter your search criteria in the appropriate fields and click Search.

The records matching the search criteria will display. With a single click, the data can be instantly exported to Excel, CSV (Comma Separated Values), or Adobe PDF format.

Users will be able to sort on any of the following data elements.

- | | | |
|---------------------------------|--------------------------------|---------------------|
| ▪ Site | ▪ Agency Type | ▪ Promotional Call |
| ▪ Phone Location | ▪ Call Type | ▪ Text Call |
| ▪ Country Code | ▪ Call Status | ▪ Language |
| ▪ Dialed Number | ▪ Termination Category | ▪ DTMF Detection |
| ▪ Start Date/Time | ▪ Block Reason | ▪ DTMF Digits |
| ▪ End Date/Time | ▪ Privacy | ▪ Text2Connect Call |
| ▪ Duration | ▪ Watched | ▪ Prepaid |
| ▪ Account # | ▪ International | ▪ First Name |
| ▪ PIN | ▪ 3-way Detected | ▪ Promotional Call |
| ▪ Continuous Voice Verification | ▪ Remote Call Forward Detected | ▪ Voice Biometrics |
| | | ▪ Amount |

The resulting report can easily be saved, printed out, or emailed to others.

Selecting a Report to Run

Secure Call Platform

The screenshot shows the 'Secure Call Platform' interface. The top navigation bar includes 'HOME', 'SYSTEM', 'MONITOR', 'TOOLS', 'ADMIN', and 'FACILITY PORTAL'. The 'TOOLS' section is active, showing a 'Reports' menu. The 'Reports' menu lists various reports: BPA Lookup, Call Detail, Call Frequency, Call Tracker, Hourly Usage, Informant Law Report, Emergency Call Report, Covert Alert CDR, TIPS, Officer Check-In, RAN Frequency, RAN Frequency Detail, SCP Debt, CIV Configuration, Investigator Pro, RCFD Action Configuration, RAN Management, and Word Spotting Report. Below the menu, there are search criteria fields for 'Country Code', 'Custody Account #', 'First Name', 'Termination Category', 'Call Types', 'Text2Connect', 'Search Notes', 'Tracker #', 'Alternate ID', and 'Inmate Grouping'. There are also fields for 'Dial Number', 'PIN #', 'Last Name', 'Destination Zone', 'Prepaid Account #', 'Agency Type', 'Blocked Reason', 'Call Status', 'Call Tracker Notes', and 'Note Type'. At the bottom, there are buttons for 'Search', 'Save Criteria', 'EXCEL', 'PDF', 'CSV', and 'Reset'.

28.3.2 Pre-Pay Calling Service: In addition to traditional collect call service, County requires that the Respondent provide pre-pay options for called parties. The pre-pay calling option must allow friends and family members (Users) the ability to establish an account directly with the Respondent. The Respondent to describe their proposed Pre-Pay Calling Option to include at a minimum their proposed approach to the following:

- **Customer Service**
- **Payment/Account Replenishment Options and Methods**
- **Billing Options and Methods**
- **Balance Notification**
- **Supported Call Types (Local, IntraLata, etc.)**

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

Securus offers friends and family members of inmates a wide variety of options to set up and fund prepaid accounts. Convenience drives account creation, and account creation drives more calling, so Securus has made the funding process is easy. Families can choose to set up an Advance Connect Account to allow inmates to place calls to them. Families may also put money on Inmate Debit accounts. To create and fund a pre-paid calling account, friends and family members can:

- Call our Customer Service center (1-800-844-6591) and speak with a live operator
- Use our automated interactive voice response system
- Use our mobile-friendly website (www.securusutech.net or www.securustechnologies.com)

- Fund accounts by mail
- Visit one of more than 35,000 MoneyGram locations such as Walmart and CVS Pharmacy
- Visit one of more than 58,000 Western Union locations.

Securus currently does not charge a fee to establishing a prepaid collect account. Friends and family members can expedite the processing payment by utilizing a credit card for a fee of up to \$5.95. Securus presently does not charge refund fees.

Customer Service

Payment/Account Replenishment Options and Methods

Securus offers friends and family members of inmates a wide variety of options to set up and fund prepaid accounts.

Friend and Family Funding Options

In-house Call Center

- Available 24 hours a day, seven days a week and 365 days a year
- Staffed with Securus employees
- Use automated telephone access or talk to a live agent
- Fund an account
 - Accept Visa and MasterCard (all options may not be available to all customers based on our risk management practices)
- Manage account (e.g. open accounts, make or check payments, confirm rates, obtain credit limits, review call history, review account balances, manage account notifications, and get questions answered)

Website Access

- Create an account
- Mobile-friendly
- Fund an account
 - Accept Visa, and MasterCard (all options may not be available to all customers based on our risk management practices)
- Manage account (see above description)

Means to Fort Bend County

Securus believes the customer experience should not be out-sourced to an outside vendor. As a result, our customer satisfaction scores are 20 percent higher than the industry standard. We are available so that you do not have to use staff time to answer questions on telephone account issues.

This is a popular option for those parties that wish to fund without interacting with a call center agent. Funding drives more calls.

Friend and Family Funding Options

Lockbox

- Accept personal checks, money orders, and cashier's checks mailed to Securus
- No funding minimum

MoneyGram

- Fund at over 35,000 Walmart and CVS Pharmacy locations

Western Union

- Fund at over 58,000 locations

Kiosks (optional)

- Available in lobby

Inmate Funding Options

Prepaid Card Vending Machine

- Maintenance free
- Available in lobby
- Promotes usage

Inmate Debit

- Integrated with trust fund or telephone fund accounts

Kiosks (optional)

- Available in pod and at booking

Means to Fort Bend County

Cash conscious parties can fund without a transaction fee or a minimum. This allows inmates to talk with called parties who would not ordinarily be able to set-up accounts.

For those without credit cards or who want immediate account set-up with no minimum fee, we provide funding options at any MoneyGram or Western Union location.

A funding source sent by friends and family members when they visit inmates.

Means to Fort Bend County

You do not have to have your staff handling money. Cards can be dispensed right in your lobby without your involvement.

The integrated option allows inmates access to other accounts to fund telephone calls.

A funding source sent by friends and family members when they visit inmates.

Billing Options and methods

Securus offers direct billing as an option to our end user customers. The two main forms of billing including direct bill are:

- A Direct-billed account allows collect calls to be billed monthly from Securus Correctional Billing Services. The called party creating the account will be subject to a credit check (as allowed by state regulations) to create a Direct Billed account
- An AdvanceConnect/Prepaid account allows the inmate's friend or family to fund an account in advance and manage how much money they would like to spend on collect calls. If the inmate's friend or family member wishes to receive more calls, he or she may simply add more funds.

Balance Notification

Securus Correctional Billing Services (SCBS) understands the importance of keeping customers informed of their account balance. Customers can utilize the automated interactive voice response (IVR), a personal website account or speak to a call center representative to get their balance 24 hours a day, seven days a week. For customer convenience, we also utilize an outbound dialer that will contact our prepaid customers when their balance is \$10 or less.

Securus also has outgoing message phone dialers for “low balance” and “invoice due” notifications. AdvanceConnect customers will receive up to three, automated courtesy calls when their account balance falls below \$10.00. When the customer answers the automated call, they are given the option to be connected with Securus customer service to fund their account. Based on our experience with hundreds of facilities similar to Fort Bend County, this arrangement is the most effective at making sure inmates and their friends and families stay connected.

They are also given the option to pay their bill via our interactive voice response system. If an account has been blocked because funds are low, or a bill is due, users can unblock their account through this convenient payment method. Users can also access Securus Online to pay bills and fund accounts.

When a customer’s AdvanceConnect account falls to a zero balance or a balance of less than the average cost of a call, the customer will be blocked from receiving future calls. Our AdvanceConnect customers will receive up to three more automated courtesy calls.

AdvanceConnect customers can place money into their accounts at any time to begin receiving calls again. They have the convenience of calling our call center, going online at www.securustech.net, going to any MoneyGram or Western Union location, or mailing a check or money order.

Additionally, Securus sends low balance AdvanceConnect account notifications via text to a mobile device or an email address provided by the user. Securus also sends direct bill invoice due notifications via text or email.

Supported Call types

Securus Pre-paid calling services support local, Intralata, Intrastate, Interlata, InterState and International calls

28.3.3 Real-Time Called Party Prepaid Account Set Up Method: At the time of an inmate’s attempted collect call to a number that cannot receive collect calls (due to billing restrictions, cell phone, etc.), the system shall put the inmate on hold and offer the

called party the option to set up a prepaid account using a credit or debit card. This payment method will allow the collect call that would have otherwise been blocked to be connected as soon as the account is set up. If the called party elects not to set up an account, the inmate is to be informed and the call attempt terminated.

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

With Securus' "Instant Pay™ Program", real-time called parties are offered the option to set up a prepaid account using a credit or a debit card. Fort Bend may also elect to choose from the feature in Advance Connect called "Single Call Connect" that allows the called party to pay for calls at a lower cost.

When an inmate at your facility attempts to make a call, our validation system will attempt, through multiple means, to connect the call. If the called party does not have a prepaid or post-paid account established with Securus, or we are unable to process the call due to local phone company or other restrictions, the call will route to our Instant Pay™ platform. Called parties will be given the option to receive and pay for a single call immediately using one of our Instant Pay™ options rather than be blocked. With Instant Pay™, called parties hear a promotional messaging offering the following options:

- **Pay Now™** – Provides the called party with a 20-second promotional call every 15 to 30 days at no charge and then offers the option to Pay Now™ using a credit or debit card. The called party also has the option to be transferred to our Customer Service Center to open a prepaid, AdvanceConnect™ account.
- **Text2Connect™** – Connects a promotional call made to a mobile phone through the acceptance of a premium SMS text message. The called party's mobile provider charges for the message their mobile phone bill. The called party receives a text message receipt for the SMS text message and is given the option to learn how to open a prepaid AdvanceConnect™ Account. Text2Connect™ is available through our third-party processor who maintains relationships with select mobile phone companies around the country and manages the connection.

The Instant Pay™ Program with Pay Now™ and Text2Connect™, from Securus, is unlike any competitive solution because it enables an inmate's critical "first call." The program also creates more prepaid accounts, completes more calls that others cannot, and allows detainees to bond out quicker and more effectively. The Instant Pay™ program's ability to connect almost any call results in increased revenue and reduced administrative burden for our facility customers.

Additionally, Securus; offers our feature *Account Activator*. Securus completes as many calls as possible, and provides the inmate with descriptive prompts as to why a call might be blocked. One of our initiatives for completing every call is our Account Activator application.

For calls to numbers that can't be billed with traditional collect billing methods, Account Activator allows a brief conversation to occur during the first call to that number and then requires the called party to set up an account to receive future calls.

After the brief conversation, the inmate's friend or family member is connected to Securus' IVR in an attempt to set up a billing arrangement. During this time, the inmate is informed of the blocked status and requested to call at a later time while an account is set up for the called party.

Single Call, Advance Connect:

Also available is the Single Call feature in Securus' AdvanceConnect payment product that allows family members and friends to pre-pay for calls originating from inmates in correctional facilities. AdvanceConnect is flexible in that it allows consumers the choice to pre-pay for multiple calls or pre-pay for a single call just prior to connection using the AdvanceConnect Single Call feature. AdvanceConnect Single Call allows F&F to fund the bare minimum to complete the current inbound call.

- AdvanceConnect Single Call transactions are rated at the FCC-regulated fee (\$3 for automated transactions) plus the contracted per minute rate.
- AdvanceConnect Single Call is commissioned at the agreed-upon percentage of minutes-of-use revenue stated in the ITS contract between the facility and Securus.

28.3.4 International Calling: Respondents shall describe the system's method for the completion of international calls outside of the North America

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

Securus provides a robust and flexible prepaid calling program, in addition to traditional collect call service to fund international calls:

- Inmate prepaid card - an inmate purchases prepaid calling card at the commissary and uses their PIN to access the card's funds
- Prepaid account for inmate - Friends and family members can fund an inmate prepaid account through any of the Securus funding options
- Inmate trust fund account - inmate funds directly debited from the inmate's trust fund account (optional, requires trust fund integration)

International Collect Calls

Securus provides traditional Collect calling to North American Numbering Plan (NANP) international destinations such as Canada and some Caribbean locations. Securus recommends not enabling international collect calling to non-NANP countries due to

greatly increased financial exposure. Billing and collection options are extremely limited with little or no rights and remedies for non-payment. For this reason, Securus does not process non-NANP international collect calls and provides additional options to process International calls via prepaid services.

Dialing Plan.

28.3.5 User-Friendly Voice Prompts: The system shall provide an automated operator with friendly voice prompts that give information and instructions to both the inmate and the called party. The automated voice prompts must be capable of facilitating an inmate’s call from off the hook to hang up. Explain the types of prompts available through the automated operator system.

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

Securus’ SCP provides an automated operator with friendly voice prompts that gives information and instructions to both the inmate and the called party. The automated voice prompts are capable of facilitating an inmate’s call from off the hook to hang up.

Below are the types of prompts available through the automated operator system.

Call Flow

SCP is capable of operating in a combination of collect call and debit modes depending on the facility and the unique needs of Fort Bend County.

Specific Inmate Calling Process

The inmate calling process is:

1. The inmate picks up the telephone.
2. The inmate hears “For English press 1.” [In Spanish] For Spanish, press 2.” (Securus can add additional languages on request)
3. “For a collect call, press 1.”
4. “For a debit call, press 2.”

The following table provides calling options and the associated announcements:

Inmate Calling Options

**Inmate Chooses Collect Call
Option**

Inmate Chooses Debit Call Option

"Please enter your PIN number now." (repeated)

"Please enter the area code and telephone number you are calling now." (repeated)

If voice biometrics is being used, "You will be asked to verify your voice now. Please say your name after the beep."

If voice biometrics is being used, "Please say the facility name after the beep."

"This call is subject to monitoring and recording. To continue, press 1. To disconnect, press 2."

"You may hear silence during the acceptance of your call. Please continue to hold."

"Please enter your PIN number now." (repeated)

"You have (X) dollars and (X) cents."

"Please enter the area code and telephone number you are calling now." (repeated)

"This call will cost (X) dollars and (X) cents for the first minute and (X) dollars and (X) cents for each additional minute, plus any applicable telecom and sales taxes."

If voice biometrics is being used, "You will be asked to verify your voice now. Please say your name after the beep."

If voice biometrics is being used, "Please say the facility name after the beep."

"This call is subject to monitoring and recording. To continue, press 1. To disconnect press 2."

"You may hear silence during the acceptance of your call. Please continue to hold."

Specific Friends and Family Process

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

Friends and Family Receiving Call Process

Collect Call

"Hello. This is a collect call from (*Inmate Name*), an inmate at the Fort Bend County Jail. This call is subject to monitoring and recording."

"To accept this collect call press 1. You may start your conversation now."

"To refuse this collect call, press 2."

"To prevent calls from this facility, press 6."

"For a rate quote press 7."

Debit Call

"Hello. This is a debit call from (*Inmate Name*). An inmate at the Fort Bend County Jail. This call is subject to monitoring and recording."

"To accept this debit call press 1. You may start your conversation now."

"To refuse this debit call, press 2."

"To prevent calls from this facility, press 6."

"For a rate quote press 7."

During the call, random announcements (Voice Overlay) will be heard by both calling and called parties as designated by the Fort Bend County. At one minute before the maximum call duration, the “One Minute Remaining” message is played.

The Securus SCP plays Voice Overlay messages throughout the call as an additional fraud deterrent. The established message may be programmed to play at one-minute increments or random intervals. An example of a Voice Overlay message is “*This call is from Fort Bend County jail.*”

Additionally, The Securus Secure Call Platform (SCP) provides customized, professionally recorded voice prompts for specific call progressions and facility requirements. A facility can brand personalized prompts for each attempted call.

SCP voice prompts are configurable and provide options to play multiple messages to inmates and called parties during specified segments of a call. This feature can include adding announcements during call setup, call acceptance, when an event occurs, or to prompt an action from the inmate or called party.

28.3.6 Restricted Incoming Calls: The system shall restrict incoming calls, allowing outgoing calls only.

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

To ensure maximum security to the system, Securus provisions the trunks in the SCP data center as outgoing-only; ensuring that no incoming calls can reach the inmate. Securus has performed full testing of these trunks, verifying compliance with this requirement.

28.3.7 Call Restriction Capabilities: The system shall have the capability to restrict area code, exchange, single number or range of numbers. The system shall disallow 800/900/information/operator call options. Prefixes such as 900, 950, 800, 888, 700, 976, 411, and 911 shall be automatically blocked. Calls to the operator through 0, 00, 10xxx, 950xxx, etc. shall be disallowed.

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

With the SCP’s feature “*Global Call Blocking*”, Securus will establish a global call blocking table during installation that prevents inmates from making calls to specific numbers. Typically, the database includes numbers to local judges, sheriffs, facility personnel, jury members, attorneys and witnesses. SCP offers unlimited blocking so the call blocking table may contain as many entries as needed.

All dial-around area codes and exchanges, such as 800, 900, and 976, are blocked by default. Access to live operator services, such as 0, 411, and 911, are also blocked by default.

Authorized facility personnel can administer blocked numbers using the SCP user interface. All blocked numbers have an associated "Note" field stored in the blocked number database to record specific information for future reference.

Global Lists – Number Blocking

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site >> Site: All Sites >> Phone Group: All Phone Groups >> Phone: All Phones

General Global Lists Calling Restrictions

+ Add New

GLOBAL LIST SEARCH CRITERIA

(Use * for wild card / partial searches)

Dialed Number: 999 9999999 Blocked: Reason: Witness number Private: Watch:

Dialing COS: --- Status: ACTIVE Record Calls: Passive Acceptance:

Speed Dial: Description: Word Spotting:

Search Reset

28.3.8 Name Recording Capability: The proposed Inmate Telephone System must have the capability to record the inmate's name either at the time they place their first (1st) call attempt or by the Respondent's provided administrative personnel. The inmate's recorded name must be stored by the Inmate Telephone System and utilized on all future call attempts in the announcement to the called party. The system must allow for the maintenance of such recorded names.

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

Securus Secure Call Platform (SCP) allows inmates to record their name, associated with their custody account and PIN, once. The recorded name is played on all calls the inmate makes with their PIN. If PINs are not required, the system will ask the inmate to state their name on each call, the recording of which is then played to the called party. All pre-recorded inmate names are to be played to the called party when announcing the call.

For maximum flexibility, this function is configurable to use pre-recorded names, or not per inmate, facility, and customer level. A pre-recorded name may also be reset, forcing the inmate to record their name again.

28.3.9 Disallowance of Chain Dialing and Secondary Dial Tones: The system shall disallow chain dialing and secondary dial tones. The inmate must hang up before dialing a new number.

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

Securus' SCP disallows chain dialing and secondary dial tones. All inmates must hang up before dialing a new number.

Securus dual-tone-multi-frequency (DTMF) detection is part of the fraud prevention tools provided with every SCP installation. The DTMF-detection feature prompts inmates and called parties for keypad entries during call set up and acceptance. This feature prevents inmates from obtaining and using a secondary dial tone to place additional calls.

The DTMF-feature listens for the inmate or called party to respond to a prompt with an entry on their telephone keypad. Based on the keypad entry, the call is either connected or blocked. Additionally, the system can also detect or reject pressed digits after call completion on standard collect calls.

Three-Way Conference Calling Fraud Detection

Our system will also detect if an inmate has attempted to dial another number before disconnecting from the first dialed number, such as a three way attempt. Securus holds 15 patents on three-way prevention technology, the best in the industry. With the release of SCP's new digitally clean line transmission; our three-way prevention system has capabilities never before achieved.

After detecting a three-way event, the system will do one of three things (based on the facility's preference):

- Disconnect the call with messaging to inmate and called party
- Mark the call with no interruption to the call

This feature prevents a major fraud practice possible with other automated and live-operator systems. With older technology, inmates can enlist the aid of an outside accomplice to "conference" them, via central office provided three-way calling, to an "unrestricted" line, bypassing system controls. Without the Securus technology, inmates have unrestricted access to the outside world, defeating the facility's objectives and policies and subjecting the public to inmate harassment and fraud. SCP is unique in its ability to detect and foil an accomplice's attempt to activate the three-way call feature by immediately disconnecting the call upon detection. Securus SCP has the unique ability to disable three-way call detection on a particular number or groups of numbers, such as attorneys.

With an accurate three-way detection system, Fort Bend County can retain valuable investigative intelligence while curtailing revenue leakage from calls, which should not be connected. 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. Securus will customize its configuration to adjust sensitivity 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 technology leads customers to report our three-way call detection operates almost flawlessly.

This claim is supported by a study by an independent third party, SIBRIDGE consulting, that verified the accuracy of the three-way call detection feature. SIBRIDGE collected and audited call recordings and event logs for approximately 6,000 calls. This test confirmed Securus’ overall performance was nearly perfect. No other competitor comes close to our performance.

28.3.10 Services for the Hearing Impaired: The system must be capable of providing telephone service, as well as call restrictions, for hearing impaired inmates using a TDD/TTY device. The system must also be capable of providing video relay services, as well as call restrictions, for hearing impaired inmates using a video relay device. The system must provide functionality that allows facility personnel to monitor and record-for-replay calls transmitted through both devices. The system should also have the capability to record the call and convert it to text so that it can be stored and reviewed via the inmate telephone system user interface. Explain how the proposed system meets these requirements.

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

The Securus’ SCP provides telephone service, as well as call restrictions, for hearing impaired inmates using a TDD/TTY device. SCP also provides video relay services, as well as call restrictions, for hearing impaired inmates using a video relay device. Securus’ SCP provides functionality that allows facility personnel to monitor and record-for-replay calls transmitted through both devices. The Securus’ SCP also has the capability to record the call and convert it to text so that it can be stored and reviewed via the inmate telephone system user interface. Explain how the proposed system meets these requirements.

Securus will provide accommodations necessary to comply with the Americans with Disabilities Act (ADA). The Securus program for inmates who are deaf or hearing impaired allows those inmates to place outgoing telephone calls using a text telephone (TTY) device integrated with SCP.

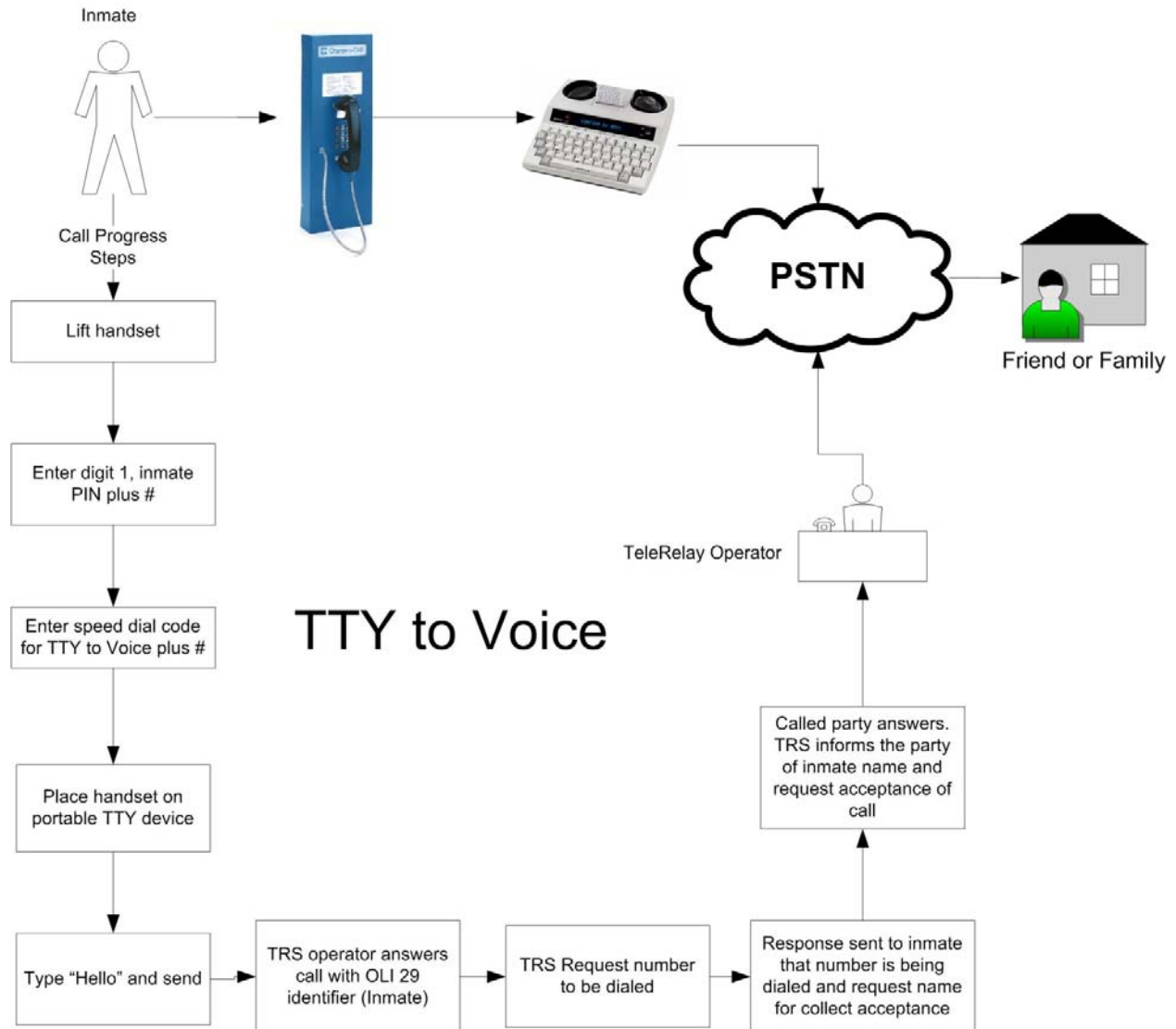
TDD and TTY Telephones

The technology provided uses dedicated ports on the SCP system and eliminates the need for a correctional officer or staff member initiating the call process. The inmate placing the handset on the TTY device and entering the speed-dial number initiates the call. The inmate then communicates using the TTY device through the Securus SCP to the state's telecommunication relay center (TRS). The information includes the option of including the inmate's PIN, along with a pre-set toll-free number that is direct-dialed to the TRS. With TRS, a special operator communicates back to the inmate to confirm the connection and begins the call connection process to the called party who receives the call on a collect basis.

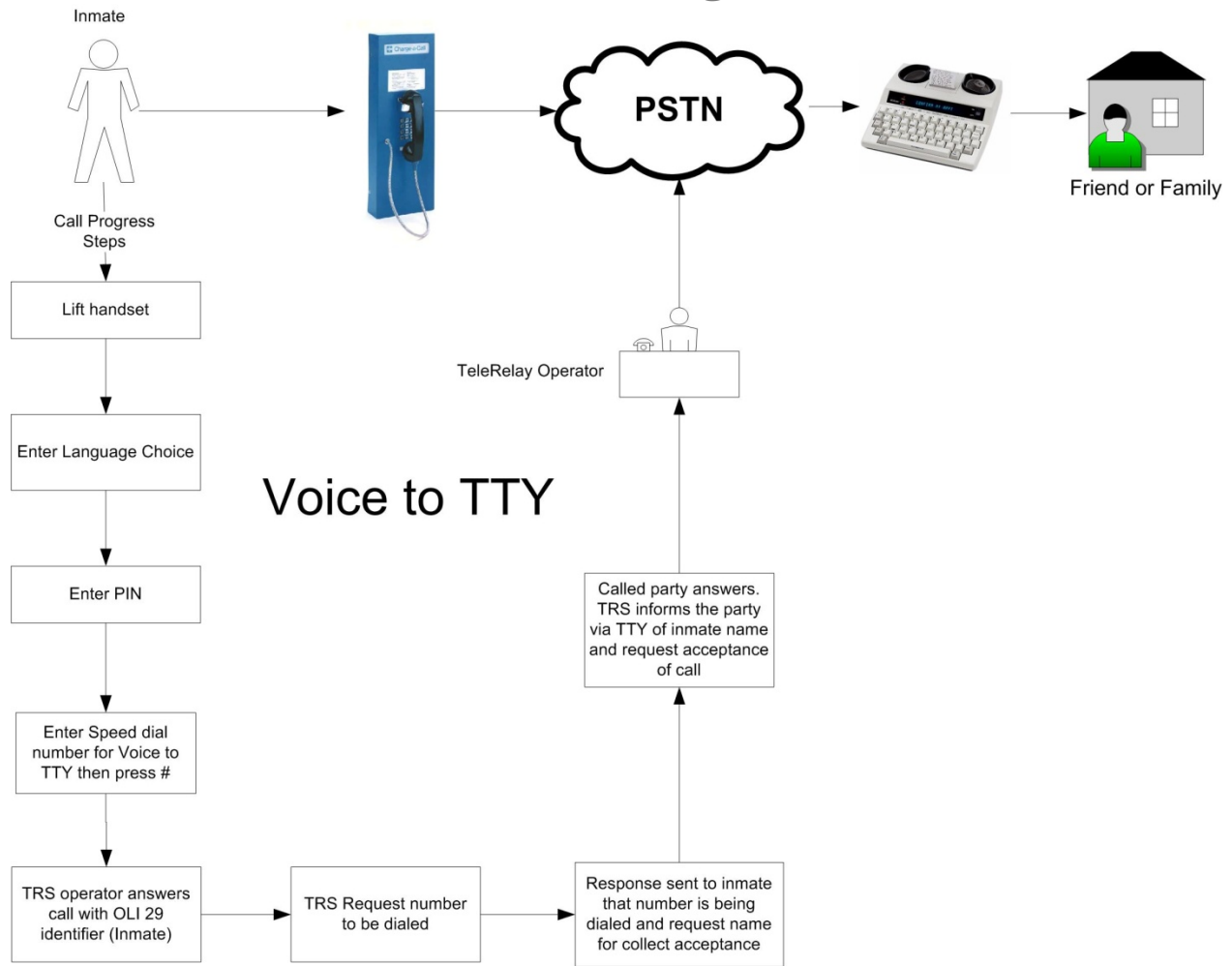


Integrating the TTY call through SCP allows the facility to specify various policy and security measures such as time limits, call recording, redial prevention and more. With TRS, a special operator communicates back to the inmate to confirm the connection and begins the call connection process to the called party. Charges to the called party will be rated and billed by the relay service provider.

Inmate Call Flow Using TTY to Voice



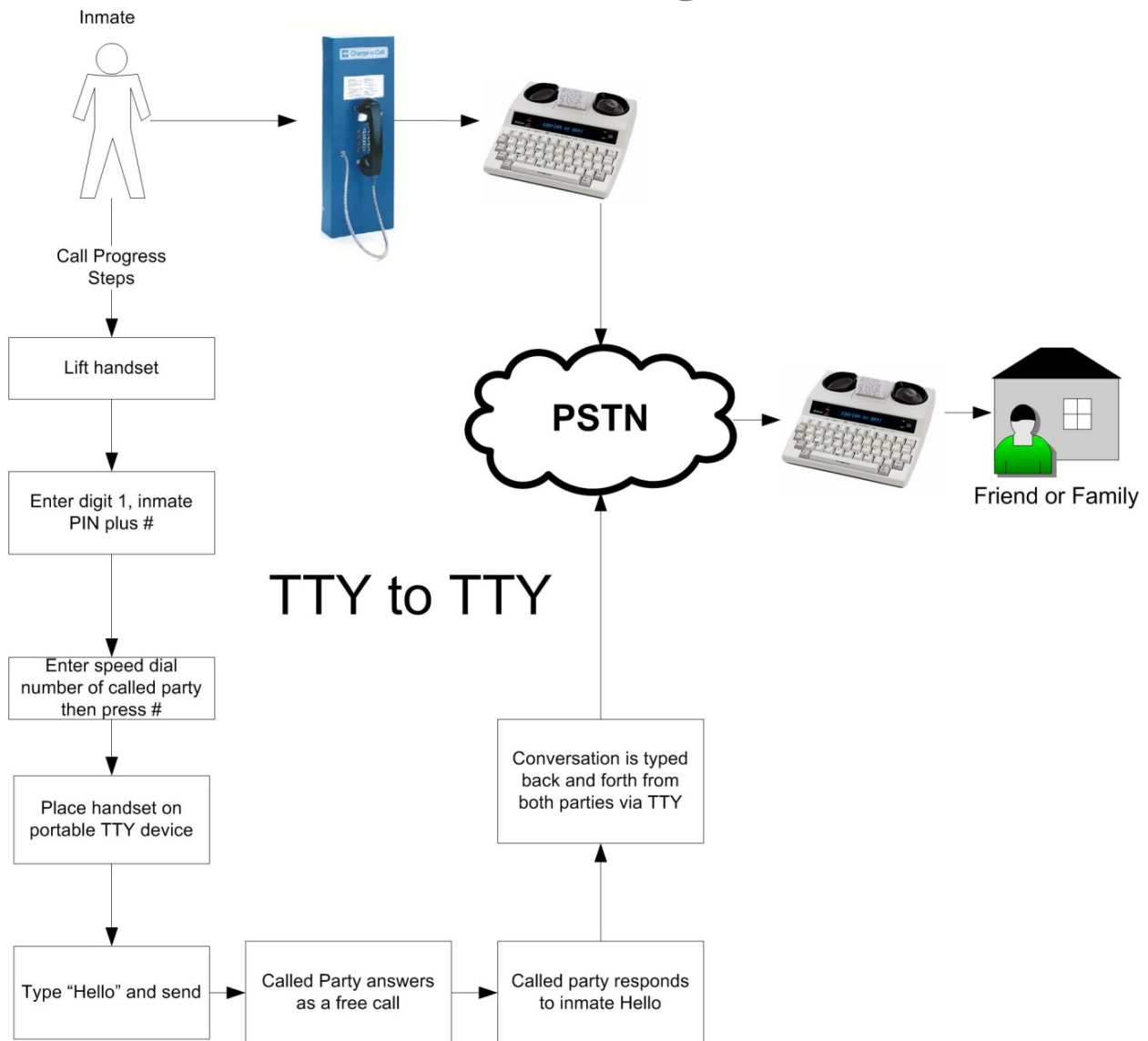
Inmate Call Flow Using Voice to TTY



Inmate Call Using TTY Phone Calling Another TTY (TTY to TTY).

When a hearing impaired inmate places a call utilizing a TTY phone to a friend or family member utilizing a TTY phone must include the called party on their PAN list. Facilities can apply the same calling restrictions to hearing and hearing impaired inmates. Charges to the called party will be rated and billed by Securus and inmates can also place debit calls.

Inmate Call Flow Using TTY to TTY



Video Relay Service (VRS)

SCP provides support for hearing impaired inmates through both VRS (Video Relay Service) and TTY/TDD. The Securus VRS solution is a complete solution for correctional grade VRS services which incorporates FCC regulations as well as the inmate call controls, management, and investigative abilities expected for inmate calls.

Video Relay Services offer unique challenges to the correctional industry due to its reliance on American Sign Language (ASL) which requires visual communication, the automatic insertion of an ASL interpreter when needed, and adherence to FCC regulations which prohibit VRS Service providers from interfering with or recording the communication.

Securus VRS addresses all of these challenges so as to provide Fort Bend County with a VRS solution which does more than meet the requirements of ADA compliance – Securus VRS meets these challenges through a high level of integration with SCP. The high level of integration between Securus VRS and SCP provides hearing impaired inmates with “equal access” to communication services while providing Fort Bend County the ability to provide, manage, and investigate inmate VRS calls in a manner consistent with traditional inmate calls.

Securus VRS provides equal access by allowing Fort Bend County:

- To provide VRS capable inmate calling devices which fully conform to the rigorous needs of the correctional environment
- To manage VRS calls using the same controls as are used for traditional inmate calls
- To record VRS calls in accordance with the same recording controls which govern whether or not to record traditional inmate calls
 - Securus VRS is able to record VRS calls due to the fact that Securus is not a “VRS Provider”. Instead, Securus is partnered with ZVRS/Purple to be the “VRS Provider”. The nature of this relationship along with the proprietary integration of technologies, allows SCP to record VRS calls while still remaining compliant with FCC regulations.
- To include VRS call recordings in investigations including inclusion in CD Images and individual downloads

Securus VRS call recordings include the visual component of the inmate call for both the inmate and the other end of the video portion of the VRS call. The other end of the VRS call might be the inmate’s called party (if they are a registered subscriber to the public VRS service) or the VRS interpreter (if the called party is not a registered subscriber to the public VRS service). Since the public VRS service automatically bridges in a VRS interpreter when necessary, Securus VRS fully accommodates the various scenarios the public VRS service may encounter. These scenarios include the potential that a VRS Service provider supports Voice Carry Over (VCO). When VCO is supported, the Securus VRS call recording will include the audio component of the VRS call.

Securus VRS highly leverages the standard inmate call management control structures used by SCP for traditional inmate calls, including the following:

- Calling Schedules
- Max Call Duration controls
- Calling Restrictions
- Calling Velocity
- Specific called party phone number controls both globally and on inmate PAN lists
- Control over which calls to record
- Inclusion of VRS calls in inmate calls collected for investigations and evidence

The power of this level of integration between Securus VRS and SCP means that Fort Bend County can set “inmate calling policies” which apply equally to all inmate calls including VRS calls or to set unique policies for VRS calls.

Inmate access to Securus VRS is provided as an application available through ConnectUs – the controlled inmate interface provided on inmate kiosks. Because ConnectUs is configurable to include numerous applications to Fort Bend County inmates, the same terminal providing Securus VRS calls can also be used for standard inmate calling, Securus Video Visitation, Inmate Forms, and more.

Because VRS calls are required by the FCC to be free, all inmate VRS calls will be provided at no cost to the inmate. To ensure Fort Bend County is able to prevent the unauthorized use of Securus VRS to place free calls, the Securus VRS is also integrated with SCP to allow Fort Bend County to designate which inmates are allowed to place VRS calls. The Securus VRS ConnectUs application will require inmates to enter both their designated inmate ID as well as their issued calling PIN before being allowed to place calls. To accommodate the needs of the hearing impaired, Securus VRS can be configured in designated booking &/or intake areas to not require the use of inmate PINs to place VRS calls through Securus VRS. By these controls, Fort Bend County is provided both security over VRS calling as well as flexibility to allow VRS calls in situations where detainees have not yet been issued a PIN.

Securus VRS represents the ultimate solution for accommodating conformance to ADA compliance and FCC regulations and the necessary call controls and investigative abilities to ensure safe communications.

28.3.11 Three-Way Calling Detection: The system must be able to detect, alert and mark (flag) three-way calling. Such detection of each three-way call attempt shall have the ability to mark (or flag) in the call detail record such call attempt as a fraudulent call attempt. The system shall monitor each line for events that appear to be a three-way call attempt from the called party.

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

Securus' SCP is able to detect, alert and mark (flag) three-way calling. Such detection of each three-way call attempt has the ability to mark (or flag) in the call detail record such call attempt as a fraudulent call attempt. SCP monitors each line for events that appear to be a three-way call attempt from the called party.

Three-Way Call Report

Three-Way Call Report – Investigators can run a comprehensive three-way report to display calls that have been flagged as having three-way activity. They can also use additional features to understand what happened to the call, make notes on the call, (and much more) – to uncover why the inmate attempted to “hide” the number. SCP can then be used to correct the behavior or flag the inmate or dialed number for further investigation.

The screenshot displays the 'Secure Call Platform' interface. At the top, there is a navigation bar with 'HOME', 'SYSTEM', 'MONITOR', 'TOOLS', 'ADMIN', and 'FACILITY PORTAL'. A 'Customizable search engine' box points to the search area. Below this is the 'Call Detail Records Search' section with various filters. A '3-way search criteria' box points to the '3-way' checkbox, which is checked. A 'Apply a number of different actions to the call' box points to the 'Include Text Calls?' dropdown, which is set to 'No'. A 'Call is flagged as 3-way in SCP' box points to the 'BLOCKED REASON' column in the results table, which shows 'Caller Hang up'. The results table has columns for 'SITE', 'PHONY LOG', 'CALL LOG', 'MNO', 'CALL #', 'AGENCY #', 'PREPAID ACCT #', 'NAME', 'AGENCY TYPE', 'CALL TYPE', 'CALL STATUS', 'FORM CAI', 'BLOCKED REASON', and 'CALL PRIORITIES'. The first row shows a call from 'Securus Demo Site' to 'PIN 1234' with a dialed number of '9728248294' on '06-13-2016 02:08:48'.

The Securus three-way call prevention system is one of the best three-way call detection systems in the world and is protected by several patents. Independent tests have proven and certified the effectiveness of the Securus three-way call detection feature. With the

release of the Securus digitally clean line transmission, our three-way prevention system has increased its capabilities to efficiencies never before achieved.

A facility can direct the system to do one of two things after detecting a three-way event:

- Disconnect the call with messaging to inmate and called party, and note the event in the call record
- Mark the call in the call record with no interruption to the call

This feature prohibits a major fraud practice possible with other automated and live-operator systems. With traditional systems, inmates enlist the aid of an outside accomplice to “conference” them, via three-way calling, to an “unrestricted” line, bypassing system controls. Without three-way call detection, inmates have unrestricted access to the outside world, defeating the correctional objectives and policies of the institution and subjecting the public to inmate harassment and fraud. SCP is unique in its ability to detect and defeat an accomplice’s attempt to activate the three-way call feature. SCP has the unique ability to disable three-way call detection on a particular number or groups of numbers, such as attorneys.

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. We would be pleased to demonstrate these tests and accuracies as needed for Fort Bend County. With an accurate three-way detection system, Fort Bend County can retain valuable investigative intelligence while curtailing revenue leakage from calls that should not be connected.

With all three-way call blocking methods, the technology requires “specific usage finessing” as well as science. Securus will customize the configuration to adjust sensitivity parameters and thresholds for optimum performance.

28.3.12 Inmate Crime Tip Line: The system must provide a no-charge, speed-dial number that connects to a recorded message system that can be used by inmates to anonymously report criminal activity within the facility or to provide information related to criminal investigations.

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

Securus’ SCP “Crime Tip” feature provides a no-charge, speed-dial number that connects to a recorded message system for inmates to anonymously report criminal activity within the facility, or to provide information related to criminal investigations.

The Securus Crime Tip feature is an inmate crime reporting tool that gives inmates an anonymous and secure way to provide crime tips to corrections officers. The Secure Calling Platform (SCP) system anonymously records all messages left on the Crime Tip Hotline, so inmates do not have to risk being identified as an informant.

Inmates can choose to report:

- Information about possible criminal activity, including narcotics
- A crime that has already taken place
- A threat to their safety
- Threats to the safety of others

While tips are anonymous as a default, informants may choose to leave their name.

The Securus Crime Tip feature includes:

- A pre-arranged telephone number (designated by the facility), provided to all inmates
- An option to listen to all or selected recorded messages
- An option to burn specific information onto CDs for use as evidence
- A way to generate reports of all recorded messages with the date and time of the message
- A way to leave an anonymous reply message to the inmate

28.3.13 Reverse Lookup: The system must provide, at no cost to the County, a mechanism for looking up the name and address of a called-to telephone number for a call in progress, a call attempt, or a completed call. Name and address information must be reported in text and displayed on a map.

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

Securus' SCP "Reverse Lookup" provides at no cost to Fort Bend County, a mechanism for looking up the name and address of a called-to telephone number for a call in progress, a call attempt, or a completed call. Name and address information are reported in text and displayed on a map.

Reverse Lookup

The Securus Secure Call Platform (SCP) reverse lookup feature identifies the billing name and address (BNA) of a dialed phone number captured in a call detail record. Users can easily point, click, and initiate a BNA search for the number in private and external data sources. This search process is unique in the industry, providing the most accurate BNA information possible.

When the search returns a positive match for a destination phone number, a pop-up box appears on the screen with phone number's billing name, billing address, and the date the number was last verified. Unlike other similar tools in the industry today, the Securus fully-integrated reverse lookup feature is provided at no additional cost.

Reverse lookup allows users to access results from anywhere the number exists in SCP such as:

- Call detail reports
- Blocked number lists
- Global allowed lists
- Call frequency reports

Dedicated BNA Search Screen

The screenshot displays the 'Secure Call Platform' interface. At the top, there is a navigation bar with 'HOME', 'SYSTEM', 'MONITOR', 'TOOLS', 'ADMIN', and 'FACILITY PORTAL'. The 'FACILITY PORTAL' section shows 'MANAGEMENT LEVEL' with 'Facility' set to 'Securus Demo Site'. Below this is the 'Call Detail Records Search' section, which includes a search criteria form and a table of results. A blue callout box points to the 'DIALED #' column of the table, stating: 'On many reports, including the Call Detail Report, investigators are one click away from the BNA for dialed numbers. Simply click the selected dialed number link and a pop-up box appears with relevant location information of the billed party.'

The table shows 134 results. The first row is highlighted, showing a call to '9722770571' from 'Securus Demo Site' on '06-21-2017'. A pop-up window titled 'Name & Address Verification' is open, displaying the following information:

- Phone Number: 9722770571
- Last Verified: 10/24/2012 10:37:01
- Name: SECURUS SECURUS ATTN: ACCOUNTS PAYABLE
- Address: 14651 DALLAS PKWY STE 600, DALLAS, TX 75254-8815

The pop-up window also includes 'View History' and 'Close' buttons. The interface also shows a 'Facility Routing Number: 990C' in the top right corner and a copyright notice '© 2005, 2015' at the bottom.

Dedicated BNA Search Screen, continued

MANAGEMENT LEVEL
Facility

BNA Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

Search By Phone Number

Phone Number 9722770500
10 Dgt

Search By BNA

First Name: Middle Name: Last Name: *
--- AND ---
Address: City: * State (2 letter): * --- OR --- Zip: *

Search Reset

1 Results Page 1 of 1

PHONE #	NAME	ADDRESS	LAST VERIFIED
9722770500	TRAINING TRAINING	3000 KELLY RD, OAK POINT, TX 75068	06/27/2014 09:12:12

EXCEL PDF CSV

Use the dedicated Billing Name and Address search screen to investigate the location where the phone bill is mailed.

Reverse Lookup and Personal Allowed Numbers (PAN)

If using PAN management, SCP allows authorized users to associate the BNA information to a phone number on the PAN list. This feature allows administrators and investigative staff to view BNA information without an additional search. The Securus reverse lookup feature offers a comprehensive ad hoc search tool giving an authorized user the ability to enter criteria ranging from first name, last name, address, city, state, and ZIP to obtain this information on demand.

Viewing BNA Information on an Online Map

Securus SCP integrates with Google Maps proving a quick and easy way see the physical location of the address associated with a telephone number. Highlighting any telephone number and clicking it renders a Google Map on the screen.

Mapping BNA Information

Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: Securus Demo Site Phone Group: All Phone Groups Phone: 844-238-8888

Call Detail Records Search

Point and click on a destination number to view the billing name and address for the number

Name & Address Verification

Phone Number: 9722770343
 Last Verified: 19-Apr-2011 16:08:51.174
 Name: SECURUS SECURUS ATTY: ACCOUNTS PAYABLE
 Address: 14651 DALLAS PKWY STE 600, DALLAS, TX 75244-6819

Users can activate GPS mapping functionality by combining the integrated BNA lookup feature with simple online mapping capabilities.

15 Results

SEARCH	EXCEL	PDF	CSV	Res						
PAGE 1 OF 1										
SEARCH	SITE	PORT LOC	DIALED #	START	END	OUR	ACCT #	PREPMD	ACCT#	NAM
<input type="checkbox"/>	Securus Demo Site	LP 45	(1) 9722770343 Local	05-05-2011 14:14:25	05-05-2011 14:14:30	5 (s)	0000343	0.08	00343	QAT
<input type="checkbox"/>	Securus Demo Site	LP 31	(1) 800990011006	05-06-2011 14:58:34	05-06-2011 14:58:59	25 (s)	3434	0.42	3434	qa t

28.3.14 IVR: The proposed system must provide an automated answering service. Respondents must provide a solution for all incoming calls to a desired phone line. This service will provide assistance for general public callers with frequently asked questions. The Respondent will partner with the County on the necessary features, functionality and interface. There shall be no cost to the County for this feature. SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

As your incumbent provider, Securus will continue to provide at no cost to Fort Bend County with our automated answering service "AIS", a solution for all incoming calls to a desired phone line that provides assistance for general public callers with frequently asked questions. Securus will continue to partner with the County on the necessary features, functionality and interface on AIS.

Automated Information Services 2.0

Automated Information Services (AIS) is the industry's first and only hosted, interactive voice response (IVR) system that provides general facility and inmate-specific information

to detainees and outside callers over the phone. AIS also can be configured to enable inmate family members and friends to open or fund a prepaid calling account or an inmate's trust using their phone. These additional funding options make it easier for family members and friends to contribute funds, increasing a facility's potential commissionable revenue.

All functionality is available around the clock, allowing constituents to access the system whenever they need it. AIS can be configured to provide callers:

- Criminal charges
- Bond amounts and types
- Court dates, times, and locations
- Projected release date
- Commissary balance
- Visitation eligibility
- General facility information
 - Facility location
 - Directions
 - Hours
 - Mailing policies
 - Visitation policies
 - Money deposit policies

AIS retrieves information from a facility's various management information systems, including jail management and court systems, every 15 minutes. The service offers an English and Spanish interface, text-to-speech playback of inmate names, and a touchtone and speech recognition interface. Family members and friends access AIS by calling the facility's normal telephone number. Inmates access their information by dialing a speed-dial code from any inmate telephone.

Additional AIS benefits include:

- Improved efficiency – quickly answering inmates, family members, and friends while freeing staff to focus on other responsibilities
- Use of phone system already installed – no need for additional hardware or wiring
- Answer 90 percent of inmate questions currently answered by corrections officers

- Reduce calls answered by staff by 80 to 90 percent – AIS provides 24-hour access and eliminates most common calls
- Realize a 200 percent increase in answered calls – able to assist callers who might otherwise hang up because of extended wait times
- Reliable system – 99.9 percent uptime service level agreement
- Usage summary emailed to the facility every month
- Increase commissionable revenue by allowing another funding method

AIS Return on Investment

Most facilities find incoming phone calls to be an administrative burden. Securus estimates that an average facility receives one half telephone call per day, per inmate, with each call averaging four minutes. Inmates ask facility personnel an additional one half question per day. These activities consume administrative resources and take personnel away from their primary responsibilities.

Monthly Time Consumption per Inmate

1 inmate X ½ call X 4 min X 30 days = 60 minutes

AIS 2.0 Value Automation

Incoming Requests: AIS automates 80 percent of administration requests, which results in a savings of 48 minutes per ADP per month

Inmate Requests: AIS automates 90 percent of inmate requests, which results in a savings of 54 minutes per month per ADP

Testimonials

"The system has drastically reduced the need for staff to handle calls from the public [asking for] information on inmates. The system also is capable of handling many more calls coming in than staff could ever respond to. Inmates can also access their own information which has reduced "kites" by over 50%. Deputies are less distracted by inmates seeking information and can concentrate on their primary duties (Safety and Security of the Facility). The automated system has streamlined inmate information access which has had a direct effect on operational efficiency."

- Lt. Mark Martin, Jefferson County Sheriff's Office

"Someone came back from vacation just after AIS was installed and reported that there was a problem with the phones because they weren't ringing anymore."

- Lt. Hammond, Lorain County

"Our deputies love it, so I love it. We're now saving over two officer's worth of time!"

- Dee Sandy, Miami County

29.0 TECHNICAL SPECIFICATIONS (VIDEO VISITATION):

29.1 Video visitation service requirement: The system must be capable of providing on-site and remote video visitation service.

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

Securus is pleased to offer Fort Bend County the Securus Video Visitation system, enabling safe, secure on-site and remote visitations with fewer burdens on facility staff. This advanced solution provides multiple benefits, including:

- Enhanced facility security by reducing the possibility of inmate confrontation
- Reduction in inmate and visitor movement through a facility
- Improved inmate communication with legal representation, bail-bondsmen, family, and any other persons authorized by Fort Bend County's administration
- Reduction in contraband infiltration
- Increased security for visitors

- Increased inmate and visitor morale with increased opportunities to visit
- Reduced man-hours needed to escort inmates and visitors to visiting areas
- New revenue stream for the facility through paid visitation sessions

The Securus Video Visitation solution is a centralized system, similar to our Secure Call Platform inmate calling system, with regular technology and feature upgrades. Securus easily enables new features and modules through the centralized system, even after installation.

Anywhere Visitation

This method allows remote visitors, such as friends and family, bail bondsmen, probation officers, and attorneys secure communication with inmates from outside the facility via a broadband internet connection.

Remote visitors access Securus Video Visitation through the Securus APP or www.videovisitanywhere.net website. Remote users need only a phone, tablet, computer, or other mobile device with a built-in or external webcam, a microphone and speakers, or a headset.

Family and Friends can obtain an approved account profile from *remotely* by sending their picture and driver's license. *Securus is the only company that offers this feature.*

From the mobile APP or website, visitors select the facility and inmate with whom they would like to visit and then can:

- Create, reschedule, and/or cancel a scheduled video visit session
- Pay for the scheduled session with a credit or debit card
- Apply for remote video visitation privileges from the facility
- Join a visit session with inmates (no officer intervention required)



How It Works: Anywhere Visitation

Inmate's family, friends, and others, e.g. attorneys, can access Securus Video Visitation through the mobile app or by going to www.videovistanywhere.net using any standard internet browser on a computer or other mobile device. This website allows users to establish an account, schedule and pay for a remote video visitation session, and view account activity.

When a user logs on using the video visitation website or mobile app, they select the facility and inmate they wish to visit. The system will show the available dates and time from which they can pick, and through integration with the Jail Management System, the scheduling application automatically schedules visits according to the housing location of the inmate in the facility, available terminals at that housing location, and available video visitations times. Remote video visitation sessions are charged on a per-session rate, and friend and family can pay using a debit or credit card.



How It Works: On-Site Video Visitation

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 himself on the terminal using single or dual password authentication and the session is started automatically, requiring no officer intervention.

Visitors are able to schedule their onsite visitation in three easy ways:

- Securus Mobile app- Visitors can schedule their onsite visit by downloading the Securus app to schedule their next onsite visit
- Onsite terminal – Visitors can schedule using one of the touch screen terminals configured for scheduling their next onsite visit
- Visiting www.videovisitanywhere.com through a mobile device or computer

29.2 Video visitation hardware requirements:

29.2.1 Suitable for inmate environment: The Respondent is to provide video visitation units that are suitable for an inmate environment, meaning that units are equipped with durable housings and reinforced cords of a length determined by County which may vary based on installation location. Each unit is to be tamper-resistant. Equipment must not contain any external removable parts.

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

The Securus sPhone™ is the most flexible video visitation product on the market today, designed to give Fort Bend County unmatched efficiency and flexibility.

The sPhone, with a smaller footprint than a traditional video visitation kiosk, uses existing facility telephony wiring. It is available as both PoE (Power over Ethernet) and two-wire connection; this means it can be installed where regular inmate telephones now exist. This makes the sPhone much easier to install and move around.

The housing is strong enough to prevent vandalism and is designed to prevent the introduction of contaminants. The case and touch screen are environmentally sealed and easy to clean. The rounded shell has no sharp edges or corners, providing another layer of protection to prevent the inmate from self-harm. The unit's shape, small footprint, and low profile reduce the amount of leverage available to intentionally damage the unit. Display information will be projected from the processor through a thick, transparent, break- and scratch-resistant screen.

The sPhone uses a reinforced handset cord anchor to meet or exceed AT&T "Gorilla Phone" specifications. ("Gorilla Phone" must meet or exceed tensile pull strength of 1000 pounds.)

The following specifications apply to the Power over Ethernet and two-wire sPhone™ units:

- Minimum data cable type: CAT-3 (for 10BaseT Ethernet), CAT-5e (for 10/100/100 BaseT Ethernet)
- Recommended data cable type: CAT-6 (for 10/100/1000 BaseT Ethernet)
- Maximum data cable length: 328 feet (100 meters) for Power over Ethernet or 4,000 feet (1,524 meters) for two-wire
- Electrical: Type 1 (IEEE 802.3af-2003) for Power over Ethernet or a proprietary method for two-wire
- Power consumption: 7 watts, average; 15 watts peak
- Dimensions: 10.5 inches tall x 13 inches wide x 3.25 inches deep
- Weight: 13 pounds



The following environmental requirements apply to the Power over Ethernet and two-wire sPhone units:

- Operating Temperature +32°F~+122°F (0°C~+50°C)
- Storage Temperature -4°F~+140°F (-20°C~+60°C)
- Relative Humidity 10%~90% (non-condensing)

Fort Bend may also choose to deploy our XL terminal.

Video Visitation Terminal

Video visitation terminals are configured to meet the County's requirements.

The Securus Video Visitation terminal is a correctional facility grade, tamper-proof steel enclosure. The wall-mounted terminal has a shatterproof touchscreen, a high-resolution video camera with integrated lighting, and tamper-proof, and a heavy, molded plastic handset with an armor-reinforced cord for audio communication.

The proposed SVV terminals include, at a minimum, the following:

- A correction grade hardened steel enclosure
- One correction grade audio handset per terminal for the inmate, and two detention grade audio handsets per terminal for the public

- A shatterproof LCD monitor with integrated camera
- Spill-proof enclosures
- Terminals without openings exposed to the user, including all wiring and ventilation holes
- Terminals without any external hinges
- Terminals that are powered by 110 VAC
- Rounded tops and corners
- Terminals with built-in LED lighting that automatically activates during video visitation sessions and automatically ends when the video visitation session completes and/or disables during all other functions
- Terminals that use a standards-based video conferencing CODEC
- Options for powering the units on and off



29.2.2 Volume control: All units will have adjustable volume control.

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

The sPhone™ and the XL terminals both includes adjustable volume controls.

29.3 Minimum technical requirements: The following items outline the minimum specifications required. Respondents are required to respond to each item, fully detailing and explaining how the system proposed will accomplish each specification.

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

29.3.1 Visitation processing: The Respondent is to provide a system that processes on-site and pre-paid remote visits automatically using a customizable scheduling function. County personnel must be able to override scheduling for on-demand visits as required. The system shall require a positive acceptance by the inmate using an assigned PIN. Only after positive acceptance will the inmate and the visitor be allowed to talk. The system shall create and save a visit detail record of all visit attempts, whether accepted or rejected and the fate of the visit shall be noted in the record.

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

Because Securus Video Visitation (SVV) is a **100%** Web-based video visitation platform and integrated inmate kiosk solution specifically designed for correctional facilities, it will provide Fort Bend County a system that automatically schedules and processes visitations. Authorized personnel will retain the power to approve visitations and override visitation rules when necessary. The SVV session generates a call detail report on all visitations.

Scheduling a Visitation

SVV makes the complex tasks of scheduling sessions and managing user accounts easy and secure for the facility, the friend or family member, and the inmate. Family members and friends may use one of the following three methods to schedule a visitation for approval:

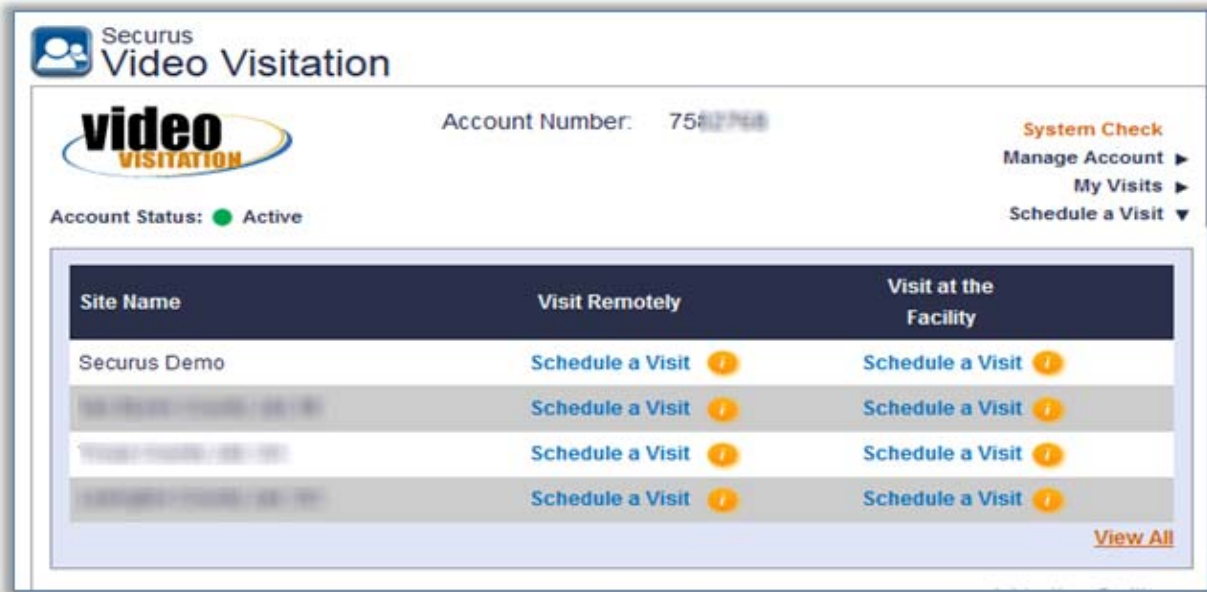
- Securus Mobile app- Visitors can schedule their onsite visit by downloading the Securus app to schedule their next onsite visit
- Onsite terminal – Visitors can schedule using one of the touch screen terminals configured for scheduling their next onsite visit
- Visiting www.videovisitanywhere.com through a mobile device or computer

To begin, visitors must create an account for approval using the mobile app, an onsite terminal or by going to www.videovisitanywhere.com. Attorneys have a separate registration process. Attorney accounts require additional verification, such as a Bar ID.

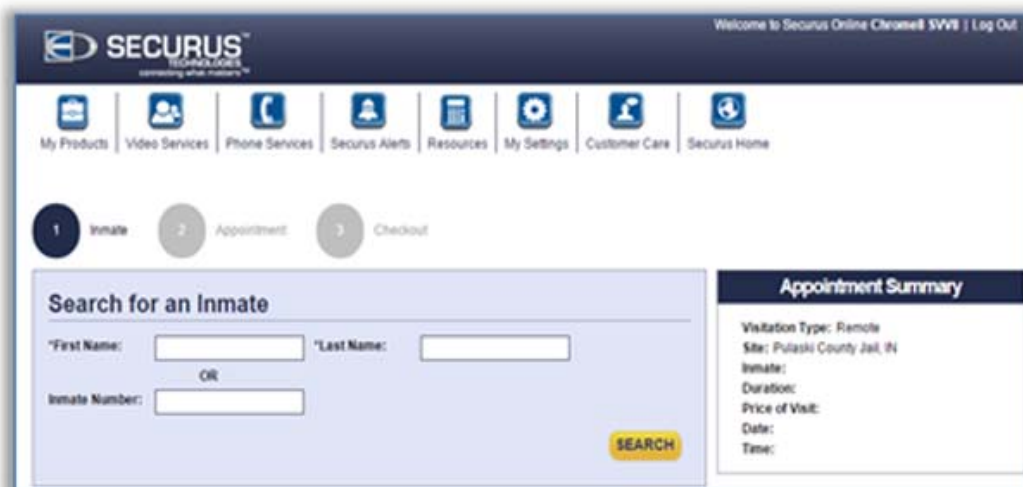
Facility personnel must approve and authorize a user's registration before visitation sessions can be scheduled. This process allows the County to verify a visitor's eligibility to visit with an inmate. When the facility staff approves the account request, the visitor receives an approval email and can then schedule their visit.

Step-by-Step Scheduling Process

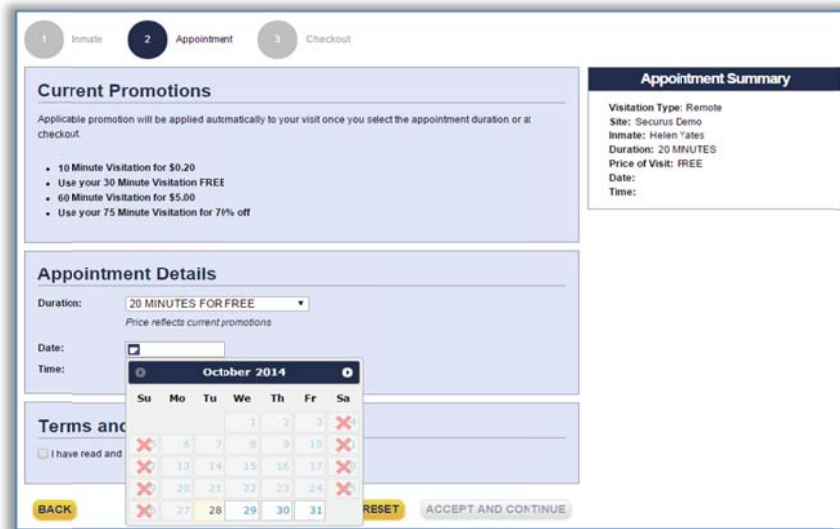
1. During the registration process the family or friend user adds facilities to their account for where they want to schedule visitations. When the user goes to schedule a visitation they can then choose the facility and between "Visit Remotely" or "Visit at the Facility" options and select "Schedule a Visit"



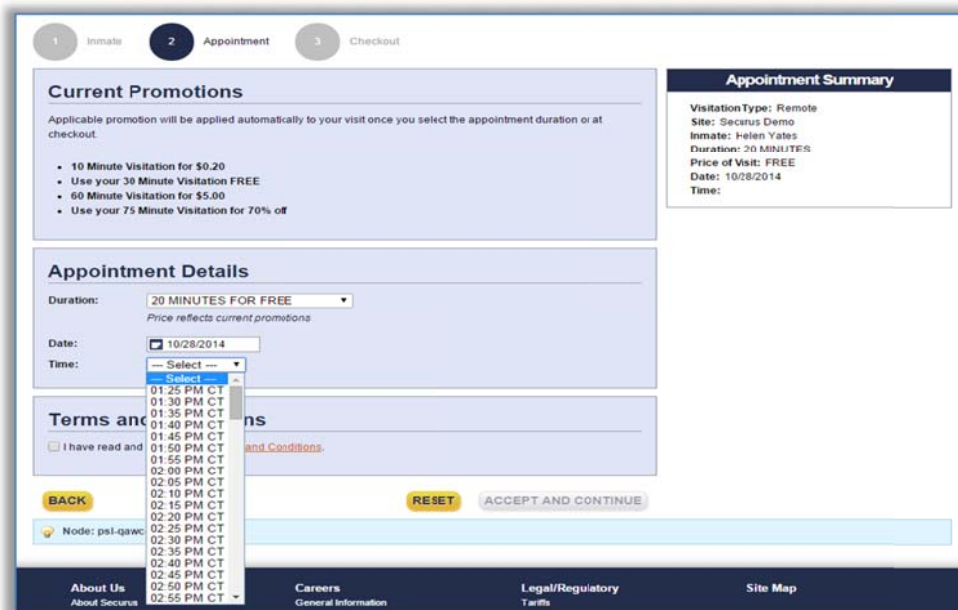
2. Users can search by the inmate's first and last name or by the inmate's number. Inmate location and availability is determined by integrating with each facility's Jail Management System (JMS).



3. After selecting an inmate, the appointment page will display current promotions that are specific to the facility.



4. The user will select the duration with the associated cost, date and time of when they would like to visit.



5. After the user clicks "Accept and Continue" the user will be directed to a payment screen that will allow for a total of 13 minutes to complete the checkout process. The user can

view the appointment summary and input a coupon code that can be applied to the transaction.

1 Inmate 2 Appointment 3 Checkout

You have **12:49** to complete this transaction

Payment Amount

Price:	\$1.00
SubTotal:	\$1.00
Total Amount:	\$1.00

Coupon Codes
Please enter your coupon code and select apply

Appointment Summary
Visitation Type: Remote
Site: Securus Demo
Inmate: Helen Yates
Duration: 10 Minutes
Price of Visit: \$1.00
Date: 10/28/2014
Time: 10:50 PM CT

When scheduling an appointment on the Securus Video Visitation system there is a waiting or “buffer” period between when the visitation session is scheduled and when it takes place. The minimum time between when family and friends schedule the session and when it takes place is configurable between 1-48 hours based on the needs of the facility. The SVV system’s default setting requires at least 24 hours’ scheduling notice prior to the specified date and time of the visit. However, the facility will have the ability to bypass the waiting period and schedule a visitation session within the 24-hours, if needed.

Options for public appointments

Start: 00 : 00
The time appointments may begin for the day.

Stop: 23 : 59
The time appointments end for the day.

Buffer: 0 : 0
The time required between creating an appointment and starting the appointment.

Duration: 12 periods of 5 minutes
This determines the number of periods and the increment of time between each period (e.g., 4 periods of 15 minutes equals options of 15, 30, 45 and 60 minutes).

Options for home user appointments (remote-paid)

Start: 00 : 00
The time appointments may begin for the day.

Stop: 23 : 59
The time appointments end for the day.

Buffer: 0 : 0
The time required between creating an appointment and starting the appointment.

Cancellation buffer: 0 : 0
The time prior the appointment during which the appointment is not refunded if cancelled.

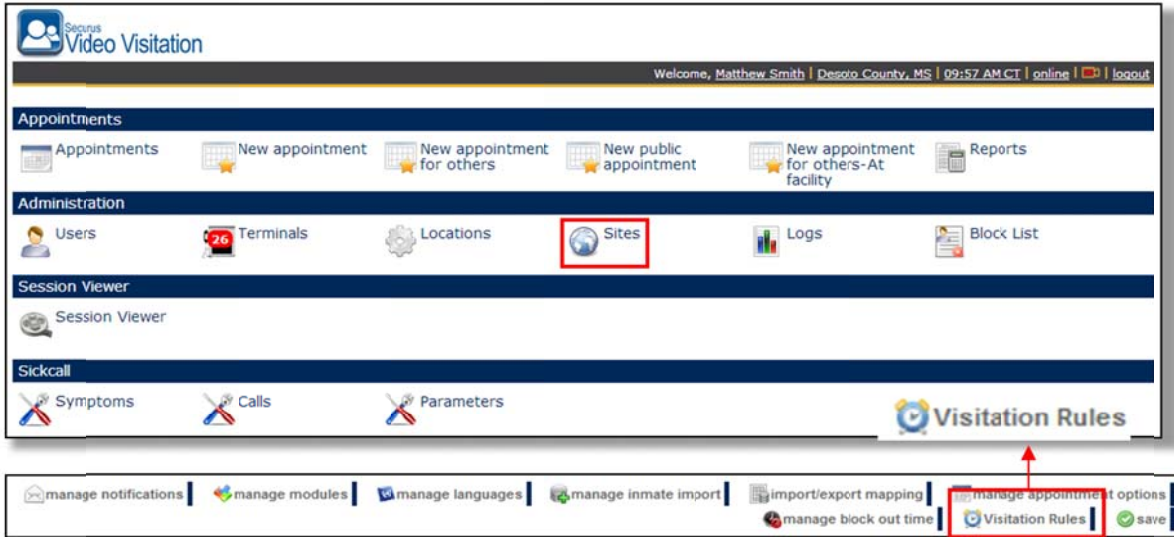
Duration: 5 periods of 5 minutes
This determines the number of periods and the increment of time between each period (e.g., 4 periods of 15 minutes equals options of 15, 30, 45 and 60 minutes).

Customizable Scheduling Feature

Fort Bend County will have the ability to customize the available visitation schedules through the visitation rule feature. The Securus Visitation Rule engine is the most robust in the industry. Visitation Rules allows the creation of quotas for the frequency of visitation by user, terminal, location, user group, and site. This feature allows authorized facility personnel to create and enforce rules such as allowing the Inmate User Group to have a maximum of two (2) on-site visits per one (1) week. Visitation Rules do not apply to Emergency calls.

Visitation Rules are accessed through the SVW application at <https://securusvideovisitation.securustech.net/>. Select the "Sites" icon, and then choose "Visitation Rules" from the bottom navigation bar. Other items accessible only by Securus administrators appear in the bottom navigation bar such as "manage modules."

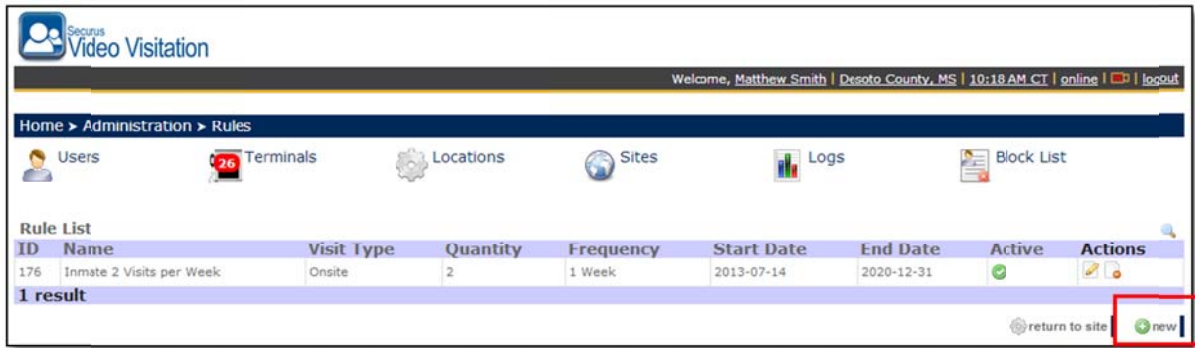
Visitation Rules



Creating New Visitation Rules

While in the Visitation Rules section of the SVV portal, click on “new” to create a new Visitation Rule.

Create a New Rule



From here, you will define a rule name, and configure the following fields:

- **Visitation Type:**
 - Regular: Unpaid remote visit (typically not available)
 - Onsite: Standard on-site visit
 - Home: Applies to both friends & family home user and attorney home user

- **Quantity:** Maximum quantity of the selected visitation type
- **Frequency:** Frequency of duration of time
- **Duration:** Day, Week, or Month
- **Start Date:** Date in which the Visitation Rule will begin to be enforced
- **End Date:** Date in which the Visitation Rule will end. Rules will continue to be enforced on the end date and will discontinue the following calendar day
- All Visitation Rules MUST have a start and end date
- **Status:** While creating a new rule, the “Activate” checkbox must be selected for the rule to be active. Existing rules can have a status of:
 - Active
 - Disabled
 - Expired

Define a New Rule

During the creation of a rule, the rule can be associated with a user, terminal, location, user group, or site. Users can create a new rule without an initial association. However, new rules will not be in effect until there is, at least, one entity associated. Associations, in order of priority, are as follows:

- **User Association:** Rule applies only to a specific Inmate or user

- **Terminal Association:** Rule applies to a specific terminal. This is a cumulative rule applied to the Terminal only – NOT the users under the Terminal*
- **Location Association:** Rule applies to a specific location such as a pod. This is a cumulative rule applied to the Location only – NOT the users under the Location*
- **User Group Association:** Rule applies to every member of the user group to which the rule is associated
- **Site Association:** Rule applies holistically to the Site. This is a cumulative rule applied to the site only – NOT the users under the Site*

**The behavior of cumulative rules will soon change such that the rule will apply to all users at the association level.*

Rules are also prioritized based on the association level in which they are applied. For example, a visitation rule applied to a User (highest priority) takes higher priority than a rule associated with a Site. This means that if there is a Site level rule that allows inmates to have one on-site visit per 1 month and a User level rule for a specific inmate to have five on-site visits per 1 month, the User level rule take priority.

Example Visitation Rule:

- Rule Name: 2 Visits per Week
- Visitation Type: Onsite
- Quantity: 2
- Frequency: 1
- Duration: Week

Reads: 2 onsite visits per 1 week

If two rules with the same priority conflict, both rules will need to pass to schedule and appointment. An example of this conflict is an Inmate User Group visitation rule to allow one on-site visit per week and an Attorney User Group visitation rule that allows five on-site visits per week. Both rules must pass to schedule a visit.

Associating Visitation Rules

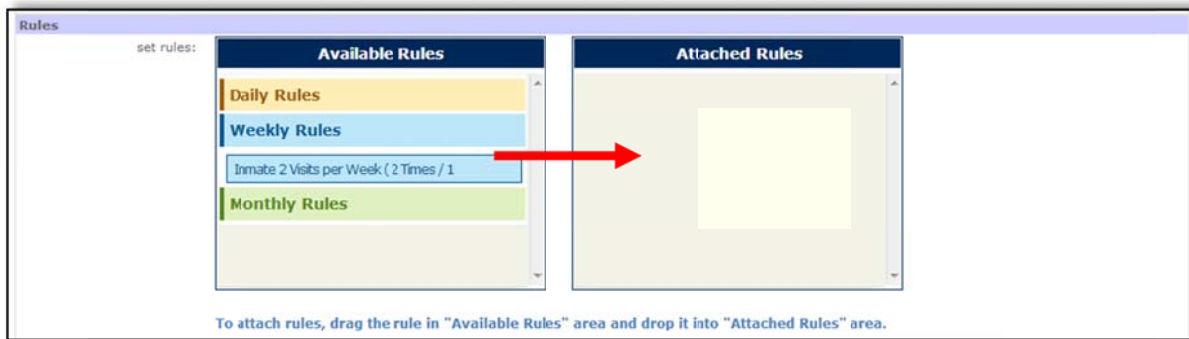
Enforcement of a Visitation Rule requires association with a user, terminal, location, user group, or site. There are two ways to associate a rule:

- Edit the Visitation Rule by going to the “Visitation Rules” section within the “Site” icon. Here, Facility administrators can associate a rule with a User, Terminal, Location, User Group, or Site.

- Edit the association category by going to any one of the “User” or “Site” icons.

To add a user-level visitation rule, either navigate to the visitation rule and select “Edit” or click on “Users,” select the users edit button and scroll down to the “Rules” section. Locate the rule that you would like to apply and drag/drop it into the “Attached Rules” section.



Associate a Rule



Editing Visitation Rules

To edit or delete a visitation rule, simply go to the Visitation Rules section of the Securus Video Visitation portal and click on the “edit” or “delete” button.

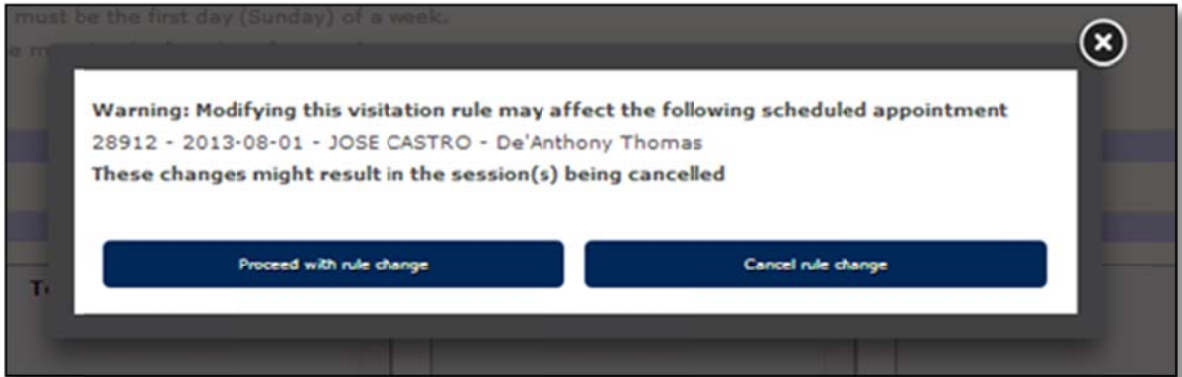
Editing Visitation Rules

Rule List								Actions
ID	Name	Visit Type	Quantity	Frequency	Start Date	End Date	Active	
176	Inmate 2 Visits per Week	Onsite	2	1 Week	2013-07-14	2020-12-31	✓	 
1 result								

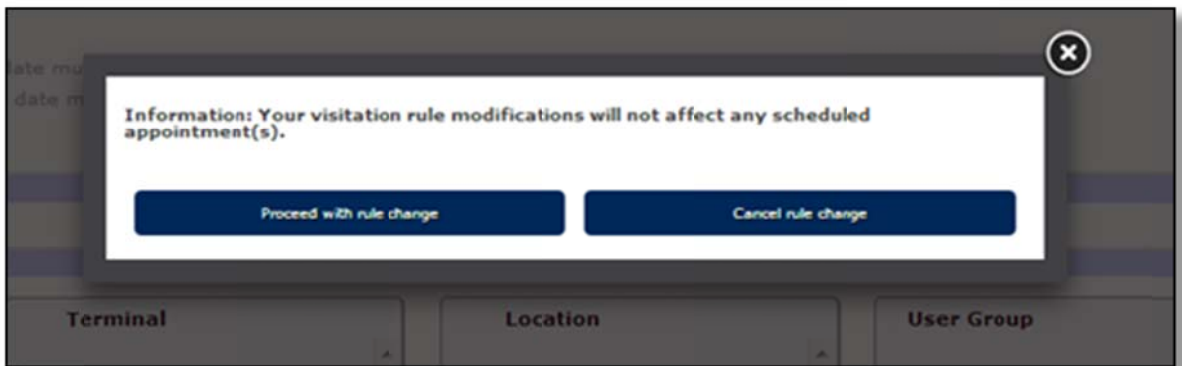
[return to site](#) | [new](#)

When editing a visitation rule, you can modify all components of the rule as well as add and delete associations. A popup showing the number of impacted sessions displays before saving a rule change. This prevents the unintentional cancellation of previously scheduled visits.

Editing Visitation Rules – Confirmation



If the rule change does not impact scheduled appointments, the following popup will be displayed:



Bypass Visitation Rules and Buffer

Securus Video Visitation allows authorized facility administrative users to bypass visitation rules and visitation buffers when scheduling appointments for the public. Rules can be bypassed when scheduling the following visits:

- New public appointment: On-site visit scheduled by facility administrator

Bypass Visitation Rules

The screenshot shows a web form titled "New public appointment". It features three input fields: "Attorney", "Public_Visitor", and "Attorney - Expansion". To the right, there is a "Bypass rules" section with radio buttons for "No" (selected) and "Yes". Below this is an "Appointment Summary" button. At the bottom, there are "Go to next step" and "Reset" buttons.

Example: Facility requires 24 hours visitation buffer and has an active visitation rule that allows inmates to have two on-site visits per week. The facility can choose to override both the buffer policy and visitation rule by choosing to “Bypass rules” while scheduling the visit.

Appointments scheduled in “Bypass” mode are NOT counted towards visitation rules but will be logged in the system log.

SW Reports

SW offers appointment reports that include detail records for visitations. This report includes all video visitations, both scheduled and concluded, that fit the search parameters input by the user. Authorized users can search and generate reports based on date, status of call, inmate location or terminal, visitation type, visitor location or terminal, user group, or any combination thereof. The appointment report generated will include whether the visitation was accepted or reject, and the fate of the call in addition to the date of the visitation, name of the user who requested the visitation, and the IP address. The appointment report can be exported in CSV, XLS, and PDF:

Securus Video Visitation Detailed Reports - Dashboard

The screenshot shows the "Administration" dashboard for "Detailed Reports". The top navigation bar includes links for Users, Groups, Terminals, Locations, Sites, Logs, and Server groups. Below this, there are links for Servers, Block List, and Detailed Reports (which is highlighted). The main content area shows a breadcrumb "Home > Detailed Reports" and two report options: "Appointment Report" and "Recorded Sessions Report".

Securus Video Visitation Appointment Report

29.3.2 Attorney Visitors: Approved professional/attorney visitors, under no circumstances, will be recorded or monitored. Describe in detail how the system will handle pre-approved professional visitors. Individual attorney visitors must be configurable for predefined visit durations as necessary.

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

The SVV system will not record visitations between inmates and attorneys. Attorneys have a separate registration process from the general public. Attorney accounts require additional verification, such as a Bar ID. The SVV system is configured to not records visitation sessions from attorney accounts.

Additionally, the SVV system allows for separate visitation rules for attorneys versus public users. When creating or editing a visitation rule, for example a visit duration limit, administrators can check a box to limit the use of the rule. From there, the administrator can chose to have the rule only apply between inmates and private attorney.

For other professional groups, for example clergy or medical for which Fort Bend County does not want visitations recorded; county administrators can create user groups for each. Special rules can be assigned to these groups, including the option of not recording visitations.

29.3.3 Free Onsite and Remote Visits: The System shall have the capability to provide free onsite and remote visits to pre-approved visitors which serve a County function.

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

With Securus Video Visitation, all onsite visits are free. For remote visitation, the County can create a custom group of visitors in the SVV platform to allow for configurable rates that can be free to serve the County.

29.3.4 Visitation Networking Requirements: The Respondent is to provide a system that runs all visitation network traffic on a stand-alone network and does not compete for bandwidth with other features and services.

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

Securus' SVV operates on a stand-alone, separate network from the Fort Bend County secure network. Securus installs all necessary cabling, networking and equipment and will not require or interfere with the County's network. Securus will install a completely separate network just for our video visitation application as not to interfere or degrade the level of service that video requires.

30.0 TECHNICAL SPECIFICATIONS (TABLETS):

30.1 Tablet service requirement: The system must be capable of providing wireless tablet services including multiple software applications.

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

SecureView Tablets utilize industry-leading hardware, network and software, which allow for:

- Officer Command & Control Tablets (Securus Exclusive) – Remote behavior modification and control of inmate tablets
- Behavior modification
- Phone - Fully integrated with SCP platform
- Job Search - Real-time job search database
- Education – Access to a variety of facility approved programs
- Law Library - Access to Federal, State, and Local Law
- Music - Streaming music

- Podcasts - Educational, spiritual, vocational, self-help, and more (over 500)
- Religion – Access to religious books and podcasts
- Books – Educational, fiction, non-fiction, etc....Access to over 3,800 unique titles
- Games - Proactive and constructive
- Services – Approved Officers may publish notices or information to inmate tablets from officer tablets, in real-time
- Forms and Grievance – Provides administrative support, reduces paper usage, and fully integrates with SCP Dashboard
- Documents Viewer – Digitally display all facility documents

30.2 Tablet hardware requirements:

30.2.1 Suitable for inmate environment: The Respondent is to provide tablets that are suitable for an inmate environment, meaning that tablets are equipped with durable housings, any available camera functionality is disabled unless approved by County, and applications shall not access the internet without express knowledge and approval by County. Each tablet is to be tamper-resistant. Equipment must not contain any external removable parts other than earbud or headphone and tablet case approved by County.

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

SecureView Tablet solutions offered by Securus provide tablets that are suitable for an inmate environment. Our tablets are equipped with durable housings, and the camera functionality is disabled unless approved by the County. All SecureView applications do not access the internet without express knowledge and approval by the County. Each of our tablets is tamper-resistant and come with a ruggedized casing, and a high strength, impact-resistant security glass with integrated screen protector.

Our equipment does not contain any external removable parts other than an earbud or headphone approved by the County.



30.2.2 Volume control: All inmate tablets will have adjustable volume control and will be furnished with one earbud or headphone.

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

All SecureView tablets have adjustable volume control and will be furnished with one earbud or headphone.

A single set of headphones is supplied with each unit – replacements are provided at no cost to your facility. An inventory will be provided for each location applicable and may be distributed to the inmates by a facility staff member as warranted.

Earbuds provided by Securus have been customized for correctional use and meet the following specifications:

- Plug pull force: 5KG
- Ear piece pull force: 3KG
- Clear (no color) gummy earpieces
- Clear audio cables, with Microphone



30.3 Minimum technical requirements: The following items outline the minimum specifications required. Respondents are required to respond to each item, fully detailing and explaining how the system proposed will accomplish each specification. SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

30.3.1 Tablet Funding by Friends and Family: The Respondent must provide the ability for friends and family members (Users) to fund tablet rental and/or applicable features via Respondent’s website, automated IVR system, and via a customer service representative. The Respondent must allow Users the ability to establish an account directly with the Respondent. The Respondent is to describe their proposed Tablet Funding Options. Rental price, including fees charged for applications, shall be agreed upon by County and shall not change without an updated agreement.

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

Securus offers the ability for friends and family members to fund tablet rental and/or applicable features via Respondent’s website, automated IVR system, and via a customer service representative. Securus allows users the ability to establish an account directly. Securus has described below our proposed Tablet Funding Options. Rental price, including

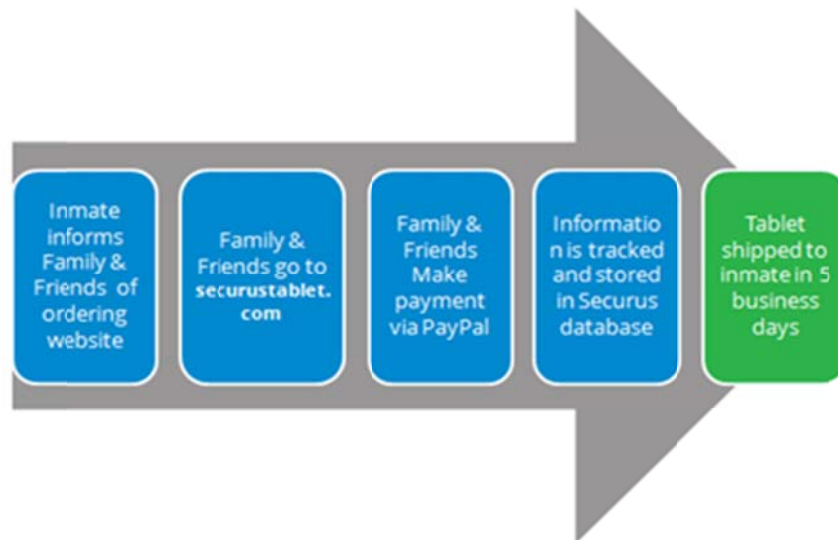
fees charged for applications will be agreed upon between Securus and the County, and will not change without an updated agreement.

The SecureView subscription program allows family and friends to order and pay for an inmate's tablet. The family member can access Securus online. Our Dallas based call center provides response to any issues or concerns that the family or friend may have 24x7x365.

Ordering Process

Ordering a tablet for an inmate is available on the SecureView tablet website. Family and friends can easily order a tablet in a few simple steps. To order the SecureView Tablet:

- Go to www.SecurusTablet.com
- Click on the "Get Tablet" link
- Select the appropriate facility from the drop down menu. Option plans and pricing are shown here.
- Complete Ordering Information
- SecureView tablet will be shipped to your loved one!



Details on the process are below:

Step 1

Inmate informs his family or friend about the SecureView Tablet and the ordering website SecurusTablet.com.

Step 2

The family or friend of the inmate visits SecurusTablet.com, which shows the benefits of providing their inmate with a tablet, as well as, informs them of the rental terms and conditions.

To subscribe for a tablet, F&F find the facility the inmate is housed at, selects a plan, fills out the order information, and reviews his order.

Step 3

Login to your PayPal account, or create an account if you do not have one.

Step 4

The F&F order information is tracked and stored in a Securus Database.

Step 5

The SecureView Tablet is shipped to the inmate at the facility and arrives in approximately 5 business days.

30.3.2 Tablet Funding by Inmate: The Respondent must provide the ability for inmates to self-fund tablet rental and/or applicable features via Respondent's automated IVR system, by using inmate's debit account managed by Respondent, or by using inmate's trust fund account managed by County commissary vendor. The Respondent is to describe their proposed Tablet Funding Options. Rental price, including fees charged for applications, shall be agreed upon by County and shall not change without an updated agreement.

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

Securus will also provide the option for inmates to self-fund tablets via their inmate debit account. Inmate will be given the option to pay for tablets via their inmate debit account. Inmates will also be able to download content such as games and songs on a per download basis. For rental pricing and fees please refer the proposed offer section of this RFP.

30.3.3 Standard Applications: The Respondent shall provide a set of standard applications. Standard application set shall include at least the following:

30.3.3.1 Phone

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



Outbound Phone Service

For facilities that use the Securus SCP Inmate Telephone Service, the SecureView Outbound Phone Services application will allow the SecureView

tablet to function as a telephone extension of the SCP platform. Just like SCP, the SecureView tablet has the feature that will only allow that inmate to make calls from the housing unit where he resides. All the features and restrictions of the SCP Inmate Telephone Service will apply such as PIN/PAN lists, velocity controls, family and friend billing/customer service, and recording and monitoring. There are no additional fees or rate increases applied.

Secure View

Capabilities

- Allows inmates to place phone calls through the Secure Calling Platform (SCP)
- Phone Groups for locking a tablet to a housing area
- Standard 9-key dialing pad

- Volume Controls
- Visual Call Timer

Phone Call App

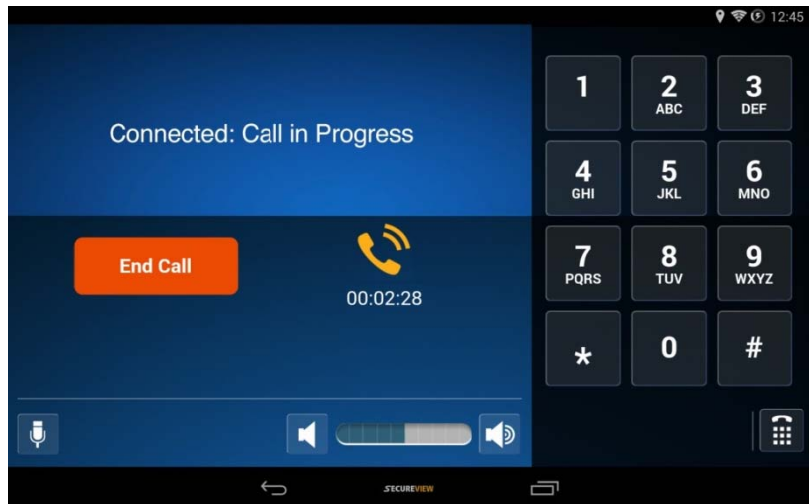
Benefits

- Intuitive design and use

- Ability to place call with more privacy and safety

- Assists in avoiding and minimizing confrontation in common areas

- Gives inmate more visibility into the duration of the time they have been using the phone



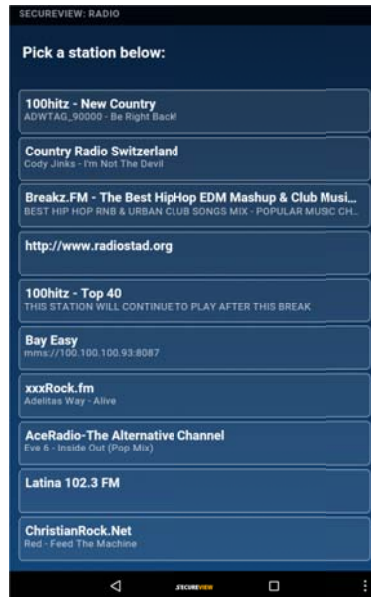
30.3.3.2 Music

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

Music



SecureView's music application provides access to listen to multiple categorical music selections such as Country, Gospel, Jazz, Pop, Rock, Motown, etc. There is no per song download or cost to the inmate.



30.3.3.3 Podcasts

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

Podcasts



Podcasts come from a selected set of secure categories including, but not limited to mental health, self-help, education, news, obtaining employment, sports, music, and spiritual guidance. Both audio and video podcasts are available. Podcasts provide material that consists of content which is proactive and constructive for inmates, that keeps them occupied as well.

Mental Health applications are also part of the many podcasts available to Fort Bend.. 15 new and excellent quality podcasts are available with Podcast Library Enhancement, in addition to the some of the current offering. The new education application also provides substantial mental health capabilities with almost 60 videos addressing Drug

Abuse/Addictions, Depression, Anxiety, Psychotic disorders, Dementia, Delirium, and Alzheimer's, and Neurodevelopmental disorders.

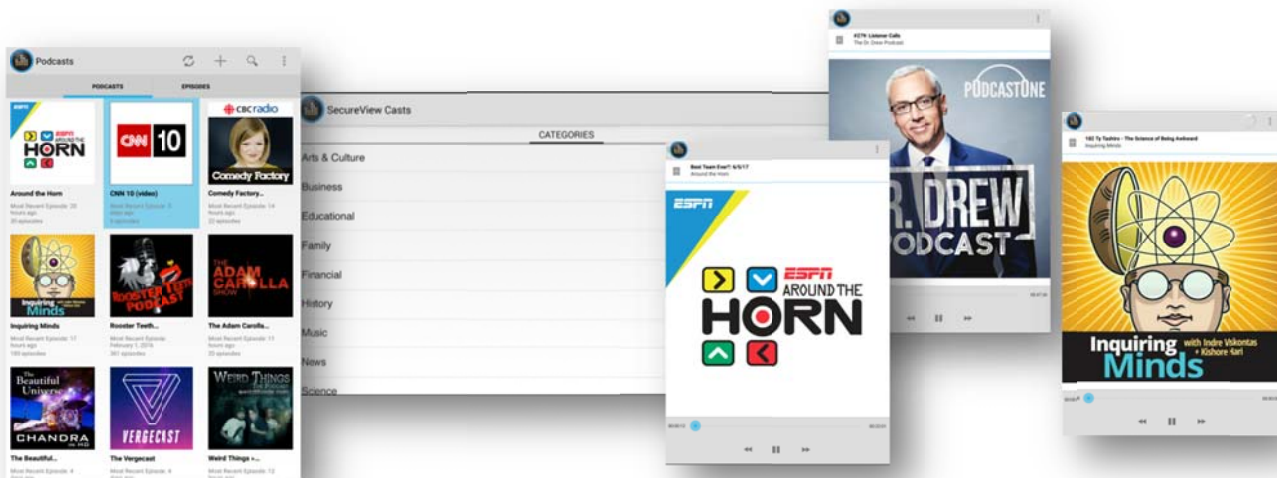
Podcasts can be either streamed or downloaded to the physical device so that the inmate can listen even when in offline mode.

Categories Include:

- Addiction
- Music
- Comedy
- NPR
- Engineering
- Baseball
- Religion
- Japanese
- Education
- News
- ESPN
- Country
- Music
- Science
- Parenting
- Buddhism
- Spanish

500+ podcasts available over various topics and interests, featuring podcasts in 11 different languages:

- English
- Spanish
- French
- German
- Italian
- Portuguese
- Russian
- Japanese
- Danish
- Serbian
- Swedish



30.3.3.4 Books

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

eBook Reader

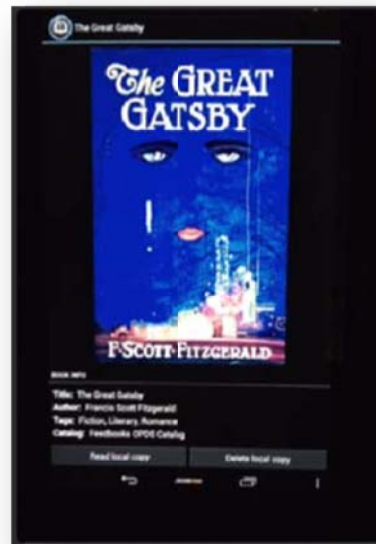
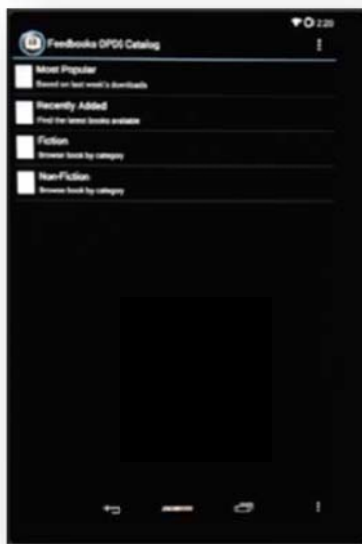


Real time access to 3800+ unique preapproved books spread out over 46 different categories, available to read and download. Books are available in a variety of genres including fiction, non-fiction, adventure, drama, and self-help. Facilities may also provide their own inmate handbooks and documents.

Via the eBook Reader, inmates have the ability to download and read books with options to bookmark, word search, zoom in and out, and utilize a table of contents.

Categories Include:

- Action
- Adventure
- Astronomy
- Biographical
- Biography
- Autobiography
- Classics
- Drama
- Dystopia And Uchronia
- Europe
- Fairy Tales, Folk Tales, Mythology
- Fantasy
- Fiction
- Ghost
- Gothic
- Historical
- History
- History By Country
- Horror
- Human Science
- Humorous
- Juvenile Young Adult
- Literary
- Literary Essay
- Modern 1799
- Mystery Detective
- Non Fiction
- Occult
- Supernatural
- Philosophy
- Poetry
- Political Science
- Religion
- Romance
- Science
- Science And Technics
- Science Fiction
- Science
- Technology
- Short Stories
- Social Science
- Supernatural Creatures
- Suspense
- Thrillers
- Time Travel
- Travel
- War Military
- Westerns
- XiXth Century
- XXth Century 19



30.3.3.5 Religious Material

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

Religion



To benefit the facility and inmates, Securus developed a way to convert spiritual books into a .pdf which can be displayed on Securus inmate tablet devices. Religious podcasts are also available, allowing inmates to listen to sermons, teachings, and other religious audio.



30.3.3.6 Law Library

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

Law Library

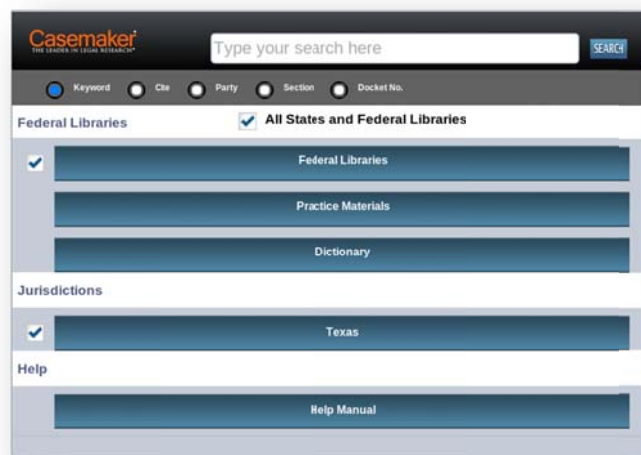


The SecureView Law Library application makes legal research simple. Facilities can adhere to legal obligations while reducing their costs, when inmates perform their legal research using the SecureView Law Library application. This application provides full access to inmates to complete legal research without the need for transporting to a facility library or special computer. The inmates can remain in their housing unit and research legal topics through this SecureView application. Unlike large book collections that require costly replacement of revised material, the Law Library application includes nightly automated updates that are provided to facilities at no extra charge.

Inmates will have secure and electronic access to millions of law publications and articles and they can research all Federal Supreme, Circuit, District, Bankruptcy, State decisions and more through intuitive search capabilities. The Google-like search bar is conveniently located at the top of every page, inviting you to conduct a search using either simple or

complex search language. Once the results are delivered, the application offers intuitive 'search-within-a-search-capability' to further narrow the results.

The simple SecureView touch-screen user interface requires no training or prior computer experience, so this allows inmates to perform researches independently and free up staff time.



Capabilities:

- Allows inmates access to research legal data independently
- Robust search engine designed to quickly mine through large amounts of data
- Facility Admin access to all State Libraries and the Federal Library

Facility Benefits:

- Compliance to legal and mandatory requirements to provide inmates access to the courts (1977 Supreme Court Ruling; Bounds vs. Smith)
- Reduce or eliminate inmate complaints and litigation
- Always up-to-date information; automatic updates provided at no extra cost
- Free up staff time
- Easy and safe solution
- Eliminate the need for housing large book collections, additional hardware, network, or electrical equipment because the application rides on Securus' ConnectUs inmate platform
- Reduce costly and time-consuming inmate movement by hosting law library search resources in the housing units rather than escorting them to a physical library or terminal
- Receive turnkey service; Securus takes care of everything

Inmate Benefits

- Ability to perform research independently
- Simple touch screen user interface that requires no training or prior computer experience
- Improved access to perform legal research
- Always current legal information; no need to wait on the new book or next update
- Inmates get familiar with conducting electronic searches

30.3.3.7 Inmate Requests/Grievances

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

Inmates will have the ability to enter grievances and inmate request forms thru their tablets similar to the process they will have on our video visitation terminals.

Grievance Application

Grievance administration is often one of the most complicated and manually laborious processes in a correctional facility. Certain inmate rights must honored, facilities must respond within strict timelines, and all actions must be properly documented. Failure to do so comes with large penalties and fines and creates legal liability.

The Grievance Application is a form submission and routing tool that allows inmates to submit grievances electronically. Correctional staff can then electronically prioritize, route, and respond to the submissions.

Benefits

- Create multiple inmate forms with individualized routing processes
- Configure the Grievance Application to process multiple types of forms and custom routing based on the type of form submitted
- Require responses from jail staff to validate that the response was received
- Eliminate manual administration/paper-handling of grievance forms

How the Grievance Application Works

- First, Securus will create any number of customized forms specifically for your facility. You may have a different grievance form for medical issues than you do with operational issues.

- Each form can have an individualized routing process. A medical form can be electronically delivered to your medical staff while all other forms go to your grievance officer.
- Routing can also include an appeals process. If inmates are allowed to appeal a grievance response, the form can automatically be routed to a different member of your staff tasked with managing appeals.
- Inmates access the Grievance Application through ConnectUs™, where they can view and manage existing submissions or create new requests.
- Your staff will use Securus' centralized platform, SCP, to view and track all grievances. All steps within the grievance process are time and date stamped to ensure compliance with all necessary standards. A customized Grievance Dashboard within SCP allows you to process grievances quickly and easily.

30.3.3.8 Electronic Messaging

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

Inmates will be able to access their E-Message inbox from SecureView Tablets, as well as ConnectUs platform. They will be able to read text messages and view approved attachments. In phase 1 if the public prepays a stamp for the inmate reply, the inmate can read then reply in text only to the sender. In phase 2 inmates will be able to purchase outbound message stamps for text communication.

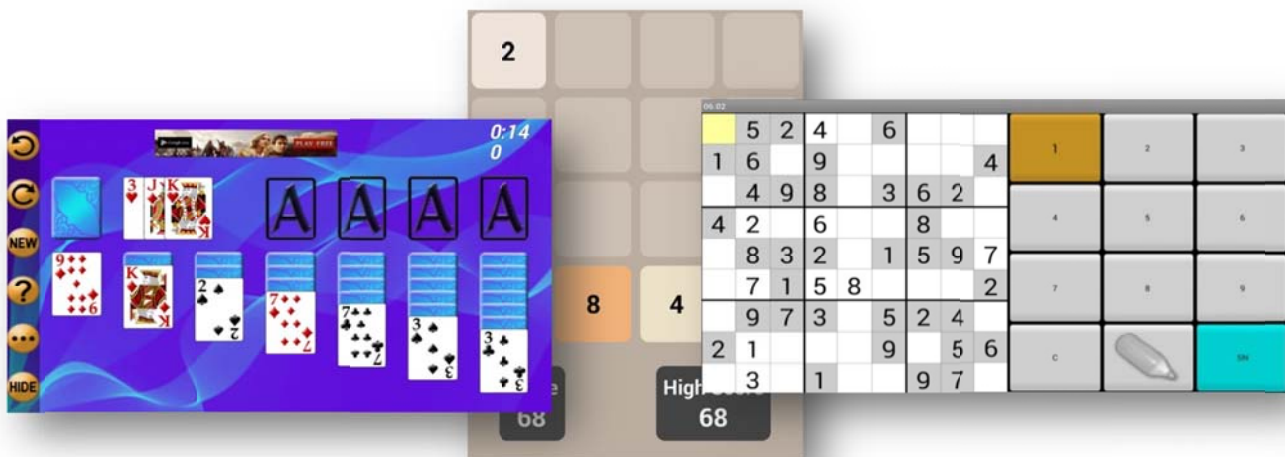
30.3.3.9 Games

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



Games

Inmates can play games such as Chomping Chaz, Solitaire (and 80+ other card games), Sudoku, and 2048.



Mental Health



recovery.

The SecureView Mental Health application contains overview information about depression, including what it is, symptoms, types, causes, treatments, and provides guides on how to improve and deal with depression. The Mental Health application is designed to help inmates to combat depression and alleviate negative moods, aiding their road to

Tools include:

- Information – Read information that explains what is depression, symptoms, types, causes, and treatments. In addition to information, a self-help guide instructs users in lifestyle changes, cognitive-behavioral therapy, acceptance and commitment, mindfulness meditation, and dialectical behavior therapy, and suicide prevention.
- Test – Take a test that examines thoughts and feelings over the past 2 weeks to determine level of depression. Also examine past scores and track depression levels over time.
- Thought Diary – Allows user to create guided journal entries that document thoughts and feelings. User selects emotions, rates distress level, enters text describing the situation, records any negative thoughts, identifies cognitive distortions, challenges their negative thoughts, come up with alternative interpretations.
- Activities – Suggestions of activities to improve mental health. Users enter how they feel before and then how they feel after.
- Safety Plan – Allows the user to create a safety plan that identifies warning signs that a crisis may occur, coping strategies, reasons to live, contacts (could also be used as a telephone/address book), and places for distraction. It also provides guides for coping, recovering, creating a safety plan, and suicide prevention.

Mental Health Podcasts

The SecureView Tablets offer several podcasts that focus on mental health. The focus of these podcast is to guide meditation, provide informative content, breathing exercises, teach compassion, and how to cope with stress.

30.3.3.11 Commissary ordering integrated with County vendor
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will work with Aramark to integrate our applications to ensure inmates have the ability to order commissary via our tablets.

30.3.3.12 Inmate mail review with leading vendor
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will provide the ability for facility staff to review E- messages on incoming family and friend communication as well as inmate responses. The E-Messaging platform has been deployed in 18 state Department of Corrections.

30.3.3.13 All applications available on multi-function kiosk should also be available on tablet. Any exceptions should be explained in RFP response.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The applications available on ConnectUs are available on SecureView tablets.

30.3.4 Additional and Custom Applications: The Respondent shall describe any additional available applications. The Respondent shall describe their ability to provide custom applications as desired by County.

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

Our Securus platforms easily have the ability to have County create applications that can be added to the ConnectUs or tablet platform. We will work with the County to create such forms, documents, applications so long as it meets our standard formats.

30.3.5 Facility Tablets: The Respondent shall have the capability to provide the County with a sub-set of tablets to be used by the County at the County's sole discretion. The Respondent and County will agree upon the number of facility tablets required.

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

Securus is the only provider that utilizes Officer Tablets. Securus' unmatched Command & Control officer tablets enable facility staff to easily control who gets a tablet, when the inmate can use it and what is on it.

The Officer tablets are customized Nexus 7 SecureView tablets and are provided at the POD level or as required by your facility. Officers have the ability to monitor any individual inmate activities as well as close out or activate individual applications by inmate or across multiple users. Additionally, an officer can deactivate all tablet functions by inmate, group

of inmates or all inmates under his control - all in real time. Securus knew this level of control was critical for a successful tablet program. SecureView tablet existing clients have confirmed that the ability to view activity by inmate and the ability to shut down applications and tablet access by inmate, group of inmates or the entire system has provided them with the administrative control necessary to ensure for overall safety and security. Command & Control officer tablets allow designated facility personnel to remove any or all tablet functionality, which may be used as a means of discipline.

The Officer tablets have a detailed dashboard views that allow your staff real-time search functionality and analytics. Administrative functionality on Dashboards is comprehensive and flexible. We can provide more officer control or less officer control based on your facility's desired specifications.

The Command & Control tablet will allow your facility to control and offer required and optional services to inmates in an easy, efficient and cost effective way; all while promoting positive inmate productivity and betterment. Securus again proves the dedication to partnering with corrections to modernize incarceration and connect what matters.

SecureView Officer Tablet

The Officer Tablet has 3 main functions:

- Activation of Inmate Tablets
- Deactivation of Inmate Tablets
- Control of Inmate Tablet

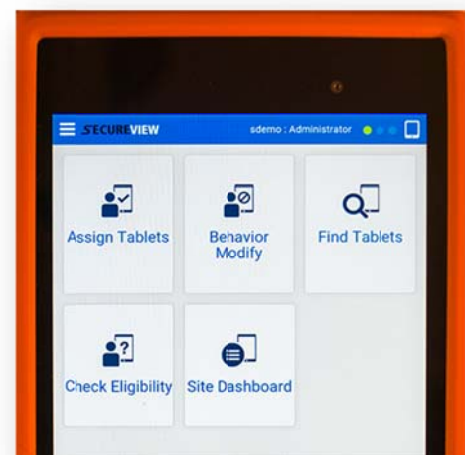
Sub Manager App



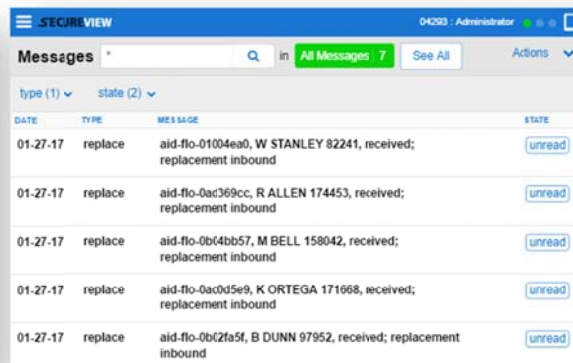
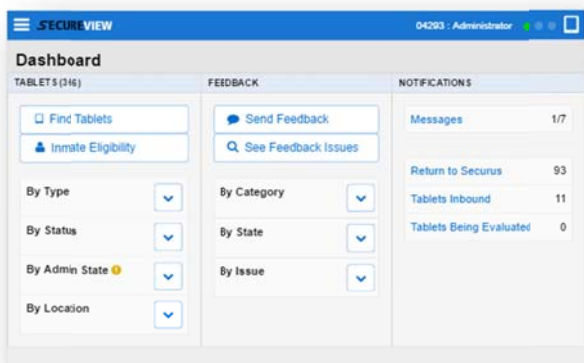
The Sub Manager Application is utilized by corrections staff for the command and control of Inmate tablets.

From the Sub Manager, officers can:

- Assign tablets to inmates
- Behavior modification
- Find tablets



- Check eligibility
- Access the site dashboard
- View details on returned tablets



Tablet Scanner App



Facility staff will utilize the Tablet Scanner application to activate and deactivate inmate tablets.

Activation Process

- Press the Subscriber app on the Inmate Tablet to display a set of bar codes.
- Use the Tablet Scanner app, on the Officer Tablet, to scan the Assigned AID barcode displayed on the screen of the inmate tablet.
- Press the Activate button and in seconds, the Inmate Tablet will reboot.

When activation is complete:

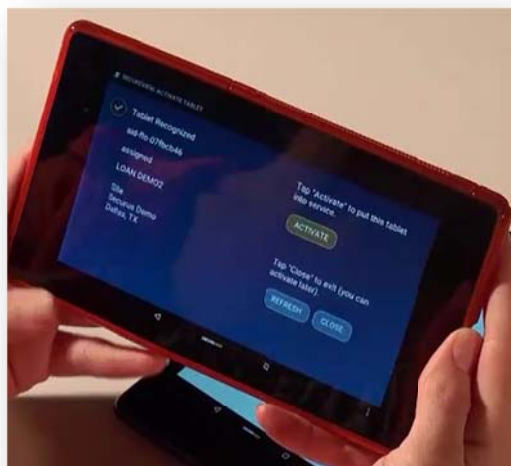
- The Inmate Name and Account Number appears on the Inmate Tablet.
- The Inmate ID or Account Number is automatically pulled from the Securus SCP phone system.

Deactivation Process

- Collect the tablet before returning the inmates' personal property.

- Use the officer tablet to scan the same tablet AID number scanned during activation.
- Press the Deactivate button.

After deactivation, the Inmate tablet may be returned to inventory or to Securus for processing and refurbishment.



30.3.6 Tablet Network Requirements: The Respondent shall provide each housing unit and select other areas of the facility with wireless network capacity to function effectively with one tablet for every one inmate. County facility includes housing units with up to 56 inmate capacity. Tablet Network must be able to accommodate up to 56 simultaneous connections per area.

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

Securus currently has installation of our Wireless Access Points throughout the jail today. In the event more need to be installed, we will provide each housing unit and select other areas of the facility with wireless network capacity to function effectively with one tablet for every one inmate.

30.3.7 Tablet Phone Calls: The Respondent's tablet shall allow for phone calls. Tablet phone calls shall be managed by the same tool used for all other inmate phone calls. All phone options and restrictions, including call schedules, shall be available on the tablet phone application.

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

For facilities that use the Securus SCP Inmate Telephone Service, the SecureView Outbound Phone Services application will allow the SecureView tablet to function as a telephone

extension of the SCP platform. Tablet phone calls are managed by the same tool used for all other inmate phone calls. All phone options and restrictions, including call schedules, are available on the tablet phone application. All calls that are made via the tablet, are monitored and recorded and go thru the SCP call platform for investigative reasons.

31.0 TECHNICAL SPECIFICATIONS (MULTI-FUNCTION KIOSKS):

31.1 Multi-Function Kiosk service requirement: The system must be capable of providing multiple secure software applications to inmates.

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

Securus' ConnectUs™ software enables users to perform multiple operations, similar to a smartphone. Inmates can place a telephone call or join a video visitation session, read a digital inmate handbook, submit a grievance, watch a tutorial video or place a commissary order, to name a few.

ConnectUs™

A decade ago, it was hard to imagine that your correctional facility would need anything more than a telephone on the wall for inmate communications. Today, there are a wide variety of communications options and the device on the wall can be used for so much more than telephone calls.

ConnectUs™ is Securus' vision for the future of inmate communication and self-help services. ConnectUs™ includes an integrated video terminal that facilitates access to Securus and third-party services through a common interface. Your facility can completely manage what an inmate can or cannot do through the ConnectUs™ software.

The ConnectUs™ software enables users to perform multiple operations, similar to a smartphone. Inmates can place a telephone call or join a video visitation session, read a digital inmate handbook, submit a grievance, watch a tutorial video or place a commissary order.

ConnectUs™ also manages which applications are available to inmates and when. It ensures that a scheduled visit is not interrupted by another inmate placing a telephone call or using the device to place a commissary order. Moreover, other vendors easily create and publish an application for use by your inmates through ConnectUs™.

Inspired Design

ConnectUs™ is a collection of intentional details that add up to an impressively powerful inmate communication platform that consolidates all inmate activities into a single unified interface.

-  Multi-language
-  Digital Bulletin Board
-  BIG Buttons
-  Multi-task
-  Conflict Resolution
-  Touch Screen

With a customized mix of applications, your facility can deliver an experience that keeps pace with today's technology while making life better for your inmates and staff.

1. Conflict Resolution

ConnectUs™ manages available applications by the time of the day or day of the week. This allows for information applications, such as an inmate handbook, to be available during non-calling hours. ConnectUs™ automatically prioritizes scheduled communication events higher than non-scheduled communication events. If a video visitation is scheduled and another inmate wants to use the same terminal for a telephone call, ConnectUs™ will limit the call duration to avoid conflict with the video visitation session. Similarly, the Telephone Calling Application is disabled when a video visit is scheduled to begin. We manage usage conflicts, so your staff does not have to.

2. Applications

ConnectUs™ provides an “app store” environment where new functionality can quickly and easily be developed and delivered to the inmate.

3. Date/Time

ConnectUs™ continually displays date and time so inmates can manage their schedules and not miss or be late to scheduled communication events.



4. Multi-Language

ConnectUs™ supports the ability to display applications in multiple languages – allowing inmates to use the system in their preferred language and enhancing your facility's support of non-English speaking inmates.

5. Digital Bulletin Board

ConnectUs™ allows you to easily publish notifications that are always displayed on the ConnectUs™ terminal. In addition to providing pertinent facility-related information, these messages can be used to promote new products, services, and promotions such as Video Visitation.

6. Multi-Tasking

ConnectUs™ allows an inmate to use multiple applications at the same time. They can be on telephone call while reading the inmate handbook, or placing a commissary order, or submitting a grievance. The ability to multi-task allows inmates to accomplish tasks quickly instead of unnecessarily preventing other inmates from using the terminal.

Inmate Telephone Application

Inmates can speak to loved ones using our Securus Call Platform (SCP). SCP delivers the latest in inmate calling technology with improved call quality, more effective investigative tools, and greater flexibility and scalability for future growth. New technologies are applied immediately through quarterly upgrades provided at no cost.

Inmates can place calls with the same ConnectUs™ terminal they use to conduct a video visitation or submit a grievance. All communications are 100 percent monitored and completely secure.



Benefits

- Security
- Controlled Access

- Minimal Disruption
- Easy User Experience
- Multi-purpose device allows more capabilities with less hardware

Video Visitation Application

Nothing beats the ability to “see” a loved one, and Securus Video Visitation makes that and much more possible. While a friend or family member visits from the comfort of their home or office, an inmate visits from their pod, eliminating the need to move the inmate inside the facility.

SVV is a fully web-based visitation system that allows family, friends, attorneys, and public defenders to schedule and participate in video visitation sessions with an inmate – from any computer connected to the Internet. Integration phone calling and video visitation onto a common platform maximizes facility revenue and improves investigative capabilities.



Benefits

- Security
- Controlled Access
- Minimal Disruption
- Easy User Experience
- Multi-purpose device allows more capabilities with less hardware

Inmate Request Form Application

Valuable time is lost every day when officers have to process inmate requests manually. Worse yet, every request must be hand written and there is no easy way to maintain accurate records. This creates unnecessary liability for your facility and leaves inmates believing their requests have been ignored.

Inmates can electronically create and track requests through ConnectUs™ and staff can easily review, respond, and process requests. Requests and responses are tracked and saved for future reference. Two-way communication with inmates could not be easier.

Benefits

- Allow any number of forms made available electronically
- Define custom routing of forms to the correct person
- Enables two-way communication so inmates to receive an electronic response
- Documents and archives all communication

Grievance Application

Grievance administration is often one of the most complicated and manually laborious processes in a correctional facility. Certain inmate rights must honored, facilities must respond within strict timelines, and all actions must be properly documented. Failure to do so comes with large penalties and fines and creates legal liability.

The Grievance Application is a form submission and routing tool that allows inmates to submit grievances electronically. Correctional staff can then electronically prioritize, route, and respond to the submissions.

Benefits

- Create multiple inmate forms with individualized routing processes
- Configure the Grievance Application to process multiple types of forms and custom routing based on the type of form submitted
- Require responses from jail staff to validate that the response was received
- Eliminate manual administration/paper-handling of grievance forms

How the Grievance Application Works

- First, Securus will create any number of customized forms specifically for your facility. You may have a different grievance form for medical issues than you do with operational issues.
- Each form can have an individualized routing process. A medical form can be electronically delivered to your medical staff while all other forms go to your grievance officer.
- Routing can also include an appeals process. If inmates are allowed to appeal a grievance response, the form can automatically be routed to a different member of your staff tasked with managing appeals.

- Inmates access the Grievance Application through ConnectUs™, where they can view and manage existing submissions or create new requests.
- Your staff will use Securus' centralized platform, SCP, to view and track all grievances. All steps within the grievance process are time and date stamped to ensure compliance with all necessary standards. A customized Grievance Dashboard within SCP allows you to process grievances quickly and easily.

Commissary Application

ConnectUs™-enabled devices continue to be useful even when telephone and visitation hours have passed. For example, the devices can be used to place commissary orders. Securus has multiple integration options to display third-party vendors' applications or integrate directly with your facility. Providing inmates better access to a commissary application can have an immediate impact on commissary revenue.

Benefits

- Eliminate the need for multiple inmate terminals or kiosks
- Increase efficiency by automating the commissary ordering process
- Maintain control of the integration and ensure that inmates are not able to access unsecure IP addresses once in the third-party application

Inmate Handbook Application

A digital version of your inmate handbook can be accessed through The Inmate Handbook application on ConnectUs™. Inmates can access information without printing or distributing a single piece of paper. Digital versions of other important documents can be available on ConnectUs™ in addition to the Inmate Handbook.

Benefits

- Reduces/Eliminates printing/distribution costs
- Reduces staff workload distributing and replacing handbooks
- Provides instant, electronic updates to documents

Video Education Application

ConnectUs™ provides the ability to upload any MP4 video. Everything from a video version of your inmate handbook, a jail orientation video, or a video tutorial on how to use ConnectUs™ is possible. You can make the video available for viewing any time or only during defined hours.

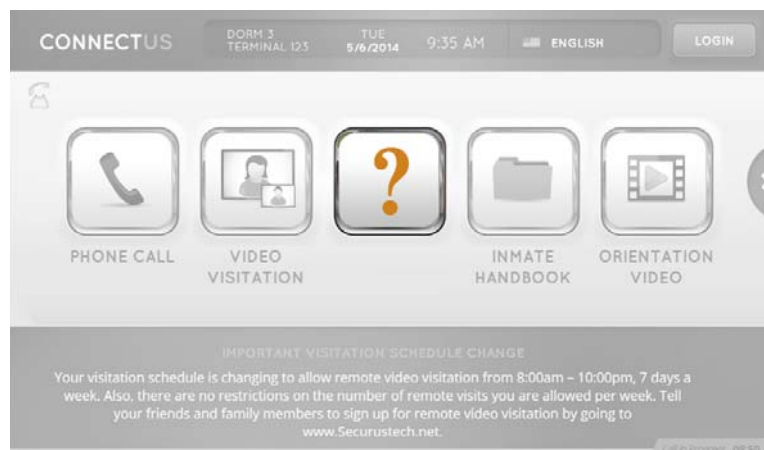
Benefits

- Communicate information to all inmates, even those unable to read
- Provides a form of communication that is often easier to comprehend, ensuring your message is understood
- Provides educational videos without staff involvement

Prepared for What's Next

The ConnectUs™ platform always remains up to date through regular updates. The platform can be customized to meet your needs and has the flexibility to handle whatever is next. In fact, using standard application programming interfaces, this innovative platform enables almost limitless integration with virtually any application, today or in the future.

Securus' mission is to deliver valuable solutions to our customers through technology. This thinking drives all we do. ConnectUs™ is the latest Securus technological innovation designed to improve the safety of your staff, inmates, and simplify facility operations.



31.2 Multi-Function Kiosk hardware requirements:

31.2.1 Suitable for inmate environment: The Respondent is to provide kiosks that are suitable for an inmate environment, meaning that kiosks are equipped with durable housings and reinforced cords of a length determined by County which may vary based on installation location, if applicable. Each kiosk is to be tamper-resistant. Equipment must not contain any external removable parts.

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

Securus' inmate sPhone™ Phone unit (inmate kiosk) is suitable for inmate environment, equipped with durable housings and reinforced cords of a length determined by Fort Bend County which may vary based on installation location, if applicable. Each kiosk is tamper-resistant and does not contain any external removable parts.

sPhone™ Specifications

The sPhone, with a smaller footprint than a traditional video visitation kiosk, uses existing facility telephony wiring. It is available as both PoE (Power over Ethernet) and two-wire connection; this means it can be installed where regular inmate telephones now exist. This makes the sPhone much easier to install and move around.

The Securus sPhone™ is the most flexible video visitation product on the market today, designed to give Fort Bend County unmatched efficiency and flexibility.

The sPhone is an intelligent facility device (IFD) that provides more than just video visitation. The sPhone is a powerful touch-screen computer that runs the most feature-rich video visitation and inmate telephone services, as well as "self-service" tasks. These tasks can include uploading inmate handbooks, reporting grievances, emailing, viewing schedules, ordering commissary, viewing educational videos, and much more.

The housing is strong enough to prevent vandalism and is designed to prevent the introduction of contaminants. The case and touch screen are environmentally sealed and easy to clean. The rounded shell has no sharp edges or corners, providing another layer of protection to prevent the inmate from self-harm. The unit's shape, small footprint, and low profile reduce the amount of leverage available to intentionally damage the unit. Display information will be projected from the processor through a thick, transparent, break- and scratch-resistant screen.

The sPhone uses a reinforced handset cord anchor to meet or exceed AT&T "Gorilla Phone" specifications. ("Gorilla Phone" must meet or exceed tensile pull strength of 1000 pounds.)

The following specifications apply to the Power over Ethernet and two-wire sPhone™ units:

- Minimum data cable type: CAT-3 (for 10BaseT Ethernet), CAT-5e (for 10/100/100 BaseT Ethernet)
- Recommended data cable type: CAT-6 (for 10/100/1000 BaseT Ethernet)
- Maximum data cable length: 328 feet (100 meters) for Power over Ethernet or 4,000 feet (1,524 meters) for two-wire
- Electrical: Type 1 (IEEE 802.3af-2003) for Power over Ethernet or a proprietary method for two-wire
- Power consumption: 7 watts, average; 15 watts peak
- Dimensions: 10.5 inches tall x 13 inches wide x 3.25 inches deep
- Weight: 13 pounds



The following environmental requirements apply to the Power over Ethernet and two-wire sPhone units:

- Operating Temperature +32°F~+122°F (0°C~+50°C)
- Storage Temperature -4°F~+140°F (-20°C~+60°C)
- Relative Humidity 10%~90% (non-condensing)

Video Visitation Terminal

Video visitation terminals are configured to meet the County's requirements.

The Securus Video Visitation terminal is a correctional facility grade, tamper-proof steel enclosure. The wall-mounted terminal has a shatterproof touchscreen, a high-resolution video camera with integrated lighting, and tamper-proof, and a heavy, molded plastic handset with an armor-reinforced cord for audio communication.

The proposed SVV terminals include, at a minimum, the following:

- A correction grade hardened steel enclosure
- One correction grade audio handset per terminal for the inmate, and two detention grade audio handsets per terminal for the public



- A shatterproof LCD monitor with integrated camera
- Spill-proof enclosures
- Terminals without openings exposed to the user, including all wiring and ventilation holes
- Terminals without any external hinges
- Terminals that are powered by 110 VAC
- Rounded tops and corners
- Terminals with built-in LED lighting that automatically activates during video visitation sessions and automatically ends when the video visitation session completes and/or disables during all other functions
- Terminals that use a standards-based video conferencing CODEC
- Options for powering the units on and off

31.2.2 Volume control: All kiosks will have adjustable volume control, if applicable. SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' sPhone™ units have adjustable volume control.

31.3 Minimum technical requirements: The following items outline the minimum specifications required. Respondents are required to respond to each item, fully detailing and explaining how the system proposed will accomplish each specification. SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

31.3.1 Electronic Messaging Application: The Respondent shall make available an electronic messaging application for two-way communication between friend and family members and inmates. Electronic Messaging shall perform as a closed-loop system and not permit the inmate to initiate communication via public email or other public means. Electronic Messaging communications shall be initiated by friends and family initially and may be initiated by inmates after County has approved initial contact. Electronic Messaging should include raw text with the ability to attach standard image file types. Electronic Messaging system shall provide County the ability to approve all messages, some messages, or no messages as determined by County. Electronic Messaging service should be a revenue generating service. Electronic Messaging communications must be printable in a format approved by County. SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus is leveraging much of our subsidiary's messaging platform (JPay) to deliver our new E-Messaging platform. In phase 1, the platform will provide e-messages from the public to an inmate with the option for them to prepay for an inmate reply resulting in a two way

communication if funded by the public sender. Phase 2 will provide the capability for inmates to fund their own outbound messages w, which can be limited by the facility. Any inmate initiated communication in phase 2 will be configurable to be disallowed. Phase 1 will include E-Messages to include raw text and permits public to attach a standard image. Phase 1 will allow facility to approval all messages or provides a word filter that can be used to determine if the communication is sent. The system will be configurable to disallow an inmate from participating in E-Messaging communication by the facility. Facilities can earn 20% of stamp usage when deploying E-Messaging. Facilities can print a message from their review screen.

31.3.2 Commissary Ordering: The Respondent shall make available a Commissary Ordering Application. The Respondent shall create an agreement and integration with County commissary vendor to provide a functional application capable of performing full-function commissary ordering. County's current commissary vendor is Aramark. Agreement and integration shall be completed with no cost to County and shall be updated at no cost to County as commissary vendor changes occur.

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

Securus' ConnectUs has a commissary ordering application that we will integrate with Aramark

Securus' ConnectUs Commissary Ordering Application is readily available to perform full-function commissary ordering. Securus has proven experience with Integration and currently integrates with more than 110 different vendors worldwide and more than 60 independent, facility-owned systems and shared databases, including Aramark.

All integration is completed by Securus with no cost to Fort Bend County and will be updated at no cost to County as commissary vendor changes occur.

ConnectUs Commissary Ordering

ConnectUs-enabled devices continue to be of great use even when telephone and visitation hours have passed. Inmates can place commissary orders from the same devices they use to place a call or view the inmate handbook. Securus has multiple integration options to display a third-party vendor's application or integrate directly with your jail. Publishing a commissary application can have an immediate impact on your bottom line. Securus works with any willing commissary company to enable the access through our terminals. We have active agreements with many commissary companies.

Benefits

- Eliminate the need to have multiple types inmate terminals or kiosks
- Increase efficiency by fully automating the commissary ordering process
- Maintain control of the integration and ensure that inmates are not able to access unsecure IP addresses once in the third-party application

ConnectUs Home Page



31.3.3 Inmate Request Application: The Respondent shall make available an inmate request application providing two-way communication capability between inmates and County staff. Both parties, inmate and County staff, shall have the ability to initiate communication through this application. System must provide the ability for multi-level routing that can be modified by County. Status tracking with dashboards and historical reporting capabilities must be available. All communication made in this

application shall be kept for the life of the contract and made available to County upon demand via a reporting tool.

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

Securus ConnectUs Inmate Forms Application is readily available for Fort Bend County as an inmate request application providing two-way communication capability between inmates and the County staff. Inmate and County staff, have the ability to initiate communication through this application. Securus ConnectUs provides the ability for multi-level routing that can be modified by Fort Bend County. Status tracking with dashboards and historical reporting capabilities must be available. All communication made in this application is kept for the life of the contract and made available to Fort Bend County upon demand via a reporting tool. This is a completely customizable application and we will work with the County to develop one that fits your needs.

ConnectUs Inmate Forms/Grievance Application Overview

Securus continues to lead the corrections industry with ever-improving technology and solutions. The ConnectUs Inmate Forms/Grievance Application will have a significant impact to facility operational process. It is a custom workflow tool that makes your grievance process completely paperless and allows for grievances to easily be processed by your staff. This application not only creates staff efficiencies but also saves your correctional facility money.

Functional Overview

The Inmate Forms/Grievance Application is used to electronically process a wide variety of forms submitted by inmates. At a summary level, it performs these functions:

- Provides form creation and management tools to create and manage multiple form types, each with its own customized workflow
- Provides a user interface for inmates to
 - View a list of available form types for completion
 - Complete and submit a form type
 - View a list of their submitted forms and their statuses
 - View the resolution provided to a specific form and either Accept or Appeal the resolution
- Provides a user interface for facility staff to

- View forms awaiting their action
- Read and assign a form to another staff member for resolution
- Request more information from the inmate about a form
- Provide a resolution to a submitted form back to the inmate
 - Provides option to provide one or more Appeal levels to the workflow
 - Provides staff supervisors ability to
- See reports of the volumes and progress of forms through the workflow
- See pie charts representing age of forms currently in the workflow
- Assign staff members to process specific forms
 - Provides an audit trail of all staff actions in the workflow
 - Provides storage and retention of all forms
 - Secures access to forms to inmate and only staff assigned to form type

Forms Overview

The Inmate Forms/Grievance Application allows customers to emulate their existing paper forms in an electronic format. Examples of Uses of Forms:

- General Grievance
- General Request
- Request medications
- Request Law Library Access

Form Capabilities

Key form capabilities include:

- Fixed text labels for titles, labels and instructions
- Text fields that are automatically filled from SCP data. e.g. Custody Account Number
- Text fields entered by the inmate
- Text fields entered by facility staff that can be configured to be hidden or viewable by inmate
- Check boxes
- Customizable graphic for facility logo at top of form

- Work-flow unique to the form type. A General Grievance could have a workflow with multiple Appeal Levels, while a request for Law Library Access could have no Appeal level.

Authenticated and Anonymous Forms

Forms are configured to be either Authenticated or Anonymous

Authenticated Forms

Authenticated Forms require an inmate to login (authenticate) prior to completing the form. The Grievance application attaches the inmate's identity to the form for the visibility of facility staff. Optionally, inmates can be required to re-authenticate to submit forms. The re-authenticate option is set in IFD Provisioning and applies to all authenticated forms.

Anonymous Forms

An "anonymous form" does not require the inmate to login to the Inmate Forms/Grievance Application. The Inmate Forms/Grievance application does not attach the inmate's identity to the form to protect inmate from possible recrimination. Anonymous forms have no means by which the inmate may protest (escalate) the resolution of the form. Therefore, anonymous forms cannot have escalation levels.

Since anonymous forms have a simpler workflow than authenticated forms, they can be used as a light-weight processing of forms. Anonymous forms could be used to capture and process simple requests that do not need a response to be sent back to the inmate.

Just because the Inmate Forms/Grievance Application does not track the identity of the inmate submitting an Anonymous form, the form can ask the inmate to provide their name &/or custody account number.

Forms Processing Workflow

The Inmate Forms/Grievance Application provides a configurable work flow for processing inmate form submissions. It is based on a form workflow layer template that is configured for each level of each form type.

The workflow for Anonymous forms is a simpler subset of that for Authenticated forms since anonymous forms cannot be returned to the

The Anonymous work flow is:

1. The inmate accesses the Inmate Forms/Grievance Application on ConnectUs
2. The inmate selects an Anonymous form type, completes it and submits it.

3. The form is routed to the Assigner who reviews and assigns the form to a Processor or Group of Processors. The assignment step can be automated if there is only one Processor for the form time
4. The Processor reviews the form and either
 - o Assigns it to another Processor, or
 - o Enters a resolution to the inmate request/grievance.

The basic work flow provided by the Inmate Forms/Grievance Application is:

1. The inmate accesses the Inmate Forms/Grievance Application on ConnectUs
2. The inmate selects a form type, then if not already logged in, is prompted to authenticate to the Inmate Forms/Grievance application.
3. Inmate completes input fields of form and submits it.
4. The form is routed to the Assigner who reviews and assigns the form to a Processor or Group of Processors.
 - a. The assignment step can be automated if there is only one Processor for the form time
5. The Processor reviews the form and either
 - o Assigns it to another Processor
 - o Requests more information from the inmate, or
 - o Enters a resolution to the inmate request/grievance.
6. The form is routed back to the inmate for the inmate to
 - a. Provide requested information, or
 - b. Respond to the resolution provided. The inmate can
 - i. Actively accept it
 - ii. Passively accept it by doing nothing, or
 - iii. Appeal it to the next level

Appeal Levels

One or more Appeal Levels can be configured for each form. Simple requests typically do not have appeal levels configured. Formal grievance forms can have one or more appeal

levels depending on the facility's existing grievance process. The Appeal Level work flow similar to the initial (Level 0) workflow.

Reporting Tool

Grievance Dashboard Reporting is chiefly concerned with ensuring that forms are being worked in a timely fashion. For this reason "aging reports" are an important component of reporting.

Integrated Aging Pie Chart

An integrated Aging Report is available from either the "My Pending Grievances" and "All Available Grievances" tabs. It shows forms that have been stalled in their processing. The Aging Report is a pie chart with four sections reflecting counts of submitted forms whose time in their current work queue falls within user definable boundaries.

The integrated aging report on the "My Pending Grievances" tab provides a personal aging report for current user see if there are forms requiring attention that they responsible for.

The integrated aging report on the "All Available Grievances" tab provides an overview of all forms the user has permission to view regardless of whether they have a task to perform with them or not. It is typically used by managers and supervisors to assess their department's effectiveness processing forms.



Note: Because the default Submission date range is 7 days, forms submitted more than 7 days ago will not appear on the All Available Grievances tab and in turn will not appear in the report. Be sure to extend the start date to include forms older than 7 days for this report.

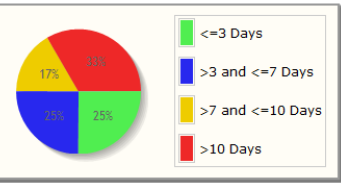
The following is the same data as above but configured with different pie-slice criteria:

My Pending Grievances All Available Grievances

12 RESULTS PAGE 1 OF 1 Age Summary EXCEL PDF CSV

GRIEVANCE	DATE SUBMITTED (CENTRAL TIME)	INMATE NAME	ACCOUNT #	PIN#	GRIEVANCE TYPE	WORK QUEUE	STATUS	LEVEL	SITE	TERMINAL	DAYS IN STATUS
67	10/15/2014 12:26:32	N/A	N/A	N/A	Anonymous Grievance	Assignment	Waiting Assignment	level 0	Securus Marketing Demo, TX	Pod A-6	1
64	10/15/2014 09:17:54	N/A	N/A	N/A	Anonymous Grievance	Assignment	Waiting Assignment	level 0	Securus Marketing Demo, TX	Pod A-6	1
61	10/13/2014 08:27:03	Sen Katie Cosmicflight	0004	0004	General Grievance	Processing	Working	level 0	Securus Marketing Demo, TX	Pod A-1	3
60	10/09/2014 09:22:35	James Bond	0007	0007	Inmate Handbook Acknowledgement	Assignment	Waiting Assignment	level 0	Securus Marketing Demo, TX	Pod A-6	7
58	10/09/2014 09:19:07	N/A	N/A	N/A	Anonymous Grievance	Assignment	Waiting Assignment	level 0	Securus Marketing Demo, TX	Pod A-6	7
57	10/09/2014 09:01:07	Sen Katie Cosmicflight	0004	0004	Inmate Handbook Acknowledgement	Assignment	Waiting Assignment	level 0	Securus Marketing Demo, TX	Pod A-2	7
55	10/06/2014 08:31:04	James Bond	0007	0007	Medical Request Form	Assignment	Waiting Assignment	level 0	Securus Marketing Demo, TX	Pod A-6	10

Days in Status Summary



Range	# of Days	Count
Not more than	3	3
More than above but not more than	7	3
More than above but not more than	10	2
Greater than	10	4

Update

31.3.4 Inmate Grievance Application: The Respondent shall make available an inmate grievance application providing two-way communication capability between inmates and County staff. Both parties, inmate and County staff, shall have the ability to initiate communication through this application. System must provide the ability for multi-level routing that can be modified by County. Status tracking with dashboards and historical reporting capabilities must be available. All communication made in this application shall be kept for the life of the contract and made available to County upon demand via a reporting tool.

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

Securus ConnectUs Inmate Grievance Application provides a two-way communication capability between inmates and Fort Bend County staff and is completely customizable to fit your needs. Inmate and County staff, have the ability to initiate communication through this application. Securus ConnectUs provides the ability for multi-level routing that can be modified by County. Status tracking with dashboards and historical reporting capabilities are available. All communication made in this application are kept for the life of the contract and made available to Fort Bend County upon demand via a reporting tool.

ConnectUs Inmate Grievance Application

Securus continues to lead the corrections industry with ever-improving technology and solutions. The ConnectUs Inmate Grievance Application will have a significant impact to facility operational process. It is a custom workflow tool that makes your grievance process completely paperless and allows for grievances to easily be processed by your staff. This

application not only creates staff efficiencies but also saves your correctional facility money.

Functional Overview

The Inmate Grievance Application is used to electronically process a wide variety of grievance forms submitted by inmates. At a summary level, it performs these functions:

- Provides grievance form creation and management tools to create and manage multiple form types, each with its own customized workflow
- Provides a user interface for inmates to
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Key form capabilities include:

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 - o Requests more information from the inmate, or

- o Enters a resolution to the inmate request/grievance.
- 6. The form is routed back to the inmate for the inmate to
 - a. Provide requested information, or
 - b. Respond to the resolution provided. The inmate can
 - i. Actively accept it
 - ii. Passively accept it by doing nothing, or
 - iii. Appeal it to the next level

Appeal Levels

One or more Appeal Levels can be configured for each form. Simple requests typically do not have appeal levels configured. Formal grievance forms can have one or more appeal levels depending on the facility's existing grievance process. The Appeal Level work flow similar to the initial (Level 0) workflow.

Reporting Tool

Grievance Dashboard Reporting is chiefly concerned with ensuring that forms are being worked in a timely fashion. For this reason "aging reports" are an important component of reporting.

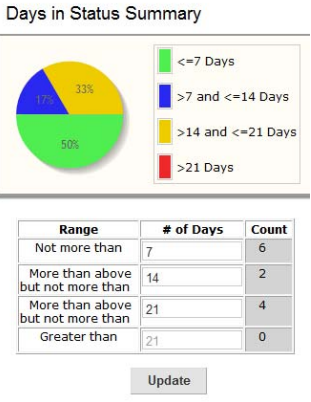
Integrated Aging Pie Chart

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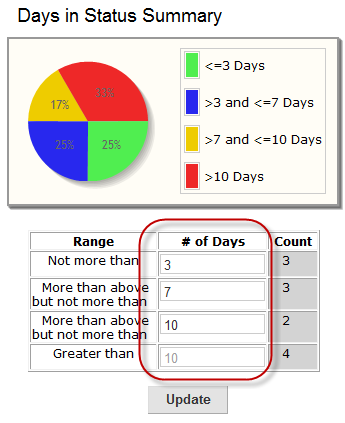
My Pending Grievances		All Available Grievances									
12 RESULTS PAGE 1 OF 1											
GRIEVANCE	DATE SUBMITTED (CENTRAL TIME)	INMATE NAME	ACCOUNT #	PIN#	GRIEVANCE TYPE	WORK QUEUE	STATUS	LEVEL	SITE	TERMINAL	DAYS IN STATUS
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64	10/15/2014 09:17:54	N/A	N/A	N/A	Anonymous Grievance	Assignment	Waiting Assignment	level 0	Securus Marketing Demo, TX	Pod A-6	1
61	10/13/2014 08:27:03	Sen Katie Cosmicflight	0004	0004	General Grievance	Processing	Working	level 0	Securus Marketing Demo, TX	Pod A-1	3
60	10/09/2014 09:22:35	James Bond	0007	0007	Inmate Handbook Acknowledgement	Assignment	Waiting Assignment	level 0	Securus Marketing Demo, TX	Pod A-6	7
58	10/09/2014 09:19:07	N/A	N/A	N/A	Anonymous Grievance	Assignment	Waiting Assignment	level 0	Securus Marketing Demo, TX	Pod A-6	7
57	10/09/2014 09:01:07	Sen Katie Cosmicflight	0004	0004	Inmate Handbook Acknowledgement	Assignment	Waiting Assignment	level 0	Securus Marketing Demo, TX	Pod A-2	7
55	10/06/2014 08:31:04	James Bond	0007	0007	Medical Request Form	Assignment	Waiting Assignment	level 0	Securus Marketing Demo, TX	Pod A-6	10



Note: Because the default Submission date range is 7 days, forms submitted more than 7 days ago will not appear on the All Available Grievances tab and in turn will not appear in the report. Be sure to extend the start date to include forms older than 7 days for this report.

The following is the same data as above but configured with different pie-slice criteria:

My Pending Grievances		All Available Grievances									
12 RESULTS PAGE 1 OF 1											
GRIEVANCE	DATE SUBMITTED (CENTRAL TIME)	INMATE NAME	ACCOUNT #	PIN#	GRIEVANCE TYPE	WORK QUEUE	STATUS	LEVEL	SITE	TERMINAL	DAYS IN STATUS
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61	10/13/2014 08:27:03	Sen Katie Cosmicflight	0004	0004	General Grievance	Processing	Working	level 0	Securus Marketing Demo, TX	Pod A-1	3
60	10/09/2014 09:22:35	James Bond	0007	0007	Inmate Handbook Acknowledgement	Assignment	Waiting Assignment	level 0	Securus Marketing Demo, TX	Pod A-6	7
58	10/09/2014 09:19:07	N/A	N/A	N/A	Anonymous Grievance	Assignment	Waiting Assignment	level 0	Securus Marketing Demo, TX	Pod A-6	7
57	10/09/2014 09:01:07	Sen Katie Cosmicflight	0004	0004	Inmate Handbook Acknowledgement	Assignment	Waiting Assignment	level 0	Securus Marketing Demo, TX	Pod A-2	7
55	10/06/2014 08:31:04	James Bond	0007	0007	Medical Request Form	Assignment	Waiting Assignment	level 0	Securus Marketing Demo, TX	Pod A-6	10



31.3.5 Law Library Application: The Respondent shall make available a law library application approved by the County providing capability for inmates to research case law.

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

The ConnectUs Law Library Application, CaseMaker, makes legal research simple. Adhere to your legal obligation while reducing costs when inmates perform their legal research using the Securus Law Library Application. This Application provides full access to inmates to complete legal research without the need for transporting inmates to a facility library or special computer. The inmates can remain in their housing unit and research legal topics through this ConnectUs application. Unlike large book collections that require costly replacement of revised material, the Law Library application includes nightly automated updates that are provided to Fort Bend County at no extra charge.



Inmates will have secure and electronic access to millions of law publications and articles and they can research all Federal Supreme, Circuit, District, Bankruptcy, State decisions and more through intuitive search capabilities. The Google-like search bar is conveniently located at the top of every page, inviting you to conduct your search using either simple or complex search language. Once the results are

delivered, the application offers intuitive 'search-within-a-search-capability' to further narrow the results.

Securus can provide Law Library access to all the ConnectUs terminals at your facility or customize your system and allow you to control the access to the Law Library if you wish by displaying the icon at certain times a day or on certain terminals at your facility. ConnectUs Law Library Application is flexible and can accommodate all of your facility's specific needs. ConnectUs also has embedded the Conflict Resolution feature that is mandatory for shared terminals. This feature will prioritize approved, scheduled events over other activities on

the terminal so you don't have to worry about an inmate monopolizing a terminal and causing issues in the housing units.

The simple ConnectUs touch-screen user interface requires no training or prior computer experience, so this allows inmates to perform researches independently and free up staff time. Fort Bend County staff administrators will have full access to the Law Library at no additional cost.

Law Library Facility Benefits

Fort Bend County will experience the following benefits with Securus' Law Library application for ConnectUs:

- Compliance to legal and mandatory requirements to provide inmates access to the courts (1977 Supreme Court Ruling; Bounds vs. Smith)
- Reduce or eliminate inmate complaints and litigation
- Always up-to-date information; automatic updates provided at no extra cost
- Free up staff time
- Easy and safe solution
- Eliminate the need for housing large book collections, additional hardware, network, or electrical equipment because the application rides on Securus' ConnectUs inmate platform
- Reduce costly and time-consuming inmate movement by hosting law library search resources in the housing units rather than escorting them to a physical library or terminal
- Receive turnkey service; Securus takes care of everything

Law Library Inmate Benefits

With the Law Library application, Fort Bend County inmates will benefit from:

- Ability to perform research independently
- Simple touch-screen user interface that requires no training or prior computer experience
- Improved access to perform legal research
- Always current legal information; no need to wait on the new book or next update
- Inmates get familiar with conducting electronic searches

31.3.6 Document and Video Display Application: The Respondent should make available an application that can manage acceptance and viewing of standard document, image, and video file types for view only. Document and Video Display Application should provide the ability to initiate messages to users and manage acceptance upon viewing. System must provide a reporting feature for all items managed by system.

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

Securus' ConnectUs offers 3 different applications that can manage acceptance and viewing of standard document, image, and video file types for view only. The Digital Bulletin Board, the Inmate Handbook Application and the Video Education Application provide the ability to initiate messages to users and manage acceptance upon viewing. ConnectUs provides a reporting feature for all items managed by system.

Digital Bulletin Board

ConnectUs™ allows you to easily publish notifications that are always displayed on the ConnectUs™ terminal. In addition to providing pertinent facility-related information, these messages can be used to promote new products, services, and promotions such as Video Visitation.

Inmate Handbook Application

A digital version of your inmate handbook can be accessed through The Inmate Handbook application on ConnectUs™. Inmates can access information without printing or distributing a single piece of paper. Digital versions of other important documents can be available on ConnectUs™ in addition to the Inmate Handbook.



Benefits

- Reduces/Eliminates printing/distribution costs
- Reduces staff workload distributing and replacing handbooks
- Provides instant, electronic updates to documents

Video Education Application

ConnectUs™ provides the ability to upload any MP4 video. Everything from a video version of your inmate handbook, a jail orientation video, or a video tutorial on how to use ConnectUs™ is possible. You can make the video available for viewing any time or only during defined hours.



Benefits

- Communicate information to all inmates, even those unable to read
- Provides a form of communication that is often easier to comprehend, ensuring your message is understood
- Provides educational videos without staff involvement

31.3.7 Inmate Mail Application: The Respondent shall make available an application that can integrate with one of the leading inmate mail and correspondence scanning vendors. If requested, the Respondent shall create an agreement and integration with said vendor to provide a functional application capable of performing full-function inmate mail review and reporting.

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

CONNECTUS has the ability to add applications such as Inmate Mail. Mail is a two way communication application that allows inmates to send messages thru the terminal/kiosk as well as receive emails from their loved ones.

Securus Secure Instant Mail feature exceeds this requirement as it eliminates the need of integration with correspondence scanning vendors benefiting Fort Bend County with cost savings in this field.

Secure Instant Mail (SIM) enables friends and family members to establish a prepaid email account with Securus to securely send email messages to inmates. These prepaid email transactions **are commissionable, adding an incremental source of revenue to Fort Bend County**. SIM was designed to provide the following improvements to facilities:

From...	To...
A manual mail process	An automated email process
No revenue related to inmate mail	Increased facility revenue through emails
Limited investigative capabilities	Archived, searchable email database
Potential mailed contraband risks	No mailed contraband physically possible
Labor intensive mail security	Increased security through automation
Limited visibility of inmate mail traffic	Interactive email activity dashboard
Facility staff dedicated to a mail room	Anytime, anywhere email review and approval process from laptops or even smart phones

Standard sort and deliver mail method

Flexible mail options designed to work with facilities' unique needs

SIM also considers the communication needs of inmates' friend and family members in Fort Bend County communities, enabling the following:

- Access a simple email interface, designed to look and feel like other public email clients
- Initiate the communication with the inmate to send emails and even pictures—*anytime, anywhere*
- Gain peace of mind, knowing the inmate received the mail by viewing approved email delivery receipts
- Communicate more frequently without the need of stamps, envelopes, and on their schedule.

How It Works

SIM is similar to standard email, but built for the corrections environment, meaning it was designed to be flexible, secure, efficient—and profitable.

Account Setup and Sending Email

The inmate's friend or family member sets up a SIM account by going to www.securustech.net. Using the SIM Website, they can select the facility, select the inmate to receive the email, compose the email, select messaging options, pay for the email, and send the email. Messaging options include requesting approval notifications, and even uploading pictures. The email is then processed through the system for the facility's approval before it is sent to the inmate.



Facility Approval

Authorized facility staff logs into the facility's SIM Website with a secure user name and password to manage inmate emails. Staff can review, approve, and reject emails and pictures. This process is simplified through a customizable **automatic word search engine**, which flags illicit and potentially illicit words in the emails.

The following figure illustrates the system’s capability to flag pending emails that contain word warnings. Their critical relevance is indicated as “red” or “yellow.” The facility staff can easily point and click for approval or rejection from any approved PC at anytime, anywhere.

Secure Instant Mail Inbox with Red and Yellow Warning Word Indicator

The screenshot shows a web interface for an email inbox. At the top, there are navigation links: Home, Manage, Contact Us, Help, Log Off. On the right, it says 'Welcome: Matt Smith' and 'Facility: Davis County'. The main area is titled 'Messages' and has buttons for 'Approve', 'Reject', 'Hold', 'Print', and 'Add to Queue'. On the left, there is a sidebar with 'Inbox (2)', 'Approved (1)', 'Rejected', 'On Hold', and 'View All (3)'. The main table has columns for 'Inmate Name', 'Subject', 'Date/Time', and two columns for warning indicators (yellow and red). The data rows are as follows:

Inmate Name	Subject	Date/Time	Yellow	Red
Jane Doe	Happy Birthday Test	1/22/2012 11:54:04 AM	2	2
Jane Doe	Test	1/18/2012 5:54:31 AM	0	0
Jane Doe	test again	1/15/2012 12:20:37 PM	0	0
Jane Doe	asdfasdf	1/15/2012 11:57:29 AM	0	0

Once the email is approved, it is archived and can be distributed to the inmate. If the friend or family member has selected to be notified, they would receive an automatic reply email at this time, confirming the approval.

Delivery to the Inmate

County inmates will receive the email through print format.

Improving Operations through Automation and Innovation

Secure Instant Mail was not only designed to provide Fort Bend County with additional revenue, but also to improve mail room operations security and efficiency. This is accomplished through fully integrated technology that places all automated tools needed to create, approve, send, and receive, and respond to email in the hands of the users.

SIM will provide Fort Bend County the following benefits:

- Eliminates the need to open, analyze, sort, translate, or x-ray mail
- Reduces contraband, improving the safety of Fort Bend County officers as well as inmates
- Speeds up the emails approval process through integrated word search engine with a built-in, editable dictionary
- Enhances investigations by archiving each email in a secure centralized database. Through the Secure Instant Mail website, investigators can search for emails by inmate, sender, date range, keyword, and much more

- Provides an interactive dashboard of email traffic by type, status, and date—*giving administrators a complete email management tool right at their fingertips*

Secure Instant Mail Message Search and Interactive Dashboard



32.0 TECHNICAL SPECIFICATIONS (MONEY KIOSKS):

32.1 Money Kiosk service requirement: The system must be capable of providing monetary transaction acceptance of U.S. currency and credit/debit cards via a public kiosk in the Jail lobby and an inmate kiosk inside the Jail.

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

Securus will provide a jail lobby kiosk and an inmate kiosk capable of providing monetary transactions.

32.2 Money Kiosk hardware requirements:

32.2.1 Suitable for inmate environment: The Respondent is to provide kiosks that are suitable for an inmate environment, meaning that kiosks are equipped with durable housings and reinforced cords of a length determined by County which may vary based on installation location, if applicable. Each kiosk is to be tamper-resistant. Equipment must not contain any external removable parts, unless approved by County.

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

Our kiosks are designed specifically for the corrections environments that are tamper-resistant, no external removable parts, equipped with durable housings and reinforced cords.

- Designed for Correctional environment
- 19" LCD ELO display
- Modern resistive touchscreen interface
- ADA compliant
- Card reader (credit/debit)
- Omnidirectional Cash acceptor
- Receipt printer
- Option for emailed receipts
- Individual component servicing/replacement
- Dimensions 19"w x 60"h, 23.7d
- Integrates with banking software to automatically transfer funds via FTP batched transfers, such as Aramark's Core Banking software.
- 24x7/365 remote monitoring from Securus Network Operations Center



32.2.2 Jail lobby kiosks must accept bills in United States currency. Bill acceptor must be omnidirectional. Kiosks must reject and swiftly return all bills which system is unable to process. Kiosks must accept credit and debit card transactions. Kiosks must integrate with current and future County money management software, currently Aramark's Core Banking software, at no cost to County or other vendors. Kiosks must automatically print receipt for all transactions and may offer option for email receipt.

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

Securus installs and maintains its lobby kiosk network in prison and county jail visitation rooms across the country. These kiosks allow family and friends who are visiting a facility to create and fund prepaid phone accounts, fund the inmates debit calling account and deposit funds directly to an inmate's trust fund account.



The lobby kiosk accepts credit cards, debit cards as well as United States currency. Our omnidirectional cash acceptor rejects and swiftly returns all bills the system cannot process. Family and Friends can deposit funds into an inmate's commissary trust account and fund phone accounts within the same unit, eliminating the need for multiple funding kiosks in your lobby. Funds become available immediately to inmates for both phone calling and commissary accounts. Upon a completed transaction, a receipt is printed with the transaction number, deposit and fee amounts and an 800 number for customer service, available 24/7/365. There is also an option to email the receipt. Securus designed each kiosk screen for ease of use. The screens and their flow are simple- transactions take less than two minutes.

Funds can also be deposited from anywhere, anytime, 24/7/365 days a year when the public uses our easy to use website or downloads our free money transfer app, available for Apple and Android smartphones.

Securus will provide complete support, including cash collections and custodial service, throughout the life of the contract. Securus will provide all labor, parts, materials, and transportation to maintain all kiosks in working order and in compliance with the equipment manufacturer's specifications, at no cost to the County.

Our proprietary kiosk applications have layers of integrated security and are remotely monitored by our Network Operations center. Critical updates are electronically transferred if needed to update the software. Our kiosks are designed specifically for the corrections environments.

- Designed for Correctional environment
- 19" LCD ELO display
- Modern resistive touchscreen interface
- ADA compliant
- Card reader (credit/debit)
- Omnidirectional Cash acceptor
- Receipt printer
- Option for emailed receipts
- Individual component servicing/replacement
- Dimensions 19"w x 60"h, 23.7d
- Integrates with banking software to automatically transfer funds via FTP batched transfers, such as Aramark's Core Banking software.
- 24x7/365 remote monitoring from Securus Network Operations Center

32.2.3 Booking kiosk must accept bills and coins in United States currency. Bill acceptor must be omnidirectional. Kiosk must reject and swiftly return all bills and coins which system is unable to process. Kiosk must accept credit and debit card transactions. Kiosk must integrate with current and future County money management software, currently Aramark's Core Banking software, at no cost to County or other vendors. Kiosk must automatically print two receipts for all transactions.

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

The booking kiosk reduces staff workload and is designed for placement in intake areas. Newly booked inmates deposit cash or coins directly into their commissary account, reducing mistakes and liability when booking an inmate. The kiosk has a full color touchscreen and is easy to use.

Our booking kiosk automatically rejects foreign and counterfeit currency and coins and the dual receipting function provides records for both inmate and the county.

At the end of the booking event, inmates can enter a family or friend email address in the system and a canned message alerting the recipient to the arrest is sent, providing inmate name and facility location information. Securus will install and maintain all aspects of the booking kiosk. We will provide cash pickup from bonded couriers so the staff will not have to be responsible for or handle money.

Our proprietary kiosk applications have layers of integrated security and are remotely monitored by our Network Operations center. Critical updates are electronically transferred if needed to update the software. Our kiosks are designed specifically for the corrections environments.

Our kiosks are designed specifically for the corrections environments that are tamper-resistant, no external removable parts, equipped with durable housings and reinforced cords.

- Designed for Correctional environment
- 19" LCD ELO display
- Modern resistive touchscreen interface
- ADA compliant
- Card reader (credit/debit)
- Omnidirectional Cash acceptor
- Receipt printer (two receipts automatically)
- Option for emailed receipts
- Individual component servicing/replacement
- Dimensions 19"w x 60"h, 23.7d
- Integrates with banking software to automatically transfer funds via FTP batched transfers, such as Aramark's Core Banking software.
- 24x7/365 remote monitoring from Securus Network Operations Center

32.3 Minimum technical requirements: The following items outline the minimum specifications required. Respondents are required to respond to each item, fully detailing and explaining how the system proposed will accomplish each specification. SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

32.3.1 United States Currency Transactions: The system must be capable of providing monetary transaction acceptance of U.S. currency. All kiosks shall interface with

County's inmate trust fund management vendor at no cost to County and funds shall credit immediately without holds. Funding limitations and fees shall be approved by County and will not change without updated approval.

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

Securus installs and maintains its kiosk network in prison and county jail visitation rooms across the country. These kiosks allow family and friends who are visiting a facility to create and fund prepaid phone accounts, fund the inmates debit calling account and deposit funds directly to an inmate's trust fund account. Securus will integrate with the County's trust vendor to provide this solution.

The kiosk accepts credit cards, debit cards as well as United States currency. Our omnidirectional cash acceptor rejects and swiftly returns all bills the system cannot process. Family and Friends can deposit funds into an inmate's commissary trust account and fund phone accounts within the same unit, eliminating the need for multiple funding kiosks in your lobby. Funds become available immediately to inmates for both phone calling and commissary accounts. Upon a completed transaction, a receipt is printed with the transaction number, deposit and fee amounts and an 800 number for customer service, available 24/7/365. There is also an option to email the receipt. Securus designed each kiosk screen for ease of use. The screens and their flow are simple- transactions take less than two minutes.

Funds can also be deposited from anywhere, anytime, 24/7/365 days a year when the public uses our easy to use website or downloads our free money transfer app, available for Apple and Android smartphones.

Securus will provide complete support, including cash collections and custodial service, throughout the life of the contract. Securus will provide all labor, parts, materials, and transportation to maintain all kiosks in working order and in compliance with the equipment manufacturer's specifications, at no cost to the County.

Our proprietary kiosk applications have layers of integrated security and are remotely monitored by our Network Operations center. Critical updates are electronically transferred if needed to update the software. Our kiosks are designed specifically for the corrections environments.

- Designed for Correctional environment
- 19" LCD ELO display
- Modern resistive touchscreen interface
- ADA compliant
- Card reader (credit/debit)

- Omnidirectional Cash acceptor
- Receipt printer
- Option for emailed receipts
- Individual component servicing/replacement
- Dimensions 19"w x 60"h, 23.7d
- Integrates with banking software to automatically transfer funds via FTP batched transfers, such as Aramark's Core Banking software.
- 24x7/365 remote monitoring from Securus Network Operations Center

32.3.2 Credit and Debit Card Transactions: The system must be capable of providing monetary transaction acceptance of credit and debit cards. All kiosks shall interface with County's inmate trust fund management vendor at no cost to County and funds shall credit immediately without holds. Funding limitations and fees shall be approved by County and will not change without updated approval.

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

Securus installs and maintains its kiosk network in prison and county jail visitation rooms across the country. These kiosks allow family and friends who are visiting a facility to create and fund prepaid phone accounts, fund the inmates debit calling account and deposit funds directly to an inmate's trust fund account.

The kiosk accepts credit cards, debit cards as well as United States currency. Our omnidirectional cash acceptor rejects and swiftly returns all bills the system cannot process. Family and Friends can deposit funds into an inmate's commissary trust account and fund phone accounts within the same unit, eliminating the need for multiple funding kiosks in your lobby. Funds become available immediately to inmates for both phone calling and commissary accounts. Upon a completed transaction, a receipt is printed with the transaction number, deposit and fee amounts and an 800 number for customer service, available 24/7/365. There is also an option to email the receipt. Securus designed each kiosk screen for ease of use. The screens and their flow are simple- transactions take less than two minutes.

Funds can also be deposited from anywhere, anytime, 24/7/365 days a year when the public uses our easy to use website or downloads our free money transfer app, available for Apple and Android smartphones.

Securus will provide complete support, including cash collections and custodial service, throughout the life of the contract. Securus will provide all labor, parts, materials, and

transportation to maintain all kiosks in working order and in compliance with the equipment manufacturer's specifications, at no cost to the County.

Our proprietary kiosk applications have layers of integrated security and are remotely monitored by our Network Operations center. Critical updates are electronically transferred if needed to update the software. Our kiosks are designed specifically for the corrections environments.

- Designed for Correctional environment
- 19" LCD ELO display
- Modern resistive touchscreen interface
- ADA compliant
- Card reader (credit/debit)
- Omnidirectional Cash acceptor
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- Option for emailed receipts
- Individual component servicing/replacement
- Dimensions 19"w x 60"h, 23.7d
- Integrates with banking software to automatically transfer funds via FTP batched transfers, such as Aramark's Core Banking software.
- 24x7/365 remote monitoring from Securus Network Operations Center

33.0 TECHNICAL SPECIFICATIONS (ALL SYSTEMS):

33.1 Minimum technical requirements: The following items outline the minimum specifications required. Respondents are required to respond to each item, fully detailing and explaining how the system proposed will accomplish each specification. SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

33.1.1 Electronic Inmate Debit Payment Method: The system shall provide an option for inmates to pay for devices, features and services themselves from their personal debit or trust accounts. Describe the system’s capability of electronic debit funding that is integrated with the County’s inmate banking or commissary system (inmate trust accounts).

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

Inmate Debit accounts are inmate-owned phone accounts that allow inmates to pay for phone calls. Because the inmate funds the calls, there is no cost to the called party. Inmates can transfer funds from the commissary system to their Inmate Debit calling account.

Debit transactions include the inmates ID and the dollar amount transferred and are sent electronically from the commissary to Securus’ secure FTP server. The electronic data exchange immediately updates the Securus calling platform to show the inmate identification and amount of debit time added to their phone account.

Friends and family members can also fund Inmate Debit accounts. Unlike traditional prepaid collect accounts, the inmate owns the 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 Fort Bend County,

Inmate Debit can help address several common challenges and increase efficiency:

Challenge	Inmate Debit Solution
Poor service and support from unreliable vendors	<ul style="list-style-type: none">• Eliminates the need for third party vendor involvement
Overworked jail staff	<ul style="list-style-type: none">• Relieves the facility staff of cash management• Eliminates the need for manual involvement from the facility staff• Eliminates the need for in-house commissary staff involvement
Vendor systems that don’t	<ul style="list-style-type: none">• Eliminates the need for commissary staff

communicate	involvement
Pressure to solve crimes with limited investigation resources	<ul style="list-style-type: none"> Requires inmates to enter a PIN, which provides an audit trail for investigations
Need to drive commissions or decrease services	<ul style="list-style-type: none"> Increases funding options, which leads to more funding
Pressure to ensure inmate, constituent, and employee safety	<ul style="list-style-type: none"> Requires inmates to enter a PIN, which provides an audit trail for investigations
Tight or declining budget	<ul style="list-style-type: none"> Provides option to allocate Inmate Debit commissions to the inmate fund or general fund Increases funding options, which leads to more funding
Focus on inmate and constituent family members' satisfaction	<ul style="list-style-type: none"> Provides additional funding options for both inmates and family members, and does not require friends and family members to open an account Completes more inmate calls No-charge to the inmate to manage the account Increases inmate control over his account

Implementing Inmate Debit

The Securus Integration team commits to integrating with the commissary or trust provider to enable Inmate Debit within 30 days. The Integration team provides inmate and friends and family marketing materials to promote Inmate Debit. Securus will also insert call prompts for inmates and friends and family to assist them in funding an account.

At implementation, Securus creates an Inmate Debit account for all existing inmates and new inmates at booking.

Adding Funds

Inmates 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 an account. Friends and family members deposit money directly into an inmate's debit account using several convenient deposit methods:

- 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 cards.

33.1.2 Electronic Inmate Debit Funds Return Method: The system shall provide an option for inmates to receive funds back into their personal debit or trust accounts upon being released from custody. Describe the system’s capability of returning electronic debit funds that integrates with the County’s inmate banking or commissary system (inmate trust accounts).

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

Securus handles all payments, relieving Fort Bend County from the cash handling business. SCP recognizes the funding transaction and transfers the funds to Securus. Securus will then pay commissions to the facility based on monthly usage.

SCP automatically closes Debit accounts upon inmate release. The remaining unused balances are made available for refund to the inmate. Securus currently has this in place today where unused inmate debit funds are sent back to Aramark and inmates are able to get unused phone time as part of their refund process.

In the event Aramark is no longer the commissary vendor at Fort Bend, JPay’s release debit card program enables correctional agencies to liquidate trust accounts and issue gate money without having to handle cash or issue checks to inmates being released. The county would issue a prepaid debit card to an inmate that contains the inmate’s remaining trust account balance and/or gate money. The released inmate (“Cardholder”) can then use the card for cash withdrawal at ATMs and at merchants for signature and PIN-based purchases. Even after an inmate is released, the county can still add/subtract funds or void a release card.

JPay has issued more than a million cards to date throughout 15 state prison systems and multiple county jails. Our proven program is the most widely used release debit card program in corrections because of its simplicity and reliability. JPay provides all of the components necessary for the program at no cost to the county.

Card Inventory

JPay’s Client Services team manages all card inventory and fulfillment for the county. JPay provides the county quarterly, monthly or as-needed shipments to any business office or

facility. JPay ensures each facility or business office has a debit card supply that exceeds three months of the number of inmates scheduled to be released. JPay provides all cards at no cost to the county.

Immediate Access to Funds

Unlike competing systems, with JPay's program, released inmates do not have to take action to activate their cards. Every dollar loaded onto the JPay release card is immediately available for the cardholder to spend. To make a PIN-based purchase or withdraw funds from an ATM, the cardholder simply calls the toll-free number on the back of the card to securely set up their unique PIN number.

33.1.3 Allowed Contact List: Respondents shall describe the system's capability to provide allowed contact lists to limit contacts to only those individuals listed on an inmate's approved contact list.

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

Through the Personal Allowed Number feature (PAN), Securus' SCP provides allowed contact lists to limit contacts to only those individuals listed on an inmate's approved contact list.

The Personal Allowed Number (PAN) feature in the SCP provides an approved calling list for each inmate. The PAN restricts inmate calling to only those numbers on their list.

Securus built this feature with the awareness that each facility has unique needs for implementing allowed calling lists. Like all other features of SCP, the PAN lists can be administered manually, automatically, or by importing through E-Imports. The PAN configuration options include:

- Auto Pan. Allows the first "X" numbers (defined by Fort Bend County) to be added to the inmate's PAN list automatically. The quantity of numbers allowed is configurable.

This is the most popular method of PAN administration. Numbers are loaded immediately without the intervention of staff, maximizing revenue potential.

- Inmate Managed PAN. Allows inmates to manage phone numbers on their list such as adding a new number, removing a number, checking the status of a phone number, or hearing the phone numbers are on their list. When an inmate adds a phone number to their list, the automated system conducts a real time Billing Name and Address (BNA) lookup on the phone number. If SCP finds a valid BNA, it will call the phone number and ask the called party accept being on the specific

inmate’s PAN list. No staff time is required to administer this process. With the extra step of validation, the County has maximum control of each added number.

- Manual PAN Entry. Authorized facility personnel have the ability to accept calling lists from inmates, verify the phone numbers, and enter them into the SCP user interface. This form of PAN administration allows a hands-on approach to approval and control of each number added to an inmate’s allowed number list.
- PANs by System Integration. SCP allows for the importing of Personal Allowed Numbers through our E-Imports application to add, create relationships, and deactivate numbers. No staff time would be required to administer this process. This is a specialized form of PAN administration, based on specific integration requirements of a facility.

Additional PAN Features

The SCP provides administrators additional features to maximize efficiency, control, and inspection of PAN lists:

- Global Allowed List
- Automated List Refresh
- Verified/Not Verified PAN
- Speed Dial for PANs
- Associate PANs to PINs
- PAN Management Report
- PAN Change Log Report
- PAN Frequency Report

The following table provides descriptions of each PAN features and their primary benefit to Fort Bend County.

PAN Features

PAN Feature	Primary Benefit	Description
Global Allowed List	Efficiency	Certain phone numbers, such as attorney numbers, can be authorized for all inmates by including them on SCP’s “global allowed list.”
Automated List Refresh	Efficiency	With this automated feature, PAN lists can be configured to refresh every month on a certain day, such as the first of every

		month.
Verified/ Not Verified PAN	Safety and control	This feature flags numbers added to the inmate's PAN list as "verified" or "not verified." If the PAN is "not verified", the inmate can 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.
Speed Dial for PANs	Safety and control	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.
Associate PANs to PINs	Safety and control	SCP associate PANs with specific PINs. Administrators can apply restrictions to PINs giving facilities control over when and where an inmate can place a call, how long they can talk per call, and how many calls they can make by day, week, or month.
PAN Management Report	Efficiency	This user-friendly, interactive report provides a dashboard view of all PAN entries in the system. The report indicates PAN entries entered into the Inmate Managed PAN System. Users can select from more than twenty criteria to produce reports with multiple data points. All reports are exportable to Excel, CSV, and PDF.
PAN Change Log Report	Safety and control	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.
PAN Frequency Report	Safety and control	Shows phone numbers that appear in multiple 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 appear in PAN lists more than four times. This report also allows users to create a detail report with specific detail for each call.

33.1.4 Inmate Personal Identification Number (PIN): All Respondent provided systems must have an integrated PIN assignment and management function that allows any or all inmates to be identified.

The system must be capable of requiring the entry of a valid PIN at selected or all devices for successful usage. The proposed system must have the capability to record and save the inmate's name during the inmate's first call attempt, to be automatically retrieved by the system for subsequent calls. The proposed system shall provide the ability for inmates to self-manage their PIN by changing it at any time or as often as necessary. Describe the system's capability of permitting inmates the ability to self-manage their own PIN.

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

Securus' provided systems have an integrated PIN assignment and management function that allows any or all inmates to be identified. Currently, Securus integrates with the Aramark system allowing the inmate to change his PIN on the fly. Also available through the Securus Inmate Login Portal, the inmate will have the ability to change and manage his user permissions on the ConnectUs Platform including changing inmate PIN.

33.1.5 PIN Control and Suspension: The system must allow an authorized person to add, change, or suspend an inmate's system usage privileges by altering settings associated with the inmate's PIN. Such changes shall be implemented immediately; as soon as the change is made and saved. In the case of a suspended PIN, the system must have the capability to automatically reactivate the inmate's system usage privileges and assigned restrictions after a user-specified date.

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

Securus' SCP allows an authorized person to add, change, or suspend an inmate's system usage privileges by altering settings associated with the inmate's PIN. Such changes are implemented immediately; as soon as the change is made and saved. In the case of a suspended PIN, the system has the capability to automatically reactivate the inmate's system usage privileges and assigned restrictions after a user-specified date.

Calling Restrictions enable control of calling activity— such as call durations— by inmate, by port, by multiple phone groups, by customer, or by facility. The facility can set a maximum time limit for any call type or all calls related to an individual PIN or all PINs. Users can assign multiple restrictions to any PIN or telephone number associated with a PIN.

Examples of restrictions are:

- Maximum duration of a call for PIN
- Maximum number of calls from that PIN per day/week/month.

All imposed calling restrictions are automatically managed by the calling platform to relieve facility staff of calling restriction maintenance responsibilities.

If restraining orders or called party financial conditions require a limit to the length of time or monthly cost of inmate calling to a particular party, SCP automatically denies calls that exceed such thresholds.

The Securus Calling Restrictions capability also provides additional PIN suspension features to help facility staff maintain control of inmate activity. Administrators can suspend a single or multiple inmates PINs from either the on-site administrative terminal or an authorized remote terminal. This suspension feature, frequently used for punitive reasons, allows the facility to deny telephone privileges to one or more inmates without affecting other inmates who share the same inmate telephones. SCP enforces the PIN denial for the duration entered. This feature allows inmates to make privileged calls if necessary, even while calling privileges are suspended. Direct manual control of this suspension feature is also allowed from the on-site administrative terminals or authorized remote terminals.

Calling Restrictions – Sample Screen

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
 Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

General Global Lists **Calling Restrictions**

Calling Restriction Name: jaz_test
 Status: ACTIVE

DEFINE RESTRICTIONS BELOW

RESTRICTION TYPE	DESCRIPTION	CALL TYPE	ACTION	ENABLE	EXCLUDE PRIVATE	PERIOD	DAYS	DAY OF WEEK	DAY OF MONTH	ACCEPTS	MIN	CONNECTS
Custody/Acct	jaz	14 Selected	LIMIT	<input type="checkbox"/>	<input type="checkbox"/>	DAY	1			10	20	10
Custody/Acct	jaz2	14 Selected	LIMIT	<input type="checkbox"/>	<input type="checkbox"/>	WEEKLY		Monday		1	1	1
Custody/Acct	jaz3	COLLECT	LIMIT	<input checked="" type="checkbox"/>	<input type="checkbox"/>	DAY	1			1	1	1
Custody/Acct	jaz4	CRIME TIP	LIMIT	<input type="checkbox"/>	<input type="checkbox"/>	DAY	1			1	11	1
---		No selection	---	<input checked="" type="checkbox"/>	<input type="checkbox"/>	DAY	0			0	0	0

Save Cancel

33.1.6 Individual Contacts Per PIN: The system shall have the ability to assign a limited number of allowable individual contacts per PIN. The system should have the ability to record in a self-learning mode, contacts to be added to the inmate's PIN.

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

In the Mode 3 – Closed PIN feature, the SCP provides the most restrictive calling privileges. It also requires the most administration of the three modes. Each inmate registers telephone numbers on their calling list. The total number of destination numbers available

is unlimited. The facility determines the maximum number of telephone numbers each inmate can register. Telephone number registration includes the number, name of the called party, and their relationship to the inmate. The telephone numbers that each inmate registers are associated with the inmate's PIN and reside in the system. Only that PIN may validate calls to those numbers. Updating calling lists is a continuous process as inmates are booked into, or released from the facility, or as the inmates request changes to their calling lists. This type of control is usually recommended only for facilities with a low rate of inmate population turnover, or where such extreme security measures are desirable. Note that in a Closed PIN environment, the facility may choose to make certain telephone numbers commonly available to all inmates. The common numbers may be assigned global or facility accounts.

The system can set a maximum time limit for any call or all calls from an individual PIN or all PINs. Administrators can tie many additional restrictions to any PIN or telephone, or telephone number associated with a PIN such as:

- Time of day and/or day of week
- Maximum duration of a call for that PIN or phone
- Maximum number of calls or minutes an inmate may use per day, week, or month

The calling platform automatically manages all imposed calling restrictions.

33.1.7 Contact Processing/Blocking System: The contact processing/blocking system controller shall be external from the phone. The contact processing/blocking system controller shall be centralized for all facilities to allow inmates to move to another facility without having to re-enter information.

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

33.1.8 Uninterruptible Power Source: An uninterruptible filtered power source must be provided for any hardware maintained at each of the facilities. In the event of a commercial power failure, the uninterruptible power source will provide a minimum backup power of at least fifteen (15) minutes to the system.

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

An uninterruptible filtered power source is provided for any hardware maintained at each of the facilities. In the event of a commercial power failure, the uninterruptible power source will provide a minimum backup power of at least fifteen (15) minutes to the system.

Securus will maintain an uninterruptible power supply (UPS) backup for the equipment installed on Fort Bend County premises. The UPS eliminates spikes, sags, surges,

transients, and all other over/under voltage and frequency conditions, providing clean power to connected critical loads.

Sample UPS



The rack mount UPS is a high-density backup power protection solution that is ideal for servers, storage systems, network equipment and other critical devices. It also offers the best UPS power protection against five of the nine most common power quality problems. The slim design and wide range of UPS system installation possibilities make this the most versatile UPS power quality solution available.

Calls In Progress

The Integrated Access Device (IAD)s and uninterruptible power supply (UPS) maintain all in-progress telephone calls for up to 30 minutes while blocking additional call attempts after the event. After 30 minutes, the system terminates all calls in progress and powers down to a quiescent state that allows it to resume full operation automatically after the restoration of commercial power.

33.1.9 System Failure Device Disconnection: If the system fails, all inmate communication devices must be automatically disconnected.

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

The Integrated Access Device (IAD) and uninterruptible power supply (UPS) maintain all currently ongoing telephone calls for up to 30 minutes while blocking any additional call attempts after the event. After 30 minutes, the system powers down to a quiescent state that allows it to resume full operation automatically after commercial power is restored. After power is restored, the system immediately restores call processing.

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

33.1.10 English and Spanish System Capability: The system must be capable of communicating to English and Spanish speaking inmates. There shall be instructions provided in English and Spanish on each inmate device. System prompts, warnings and messages must be available in English and Spanish. The Respondent must describe how this will

be accomplished with the proposed inmate devices. If needed, additional languages must be available at no cost to County.

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

Securus' Secure Communication Platform, ConnectUs, and SecureView Tablet offers are capable of communicating to English and Spanish speaking inmates. These solutions have instructions provided in English and Spanish on each inmate device. System prompts, warnings and messages are available in English and Spanish. SCP can be configured to provide prompts in as many as nine languages at no cost to County.

Secure Communication Platform (SCP)

The Securus SCP default system setup provides message prompts in both English and Spanish. Inmates select a specific language at the beginning of the call process by dialing a single digit. Securus can provide additional languages on request. SCP can be configured to provide prompts in as many as nine languages.

During call acceptance, the called party receives the acceptance instructions in English first and then receives an option to continue in the language the inmate selected. This fraud deterrent feature eliminates possible attempts by the inmate to confuse the called party with a language they do not understand.

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 explain the process in a clear, easy to read manner:

Sample Dialing Instructions in English and Spanish

This Call is Being Recorded	Esta Llamada va Hacer Gravada
DIALING INSTRUCTIONS	INSTRUCCIONES PARA LLAMADA
Press '1' for English	Marque '2' para español
For a collect call, press '1'	Para llamada a cobrarse, marque '1'
For a debit call, press '2'	Para llamada de débito, marque '2'
TIPS Hotline, press '8'	Para línea de aviso secreto, marque '8'
Enter your PIN number	Marque su número de identificación personal
Enter your area code and phone number	Marque su número de teléfono, incluya su código local o lada
You may hear silence during the acceptance of your call. Please continue to hold.	Vas a oír silencio mientras aceptan su llamada. Continúe esperando por favor.

English/Spanish - Paralel_0010_0011

sPhone (Multi-Function Kiosk)

ConnectUs supports the ability to display applications in multiple languages—allowing inmates to use the system in their preferred language and enhancing Fort Bend County’s support of non-English speaking inmates.

Inmates can change the display language by selecting the language icon in the header of ConnectUs. Even better is that ConnectUs stores videos and documents in multiple languages, and then displays videos for only the language that is selected—so the applications on the screen will dynamically change, based on content that is available for the selected language.

ConnectUs Multiple Languages



33.1.11 Remote Diagnostics, Programming, Polling and System Alarm Reporting: The system shall support remote diagnostics, programming, polling, and system alarm reporting directly to the Respondent, with the ability of notification to County of any alarm reporting issues.

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

The Securus solutions are hosted in our Dallas Network Operations Center. We have the ability to remote diagnose, program, poll, and report on your systems at all times.

Securus Network Operations Center

The Securus Network Operations Center (NOC) provides 24x7x365 monitoring for all Securus systems and platforms, including Securus Video Visitation. The NOC proactively monitors these systems to ensure performance is optimal and uninterrupted. The NOC is staffed with skilled technicians trained to monitor, diagnose, and resolve potential system or network abnormalities, or escalate the issue to the appropriate Information Technology (IT) support personnel.

Securus Network Operations Center



Network Operations Center Proactive Monitoring



Proactive Monitoring

System Platforms and Network

Securus continuously monitors all data centers, infrastructure components, platform systems, including Securus Video Visitation using the SolarWinds® suite of network performance monitors. The SolarWinds® performance monitors are highly configurable to provide real-time monitoring, event notification, alert history and statistical information. An alarm condition creates immediate visual alerts and email notifications.

SolarWinds® Typical Monitored SVV System and Application Elements



Disk Volumes

VOLUME	SIZE	SPACE USED	PERCENTAGE
C:\Local_Softw2c	82.9 GB	50.1 GB	60%
Physical Memory	3.2 GB	1.8 GB	56%
Virtual Memory	5.8 GB	1.8 GB	31%

CPU Load & Memory Statistics

Current Average CPU Load: 0%

Category	Value	Percentage
Memory Used	1.875 GB	21%
Memory Available	6.715 GB	79%
Total Memory	8.589 GB	

Node Availability Statistics

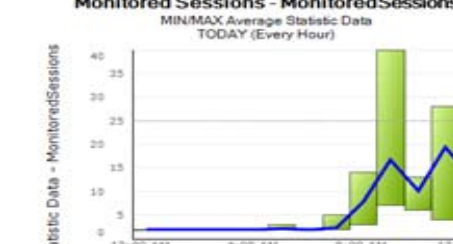
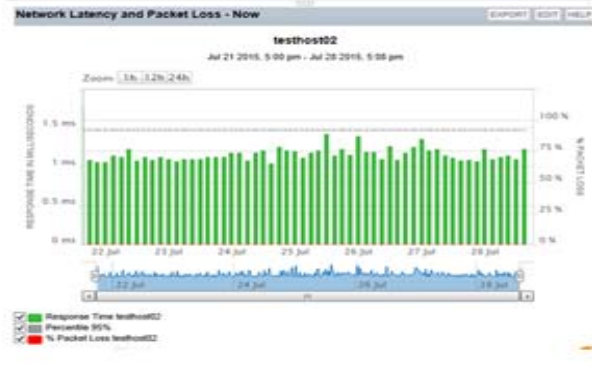
PERIOD	AVAILABILITY
Today	100.000%
Yesterday	100.000%
Last 7 Days	100.000%
Last 30 Days	100.000%
This Month	100.000%
Last Month	100.000%

Active Alerts (0)

ALERT NAME	MESSAGE	TRIGGERING OBJECT	ACTIVE TIME	RELATED NODE
No active alerts displayed.				

Traffic & Percent Utilization of Each Interface

STATUS	INTERFACE	RECEIVE	TRANSMIT
Up	VMware Accelerated AMD PCNet Adapter	874.341 kbps, 0%	1044.533 kbps, 0%



Application Health Overview

Up

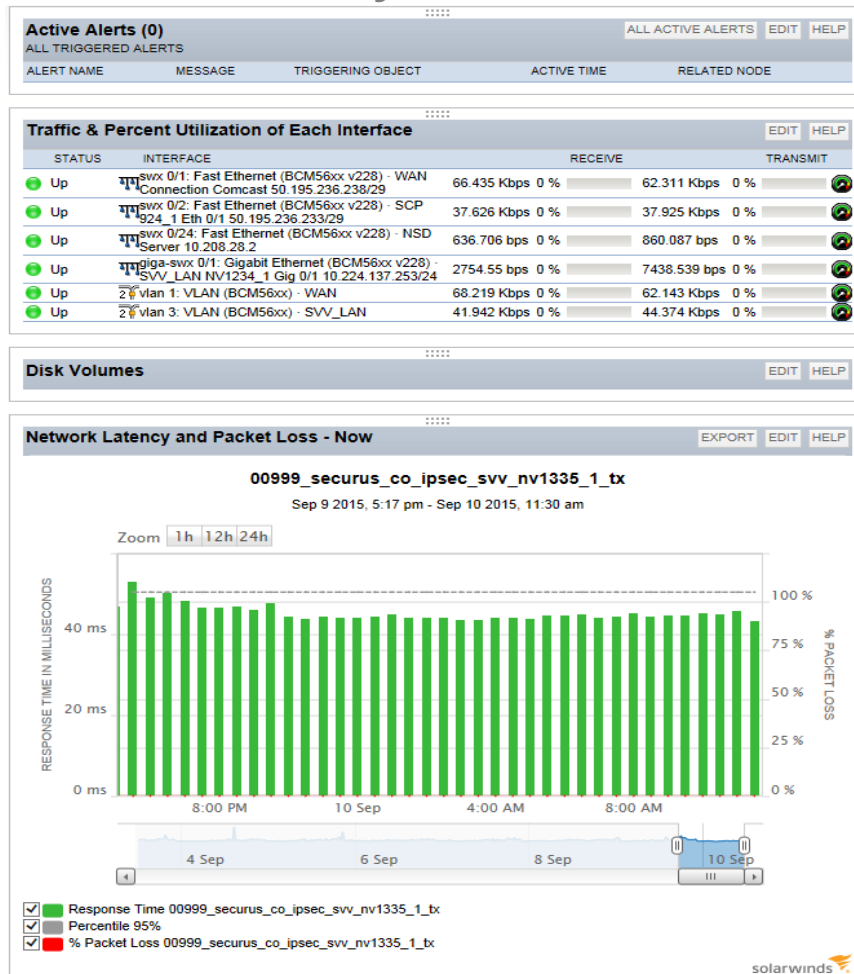
Application Count: 51

- 51 Up
- 0 Critical
- 0 Unknown
- 0 Warning
- 0 Down
- 0 Other

Premise Equipment

The Securus Technical Support team provides 24x7x365 monitoring of all facility-based SVV equipment and directly supports facility installations via telephone and email. Technical Support monitors connectivity for all installations and all installed equipment including SVV network equipment and SVV terminals. The systems are polled every two minutes to ensure connectivity and their vital operating statistics are sent every 10 minutes. Upon receiving an alert indicating network failure, Securus will open a trouble ticket with the appropriate circuit provider. In the case of a premise-based equipment failure, a Securus Field Technician is dispatched to the facility for on-site repair.

SolarWinds® Device Monitoring Example (Bandwidth & Network Latency - SVV Network device)



In addition to real-time monitoring and alerting, the SolarWinds® network performance monitor also provides historical data for network alerts, bandwidth usage and hardware performance for SVV installations. This detailed level of monitoring allows Securus Technical Support to closely analyze performance and take proactive steps to prevent or mitigate facility outages and to ensure the correct resources are engaged if dispatch is necessary.

Performance and Stability

The SVV platform and network are continuously monitored and evaluated for performance and stability. Securus performs regularly scheduled preventative maintenance to all of its production SVV systems as well as implements new software enhancements as they become available. These activities are controlled by a production change control review group. Additionally, Securus change control practices have been reviewed and are compliant with Sarbanes Oxley. All SVV platform systems are located in professionally managed and staffed carrier-class data centers that meet or exceed the Telecommunications Industry Association's (TIA) standard number 942 for Tier IV (highest availability) data centers. These proactive stability measures enabled the Securus SVV platform to maintain 99.987% availability in 2014.

33.1.12 Programmable Contact Length: The system shall support a programmable maximum allowed contact time length (example: 15 minute calls, 30 minute visits, etc.) with time remaining warning message audible and/or visible to both parties prior to contact termination. The maximum allowed contact length shall be programmable by inmate, phone, phone number dialed, housing unit, and facility as a whole. The proposed Inmate Technology System must also have the ability to support different maximum allowable contact lengths for inmate contacts, including calls made with the assistance of a TTY/TDD/VRS device.

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

Securus' SCP does allow for programmable conversation length. The system will play a warning message 1 minute before the time is up. Through Securus' SCP, programming call length is based on an inmate's PIN, therefore; authorized Fort Bend County staff can program different maximum allowable call lengths for different inmates based on their PIN. Please see below for details on this function.

Duration

The Securus Secure Call Platform (SCP) can set a maximum time limit for any call or all calls related to an individual PIN or all PINs. Administrators can tie many additional restrictions to any PIN or telephone:

- ✓ Maximum duration of a call for PIN
- ✓ Maximum number of concurrent calls to any number or from that PIN

To reduce workload for facility personnel, SCP automatically manages all imposed restrictions.

Call Termination Warning

The Securus call termination warning provides the inmate and the called party notifications of call termination by voice prompt one minute before the end of the pre-programmed call time limit. All call records contain a reason for termination code indicating why each call ended. Examples of termination reasons are:

- ✓ "The person you called has hung up. Goodbye."
- ✓ "Your call was answered but positive acceptance was not received from the called party possibly indicating an answering machine. Goodbye."
- ✓ "The number you called is busy. Please try again later. Goodbye."
- ✓ "The number you dialed was not answered. Goodbye."
- ✓ "No third party calls are allowed. This call is being terminated. "
- ✓ "Your PIN is inactive. Please hang-up and try your call again at a later time. "
- ✓ "Thank you for using Securus."
- ✓ "No calls are allowed at this time. Goodbye."
- ✓ "Your call was not accepted. Goodbye."
- ✓ "You have entered an invalid response, please hang up and try your call again. Goodbye."
- ✓ "Your allowed numbers list is full. Goodbye."
- ✓ "The number you dialed is not on your approved calling list. Goodbye."
- ✓ "This call is being terminated by the facility. Goodbye."
- ✓ "The prepaid account balance is lower than needed to place this call."
- ✓ "You do not have sufficient funds to continue this call. Please hang-up and try your call again at a later time."
- ✓ "Please hang-up and try your call again at a later time."
- ✓ "That is not a valid mail box id. Thank you for using {product name}. [example: the Crime Tip System] ."
- ✓ "The number you dialed is blocked from receiving collect calls at this time. Goodbye."

- ✓ "The number you dialed is blocked from receiving calls at this time."
- ✓ "Your account has been suspended. Goodbye."
- ✓ "That number is restricted. Goodbye."
- ✓ "The number you dialed was not answered. Goodbye."
- ✓ "You have entered an invalid telephone number."
- ✓ "Your PIN is not authorized for use at this facility."
- ✓ "That is not a valid PIN number. Your account information cannot be verified at this time. Please hang-up and try your call again at a later time."
- ✓ "You have reached your maximum number of calls allowed."

33.1.13 Programmable Inmate Access: The system shall support a programmable inmate access based on location, time, date, and day of week. This access shall be programmable by inmate, unit, destination phone number, housing unit, facility, and by the system as a whole. System must limit an inmate's ability to use system to certain units or groups of units. Additional holiday settings shall be available to allow alternate scheduling of device usage for specific holidays.

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

Securus' platforms have the ability to support a programmable inmate access based on time, date, or day of week. This access can be programmable by inmate, phone, destination phone number, housing unit, facility, and by the system as a whole. SCP can also accommodate special holiday programming.

In addition, SCP allows unlimited time-based control of inmate calling. As with most features, calling times can be configured on a per-minute, per-telephone, per-group, per-facility, or system-wide basis. Multiple allowed/prohibited call times can be configured each day of the week.

33.1.14 Programmable On/Off Service: The system shall support a daily programmable on/off service by individual device, a group of devices, or by destination number and shall have the ability to shut down all or some of the devices from the system workstation.

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

The Securus Secure Call Platform (SCP) provides complete flexibility to disable telephone use at any time of day through manual intervention or preset calling schedules.

SCP allows authorized users to disable a telephone, group of telephones, or all facility phones using any personal computer with access to the Internet. Securus is one of the only providers to offer this capability anytime, from anywhere, 24 hours a day, seven days a

week. This function allows authorized users to either kill the call immediately or allow current calls to finish while not allowing any new calls.

Disabling Telephones

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility	Site	Phone Group	Phone
Securus Demo Site	Kellway Test Lab Allen	All Phone Groups	All Phones

General Global Lists Call Schedules Call Forwards Phone Groups Virtual Groups

GENERAL SITE INFORMATION (* Indicates Required Fields)
(Use * for wild card / partial searches)

Name: Kellway Test Lab Allen

Status:

Maximum Call Duration: minutes
Maximum allowed: 60 minutes

Call Schedule: None Selected

3-Way Call Detection: ENABLED

RCF Detection: ENABLED

RCFD Action: ---

Calling Restrictions: None Selected

Voice Biometrics: DEFAULT

Update Cancel

Disable a telephone, group of telephones, or entire facility

Authorized users enable or disable phones from anytime, anywhere.

33.1.15 Manual On/Off Switch: A manual on/off switch for each device shall be located in a secured office or area specified by County.

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

The SCP is compatible with manual cut-off switches that are typically located in the main control room, officer substations, or guard towers, as required.

33.1.16 On-Site PC Administration Workstation: The system shall include at each facility at least five (5) on-site personal computer workstations at each site that provides: an access program to the system's centralized controls and databases, speakers for real time monitoring and replay of recorded conversations, a DVDRW drive for transfer of contact data and contact recordings to DVDs, and a compatible printer for contact data reporting. The on-site administration PCs must exist only as a portal to the centralized control system, meaning that underlying system functionality and all service must operate completely independent of any administration terminal. Should an on-site computer "crash" or otherwise become disabled the central system must continue to function normally, maintaining full control of all systems according to preprogrammed settings. Additionally, and system controls and contact data shall

remain accessible from authorized remote computers until the on-site workstation computer is repaired or replaced.

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

Securus will provide at least five (5) on-site personal computers with access to our centralized system. All computers are equipped with DVDRW drives and the capability to burn and pull call recordings. Since the Securus system is a hosted platform it is not necessary for authorized facility to personnel to use this workstation to access the system. Our SCP system can be accessed from any computer with high-speed internet access and Internet Explorer. Centralized servers are all located in a disaster recovery data center and are therefore not impacted by any workstation “crash.” Furthermore, all Securus systems are monitored 24/7 by our Network Operations Center, meaning we find the majority of system issues before you even notice there is a problem.

Additionally, because SCP is entirely Web-based, authorized users access the system at any time, from any location. We call this anytime/anywhere access. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from any secure Web browser with Internet access.

33.1.17 On-Site PC Administration Software: System software must be security-level based and password protected. A system user who is properly authorized to perform different administrative tasks must be able do so with a single log-in to the system. Describe the proposed system’s password security system. The user interface software must provide County staff with the ability to control, monitor, and report inmate system usage. Describe common administrative tasks performed at the system workstation.

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

The 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 Fort Bend County’s window to all of these features. Because it is entirely Web-based, authorized users access the system at any time, from any location. We call this anytime/anywhere access. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from any secure Web browser with Internet access.

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

application—all in real time. All features are completely integrated and can easily be accessed with the click of a mouse. As a result, Fort Bend County will experience the following benefits:

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

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

Each user is assigned access rights by the administrator, which allows the County to control security based on the facility’s clearance objectives. Administrators can limit individual access to each application, but they can also limit access to each function within each application. To help manage access, a user log is provided that illustrates the username, time of access, and modules accessed.

To allow administrators even more security and control, user access can even be programmed to restrict users to specific IP addresses within certain time limits. For example, a user could be restricted to access the SCP user interface from their workstation (and only their workstation) between the hours of 8:00 AM and 5:00 PM.

Securus applies a high level of security to protect against cyber-pirates. Applications transmitting data across public networks are supporting SSL, Certs, and encryption. Cisco and Juniper firewalls, used throughout the network to protect SCP and our customers, create DMZ networks. In addition, all servers, laptops, and workstations require anti-virus and anti-spyware protection software, and the latest operating system patches. Securus supports both AVG and Symantec anti-virus.

33.1.18 Contact Detail Records: The system must generate a detailed contact record for every inmate contact attempt. All contact detail records must be collected and stored in real-time at a central, secure location with redundancy. All contact detail records shall be stored on-line, available at the system workstation, for the entire duration of the contract.

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

The SCP generates a detailed call record for every inmate call attempt. All call detail records are collected and stored in real-time at a central, secure location with redundancy. All call detail records are stored on-line, available at the system workstation, for the entire duration of the contract.

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.

To provide Fort Bend County with redundancy, SCP writes all recorded calls to two separate storage area networks (SANs), using two separate connections to the different SANs. SCP also writes the recorded calls to offsite copies, which are archived for disaster recovery purposes.

33.1.19 Contact Detail Reports: Contact Detail Reports should be available to County on a real time basis via the on-site PC workstation and using a secure online portal. The system must be capable of allowing the user to specify limiting parameters for contact searches, such as a search for all contacts during a specified period of time, contacts initiated by a specific inmate, contacts to a specific destination, etc.

Each Contact Detail Report must provide at a minimum for each record returned the station, destination, facility name, PIN, date, time, length, cost, acceptance or rejection code, and reason for incomplete contacts.

Each Contact Detail Report must provide the option to sort in ascending or descending order by the station, destination, facility name, PIN, date, time, length, cost, acceptance or rejection code, and reason for incomplete contacts.

Each Contact Detail Report must provide a summary of the total revenue and total minutes for all contacts in the report.

Within the Contact Detail Report, the PIN number must provide the inmates name if listed in the PIN database.

Within the Contact Detail Report, the PIN number must provide a direct link to edit PIN settings for a specific inmate without leaving the current reporting screen.

Within the Contact Detail Report, attempted three-way calls must be flagged for visual identification.

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

The Securus Secure Call Platform (SCP) has a dedicated report writer that provides investigative information based on the call detail records. This sophisticated reporting tool provides a reporting interface into all calling activities.

Users can search and analyze call details on all calls placed from each inmate telephone through SCP. These details include date, time, duration, telephone number, origination, destination, inmate ID, termination reason, and 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 or full number entry)
- Date and time range
- Call frequency
- Call type (completed, incomplete, blocked)
- 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 (local, interLATA, interstate, intraLATA, international)

The Investigative Reports section compiles data and opens the information in a report format, on the workstation monitor. Investigative Reports provides multiple functions for call playback and copying call recordings to remote media. Authorized personnel can use this unique application to generate a report even when only a little information is available.

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.

Call Detail Report

The Call Detail Report (CDR) provides investigators an intuitive and user-friendly report to view or search virtually anything related to an inmate call, including:

- Site name from which the call originated
- Phone location as labeled in the system
- Facility 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)
- 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

Call Detail Report

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Call Detail Records Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Country Code: _____ Dialed Number: _____ Destination Zone: -- ALL -- International:

Custody Account #: _____ PIN #: _____ Prepaid Account #: _____ Watched:

First Name: _____ Last Name: _____ Private:

Termination Category: -- ALL -- Blocked Reason: -- ALL -- 3-way:

Call Type: -- ALL -- Call Status: Complete Voice Biometrics:

Date Criteria: Date/Time Range Results Per Page: 10 Test Call:

Start: 04/21/2011 00:00:00 End: 04/26/2011 23:59:59 RCF:

Search EXCEL PDF CSV Reset

140 Results PAGE 1 OF 14 >>> EXCEL PDF CSV

	SITE	PORT LOC	DIALED #	START	END	DUR	ACCT #/ PIN	PREPAID ACCT#	NAME	CALL TYPE	CALL STATUS	TERM CAT	BLOCKED REASON	CALL PROPERTIES
<input type="checkbox"/>	Securus Demo Site	je test 4 (1) Local	(1)	04-21-2011 01:10:58	04-21-2011 01:11:08	10 (s) 0.17 (m)				Person Call	complete	Called party hangup		Language: English
<input type="checkbox"/>	Securus Demo Site	je test 4 (1) Local	(1)	04-21-2011 01:13:28	04-21-2011 01:14:35	67 (s) 1.12 (m)				Debit	complete	Facility terminated call		Language: English Test Call Charge: \$3.35 Tax: \$0
<input type="checkbox"/>	Securus Demo Site	je test 4 (1) Local	(1)	04-21-2011 01:27:29	04-21-2011 01:28:12	43 (s) 0.72 (m)				Debit	complete	Facility terminated call		Language: English Test Call Charge: \$2.15 Tax: \$0

⏪ ⏩ ⏴ ⏵ ⏸ ⏹

Also, Call Detail Record (CDR) reports allow users to:

- Add notes to a call record or a tracking number
- Mark the notes private or public
- Play the call
- Copy the call to a management folder for download
- Download the call immediately with a one click operation
- Extend the call expiration date if it is approaching the agreed upon storage threshold
- Export the report results (users can export all SCP reports)
- Select a single site, all sites, or allowed sites, and specify information by phone, phone group, or the entire customer profile.

Call Frequency Report

The Frequently Called Number (FCN) feature allows investigators to generate a report by entering a frequency threshold to find only those numbers called more than the specified number of times. Investigators can use this report to determine specific call patterns, detail suspicious activity, and selectively assign a watched number status to potential fraudulent numbers. Search criteria include:

- Threshold (Number of times a phone number was called)
- International
- Watched
- Private
- Termination Category
- Call Type
- Call Status
- Date Range

Call Frequency Report

Secure Call Platform Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
Facility: Securus Demo Site Site: Securus Demo Site Phone Group: All Phone Groups Phone: All Phones

Call Frequency Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

Threshold: 2
Call Status: -- ALL --
International:
Termination Category: -- ALL --
Call Type: -- ALL --
Watched:
Start: 01/15/2011
End: 04/15/2011
Private:

Search EXCEL PDF CSV Reset

20 Results PAGE 1 OF 2

SITE	DIALED #	FREQUENCY
Securus Demo Site	(1) 9722770311	25
Securus Demo Site	(1) 9722770556	16
Securus Demo Site	(1) 9722770596	10
Securus Demo Site	(1) 9722770300	9
Securus Demo Site	(1) 5743127916	6
Securus Demo Site	(1) 9722770305	5
Securus Demo Site	(1) 214498174	4
Securus Demo Site	(1) 6128340463	4
Securus Demo Site	(1) 2146182718	4
Securus Demo Site	(1) 9738907924	3

Call Frequency results display each dialed number meeting or exceeding the defined threshold. By clicking on a frequency amount, all call detail information for the calls are displayed.

Call Tracker Report

The Call Tracker Report allows users to track CDR notes (made by themselves or other investigators). Authorized users can export report results to Excel, PDF, and CSV file formats. Search criteria include:

- Not Shared (when checked, shows the user's notes that are flagged "not share" with others)
- Tracking number
- First and last name
- Custody Account and PIN
- Dialed number
- Notes (allows users to conduct a search using keywords included in the notes)
- Date range
- Results per page

Call Tracker Report

Secure Call Platform Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITYPORTAL

MANAGEMENT LEVEL

Facility	Site	Phone Group	Phone
Securus Demo Site	All Sites	All Phone Groups	All Phones

Call Tracker Search

FILL IN SEARCH CRITERIA (* Indicate Required Fields)
(Use * for wild card / partial searches)

Not Shared:

Tracking #: First Name: Last Name:

Custody Account #: PIN #: Dialed Number:

Notes:

Start Date/Time: 05/19/2010 End Date/Time: 04/19/2011 Results Per Page: 10

Search EXCEL PDF CSV Reset

2 Results PAGE 1 OF 1

CDR	TRACKING #	TRACKER NAME	DIALED #	ACCT/PIN	NOTE
		Dee Sonti	9722770596	0343	share all
	5272010	Huong Allen	9722770596	5252010	This is Huong test

Hourly Usage Report

The Hourly Usage Report shows users the number of phone calls that have taken place within a given date and time range. Users may export the data to Adobe PDF. Search criteria include:

- International
- Watched
- Private
- Call Status (Complete and/or Incomplete Calls)
- Date and Time (Maximum one week search)

Hourly Usage Report

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility	Site	Phone Group	Phone
Securus Demo Site	All Sites	All Phone Groups	All Phones

Hourly Usage Report

FILL IN SEARCH CRITERIA (* Indicate Required Fields)

(Use * for wild card / partial searches)

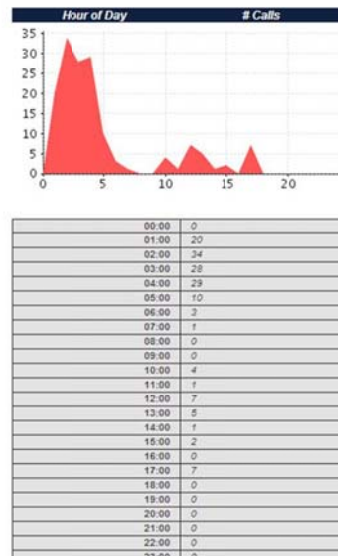
Call Status: Complete International:

Date Criteria: Date/Time Range (Note: Date Range Search Criteria is restricted to 1 week) Watched:

Start: 04/20/2011 00:00:00 End: 04/25/2011 23:59:59 Private:

Search PDF Reset

Results



Hourly Usage Report – is a valuable administrative report that displays the number of phone calls that have taken place within a given date and time range. Search criteria includes international, watched, private, call status, and date/time.

Covert Alert Call Detail Record Report

The Covert Alert Call Detail Record Report shows users any Covert Alerts triggered during a specified date and time range. Results can be exported to Excel, PDF and CSV file formats. Search criteria include:

- Alertee Phone Number (The person that the phone call was forwarded to i.e. investigator)
- Alertee first and last name
- Dialed Phone Number
- Custody Account and PIN
- First and last name
- Termination Category
- Call Status
- Date/Time range

Covert Alert Call Detail Record Report

Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL ADMINISTRATION TOOL

MANAGEMENT LEVEL

Facility: Securus Demo Site | Site: All Sites | Phone Group: All Phone Groups | Phone: All Phones

Covert Alert Call Detail Records Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

223 Results PAGE 1 OF 23 >

SITE	PORT LOC	ALERTEE DIALED #	ALERTEE NAME	TERM CAT	START								
Securus Demo Site	Princeton 4	214-558-4138	Kobe Bryant	No Investigator Acceptance	02-06-2017 10:00:40								
Securus Demo Site	Princeton 4	9036403050	derek Partidge	Parent Call Ended	02-06-2017 10:00:49								
Securus Demo Site	Princeton 4	9726329852	shana white	No Investigator Acceptance	02-06-2017 10:00:49								
Securus Demo Site	Princeton 4	9726329852	shana white	Parent Call Ended	02-06-2017 17:14:50								
Securus Demo Site	Princeton 4	9036403050	derek Partidge	Parent Call Ended	02-06-2017 17:14:50	02-06-2017 17:15:04	14	8179070658	JEH1001 101162	Brenda Dodger	complete		
Securus Demo Site	LP 16	6123804566	Tom Hoffman	System Failure Dialing Investigator	02-07-2017 23:23:40	02-07-2017 23:23:45	5	9722770379	0379 0379	Ken Burns	complete		
Securus Demo Site	LP 16	6123804566	Tom Hoffman	System Failure Dialing Investigator	02-08-2017 00:14:06	02-08-2017 00:14:11	5	9722770379	0379 0379	Ken Burns	complete		
Securus Demo Site	LP 16	6123804566	Tom Hoffman	System Failure Dialing Investigator	02-08-2017 00:26:42	02-08-2017 00:26:47	5	9722770379	0379 0379	Ken Burns	complete		
Securus Demo Site	LP 16	6123804566	Tom Hoffman	System Failure Dialing Investigator	02-08-2017 00:35:55	02-08-2017 00:35:59	4	9722770379	6311	Ken Burns	complete		

CovertAlert Report results display critical information about each triggered alert, Such as; who was alerted, what happened, call status, call start and end, call duration, dialed number and more.

Clicking the icon next to each call record allows users to see the call detail information. SCP's CovertAlert feature and reports have assisted in many criminal investigations throughout the country.

Officer Check-In Report

The Officer Check-In Report shows when officers have “checked-in” at different phones and any messages they have left. Users can listen to recorded messages from the report. Results are exportable to Excel, PDF, and CSV file formats. Search criteria include:

- Account number (Of the officer)
- PIN (PIN number associated with an officer)
- Officer ID
- User Name (SCP user ID of the officer if he/she has one)
- First and Last Name
- Call Status
- Date and Time Range
- Results per page

Officer Check-In Report

Facility Routing Number: 9900

HOME SYSTEM MONITOR TOOLS **ADMIN** FACILITY PORTAL

MANAGEMENT LEVEL

Facility	Site	Phone Group	Phone
Securus Demo Site	All Sites	All Phone Groups	All Phones

Officer Check In Messages Results

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Account#: <input type="text"/>	PI#: <input type="text"/>	Officer ID: <input type="text"/>	User Name: <input type="text"/>
First Name: <input type="text"/>	Last Name: <input type="text"/>	Call Status: <input type="text" value="Complete"/>	

Results per page:

Start: End:

12 Results								
PAGE 1 OF 2 > >>								
SITE	PHONE LOC	NAME	USERNAME	ACCOUNT # / PIN	OFFICER ID	DUR	CALL STATUS	MESSAGE
Securus Demo Site	LP 7	Ken Burns	kburns	POCI123 5555	3838383	23 (s) 0.38(m)	complete	03-03-2010 10:11:43
Securus Demo Site	LP 7	Ken Burns	kburns	POCI123 5555	3838383	20 (s) 0.33(m)	complete	03-03-2010 17:03:38
Securus Demo Site	LP 7	Abe Smith		12346 12346	12346	19 (s) 0.32(m)	complete	03-03-2010 17:04:00
Securus Demo Site	LP 7	Ura User		12347 12347	12347	25 (s) 0.42(m)	complete	03-05-2010 10:35:11
Securus Demo Site	LP 7	Ken Burns	kburns	POCI123 5555	3838383	20 (s) 0.33(m)	complete	03-05-2010 10:35:57
Securus Demo Site	LP 7	Ken Burns	kburns	POCI123 5555	3838383	91 (s) 1.52(m)	complete	03-05-2010 10:49:22

Personal Allowed Number Frequency Report

The Personal Allowed Number (PAN) Frequency Report shows phone numbers that appear in multiple PAN lists. Users enter threshold numbers to define search criteria. For example, a threshold of “four” will show phone numbers that appear on more than four PAN lists.

Personal Allowed Number Frequency Detail Report

The PAN Frequency Detail Report allows users to search PAN lists to see phone numbers that appear more than once.

Personal Allowed Number Frequency Report

The screenshot displays the 'Secure Call Platform' interface. The top navigation bar includes 'HOME', 'SYSTEM', 'MONITOR', 'TOOLS', 'ADMIN', and 'FACILITY PORTAL'. Below this, there's a 'Modify Facility' section with 'MANAGEMENT LEVEL' and dropdowns for 'Facility' (Securus Demo Site) and 'Site' (All Sites). The main section is 'PAN Frequency Search' with a 'FILL IN SEARCH CRITERIA' section containing a 'Threshold' field set to '4'. Below this are 'Search', 'EXCEL', 'PDF', 'CSV', and 'Reset' buttons. The results table shows 70 results with columns for 'SITE', 'DIALED #' (with a magnifying glass icon), and 'FREQUENCY'. A callout box points to the 'Threshold' field, stating: 'Investigators enter a number into the threshold criteria field to research how many times phone numbers appear among the PAN lists of their facility and site(s)'. Another callout box points to the magnifying glass icon, stating: 'By selecting the magnifying glass next to the displayed frequency number, users can run a detail report. This report displays information about each inmate having the number on their PAN list.' Below the main results is a 'PAN Frequency Detail Search' section with 'Country Code' and 'Dialed Number' fields, and another set of 'Search', 'EXCEL', 'PDF', 'CSV', and 'Reset' buttons. The detail search results table shows 16 results with columns for 'SITE', 'DIALED #', 'Name', and 'PIN'.

SITE	DIALED #	FREQUENCY
Securus Demo Site	(1) 9222770596	16
Securus Demo Site	(1) 9222770556	14

SITE	DIALED #	Name	PIN
Securus Demo Site	(1) 9222770596	FlLast08 Pmiddle08 Pfirst08	99110008
Securus Demo Site	(1) 9222770596	TLast02 Tmiddle12 Tfirst02	1110002
Securus Demo Site	(1) 9222770596	Test QA	992009
Securus Demo Site	(1) 9222770596	Test Gerald	0343 0343

CrimeTIP Report

The CrimeTIP report allows users to search for and listen to any anonymous crime tip messages left by inmates, outside parties, or officer replies. Search criteria include:

- Mail Box ID
- Call Type
- Date / Time Range
- Results per page

CrimeTIP Report

Secure Call Platform

Facility Routing Number: 9900

The screenshot displays the CrimeTIP Report interface. At the top, there is a navigation bar with links for HOME, SYSTEM, MONITOR, TOOLS, ADMIN, and FACILITY PORTAL. Below this is a 'MANAGEMENT LEVEL' section with dropdown menus for Facility (Securus Demo Site) and Site (All Sites). The main section is titled 'TIPS Search' and includes a 'FILL IN SEARCH CRITERIA' section with various search filters: Mail Box ID, Call Type (set to -- ALL --), Date Criteria (set to Date/Time Range), Results Per Page (set to 10), Start Date/Time (01/28/2011 00:00:00), and End Date/Time (04/28/2011 23:59:59). A 'Search' button and a 'Reset' button are located below the search criteria. The results section shows '35 Results' and a table with columns: SITE, PORT LOC, REPLY MAILBOX ID, CALL TYPE, START, END, and DUR (S). The table contains five rows of data, all for 'Securus Demo Site' and 'je test 4', with call types of 'Offender' and various start/end times. A call duration of 0 is shown for the first row, and other durations are 54, 52, 57, and 29 seconds. Below the table is a pagination control showing 'PAGE 4 OF 4' and buttons for navigation and export (EXCEL, PDF, CSV).

Crime Tip search criteria

Crime Tip details and available actions.

SITE	PORT LOC	REPLY MAILBOX ID	CALL TYPE	START	END	DUR (S)
Securus Demo Site	je test 4		Offender	04-19-2011 16:46:36	04-19-2011 16:47:01	0
Securus Demo Site	je test 4		Offender	04-19-2011 16:49:39	04-19-2011 16:50:33	54
Securus Demo Site	je test 4		Offender	04-21-2011 01:45:50	04-21-2011 01:46:42	52
Securus Demo Site	je test 4		Offender	04-21-2011 01:51:03	04-21-2011 01:52:00	57
Securus Demo Site	je test 4		Offender	04-21-2011 01:53:34	04-21-2011 01:54:03	29

Informant Line Report

The Informant Line Report allows users to search for calls placed to the informant line and distinguish these calls from regular inmate calls. Search criteria include:

- Site name from which the call originated
- Phone location as labeled in the system
- Facility code
- Dialed number
- Start date/time
- End date/time
- Duration of call
- Offender Account Number
- Offender PIN
- Prepaid card number if used

- Offender first, middle, and last name
- Type of call (voice mail, person call, prepaid call, debit call)
- 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 (local, intrastate, interstate, international)
- Desired results per page

Informant Line Report

Secure Call Platform

Facility Routing Number: 99001

Informant Line search criteria

Informant Line Call Records Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Country Code: Dialed Number: Destination Zone:

Custody Account #: PIH #: Prepaid Account #:

First Name: Last Name:

Termination Category: Call Status:

Date Criteria: Results Per Page:

Start Date/Time: End Date/Time:

2 Results PAGE 1 OF 1

WML	PORT/LOC	DIALED #	START	END	DUR	ACCT # PIN	PREPAID ACCT#	NAME	CALL STATUS	TERM CAT	CALL PROPERTIES
Securus Demo Site	LP 17	(1) UNLISTED Local	04-21-2011 02:04:40	04-21-2011 02:04:59	19 (s) 0.32 (m)				complete	Called party hangup	
Securus Demo Site	LP 17	(1) 9722770529 Local	04-21-2011 02:17:50	04-21-2011 02:18:02	12 (s) 0.2 (m)	00343			complete	Called party hangup	

Informant Line details and available actions.

Secure Call Platform Debit Report

The SCP Debit Report allows users to:

- Query Offender Debit/Prepaid call detail records (CDRs) by user-specified criteria
- View all debits and credits that occurred during a specific period for an individual inmate, for all inmates in a facility, or for all facilities

Secure Call Platform Debit Report

Secure Call Platform

HOME SYSTEM **MONITOR** TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

SCP Debit Transaction Search
(Negative numbers will be displayed in parenthesis)

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Inmate First Name: Last Name: Custody Account #: PIN:

User Name: User Comments: Description:

Type: --ALL-- Amount: --ALL-- Exclude Automated Process:

Note: Please limit search range to no more than 31 days

Start: 06/15/2017 00:00:00 End: 07/10/2017 23:59:59

Search Reset

1 of 2 ? Select a format Export

Site	Account # / PIN	Inmate First/Last	Type	Amount	Date/Time (In Central Time)	User	Reference #	Description	Comment
Securus Demo Site	6311 / 6311	KEN BURNS	Credit	\$50.00	06/28/2017 10:42:35	kburns@SECUR.T X	20174228104235-6311	Site Issued Credit	test calls in Demo
Securus Demo Site	060827 / 060827	CHAN TRAN	Credit	\$200.00	06/27/2017 04:14:33	kburns@SECUR.T X	20171427041432-060827	Site Issued Credit	Added for testing in Production
Securus Demo Site	6311 / 6311	KEN BURNS	Credit	\$15.00	06/27/2017 10:03:19	kburns@SECUR.T X	20170327100319-6311	Site Issued Credit	Adding for testing Securus Demo
Securus Demo Site	0864 / 0864	CHUONG TEST	Credit	\$2.00	06/18/2017 03:28:33	dray2@SECUR.TX	520170618152833147	Site Issued Credit	

TOTALS

Action Type	Quantity	Amount
Payment	0	\$0.00
Credit	4	\$267.00
Debit	0	\$0.00
	4	\$267.00

By using the criteria in the search area, users can run reports detailing and totaling SCP Debit activity and balances for their facility.

Export capabilities for reports

Authorized users have fast and convenient access to SCP reports. They can save, retrieve, and share reports in the following file formats:

- Adobe® PDF

- Microsoft® Excel
- Comma Separated (CSV)

Users can also save reports to multiple destinations or upload data from the report into their other databases for further analysis.

33.1.20 Other Administrative and Investigative Reports: In addition to contact detail reports, the system must provide a variety of other administrative and investigative reports. When appropriate, the user must be able to limit the search to contact records that meet specified criteria. Describe the report capabilities of the proposed system and discuss the system’s ability to provide the special types of reports listed below.

For specified periods of time, the desired reports should include, but not be limited to:

- **Contact frequency reports by origination number, destination number, PIN, and trunk line ID.**
- **Report of all contacts made by more than one inmate.**
- **PIN report showing when and by whom the accounts were created and/or modified.**
- **Hot PIN report that identifies PINs of special interest and their assigned Alert Groups.**
- **Hot number report that shows all contacts/attempts to numbers of special interest.**
- **Contact recording playback history report (showing when and who listened to a recording).**
- **Debit account information and transaction reports (if applicable).**
- **System activity and user log reports that include among others, a report of users who have downloaded and copied contacts to CD or other portable medium.**
- **Contact statistic report providing a numerical count of total completed contacts and total incomplete contacts with separate counts for contacts that did not complete because they were blocked, refused, not answered, or not completed due to another reason.**

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

Fort Bend County can customize and print the standard reports available through the SCP user interface by defining the content of the parameter fields based on the following information:

- Customer, site, phone group, and phone
- 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 (3-Way, RCF etc)
- Inmate name
- Inmate's First and/or Last Name, PIN, if used, and/or account number
- Destination zone
- Watched, Private, and Test Call.

Fort Bend County users also have the ability to customize standard reports by changing search criteria—such as date range, facility, or call length. Fort Bend County can also search and analyze call details, including the date, time, and duration of a call, telephone number, origination, destination, inmate ID, reason for termination, and much more.

The following are samples of the requested reports.

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

- Threshold (Number of times a phone number was called)
- International
- Watched
- Private
- Termination Category
- Call Type
- Call Status
- Date Range

Call Frequency Report

Secure Call Platform Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
 Facility: Securus Demo Site Site: Securus Demo Site Phone Group: All Phone Groups Phone: All Phones

Call Frequency Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

Threshold: 2 * Call Status: -- ALL -- International:
 Termination Category: -- ALL -- Call Type: -- ALL -- Watched:
 Start: 01/15/2011 * End: 04/19/2011 * Private:

Search EXCEL PDF CSV Reset

20 Results PAGE 1 OF 2 >> EXCEL PDF CSV

SITE	DIALED #	FREQUENCY
Securus Demo Site	(1) 9722720311	25
Securus Demo Site	(1) 9722720556	16
Securus Demo Site	(1) 9722720596	10
Securus Demo Site	(1) 9722720300	9
Securus Demo Site	(1) 5743177016	6
Securus Demo Site	(1) 9722720305	5
Securus Demo Site	(1) 2144981174	4
Securus Demo Site	(1) 6128340463	4
Securus Demo Site	(1) 2146182718	4
Securus Demo Site	(1) 9738907824	3

Call Frequency results display each dialed number meeting or exceeding the defined threshold. By clicking on a frequency amount, all call detail information for the calls are displayed.

Custody Account Log is used by site administrators or authorized users to set up new accounts, search for existing records or modify the status and or information pertaining to a selected custody account.

Custody Account Change Log

Secure Call Platform Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
 Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Custody Account Change Log Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Username: First Name: Last Name:
 Custody Account Number: Inmate First Name: Inmate Last Name:

Start: 04/25/2011 00:00:00 * End: 04/28/2011 23:59:59 * Exclude Automated Process:

Search EXCEL PDF CSV Reset

3 Results PAGE 1 OF 1 EXCEL PDF CSV

ACCT #	NAME	MODIFIED FIELD	BEFORE	AFTER	MODIFIED TIME (CST)	USERNAME
99887766	test securus	Status	ACTIVE	INACTIVE	04/28/2011 11:03:23	smanne@SECUR.TX
99887766	test securus	PIN	NONE	99887766 (Created)	04/28/2011 10:59:41	smanne@SECUR.TX
99887766	test securus	Account Number	NONE	99887766 (Created)	04/28/2011 10:59:41	smanne@SECUR.TX

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The Covert Alert Call Detail Record Report shows Fort Bend County users if any Covert Alerts have been triggered over a specified date and time range. Results may be exported to Excel, PDF and CSV file formats. Search criteria include the following:

- Alertee Phone Number (The person that the phone call was forwarded to i.e. investigator)
- Alertee first and last name
- Dialed Phone Number
- Custody Account and PIN
- First and last name
- Termination Category
- Call Status
- Date/Time range

Covert Alert Call Detail Record Report

Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Covert Alert Call Detail Records Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Alertee Country Code: Country Code: First Name: Termination Category: -- ALL --

Alertee Dialed Number: Dialed Number: Last Name: Call Status: -- ALL --

Alertee First Name: Alertee Last Name: Custody Account #: PIN #:

Date Criteria: Date/Time Range Start: 05/01/2010 00:00:00 End: 04/19/2011 23:59:59

Search EXCEL PDF CSV Reset

Click the CDR icon to the left of each record to display full call detail information for each call.

SCP's Covert Alert feature and reports have assisted in many criminal investigations throughout the country.

Select criteria such as who was alerted, what happened, call status, call start and end, duration or dialed number.

SITE	PORT LOC	ALERTEE DIALED #	ALERTEE NAME	TERM CAT	START	END	DUR (S)	DIALED #	ACCT #/PIN	NAME	CALL STATUS	PIN ACCEPT
Securus Demo Site	LP 10	2145664417	dee dee	No Investigator Acceptance	05-25-2010 16:33:31	05-25-2010 16:34:12	41	9722770591	dee25082508	dee qa	complete	
Securus Demo Site	LP 10	2145664417	dee dee	Parent Call Ended	05-25-2010 18:16:02	05-25-2010 18:16:17	15	9722770591	dee25082508	dee qa	complete	
Securus Demo Site	LP 8	2145664417	dee dee	No Investigator Acceptance	05-27-2010 13:15:33	05-27-2010 13:16:24	51	9722770596	dee25082508	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	898989899	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	898989899	Helen Huynh	incomplete	

Recording Audit Log

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Recording Audit Log Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Username: First Name: Last Name:

Recording Usage: -- ALL -- Dialed Number: Account #: PIN #:

Call Start: End:

Expiration Start: End:

Access Start: 04/28/2011 12:05:00 End: 04/28/2011 23:59:59

Search Reset

3 Results PAGE 1 OF 1

ACCESS TIME	RECORDING USAGE	NAME	ACCT # / PIN	CALL START TIME	CALL END TIME	EXPIRATION DATE	USER	DIALED NUMBER
04-28-2011 12:35:48	PLAYBACK	James LeBoeuf	28770043 2877	04-20-2011 04:52:29	04-20-2011 04:52:53	05/20/2011	RYenamaddi@SECUR.TX	2817556114
04-28-2011 12:06:48	PLAYBACK	padma alla	2011 2011	04-20-2011 14:07:27	04-20-2011 14:07:30	05/20/2011	RYenamaddi@SECUR.TX	5617039957
04-28-2011 12:05:59	PLAYBACK	Helen Huynh	7890 7890	04-20-2011 13:01:56	04-20-2011 13:02:30	05/20/2011	RYenamaddi@SECUR.TX	8009726766

EXCEL PDF CSV

Navigation icons: Home, Back, Forward, Stop, Play, End

The SCP Debit Report allows Fort Bend County users to perform the following:

- 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

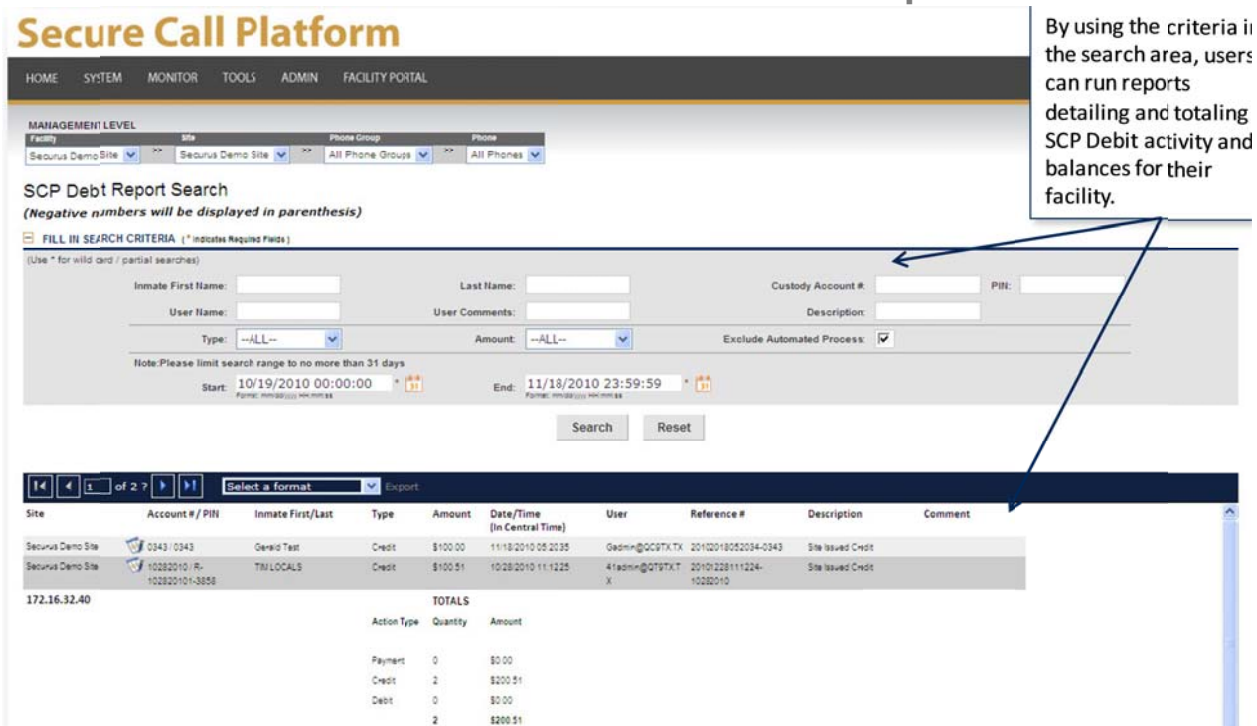
A full set of reports that administrative users need daily, as well as a full set of investigative reports, makes Securus' Standard Reports generator anything but standard.

Fort Bend County can customize the standard reports available through the SCP user interface by defining the content of the parameter fields based on the following information:

- Customer, site, phone group, and phone
- 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 (3-Way, RCF etc)
- Inmate name
- Inmate's First and/or Last Name, PIN, if used, and/or account number
- Prepaid calling card number
- Destination zone
- Watched, Private, Voice Biometrics, and Test Call. Fort Bend County users also have the ability to run ad hoc reports via customization of standard reports by changing search criteria—such as date range, facility, or call length. Fort Bend County can also search and analyze call details, including the date, time, and duration of a call, telephone number, origination, destination, inmate ID, reason for termination, and much more. The SCP retains call details on all call attempts.

Secure Call Platform Debit Report



Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securuss Demo Site | Site: Securuss Demo Site | Phone Group: All Phone Groups | Phone: All Phones

SCP Debt Report Search
(Negative numbers will be displayed in parenthesis)

FILL IN SEARCH CRITERIA (* indicates Required Fields)

(Use * for wild card / partial searches)

Inmate First Name: Last Name: Custody Account #: PIN:

User Name: User Comments: Description:

Type: --ALL-- Amount: --ALL-- Exclude Automated Process:

Note: Please limit search range to no more than 31 days

Start: 10/19/2010 00:00:00 End: 11/18/2010 23:59:59

Search Reset

1 of 2 | Select a format | Export

Site	Account # / PIN	Inmate First/Last	Type	Amount	Date/Time (In Central Time)	User	Reference #	Description	Comment
Securuss Demo Site	0343 / 0343	Genio Test	Credit	\$100.00	11/18/2010 08:20:35	gedm@OCPTX.TX	20102018052034-0343	Site Issued Credit	
Securuss Demo Site	10282010 / R-102820101-3858	TIN LOCALS	Debit	\$100.51	10/28/2010 11:12:25	41admin@OTPTX.TX	20101228111224-10282010	Site Issued Credit	
TOTALS									
			Action Type	Quantity	Amount				
			Payment	0	\$0.00				
			Credits	2	\$200.51				
			Debit	0	\$0.00				
				2	\$200.51				

172.16.32.40

Recording Audit Log

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Recording Audit Log Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Username: [] First Name: [] Last Name: []

Recording Usage: -- ALL -- Dialed Number: [] Account #: [] PIN #: []

Call Start: [] End: []

Expiration Start: [] End: []

Access Start: 04/28/2011 12:05:00 End: 04/28/2011 23:59:59

Search Reset

3 Results PAGE 1 OF 1 EXCEL PDF CSV

ACCESS TIME	RECORDING USAGE	NAME	ACCT # / PIN	CALL START TIME	CALL END TIME	EXPIRATION DATE	USER	DIALED NUMBER
04-28-2011 12:35:48	PLAYBACK	James LeBoeuf	28770043 2877	04-20-2011 04:52:29	04-20-2011 04:52:53	05/20/2011	RYenamaddi@SECUR.TX	2817556114
04-28-2011 12:06:48	PLAYBACK	padma alla	2011 2011	04-20-2011 14:07:27	04-20-2011 14:07:30	05/20/2011	RYenamaddi@SECUR.TX	5617039957
04-28-2011 12:05:59	PLAYBACK	Helen Huynh	7890 7890	04-20-2011 13:01:56	04-20-2011 13:02:30	05/20/2011	RYenamaddi@SECUR.TX	8009726766

[]

⏪ ⏩ ⏴ ⏵ ⏸ ⏹

Call Detail Report

The Call Detail Report (CDR) provides Fort Bend County investigators with an intuitive and user-friendly report that enables them to view or search on virtually anything related to an inmate call, including:

- Site name from which the call was placed
- Phone location as labeled in the system
- Facility 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

Call Detail Report

Secure Call Platform Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
 Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Call Detail Records Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)
 (Use * for wild card / partial searches)

Country Code: _____ Dialed Number: _____ Destination Zone: -- ALL -- International:
 Custody Account #: _____ PIN #: _____ Prepaid Account #: _____ Watched:
 First Name: _____ Last Name: _____ Private:
 Termination Category: -- ALL -- Blocked Reason: -- ALL -- 3-way:
 Call Type: -- ALL -- Call Status: -- ALL -- Voice Biometrics:
 Date Criteria: Date/Time Range Results Per Page: 100 Test Call:
 Start: 02/01/2011 00:00:00 End: 04/26/2011 23:59:59 RCF:

Search EXCEL PDF CSV Reset

2 Results PAGE 1 OF 1

	SITE	PORT LOC	DIALED #	START	END	OUR	ACCT # / PIN	PREPAID ACCT#	NAME	CALL TYPE	CALL STATUS	TERM CAT	BLOCKED REASON	CALL PROPERTIES
<input type="checkbox"/>	Securus Demo Site	je test 4	(1) 8002779191	02-16-2011 03:11:47	02-16-2011 03:12:19	32 (s) 0.53 (m)	7890		Helen Huynh	Operator	complete	Called party hangup		Language: English 3-Way
<input type="checkbox"/>	Securus Demo Site	Test Port 3	(1) 9729801052	03-23-2011 02:30:19	03-23-2011 02:31:11	52 (s) 0.87 (m)	7777 99799		Barry davis	Person Call	complete	Called party hangup		Language: English 3-Way

Apply a number of different actions to the call record.

Comprehensive, critical call detail information

Point and click to export data.

User friendly, customizable Search Engine

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Also, Call Detail Record (CDR) reports allow users to:

- Add notes to a call record or a tracking number
- Mark the notes private or public
- Play the call
- Copy the call to a management folder for download
- Download the call immediately with a one click operation
- Extend the call expiration date if it is approaching the agreed upon storage threshold
- Export the report results (all reports in SCP can be exported)
- Select a single site, all sites, or only-allowed sites, and specify information by phone, phone group, or the entire customer profile.

Standard Reports Available through SCP User Interface

Securus' SCP has a dedicated reports writer that provides investigative information based on the call detail records. This sophisticated reporting tool provides a reporting interface into all calling activities. Reports can be generated online and exported in:

- Excel
- CSV (Comma Separated Values)
- Adobe PDF format
- Save reports to multiple destinations or upload data from the report into a database for further analysis

Users can search and analyze call details on all calls placed from each inmate telephone through SCP. These details include date, time and duration, telephone number or origination and destination—if used—inmate ID, reason for termination, and much more. SCP retains call details on all call attempts. Users can customize the standard reports by varying search criteria, such as date range, facility, or call length.

SCP provides standard reports with parameter fields that allow the user to define the information content of each report based on the following criteria options:

- Per phone, per location, and per inmate
- Destination number (partial and/or full number entry)
- Date and time range
- Call frequency
- Call type (i.e., completed, incomplete, blocked, etc.)
- Number restriction and/or status assignment
- Personal allowed number cross-referencing
- Graphical display of call fluctuation
- Broad search with no data entry
- Suspected fraudulent call activity
- Inmate name
- Inmate PIN, if used, and/or account number
- Prepaid calling card number
- Destination zone (i.e., local, interLATA, interstate, intraLATA, international)

The Investigative Reports section compiles the data and opens the information in a report format, on the workstation monitor. Investigative Reports provides multiple functions for

call playback, copying calls to remote media. Authorized personnel can use this unique application to generate a report with little or no concrete information available.

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.

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. Please refer the Attachment A – Sample SCP Reports for additional report samples.

33.1.21 Contact Traffic Analysis Graphs: The system shall have the capability to display in graphical format contact statistics for the current day, month, or other designated time periods. The purpose of graphs is to provide the County a quick way to verify that contacts are being made and to determine the overall contact traffic patterns and revenue. For example, for the day (or month or other designated time period) the County would like to see at a glance the fraction of attempted contacts that are completed; and the fraction of contact revenue that is generated by recipient funded contacts compared to inmate debit or contacted party prepaid. Graphs must be automatically or otherwise easily generated and displayed.

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

Securus will work with the county to create custom reports if they do not currently exist in the platform. Aside from the many reports built into the SCP platform, the County can also utilize the Threads application that is currently installed to report on all inmate activities.

Many of these reports are standard in the currently deployed applications of Threads. Threads is an innovative data repository that provides focused leads for investigators. It allows the County to run reports on traffic analysis, inmate communication analysis, and many other types of reports to determine inmate's communications. These reports can also provide graphical images for each report.

Sample Interactive Display Screens and Reports

The screenshot displays the 'The Investigator Pro' software interface. The top navigation bar includes 'Home', 'Advanced Searches', 'Suspicious CallFinder', 'NoteManager', 'ReportMaker', 'Manager', 'Settings', and 'Help'. The main search area is titled 'Main Search Terms' and includes fields for 'Time Frame' (set to 'after 11/22/2015'), 'Case', 'Inmate', 'Officer', and 'Officer Group'. Below these are checkboxes for various search criteria like 'Notes written', 'Calls accessed with no notes', and 'Notes deleted'. A 'VoiceSearch' window is overlaid, showing a search for '00011293 WILLIAM JACKSON' with a date range from '10/11/2006' to 'Now'. The results section shows 'Found 3783 records total. Displaying 1-200. Next 200 Records to show at a time 200'. A table of results is displayed with columns for 'Voice Score', 'Play Notes', 'csn', 'Off Hook Date/Time', 'Connect Time', 'ID of Inmate PIN used', 'Lastname', 'Firstname', 'Phone number', 'Talk Secs', 'Station ID 3-Ways', and 'Case'.

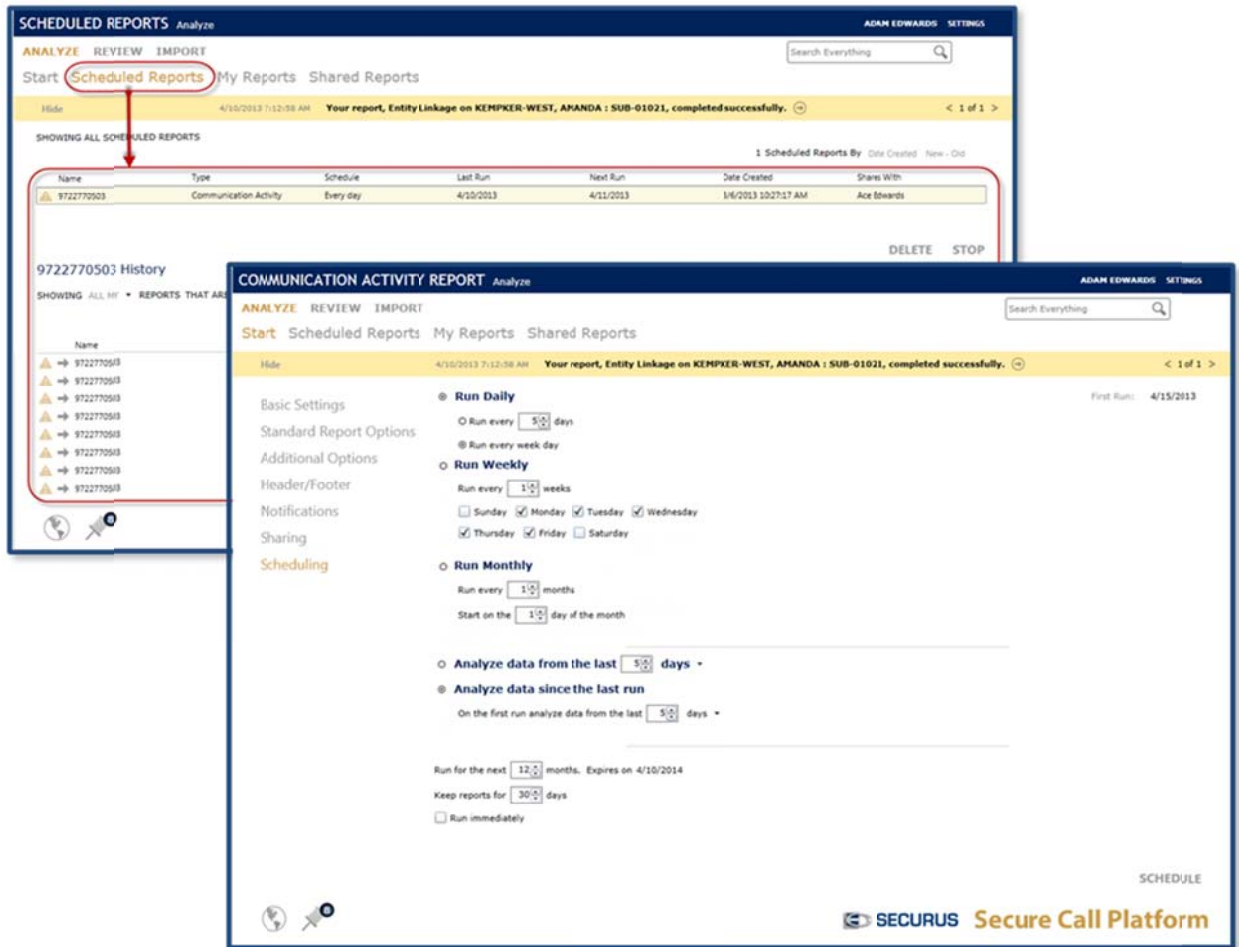
Select	Voice Score	Play Notes	csn	Off Hook Date/Time	Connect Time	ID of Inmate PIN used	Lastname	Firstname	Phone number	Talk Secs	Station ID 3-Ways	Case
<input type="checkbox"/>	95		1488100	01/25/2009 17:10:40	01/25/2009 17:11:36	00016169	Jackson	William	333-456-6688	867	1121	
<input type="checkbox"/>	95		1651314	12/05/2006 21:52:11	12/05/2006 21:53:01	00011293	Jackson	William	111-234-5678	874	1119	8989
<input type="checkbox"/>	95		1651135	12/05/2006 21:35:14	12/05/2006 21:35:52	00011293	Jackson	William	234-456-7899	898	1119	
<input type="checkbox"/>	95		1650978	12/05/2006 21:19:49	12/05/2006 21:20:45	00011293	Jackson	William	123-456-7890	865	1119	
<input type="checkbox"/>	95		1647913	12/05/2006 11:30:50	12/05/2006 11:31:32	00011293	Jackson	William	134-567-8765	867	1119	
<input type="checkbox"/>	94		1647609	12/05/2006 08:43:33	12/05/2006 08:44:15	00011293	Jackson	William	234-111-2345	639	1119	
<input type="checkbox"/>	95		1646084	12/04/2006 20:50:24	12/04/2006 20:51:39	00011293	Jackson	William	211-121-1111	903	1120	

Powerful, easy-to-use voice search and reporting tools provide detailed, accurate, and actionable leads for finding calls where inmates were trying to hide their voices. IPRO's ability to automatically search through hundreds of thousands of calls in just a few seconds ensures significant manpower and money savings. A series of reports can be used to highlight and record even the most minute of call details.

THREADS provides the most flexible scheduling tool in the industry, increasing investigators' efficiency. Each THREADS analysis includes a scheduling agent that allows users to specify data to analyze, report frequency and more.

Scheduled reports and completed reports are easily accessible from the THREADS "Scheduled Reports" page.

THREADS Report Scheduling Screens



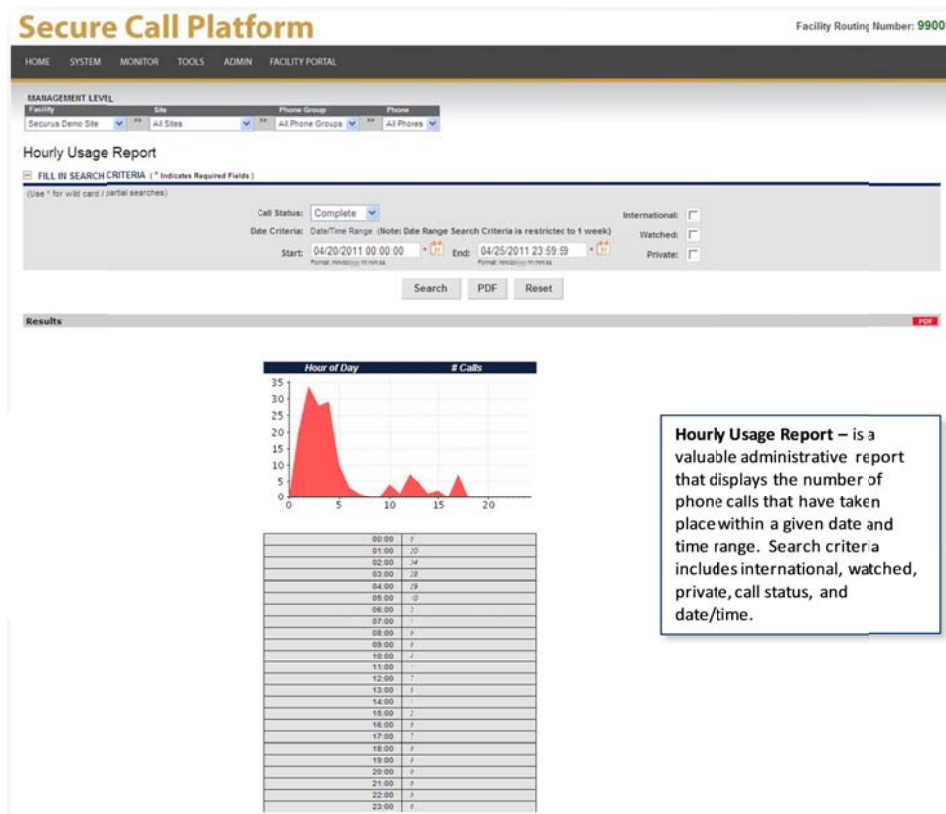
Hourly Usage Report

The Hourly Usage Report shows Fort Bend County users the number of phone calls that have taken place within a given date and time range. Fort Bend County users may export the data to Adobe PDF. Search criteria include the following:

- International
- Watched
- Private
- Call Status (Complete and/or Incomplete Calls)

- Date and Time (Maximum one week search)

Hourly Usage Report



33.1.22 Contact Security and Contact Blocking: The system shall provide complete contact security and contact blocking at the unit location. It shall also have a programmable reestablishment mode for restrictions place on the inmate's use of the system. All contact security and blocking settings must take place in real-time with no delay in system changes.

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

The system allows call blocking of specific numbers. During installation, a global call blocking table is established, which immediately prevents inmates from making calls to specific numbers. Typically, the database includes numbers to local judges, sheriffs, facility personnel, jury members, attorneys, and witnesses. Because a global call blocking table may contain thousands of entries, Securus' SCP offers unlimited blocking potential.

All dial-around area codes and exchanges, such as 800, 900, and 976, are blocked by default. In addition, access to live operator services, such as 0, 411, and 911, are blocked by default.

To provide maximum convenience to facility personnel, authorized facility personnel can administer blocked numbers using our single-point access, the SCP user interface, or by calling Securus Technical Support directly. All blocked numbers have an associated "Note" field stored in the blocked number database to record specific information for future reference.

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

33.1.23 100% Contact Recording Feature: The system shall have 100% digital contact recording as a feature; however, contacts with attorneys will not be recorded. This feature will allow real time recording of individual contacts, online storage of each recording for a minimum of three (3) years, and shall have the ability to off-load a specific contact to a recording medium that retains a chain of evidence admissible in a court of law. The recording feature must be able to be deactivated on a per number dialed and/or per PIN basis. The system must allow for the ability to mark individual recorded contacts to prevent the deletion when the normal storage period is expired. Such protected contacts shall be maintained until such protection is removed.

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

SCP has 100% digital call recording as a feature; however, calls to attorneys can be set to not be recorded. This feature allows real-time recording of individual calls, online storage of each recording for a minimum of three (3) years, and has the ability to off-load a specific call to a recording medium that retains a chain of evidence admissible in a court of law. The recording feature is able to be deactivated on a per-number dialed and/or per PIN basis. The system allows for the ability to mark individual recorded calls to prevent the deletion when the normal storage period is expired. Such protected calls shall be maintained until such protection is removed.

Stored call recordings are maintained by Securus and remain until a request to download the recording is received from County-authorized personal. Securus stores voice recordings in full linear "compressed" format in our data centers in Dallas, Texas, and Atlanta, Georgia. Our technology uses a Speex compression for storing calls.

We use OGG file type, designed for efficient streaming of calls and high quality digital media while maintaining the required chain of evidence for use in court cases.

As a convenience, recorded conversations can be downloaded by authorized users in four additional formats that allow compression and compatibility to common media players. The following downloadable formats are available to authorized users:

- OGG – Original file creation format with 0% compression
- WAV – IBM standard that compresses the recording to 50 % of original size
- MP3 – Audio standard that compresses the recording to 50% of original size
- GSM – Similar playback capabilities as with WAV with maximum compression to 25% of original size

The SCP system supports unlimited file storage folders per each user. The recording folders allow recordings to be downloaded in the recording's native format as well as .WAV and .MP3 formats. Additionally, SCP provides authorized users with the capability to e-mail and copy recorded calls onto a CD/DVD or other storage medium in audio or MP3/data format with tamper-free capabilities. This feature allows the mobility of recordings for transporting the information to investigative personnel, court cases, playback on another Windows-based PC, or simply to have a personal backup of the conversation.

SCP provides authorized facility users the ability to send an e-mail message to selected individuals with a link to download the recorded conversations, or attach the downloaded .WAV recording file to the e-mail. Recipients of the e-mailed recording can listen to the .WAV file from their e-mail device.

The unlimited number of recording management folders allows investigators to view the size of the folder and how that compares to the available capacity of a CD or DVD. This utility also allows authorized users to move recordings between folders to easily manage their recording files. Once downloaded, the recorded conversations may be copied to any external media device connected to the user's PC.

Downloading Recordings to External Media

Secure Call Platform

Facility Routing Number: 99001

The screenshot displays the 'Recording Management' interface. At the top, there is a navigation bar with 'HOME', 'SYSTEM', 'MONITOR', 'TOOLS', 'ADMIN', and 'FACILITY PORTAL'. Below this, the 'MANAGEMENT LEVEL' is set to 'Facility' and 'Securus Demo Site'. The 'Recording Management' section shows a table with 4 results. The table has columns for SITE, PORT LOC, DIALCODE, NAME, PIN, START, END, and DUR. The rows show recordings for 'Securus Demo Site' and 'Syseng'.

SITE	PORT LOC	DIALCODE	NAME	PIN	START	END	DUR
Securus Demo Site	LP 11	(1)			05-10-2011 20:35:42	05-10-2011 20:36:59	77 (s) 1.28(m)
Syseng	LP 1	(1)			11-03-2010 10:16:37	11-03-2010 10:16:43	6 (s) 0.1(m)
Securus Demo Site	LP 41	(1)			11-02-2010 13:55:36	11-02-2010 13:56:28	52 (s) 0.87(m)
Syseng	LP 1	(1)			11-02-2010 08:34:30	11-02-2010 08:34:42	12 (s) 0.2(m)

Below the table, there are three callout boxes with arrows pointing to specific features in the interface:

- Recording Management identifies file size compared to size available, both graphically and numerically.** (Points to the 'Selected Files' and 'Total Files' statistics)
- Choose from multiple file types** (Points to the file format selection options: OGG, Wave, OBM, Mp3)
- Fast, easy email options available:**
 - Email with link
 - Email with no link
 - No email(Points to the 'Email Options' dropdown menu)

The interface also shows a 'Delivery Method' dropdown set to 'ISO', a 'Create CD Image' button, and a 'Download CD Image' button. At the bottom, there is a media control bar with play, stop, and other icons.

SCP's Call Tracker feature provides the unique capability to protect recordings from being purged when the client storage policy expires by allowing the authorized user(s) to extend the expiration date of the associated call or download. Many times Call Tracker entries are added to calls that are currently under investigation. It is common to find that investigators do not want recordings from active investigations purged from the system—regardless of the recording retention policy in effect. With Call Tracker, authorized users can protect a recording from being purged by extending the expiration of the call by 30 days, 60 days, 90 days, or for the life of the contract. This is easily accomplished by selecting the Extend Expiration icon.

Extending Expiration Dates

SCP's Call Tracker feature can extend the expiration of a recording. At times, investigators do not want recordings from active investigations purged from the system—regardless of the recording retention policy in effect. Authorized users can protect a recording from

being purged by extending the expiration of the call by 30, 60, 90 days, or for the life of the contract by selecting the Extend Expiration icon.

Extending Call Recordings

Extend Expiration

Current Expiration: Aug 04, 2017

30 Days

60 Days

90 Days

Life Of Contract

To save permanently download the recording.

OK
Cancel

When downloading calls from the SCP user interface, users add calls to a Recording Management folder. This folder allows users to add multiple recordings to a folder for ease of management. When a Recording Folder is downloaded, any associated Call Tracker entries can also be exported through Call Tracker to the downloaded recording folder.

Managing Recordings

The screenshot displays the 'Secure Call Platform' interface. The top navigation bar includes 'HOME', 'SYSTEM', 'MONITOR', 'TOOLS', 'ADMIN', 'FACILITY PORTAL', and 'ADMINISTRATION TOOL'. The 'Recording Management' section is active, showing a table of recordings. A blue callout box points to the 'Create and Manage Recording files.' button. Another blue callout box points to the recording table with the text 'Easily select, review and download Communication Recordings from saved recording files.'

RESULTS	INFO	PORT / LOC	NUMBER	NAME	PIN	START	END	DUR
<input type="checkbox"/>	Securus Bemo Site	LP 1	(1) 9712770442	SHRUTHIKA SHETTY	2008	03-03-2017 10:05:34	03-03-2017 10:40:38	4 (4) 0.07(m)
<input type="checkbox"/>	Securus Bemo Site	LP 1	(1) 9712770569	SHRUTHIKA SHETTY	2008	03-03-2017 11:02:28	03-03-2017 11:02:33	5 (4) 0.08(m)

At the bottom of the interface, there are options for 'Delete Selected', 'Move Selected', and 'Download CD Image'. The 'Download CD Image' button is highlighted.

Securus allows investigators to access to all investigative tools via a single web portal known as the SCP user interface.

Investigators can search for calls using criteria such as called party, calling phone, date, time, PIN, account, duration, and locations. Search can be across a single site or group of sites based on their security authorization. Searches can include all call attempts or just completed calls. The search results provide detailed information about the call indicate the presence of a recording.

Investigators can listen to recordings, within the limits of their security access, using SCP's powerful call player. The player includes easy-to-use search capabilities, and features such as pause and fast-forward. A visual waveform helps investigators bypass areas of limited talk time and to quickly identify particular events.

When listening to a recording, the audio is "streamed" to the user's computer. This safeguards the original recording. Chain of Evidence safeguards prevent access to the original recording to eliminate any chance of intentional or accidental manipulation or deletion.

Calls less than one year old can be retrieved within the requested timeframe. Call recordings that are marked "store for life of contract "could take slightly longer to retrieve because of the required data mining.

33.1.24 Attorney Contacts: Approved legal/attorney contacts, under no circumstances, will be recorded or monitored. Describe in detail how the system will handle pre-approved attorney contacts. Individual attorney contacts must be configurable for predefined contact durations as necessary.

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

SCP can automatically bypass monitoring and recording special calls by designating numbers, such as calls to attorneys, clergy, or doctors as "private."

Before installing SCP, Securus will import all known attorney numbers a list provided by the State Bar Association to the SCP system. The web-based SCP user interface makes it easy for administrators to maintain this database and, as always, Technical Support is available 24 hours a day, seven days a week to assist with any service needs in maintaining this data. New numbers added are updated for all facilities within the county network.

To further maintain the integrity of attorney-client and other privileged calls, Securus offers an optional patented service called Two-Party Active Consent. Two-Party Active Consent ensures that both the inmate and called party give their "permission" to record and/or monitor their call.

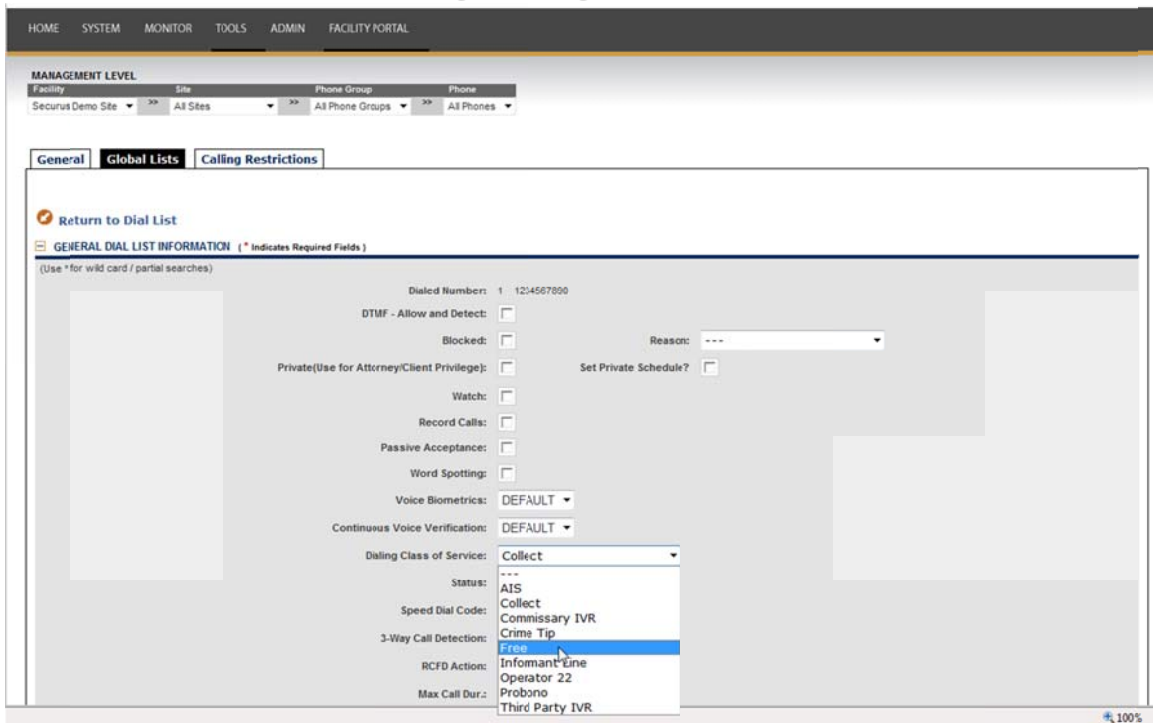
33.1.25 Free Contacts: The System shall have the capability to provide free contacts to pre-approved recipients.

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

Securus will provide free calls to designated individuals, including court, foreign consulates, and other authorized calls, as determined by Fort Bend. SCP can provide these calls through any or all inmate telephones so that Fort Bend staff is not responsible for escorting inmates to a designated telephone. SCP will apply parameters for automated management of the number of calls, call duration, time of day access, and phone(s) used.

Authorized Fort Bend staff can add numbers to the free call list through the SCP user interface, as shown in the following figure.

Configuring Free Calls



Securus can provide Fort Bend with the ability to configure free call(s) by both inmate and phone group through SCP's **First Calls Free** feature. This feature was designed to provide an efficient, automated way for staff to:

- Easily comply with legal or regulatory free call requirements
- Manage free calls with no manual intervention
- Prevent the abuse of free calls and the resulting loss of calling revenue

- Limiting the number of free calls the called party positively accepts

SCP also allows Fort Bend to define how often the Calling Restrictions reset. The number of free call connects or accepts can be configured to reset:

- Daily
 - The “daily” reset can be configured by the number of days. For example, every three days an inmate can place one accepted free call
- Weekly
- Monthly

Authorized Fort Bend users can specify what day of the month or week the rule is reset.

Configuring Free Call Restrictions in SCP

MANAGEMENT LEVEL

Facility: Securus Demo Site | Site: All Sites | Phone Group: All Phone Groups | Phone: All Phones

General | Global Lists | **Calling Restrictions**

Calling Restriction Name: *
Status: ACTIVE

DEFINE RESTRICTIONS BELOW

RESTRICTION TYPE	DESCRIPTION	CALL TYPE	ACTION	ENABLE	EXCLUDE PRIVATE	PERIOD	DAYS	DAY OF WEEK	DAY OF MONTH	ACCEPTS	MIN	CONNECTS
Custody/Acct	Free Call Restriction	FREE	LIMIT	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	DAY	7			3	15	10
---		---	---	<input checked="" type="checkbox"/>	<input type="checkbox"/>	DAY	0			0	0	0
---		---	---	<input checked="" type="checkbox"/>	<input type="checkbox"/>	DAY	0			0	0	0

Subcodes: FREE

Save Cancel

Free by Dialed Phone Number

Any phone number can be set up as “Free” with appropriate permissions, through the global list. The following screen shot shows how an authorized user can set the phone number with a Free dialling class of service.

Setting Free Calls in Global Lists

The screenshot displays the 'GENERAL DIAL LIST INFORMATION' configuration page. At the top, there is a navigation bar with links: HOME, SYSTEM, MONITOR, TOOLS, ADMIN, FACILITY PORTAL, ADMINISTRATION TOOL, and REVERSE BNA LOOKUP. Below this is a 'MANAGEMENT LEVEL' section with dropdown menus for Facility (Securus Demo Site), Site (All Sites), Phone Group (All Phone Groups), and Phone (All Phones). A secondary navigation bar contains 'General', 'Global Lists', and 'Calling Restrictions', with 'Global Lists' being the active tab.

The main form area is titled 'GENERAL DIAL LIST INFORMATION (* indicates Required Fields)'. It includes a note: '(Use * for wild card / partial searches)'. The form fields are as follows:

- Dialed Number:** 1 (City Code / Phone) 5556669854
- DTMF - Allow and Detect:**
- Blocked:** Reason: ---
- Private(Use for Attorney/Client Privilege):** Set Private Schedule?
- Watch:**
- Record Calls:**
- Passive Acceptance:**
- Word Spotting:**
- Voice Biometrics:** DEFAULT
- Continuous Voice Verification:** DEFAULT
- Dialing Class of Service:** Free (dropdown menu)
- Status:** --- (dropdown menu)
- Speed Dial Code:** --- (dropdown menu)
- 3-Way Call Detection:** Operator 22, Probono, Third Party IVR (dropdown menu)
- RCFD Action:** --- (dropdown menu)
- Max Call Dur.:** 0 minutes
- Description:** (text area, 4000 characters)
- Create Date:** N/A

At the bottom of the form are three buttons: 'Create', 'Reset', and 'Cancel'.

Free Phones and Free Local Phones

Securus staff can configure any phone group as a “Free” phone group or “Free Local” phone group. After creating a group, Securus can add any phone to it. Inmates can place local, intraLATA, interLATA, or interstate calls from the “Free” phones at no cost to the inmate or called party, but calls to numbers outside the local area will incur charges.

33.1.26 Warning Statement: The system must provide a “warning statement”, determined by County, in both English and Spanish on each device. This statement must also be given as a message on the initiation of the contact for both party’s information. Such message and capability must be disabled on contact between inmates and contacts which are not recorded.

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

SCP provides a warning statement in both English and Spanish that phone calls are monitored and recorded. Voice prompts are configurable and provide options to play various messages to inmates and called parties during specific segments of a call. This convenient feature can include, but is not limited to, adding announcements during call setup, call acceptance, when an event occurs, or when interaction from the inmate or called party is required. Such message and capability can be disabled on calls between inmates and their attorneys of record.

Examples of these customizable prompts include, but are not limited, to the following:

- Provide notice that calls are monitored and recorded
- Hear the name of the facility and inmate calling in English and as an option, a different language specified by the inmate
- Accept or reject the call
- Request a rate quote
- Connect to a live agent to set up a pre-paid account
- Permanently block their number from being called from the facility

All professionally recorded voice prompts allow for specific call progressions and requirements. Personalized prompts can be branded by a facility during each attempted call.

33.1.27 Capability to Interject Messages: If deemed necessary by County, the system shall have the capability to interject messages into an inmate’s contact at random intervals.

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

Securus’ SCP allows voice overlay messages to be interjected throughout calls at random intervals that remind the called party that the call is from an inmate at the correctional facility as an additional fraud protection feature. The established message may be programmed to play at one-minute increments or a random setting. An example of a voice overlay message is *“This call is from a correctional facility.”*

Voice overlay can be configured in the following ways:

- Play the message randomly or a fixed number of times per call

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

33.1.28 Administrative Functions Password Protection: It is required that access to administrative functions and data be password protected within the system. Each proposal must detail the level of password protection provided with each proposed system.

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

The Securus Secure Call Platform (SCP) provides an advanced, multi-level password scheme specifically designed to provide facility administrators the ability to assign unique levels of access to anyone using the different features of the SCP. There are view and change options for each module depending on the need of the user.

Manage, Create, Edit, Predefine User Levels in SCP

The screenshot shows the 'Security Templates' management interface. At the top, there are navigation tabs: HOME, SYSTEM, MONITOR, TOOLS, ADMIN, and FACILITY PORTAL. Below the navigation, there is a 'MANAGEMENT LEVEL' section with a dropdown menu set to 'Securus Demo Site'. The main area is titled 'Security Templates' and includes an 'ADD NEW' button. A table lists various templates with columns for NAME, DESCRIPTION, and PREDEFINED. A callout box points to the table with the text: 'Administrators can manage, review, edit, and delete all security templates, predefine templates, and add new templates as required - all from one location in SCP.'

NAME	DESCRIPTION	PREDEFINED
3rd Shift - blocking only	Night jailers can block number but no changes otherwise	
5.0 Huong test	Huong test	
5.0.1 Add Template	Huong Test	
5.1Huong Test	Huong test	
ADC-test1	This is for the demonstration	
ALL BUT NO 3 way	ALL permissions but no 3 way	
ALL BUT NO FREE	All but free	
Adam All	Everything	
Admin - Crime Tip Modify	Crime Tip Modify Access Admin	✓
Admin - Crime Tip Read	Crime Tip Read Access Admin	✓
Admin - Informant Line Modify	Informant Line Modify Access Admin	✓
Admin - Informant Line Read	Informant Line Read Access Admin	✓
Admin - No Monitor	Administrator w/o Live Monitoring Rights	✓

The administrator may modify the initial access levels or create additional levels based on facility clearance objectives for each tool. SCP generates a user log with the user name, time of access, and modules accessed.

Create New Security Templates

Administrators can create new security templates based on unique requirements.

MANAGEMENT LEVEL
Facility
Securus Demo Site

Create New Template

FILL IN TEMPLATE INFORMATION (* Indicates Required Fields)

Name: Sheriff Access *

Description: (200)

Admin Monitor Reports System

CONTROLLED AREA	CAN VIEW	CAN CHANGE
Admin - Security Templates	<input type="checkbox"/>	<input type="checkbox"/>
Admin - User Management	<input type="checkbox"/>	<input type="checkbox"/>

Create Cancel

Additional Password Policy Options

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

If a user does not change their password before expiration, the user must contact the site administrator for password reset. This administrator assigns a random password and requires the user to create a new password when they log in.

Password Configuration Options in SCP

The screenshot displays the 'Customer Detail' page for 'Securus Site' (Id: D-99001). The 'Password Policy' section is highlighted, showing fields for Min Length (8), Max Length (14), Password History (12), Days to Expire (30), and Expiration Reminder (5). A callout box points to these fields with the text: 'Passwords can be customized in length, duration, recurrence and more.'

The "Forgot Your Password" feature available from the login screen offers online support for users who have forgotten their password. System security requires users to provide the correct answers to preset questions before their password can be reset. Once a new password is created, SCP emails confirmation to the address linked to the user ID.

33.1.29 Audit Log Reporting: The system must have the ability to report user activity within the system. Such report shall list the user logged into the system at the time, the date, and activity. The system must allow authorized County staff options to generate audit reports for all users and for individual users and for all activities and specified activities. Describe the system's user auditing capabilities.

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

Securus will provide Fort Bend with one of the only anywhere, anytime, customer portals in the industry. At any time, 24 hours a day, seven days a week, customers can securely access all system functions through the SCP web-based interface including reporting functions, recordings, live call monitoring, and all configuration settings. Authorized users only need a PC with Internet Explorer 6.0 or higher software. Fort Bend can control when users log in based on time of day and day of the week or allow anytime/anywhere access.

The Securus SCP audit and tracking feature logs each users specific activities for investigative purposes. This activity log that can be accessed by specified site administrators only or by site personnel with authorized security credentials.

The audit and tracking feature logs:

- When a user logs in to the system

- How long a user stays in the system
- Which recordings were monitored or played by a specific user
- What the user did with a recording
- Changes to custody accounts
- Changes to Personal Allowed Number (PAN) lists
- Changes to Global List entries
- Changes to security templates

33.1.30 Centralized Processing and Data Storage: The system must provide secure, centralized storage of both contact records and recordings. Records and recordings are to be stored in a RAID (Redundant Array of Independent Devices) environment to provide maximum protection of each recording.

Each facility must have independent control of the inmate devices at that facility and have on-site access to the facility's contact records and recordings through a workstation computer. The system at each facility must be tied together in a secure Wide Area Network (WAN) that allows properly authorized staff at one location to carry out investigations by accessing contact records or recordings from any or all sites. Reporting capabilities must allow for the reporting of a single location or all locations within the network.

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

Securus facilitates anywhere, anytime, immediate access to stored recordings online for the contractually-required length of time. Securus stores call recordings in centralized, disaster-resistant, carrier-class data centers. All equipment used to store recordings is monitored by the Securus Network Operations Center (NOC) 24 hours a day, seven days a week, and 365 days a year. Our NOC is located in Dallas, Texas with a second NOC located in Atlanta, GA.

The Securus SCP provides a unique set of features and advanced technologies to store call recordings. Traditional premises-based calling platforms use local hard drives that may fail and are susceptible to local disasters. Premises-based systems needed manual backup schemes that are no longer necessary with SCP. SCP writes all recorded calls to a Network Attached Storage array (NAS) in our primary Data Center. Each NAS array is also replicated to the secondary Data Center for redundancy and failover. All recordings created on the platform reside in at least two of our Data Centers. Recordings can be downloaded from SCP in various, widely-used formats and copied to a CD, DVD or any portable media.

The NAS architecture makes all storage available to all servers on the network. The NAS solution delivers complete scalability for a facility's storage requirements and supports data migration from one storage device to another and the sharing of data among different

servers in a network. The NAS devices provided by EMC can scale simply by adding another node of dense SATA disk to the storage array. Within the NAS, SCP uses a software defined storage platform of very dense disk nodes. Even if three individual hard disk drives fail or one node fails, during the disk or node recovery process, the system will continue to operate without data loss.

The Securus NAS has more than two (2) petabytes of storage space in each carrier-class data center and is continuously monitored and managed through 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.

The Securus data center 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 and off-site
- **Highly available** through the unique architecture and design of the data storage model
- **Partitioned and compressed** to run queries faster
- **Secure, protected, and monitored** to enable total recall of data

SCP records and stores basic call data with the capability to provide management reports. Securus does not limit the call data storage time. Since every site's requirements are different, Securus works with each facility customer to define their optimal data storage timeframe. All recordings are stored online within both carrier-class data centers. Typically, call detail records are stored for seven years.

33.1.31 Remote System Access: The system must allow properly authorized County administrators and investigators to remotely access the inmate telephone system's user interface and centrally stored data using personal desktop or laptop computers that have not been provided by the Respondent. Explain how remote access is accomplished.

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

The SCP is a highly featured, flexible, state-of-the-art system designed to provide County administrators and investigators remotely access the system and centrally stored data using personal desktop or laptop computers. This provides the ultimate in inmate call control, fraud control and tracking, security, reporting, and investigative capabilities.

SCP's user interface is Fort Bend County's window to all of these features. Because it is entirely Web-based, authorized users access the system at any time, from any location. We

call this anytime/anywhere access. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from any secure Web browser with Internet access.

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

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

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

Each user is assigned access rights by the administrator, which allows the County to control security based on the facility’s clearance objectives. Administrators can limit individual access to each application, but they can also limit access to each function within each application. To help manage access, a user log is provided that illustrates the username, time of access, and modules accessed.

To allow administrators even more security and control, user access can even be programmed to restrict users to specific IP addresses within certain time limits. For example, a user could be restricted to access the SCP user interface from their workstation (and only their workstation) between the hours of 8:00 AM and 5:00 PM.

Access to the SCP platform can also be restricted by an IP address. The County can choose to allow only certain IP addresses to access the SCP platform remotely.

33.1.32 Access to Recorded Contacts: Access and playback of recorded contacts shall not require a manual media change. County desires that inmate contact recordings be maintained on-line for a minimum of three (3) years and be readily available for identification, selection and playback. The search for and ability to playback recorded contacts shall be performed on either a system Workstation at the main facility, or may be accomplished by searching and retrieving recorded contacts from other facilities covered under the scope of this RFP. Remote access to contact recordings for authorized users working from offsite PCs must also be provided.

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

Our advanced inmate calling system can record and store basic call data with the capability to provide management reports. Using the SCP, access and playback of recorded calls does require a manual media change. Since every site's requirements are different, Securus will maintain storage recordings for a three year term. All recordings are stored online as well as on remote copies and are readily accessible by any authorized user from and computer with internet access.

33.1.33 Recording Playback Features: The system must provide two options for recording replay: 1) Begin the replay immediately while the audio file is streaming, and 2) Allow the recording to be fully downloaded to the computer's hard drive before the investigator begins the replay. With one or both of these replay options, the system must allow

investigators to slow-down the playback to better understand unclear passages; pause and fast forward as needed; mark significant points within a recording; add text notes that will remain with the recording when it is copied to a DVD or other portable medium, and provide the ability to replay a selected segment of a contact, once or many times, without having to replay the entire recording.

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

With Investigator Pro, the call player has the ability for investigators to slow down calls, play one side of the call at a time, fast forward, and make notes within the call for other investigators to see and the ability to play only certain parts of the call. The call player has many advanced recording features for investigators to utilize that will cut down on the time they need listening to calls.

Investigators can listen to recordings, within the limits of their security access, using SCP's powerful call player. The player includes easy-to-use search capabilities, and features such as pause and fast-forward. A visual waveform helps investigators bypass areas of limited talk time and to quickly identify particular events.

When listening to a recording, the audio is "streamed" to the user's computer. This safeguards the original recording. Chain of Evidence safeguards prevent access to the original recording to eliminate any chance of intentional or accidental manipulation or deletion.

The ability to separate the audio for the inmate and called party, allowing for slowdown of the playback, is found in Securus' Investigator PRO feature.

Continuous Voice Identification

The voice biometric identification capabilities in Investigator Pro (IPRO), together with our Inmate Intercommunications Evaluation & Reporting (ICER) capabilities, will give the DOC a well-integrated and focused tool to uncover and identify inmate attempts to hide their identities or to communicate with other inmates either inside a facility or in other facilities across the country.

The Investigator Pro has a firmly established and solid technology foundation. The structure, algorithms, and operational capabilities of the software were in part developed through a \$50M support grant to a major technical school by the Department of Defense, with sole licensing of that technology to JLG Technologies. JLG Technologies adapted the core voice identification technology for the Corrections market. IPRO is fully integrated into Securus' Secure Calling Platform (SCP) and does not require any 3rd party software.

The following overview of features is included here to describe the capabilities of IPRO and how they benefit investigators.

- Far More than Just a Voice Biometric Technology: Investigator Pro is not just a voice biometric tool, it's a thoroughly laid out set of comprehensive investigative tools that give investigators insight into what is really going on during calls. It provides actionable leads using our patented capability of identifying each inmate's voice by name.
- A Well-Established and Accepted Product Country-Wide: IPRO has a 10-year track record of providing pinpoint voice accuracy capability country-wide in 243 state, county, and local correctional agencies.
- Continuous Call Monitoring - No Gaps at Any Point in Coverage: 100% coverage of not only each and every call, but also 100% coverage of every second of every call for both the inmate and the called party, without gaps in the conversation and without tipping off the inmate or called party.
- Automated Voice Scoring Provides Both Speed and Accuracy in Investigations: Accurate call scoring of each inmate's voice on the call for identification of all inmates on all calls by name, whether or not the inmate initiated the call. IPRO's scoring shows investigators the probability of an inmate's voice is the voice heard on a call, e.g. 85%, 95%, 100%, to assist investigators in determining the priority of calls to listen to.
- Automated Identification of Each and Every Call Where an Inmate's or Called Party's Voice Appears: Ability for investigators to submit a sample of an inmate's voice into the entire call database to find every call on which the inmate's voice appears, whether or not he initiated the call. Investigators can also search on a called party's voice and identify the calls on which that voice

appears. This feature enables the investigator to search for calls to released inmates.

- **A full Screen Call Player that Pictorially Displays Details of Every Call Along with Live Action Buttons:** Investigators can view every second of every call from start to finish with the ability to scan and replay call segments, separate, graphically view, and independently listen to either/both the inmate side and called party side without the need for additional switching and listening equipment. They can vary call replay speed, visually pinpoint, identify, and play 3-way calls, and easily make notes related to each call or call segment. If there is a need to forward an entire call or call segment, there is no need to burn to CD as IPRO enables capturing and forwarding calls and call segments via secure email, saving considerable time and handling.
- **Automated Location, Isolation, and Forwarding of 3-Way Call Segments Saves a Lot of Repeat Listening Time:** Using the CallPlayer as described above, the call path will automatically identify each 3-way call attempt and/or conversation without the investigator having to review the entire conversation, even if there are multiple 3-ways on the same call. The 3-way segment(s) can be isolated, sped up/slowed down, replayed, copied, and forwarded via secure email without having to burn to CD.
- **A Lot of Time Saved by IPRO's Automated, Yet-Flexible Reporting Capabilities:** Investigation time will be significantly reduced by taking advantage of the system's automated reporting capabilities or by submitting an ad hoc query to find each occurrence of an inmate's or called party's voice at any time on any calls.

High Target Calls Report

Logged in as mforan [Print...](#) **The Investigator Pro™** JLG Technologies, LLC™
Voice-Identity Corrections Security Systems

Home [QuickFind™](#) [Advanced Searches](#) [Suspicious CallFinder™](#) [NoteManager™](#) [ReportMaker™](#) [Manager](#) [Settings](#) [Help](#)

QuickFind™

Begin Here

Inmate Name or ID

Timeframe (most recent)

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For your review: Notes sent to you.

Show only calls that are: **New (1)** Forwarded (0) Case Assigned (0) Dismissed (0)

Play	csn	From	Sent	Inmate Name	Originator's note	My Action
	1651845	Mike Foran (mforan)	08/11/2016 13:13	T F Alejan	Needs Further Review This call needs further review	Opened

Show these notes in NoteManager

High Target Calls for Review

Time period: after 11/28/2016

10 High Target Calls

Active inmates only

Reviewed Today
0 calls by you (0 minutes)
0 calls by others

Play	csn	Off Hook Date/Time	ID of inmate	Name	Phone number	Station Name	3-Ways/Conf	Susp Index	Remove
	1692901	12/04/2016 09:25:05	0702368	Jack Davis	1-098-765-4321	K Bldg #5			
	2354676	12/04/2016 11:23:11	1234567	Chet Smith	1-098-765-1234	K Bldg #5			
	1692901	12/04/2016 09:25:05	9876543	Ted McKay	1-098-765-0000	K Bldg #5			
	2354676	12/04/2016 12:32:04	5673452	Jim Kravitz	1-098-123-4567	K Bldg #5			
	1692901	12/04/2016 12:23:45	0702368	Jack Males	1-098-765-1234	K Bldg #5			

IPRO can automatically identify and present an automated list of high interest calls that have occurred since the last query period.

- Managing IPRO Use Within the Department – a Valuable Option: As with any well-developed and mature investigative tool, IPRO offers a host of internally-managed tracking tools which can be used by department management to monitor how efficiently IPRO is being used by department staff. This feature has proved valuable for larger administrations where internal operations monitoring or auditing is employed.

Investigator Pro Highlights – Powerful, Investigator-Requested Tools

- QuickFind™ puts the smartest, most requested analytics on inmates, phone numbers and calls at your fingertips.
- High-Target Calls for Your Review presents the calls inmates most want to hide—ideal for random listening requirements.
- CallPlayer Pro™'s unique investigator-friendly screen features key information along with the ability to control the playback speed, skip over silent portions of the call and make notes.
- VoiceSearch™ finds and ranks any inmate's voice on all calls, placed with or without his PIN. Investigators can also search on a called party's voice and identify the calls on which that voice appears.
- CallFinder™ puts call criteria at your fingertips to find the calls you need for your cases.

- MyCallReview™ lets you find, filter, manage and return to calls you've listened to.
- Suspicious CallFinder™ generates leads from suspicious call activity and lets you validate IPRO's results.
- NoteManager™ lets you organize, view and report on notes across calls.
- ReportMaker™ effortlessly runs reports to uncover patterns of telephone system use that may indicate illicit activities.
- IPRO flags and tracks high interest groups such as gangs, high profile inmates, institution drug dealers, escape risks, and mail-monitored inmates.

Sample Interactive Display Screens and Reports

The screenshot displays the 'The Investigator Pro' software interface. The top navigation bar includes 'Home', 'Advanced Searches', 'Suspicious CallFinder', 'NoteManager', 'ReportMaker', 'Manager', 'Settings', and 'Help'. The main search area is titled 'Main Search Terms' and includes fields for 'Time Frame' (set to 'after 11/22/2015'), 'Case', 'Inmate', 'Officer', 'Officer Group', and 'High Interest Filter'. A 'Check any boxes to add a graph, uncheck boxes to remove a graph' section contains various filters like 'Note Related', 'Listen Related', and 'Inmate List'. Below this, there are three bar charts: 'Notes written (108)', 'Calls listened to (109)', and 'Average listen speed'. The 'VoiceSearch' section is active, showing a search for 'WILLIAM JACKSON' with a date range from 10/11/2006 to Now. The results section shows 'Found 3783 records total. Displaying 1-200. Next 200 Records to show at a time 200'. A table of results is displayed with columns for 'Voice Score', 'Play Notes', 'csn', 'Off Hook Date/Time', 'Connect Time', 'ID of Inmate PIN used', 'Lastname', 'Firstname', 'Phone number', 'Talk Secs', 'Station ID 3-Ways', and 'Case'.

Select	Voice Score	Play Notes	csn	Off Hook Date/Time	Connect Time	ID of Inmate PIN used	Lastname	Firstname	Phone number	Talk Secs	Station ID 3-Ways	Case
<input type="checkbox"/>	1496100		01/25/2009 17:10:40	01/25/2009 17:11:36	00016169	Jackson	William	333-456-6688	867	1121		
<input type="checkbox"/>	1651314		12/05/2006 21:52:11	12/05/2006 21:53:01	00011293	Jackson	William	111-234-5678	874	1119		8989
<input type="checkbox"/>	1651136		12/05/2006 21:35:14	12/05/2006 21:35:52	00011293	Jackson	William	234-456-7890	898	1119		
<input type="checkbox"/>	1650979		12/05/2006 21:19:49	12/05/2006 21:20:45	00011293	Jackson	William	123-456-7890	865	1119		
<input type="checkbox"/>	1647913		12/05/2006 11:30:50	12/05/2006 11:31:32	00011293	Jackson	William	134-567-8765	867	1119		
<input type="checkbox"/>	1647409		12/05/2006 08:43:33	12/05/2006 08:44:15	00011293	Jackson	William	234-111-2345	639	1119		
<input type="checkbox"/>	1648084		12/04/2006 20:50:24	12/04/2006 20:51:39	00011293	Jackson	William	211-121-1111	903	1120		

Powerful, easy-to-use voice search and reporting tools provide detailed, accurate, and actionable leads for finding calls where inmates were trying to hide their voices. IPRO's ability to automatically search through hundreds of thousands of calls in just a few seconds ensures significant manpower and money savings. A series of reports can be used to highlight and record even the most minute of call details.

Call Tracker

The Securus Secure Calling Platform (SCP) allows authorized users to add notes and tracking numbers to call detail records associated with recordings. Using this feature, known as Call Tracker, users click the notepad icon located in the call detail record, to add notes to an inmate call. The Call Tracker feature gives authorized users the ability to add a

tracking number, gang affiliation, duration into the call, and any other notes associated with the call. This feature also allows authorized users to either keep the note private to their investigation or to share the note with other users. From the Notes screen, users may also view previous notes associated with the same call.

Adding a Note to a Call Detail Record

Click the "notes" icon to add a note to any selected call detail record.

SEARCH RESULTS	SITE	PORT LOC	DIALED #	START	END	DUR	ACCT #/PIN
<input type="checkbox"/>	Securus Demo Site	je test 4	(1) 9722770561	04-21-2011 01:10:58	04-21-2011 01:11:08	10 (s) 0.17 (m)	7890
<input type="checkbox"/>	Securus Demo Site	je test 4	(1) 9722770561	04-21-2011 01:13:28	04-21-2011 01:14:35	1.12 (m)	7890
<input type="checkbox"/>	Securus Demo Site	je test 4	(1) 9722770561	04-21-2011 01:27:29	04-21-2011 01:28:12	43 (s) 0.72 (m)	7890
<input type="checkbox"/>	Securus Demo Site	LP 17	(1) 9722770529	04-21-2011 01:29:13	04-21-2011 01:29:54	41 (s) 0.68 (m)	0000343 00343
<input type="checkbox"/>	Securus Demo Site	LP 17	(1) 9722770529	04-21-2011 01:34:42	04-21-2011 01:34:49	7 (s) 0.12 (m)	0000343 00343
<input type="checkbox"/>	Securus Demo Site	Board Room	(1) 9722770529	04-21-2011 01:36:30	04-21-2011 01:36:42	12 (s) 0.2 (m)	0000343 00343

33.1.34 Simultaneous Contact Retrieval for Investigations: Multiple authorized operators must be able to simultaneously access the centralized recording database to retrieve contacts for investigations without having to change or exchange recording media.

The system shall provide for an unlimited number of operators to search and download recorded contacts across the WAN for all facilities without the degradation of any and all facilities within the provided WAN.

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

The SCP user interface allows multiple, authorized personnel to simultaneously access the centralized recording database to retrieve calls for investigations without having to change

or exchange recording media. The system provides for an unlimited number of operators to search and download recorded calls across the WAN for all facilities without the degradation of any and all facilities within the provided WAN. There is no limit to how many users can access the platform at the same time.

33.1.35 Inmate Management System Interfaces: Describe the Respondent's capability to provide software interfaces to other facility programs that would, for example, allow inmate PINs to be automatically transferred into the system's database from the facility's jail management system, or would allow monies in an inmate's commissary account to be used for pre-paid inmate (debit) calls. Describe how such interfaces would work. Respondent will be financially responsible for paying for any such interface required for these services.

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

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

Securus has a dedicated Integration Department that integrates various systems and products in the corrections environment. The Securus technology has the flexibility to work with facility-owned systems, JMS, OMS, Commissary, Banking, and Kiosk vendors.

The most common technologies Securus uses include SOAP Web Services, HTTP, FTP push or pull of files in any textual format, JSON, XML-RPC, and TCP Sockets. All of these methods integrate over secure connections. Securus can modify your data format for migration into our platform, without costly code modifications. Securus integration engineers consult with facilities' IT departments or system providers to determine the best integration strategy for each specific application.

Securus Integration Process

The dedicated Securus Integration team designs, develops, tests and implements all custom integrations with corrections industry vendors and banking systems to deliver fast and flexible solutions for our customers. This process is part of the overall Project Plan for the installation of the Securus Secure Call Platform (SCP). 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

JMS Integration

Securus currently integrates with more than 110 vendors worldwide, including:

ABL Management, Inc.	FirsTech	PTS Solutions
Aramark	FSG Software	Sleuth
Archonix	Genesis	Southern Software
Beacon Software Solutions	Global Software	Spillman
Canteen	Golden Eagle	Stellar
CBM	Guarded Exchange	Stewart Commissary
CenturyLink	Huber & Associates	Sungard/OSSI
Circular/SecurManage	ID Networks	SunRidge Systems
CIS	Intellitech	Swanson
Cisco	Intergraph	Synergistics Software Inc.
Compass Group	J-CORR Technologies/Abbey Group	Syscon
Correctional Food Services	Justice Data Solutions	TAC-10
Correctional Food Services/ITF	Justice Software	Tech Friends
Cottrell Consulting	Keefe	Telerus
CTS America	Kimble	Telus
Cushing Technologies	Lawrence and Associates	Text and Data/JAMIN
D&D Vending	M&M Micro	Tiburon
Digitech/Jail Tracker	MoneyGram	Tiger
DSI/ITI	Netdata	Touchpay
DSSI	New World	TriTech Software Systems
Eagle Advantage	Northland IT Solutions	Trinity Services Group
edocTec	Northpoint Institute, Inc.	Turnkey
EForce	Oasis	Tyler Technologies
E-Justice/Crime Cog	Premier Supply Link	UniSys

Embarq	Prevatek	VisionAir
Emergitech	Primonics	Western Union
EnRoute 911	Pro Phoenix	Windspeed Software
EZ Card and Kiosk	PTS	Zuercher Technologies

The Securus SCP can be integrated with a facility's jail management system (JMS) or Commissary system so that the inmate PINs are automatically transferred, activated and deactivated based on the inmate's status. If an inmate is released, the inmate's PIN 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 can be automatically populated in SCP from a JMS or Commissary integration include:

- **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, jacket ID, or docket number, to be used as the SCP inmate custody account number. Any number permanently assigned to an inmate that does not change if they are released and booked back into the facility.
- **PIN** – 4 to 16 digit code used by the inmate to place phone calls.
- **Activate Date** – Date in which the inmate account became active in the system
- **Book Date** – Date that the inmate entered 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, and death row
- **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 the language of phone prompts)
- **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

33.1.36 Hot Alerts: Describe the system’s capability to provide hot alerts, which will alert investigators when a specific contact is initiated. System must provide capability for alerts to be emailed to investigators, and for the contact to be forwarded to an investigator’s telephone and/or cell phone for real-time monitoring of the contact in progress. Such real-time monitoring must be undetectable by the inmate and the other party and must not interfere with contact recording.

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

The Secure Call Platform (SCP) includes the Covert Alert feature that will call an investigator on their cellular or another phone when a specific inmate places a call and offer them real-time monitoring of that call.

Configuring an Alert Notification

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
 Facility: Securus Demo Site Site: Kellway Test Lab Allen Phone Group: All Phone Groups Phone: All Phones

General **Global Lists** Call Schedules Call Forwards Phone Groups Virtual Groups

Return to Dial List

GENERAL DIAL LIST INFORMATION (* indicates Required Fields)
 (Use * for wild card / partial searches)

Dialled Number: 1 0001000000 Reason: N/A

Blocked: NO
 Private(Use for Attorney/Client Privilege): NO
 Watch: NO
 Record Calls: NO
 Passive Acceptance: NO
 Word Spotting: NO
 Voice Biometrics: DEFAULT
 Dialing Class of Service: Status: ACTIVE
 Speed Dial Code:
 3-Way Call Detection: DEFAULT
 Max Call Dur.: 0 minutes
 Description: per det
 Create Date: 06/24/2010

DIAL LIST NOTES (* indicates Required Fields)

COVERT ALERT INFORMATION
 Alertee First Name and Last Name fields should match with the Investigator's SCP User account First Name and Last Name.

Alert Phone * Alert Email Alert Location * First Name * Last Name * Status * PIN * Hide Call Last Updated

ACTIVE

Covert alerts can be set by PIN, phone, or any dialed number under investigation (here, a dialed number).

Investigators can then easily enter a phone or email address that will receive the alert.

Covert Alert can bridge a call to an authorized remote number for dialed numbers, phones, or inmate PINs are under surveillance by investigators. The Covert Alert feature allows authorized personnel to monitor a call, from any location, while the call is in progress.

When a call is placed by an inmate, or to a phone number that has a Covert Alert trigger, it is automatically sent to the designated investigator phone number(s). A call can be sent to multiple numbers simultaneously allowing several investigators to listen to the call.

Covert Alert can send calls to any phone number within the facility or across the United States. Investigators can also monitor calls through on-site workstations using the SCP Live Monitor, or remote live call-forwarding feature. This allows facility investigators to monitor potential illicit activities regardless of the investigator's location.

Covert Alert can send E-mails to the investigator(s) with information about a Covert Alert call including 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



Investigators can also choose to receive a covert alert via text message. The text message includes the date, time, inmate PIN, originating telephone, dialed number, and an indication if the call has been recorded. The following figure provides a sample text message alert.

Additional Security Feature

For extra security, Coverts Alert can be configured to require a PIN to listen to the call. If activated, a customizable message will state, "This is a Covert Alert call from John Smith, an inmate at Fort Bend County Jail. To accept this Covert Alert call, please enter your investigator PIN now.":



“Barge In”

While on the covert alert call, the investigator can immediately terminate the call by pressing a predetermined code. Covert Alert can also be configured to allow investigators to enter a code and “Barge In” to the call and speak to both the inmate and called party.

This “Barge In” capability is available through both Covert Alert and on calls forwarded from SCP Live Monitor. When monitoring a conversation, the call can be forwarded to an investigator cell phone, office phone, or other designation, allowing them to barge into the conversation using the predetermined barge in code and acceptance digit.

Covert Alert Call Detail Record Report

The Covert Alert Call Detail Record Report allows authorized users to search for calls that triggered a Covert Alert. The report provides comprehensive detail regarding the call.

33.1.37 Email or Download Contact Recordings: The system shall provide the capability for investigators to email contact recordings directly from the system’s user interface, and to download contact recordings directly from the system to a local drive or to a “flash drive,” “thumb drive,” or other removable storage device.

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

SCP provides authorized users with the capability to email and copy recorded calls onto a CD/DVD or other storage medium in audio or mp3/data format with tamper-free capabilities. This feature allows the mobility of recordings for transporting the information to investigative personnel, court cases, playback on another windows based PC, or simply to have a personal backup of the conversation.

SCP provides authorized facility users the ability to send an email message to selected individuals with a link to download the recorded conversations, or attach the downloaded .wav recording file to the email. Recipients of the emailed recording can listen to the .wav file from their email device.

Emailing Recording Options

The screenshot displays the 'Recording Management' interface. At the top, there is a navigation menu with 'HOME', 'SYSTEM', 'MONITOR', 'TOOLS', 'ADMIN', and 'FACILITY PORTAL'. Below this, the 'MANAGEMENT LEVEL' is set to 'Securus Demo Site'. The main section is titled 'Recording Management' and shows 'Folder Name: Sara's Test' and '2 Results'. A table lists two recordings with columns for 'RECORDING FOLDER INDEX', 'SITE', 'PORT LOC', 'DIALED#', 'NAME', 'PIN', 'START', 'END', and 'DUR'. Below the table, there is a configuration panel for emailing options. It includes a 'Delivery Method' dropdown set to 'ISO', progress bars for 'CD: 22 % of 700MB' and 'DVD: 3.85 % of 4000MB', and an 'Email Options' dropdown set to 'Email With Link'. A red arrow points to the 'Email Options' dropdown, which is expanded to show 'Email With Link', 'Email With No Link', and 'No Email'. There are also checkboxes for 'OGG File', 'Image File', 'Wave File', 'Video File (mp4)', 'GSM File', and 'Mp3 File'. At the bottom, there are 'Create CD Image' and 'Cancel' buttons, and a media player interface.

RECORDING FOLDER INDEX	SITE	PORT LOC	DIALED#	NAME	PIN	START	END	DUR
1	Securus Demo Site	LP 1	(1) 5617039957	SHRUTHA SHETTY	2008	04-26-2017 04:06:08	04-26-2017 04:10:58	290 (s) 4.83(m)
2	Securus Demo Site	LP 1	(1) 2144839548	SHRUTHA SHETTY	2008	04-26-2017 04:19:50	04-26-2017 04:20:58	68 (s) 1.13(m)

Downloading Calls

The recording management folders allow investigators to view the size of the folder and how that compares to the available capacity of a CD or DVD. This utility also allows authorized users to move recordings between folders to easily manage their recording files. Once downloaded, the recorded conversations may be copied to any external media device connected to the user's PC.

SCP allows authorized users to copy recorded conversations to any external media device connected to the user's PC, such as CD, DVD, mp3 player, or USB drive. This feature facilitates easy sharing of recordings for investigative or court purposes. To maintain the accuracy of data and recordings during downloading and copying, SCP stores the files—both audio and CDR information—embedded within an industry-standard read-only format that prevents the possibility of tampering.

"I estimate that I request phone records for eight out of every ten subjects I investigate, and of the 100 subjects that I have helped convict over the past four years, probably half of those were because of telephone recordings provided by the Securus platform. Securus has been so successful in assisting with my cases that the US Attorney's Office has asked me to get inmate calls for all cases."

- Master Police Detective Michael Wachsmuth, a Tactical Field Officer working with the Alcohol, Tobacco, and Firearms division of the Federal Justice Department.

Downloading Calls to External Media

The screenshot displays the 'Recording Management' interface. At the top, there is a navigation bar with links: HOME, SYSTEM, MONITOR, TOOLS, ADMIN, FACILITY PORTAL. Below this, the 'MANAGEMENT LEVEL' is set to 'Filing' and the site is 'Securus Demo Site'. The 'Folder Name' is 'Conklin'. A table shows 4 results of recordings:

SITE	PORT LOC	DIALCODE	NAME	PN	START	END	DUR
Securus Demo Site	LP 11	(1) 9723902192	dees	2508	05-10-2011 20:35:42	05-10-2011 20:36:59	77 (s) 1:28(m)
Svseng	LP 1	(1) 9722770536			11-03-2010 10:16:37	11-03-2010 10:16:43	6 (s) 0:1(m)
Securus Demo Site	LP-41	(1) 9722770367	Marty Miller	141414	11-02-2010 13:55:36	11-02-2010 13:56:28	52 (s) 0:57(m)
Svseng	LP 1	(1) 9722770536			11-02-2010 08:34:30	11-02-2010 08:34:42	12 (s) 0:2(m)

Below the table, there is a summary bar: (4) Total Files, (3.34) MB Total, (147) Seconds Total, (2:45) Minutes Total. A warning message states: 'The percentage shown below includes space reserved for the additional files necessary to support and play back the recordings.' Delivery Method is set to 'ISO'. Progress bars show 'CD: 4.05 % of 700MB' and 'DVD: 0.71 % of 4000MB'. Email Options are set to 'Email With Link'. Checkboxes for 'OGG File (Original Recording)', 'Wave File (Same size as OGG)', 'GSM Files (25% size of OGG)', and 'Mp3 Files (50% size of OGG)' are visible. Buttons for 'Create CD Image', 'Download CD Image', and 'Cancel' are at the bottom.

33.1.38 Real-Time Contact Monitoring: The system must allow authorized users to monitor ongoing inmate contacts in real-time, from an onsite workstation or from a remote PC. Real-time contact monitoring must not interfere with contact recording and must be undetectable by the inmate and the other party. Explain in detail how your system will provide these features.

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

The Securus Secure Call Platform (SCP) has an integrated recording and monitoring system. The automated system is designed to be a cost-effective solution for all correctional facilities of any size. Multiple levels of security provide that only authorized personnel can access and monitor the inmate recordings. Authorized personnel can listen to live or archived recordings via multi-media PC interfaces connected over local area networks (LANs).

Call Monitoring

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

SCP can also automatically eliminate all monitoring or recording of special calls, such as calls to legal counsel, by designating the number as a “private” number. SCP prevents all unauthorized attempts to listen to private calls—the user interface will not display the speaker icon to play private calls. The call record also lists the call as “private” on the user interface.

Call Monitoring, Silent

When monitoring occurs, the system incorporates analog suppression/amplification hardware that allows monitoring of calls without inmate or called party detection. There is absolutely no noise, volume loss, or other indication of monitoring to assure complete investigator anonymity.

Call Recording

The integrated SCP recording application works independently, so there is never a need for integration of a third-party manufacturer’s product. This allows the facility to deal with a single vendor if any issues arise.

The SCP uses large capacity hard drives, along with RAID (Redundant Array of Independent Disks), that virtually extend the call storage period to meet your specific needs. Recordings are stored on-line for immediate access for 12 months. The SCP can also burn the information to CD or DVD for additional back up, if necessary.

The SCP can record all calls simultaneously and allows personnel to listen to pre-recorded calls while active calls continue to be recorded. The system records the entire conversation from call acceptance to termination.

Remote Access to Recording and Monitoring

With integrated recording and monitoring applications, other agencies, such as the local police departments, can also access these functions. Any authorized user with an approved user name and password can easily, and remotely, access recording and monitoring of inmate calls from any computer or device with access to the Internet. Securus has tested and certified the playback of calls and live monitoring on:

✓ Operating Systems/Devices

- 1 iOS
- 2 Android OS
- 3 OS X
- 4 Windows

✓ Browsers

- 5 Internet Explorer
- 6 Firefox
- 7 Chrome



33.1.39 Voice biometric: The proposed system must offer inmate voice biometric technology that validates the inmate's identity based on the inmate PIN. The voice biometric feature must be fully integrated with the proposed system. No fee may be charged for this function. Explain in detail how your system will provide this feature.

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

The voice biometric identification capabilities in Investigator Pro (IPRO), together with our Inmate Intercommunications Evaluation & Reporting (ICER) capabilities, will give the County a well-integrated and focused tool to uncover and identify inmate attempts to hide their identities or to communicate with other inmates either inside a facility or in other facilities across the country.

The Investigator Pro has a firmly established and solid technology foundation. The structure, algorithms, and operational capabilities of the software were in part developed through a \$50M support grant to a major technical school by the Department of Defense, with sole licensing of that technology to JLG Technologies. JLG Technologies adapted the core voice identification technology for the Corrections market. IPRO is fully integrated into Securus' Secure Calling Platform (SCP) and does not require any 3rd party software.

The following overview of features is included here to describe the capabilities of IPRO and how they benefit investigators.

- **Far More than Just a Voice Biometric Technology:** Investigator Pro is not just a voice biometric tool, it's a thoroughly laid out set of comprehensive investigative tools that give investigators insight into what is really going on during calls. It provides actionable leads using our patented capability of identifying each inmate's voice by name.
- **A Well-Established and Accepted Product Country-Wide:** IPRO has a 10-year track record of providing pinpoint voice accuracy capability country-wide in 243 state, county, and local correctional agencies.
- **Continuous Call Monitoring - No Gaps at Any Point in Coverage:** 100% coverage of not only each and every call, but also 100% coverage of every second of every call for both the inmate and the called party, without gaps in the conversation and without tipping off the inmate or called party.
- **Automated Voice Scoring Provides Both Speed and Accuracy in Investigations:** Accurate call scoring of each inmate's voice on the call for identification of all inmates on all calls by name, whether or not the inmate initiated the call. IPRO's scoring shows investigators the probability of an inmate's voice is the voice heard on a call, e.g. 85%, 95%, 100%, to assist investigators in determining the priority of calls to listen to.
- **Automated Identification of Each and Every Call Where an Inmate's or Called Party's Voice Appears:** Ability for investigators to submit a sample of an inmate's voice into the entire call database to find every call on which the inmate's voice appears, whether or not he initiated the call. Investigators can also search on a called party's voice and identify the calls on which that voice appears. This feature enables the investigator to search for calls to released inmates.
- **A full Screen Call Player that Pictorially Displays Details of Every Call Along with Live Action Buttons:** Investigators can view every second of every call from start to finish with the ability to scan and replay call segments, separate, graphically view, and independently listen to either/both the inmate side and called party side without the need for additional switching and listening equipment. They can vary call replay speed, visually pinpoint, identify, and play 3-way calls, and easily make notes related to each call or call segment. If there is a need to forward an entire call or call segment, there is no need to burn to CD as IPRO enables capturing and forwarding calls and call segments via secure email, saving considerable time and handling.

- Automated Location, Isolation, and Forwarding of 3-Way Call Segments Saves a Lot of Repeat Listening Time: Using the CallPlayer as described above, the call path will automatically identify each 3-way call attempt and/or conversation without the investigator having to review the entire conversation, even if there are multiple 3-ways on the same call. The 3-way segment(s) can be isolated, sped up/slowed down, replayed, copied, and forwarded via secure email without having to burn to CD.
- A Lot of Time Saved by IPRO's Automated, Yet-Flexible Reporting Capabilities: Investigation time will be significantly reduced by taking advantage of the system's automated reporting capabilities or by submitting an ad hoc query to find each occurrence of an inmate's or called party's voice at any time on any calls.

High Target Calls Report

The screenshot shows the 'The Investigator Pro™' interface. At the top, it says 'Logged in as mforan' and 'JLG Technologies, LLC'. The main navigation bar includes 'Home', 'Advanced Searches', 'Suspicious CallFinder™', 'NoteManager™', 'ReportMaker™', 'Manager', 'Settings', and 'Help'. Below this is the 'QuickFind™' section with a search box for 'Inmate Name or ID' and a 'Timeframe (most recent)' dropdown. A 'Begin Here' button is also present. The main content area shows a 'For your review: Notes sent to you.' section with filters for 'New (1)', 'Forwarded (0)', 'Case Assigned (0)', and 'Dismissed (0)'. Below this is a table of call records. A red box highlights the 'High Target Calls for Review' section, which includes a 'Time period: after 11/28/2016' and a table of call details. Another red box highlights the 'Susp Index' column in the table, which shows values of 35 for several calls.

Play	csn	Off Hook Date/Time	ID of inmate	Name	Phone number	Station Name	3-Ways Conf	Susp Index	Remove
1692901	12/04/2016 09:25:05	0702368	Jack Davis	1-098-765-4321	K Bldg #5	35	35		
2354676	12/04/2016 11:23:11	1234567	Chet Smith	1-098-765-1234	K Bldg #5	35	35		
1692901	12/04/2016 09:25:05	9876543	Ted McKay	1-098-765-0000	K Bldg #5	35	35		
2354676	12/04/2016 12:32:04	5673452	Jim Kravitz	1-098-123-4567	K Bldg #5	35	35		
1692901	12/04/2016 12:23:45	0702368	Jack Males	1-098-765-1234	K Bldg #5	35	35		

IPRO can automatically identify and present an automated list of high interest calls that have occurred since the last query period.

- Managing IPRO Use Within the Department – a Valuable Option: As with any well-developed and mature investigative tool, IPRO offers a host of internally-managed tracking tools which can be used by department management to monitor how efficiently IPRO is being used by department staff. This feature has proved valuable for larger administrations where internal operations monitoring or auditing is employed.

Investigator Pro Highlights – Powerful, Investigator-Requested Tools

- QuickFind™ puts the smartest, most requested analytics on inmates, phone numbers and calls at your fingertips.
- High-Target Calls for Your Review presents the calls inmates most want to hide—ideal for random listening requirements.
- CallPlayer Pro™'s unique investigator-friendly screen features key information along with the ability to control the playback speed, skip over silent portions of the call and make notes.
- VoiceSearch™ finds and ranks any inmate's voice on all calls, placed with or without his PIN. Investigators can also search on a called party's voice and identify the calls on which that voice appears.
- CallFinder™ puts call criteria at your fingertips to find the calls you need for your cases.
- MyCallReview™ lets you find, filter, manage and return to calls you've listened to.
- Suspicious CallFinder™ generates leads from suspicious call activity and lets you validate IPRO's results.
- NoteManager™ lets you organize, view and report on notes across calls.
- ReportMaker™ effortlessly runs reports to uncover patterns of telephone system use that may indicate illicit activities.
- IPRO flags and tracks high interest groups such as gangs, high profile inmates, institution drug dealers, escape risks, and mail-monitored inmates.

Sample Interactive Display Screens and Reports



Powerful, easy-to-use voice search and reporting tools provide detailed, accurate, and actionable leads for finding calls where inmates were trying to hide their voices. IPRO's ability to automatically search through hundreds of thousands of calls in just a few seconds ensures significant manpower and money savings. A series of reports can be used to highlight and record even the most minute of call details.

33.1.40 Keyword Search: The proposed system should have a recording scanning function that allows recorded contacts to be automatically or selectively scanned for specified keywords or phrases that are of special interest to investigators or facility administrators. Authorized facility staff must be able to add or delete words or phrases of interest on the scanning list as well as form groups of words or phrases into categories. Users must be able to automatically produce transcribed details of each recording for use in investigations. Additionally, the keyword search feature must allow an alert to be sent out via email if an inmate uses a word or phrase selected by the investigator.

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

SCP's Word Spotting is an investigative tool that finds specified keywords and short phrases within inmate conversations. This technology speeds up investigations and reduces labor demands and increases investigative capabilities.

Word Spotting Technology

The 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 inmates with feedback and direction from investigators. This approach ensures that Fort Bend will be using a premier investigative tool with the best accuracy in the industry today.

SCP's Word Spotting features includes:

- 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, investigators can add new keywords
- A user-friendly interface to select suspicious inmates or phone numbers 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 with specified keywords
- 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 is Fully Integrated with SCP

Similar tools in the industry use off-the-shelf systems intended for call centers or educational institutions. These systems do not account for the ever-changing landscape of criminal investigations or the evolving vocabulary 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.

By contrast, Securus Word Spotting is fully integrated into the SCP platform. 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. Investigators use search criteria such as date range, PIN, dialed number, and inmate name 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. Investigators can see the identified keyword and the time within the call that the word was spoken, saving valuable time by eliminating the need to listen to the entire call.

Word Spotting Report

The screenshot displays the Word Spotting Search interface. At the top, there is a navigation bar with links for HOME, SYSTEM, MONITOR, TOOLS, ADMIN, and FACILITY PORTAL. Below this is a MANAGEMENT LEVEL section with dropdown menus for Facility (Securus Demo Site), Site (All Sites), Phone Group (All Phone Groups), and Phone (All Phones). The main section is titled "Word Spotting Search" and includes a "FILL IN SEARCH CRITERIA" instruction. Search fields include Country Code, Custody Account #, First Name, Dialed Number, PIN #, Last Name, and Keyword. A date range is set from 04/25/2011 00:00:00 to 04/27/2011 23:59:59. Results per page are set to 10. Search and Reset buttons are present. The results table shows 3 results on page 1 of 1. A note at the bottom states: "Note: '2 seconds' buffer added to the Flagged Words StartTime and EndTime while playing the Recording." Below the note is a media player control bar.

PAGE 1 OF 1												
RE	SITE	PROFLOC	CITY CODE	DIALED #	REQ. SUBMIT TIME	ACCT #	PIN #	NAME	USER NAME	FLAGGED WORD	FLAGGED WORD START	FLAGGED WORD END
	Securus Demo Site	LP 1	1	9722770490	04-26-2011 15:22:29	7890	7890	MeLen Muyah	WordSpot	Busted	00:00:30.27	00:00:50.59
	Securus Demo Site	LP 1	1	9722770490	04-26-2011 15:22:29	7890	7890	MeLen Muyah	WordSpot	Hit	00:00:25.48	00:00:25.61
	Securus Demo Site	LP 1	1	9722770490	04-26-2011 15:22:29	7890	7890	MeLen Muyah	WordSpot	Shot	00:00:19.28	00:00:19.57

Word Spotting Keyword Management

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
Facility
Securus Demo Site

WS Triggers **Keyword Management**

KEY WORD MANAGEMENT

The keyword you have selected to be added will only be applicable against recordings which are flagged after adding the new keyword. Previous applied recordings will need to be run again manually to search for the word. *You can check Word Dictionary under the Online Help when you want to create and add a word to your selected list.

Look for: Keywords

Available Keywords

Selected Keywords

- Eang
- Ease Head*
- Eeat
- Elunt
- Eody
- Eullet
- Eurn

*Delete

*Words created by you can be deleted from Available Keywords only

Word Spotting Search Configuration

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
Facility
Securus Demo Site

Word Spotting Trigger Summary

WS Triggers **Keyword Management**

WORD SPOTTING CONFIGURATION

Trigger	Selected
Custody Account	45
Phone Number	36
Available CDR: 250	0

REMOVE PHONE NUMBER TRIGGER

36 Results

PAGE 1 OF 4

<input type="checkbox"/>	COUNTRY CODE	PHONE NUMBER	LEVEL	DETAILS	TRIGGER-SET USER NAME	TRIGGER-SET DATETIME
<input type="checkbox"/>	1	972277668	PAN	24680/24680	Chuong Dang	12-19-2012 04:12:30
<input type="checkbox"/>	1	972277668	Global - Site	Kellway Test Lab Allen	Jose Castro	11-17-2011 17:11:16
<input type="checkbox"/>	1	2142033796	PAN	9722770668/2770668	Lester Disney	11-17-2011 10:11:12
<input type="checkbox"/>	1	3011/2021	PAN	3011/2021	Dean Ramsey	11-12-2012 13:11:05
<input type="checkbox"/>	1	7604021123	Global - Customer	All Sites	Dee Sonti	11-10-2010 04:11:58
<input type="checkbox"/>	1	972277668	PAN	9087032071/201009087	madhu boddu	11-10-2010 02:11:10
<input type="checkbox"/>	1	972277668	Global - Site	Production Support	madhu boddu	11-10-2010 02:11:09
<input type="checkbox"/>	1	2142033796	Global - Site	Production Support	Lester Disney	11-09-2011 15:11:28
<input type="checkbox"/>	1	972277668	PAN	00099887768/099887768	Dee Sonti	11-04-2011 08:11:47
<input type="checkbox"/>	1	972277668	PAN	191013/7604	Bryan Carrell	11-03-2011 15:11:23

33.1.41 Ownership of Information: Throughout the term of the contract and upon termination or expiration of the contract, County shall own the information and reports stored or produced by the inmate technology system. Respondent shall be required to provide

County with the capability to access all such information and reports upon termination or expiration of the contract. The Respondent must describe its plan for meeting this requirement. A statement of concurrence with this requirement must be included in Respondent's proposal. County shall not incur any expense for providing this service.

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

Authorized users can continue to access call recordings for the full retention period required through the SCP user interface. Access is provided in the same manner as during the contract. Securus will work with County to determine a timeframe that recordings will need to be accessed after the contract term has ended.

33.1.42 Existing and Historical Contact Recording Access: The Respondent must make readily available in a usable format current and historical recordings and contact detail records from the current system without loss of information and playback ability. The Respondent must describe its plan for this requirement. County shall not incur any expense for this process.

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

Any recordings from the current inmate platform should be stored and retained by either the County or the current provider must make available their servers for a certain period of time. Any historical data from the old platform is the responsibility of the current vendor and they should grant the county access to those for a specified period of time.

33.2 Equipment specifications and additional items:

33.2.1 Four (4) standard TDD units and two (2) video relay service devices capable of functioning interchangeably with the proposed inmate telephone system.

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

33.2.2 Five (5) of the 35 public video visitation terminals must be hands-free and shall not require the user to pick up or hold a handset to participate in the visit.

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

33.2.3 Six (6) of the 145 inmate video visitation terminals must be mobile and capable of connecting in various parts of the Jail based on requirements set by County and installed by Respondent.

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

33.2.4 Two (2) enrollment terminals will be required for public enrollment for future visits and will be fully installed in the public video visitation room.

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

33.2.5 Twenty five (25) earbuds or headphones, certified to work with all audio related applications on provided tablets, provided to County each month at no cost to County. This stock of earbuds or headphones are in addition to the initial earbud or headphone, which is supplied with each inmate tablet. This stock of earbuds or headphones is intended as replacement equipment and will be used by County at sole discretion of County.

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

33.2.6 Six (6) of the 68 multi-function kiosks must be mobile and capable of connecting in various parts of the Jail based on requirements set by County and installed by Respondent.

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

TAB 2 - RATE AND REVENUE GENERATION PLAN

36.0 BILLING

36.1 Responsibility for Billing and Collections: The Respondent shall be responsible for billing and collections. Describe the Respondent's billing and collection processes. **SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus is responsible for billing and collections. Below we have described our SBCS (Securus Billing and Correctional Services) processes:

Securus provides all billing services internally through Securus Correctional Billing Services. Our ability to produce billing and to use local exchange carriers for collect billing allows us to offer the most robust collect call program in the industry. Securus has more billing arrangements in place with local carriers than any other inmate telephone provider. This means we can place more calls without requiring called parties to set up prepaid accounts. More calls mean more revenue and commissions.

Collect calls normally are billed directly by Securus and not a third party to ensure accurate billing and to control bad debt. The monthly bill statement includes a detail description of calls received, debits, credits, fees and taxes. Taxes are calculated and assessed after call completion to ensure accurate tax assessment by jurisdiction and individually documented on the payer's invoice during the billing cycle. Securus and Wolters Kluwer, a leading provider of tax software, upgraded the Securus taxing software on April 15, 2015 ensuring the accurate assessment of all Federal and State taxes.

Direct-billed account

- Calls are rated and sorted prior to distribution
- Rated calls are distributed to Securus billing system
- Charges appear on a bill generated by Securus Correctional Billing Services (Securus customer service and billing division). Called parties are subject to credit checks (as allowed by state regulations) to set up a direct billed account.

AdvanceConnect / Prepaid account

- Called parties fund these accounts in advance and charges are deducted from an account as calls are made.

Securus billing to called parties includes the vendor information and a toll-free telephone number to resolve billing disputes.

Securus is unique among its national competitors in offering an in-sourced, US-based call center to provide customer service to friends and family members of inmates. Our 200+

seat call center employs customer service representatives who are Securus employees, trained and managed to Securus' standards.

Live agent support is available to friends and family members seven 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 use an intuitive, automated interactive voice response system to help them with their needs. For added convenience, we also offer personal account access via our website (www.securustechnologies.com). End-users can also now access Securus customer service via online "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
- Blocking and unblocking numbers
- Reviewing call durations and history
- Learning about MoneyGram® options
- 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

Our customer service agents are highly trained on ITS issues and in satisfying the specific needs of called parties. We offer both English speaking and Spanish speaking agents.

We diligently survey our customers and measure satisfaction ratings to find ways to improve our service levels. Our customer satisfaction scores for our call center are 20 percent higher than the industry standard.

Securus offers direct billing as an option to our end user customers. The two main forms of billing including direct bill are:

- A Direct-billed account allows collect calls to be billed monthly from Securus Correctional Billing Services. The called party creating the account will be

subject to a credit check (as allowed by state regulations) to create a Direct Billed account

- An AdvanceConnect/Prepaid account allows the inmate's friend or family to fund an account in advance and manage how much money they would like to spend on collect calls. If the inmate's friend or family member wishes to receive more calls, he or she may simply add more funds.

Securus offers friends and family members of inmates a wide variety of options to set up and fund prepaid accounts. Convenience drives account creation, and account creation drives more calling, so Securus has made the funding process is easy. To create and fund a pre-paid calling account, friends and family members can:

- Call our Customer Service center and speak with a live operator
- Use our automated interactive voice response system
- Use our mobile-friendly website
- Fund accounts by mail
- Visit one of more than 35,000 MoneyGram locations such as Walmart and CVS Pharmacy
- Visit one of more than 58,000 Western Union locations.

Securus strives to deliver superior customer service and resolve customer issues in one call. Call center supervisors are always available to assist customers when an issue requires escalation. Some issues may require time to research and resolve. For all issues, the following escalation list may be utilized after 24 hours:

- Escalate to customer service manager;
- If still unresolved, escalate to the director of customer care;
- If still unresolved, escalate to vice president of customer care.

Refund Requests

To obtain an account refund, end users may contact Customer Service by phone at 800-844-6591, or by chat at www.securustech.net. For all credit card transactions made by phone or website, full and partial refunds will be applied to the payment source last used. For full refunds on accounts last funded via Western Union, funds will be refunded to the customer through Western Union. For partial refunds on accounts funded via Western Union and for both full and partial refunds on payments mailed to Securus, a check will be mailed via the U.S. Postal Service.

Blocking of Requested Phone Numbers

If called parties would like to prevent calls from a correctional facility serviced by Securus, they may contact Customer Service at 800-844-6591, or by chat at www.securustech.net. There is no charge for this restriction.

36.2 Responsibility for Fraudulent and Uncollectible Contacts: The Respondent shall be responsible for any financial losses due to fraudulent billing and/or uncollectible contacts. The Respondent must agree that any losses due to fraudulent contacts or uncollectible bills will not be subtracted from the gross revenue prior to the calculation of commission.

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

Securus is responsible for any financial losses due to fraudulent billing and/or uncollectible contacts. Securus agrees that any losses due to fraudulent contacts or uncollectible bills will not be subtracted from the gross revenue prior to the calculation of commission.

Uncollectable revenue does not reduce Fort Bend County's commission.

Calls are categorized as uncollectible when of the following events prevents collection of an amount billed to an end user's account, using valid billing records:

- Post-billing adjustment
- Credit to end user's bill
- Bad debt write-off when a customer fails to pay a bill.

The LEC and Securus write off the bad debt. Larger LECs may refer accounts to outside collection agencies.

Fraudulent calls are calls where end user intends to defraud, deceive, or cheat, usually for the purposes of causing financial loss to another, or bringing financial gain to oneself. We use our best efforts to collect on fraudulent calls. Fraudulent calling does not affect the calculation of Fort Bend County's commissions.

36.3 Responsibility for Monthly Line Fees: The Respondent shall assume the responsibility for all monthly line fees associated with the system.

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

Securus will assume the responsibility for all monthly line fees associated with any of our products and services.

37.0 RATES AND COMMISSION

37.1 Rates:

Please refer to our following financial offer pages that outline rates, fees and commissions.

37.1.1 Respondent shall define the proposed flat calling rates for all domestic calls. All international calls will also be a flat rate, but may be different from the domestic call rate. All call rates must be in compliance with current FCC rate caps. Rates for debit calls and collect calls should be listed and described separately in response, but should be consistent.

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

37.1.2 Respondent must describe any other fees or charges over and above the approved call rates, other than normal taxes, that will be included in the cost of a call. If applicable, any fees charged to the called party, including any potential additional fees or charges to called parties for optional features that the facility might choose.

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

37.1.3 Respondent shall define the proposed remote visitation rates, including fees for additional or optional features.

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

37.1.4 Respondent shall define the proposed tablet rates including rental, purchase, and usage fees for all revenue based features and services.

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

37.1.5 Respondent shall define the proposed rates for any and all other revenue generating features and services available to inmates and public users covered under this RFP.

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

37.2 Commission:

37.2.1 Respondent shall pay a percentage of the revenue generated by inmate calls of all types, whether collect or prepaid. Respondent shall pay a percentage of the revenue generated by all remote video visits. Respondent shall pay a percentage of the revenue generated by all tablet rentals, purchases, and revenue generating application usage. Respondent shall pay a percentage of the revenue generated by all electronic messages. Respondent shall pay a percentage of the revenue generated by all other revenue generating applications and systems approved to be used by County. All completed calls that generate revenue for the Respondent, third parties or sub-Respondents utilized in the performance of this contract, regardless of the call's

classification, are considered part of "Gross Billed Revenue" and are subject to the same commission proposed, not an alternate commission percentage or bonus. The agreed upon commission rate shall remain fixed during the contract term, unless County and the Respondent mutually agree to modify the commission rate at any time during the contract term.

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

37.2.2 Commission shall be paid monthly. The Respondent shall provide with each commission payment, revenue detail reports that clearly show total revenue from each inmate telephone, broken down by call type, as well as total revenue for all calls during the billing period. Call revenues must be verifiable at the on-site system workstation and by remote access from original call detail reports. Commission created from all products and services should be broken down in a similar way as described for call revenue. Explain how your system will break down commission by revenue stream.

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

37.2.3 Commission paid shall be based on the agreed upon percentage of all revenue generated by all revenue generating products and services through the system during the billing cycle, without deductions for fraudulent or uncollectible bills.

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

37.2.4 Rates and commission shall be split into two categories:

37.2.4.1 Revenue generated via transactions from an inmate's commissary account, as determined by final contract, will result in commissions being paid to the Sheriff's commissary fund.

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

37.2.4.2 All other commissions will be paid to County.

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



Proposed Financial Offer

Securus has carefully designed our financial package to balance the call rates, safety, and technology needs of Fort Bend County. This proposal provides two offers both with low call rates and funding fees to inmates and their family and friends, the best and most innovative technology the industry has to offer and a great commission plan for the County.

This offer enables Fort Bend County to increase operational efficiencies and provides more products and services for families to stay connected with their loved ones, without increasing costs to the community. Securus' fully compliant response meets and exceeds all specifications of this RFP. Securus offers the following financial options for consideration by Fort Bend County.

Both offers below include the following:

Securus Communications Platform

(SCP) - With free quarterly upgrades throughout the life of the contract. Over 700 features, including solutions already deployed at your location such 3-Way Detection, Remote Call Forwarding, Advanced Reporting, Covert Alerts, Crime Tip, Reverse Look up and BNA (Billing Name and Address.)

- 188 Inmate Telephones
- Interface to Tiburon to obtain inmate PIN information
- Interface to Aramark for Inmate Debit
- PREA Hotline (Prison Rape Elimination Act)
- Free Calls From Booking
- 3 Years Storage of Recordings

- 4 Standard TDD units
- Most comprehensive funding options for families
- Inmate Debit and/or Prepaid Calling Card
- Video Relay Services Terminals (can be put on any terminals)
- Lobby and Booking Kiosks
- On Site Field Technician
- Facility Portal Access

Video Visitation System

- 35 Public Video Visitation terminals, 5 Hands free units
- 145 Video Visitation terminals, 6 on carts
- 2 Scheduling/Enrollment terminals in Lobby for use by constituents
- On Site Visits FREE
- Attorney and Other Official Visits (non-recorded)
- Remote Paid visits \$7.00 per visit/30 minute visits
- Integration to Tiburon (JMS)
- All Cabling and networking

Inmate and Friends & Family Services

- **ConnectUs Applications** - applications include:
 - Phone
 - Grievances
 - Commissary
 - Inmate Request Forms
 - Education
 - Inmate Videos (.mp4)
 - Handbook
 - Emergency call
 - Sick Call
 - Law Library
 - E-messaging
- **Securus Instant Mail** (enables friends and family members to establish a prepaid email account with Securus to securely send email messages to inmates.)
- **AIS (Automated Information Services)**
 - The **ONLY** speech recognition auto attendant on market
 - Jail information
 - Visitation hours
 - Inmate Information

- Court Information
- Release Dates
- **VoiceMail** (Thru Automated Information Services Information Line)
Provides families and inmates with:
 - One-way communication product allowing friends and family members calling a facility to leave a 45 second voicemail for an inmate
 - Friends and family pay \$1.99 for each voicemail
 - Voicemail accessible thru every inmate telephone
- **Inmate Tablets**
 - Phone
 - Religion
 - Games
 - Podcasts
 - Law Library
 - Grievances
 - Education
 - Music
 - Books
 - SecureServices
 - Mental Health
 - Commissary
 - e-Messaging
 - Inmates will have the ability to purchase premium content packages such as songs, games thru their debit accounts. This will be available Q1 2018
- **Inmate Login Application**
 - Allows inmates to change own username and passwords
 - Create own account
 - Take photo of themselves for security purposes
 - Displays upcoming visits inmate has in near future
 - Displays inmates contacts
 - Allows inmates to add new contacts
 - Displays inmates activity, calls made, visitation sessions
 - Displays grievances inmate has entered and status of each
 - Displays balances of debit account
- Earbud replacements will be provided at no cost per the specifications in the RFP

Service

- **Best in class** service that you currently receive on your Inmate Telephone system, Tablets and other current services
- **On site** Field Service Technician & existing field service personnel who are familiar with your facility and service your account today
- **1,500 U.S. based support 24/7/365** supporting Fort Bend County at no cost
- **Dedicated** Director of Account Management overseeing Large Markets including Fort Bend County
- **Dedicated** Senior Account Manager, who currently adds an extra layer of support to the jail staff and County
- **Dedicated** Client Relations Manager to provide **first level** response for service related items
- **Facility Portal** to access commission reports, service tickets, order marketing materials and more
- **Training** quarterly or monthly, no cost to County

Investigative Features

- **Investigator Pro** (Continuous Voice Identification Biometrics)
- **THREADS** (An Investigative Tool for Fostering of Information and Sharing with other Counties)
- **Location Based Service** (Cell phone tracking/GEO Fencing)
- **ICER** (Inmate to Inmate Communications)

Option 1:

Commission Percent

- Phone Calls

Call Rates		
Collect	\$0.21 per minute	82%
Debit	\$0.17 per minute	82%
International Calls	\$0.50 per minute	82%

Prepaid Card Rates, same as collect

- Commission percent also applies to interstate
- \$600,000 Minimum Annual Guarantee
- Remote Video Visits 40%
- Tablets
 - \$25, Funding, family/inmate/monthly \$10/per tablet
 - \$15, Funding, family/inmate/monthly N/A
 - Optional: County can set price and keep anything over \$15 as commissions
 - Premium content 40%
- Securus Instant Mail 40%
 - \$2.00 per message to family
 - \$2.00 per picture to family
 - \$0.50 message approval notification
- AIS Voicemail: 20%
 - \$1.99 per 45 second voicemail
- E-messaging/Inmate Mail: 20%
 - \$0.50 Per text
 - \$0.50 additional for photos/prepaid inmate reply
- Funding Fees:
 - \$3.00 Automated payments
 - \$5.95 'live' agent fee
 - FREE by mail

Kiosk Funding Fees:

<u>Deposit Amount</u>	<u>Lobby/web/mobile app</u>	<u>Call Center</u>
\$0.01-\$20.00	\$3.95	\$4.95
\$20.01-\$100.00	\$6.95	\$7.95
\$100.01-\$200.00	\$8.95	\$9.95
\$200.01-\$300.00	\$10.95	\$11.95

Option 2:

Commission Percent

- Phone Calls

Call Rates		
Collect	\$0.17 per minute	50%
Debit	\$0.10 per minute	81%
International calls	\$0.50 per minute	81%

Prepaid Card Rates, same as collect

- Commission percent also applies to interstate
- \$500,000 Minimum Annual Guarantee
- Remote Video Visits 40%
- Tablets
 - \$25 Funding, Family/Inmate/Monthly \$10/per tablet
 - \$15 Funding, Family/Inmate/Monthly N/A
 - Optional: County can set price and keep anything over \$15 as commissions
 - Premium Content 40%
- Securus Instant Mail 40%
 - \$2.00 per message
 - \$2.00 per picture
 - \$0.50 message approval notification
- AIS Voicemail: 20%
 - \$1.99 per 45 second voicemail
- E-messaging/Inmate Mail: 20%
 - \$0.50 Per text
 - \$0.50 additional for photos/prepaid inmate reply
- Phone Funding Fees:
 - \$3.00 Automated payments
 - \$5.95 'live' agent fee
 - FREE by mail
- Kiosk Funding Fees:

<u>Deposit Amount</u>	<u>Lobby/Web/Mobile app</u>	<u>Call Center</u>
\$0.01-\$20.00	\$3.95	\$4.95
\$20.01-\$100.00	\$6.95	\$7.95
\$100.01-\$200.00	\$8.95	\$9.95
\$200.01-\$300.00	\$10.95	\$11.95

Exclusive Securus Value Add Offerings:

Aside from the requirements set forth in the RFP, Securus is proud to also offer other products and services that were not a requirement in the RFP. No other provider has this extent of a product portfolio. Thru our own development or thru acquisitions we have made, the following products are also available to Fort Bend County. Should the County have interest in these products, Securus will provide cost.

Products that will be cost to the County:

- **Guarded Exchange** (Phone Monitoring services)
- **Satellite Tracking of People** (STOP)
- **National Cell Phone Forensics**
- **Securus Outbound Voicemail** (Securus is the **only** provider in corrections to offer outbound voicemail. Outbound Voicemail is completely unique and allows an inmate to leave a voice message for the called party in the event the call goes unanswered.)
- **Televisit:** is a FDA certified and HIPAA compliant telemedicine platform that allows facilities to rapidly begin experiencing the advantages of telemedicine
- **Securus EHR:** a HIPAA compliant cloud-based Electronic Health Record solution that provides the speed, functionality, and security required by corrections.
- **Digital Post Office:** Securus' Digital Post Office dramatically reduces contraband entering through traditional postal mail by scanning and electronically delivering mail to SecureView tablets and ConnectUs inmate terminals. Covert Alerts can also be established to automatically text or email investigators upon receipt and upload of mail for a particular inmate.

Services at no cost to the County:

- **Exclusive: Correctional Officer Memorial Fund** - We are very proud to be the first vendor in our industry to launch our own program to assist correctional officer's families in the time of need. The fund provides financial assistance to families of those corrections officers who lose their lives in the line of duty.
- **Technology Center:** Securus offers the state of the art Technology Center to Fort Bend County for the purpose of hosting events, training seminars free of charge.

Summary

Securus has worked hard to develop an offer that fully serves the needs of Fort Bend County, your constituents and inmates. We are committed to providing an offer that incorporates all of your requirements while providing world class technology, more services for inmates and families to remain connected and a Texas based service that has supported Fort Bend County, constituents and inmates thru the years. We look forward to our future years as partners.

Securus respectfully requests the privilege of being able to serve Fort Bend County. We thank you for being a great customer over the years. We look forward to a long term, mutually beneficial relationship.

TAB 3 - MAINTENANCE AND SUPPORT

34.0 MAINTENANCE AND SUPPORT

34.1 Support and Service Capability: Each Respondent will maintain sole and absolute responsibility for maintenance and service of the proposed system at no cost to County. Respondent provided on-site technician, alternate technicians, trainers, and other staff must pass background checks and be approved by County.

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

Securus will maintain sole and absolute responsibility for maintenance and service of the proposed system at no cost to Fort Bend County. All Securus' staff (on-site technician, alternate technicians, trainers, and other) will be subject to pass background checks and be approved by Fort Bend County. All Support and maintenance personnel are employees of Securus. We do not outsource our support to other 3rd party companies.

34.2 Trouble Help Desk: Respondent shall provide facility staff a toll-free Help Desk number that can be reached 24 hours a day, 365 days a year to report system problems. The Help Desk should be Respondent-run and staffed and located in the United States. Respondents are required to detail in their proposal the location and staffing of the help desk.

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

Securus provides superior customer service from a state-of-the-art operations center located in Carrollton, Texas. More than 50 technicians staff the Securus Technical Support Center (TSC) to ensure prompt problem resolution. The average tenure of our technicians is 8 years and the average tenure for our technical support management is 10 years.

The Securus TSC serves as a single point of contact for facility staff to request service **24 hours a day, seven days a week, 365 days per year**. There are four ways to contact the TSC:

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

34.3 Ticket Escalation: Respondent must have and include in the proposal a well defined escalation procedure for dealing with issues that are not resolved within the agreed upon time frame. Upon contract award, the Respondent is to provide County with specific names, titles, and personal-contact information for the individuals involved in ticket escalation.

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

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

Technicians assign each service request one of three initial priority levels, each with resolution and escalation timelines. Every effort is made to resolve the problem remotely within the designated timeframes, and Securus resolves most service requests during the initial request. If necessary, a field service technician is dispatched to the facility to expedite resolution.

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

Escalations

If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival.

The supervisory escalation chain is:

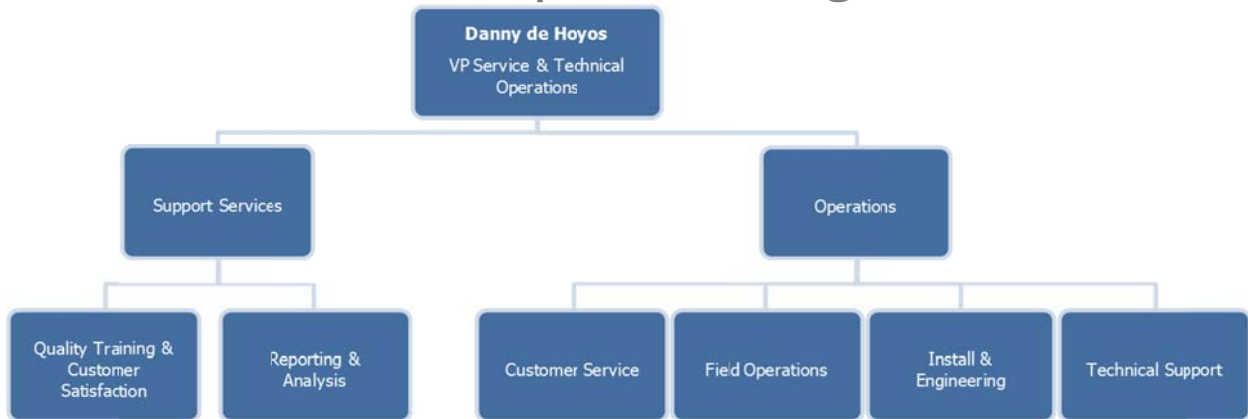
- Technical Support Department
- Technical Support Manager
- Technical Support Director
- Regional Field Manager
- VP Service and Technical Operations

Centralized Services Operations Model

All Securus services and operations are managed centrally, from our Service and Operations organization in Dallas, Texas. The Operations team's responsibility is supporting external customers, including Customer Service, Field Services, Installation and Engineering, and Technical Support. The Support Services team provides internal support services including Quality, Training and Customer Satisfaction, and Reporting and Analysis.

The following figure illustrates the Securus Service and Operations organization, which is staffed by full-time Securus employees.

Services and Operations Organization

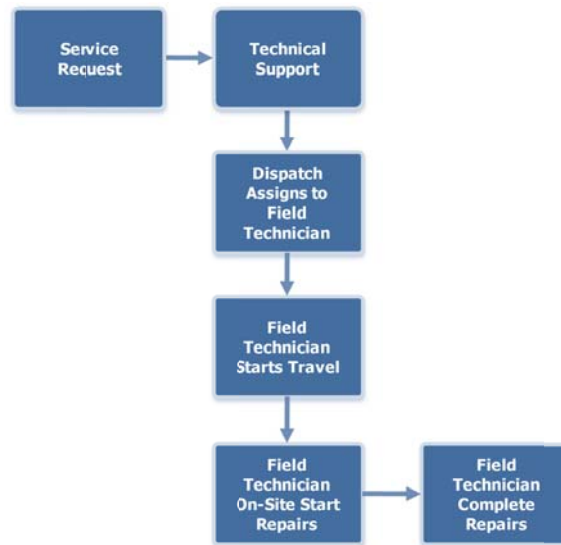


Securus adopted this operational model because of the natural interaction between functional groups. Having our support services integrated and centrally managed enables cross-functional group interaction, improving the response time, and efficiencies of our services.

Call Routing

The TSC manages the flow of inbound calls through a call distribution system that routes calls directly to our support technicians in a skills-based, platform specific manner. Securus establishes response times and service level agreements that accomplish our key objective of providing timely resolution to each request. Service calls are answered 24x7x365 by live technicians to provide timely and quality customer service.

Trouble Ticketing Process



In all instances, service will be requested through the TSC and field service personnel will be dispatched through trouble ticketing system to ensure documentation and timely resolution of all service tickets.

Event Tracking System

The Securus event tracking system logs, tracks, manages, and assures an appropriate response to all service requests. The service request generates a unique trouble ticket number linked to each facility's service history and provides real-time updates. Each ticket has a priority level assignment, which drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem, and resolves the problem or engages the appropriate party for problem resolution.

The TSC maintains ownership of all service requests and responsibility for the escalation and update functions. Every effort is made to resolve problems remotely and within the framework of resolution timeframes. However, if the problem requires on-site service, a technician is dispatched. Securus will contact the facility to arrange for the on-site service at the convenience of the facility.

County facilities can also open and track trouble tickets through our convenient facility portal.

Facility Portal

Securus provides customer facilities with one of the only anywhere, anytime, single-point-of-access customer portals in the industry. Approved users can access all calling activity,

including all call detail reports. The Facility Portal also serves as the user interface to the Securus electronic trouble ticket system. Authorized users can initiate trouble tickets for repairs, track the real-time ticket status, and generate current and historical reports of trouble tickets with the Facility Portal. The facility Portal generates a tracking number for each ticket opened. Users can search for service tickets by ticket number or by date search. All updates are sent electronically in real-time to the originator of the ticket, as well as to the County designee.

Open Service Ticket

FRIENDS & FAMILY **CORRECTIONAL FACILITIES** ABOUT US CAREERS CONTACT US

Facility Portal

Facility Name

Dashboard
Portal Manager
Commissions Reports
General Reports
Order Materials
Downloads & User Guide
Service Center
Your Tickets
Create A Ticket
Date Search
Search Tickets

Create Service Ticket

Site: Facility Name

Problem Category: Please Choose a Category

Suggested Priority: Please Choose a Category

Problem Description: Full Outage
Inmate Can't Place Call
Other
Partial Outage
Password Reset
Phone/Equipment Replacement
PIN Reset
SCP User Interface Question

Submit Ticket

Manage Your Service Tickets

The screenshot shows the 'Your Service Tickets' page in the Facility Portal. The navigation menu on the left includes: Dashboard, Portal Manager, Commissions Reports, General Reports, Order Materials, Downloads & User Guide, Service Center, Your Tickets, Create A Ticket, Date Search, Search Tickets, Help, Secure Call Platform, and Log-Out. The main content area displays a table of tickets:

SITE NAME	TICKET #	DESCRIPTION	LAST UPDATED	STATUS
Facility Name	13802698	Div 11 VB enrollments	2011-08-16 09:56:04	Closed
Facility Name	13795289	Voice Biometrics - the customer is enrolling/re-enrolling inmates in VB at Division 11...	2011-08-12 11:06:18	Closed
Facility Name	13792501	Report Request: Calls completed in 2008 from Division 1, Tier B-4 Call period is 9/1...	2011-08-05 15:19:43	Closed
Facility Name	13783054	customer reports that he creates an iso image to burn to DVD and when image was downlo...	2011-07-29 10:24:54	Closed
Facility Name	13782536	Voice Biometric - Re-enrollments the customer is doing re-enrollments of inmates at t...	2011-07-28 11:10:58	Closed

Below the table, there is a 'Total Tickets' counter showing 1234.

Clicking the ticket number in the service history generates a report with ticket detail. Users can review all the notes and the final resolution of any closed ticket at any time. If the ticket is currently open, users can create a new journal note. Consent to close a ticket can also be performed using the notes section.

Example of ticket detail:

Ticket Detail

The screenshot shows the 'Ticket Details #13529104' page in the Facility Portal. The navigation menu on the left includes: Marketing, Dashboard, Portal Manager, Reports, Order Materials, Downloads & User Guide, Service Center, Your Tickets, Create A Ticket, Date Search, Search Tickets, S-Gate, and Log-Out. The main content area displays the following information:

Ticket Details #13529104

TICKET #13529104

- Call Description: female pod 11 block phone not working
- Ticket Priority: 3
- Ticket Status: Closed
- Date Opened: 12/09/2010 8:14:24 AM
- Last Update: 12/09/2010 8:51:24 AM
- Solution Description: reset sigs

JOURNAL NOTE ENTRIES

Igreathouse	12/09/2010 8:40:03 AM	Issue Resolved - Waiting for Customer Approval
Igreathouse	12/09/2010 8:39:53 AM	Authorization Obtained from: Hogan

At the bottom of the page, there is a button labeled 'Create A New Journal Note'.

34.4 External Customer Support: Respondent shall provide a Respondent-run and staffed billing customer support help desk. Respondents are required to detail in their proposal the location, staffing, and availability of the help desk; as well as the services provided to the external party by this support group.

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

Securus is unique among its national competitors in offering an in-sourced, US-based call center to provide customer service to friends and family members of inmates. Our 200+ seat call center employs customer service representatives who are Securus employees, trained and managed to Securus' standards.

Live agent support is available to friends and family members seven 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 use an intuitive, automated interactive voice response system to help them with their needs. For added convenience, we also offer personal account access via our website (www.securustechnologies.com). End-users can also now access Securus customer service via online "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
- Blocking and unblocking numbers
- Reviewing call durations and history
- Learning about MoneyGram® options
- 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

Our customer service agents are highly trained on ITS issues and in satisfying the specific needs of called parties. We offer both English speaking and Spanish speaking agents.

We diligently survey our customers and measure satisfaction ratings to find ways to improve our service levels. Our customer satisfaction scores for our call center are 20 percent higher than the industry standard.

Securus offers direct billing as an option to our end user customers. The two main forms of billing including direct bill are:

- A Direct-billed account allows collect calls to be billed monthly from Securus Correctional Billing Services. The called party creating the account will be subject to a credit check (as allowed by state regulations) to create a Direct Billed account
- An AdvanceConnect/Prepaid account allows the inmate's friend or family to fund an account in advance and manage how much money they would like to spend on collect calls. If the inmate's friend or family member wishes to receive more calls, he or she may simply add more funds.

Securus offers friends and family members of inmates a wide variety of options to set up and fund prepaid accounts. Convenience drives account creation, and account creation drives more calling, so Securus has made the funding process is easy. To create and fund a pre-paid calling account, friends and family members can:

- Call our Customer Service center and speak with a live operator
- Use our automated interactive voice response system
- Use our mobile-friendly website
- Fund accounts by mail
- Visit one of more than 35,000 MoneyGram locations such as Walmart and CVS Pharmacy
- Visit one of more than 58,000 Western Union locations.

34.5 Training: At no additional cost to County, hands-on training is to be provided on-site for all personnel using the proposed systems. Continuing education and training should be made available either on-site or using a remote online feature without cost to the County. At no charge, the Respondent must provide, upon completion of training, one (1) set of appropriate training documentation per installed facility. Describe, in the proposal, the training program, including description of course and any applicable documents or training aids.

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

Securus provides user, administrative, and investigative training, including face-to-face product training and written documentation for staff, inmates and inmate friends/family

Hands-on training is conducted by experienced Securus employees at your facility through classroom training for contract renewal and twice-monthly instructor-led online classes for your new staff. Since our products are web-based, after a two or three-hour training session, most facility staff can easily maneuver through the system's features.

Securus offers the following training programs for our facility customers:

- Onsite Training Courses—Securus offers customized training at your facility on Securus Investigative Products. This training includes hands-on activities.
- Dedicated Webinars—Online webinar training on Securus Investigative Products. These webinars are coordinated and scheduled during a convenient time for the facility.
- Monthly Webinars—Provide an introduction to Securus Investigative Products. These webinars occur every month, usually around the same time/date of each month.
- Securus University—Provides each facility with online access to product training material, including PowerPoint presentations, user guides, quick reference guides, tutorials, and other reference material. Securus University is available 24x7x365.
- Regional Investigator's Workshops—Investigators from different regions will meet for customized onsite training on Securus Investigative Products and how to use these products to assist in their investigations
- Regional Administrator Workshops—Administrators from different regions meet for customized onsite training on Securus products. This training focuses on features, processes, and reports that Administrators need to understand to support their Facility using Securus Products.

Securus will provide instructional resources appropriate for a "train the trainer" environment. Training will be included which is deemed necessary for Fort Bend County to administer and support the system.

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



Securus training programs enable facility staff to use all features the first day of installation. Since our products are web-based, after a two or three-hour training session, most facility staff can easily maneuver through the system’s features.

In addition to standard training, Securus will develop an online training experience to meet the unique needs of your staff and facility. We offer separate classes focused on different agency functions such as investigations, live call monitoring, and system administration. Securus offers online instructor-led courses available twice a month throughout the year for product upgrades, new facility staff, or general refreshers. *Securus ongoing training ensures your staff always “stays on top” current and newly released SCP features.*

SCP Training Course Modules

Securus is committed to providing your staff with training that will maximize the potential of the features implemented at your facility. Training courses are offered in a user-friendly, task-oriented format to teach your staff 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 focusing on the unique features of our applications.

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

SCP Course Modules

Course Module	Objective
Getting Started	<ul style="list-style-type: none"> • Logging in • Navigating through the features • Managing your password • Contacting Technical Support for service calls
User Administration Activities	<ul style="list-style-type: none"> • Creating and changing user accounts • Defining a user’s role and granting access permission • Resetting a user’s password • Deactivating and/or deleting users • Running user management reports
Inmate Administration Activities	<ul style="list-style-type: none"> • Adding and changing inmate phone accounts • Deactivating inmate phone accounts • Setting up the phones to meet your requirements • Using administrative reports
Monitoring Activities	<ul style="list-style-type: none"> • Reviewing Call Detail Records (CDRs)

	<ul style="list-style-type: none"> • Monitoring live calls • Listening to recorded calls • Using monitoring reports • Saving calls and burning to CD
Investigation Activities	<ul style="list-style-type: none"> • Using CDRs for investigations • Recognizing trends in inmate activity • Using other investigative tools to collect evidence • “Digging” into the details
Super User Activities	<ul style="list-style-type: none"> • Learning time-saving tips and tricks • Discussing actual facility situations and turning evidence into intelligence • Troubleshooting for operational and maintenance staff to minimize unnecessary service calls

SCP Online Help

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

Officers can print one topic or the entire help system if a full User Manual is preferred. Securus continuously upgrades and enhances SCP, so we recommend only printing the section needed to ensure all printed material is current.

The following figure illustrates the SCP Online help screen:

Secure Call Platform Online Help



The following table presents the SCP self-help online system features and associated functions:

SCP Online Help Features

Course Module	Objective
Welcome Page	Provides high-level descriptions for selected features describing their purpose and functions.
What is New in SCP	Describes new features in the current release and includes links to receive additional details or task-based instructions.
Getting Started	Offers task-based procedures to assist officers in efficiently using SCP to get their job done. Each topic includes a link that enables an e-mail to be sent for Technical Support or to Training for online help feedback.
Related Topics	Links to SCP feature elements such as phones, inmates, investigations, reports, workforce, and administration.

Pop-up Definitions	Defines glossary terms and word index at the click of a mouse without leaving a topic. This assists the trainee to quickly absorb new concepts and technology.
Tips and Tricks	Provides shortcuts, helpful hints, and advanced topics for highly-skilled officers looking to improve their performance.
Frequently Asked Questions (FAQ)	Offers common questions and their answers.
Troubleshooting	Presents self-help instructions for common functions such as the following:
Reference	An inmate was released, but I cannot release his PIN.
Advanced Management Functions	"You must deactivate the Custody Account before you can release the PIN. If you still cannot release the PIN, contact Technical Support."

SVV Training Course Modules

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

SVV Course Modules

Course Modules	Objective
Overview and Navigation	<ul style="list-style-type: none"> • User types • Appointment types • Process flow • URL - status bar - webcam • Internet speed - storage term • Three main modules
Appointments	<ul style="list-style-type: none"> • Stop or cancel a session • Change date/time • Change terminal • Live monitor sessions
Administration	<ul style="list-style-type: none"> • Users and user groups • Terminals and locations • Logs

Session Viewer	<ul style="list-style-type: none"> • View a recorded session • Actions and icons - search, play, lock, delete
Visitation Schedule	<ul style="list-style-type: none"> • Customized by user type
Optional Applications	<ul style="list-style-type: none"> • Sick Call - symptoms • Commissary Ordering • Automated inmate information
Overview and Navigation	<ul style="list-style-type: none"> • User types • Appointment types • Process flow • URL - status bar - webcam • Internet speed - storage term • Three main modules

ConnectUs™ Training Course Modules

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

ConnectUs Course Modules

Course Module	Objective
What is ConnectUs	New inmate interface New inmate applications
General ConnectUs Capabilities	Banner Applications Bulletin Board Soft Keyboard
Advanced ConnectUs Capabilities	Conflict Resolution Multi-Tasking Scheduling

ConnectUs Applications

Phone Calls
Video Visitation
Law Library
Inmate Forms and Grievances
Inmate Handbook and Documents
Videos
Job Search

34.6 Service and Support Policies: Respondent shall explain in detail the maintenance service and support provided for the proposed systems, including the company's policy for updating the user interface software as new versions are released.

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

Securus employs approximately 170 field service associates including 9 Regional Managers and a centralized Field Dispatch team to support our national customer base. The Field Service Technicians (FST) are strategically positioned to meet the response time requirements of our customer's and reside near each customer location. FSTs are all required to have extensive telecommunication background and are Securus-certified to service our product offerings. The FSTs have direct access to senior technical support and engineering resources to expedite repairs and minimize customer downtime.

Workflow

Once our centralized Technical support operation determines that an issue requires on-site service, our dispatch team contacts the assigned FST and establishes an estimated time of arrival. The Dispatcher or the FST immediately communicate the time of arrival to the facility. Upon arrival at the facility, the FST will meet with the primary site contact to review the problem and perform the necessary repairs. Repairs typically involve repairing or replacing a defective part or wiring or correcting configuration settings.

Upon resolving the primary issue, the Field Service Technician will perform a system check to detect any unreported issues and conduct preventative maintenance checks while on-site, including:

- Cleaning out the system filters
- Testing system features and functionality
- Testing of individual phones
- Performing workstation(s) inspections.

Problems identified during this check are addressed by the Field Service Technician during the same visit unless additional parts are required to resolve the issue.

Upon completion of the repairs, the FST will validate problem resolution with the primary site contact and obtain sign-off on the repairs performed. After obtaining sign-off, the FST will record the transaction in our problem management system through his or her laptop.

Service Parts

Securus field service technicians maintain a working level of spare parts for minor repairs consisting of telephone sets, handsets, dials, and replacement circuit boards, either on-site or in their truck. If a technician does not have required a part, Securus will drop-ship the item to the site. Securus will ship counter-to-counter on the same day in critical situations.

Quality

Securus sends an e-mail customer satisfaction survey to the primary site contact following each service event. Customer concerns are immediately escalated to the Regional Service Manager and the National Service Director. The Regional Service Manager is required to contact the customer within 24 hours to better understand the concern and implement a correct action plan. Securus executives review the summary of each issue along with the corrective actions on a monthly basis. Our current survey results show 94% satisfaction with Field Service with 77% indicating they were “delighted” with the service they received.



Implementation

Our preliminary implementation plan includes transitional meetings that detail the setup of proposed applications and tasks associated with the transition from the current system to Securus' Secure Call Platform (SCP). Securus has extensive experience preparing locations for system implementation without disrupting the facility's existing service. All hardware, phone lines, and workstations will be in place before replacing the telephone instruments and cutting over to SCP.

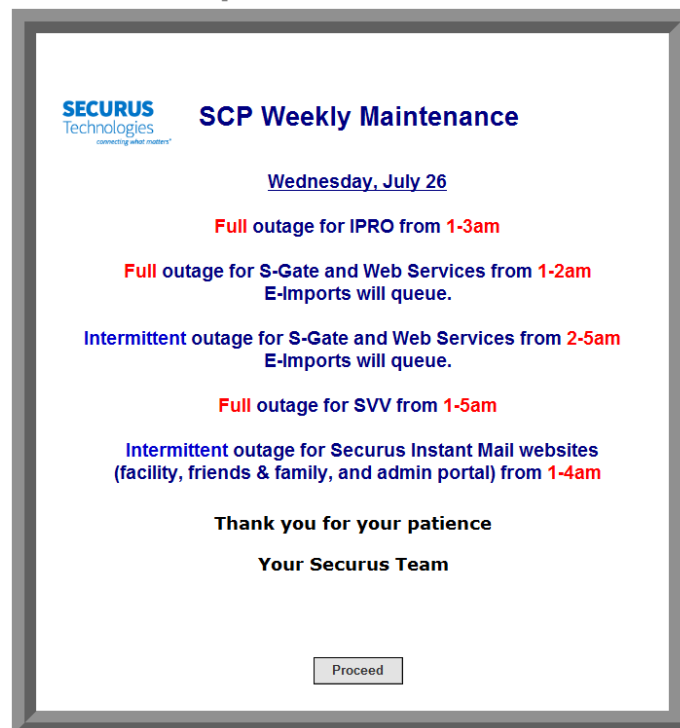
Software Upgrades

We recognize that the challenges you and your officers face every day never stop evolving. When designed our centralized platform, one of our chief objectives was deploying a system that provided upgrades to all customers at regular intervals with no downtime. We achieved that objective with SCP. Securus provides upgrades to all of our customers three to four times annually through a proven and tested after hours process that allows all sites to immediately realize the benefits each upgrade. Our system delivers proven features driven by input from the most recognized corrections and law enforcement agencies in the nation.

Maintenance events are always preceded by a splash screen displayed at login notifying the facility of the upcoming upgrade and new features are discussed with customers prior to implementation. These system updates are more than simple changes. They provide meaningful features and new capabilities, which drive greater officer and community safety, staff efficiency and improved investigative response times.

The following image shows the sample splash screen that notifies users of upcoming maintenance.

Splash Screen



34.7 Trouble Ticket Flow and Escalation Procedures: Respondent shall explain in detail the process for trouble tickets and the escalation procedures for service and support issues.

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

If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival.

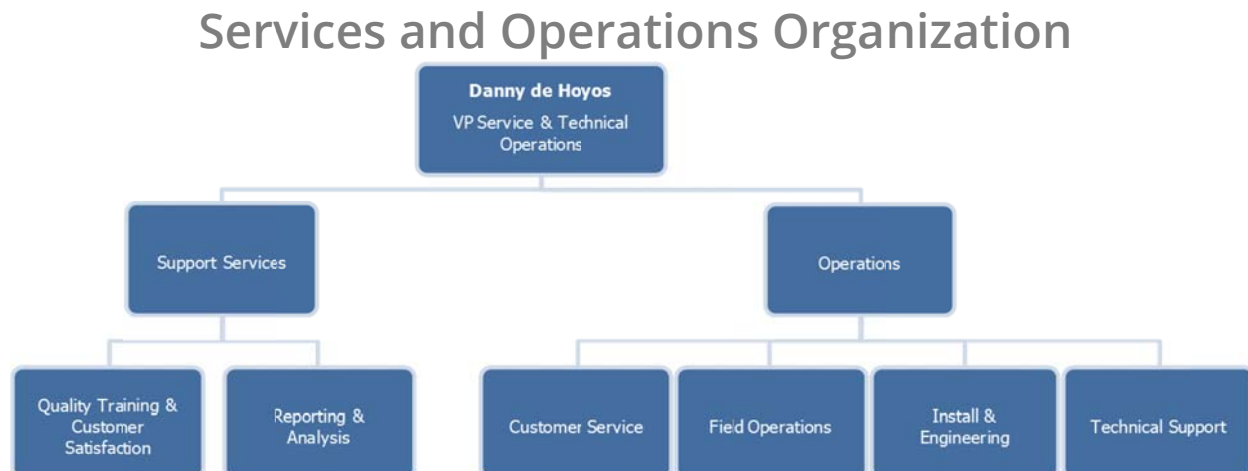
The supervisory escalation chain is:

- Technical Support Department
- Technical Support Manager
- Technical Support Director
- Regional Field Manager
- VP Service and Technical Operations

Centralized Services Operations Model

All Securus services and operations are managed centrally, from our Service and Operations organization in Dallas, Texas. The Operations team’s responsibility is supporting external customers, including Customer Service, Field Services, Installation and Engineering, and Technical Support. The Support Services team provides internal support services including Quality, Training and Customer Satisfaction, and Reporting and Analysis.

The following figure illustrates the Securus Service and Operations organization, which is staffed by full-time Securus employees.

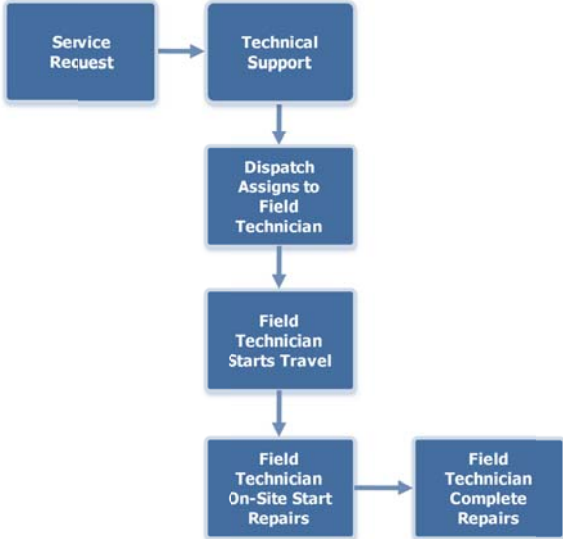


Securus adopted this operational model because of the natural interaction between functional groups. Having our support services integrated and centrally managed enables cross-functional group interaction, improving the response time, and efficiencies of our services.

Call Routing

The TSC manages the flow of inbound calls through a call distribution system that routes calls directly to our support technicians in a skills-based, platform specific manner. Securus establishes response times and service level agreements that accomplish our key objective of providing timely resolution to each request. Service calls are answered 24x7x365 by live technicians to provide timely and quality customer service.

Trouble Ticketing Process



In all instances, service will be requested through the TSC and field service personnel will be dispatched through trouble ticketing system to ensure documentation and timely resolution of all service tickets.

Event Tracking System

The Securus event tracking system logs, tracks, manages, and assures an appropriate response to all service requests. The service request generates a unique trouble ticket number linked to each facility's service history and provides real-time updates. Each ticket has a priority level assignment, which drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem, and resolves the problem or engages the appropriate party for problem resolution.

The TSC maintains ownership of all service requests and responsibility for the escalation and update functions. Every effort is made to resolve problems remotely and within the framework of resolution timeframes. However, if the problem requires on-site service, a technician is dispatched. Securus will contact the facility to arrange for the on-site service at the convenience of the facility.

County facilities can also open and track trouble tickets through our convenient facility portal.

Facility Portal

Securus provides customer facilities with one of the only anywhere, anytime, single-point-of-access customer portals in the industry. Approved users can access all calling activity, including all call detail reports. The Facility Portal also serves as the user interface to the Securus electronic trouble ticket system. Authorized users can initiate trouble tickets for repairs, track the real-time ticket status, and generate current and historical reports of trouble tickets with the Facility Portal. The facility Portal generates a tracking number for each ticket opened. Users can search for service tickets by ticket number or by date search. All updates are sent electronically in real-time to the originator of the ticket, as well as to the County designee.

Open Service Ticket

FRIENDS & FAMILY **CORRECTIONAL FACILITIES** ABOUT US CAREERS CONTACT US

Facility Portal

Facility Name

Dashboard
Portal Manager
Commissions Reports
General Reports
Order Materials
Downloads & User Guide
Service Center
Your Tickets
Create A Ticket
Date Search
Search Tickets

Create Service Ticket

Site: Facility Name

Problem Category: Please Choose a Category

Suggested Priority: Please Choose a Category

Problem Description: CDR Report Question/Request
Full Outage
Inmate Can't Place Call
Other
Partial Outage
Password Reset
Phone/Equipment Replacement
PIN Reset
SCP User Interface Question

Submit Ticket

Manage Your Service Tickets

FRIENDS & FAMILY **CORRECTIONAL FACILITIES** ABOUT US CAREERS CONTACT US

Facility Portal

Facility Name

Dashboard
Portal Manager
Commissions Reports
General Reports
Order Materials
Downloads & User Guide
Service Center
Your Tickets
Create A Ticket
Date Search
Search Tickets

Your Service Tickets

SITE NAME	TICKET #	DESCRIPTION	LAST UPDATED	STATUS
Facility Name	13802698	Div 11 VB enrollments	2011-08-16 09:56:04	Closed
Facility Name	13799289	Voice Biometrics - the customer is enrolling/re-enrolling inmates in VB at Division 11...	2011-08-12 11:06:18	Closed
Facility Name	13792501	Report Request: Calls completed in 2008 from Division 1, Tier B-4 Call period is 9/1...	2011-08-05 15:19:43	Closed
Facility Name	13783054	customer reports that he creates an iso image to burn to DVD and when image was downlo...	2011-07-29 10:24:54	Closed
Facility Name	13782536	Voice Biometric - Re-enrollments the customer is doing re-enrollments of inmates at t...	2011-07-28 11:10:58	Closed

1234
Total Tickets

Clicking the ticket number in the service history generates a report with ticket detail. Users can review all the notes and the final resolution of any closed ticket at any time. If the ticket is currently open, users can create a new journal note. Consent to close a ticket can also be performed using the notes section.

Example of ticket detail:

Ticket Detail

The screenshot displays the Facility Portal interface. At the top, there is a navigation bar with links for FRIENDS & FAMILY, CORRECTIONAL FACILITIES, ABOUT US, CAREERS, and CONTACT US. Below this is the Facility Portal logo. On the left side, there is a 'Marketing' sidebar with various options like Dashboard, Portal Manager, Reports, Order Materials, Downloads & User Guide, Service Center, Your Tickets, Create A Ticket, Date Search, Search Tickets, Sign-In, and Log-Out. The main content area is titled 'Ticket Details #13529104'. It contains a 'TICKET #13529104' section with the following details: Call Description: Female pod #1 block phone not working, Ticket Priority: 3, Ticket Status: Closed, Date Opened: 12/29/2010 8:14:24 AM, Last Update: 12/29/2010 8:51:24 AM, and Solution Description: reset sigs. Below this is a 'JOURNAL, MOST RECENT' section with two entries: 'lgreathouse 12/29/2010 8:40:03 AM Issue Resolved - Waiting for Customer Approval' and 'lgreathouse 12/29/2010 8:39:53 AM Authorization Obtained from Hogan'. A 'Create A New Journal Note' button is located at the bottom right of the journal section.

34.8 On-site Technician: Respondent shall provide onsite technician familiar with and able to maintain all proposed system hardware, including regular preventative maintenance. On-site technician will also be responsible for:

- **Providing reports and records to approved requestors on a one-time and reoccurring basis**
- **Investigating and answering inmate requests regarding systems provided by Respondent, including PIN theft complaints and other topics as determined by County**
- **Activating and distributing new tablets to inmates as determined by County**
- **Managing earbud or headphone replacement as determined by County**
- **Testifying on behalf of Respondent in court when required For pricing purposes**

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

Securus will provide an onsite technician familiar with and able to maintain all proposed system hardware, including regular preventative maintenance. The on-site technician will also be responsible for:

- Providing reports and records to approved requestors on a one-time and reoccurring basis

- Investigating and answering inmate requests regarding systems provided by Respondent, including PIN theft complaints and other topics as determined by County
- Activating and distributing new tablets to inmates as determined by County
- Managing earbud or headphone replacement as determined by County
- Testifying on behalf of Respondent in court when required For pricing purposes

Respondent is to propose the following:

34.8.1 16 hours on-site per week for population less than 700 ADP

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

34.8.2 24 hours on-site per week for population greater than 700 ADP and less than 1,100 ADP

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

34.8.3 40 hours on-site per week for population greater than 1,100 ADP

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

Hours on-site per week	Commission Reduction
16	Included with our offer
24	Included with offer
40	Included with offer

TAB 4 - COMPANY BACKGROUND

38.0 COMPANY BACKGROUND

38.1 Experience, Expertise and Qualifications: Respondent's Resume – Provide a detailed description of Respondent's experience within the last five (5) years, including:

Any and all names used to provide inmate telephone services. Include the following information:

- **Areas served**
- **Credentials, licenses and abilities of Respondent**
- **Provide criteria and procedures used in hiring, training and monitoring staff**

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

OUR MISSION:

We exist to SERVE and CONNECT to make our world safe.

The credo “To Serve and Protect” holds firm as a nationwide call to action for most civil and criminal justice agencies. It is at the center of what makes our world safe.

At Securus, we exist “**To Serve and Connect**” to make our world safe. Our vision is to equip every public safety, law enforcement and corrections agency throughout the world with Securus Technologies civil and criminal justice technology solutions. Securus’ powerful, connected technology protects the world and drives continuous innovation with an exceptional focus on solutions that best serve our customers.

Our Presence

For nearly 30 years, corrections industry constituents—facilities, inmates, and the family and friends of inmates—have relied on Securus Technologies and our predecessor organizations for communication solutions designed to fulfill their specialized needs.

Securus Technologies, Inc., formerly Evercom Systems, Inc., was incorporated August 22, 1997 in the State of Delaware. Over the next several years after incorporation, the company acquired the assets of several other inmate telephone service providers, all of which had been in the inmate telephone service business between 5 to 12 years.

T-Netix, Inc. began under the name Tele-Matic Corporation, incorporated under the laws of the State of Colorado on February 6, 1987. In 1992, the company acquired eight affiliated companies in the inmate phone business as well as the inmate phone business assets of two other companies. In 1993, T-Netix met the inmate fraud control challenge and was the first company to introduce to the corrections marketplace the capability to

SECURUS

AT A GLANCE

29 years in business

More than **1,000** employees

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

1 MILLION inmate calls connected every day

99.9% network uptime
More than **200** patents issued and pending

98%+ customer retention rate

\$670,000,000 investment in new technology over the past four years

detect a three-way call.

From its inception until July 1992, T-Netix was 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.

In 2004, Securus Technologies, Inc. (now known as Securus Technologies Holdings, Inc.) was created as the parent company of Evercom Systems, Inc. (now known as Securus Technologies, Inc.) and T-Netix, Inc. The Securus product line comes from more than 25 years of hands-on teaming with correctional facilities. Our product offerings are a direct result of our commitment to technological excellence. The Securus goal of providing outstanding customer service to correctional institutions, inmates and friends and family members of inmates drives our commitment to service.

In 2009, Securus made a strategic move. Understanding how advanced technologies could radically change the civil and criminal justice industries, Securus executed a plan to leverage our technical expertise and expand our portfolio with complementary products and services that go beyond communications.

Today, we are the fastest growing provider in the industry because we offer compelling products and services. We continue to expand our reach while remaining focused on the civil and criminal justice industry.

Securus has the resources to install and operate large prison facility telecommunications systems. **Only Securus** provides services to four of the top five mega county facilities in the United States. We serve multiple DOCs and other very large facilities that house thousands of inmates, including Florida DOC; Louisiana DOC; New Mexico DOC; Missouri DOC; Illinois DOC; Kentucky DOC; Pennsylvania DOC; Connecticut DOC; New York City DOC; Boston, Massachusetts; Denver, Colorado; Dallas, Texas; Seattle, Washington; Phoenix, Arizona; Portland, Oregon; and Detroit, Michigan. We are uniquely equipped to handle any inmate population, and community population.

Our Values

The culture of Securus focuses on people being innovative, exceptional, focused and trustworthy. In fact, the company specifically recruits for these key attributes. We believe that these characteristics actively contribute to the company's long-term success and explain the passion Securus has for technological advancements and outstanding service. Below are our core values:

TRUSTWORTHY

Securus strives to operate with transparency and embodies the highest levels of integrity, honesty, and truthfulness.

FOCUSED

Securus focuses on delivering products and services that align with our overarching vision – ensuring our world is secure.

EXCEPTIONAL

Securus is committed to delivering the best solutions comprised of the industry's best technology, products, and services.

INNOVATIVE

Securus leads the industry in investments to support ongoing technological advancements – resulting in numerous patents. We combine information, product features, and services in a customized way to meet the unique needs of every customer.



OUR VALUES

Creating a culture of trustworthy people who are focused on creating exceptional technological innovations.

What We Do

From public safety incident response to post-incarceration community supervision – and all points in between - Securus is uniquely equipped to provide a full spectrum of civil and criminal justice technology solutions.



PUBLIC SAFETY SOLUTIONS

Rapid response is imperative.

Systems that collect, consolidate, analyze, visualize and distribute critical information among multiple agencies, first responders, mobile public servants and/or the public.



INVESTIGATIVE SOLUTIONS

Digital evidence is everywhere.

Systems that merge big data, voice biometrics, and pattern identification, providing early detection and alerts for investigators, attorneys, courts and criminal justice systems.



CORRECTIONS SOLUTIONS

Technology eases operational burdens.

Systems that modernize the incarceration experience through jail management, communications, and inmate self-service to help inmates communicate with their family, friends, and corrections agencies run smoothly and reduce recidivism.



MONITORING SOLUTIONS

Community supervision reduces cost.

Systems that combine intuitive software, dependable hardware, and comprehensive support services to more effectively monitor and track offenders, increase compliance, reduce recidivism, and maintain public safety.

Connecting What Matters[®]

Securus provides leading edge civil and criminal justice technology solutions that improve public safety and modernize the incarceration experience. Thousands of public safety, criminal justice, and corrections agencies rely on Securus for secure, simple and powerful technology solutions, which are always accessible and easy to use.

Why Securus

As you review our proposal, you will see recurring themes that separate Securus from our competitors:

Experience

Only Securus provides services to four of the top five mega county facilities in the United States (many included in our references). We serve multiple DOCs, including the state of Illinois. We also serve other very large facilities that house thousands of inmates, including New York City DOC, Cook County, Illinois, and San Diego County, California.

Technology

Only Securus is a true technology company. We invest heavily in technology and lead the market in innovation. We have more patents than the rest of our industry combined. Likewise, our investment of \$670M over the past four years is, by our estimate, more than 6x more than the total spent by all of our competitors over this period. We do this because we believe technology has — and will continue to — revolutionize the corrections experience creating safer facilities, reducing recidivism and increasing operational efficiencies.

Only Securus has the industry's most widely used, most flexible and dynamic call control platform. No other call control platform in the world has more features and investigative tools you can use to keep your community safe. No competitor comes close to the number of installations we manage of our Secure Call Platform. Our ability to share data with other agencies, both inside and outside of Illinois, is unsurpassed given the huge advantage we have over our competitors in geographic footprint.

Only Securus has the widest variety of corrections solutions that reduce operational workload, increase safety & security, and provide jail staff and inmates unprecedented communication access. Our commitment to technology means that we'll continue to innovate and provide you with cutting-edge solutions, now and throughout the term of our agreement.

Service

Only Securus has an extremely strong track record of retaining our customers, even though there are many choices

of available providers. We believe this is because we listen closely to, and continuously adapt to our customers' needs. We are proud of our existing track record with Fort Bend County.

Only Securus offers the widest array of programs to complete more calls than any other competitor in the industry. Your inmates' families and loved ones are also our customers. They often play a critical role in the rehabilitation of offenders by staying in contact during incarceration. This is why we provide multiple ways to communicate, and provide more funding options than any other provider. We routinely improve call volumes when we displace our competition, making sure inmates can stay in touch with their loved ones.

Finally, Securus is proud to be **Sarbanes-Oxley Section 404 compliant** and **SOC-1** (formerly Statement on Auditing Standards No. 70 (SAS 70), Type II) certified. These widely-recognized distinctions confirm that the company has effective controls and safeguards in place to manage its financial matters. Unlike our competitors that do not provide transparency or vigor in their financial reporting, Fort Bend will get accurate and timely reporting and commission payments from Securus.

Regulatory Licenses:

Public Utility Commission of Texas

Securus is an IP-Enabled provider in Texas and authorized by the Public Utility Commission of Texas to provide inmate telephone service and a copy of the registration is provided as Attachment B.

Texas Secretary of State

Securus is authorized to transact business in the state of Texas by the Office of the Secretary and a copy of the certificate is provided as Attachment C.

Federal Communications Commission

Securus is licensed with the Federal Communications Commission to provide interstate and international telecommunications services, assigned Federal Registration Number ("FRN") 0006222319, provided as Attachment D.

Employee Selection

Having a quality-oriented culture is vital, but employees committed to our values and performing at the highest level is what sets us apart. Securus uses a formal process for employee selection that involves multiple departments and management levels. An in-house recruiter seeks out top candidates for open positions. Screenings ensure candidates match the requirements for positions and background checks ensure we only hire candidates with the highest integrity standards. Our formal processes ensure only the top candidates are selected.

Securus Press Releases

EXPECTED MARKET RESULTS

Securus vs. GTL & Telmate

SECURUS
Technologies


vs

GTL

Support	Single Platform	Multiple Platforms
Technology Development	Single Platform	Multiple Platforms
Performance & Reliability	Single Platform	Multiple Platforms
Focus	Customer Orientation	Internal Confusion
Reinvestment	\$600M	\$30M (estimate)
Reputation	Build & Support	Empty Promises
Growth Strategy	Win In Market	Acquire Competitor
Securus Wins vs. GTL & Telmate	Since 2013 Securus has won \$96.2M from GTL/Telmate	Since 2013 GTL/Telmate has won \$10.7M from Securus
Recent D.O.C. Wins/Losses	NY DOC Win	NY DOC Loss MT DOC Loss

EXPERIENCE INTEGRITY SUPPORT

Securus vs. Telmate

	SECURUS Technologies™	vs	 Telmate™
Years in Business	30		10
Background	Pioneer of Industry		Hotel/Motel
Associates	1,465		50
Field Based Associates	260		10 (estimate)
Customer Service Associates	270		10 (estimate)
Direct Bill Option for Customers?	Yes		No
Proactive and Accurate Information for Low Account Balances?	Yes		No
Customer Refunds?	No restrictions		Restrictions
Charge for Customer Refunds?	No		Yes
Timeliness of Customer Refunds?	10-12 business days		Up to 6 to 10 weeks
Average Answer Times	61 seconds		253 seconds
Integrity and Ethics	Highest In the Industry		Violated MT laws, Uses contractors who steal, Thrown out of Utah County, Violates procurement rules, Web-site show they violate FCC rules
Company Name	Securus Technologies™		Telmate/Pinnacle/ Synergy/ Intelmate/ Talton

CAPABILITIES SCALABILITY

Securus vs. Telmate

SECURUS
Technologies

vs

 Telmate

Patents (issued + pending)	273	46
Products	1,400	200 (estimate)
Proven Scalability	Single Platform	Multiple Platforms
	Wireless Containment ✓	✗
	Secure GPS Monitoring ✓	✗
	Secure Tablets ✓	✗
	Automated Three Way Detection ✓	✗
	Public Safety Software ✓	✗
	Medical Services ✓	✗
	Cellular Forensics ✓	✗
	Outsourced Investigation ✓	✗
	Voice Biometric Identification ✓	✗
	Called Party Identification ✓	✗
	Proprietary Tablet Hardware ✓	✗
	Location Based Services ✓	✗
	Inmate to Inmate Calling Detections ✓	✗

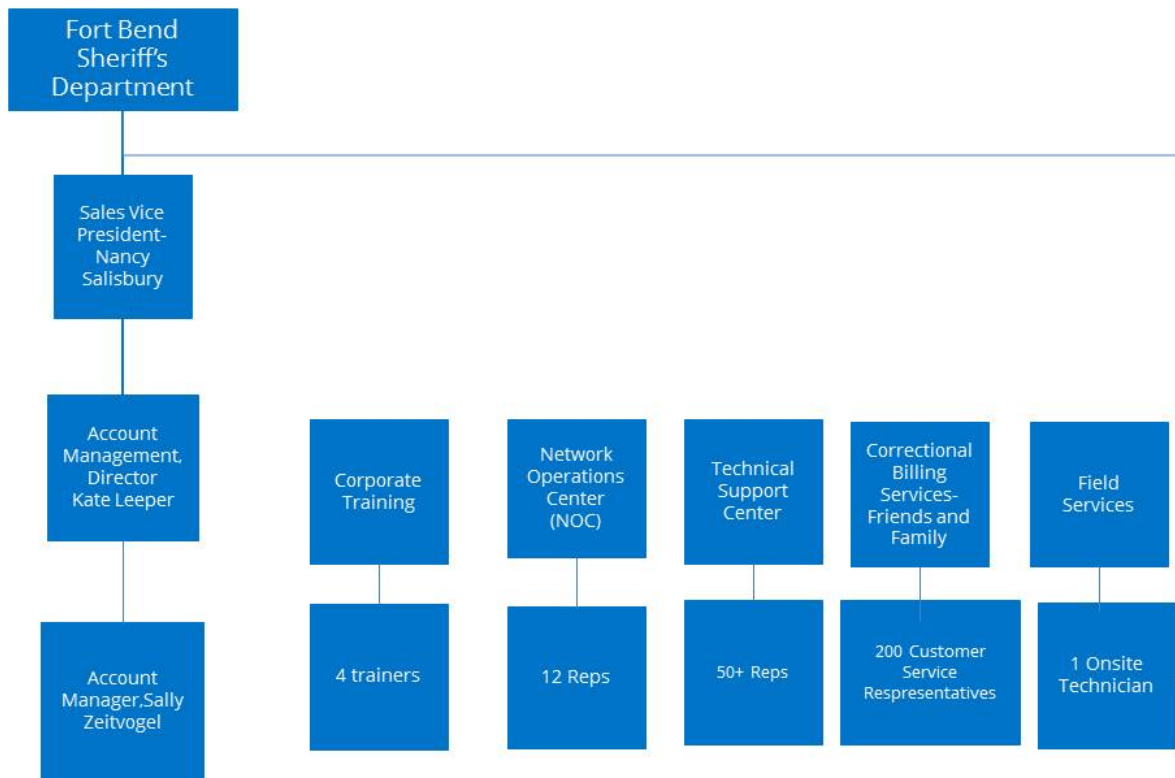
38.2 Proposed Organizational Charts and Staffing: Provide an organizational chart that describes the Respondent's overall organization. Describe management structure, sufficiency of resources and rationalization for allocation of resources.

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

Securus understands the needs of our facility customers and the growing trends of the industry. We recognize the need to recruit the best people, meeting the geographical needs and skills requirements our customer's expect in a service provider, in addition to meeting the specific requirements of their job function. We expect more from our employees so we can provide more to our customers. The corporate structure is organized around meeting the customer's needs and industry trends, including:

- Providing an industry-leading centralized packet-based network platform
- Providing an in-depth product set to help with criminal investigations and prevention
- Developing leading technology, as evidenced by our patent portfolio
- Provide ongoing support to our facility customers through exceptional Sales, Field Services, Installation, and Technical Support teams
- Providing outstanding customer service to the end-users through our in-sourced customer call center, located in the Dallas metropolitan area.

The following figure represents the Fort Bend County project organizational chart, demonstrating Securus' resources devoted to supporting the County and its needs.



Securus' corporate structures and resources are organized around meeting these goals. For example, to support our industry-leading network platform, we reinvested \$100+ million and applied 300,000+ man hours to developing this platform. It was necessary to allocate more resources to our IT department, including expanding the department to include Corporate Development, Network Operations, and Applications departments. These expanded departments help future-proof the call platform network by increasing our storage capacity, increasing network speed and reliability, and developing new technology.

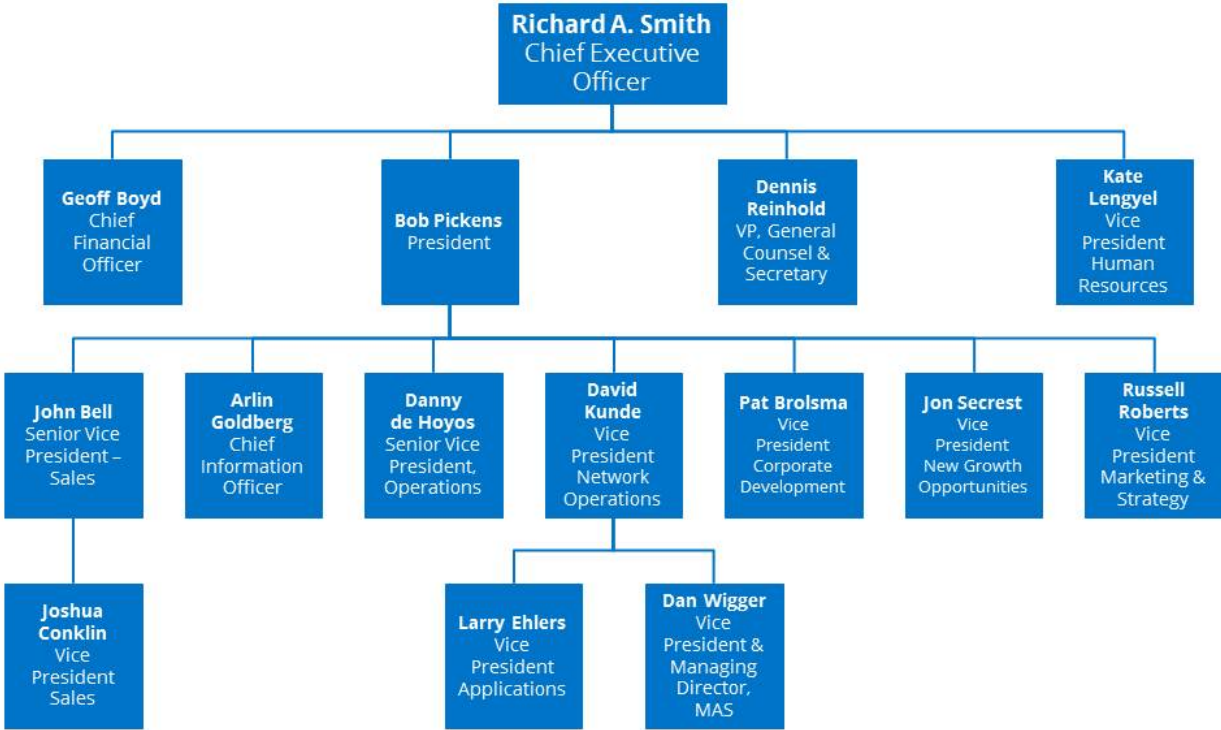
Organizing all of these supporting departments under our Chief Operating Officer ensures that Securus provides a cohesive, consistent experience to the facilities and end users.

Management Structure

Richard A. Smith serves as Securus' Chief Executive Officer. Mr. Smith and Securus' executives possess 190+ years of combined telecommunications and/or inmate telecommunications experience. Many members of the current executive team previously

ran a highly successful publicly traded competitive local exchange carrier called Eschelon Telecom, Inc. (NASDAQ: ESCH).

The following figure presents the Securus leadership organization structure.



Richard A. Smith, Chief Executive Officer

Richard (Rick) Smith is the Chief Executive Officer of Securus Technologies, Inc. with more than 40 years of communications experience. Since joining Securus in 2008, he has led a major reinvestment into the company and has established the SCP call management platform as number one in the industry. Before joining Securus, Mr. Smith was the Chief Executive Officer of Eschelon Telecom, Inc., a publicly traded (NASDAQ Exchange) \$350 million revenue, 1,500 associate competitive local exchange carrier located in Minneapolis, Minnesota, where he grew revenue from approximately \$30 million to \$350 million and grew adjusted EBITDA to \$80 million, a CAGR of 48 percent. His achievements at Eschelon led to a successful IPO in the summer of 2005. Before this, Mr. Smith held several positions in a variety of disciplines at Frontier Corporation including operations, finance, IT, and business development, among others. Mr. Smith holds a Bachelor of Science degree in

Electrical Engineering from State University of New York, Buffalo; a Masters of Mathematics degree from State University of New York, Brockport; and a Masters of Business Administration degree in the Executive Development Program from University of Rochester.

Robert E. Pickens, President

Robert (Bob) Pickens is the President of Securus Technologies, Inc. with more than 22 years of communications experience. He has responsibility for all corporate and field operating areas. Before joining Securus in September 2008, Mr. Pickens held multiple executive positions—including Chief Operating Officer—at Eschelon Telecom, Inc., a publicly traded (NASDAQ Exchange) \$350 million revenue, 1,500 associate competitive local exchange carrier located in Minneapolis, Minnesota. Mr. Pickens holds a Bachelor of Science degree in Business Administration from the University of Minnesota’s Carlson School of Management.

Geoffrey M. Boyd, Chief Financial Officer

Geoffrey (Geoff) Boyd is the Chief Financial Officer of Securus Technologies, Inc. with more than 21 years of communications experience. In this role, Mr. Boyd has oversight responsibility for all financial functions of the company. Before joining Securus in 2013, Mr. Boyd was Chief Financial Officer of Rational Energies, Inc., one of the first commercial producers of crude oil from waste plastic in the country. From 2000 to 2007, Mr. Boyd served as Chief Financial Officer of Eschelon Telecom, Inc. Before that, he served in a variety of executive roles at Dobson Communications Corporation, one of the largest rural cellular carriers in the United States. Mr. Boyd started his career in telecommunications and media finance at CoreStates Financial Corporation. He holds a Bachelor of Arts degree from Dartmouth College.

Patrick W. Brolsma, Vice President of Corporate Development

Patrick (Pat) Brolsma has more than 15 years of senior-level telecommunications experience and has served as Vice President of Corporate Development since joining Securus in November 2008. Before Securus, he spent eight years with Eschelon, where he held leadership positions in operations, marketing, and mergers and acquisitions. Before Eschelon, Mr. Brolsma held various management positions at U.S. West, Inc. (Qwest), Sprint Communications, and Unisys. Mr. Brolsma has a Bachelor of Science degree in Computer Science and Marketing from Minnesota State University in Mankato, Minnesota.

John Bell, Senior Vice President of Sales

John Bell joined Securus Technologies effective December 30, 2015, as the Senior Vice President of Sales. Mr. Bell has a career of transforming organizational culture and

performance into exceptional performance, exceptional growth, and developing exceptional sales leaders – an outstanding 35 year career that is the foundation of his professional portfolio. Part of that career was at IBM, the cream of the crop of high-tech/high integrity/premier sales business processes and people development companies. Mr. Bell graduated from Holy Cross with additional postgraduate work at the Wharton School of Business and the Kellogg School of Management. His professional career includes work at IBM, Verizon, AT&T, NTT Verio, and Time Warner Cable. Mr. Bell assumes responsibility for Securus' 100-person sales team that includes 60 feet on the street, quota-carrying sales associates.

Joshua E. Conklin, Vice President of Sales

Joshua (Josh) Conklin is Vice President of Sales at Securus Technologies, Inc. with more than 13 years of communications experience. In this role, Mr. Conklin has responsibility for all sales and contract retention activities. Before joining Securus, Mr. Conklin served as Senior Vice President and General Manager of California and Nevada for Integra Telecom, a privately owned, facilities-based, integrated communications carrier and equipment provider headquartered in Portland, Oregon. Before this, Mr. Conklin served with Eschelon Telecom, Inc. as Senior Director of Network Sales for Colorado, Minnesota, and Utah, where he was responsible for new acquisition sales in more than 40 percent of Eschelon's network footprint. Mr. Conklin also held several other sales roles within Eschelon including Sales Director, Sales Manager, and Sales Training Manager over his 10-year career with Eschelon. Mr. Conklin holds a Bachelor of Business Administration degree from West Texas A&M University.

Larry V. Ehlers, Vice President of Applications

Larry Ehlers has served as Securus' Vice President of Applications since January 2009, having served as Vice President of OSS & Applications at Eschelon from 2005 through 2008. He also served as Vice President of Corporate Systems at Advanced Telecom from 2000 through 2005 Before its acquisition by Eschelon. Earlier in his career, Mr. Ehlers was the Director of Information Technology and Operations at Quintessent Communications, was a consultant with Network Designs Corporation, and served in a variety of information technology roles within the manufacturing industry. Mr. Ehlers received his Bachelor of Science degree from Iowa State University and holds multiple information technology certifications.

Arlin B. Goldberg, Chief Information Officer

Arlin Goldberg has served as Chief Information Officer since September 2008. He has more than 35 years of telecommunications industry experience. Previously, Mr. Goldberg served as the Executive Vice President of Information Technology for Eschelon from October 1996

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

Danny de Hoyos, Vice President of Service and Technical Operations

Danny de Hoyos is Vice President of Service and Technical Operations at Securus Technologies, Inc. In this role, Mr. de Hoyos has responsibility for leading customer satisfaction, quality, and training; customer service; field operations; installations and operations; reporting operations and analysis; and technical support. Mr. de Hoyos previously served as Director of Customer Operations for Medica located in Minneapolis, Minnesota. Before this, Mr. de Hoyos served as Vice President of Customer Service and Service Delivery at Eschelon Telecom, Inc., a publicly traded (NASDAQ Exchange), \$350 million revenue, 1,500 associate competitive local exchange carrier located in Minneapolis, Minnesota. Before joining Eschelon, Mr. de Hoyos was Director of Support Services for One World Online in Provo, Utah, and also held leadership roles in customer operations and call center management for other technology companies such as Big Planet and Marketing Ally. Mr. de Hoyos holds a Bachelor of Science degree from Brigham Young University in Provo, Utah.

David A. Kunde, Vice President of Network Operations

David (Dave) Kunde has served as Vice President of Network Operations since August 2011. Mr. Kunde has more than 26 years of telecommunications industry experience. Mr. Kunde has senior-level experience in building and managing national networks and has developed and launched highly successful services such as IPTV television during his career. Before joining Securus, Mr. Kunde was the COO for North American Operations for ACN, Inc., where he was responsible for information technology, human resources, accounting/finance, call center, provisioning, operations and engineering, legal, and business development functions in both the U.S. and Canada. Mr. Kunde previously served as SVP and GM of the Integra Telecom ILEC division, where he successfully launched IPTV. He also served as EVP of Network Operations and Engineering at Eschelon from 1999 through 2007. Mr. Kunde earned his Bachelor of Arts degree in Physics from Wittenberg University and received a Masters of Business Administration degree from the University of Rochester's Simon School.

Kathryn S. Lengyel, Vice President of Human Resources

Kathryn (Kate) Lengyel has served as Vice President of Human Resources since July 2007. Before joining Securus, she held the position of Vice President of Human Resources at

Excel Telecommunications, where she was an integral part of the acquisition of Vartec Telecom. Ms. Lengyel also served in a variety of HR capacities including the Director of Human Resources at Stone Holdings, Inc. and its subsidiaries, from November 1991 until 2005. Throughout her career, she has created a successful track record of employee initiatives, leadership, and organizational change management and has developed diverse human resources experience in startups, growth, and mergers and acquisitions situations. Ms. Lengyel holds both a Bachelor of Science degree in Human Development and a Master of Education degree in Human Resource Development from Vanderbilt University.

Dennis J. Reinhold, Vice President, General Counsel and Secretary

Dennis Reinhold has served as Vice President, General Counsel and Secretary of Securus since August 2005. He previously served as the Associate General Counsel of SOURCECORP, Inc. (public until late 2005; NASDAQ: SCRC) a company with approximately 7,000 employees worldwide that specialized in business process outsourcing of critical data and documents. Before SOURCECORP, he served as Division General Counsel/Director of International Legal Affairs and Assistant Secretary of AAF McQuay, Inc. Mr. Reinhold has more than 25 years of legal experience, both in law firms and in-house positions, with an emphasis practicing in the areas of corporate and international law. Mr. Reinhold earned a Juris Doctor degree from St. Louis University School of Law, a Bachelor of Science degree in Marketing and Business Administration from the University of Illinois, and he completed the Advanced Management Program at The Wharton School, University of Pennsylvania. Mr. Reinhold was one of 20 finalists in the 2006 Dallas Business Journal's Best Corporate Counsel Awards, and in 2006, he was awarded a National Leadership Award by the National Republican Congressional Committee. Mr. Reinhold is the sole inventor on U.S. Patent No. 7,494,061 (granted on February 24, 2009). Mr. Reinhold has also served on numerous civic organizations, including the Board of Directors for the Louisville Ballet, Company Chairman for the Juvenile Diabetes Foundation, and Habitat for Humanity.

Jonathan Secrest, Vice President, New Growth Opportunities

Jonathan (Jon) Secrest is Vice President of New Growth Opportunities responsible for driving organic and inorganic growth and developing programs to leverage the broad capabilities of acquired companies. Mr. Secrest joined Securus in February, 2015 with more than 20 years of successfully driving growth in senior-level marketing and operational positions in the communications and manufacturing industries. Before joining Securus, Mr. Secrest was Chief Marketing Officer of ADC, a \$1.5 billion, a global manufacturer of telecommunications network infrastructure equipment and then Chief Marketing Officer the Enterprise Networks Division after TE Connectivity acquired ADC. Before ADC, Mr. Secrest was Vice President, Marketing of Eschelon Telecom and Vice President of Operations for Inacom Professional Services Minnesota District. Mr. Secrest holds bachelor's degrees in both Business and Economics from Augsburg College in Minneapolis,

Minnesota and post-graduate Certificate in Information Technology, also from Augsburg. Mr. Secrest holds board seats on several non-profit organizations and was Board Vice-Chairman for The Family Partnership, a \$10 million human services organization from 2012-2014.

Daniel Wigger, Vice President and Managing Director, Wireless Containment Solutions

Daniel Wigger has served as Vice President and Managing Director of our Wireless Containment Solutions group since March, 2015. Mr. Wigger has more than 25 year's professional experience in the communications services provider industry. Before joining Securus, Mr. Wigger held Senior Leadership positions at Integra Telecom including performing as the Senior Executive in charge of Operations, where he led all Operations teams across 11 Western US States. At Integra, he was also Senior Vice President and General Manager of the \$100 million Minnesota/North Dakota division. Before Integra, he held a wide variety of senior engineering and operations leadership positions at Eschelon Telecom, Advanced TelCom Group, and Brooks Fiber. Early in his career, Mr. Wigger was part of the Accelerated Management Program at Pacific Bell/SBC Communications and held assignments in Finance, Marketing, Engineering, and Operations. Mr. Wigger holds a Bachelor of Science degree in Business Administration from Fresno State University, California.

Russell Roberts, Vice President of Marketing and Strategy

Russell Roberts is Vice President of Marketing and Strategy. He oversees Product Management, Customer Training, Marketing Strategies, and RFP teams. In this role, Mr. Roberts has the responsibility of Product Engagement and Marketing Strategies for all Securus Products.

Information Technology (IT) Departments

In 2011, we added 30 associates to the IT Departments. This was executed with the explicit intent on separating duties to dedicate resources to specific areas of operations within the IT Departments. Specifically, resources were added to the Network Engineering Team to ensure there are resources dedicated to customer facing network operations separate from resources dedicated to internal networking operations. This ensures that adequate resources are dedicated to customer-facing projects to implement new features and functionality on the platform, work trouble tickets, and build greater platform stability, while at the same time allowing for internal back office project development and support. Last, we added system engineers and help desk personnel to the back office so that engineers and support personnel do not need to be pulled into internal associate-facing

issues and projects, allowing the platform IT personnel to provide solutions and stability to customers.

Service and Operations

In-Sourced Customer Call Center

Securus' strategic decision to move away from outsourcing call center functions offshore and create a 200-seat in-sourced call center, located in Texas, has significantly improved customer service levels. The state-of-the-art center provides 24x7x365 service. ***Our goal is to provide not only the most efficient call center in the industry but also a world class call center that is unrivaled in any industry, worldwide.***

Securus invested \$2+ million implementing the latest call center equipment, applications, and training necessary to provide fast response times and one-call resolution to customers. These investments allow the company to operate the largest and most-advanced call center dedicated to serving the needs of friends and family members of inmates in the country. ***The investments we made impacted our customers in positive and meaningful ways, providing more services and faster response times.***

Field Services Organization

The onsite technicians for Fort Bend County will receive the same training our existing FSTs do so that they can understand our systems and the specialized industry we serve. Securus will provide the County's existing onsite technicians with first right of refusal, if the County desires.

Allocation of Resources

Securus structures our field and service organization based on our existing base of customers and our areas, such as the Southwestern United States, recognized for expansion. We use the knowledge gained over 25 years of serving law enforcement nationally to develop a staffing needs plan for each area. As we add customers, we increase our overall headcount for sales, field operations, and our call centers to allow for the appropriate increase in service and community support needs. In many cases, such as with a county similar to Fort Bend, Securus would immediately increase headcount to ensure service in excess of the County's expectations.

38.3 Staff Resumes: Respondent shall provide resumes of all owners and technical managerial personnel who will be assigned to the project in the event of award,

including a description of anticipated roles in the project. All resumes must clearly indicate skills commensurate with the technical and professional requirements of this RFP. Information on related experience, education and knowledge should include a delineation of work on specific projects, which relate to County's requirements. You do NOT need to include the # of line staff unless they have decision-making authority in the performance of their duties.

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

The key personnel assigned to the Fort Bend County program are:

Sally Zeitvogel, Senior Account Manager

Kate Leeper, Director, Account Management

Nancy Salisbury, Vice President, Account Management

Jon Mannewitz, Director, Installation

Stephon Wolfe, Implementation Project Manager

Chris Sheil, Manager, Client Management

Brian Owens, Regional Field Service Manager

Letecia Garcia, Field Service Technician

Please see Attachment E for resumes of the key personnel listed above for Fort Bend County project team.

38.4 Government Contracts: List of similar Government contracts and include type of contracted services, length of contract, performance outcomes, and compliance issues. Please explain if Respondent or any of its officers are presently the target or subject of any investigation, accusation or charges by any federal, State or local law enforcement, licensing or certification body.

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

Securus is not aware of an investigation, accusation or charges by any federal, State or local law enforcement, licensing or certification body.

Please refer to Attachment F for a list of similar government contracts

38.5 Fiscal: Provide the following information for the last three (3) fiscal years:

- **Audited financial statements with applicable notes;**

- **Independent Auditor's Report on Compliance and Internal Control over Financial Report based on an Audit of the Financial Statements in Accordance with Government Account Standards;**
- **Independent Auditor's Statement of Findings and Questioned Costs.**

If Respondent has not had an audit conducted within the past three (3) fiscal years, Respondent shall provide the following:

Unaudited financial statements for the last three (3) fiscal years:

- **Statement of Financial Position (Balance Sheet);**
- **Statement of Activities (Income Statement);**
- **Statement of Cash Flows.**

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

Securus has included its Audited Financial Statements for the last 3 years in Attachment G.

39.0 COMPANY BACKGROUND

39.1 Demonstration: County may require a demonstration of Respondent's proposed system and software during the presentation phase. In addition, County may conduct a site visit of the two (2) highest evaluated firms to ensure proposed solution is operational in a current jail setting.

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

Securus will be pleased to demonstrate our proposed Solutions to the County.

As your current provider of Inmate Communication Services, Securus Technologies is proud of our 4 year association with Fort Bend County. We believe our longtime partnership has proven we bring technology capabilities that set Securus Technologies apart from any other vendor. We have worked closely with Fort Bend County to deploy new and existing technologies to meet the needs of the county and its constituents; and will continue to do so.

We know this RFP is about the future and choosing a supplier that will meet your needs over the next 4 years. We believe our track record and our response to this RFP demonstrate that we will continue to bring value to the partnership going forward.

Our knowledge of your needs gained from working together for over past 4 years benefits Fort Bend County in an unparalleled manner. With our experience in working together, we understand your operation. You know our employees, and we know you. We understand your internal operating procedures and how things get done within your facility. There is no substitute for the experience we've both gained in working together.

TAB 5 - VALUE ADDED FEATURES AND SERVICES

39.2 Value added services: Please list any additional value added features or services that may benefit Fort Bend County. These should be categorized as “Cost to County” or “No Cost to County”. Any associated fees or charges to the county, inmate or called party must be identified in the Respondent’s response.

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

Securus has included below a list of additional value added features or services that may benefit Fort Bend County. These are categorized as “Cost to County”

Exclusive Securus Technology Options

Aside from the requirements set forth in the RFP, Securus is proud to also offer other products and services that were not in the RFP and that no other vendor can provide. Thru our own development or thru acquisitions we have made, the following products are also available to Fort Bend County. If the County is interested in these products, Securus will provide cost.

Cost to County:

Guarded Exchange (Phone Monitoring services)

Satellite Tracking of People (STOP)

National Cell Phone Forensics

Securus Outbound Voicemail (Securus is the **only** provider in corrections to offer outbound voicemail. Outbound Voicemail is completely unique and allows an inmate to leave a voice message for the called party in the event the call goes unanswered.

Televisit: is a FDA certified and HIPAA compliant telemedicine platform that allows facilities to rapidly begin experiencing the advantages of telemedicine.

Securus EHR: a HIPAA compliant cloud-based Electronic Health Record solution that provides the speed, functionality, and security required by corrections.

Digital Post Office: Securus’ Digital Post Office dramatically reduces contraband entering through traditional postal mail by scanning and electronically delivering mail to SecureView tablets and ConnectUs inmate terminals. Covert Alerts can also be established to automatically text or email investigators upon receipt and upload of mail for a particular inmate.

No Cost to County:

Exclusive: Correctional Officer Memorial Fund - We are very proud to be the first vendor in our industry to launch our own program to assist correctional officer's families in the time of need. The fund provides financial assistance to families of those corrections officers who lose their lives in the line of duty.

Technology Center: Securus offers the state of the art Technology Center to Fort Bend County for the purpose of hosting events, training seminars free of charge.

TAB 6 - INSTALLATION

35.0 INSTALLATION

35.1 Installation Expense: Installation of the system shall be at the awarded Respondent's expense as will removal of same upon cancellation or completion of the contract. The Respondent shall provide local service maintenance and replace equipment as required. The Respondent shall be totally responsible for all equipment and service.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will provide any needed replacement equipment if necessary.

35.2 Risk of Loss: The risk of loss and/or damage of Respondent's equipment will be fully assumed by the Respondent during shipment, unloading and installation.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

35.3 Delivery and Unloading: The Respondent must provide transportation to and unloading at County's designated location. County will not be liable for any charges for drayage, packing, cartage, boxing, insurance, crating or storage in addition to the price proposed by the Respondent. All packing crates, boxes, paper, packing materials, and all other such extraneous material shall be removed from the premises by the Respondent at his/her expense after installation.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

35.4 System Acceptance: System acceptance shall be determined by a consecutive thirty (30) day period during which the system must function "error free". The Respondent must work with County to determine the actual definition of "error free" operation.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

System acceptance will be determined by a consecutive thirty(30) day period during which the system must function "error free". Securus will work with the County to determine the actual definition of "error free" operation.

During the Project Closure Phase, the Securus Project Management Team will work with Fort Bend County to ensure there are no outstanding action items or deliverables. Securus reviews the full implementation project with the Fort Bend County team to obtain final acceptance.

The Securus Project Management Team transitions support responsibilities to the Securus Account Management Team for long-term, ongoing account support. The Securus Project Management Team completes all internal updates and project closure activities.

35.5 Implementation Plan: Respondent must submit with proposal a detailed implementation plan that indicates the time and activities required for installation, utility coordination, training, cut-over and testing. The system must be installed in a manner and under a time-frame designed to minimize disruption of the normal functioning of County and its security concerns. Any delay in Respondent's implementation schedule that is caused by County personnel will increase the Respondent's time allowed to cut-over by the length of such delay.

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

Please refer to Attachment H.

35.6 Staff: Respondent to provide details on the implementation and support staff that will install and service the account.

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

TAB 7 - REQUIRED/MANDATORY FORMS

46.0 REQUIRED FORMS:

All respondents submitting are required to complete the attached and return with submission:

37.1 Vendor Form

37.2 W9 Form

37.3 Tax Form/Debt/Residence Certification

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

VENDOR FORM



**COUNTY PURCHASING AGENT
Fort Bend County, Texas**

Vendor Information

Debbie Kaminski, CPPB
County Purchasing Agent

Office (281) 341-8640

Legal Company Name	Securus Technologies, Inc.		
Federal ID # or S.S. #	75-2722144		
Type of Business	<input checked="" type="checkbox"/> Corporation/LLC	<input type="checkbox"/> Sole Proprietor/Individual	
	<input type="checkbox"/> Partnership	<input type="checkbox"/> Tax Exempt Organization	
Remittance Address	4000 International Parkway		
City/State/Zip	Carrollton, TX 75007		
Physical Address	4000 International Parkway		
City/State/Zip	Carrollton, TX 75007		
Phone/Fax Number	Phone: 972-277-0300	Fax: 972-277-0514	
Contact Person	Robert E. Pickens		
E-mail	bpickens@securustechnologies.com		
Check all that apply to the company listed above and provide certification number.	<input type="checkbox"/> DBE-Disadvantaged Business Enterprise	Certification # _____	
	<input type="checkbox"/> SBE-Small Business Enterprise	Certification # _____	
	<input type="checkbox"/> HUB -Texas Historically Underutilized Business	Certification # _____	
	<input type="checkbox"/> WBE-Women's Business Enterprise	Certification # _____	
Company's gross annual receipts	<input type="checkbox"/> <\$500,000	<input type="checkbox"/> \$500,000-\$4,999,999	
	<input type="checkbox"/> \$5,000,000-\$16,999,999	<input type="checkbox"/> \$17,000,000-\$22,399,999	
	<input checked="" type="checkbox"/> >\$22,400,000		
NAICs codes (Please enter all that apply).	517911		
Signature of Authorized Representative			
Printed Name	Robert E. Pickens		
Title	President		
Date	October 17, 2017		

THIS FORM MUST BE SUBMITTED WITH THE SOLICITATION RESPONSE.

W9 FORM

Request for Taxpayer Identification Number and Certification

**Give Form to the
 requester. Do not
 send to the IRS.**

Print or type See Specific Instructions on page 2.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. Securus Technologies, Inc	
	2 Business name/disregarded entity name, if different from above	
	3 Check appropriate box for federal tax classification; check only one of the following seven boxes: <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input checked="" type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner. <input type="checkbox"/> Other (see instructions) ▶ _____	
	4 Exemptions (codes apply only to certain entities; not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <i>(Applies to accounts maintained outside the U.S.)</i>	
	5 Address (number, street, and apt. or suite no.) 4000 International Parkway	Requester's name and address (optional)
	6 City, state, and ZIP code Carrollton, TX 75007	
	7 List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Social security number	
[] [] [] - [] [] - [] [] [] []	or
Employer identification number	
7 5 - 2 7 2 2 1 4 4	

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here	Signature of U.S. person ▶	Date ▶ 3/2/17
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at www.irs.gov/w9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.

By signing the filled-out form, you:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
- Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

TAX FORM/DEBT/RESIDENCE CERTIFICATION

Job No.: _____

TAX FORM/DEBT/ RESIDENCE CERTIFICATION
(for Advertised Projects)

Taxpayer Identification Number (T.I.N.): 75-2722144

Company Name submitting Bid/Proposal: Securus Technologies, Inc.

Mailing Address: 4000 International Parkway, Carrollton, TX 75007

Are you registered to do business in the State of Texas? Yes No

If you are an individual, list the names and addresses of any partnership of which you are a general partner or any assumed name(s) under which you operate your business
N/A

I. **Property:** List all taxable property in Fort Bend County owned by you or above partnerships as well as any d/b/a names. Include real and personal property as well as mineral interest accounts. (Use a second sheet of paper if necessary.)

<u>Fort Bend County Tax Acct. No.*</u>	<u>Property address or location**</u>
<u>N/A</u>	<u>N/A</u>
_____	_____
_____	_____
_____	_____

* This is the property account identification number assigned by the Fort Bend County Appraisal District.

** For real property, specify the property address or legal description. For business personal property, specify the address where the property is located. For example, office equipment will normally be at your office, but inventory may be stored at a warehouse or other location.

II. **Fort Bend County Debt** - Do you owe any debts to Fort Bend County (taxes on properties listed in I above, tickets, fines, tolls, court judgments, etc.)?

Yes No If yes, attach a separate page explaining the debt.

III. **Residence Certification** - Pursuant to Texas Government Code §2252.001 *et seq.*, as amended, Fort Bend County requests Residence Certification. §2252.001 *et seq.* of the Government Code provides some restrictions on the awarding of governmental contracts; pertinent provisions of §2252.001 are stated below:

(3) "Nonresident bidder" refers to a person who is not a resident.

(4) "Resident bidder" refers to a person whose principal place of business is in this state, including a contractor whose ultimate parent company or majority owner has its principal place of business in this state.

I certify that Securus Technologies, Inc. is a Resident Bidder of Texas as defined in Government Code §2252.001.
[Company Name]

I certify that _____ is a Nonresident Bidder as defined in Government Code §2252.001 and our principal place of business is _____.
[Company Name] [City and State]

Created 05/12

CONTRACTOR ACKNOWLEDGEMENT OF STORMWATER MANAGEMENT PROGRAM

Mandatory Form



Contractor Acknowledgement of Stormwater Management Program

I hereby acknowledge that I am aware of the stormwater management program and standard operating procedures developed by Fort Bend County in compliance with the TPDES General Permit No. TXR040000. I agree to comply with all applicable best management practices and standard operating procedures while conducting my services for Fort Bend County. I agree to conduct all services in a manner that does not introduce illicit discharges of pollutants to streets, stormwater inlets, drainage ditches or any portion of the drainage system. The following materials and/or pollutant sources must not be discharged to the drainage system as a result of any services provided:

1. Grass clippings, leaves, mulch, rocks, sand, dirt or other waste materials resulting from landscaping activities, (except those materials resulting from ditch mowing or maintenance activities)
2. Herbicides, pesticides and/or fertilizers, (except those intended for aquatic use)
3. Detergents, fuels, solvents, oils and/or lubricants, other equipment and/or vehicle fluids,
4. Other hazardous materials including paints, thinners, chemicals or related waste materials,
5. Uncontrolled dewatering discharges, equipment and/or vehicle wash waters,
6. Sanitary waste, trash, debris, or other waste products
7. Wastewater from wet saw machinery,
8. Other pollutants that degrade water quality or pose a threat to human health or the environment.

Furthermore, I agree to notify Fort Bend County immediately of any issue caused by or identified by:

Securus Technologies, Inc.

(Company/Contractor)

that is believed to be an immediate threat to human health or the environment.

A handwritten signature in blue ink, appearing to read "Robert E. Pickens", is written over a horizontal line.

Contractor Signature

October 17, 2017

Date

Robert E. Pickens

Printed Name

President

Title

ATTACHMENTS

Attachment A:

Securus Sample SCP Reports

Attachment B:

Public Utility Commission of Texas Certificate

Attachment C:

Texas Secretary of State Certificate

Attachment D:

FCC Registration Number

Attachment E:

Securus' Staff Resumes

Attachment F:

Securus' List of Similar Government Contracts

Attachment G

Securus' Financial Statements

Attachment H:

Sample Implementation Plan

Attachment I:

Securus' Certificate of Insurance

Attachment J

RFP General Information / Instructions

ATTACHMENT A - SECURUS SAMPLE SCP REPORTS

Secure Call Platform User Interface Sample Reports

Secure Call Platform



Authorized users enter username and password for anytime, anywhere access.

Log-In
Username

Password

[Forgot Your Password?](#)

Important Information
There are currently no alerts available.

Off The Wire
04.06.2012
Stourus Technologies, Inc. Announces Its Video Visitation Services to the Corrections Industry
04.04.2012
Securus Technologies, Inc. Adds New Payment Locations with MoneyGram
04.02.2012
Stourus Announces Availability of JLG Technologies ? Investigator Pro?

Products & Services
Automated Information Services
Securus Video Visitation
Prepaid Calling Cards - Vending Machines
Inmate Debit Account
Secure Instant Mail

[Click Here To Access Facility Portal](#)

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Selected Sample SCP Reports

- [Call Detail Search Screen](#)
- [Call Detail Results Screen](#)
- [Three Way Call Detection Report](#)
- [Call Frequency Report](#)
- [Custody Account Call Usage Report](#)
- [Call Tracker Report](#)
- [Hourly Usage](#)
- [Covert Alert Report](#)
- [Officer Check In Report](#)
- [PAN Frequency and Detail Report](#)
- [PAN Management Report](#)
- [SCP Debit Report](#)
- [Voice Biometric Status Report](#)
- [Voice Biometrics Frequency of Failure Report](#)
- [Crime Tip Report](#)
- [Informant Line Report](#)
- [Emergency Call Report](#)
- [Word Spotting Search Report](#)
- [Comprehensive System Change Log](#)
- [Management Change Log](#)
- [Custody Account Change Log](#)
- [PAN Entry Change Log](#)
- [Phone Number Change Log](#)
- [User Management Change Log](#)
- [Security Template Change Log](#)
- [System Access Report](#)
- [Recording Log](#)
- [Scan Patrol Log](#)

Sample Call Detail Search Criteria Screen

Call Detail Report (CDR) – provides users with an intuitive and user friendly report that enables them to view or search on virtually anything related to an inmate call. SCP's Call Detail Report provides industry leading investigative, fraud prevention, and administrative capabilities to all approved users from anytime, anywhere.

Facility Routing Number: 99001

MANAGEMENT LEVEL: Facility, Site, Phone Group, Phone

Call Detail Records Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

Country Code: [] Dated Number: [] Destination Zone: -- ALL -- International:

Custody Account #: [] PIN #: [] Prepaid Account #: [] Watched:

First Name: [] Last Name: [] Agency Type: -- ALL -- Private:

Termination Category: -- ALL -- Blocked Reason: -- ALL -- 3-way:

Call Type: -- ALL -- Call Status: Complete Voice Biometrics:

TextConnect: -- ALL -- Continuous Voice Verification:

Date Criteria: Date/Time Range Start: 04/12/2012 00 00 00 End: 04/12/2012 23 59 59 Test Call:

Results Per Page: 100 RCF:

Search Save Criteria EXCEL PDF CSV Reset

Advanced Search

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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.

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.

MANAGEMENT LEVEL: Facility, Site, Phone Group, Phone

Call Detail Records Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

72 Results PAGE 1 OF 1

Site	Port	ACCT #	Start	End	Duration	Prepaid	Name	Agency	Call Type	Call Status	Term Cat	Blocked Reason	Call Properties
Securus Demo Site	4	(1) 8179070658	04-02-201204-02-201191	16:17:34	16:19:05	1.52	Sally Sogger	PAN Management	complete	PAN Number activated			Language: English CVV
Securus Demo Site	4	(1) 8179070658	04-02-201204-02-201184	16:23:30	16:24:54	1.4	Sally Sogger	PAN Management	complete	PAN Number added			Language: English CVV
Securus Demo Site	4	(1) 8179070658	04-02-201204-02-201184	16:29:33	16:30:59	1.4	Sally Sogger	PAN Management	complete	Called party refused call			Language: English CVV
Securus Demo Site	4	(1) 8179070658	04-02-201204-02-201178	16:33:32	16:34:47	1.25	Sally Sogger	PAN Management	complete	PAN Number added			Language: English CVV
Securus Demo Site	LP 7	(1) 9722770343	04-02-201204-02-201132	17:20:29	17:21:01	0.53	G'erald Test	AKDOC PAN Management	complete	PAN exists in Global Lists			Language: English CVV
Securus Demo Site	LP 7	(1) 9722770343	04-02-201204-02-201177	17:21:49	17:23:02	1.28	G'erald Test	AKDOC PAN Management	complete	PAN Number added			Language: English CVV

Save selected calls to folder Add Selected to IVS Queue

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Once search criteria has been selected, users can listen to the recorded call, extend the expiration, download the recording, add a note to the record, select for scanning, save searches, or download to many different formats.

The functionality of SCP's Call Detail Report puts complete reporting capabilities for all calls at the fingertips of the user.

Three Way Call Report

Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL: Facility

Site: Securus Demo Site Phone Group: All Phone Groups Phone: All Phones

Call Detail Records Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Country Code: [] Dated Number: [] Destination Zone: -- ALL -- International:

Custody Account #: [] PW #: [] Prepaid Account #: [] Watched:

First Name: [] Last Name: [] Private:

Termination Category: -- ALL -- Blocked Reason: -- ALL -- 3-Way Search Criteria: 3-way:

Call Type: -- ALL -- Call Status: -- ALL -- Voice Biometrics:

Date Criteria: Date/Time Range [] Results Per Page: 100 Test Call:

Start: 02/01/2011 00:00:00 End: 04/26/2011 23:59:59 BCF:

Search EXCEL PDF CSV Reset

2 Results PAGE 1 OF 1

SITE	POST LOC	DIALLED #	START	END	ACC #	PREPNO ACC#	NAME	CALL TYPE	CALL STATUS	TERM CAT	BLOCKED REASON	CALL PROPERTIES
Securus Demo Site	JA Test 4	(1) 8002279191	02-16-2011 03:11:47	02-16-2011 03:12:19	32 (s)	7890	Hebin Huynh	Operator	complete	Called party hangup		Language: English 3-Way
Securus Demo Site	Test Port (1)	(1) 9729801062	03-23-2011 02:30:19	03-23-2011 02:31:11	32 (s)	99799	Barry Davis	Person Call	complete	Called party hangup		Language: English 3-Way

Apply a number of different actions to the call record.

Call is flagged as 3-Way in SCP.

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Sample Call Frequency Report

Call Frequency Report – an essential investigative report. The report allows users to look up phone numbers in the system that have been called a certain number of times within a given time frame by using criteria such as threshold (of the number of times a number was called), international, watched, private, termination category, call type, call status, and date range.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL: Facility

Site: Securus Demo Site Phone Group: All Phone Groups Phone: All Phones

Call Frequency Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Threshold: 2 Call Status: -- ALL -- International:

Termination Category: -- ALL -- Call Type: -- ALL -- Watched:

Start: 01/15/2011 End: 04/19/2011 Private:

Search EXCEL PDF CSV Reset

20 Results PAGE 1 OF 2

SITE	DIALLED #	FREQUENCY
Securus Demo Site	(1) 9722770311	25
Securus Demo Site	(1) 9722770556	16
Securus Demo Site	(1) 9722770596	10
Securus Demo Site	(1) 9722770300	9
Securus Demo Site	(1) 5743127016	6
Securus Demo Site	(1) 9722770305	5
Securus Demo Site	(1) 2144981124	4
Securus Demo Site	(1) 6128340463	4
Securus Demo Site	(1) 2146182718	4
Securus Demo Site	(1) 9728907824	3

Enter a threshold for the number of times a number was called to initiate the report. Select date range and other criteria to narrow the results.

Call Frequency results display each dialed number meeting or exceeding the defined threshold. By clicking on a frequency amount, all call detail information for the calls are displayed.

Sample Custody Account Call Usage Report

Custody Account Call Usage Report – allows users to view how much time an inmate spends on the phone for a selected period and whether or not they speak to the called party – right from an inmate’s Custody Account record. If required, full call detail reports are also available by entering an inmate’s name, PIN, or custody account number in the Call Detail Report.

Secure Call Platform Facility Routing Number: 99001

MANAGEMENT LEVEL: Facility: Securus Demo Site, Site: Securus Demo Site, Phone Group: All Phone Groups, Phone: All Phones

Custody Accounts
Returns to Account List

GENERAL ACCOUNT INFORMATION (* Indicates Required Fields)

Account #: 99039	Gender:	Activation Date:	Suspended:	Call Schedule:
Name: Adam C Edwards	Race:	Booking Date:	Start Date:	None Selected
DOB:	Language Pref.: NONE	Release Date:	End Date:	Default
SSN:	Housing Unit:	Alert Level:	Word Spotting:	Max Call Dur.: 0 minutes
Status: ACTIVE	PIN #: 22500	Private (on Visitation): NO	First Calls Free:	Calling Restrictions: None Selected
			Virtual Group:	None Selected

Misc | PAN | Notes | Voice Biometrics | **Calling Usage** | Debit

CALLING USAGE SEARCH

Start: 03/28/2011 00:00:00 End: 04/28/2011 23:59:59

View phone usage for a selected date range to analyze a specific inmate's phone usage.

CALLING USAGE REPORT
*Private calls are included in usage, but may not be included with calling restrictions.

	ATTEMPTED	CONNECTED	ACCEPTED	DONES	BLOCKED	RECORDS	MINUTES
DEBITTRUST FUND (Non-Private)	3	2	1	0	0	103	215
COLLECT (Non-Private)	10	0	0	1	1	0	0.0
FREE (Non-Private)	1	1	0	0	0	0	0.0
COMMISSARY IVR (Non-Private)	2	1	0	0	0	4	0.07
INSTANT POFPC2 (Non-Private)	1	1	0	0	0	4	0.07
Total Calls (per Call Type)	23	11	1	1	1		
Total Accepted Calls (All):	1				Total Usage(All): 137 (Sec.) / 2.29 (Min.)		
Total Accepted Calls (Excluding Private Calls):	1				Total Usage (Excluding Private Calls): 137 (Sec.) / 2.29 (Min.)		

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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 or other investigators for a specific inmate call). Users can also export the report results to Excel PDF, and CSV file formats.

Secure Call Platform

MANAGEMENT LEVEL: Facility: Securus Demo Site, Site: All Sites, Phone Group: All Phone Groups, Phone: All Phones

Call Tracker Search
FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Not Shared:

Tracking #: [] First Name: [] Last Name: []
Custody Account #: [] PIN #: [] Dialed Number: []
Notes: []

Start Date/Time: 05/19/2010 End Date/Time: 04/19/2011 Results Per Page: 10

Search | EXCEL | PDF | CSV | Reset

2 Results PAGE 1 OF 1

CDR #	TRACKING #	TRACKER NAME	DIYED #	ACCRPM	NOTE
		Dee Smith	9722770596	0343	share all
	5272010	Huong Allen	9722770596	5252010	This is Huong test

Search criteria for Call Tracker includes tracking number, first and last name, "not shared" (when checked), PIN, dialed number, keywords within the notes, and date range. Resulting report displays notes and other critical information about the call. In a single click, users can listen to the call, review full notations, and review full CDR information for the call.

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Sample Hourly Usage Report

Secure Call Platform Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL: Family Site Phone Group Phone
 Securus Demo Site All Sites All Phone Groups All Phones

Hourly Usage Report

FILL IN SEARCH CRITERIA (* Indicates Required Fields)
 (Use * for wild card / partial searches)

Call Status: Complete International:
 Date Criteria: Date/Time Range (Phone Date Range Search Criteria is restricted to 1 week) Watched:
 Start: 04/26/2011 00:00:00 End: 04/26/2011 23:59:59 Private:

Search PDF Reset

Results

Hour of Day	# Calls
00:00	3
01:00	20
02:00	24
03:00	28
04:00	29
05:00	15
06:00	3
07:00	1
08:00	3
09:00	4
10:00	7
11:00	7
12:00	7
13:00	3
14:00	1
15:00	2
16:00	2
17:00	7
18:00	3
19:00	3
20:00	3
21:00	7
22:00	3
23:00	3

Hourly Usage Report – is a valuable administrative report that displays the number of phone calls that have taken place on a given date within a specific time range. Search criteria includes international, watched, private, call status, and date/time.

Sample Covert Alert CDR Report

SCP's Covert Alert Feature - is a sophisticated investigative tool providing a live, call-forwarding feature for dialed numbers, phones, or PINs that are under surveillance by an investigative unit. This feature enables authorized personnel to monitor a call—undetected—from any designated location while the call is in progress and even “barge into” the call if necessary. **Covert Alert Report** - shows investigators the triggered Covert Alerts by useful criteria such as date/time, PIN, Alertee name/number, inmate name, dialed number, call status, and termination category. Reports can be exported into Excel, PDV, and CSV formats.

Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL: Family Site Phone Group Phone
 Securus Demo Site All Sites All Phone Groups All Phones

Covert Alert Call Detail Records Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)
 (Use * for wild card / partial searches)

Alertee Country Code: Alertee Dated Number: Alertee First Name: Alertee Last Name:
 Country Code: Dialed Number: Custody Account #: PIN #:
 First Name: Last Name:
 Termination Category: Call Status: -- ALL --
 Date Criteria: Date/Time Range Start: 05/01/2010 00:00:00 End: 04/19/2011 23:59:59

Search EXCEL PDF CSV Reset

17 Results PAGE 1 OF 2

SITE	PORT LOC	ALERTEE DIALED #	ALERTEE NAME	TERM CAT	START	END	DUR (S)	DIALED #	ACCT #PIN	NAME	CALL STATUS	PIN ACCEPT
Securus Demo Site	LP 10	2145664417	dee dee	No Investigator	05-25-2010 16:33:01	05-25-2010 16:34:12	41	9722770591	dee2508 2508	dee ga	complete	
Securus Demo Site	LP 10	2145664417	dee dee	Parent Call Ended	05-25-2010 18:16:02	05-25-2010 18:16:17	15	9722770591	dee2508 2508	dee ga	complete	
Securus Demo Site	LP 8	2145664417	dee dee	No Investigator	05-27-2010 13:15:33	05-27-2010 13:16:24	51	9722770596	dee2508 2508	dee ga	complete	
Securus Demo Site	je test 4	2143345467	James Rogers	No Investigator	05-28-2010 10:13:23	05-28-2010 10:14:13	49	9723659243	89899 8999	Heien 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	89899 8999	Heien Huynh	incomplete	

Sample Officer Check-In Report

Officer Check-In Report – is a valuable administrative report showing users when officers have “checked-in” at different phones and select and listen to any messages they have left.

Secure Call Platform Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
 Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Officer Check In Messages Results

FILL IN SEARCH CRITERIA (* Indicates Required Fields)
 (Use * for wild cards / partial searches)

Account: _____ Officer ID: _____ User Name: _____
 First Name: _____ Last Name: _____ Call Status: Complete

Results per page: 10
 Start: 01/19/2010 00:00:00 End: 04/19/2011 23:59:59

Search Reset

12 Results PAGE 1 OF 2

SITE	PHONE LOC	NAME	USERNAME	ACCOUNT # / PIN	OFFICER ID	DUR	CALL STATUS	MESSAGE
Securus Demo Site	LP 7	Ken Burns	kburns	POC1123 5555	3838383	23 (s) 0.38(m)	complete	03-03-2010 10:11:43
Securus Demo Site	LP 7	Ken Burns	kburns	POC1123 5555	3838383	20 (s) 0.33(m)	complete	03-03-2010 17:03:38
Securus Demo Site	LP 7	Abe Smith		12346	12346	19 (s) 0.32(m)	complete	03-03-2010 17:04:00
Securus Demo Site	LP 7	Ura User		12347	12347	25 (s) 0.42(m)	complete	03-05-2010 10:35:11
Securus Demo Site	LP 7	Ken Burns	kburns	POC1123 5555	3838383	20 (s) 0.33(m)	complete	03-05-2010 10:35:57
Securus Demo Site	LP 7	Ken Burns	kburns	POC1123 5555	3838383	91 (s) 1.52(m)	complete	03-05-2010 10:49:32

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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.

Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

Modify Facility
 Facility: Securus Demo Site Site: All Sites

PAN Frequency Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)
 (Use * for wild cards / partial searches)

Threshold: 4

Search EXCEL PDF CSV Reset

70 Results PAGE 1 OF 7

SITE	CALL ID #	FREQUENCY
Securus Demo Site	(1) 9222270586	16
Securus Demo Site	(1) 9222270556	14

PAN Frequency Detail Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)
 (Use * for wild cards / partial searches)

Country Code: 1 Dialled Number: 922270596

Search EXCEL PDF CSV Reset

16 Results PAGE 1 OF 2

SITE	CALL ID #	NAME	PIN
Securus Demo Site	(1) 9222270586	Plata08 Prindla08 PIV008	9912008
Securus Demo Site	(1) 9222270556	TLant02 Thiddle02 TRIV002	1110002
Securus Demo Site	(1) 9222270596	Test QA	992009
Securus Demo Site	(1) 9222270556	Test G'erald	0343 0343

Investigators enter a number into the threshold criteria field to research how many times phone numbers appear among the PAN lists of their facility and site(s).

By selecting the magnifying glass next to the displayed frequency number, users can run a detail report. This report displays information about each inmate having the number on their PAN list.

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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.

PAN search criteria

Complete PAN detail with interactive features

NAME	ACCT #/PIN	TELEID #	PIN ACTIVE	VERIFIED	BLOCKED/RELAIN	COI	SPEED DIAL	RELATIONSHIP	DESCRIPTION	LAST MODIFIED
Christopher Adams	789456789456	(1) 9722770000	Y	✓					Mother	10/18/2010
Christopher Adams	789456789456	(1) 9722770000	Y	✓					Mother	10/18/2010
Reggie Altona	346282	(1) 9722770000	Y	✓					PAN for Admin security template.	10/18/2010
QAS Altona	9722770383 0363	(1) 9723902192	Y	✓					test dev	10/18/2010
QAS Altona	9722770383 0363	(1) 4692219918	Y	✓					test	10/18/2010

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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.

By using the criteria in the search area, users can run reports detailing and totaling SCP Debit activity and balances for their facility.

Site	Account # / PIN	Inmate First/Last	Type	Amount	Date/Time (in Central Time)	User	Reference #	Description	Comment
Securix Demo Site	0343 0343	Demix Test	Credit	\$100.00	11/18/2010 09:20:38	Securix@CCP375.TX	20102010702034-0343	Site Issued Credit	
Securix Demo Site	10202010 4 10202010-3030	TW LOCALS	Credit	\$100.01	10/28/2010 11:12:28	414pm@CCP375.TX	20102020111204-10202010	Site Issued Credit	

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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.

Secure Call Platform Facility Routing Number: 99001

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Voice Biometrics Configuration Status Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Configuration Level: Sites Custody Accounts Phone Numbers Phones

Status: All Enabled Disabled

Enrollment: Enrolled Not Enrolled

Searches Reset

116 Results PAGE 1 OF 12

INMATE NAME	CUSTODY ACCOUNT	ENROLLED	DEFAULT	ENABLED	DISABLED	SITE	ENROLLMENT LAST UPDATE BY	ENROLLMENT LAST UPDATE DATE
itest_test	00099887768		<input checked="" type="checkbox"/>			Securus Demo Site		
0363test_QA	41920111				<input checked="" type="checkbox"/>	Securus Demo Site		
Adam Edwards	998899					Securus Demo Site		11-10-2010
Atlanta Rec	42120111		<input checked="" type="checkbox"/>			Kelway Test Lab Allen		
Barry davis	7777	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	Securus Demo Site		12-15-2010
Barry davis	7777	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	Securus Demo Site		09-09-2009
Sjoe Pjackson	77994466		<input checked="" type="checkbox"/>			Securus Demo Site		
Broda McAlister	4809		<input checked="" type="checkbox"/>			Securus Demo Site		
Bryan Carrell	041367		<input checked="" type="checkbox"/>			Kelway Test Lab Allen		
CARLOS LOPEZ	668616		<input checked="" type="checkbox"/>			Kelway Test Lab Allen		

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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.

Secure Call Platform Facility Routing Number: 99001

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: All Sites

Voice Biometrics Frequency of Failure Search

*This report is updated and populated nightly for faster retrieval purposes.
*This is a report for inmate name verification attempts to show the Frequency of Failure when an inmate attempts to verify their name when placing a phone call.

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Custody Account #: _____ First Name: _____ Last Name: _____

Start: 01/25/2010 End: 04/28/2011

Search Reset

26 Results PAGE 1 OF 3

INMATE NAME	CUSTODY ACCOUNT	LAST FAILED VERIFICATION	LAST SUCCESSFUL VERIFICATION	% OF FAILED VERIFICATION	% OF SUCCESSFUL VERIFICATION
BRIAN AARESTAD	106954	13-Oct-2010	13-Oct-2010	33.33	66.67
TestDialup Acct5	55555	02-Apr-2010		100.0	
QA1 Atlanta	9722770363	10-Mar-2010		100.0	
First01 Blast01	110001	27-Apr-2010	09-Apr-2010	67.57	32.43
Kenneth Burns	QA436	21-Apr-2011	21-Apr-2011	26.67	73.33
Ken Burns	0379	12-Apr-2011	08-Dec-2010	93.98	6.02
Adam Edwards	5959595959595	02-Jun-2010	02-Jun-2010	33.33	66.67
Helen Huynh	89989	10-Mar-2010	10-Mar-2010	94.87	5.13
Helen Huynh	7890	16-Feb-2011	16-Feb-2011	84.13	15.87
James LeBoeuf	28770043	24-Jan-2011	23-Jan-2011	79.31	20.69

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Sample Crime Tip Report

Crime Tip - is a critical feature that enables anonymous two-way communication between inmates and facility staff. For inmates the feature provides a secure method for reporting information about criminal activity. For facilities, the feature provides a flexible, configurable solution for gathering critical evidence to support investigations and prevent crimes from taking place in the facility. **The Crime Tip Report** - displays detailed results for all Crime Tip calls. Results can be narrowed by using intuitive search criteria. Users can select to listen to, extend, download, add notes to, or audit each call record to manage the safety and security of their facility.

Secure Call Platform Facility Routing Number: 99001

MANAGEMENT LEVEL: Site: Securus Demo Site

TIPS Search

Mail Box ID: [] Call Type: --ALL--

Date Criteria: Date/Time Range Start Date/Time: 01/28/2011 00:00:00 End Date/Time: 04/28/2011 23:59:59

35 Results

SITE	PORT LOC	OFFENDER	CALL TYPE	START	END	DUR (S)
Securus Demo Site	je test 4		Offender	04-19-2011 16:46:36	04-19-2011 16:47:01	0
Securus Demo Site	je test 4		Offender	04-19-2011 16:49:39	04-19-2011 16:50:33	34
Securus Demo Site	je test 4		Offender	04-21-2011 01:45:50	04-21-2011 01:46:42	52
Securus Demo Site	je test 4		Offender	04-21-2011 01:51:03	04-21-2011 01:52:00	37
Securus Demo Site	je test 4		Offender	04-21-2011 01:53:34	04-21-2011 01:54:03	29

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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

MANAGEMENT LEVEL: Site: Securus Demo Site

Informant Line Call Records Search

Country Code: [] Dialed Number: [] Destination Zone: --ALL--

Termination Category: --ALL-- Call Status: Complete

Date Criteria: Date/Time Range Start Date/Time: 04/21/2011 00:00:00 End Date/Time: 04/28/2011 23:59:59

2 Results

SITE	PORT LOC	DIALING #	START	END	DUR	ACCT # PIN	PREPAID ACCT#	NAME	CALL STATUS	CALL PROPRIETARY
Securus Demo Site	LP 17	(2) UNLISTED Local	04-21-2011 02:04:40	04-21-2011 02:04:59	19 (s)				complete	Called party hangup
Securus Demo Site	LP 17	(2) 9722770529 Local	04-21-2011 02:17:50	04-21-2011 02:18:02	12 (s)		00343		complete	Called party hangup

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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.

Emergency Call Detail Search

Facility Routing Number: 99001

MANAGEMENT LEVEL

Facility: Securus Demo Site | Site: All Sites | Phone Group: All Phone Groups | Phone: All Phones

Emergency Call Detail Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Bypass Code: [] | Dated Number: [] | Custody Account #: [] | PIN #: []

Termination Category: -- ALL -- | Call Status: Complete | Results Per Page: 100

Date Criteria: Date/Time Range | Start Date/Time: 01/01/2012 00:00:00 | End Date/Time: 02/17/2012 23:59:59

Search [] Reset []

2 Results PAGE 1 OF 1

SITE	PORT LOC	BYPASS CODE	DIALED #	EXT #	ACCT #	PIN	START	END	TYPE	CALL STATUS	TERM CAP	CALL TYPE	EXT	PDF	CSV
Securus Demo Site LP 17	311		(1) 9722770561	0343			01-11-2012 04:51:18	01-11-2012 04:51:30	12 (s)	complete		Called party hangup Emergency Call			
Securus Demo Site LP 17	311		(1) 9722770561	0000343			01-11-2012 04:52:05	01-11-2012 04:52:49	0.1 (m)	complete		Called party hangup Emergency Call			

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.

Word Spotting Search

Facility Routing Number: 99001

MANAGEMENT LEVEL

Facility: Securus Demo Site | Site: All Sites | Phone Group: All Phone Groups | Phone: All Phones

Word Spotting Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

Country Code: [] | Dated Number: [] | Key Word: []

Custody Account #: [] | PIN #: []

First Name: [] | Last Name: []

Results per page: 10 | Start: 04/25/2011 00:00:00 | End: 04/27/2011 23:59:59

Search [] Reset []

3 Results PAGE 1 OF 1

SITE	PORT LOC	EXT CODE	DIALED #	REC NUMBER	ACCT #	PIN #	NAME	USER NAME	FLAGGED WORDS	FLAGGED WORDS EVENT	FLAGGED WORDS TIME	EXT	PDF	CSV
Securus Demo Site	LP 1	1	9722770490	04-26-2011 15:22:29	7890		Rales	WordSpot	Busted	00:00:50.27	00:00:50.59			
Securus Demo Site	LP 1	1	9722770490	04-26-2011 15:22:29	7890		Rajah	WordSpot	Hit	00:00:23.48	00:00:25.41			
Securus Demo Site	LP 1	1	9722770490	04-26-2011 15:22:29	7890		Rajah	WordSpot	Shot	00:00:19.28	00:00:19.57			

Sample Comprehensive System Log Search

Comprehensive System Log Search – can be used by administrators to monitor the changes that have been made to the system. Administrators can use search criteria such as username, name, and date range to narrow their search. The tool also has the ability to omit changes made to the system through automated changes to narrow results to changes made by personnel.

Secure Call Platform
Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility	Site	Phone Group	Phone
Securus Demo Site	All Sites	All Phone Groups	All Phones

Comprehensive System Log Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Username: <input type="text"/>	First Name: <input type="text"/>	Last Name: <input type="text"/>
Start: 04/25/2011 00:00:00	End: 04/28/2011 23:59:59	Exclude Automated Process: <input checked="" type="checkbox"/>

4 Results PAGE 1 OF 1

RECORD TYPE	RECORD DETAIL	MODIFIED FIELD	BEFORE	AFTER	ACCESS/MOD TIME(EST)	USERNAME
System Access					04/28/2011 13:05:01	zabbix@SECUR.TX
Custody Account	99887766	Status	ACTIVE	INACTIVE	04/28/2011 11:03:23	smanne@SECUR.TX
Security Template	ADC-test1				04/28/2011 10:57:25	amercoe@SECUR.TX
DTN	8016138647	Watched	NONE	YES	04/27/2011 18:42:14	grieholson@SECUR.TX

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Sample Management Level Change Log Report

Management Level Change Log Report – can be used by administrators to monitor the changes made to features at each of the management levels. Administrators can use search criteria such as username, name, and date range to narrow their search.

Secure Call Platform
Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility	Site	Phone Group	Phone
Securus Demo Site	All Sites	All Phone Groups	All Phones

Management Level Change Log Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Username: <input type="text"/>	First Name: <input type="text"/>	Last Name: <input type="text"/>
Start: 04/20/2011 00:00:00	End: 04/28/2011 23:59:59	

17 Results PAGE 1 OF 2

MANAGEMENT LEVEL	NAME	MODIFIED FIELD	BEFORE	AFTER	MODIFIED (EST)	USERNAME
Customer	All Sites	Calling Restrictions		One Call per Wk Modified	04/21/2011 17:57:30	brodam@SECUR.TX
Site	Securus Demo Site	Calling Restrictions	One Call per Wk	NONE	04/21/2011 17:44:33	brodam@SECUR.TX
Site	Securus Demo Site	Calling Restrictions	NONE	One Call per Wk	04/21/2011 17:42:41	brodam@SECUR.TX
Site	Securus Demo Site	Calling Restrictions	One Call per Wk	NONE	04/21/2011 17:40:48	brodam@SECUR.TX
Customer	All Sites	Calling Restrictions		One Call per Wk Modified	04/21/2011 17:27:10	brodam@SECUR.TX
Customer	All Sites	Calling Restrictions		One Call per Wk Modified	04/21/2011 17:24:25	brodam@SECUR.TX
Customer	All Sites	Calling Restrictions		One Call per Wk Modified	04/21/2011 17:20:59	brodam@SECUR.TX
Site	Securus Demo Site	Calling Restrictions	One a Day	One Call per Wk	04/21/2011 17:18:37	brodam@SECUR.TX
Customer	All Sites	Calling Restrictions		New One Call per Wk Created	04/21/2011 17:17:41	brodam@SECUR.TX
Site	Securus Demo Site	Maximum Call Duration	60	5	04/21/2011 12:43:59	jnewman@SECUR.TX

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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.

Secure Call Platform
Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility	Site	Phone Group	Phone
Securus Demo Site	All Sites	All Phone Groups	All Phones

Custody Account Change Log Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Username:	First Name:	Last Name:	
Custody Account Number:	Inmate First Name:	Inmate Last Name:	
Start: 04/25/2011 00:00:00	End: 04/28/2011 23:59:59	Exclude Automated Process: <input checked="" type="checkbox"/>	

3 Results PAGE 1 OF 1

ACCT #	NAME	MODIFIED FIELD	BEFORE	AFTER	MODIFIED TIME (CST)	USERNAME
99887766	test securus	Status	ACTIVE	INACTIVE	04/28/2011 11:03:23	smanne@SECUR.TX
99887766	test securus	PIN	NONE	99887766 (Created)	04/28/2011 10:59:41	smanne@SECUR.TX
99887766	test securus	Account Number	NONE	99887766(Created)	04/28/2011 10:59:41	smanne@SECUR.TX

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Sample PAN Entry Change Log Report

PAN Entry Change Log Report – PAN Change Log functionality records all actions that SCP users make to the verified field in the SCP user interface. It also allows administrators to examine all PAN list changes; specifically, when changes occur, and by whom, helping administrators and investigators track user accountability.

Secure Call Platform
Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility	Site	Phone Group	Phone
Securus Demo Site	All Sites	All Phone Groups	All Phones

PAN Entry Change Log Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Username:	First Name:	Last Name:	
City Code:	Phone Number:		
Custody Account Number:	Inmate First Name:	Inmate Last Name:	
Start: 04/21/2011 00:00:00	End: 04/28/2011 23:59:59	Exclude Automated Process: <input checked="" type="checkbox"/>	

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DIALED #	ACCT #	NAME	MODIFIED FIELD	BEFORE	AFTER	MODIFIED TIME (CST)	USERNAME
(1) 9724163062	4809	Broda McAlister	Dialed Number	NONE	9724163062 (Created)	04/21/2011 17:30:16	brodam@SECUR.TX
(1) 9724163062	3348	Jill Newman	Dialed Number	NONE	9724163062 (Created)	04/21/2011 12:49:55	jnewman@SECUR.TX
(1) 9729801062	7777	Barry davis	Private	NO	NONE	04/21/2011 10:08:02	esseverson@SECUR.TX
(1) 9722770300	00099887768	test test	Dialed Number	NONE	9722770300 (Created)	04/21/2011 06:47:25	jchen1@SECUR.TX
(1) 9722770596	dee2508	dee qa	Status	Active	Inactive	04/21/2011 04:33:28	dsont@SECUR.TX
(1) 9722770596	dee2508	dee qa	Dialed Number	NONE	9722770596 (Created)	04/21/2011 04:33:14	dsont@SECUR.TX
(1) 9722770596	dee2508	dee qa	Status	Inactive	Deleted	04/21/2011 04:32:33	dsont@SECUR.TX
(1) 9722770596	dee2508	dee qa	Status	Active	Deleted	04/21/2011 04:31:48	dsont@SECUR.TX
(1) 9722770596	dee2508	dee qa	Status	Active	Inactive	04/21/2011 04:28:23	dsont@SECUR.TX
(1) 9722770596	dee2508	dee qa	Dialed Number	NONE	972277056 (Created)	04/21/2011 04:27:58	dsont@SECUR.TX

Sample Phone Number Change Log Report

Phone Number Change Log Report – allows administrators to review all changes to controlled numbers on the Global list at both the agency and facility levels.

Secure Call Platform
Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Family: Securus Demo Site
Site: All Sites
Phone Group: All Phone Groups
Phone: All Phones

Global List Change Log Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Username: First Name: Last Name:
 City Code: Phone Number:
 Start: 04/25/2011 00:00:00 End: 04/28/2011 23:59:59 Exclude Automated Process:

38 Results PAGE 1 OF 4 >>

UNLID #	MODIFIED FIELD	BEFORE	AFTER	MODIFIED TIME (CST)	USERNAME
(1) 8016138647	Watched	NONE	YES	04/27/2011 18:42:14	gnicholson@SECUR.TX
(1) 8016138647	Dialed Number	NONE	8016138647 (Created)	04/27/2011 18:42:14	gnicholson@SECUR.TX
(1) 8016138647	Speed Dial	NONE	1111	04/27/2011 18:42:14	gnicholson@SECUR.TX
(1) 9723771108	Dialing COS	NONE	Crime Tip	04/25/2011 10:32:23	GIPC@SECUR.TX
(1) 9723771108	Dialed Number	NONE	9723771108 (Created)	04/25/2011 10:32:23	GIPC@SECUR.TX
(1) 9723771107	Description	NONE	informant line no dnrf for QA	04/25/2011 10:23:50	GIF1@SECUR.TX
(1) 9723771107	Un-list Account Information	NONE	NO	04/25/2011 09:52:29	GIF1@SECUR.TX
(1) 9723771107	Enable OTMF Passthru	NONE	NO	04/25/2011 09:52:29	GIF1@SECUR.TX
(1) 9723771107	Un-list Speed Dial Number	NONE	NO	04/25/2011 09:52:29	GIF1@SECUR.TX
(1) 9723771107	Un-list Port Location	NONE	NO	04/25/2011 09:52:29	GIF1@SECUR.TX

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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.

Secure Call Platform
Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Family: Securus Demo Site

User Mgmt Change Log Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

MODIFIED Username: First Name: Last Name:
 MODIFIER Username: First Name: Last Name:
 Start: 04/28/2011 13:00:00 End: 04/28/2011 23:59:59

198 Results PAGE 1 OF 20 >>

SCP USERNAME	SCP NAME	MODIFIED FIELD	BEFORE	AFTER	MODIFIED TIME (CST)	USERNAME
Lawrence@SECUR.TX	Tony Lawrence	SITE	NONE	San Benito County Juvenile, CA	04/28/2011 13:59:04	Lawrence@SECUR.TX
Lawrence@SECUR.TX	Tony Lawrence	SITE	NONE	Provers County Jail, CO	04/28/2011 13:59:04	Lawrence@SECUR.TX
Lawrence@SECUR.TX	Tony Lawrence	SITE	NONE	Pacific County Sheriffs Office, WA	04/28/2011 13:59:04	Lawrence@SECUR.TX
Lawrence@SECUR.TX	Tony Lawrence	SITE	NONE	Milam County Jail, TX	04/28/2011 13:59:04	Lawrence@SECUR.TX
Lawrence@SECUR.TX	Tony Lawrence	SITE	NONE	Hason County Jail	04/28/2011 13:59:04	Lawrence@SECUR.TX
Lawrence@SECUR.TX	Tony Lawrence	SITE	NONE	Long Beach City Jail, CA	04/28/2011 13:59:04	Lawrence@SECUR.TX
Lawrence@SECUR.TX	Tony Lawrence	SITE	NONE	Gibson County Sheriffs Dept, TN	04/28/2011 13:59:04	Lawrence@SECUR.TX
Lawrence@SECUR.TX	Tony Lawrence	CUSTOMER	NONE	San Benito County, CA	04/28/2011 13:59:04	Lawrence@SECUR.TX
Lawrence@SECUR.TX	Tony Lawrence	CUSTOMER	NONE	Provers County Jail, CO	04/28/2011 13:59:04	Lawrence@SECUR.TX
Lawrence@SECUR.TX	Tony Lawrence	CUSTOMER	NONE	Pacific County Sheriffs Office, WA	04/28/2011 13:59:04	Lawrence@SECUR.TX

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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.

Secure Call Platform
Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
 Facility
 Securus Demo Site

Security Template Change Log Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Username: First Name: Last Name:

Modify Template: Start: 04/25/2011 00:00:00 End: 04/28/2011 23:59:59

Search Reset

5 Results PAGE 1 OF 1

SECURITY TEMPLATE	TYPE	MODIFIED FIELD	BEFORE	AFTER	MODIFIED (CST)	USERNAME
ADC-test1	Created				04/28/2011 10:57:25	amerce@SECUR.TX
Adam All	Modified	System - Custody Accounts First Calls are Free	NONE	CAN VIEW	04/26/2011 10:44:08	aedwards@SECUR.TX
Adam All	Modified	System - Custody Accounts First Calls are Free	NONE	CAN EDIT	04/26/2011 10:44:08	aedwards@SECUR.TX
Adam All	Modified	Security - Password Reset	NONE	CAN VIEW	04/26/2011 10:44:08	aedwards@SECUR.TX
Sally Z	Created				04/25/2011 20:45:14	szeikvogel@SECUR.TX

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8/5/2013

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27

Sample System Access Log Report

System Access Log Report – allows administrators to manage user access by reporting lists of system users by date range. Users can narrow their search by using criteria such as username, name, and date range.

Secure Call Platform
Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
 Facility
 Securus Demo Site

System Access Log Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Username: First Name: Cora Last Name:

Access Start: 04/27/2011 00:00:00 Access End: 04/28/2011 23:59:59

Search Reset

5 Results PAGE 1 OF 1

USERNAME	NAME	TITLE	SECURITY TEMPLATE	IP ADDRESS	STATUS	LOG IN(CST)	LOG OUT(CST)	CLRNATCHNUM
cconklin@SECUR.TX	Cora	Conklin Supervisor	Adam All	209.163.225.158	Successful Login	04/28/2011 11:50:44	04/28/2011 12:21:43	31
cconklin@SECUR.TX	Cora	Conklin Supervisor	Adam All	209.163.225.158	Successful Login	04/28/2011 10:21:54	04/28/2011 10:52:41	31
cconklin@SECUR.TX	Cora	Conklin Supervisor	Adam All	209.163.225.158	Successful Login	04/28/2011 08:42:05	04/28/2011 09:12:39	31
cconklin@SECUR.TX	Cora	Conklin Supervisor	Adam All	209.163.225.158	Successful Login	04/27/2011 14:50:45	04/27/2011 20:37:13	346
cconklin@SECUR.TX	Cora	Conklin Supervisor	Adam All	209.163.225.158	Successful Login	04/27/2011 12:23:43	04/27/2011 12:54:27	31

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Sample Recording Audit Log Report

Recording Audit Log Report – allows administrators to report and manage all activity for recording usage. Administrator can search on key criteria such as recording usage, name, call start/end, access start/end, dialed number and PIN.

Secure Call Platform
Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility	Site	Phone Group	Phone
Securus Demo Site	All Sites	All Phone Groups	All Phones

Recording Audit Log Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Username: <input type="text"/>	First Name: <input type="text"/>	Last Name: <input type="text"/>
Recording Usage: <input type="text" value="-- ALL --"/>	Dialed Number: <input type="text"/>	Account #: <input type="text"/>
Call Start: <input type="text"/>	End: <input type="text"/>	
Expiration Start: <input type="text"/>	End: <input type="text"/>	
Access Start: <input type="text" value="04/28/2011 12:05:00"/>	End: <input type="text" value="04/28/2011 23:55:59"/>	

3 Results PAGE 1 OF 1

ACCESS TIME	RECORDING USAGE	NAME	ACT # PIN	CALL START TIME	CALL END TIME	EXPIRATION DATE	USER	DIALED NUMBER
04-28-2011 12:35:48	PLAYBACK	James LeBeauf	28770043 2877	04-20-2011 04:52:29	04-20-2011 04:52:53	05/20/2011	RYenamadd@SECUR.TX	2817595114
04-28-2011 12:06:48	PLAYBACK	padma alla	2011	04-20-2011 14:07:27	04-20-2011 14:07:30	05/20/2011	RYenamadd@SECUR.TX	5617039957
04-28-2011 12:05:59	PLAYBACK	Helmi Raynh	7890 7890	04-20-2011 13:01:56	04-20-2011 13:02:30	05/20/2011	RYenamadd@SECUR.TX	8009726766

ATTACHMENT B - PUBLIC UTILITY
COMMISSION OF TEXAS CERTIFICATE

Kenneth W. Anderson, Jr.
Commissioner

Brandy Marty Marquez
Commissioner

Brian H. Lloyd
Executive Director



Greg Abbott
Governor

RECEIVED

2017 AUG -1 PM 2: 52

Public Utility Commission of Texas

August 1, 2017

SECURUS TECHNOLOGIES INC
ATTN MICHAEL LOZICH
4000 INTERNATIONAL PARKWAY
CARROLLTON TX 75007

RE: Project 46251 - Texas Pay Phone Provider RE-REGISTRATION 2017

Your re-registration as a Pay Telephone Service Provider has been received and processed by the Public Utility Commission of Texas.

This letter constitutes your proof of registration to provide pay telephone service in Texas. Retain this letter for your records, as a copy must be provided the carrier that will connect your service to the network. Your permanent tracking number, which should be included with any correspondence or submissions to the Commission relating to pay telephone service, is **PP011330**.

To retain your registration, you must reregister annually with the Commission by July 31 of each calendar year. A Pay Telephone Service Provider that fails to reregister will be removed from the list of registered providers posted on the PUC web site under Utility Directories and is subject to disconnection. Registration information is posted on the Commission's web site under Industry – Communications – Registration & Reporting:

<http://www.puc.state.tx.us/industry/communications/business/pp/pp.aspx> You are advised to monitor this site for any changes in the rules, required form, and registration process.

Pay telephone service in Texas is governed by statute, regulation, and tariff. Tariffs are established by the local exchange carrier or carriers that serve your pay telephone(s). Applicable tariffs can be obtained from your local provider. The statutes are: The Public Utility Regulatory Act of 1999 (PURA) and the Federal Telecommunications Act of 1996. The Commission's substantive rules governing pay telephone service are: §26.102 and 26.341 – 26.347. Copies of PURA and the Commission's rules may be purchased from Central Records by calling (512) 936-7180 or downloaded from the Commission's web site:

<http://www.puc.state.tx.us/agency/rulesnlaws/subrules/telecom/Telecom.aspx>

Sincerely,

A handwritten signature in cursive script that reads "Fred Goodwin".

Fred Goodwin
Competitive Markets Analyst



Printed on recycled paper

An Equal Opportunity Employer

1701 N. Congress Avenue PO Box 13326 Austin, TX 78711 512/936-7000 Fax: 512/936-7003 web site: www.puc.texas.gov

ATTACHMENT C - TEXAS SECRETARY OF STATE CERTIFICATE

Corporations Section
P.O.Box 13697
Austin, Texas 78711-3697



Hope Andrade
Secretary of State

Office of the Secretary of State

**CERTIFICATE OF AMENDED REGISTRATION
OF**

Securus Technologies, Inc.
11694606

[formerly: EVERCOM SYSTEMS, INC.]

The undersigned, as Secretary of State of Texas, hereby certifies that an Application for Amended Registration to transact business in this state for the above named entity has been received in this office and has been found to conform to the applicable provisions of law.

ACCORDINGLY, the undersigned, as Secretary of State, and by virtue of the authority vested in the secretary by law, hereby issues this Certificate of Amended Registration to transact business in this state under the name of:

Securus Technologies, Inc.

Dated: 10/05/2010
Effective: 10/05/2010



A handwritten signature in black ink, appearing to read "Hope Andrade".

Hope Andrade
Secretary of State

Phone: (512) 463-5555
Prepared by: Lisa Sartin

Come visit us on the internet at <http://www.sos.state.tx.us/>
Fax: (512) 463-5709
TID: 10301

Dial: 7-1-1 for Relay Services
Document: 332760890002

Form 406
(Revised 02/06)
Return in duplicate to:
Secretary of State
P.O. Box 13697
Austin, TX 78711-3697
512 463-5555
FAX: 512/463-5709
Filing Fee: See instructions



Amendment to Registration

This space reserved for office use.

FILED
In the Office of the
Secretary of State of Texas
OCT 05 2010
Corporations Section

Entity Information

The legal name of the filing entity is:

Evercom Systems, Inc.

State the name of the entity as currently shown in the records of the secretary of state.

If the entity attained its registration under an assumed name, the qualifying assumed name as shown on the records of the secretary of state is:

The application for registration was issued to the entity on: September 4, 1997

The file number issued to the filing entity by the secretary of state is: 0011694606

Amendments to Application

A. The application for registration is amended to change the legal name of the entity as amended in the entity's jurisdiction of formation. The new name is:

Securus Technologies, Inc.

The entity was registered with the secretary of state before January 1, 2006, and has not elected early adoption of the BOC and in accordance with the law applicable to the entity has attached a certificate from the proper filing office in the jurisdiction of formation evidencing the name change.

The entity was registered with the secretary of state on or after January 1, 2006, or has filed an early adoption statement with the secretary of state and is not required to attach a certificate evidencing the name change in the jurisdiction of formation.

B. The new name of the entity is not available for use in Texas or fails to include an appropriate organizational designation. Or, the entity wishes to amend the qualifying assumed name stated on its registration or amended registration. The assumed name the entity elects to adopt for purposes of maintaining its registration is:

C. The application for registration is amended to change the business or activity stated in its application for registration. The business or activity that the entity proposes to pursue in this state is:

The entity is authorized to pursue the same business or activity under the laws of the entity's jurisdiction of formation.

Other Changes to the Application for Registration

The foreign filing entity desires to amend its application for registration to make changes other than or in addition to those stated above. Statements contained in the original application or any amended application are identified by number or description and changed to read as follows:


Effectiveness of Filing (Select either A, B, or C.)

- A. This document becomes effective when the document is filed by the secretary of state.
B. This document becomes effective at a later date, which is not more than ninety (90) days from the date of signing. The delayed effective date is: _____
C. This document takes effect upon the occurrence of a future event or fact, other than the passage of time. The 90th day after the date of signing is: _____
The following event or fact will cause the document to take effect in the manner described below:

Execution

The undersigned signs this document subject to the penalties imposed by law for the submission of a materially false or fraudulent instrument.

Date: 10/4/10



Dennis J. Reinhold-VP, Gen Counsel and Secretary

Signature and title of authorized person(s) (see instructions)

Delaware

PAGE 1

The First State

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THAT THE SAID "EVERCOM SYSTEMS, INC.", FILED A CERTIFICATE OF AMENDMENT, CHANGING ITS NAME TO "SECURUS TECHNOLOGIES, INC.", THE SECOND DAY OF AUGUST, A.D. 2010, AT 4:13 O'CLOCK P.M.

AND I DO HEREBY FURTHER CERTIFY THAT THE AFORESAID CORPORATION IS DULY INCORPORATED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL CORPORATE EXISTENCE NOT HAVING BEEN CANCELLED OR DISSOLVED SO FAR AS THE RECORDS OF THIS OFFICE SHOW AND IS DULY AUTHORIZED TO TRANSACT BUSINESS.

2788631 8320

100835889

You may verify this certificate online
at corp.delaware.gov/authver.shtml




Jeffrey W. Bullock, Secretary of State
AUTHENTICATION: 8177210

DATE: 08-17-10

ATTACHMENT D - FCC REGISTRATION NUMBER



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FCC Registration

[FCC](#) > [FCC Registration](#)

[FCC Site Map](#)

Search Public Information

[Return to FCC Registration Home](#)

Displaying Records 1 (of 1)

FRN	Registrant	Contact	Address	City	State	Zip	Country	RegDate
0006222319	Securus Technologies, Inc.	Conde, Debbie	4000 International Parkway	Carrollton	TX	75007	United States	01/23/2002

[REFINE SEARCH](#)

Customer Service			
Frequently Asked Questions	Forms Requiring an FRN	Privacy Statement	FCC Home Page
FRN Help Line: 877-480-3204 (Mon.-Fri. 8 a.m.-6 p.m. ET)			
The FRN Help desk has a dedicated staff of customer service representatives standing by to answer your questions or concerns. You can also email the FRN Help desk with your questions and concerns.			

ATTACHMENT E - SECURUS' STAFF RESUMES



Sally Zeitvogel

Senior Account Manager

Sally brings more than 20 years of experience in telecommunications sales and account management. This includes more than 17 years of managing large enterprise accounts. Sally has developed reputation for consistently exceeding targets and demonstrates a strong work ethic. Sally thrives on challenges to overcome obstacles with solutions that are sound and financially feasible. Her exceptional interpersonal and communication skills (network, collaborate, negotiate) help to build positive, effective business relationships.

Experience

- Develops and expands Partner relationships
- Manages key customer projects (RFPs, RFIs, MACs, Turnkey Solutions, etc.)
- Facilitates timely resolution of customer issues
- Supports of the product/feature development process
- Updates and maintains customer records in a timely fashion
- Ensures financial integrity of designated partnerships
- Collaborates with partners in a solution sales methodology to identify, pursue, and close new business
- Identifies competitive activity with respect to changes in application, product, pricing, or marketing strategies.
- Acts as team lead for partner relationships and coordination of Securus resources
- Partners with sales engineer on the development and implementation of the overall sales strategies within the partners
- Ensures thorough familiarity with Securus platforms and business processes
- Responsible for new sales of Data Analytics/Business Intelligence solutions to Tier 1 and Tier 2 Telecommunications Carriers in North American Market
- Responsible for developing strategic solutions to meet customer requirements and needs
- Facilitated meetings internally with other departments on behalf of customer to resolve issues, introduce new products, plan implementation meetings, set goals and expectations for the benefit of delivering what customer needs were

- Worked with existing customers on a daily basis and met with them on a monthly basis to answer questions, solve issues, present new products, etc.
-

Education

- Bachelor of Business Administration
Texas A&M University, Kingsville, Texas
Business Management and Business Administration



Kate Leeper

Director of Account Management

Kate has more than 20 years of experience managing customer accounts and delivering on critical customer initiatives. She is responsible for working with Public Safety, State and local communities to improve the efficiency of product functionality, and helping to increase revenue while managing expenses. Her leadership skills are an important part of a successful track record of client satisfaction and measurable results through implementation of key technologies and success metrics.

Experience

- Recruited to develop, implement and lead a best-in-class customer success team and client management model for North America
 - Hire, lead, coach and inspire team of Customer Success Managers and Support teams
 - Oversee cross-collaboration with internal key business partners to ensure customer satisfaction
 - Establish, develop and maintain close working relationships with top customers
 - Meet or exceed a customer satisfaction rating of 4.0 or higher
-

Training/Certifications

- Solution Sales, Miller Heiman Consultative and Strategic Sales Management, Executive Leadership
-

Education

- Bachelor of Science in Business Administration with Minor in Sociology, Cum Laude from Western Michigan University



Nancy Salisbury

Sales Vice President - Acquisitions

Ms. Salisbury's career includes extensive telecommunications and technology experience with strong ability to build cohesive successful sales teams in a constantly changing environment. Consistent over plan performance with focus not only on new sales but overall revenue retention.

Experience

- Leads the Acquisitions group for Securus nationally with focus on large accounts (private and public) and new business growth
- Provides strong organizational leadership and active participation in key account sales, retention and business development. Established sound relationships and negotiated projects with internal and external customers at CEO, CIO, CTO, Senior Vice President, and Director levels
- Develops solutions selling skills throughout the sales group, implementing processes and strategies to drive overall team success
- Provides management and support for sales presentations, RFP responses, and financial offerings to government customers at the local, state and federal levels
- Assists in business case development and sales processes for new applications
- Manages a team charged with the retention of existing business as well as new business opportunities
- Enhanced operational processes and improved effectiveness, reducing internal costs

Training/Certifications

- Professional Speaking Training
- Sales Training
- Negotiation Training
- Professional Speaking Training
- Sales Training
- Negotiation Training

Education

- University of Nebraska
Degree in Criminal Justice



John Mannewitz

Manager, Installation

Summary

John is a sales executive and business manager with substantial sales and operations experience. John brings more than 21 years of Business Management responsibilities and a proven record of increasing quality and revenue. His experience includes telecommunications, management, business administration, construction, manufacturing and distribution, customer service, and design fields.

Experience

- Manages a team of project managers who coordinate all information, scheduling, and resources for installations, renewals, upgrades and de-installs of the Securus platform and equipment
- Establishes and manages the mechanisms and processes to ensure accuracy and completion of installs coordinated by the project managers
- Coordinates resources and information input by the Sales, RFP, Site Engineering, and Provisioning, IT, Field Service, Install Support, Integration Management, Telecom and Product Management groups
- Establishes new process (SOW) for the IS and Engineering groups
- Analyzes the current processes and implemented controls to improve the work flow
- Manages workflows by Leading Indicators to drive continuous improvement through key performance measures
- Leads Quality Initiative to improve Quality scores. Reviewed scorecards and coached PMs on task completion yielding an improvement from 80 to 87%
- Leading initiative to identify gaps in processes for correct utilization measures and Roles and Responsibilities Matrix.
- Provided onsite training of Securus' Secure Call Platform to new and existing customers with an average of 4.92 out of 5 rating
- Provided Webinar training of Securus' Secure Call Platform to new and existing customers with an average of 4.8 out of 5 rating
- Developed training process flow to better time and reporting functionality
- Proficient at RoboHelp and Microsoft office programs

- Developed training program to decrease customer concerns and increase customer product knowledge
-

Education

- Collin County Community College, Business Management
- Utah Valley State College, Construction Management



Stephon Wolfe

Project Manager

Stephon is an experienced business professional with wide-ranging operations and administrative experience. He has proven skills in leadership, time management, organization, and technical fields with a commitment to high-quality results. Stephon dedication to ensuring the best customer experience and attention to detail have shown a proven track record of successfully implementing installs of various sizes.

Experience

- Coordinate the delivery of telecommunications products for the correctional industry
- Obtain primary ownership of customer communication, human resource coordination and scheduling, material requisition and shipping/delivery ensuring quality management at project closure
- Monitor the progress in terms of status of the plan
- Identify and analyze risks that could affect project baseline and take correct actions
- Anticipate and catch deviations from the project plan
- Keep stakeholders inform of progress by all available communication channels
- Budget monitoring via weekly progress reporting to upper management
- Use various tools such as Gantt charts, spreadsheets and Microsoft Project for tracking and documenting activities that are related to cost, time, schedule and quality
- Efficiently work with the client and various internal business units in building strong relationships
- Coordinate and execute the delivery of features, products, and calling systems
- Coordinate the cross departmental activities required to complete the implementation project and which is essential to a flawless product delivery and customer satisfaction
- Transitioned and converted clients on classic products to compliant banking solutions within the business unit
- Gained efficiencies by setting clear and concise project objectives, due dates and follow up with internal resources to meet the company and client goals.

- Clarified client requirements, business needs, and project objectives, via feedback sessions and client meetings, in collaboration with Conversion, QA and development teams
 - Served as an account liaison for assigned sponsors. Providing support for all business needs.
 - Collaborated with Sales and Marketing teams, as well as third party vendors to facilitate communication for successful project launches.
-

Education

- Bachelors Arts degree in Communications
- Minor in Computer Information Systems "CIS"
- Earned 35 Contact Hours
Completed PMKBOK PMP Certification Coursework



Brian Owens

Manager, Field Services

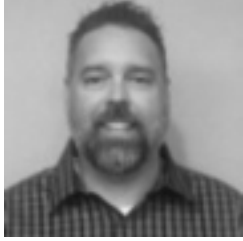
Mr. Owens joined Securus in 2012 and has over ten years of experience establishing and maintaining technical standards and implementing Continuous Quality Improvements that lower costs and improve and increase outputs. Mr. Owens leads field resources and delivers on objectives to assure complete customer satisfaction across Securus' northwest region. He monitors overall service needs and ensures that the service team is meeting customer expectations.

Experience

- Responsible for all field service technicians, dispatch personnel, establishing, implementing and maintaining technical standards, adherence to company policies / procedures and assuring customer satisfaction
 - Tailors Customer Relationship Management (CRM) plans within assigned area to include formal reviews with clients
 - Hires, manages, trains and develops 11 direct reports
 - Monitors client service needs and ensures associates are meeting and exceeding expectations
 - Conducts formal reviews with designated accounts
 - Participates by the Executive Team
 - Visits customers and technicians to ensure customer satisfaction and to make sure all equipment and wiring meet company standards and expectations
 - Ensures invoice accuracy, Repair Parts and Inventory management, and Travel utilization
 - Analyzes and reduces operating costs
 - Assists technicians with repairs and installs when necessary
 - Approves expense reports, invoices and timecards
-

Education

- St. Bonaventure University, St. Bonaventure, NY
Master of Science/Leadership, 2006
- Utah State University, Logan, UT
Bachelor of Science/ Finance & Management, 1996



Chris Sheil

Client Manager

Chris is a strategic minded individual with over 15 years of client relationship experience. Chris has an in depth knowledge of managing client's accounts and ensuring total satisfaction at all times. Chris is highly motivated and enjoys building excellent and productive client relationships by working to identify their needs and quickly resolving issues to assure business requirements are met.

Experience

- Builds strong relationships with account decision makers and the key influencers.
 - Ensures retention and satisfaction of assigned client base through expanded relationships.
 - Maintains working knowledge of various business products and services.
 - Interfaces with internal and external operations teams to solve client issues/escalations and maintain satisfaction ratings.
 - Conducts quarterly account reviews and prepares requested assessments for clients.
 - Facilitates effective communication between customer and internal associates in order to better service the assigned Securus accounts.
 - Evaluates and determines areas within an account where additional product offerings would improve the accounts performance.
-

Education

- Texas Tech University



Letecia Garcia

Field Service Technician

Letecia Garcia is a field service technician located in Houston, Texas. Letecia is currently the onsite field service technician and service administrator for the Harris County Jail. Prior to joining Securus, Letecia had 20 years of social work experience, empowering low-income families and homeless, teenage mothers.

Experience

- Experience with digital call platform and Securus Call Platform software
 - Brings extensive experience installing and maintaining public coin phones, inmate phones, and inmate visitation phone Maintain Securus' inmate telephone system
 - Provide records and recordings to law enforcement agencies
-

Education

- Certification in Case Management, Texas Southern University

ATTACHMENT F - SECURUS' LIST OF SIMILAR GOVERNMENT CONTRACTS

Proprietary and Confidential

Trade Secret

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.

Option 1:

Commission Percent

- Phone Calls

Call Rates		
Collect	\$0.21 per minute	82%
Debit	\$0.17 per minute	82%
International Calls	\$0.50 per minute	82%

Prepaid Card Rates, same as collect

- Commission percent also applies to interstate
- \$600,000 Minimum Annual Guarantee
- Remote Video Visits 40%
- Tablets
 - \$25, Funding, family/inmate/monthly \$10/per tablet
 - \$15, Funding, family/inmate/monthly N/A
 - Optional: County can set price and keep anything over \$15 as commissions
 - Premium content 40%
- Securus Instant Mail 40%
 - \$2.00 per message to family
 - \$2.00 per picture to family
 - \$0.50 message approval notification
- AIS Voicemail: 20%
 - \$1.99 per 45 second voicemail
- E-messaging/Inmate Mail: 20%
 - \$0.50 Per text
 - \$0.50 additional for photos/prepaid inmate reply
- Funding Fees:
 - \$3.00 Automated payments
 - \$5.95 'live' agent fee
 - FREE by mail

Kiosk Funding Fees:

<u>Deposit Amount</u>	<u>Lobby/web/mobile app</u>	<u>Call Center</u>
\$0.01-\$20.00	\$3.95	\$4.95
\$20.01-\$100.00	\$6.95	\$7.95
\$100.01-\$200.00	\$8.95	\$9.95
\$200.01-\$300.00	\$10.95	\$11.95

Option 2:

Commission Percent

- Phone Calls

Call Rates		
Collect	\$0.17 per minute	50%
Debit	\$0.10 per minute	81%
International calls	\$0.50 per minute	81%

Prepaid Card Rates, same as collect

- Commission percent also applies to interstate
- \$500,000 Minimum Annual Guarantee
- Remote Video Visits 40%
- Tablets
 - \$25 Funding, Family/Inmate/Monthly \$10/per tablet
 - \$15 Funding, Family/Inmate/Monthly N/A
 - Optional: County can set price and keep anything over \$15 as commissions
 - Premium Content 40%
- Securus Instant Mail 40%
 - \$2.00 per message
 - \$2.00 per picture
 - \$0.50 message approval notification
- AIS Voicemail: 20%
 - \$1.99 per 45 second voicemail
- E-messaging/Inmate Mail: 20%
 - \$0.50 Per text
 - \$0.50 additional for photos/prepaid inmate reply
- Phone Funding Fees:
 - \$3.00 Automated payments
 - \$5.95 'live' agent fee
 - FREE by mail
- Kiosk Funding Fees:

<u>Deposit Amount</u>	<u>Lobby/Web/Mobile app</u>	<u>Call Center</u>
\$0.01-\$20.00	\$3.95	\$4.95
\$20.01-\$100.00	\$6.95	\$7.95
\$100.01-\$200.00	\$8.95	\$9.95
\$200.01-\$300.00	\$10.95	\$11.95



COMMISSARY APPLICATION FACILITATION AGREEMENT

This Commissary Application Facilitation Agreement ("Agreement") is effective as of the last date signed by the parties ("Effective Date") and is made by and between Securus Technologies, Inc. ("Company") and Aramark Correctional Services, LLC ("Vendor") (each a "Party" and collectively, the "Parties").

1. SERVICES

- 1.1 This Agreement provides the terms and conditions whereby Company will facilitate the ability of Vendor, through use of the Company's ConnectUs software, to provide inmates at the Fort Bend County Detention Facility, 1410 Williams Way Blvd., Richmond, TX 77469 (the "Facility") with access to Vendor's Commissary Application ("Application") via Company video visitation terminals located at the Facility. ConnectUs will display Vendor's icon on the user interface page(s) of the video visitation terminal so that, when an inmate touches the icon, he or she is taken to Vendor's Application. Company also represents and covenants that its Systems (and the way it interacts with Vendor's Application), shall not transfer or store any personally identifiable information by Company.
- 1.2 Vendor shall ensure that the Application is limited to enabling commissary ordering transactions, and further ensure that the availability of the Application (day of week, time of day, which inmates may use it, etc.) is fully compliant with any requirements imposed by the Facility. Company assumes no responsibility or liability for ensuring Vendor's Application.
- 1.3 It is Vendor's responsibility to work with the Facility to determine what functionalities within the Application are consistent with the Facility's policies.
- 1.4 Company reserves the right to display, between the time an inmate presses Vendor's icon and Vendor's Application is displayed, a brief statement indicating in substance that Company is not responsible for the Application or its operation, and Company does not accept any responsibility for the Application absent Company's negligent acts or omissions.
- 1.5 Neither Vendor nor Company will represent to any person that it is an agent, officer or employee of the other Party to this Agreement or that it is authorized to bind the other Party to this Agreement to any transaction.
- 1.6 Company and Vendor shall each comply, at their own expense, with all applicable laws and regulations in the performance of their respective obligations under this Agreement and otherwise in their operations.

2. TERM AND TERMINATION

- 2.1 This Agreement shall become effective on the Effective Date and shall continue in full force and effect unless or until terminated by either Party as provided for herein.
- 2.2 This Agreement may be terminated as follows:
 - (a) by the non-breaching Party for material breach and failure of the breaching Party to cure such breach within 30 days after receiving written notice of such breach from the non-breaching Party; or
 - (b) by either Party for any reason or no reason giving the other Party at least 30 days' prior written notice; or
 - (c) automatically upon the termination or expiration of the Vendor's commissary agreement with the Facility; or

- (d) automatically upon the termination or expiration of the Company's Video Visitation System agreement with the Facility; or
- (e) immediately at the request of the government entity or third party operating the Facility.

3. COMPENSATION

- 3.1 The work contemplated by this Agreement will be completed at no charge.
- 3.2 Vendor is neither responsible nor liable for any fees or other compensation agreed upon between Company and the Facility, and Company is neither responsible nor liable for any compensation agreement entered into between Vendor and the Facility.

4. SOFTWARE LICENSE AGREEMENT

- 4.1 This Agreement does not grant Vendor a license to use any portion of the ConnectUs software other than to display Vendor's Application icon on the "desktop" of the user interface on Customer video visitation terminals at the designated Facility and to provide access by the inmate to Vendor's Application for commissary transactions.
- 4.2 The ConnectUs software (the "Company-Licensed Product") is the sole and exclusive property of Company and ownership of the Company-Licensed Product shall at all times remain with Company. Without limiting the generality of the foregoing, Vendor shall have no rights to any patents, copyrights, trade secrets, trademarks or other intellectual property rights in or relating to the Company-Licensed Product, other than as expressly set forth in this Agreement. All updates, if any, shall be deemed to be part of the Company-Licensed Product and will be subject to this Agreement.
- 4.3 Subject to the other terms and conditions of this Agreement, Vendor hereby grants to Company a royalty-free, non-exclusive, personal and non-assignable license, without the right to grant sublicenses, to use any portion of the Vendor commissary software only to display Vendor's Application icon on the "desktop" of the user interface on the Customer video visitation terminals at the designated Facility and to provide access by the inmate to Vendor's Application for commissary transactions for the Term of this Agreement. Vendor shall notify Company as and when changes are made to Vendor's Application software.
- 4.4 The Vendor's commissary software (the "Vendor-Licensed Product") is the sole and exclusive property of Vendor and ownership of the Vendor-Licensed Product shall at all times remain with Vendor. Without limiting the generality of the foregoing, Company shall have no rights to any patents, copyrights, trade secrets, trademarks or other intellectual property rights in or relating to the Vendor-Licensed Product, other than as expressly set forth in this Agreement. All updates, if any, shall be deemed to be part of the Vendor-Licensed Product and will be subject to this Agreement.

5. NON-SOLICITATION

The Parties agree that, during the term of this Agreement and for a period of twelve (12) months immediately following the termination of this Agreement, for whatever reason, whether with or without cause (the "Non-Solicitation Term"), neither Party nor any directors, officers, employees, agents or representatives of Company or Vendor will (i) solicit, induce, recruit, encourage, request, or attempt to influence, directly or indirectly, any employee of the other Party to terminate their employment or (ii) employ, hire, or take away any employee of the other Party, either for itself or for any other person or entity. If, during any period within the Non-Solicitation Term, a Party is not in compliance with the terms of this Section 5, the other Party shall be entitled to, among other remedies, compliance for an additional period equal to the period of such noncompliance. For purposes of this Agreement, the term "NonSolicitation Term" shall also include this additional period. The Parties hereby acknowledge that the scope of prohibited activities and the time duration of this Section 5 are reasonable and are no broader than are necessary to protect the legitimate business interests of each, including the Confidential

Information, as defined in this Agreement.

6. CONFIDENTIALITY

- 6.1. Confidential Information. "Confidential Information" means, without limitation, any and all proprietary or confidential information, tangible or intangible, whether disclosed orally or in written, graphic or electronic form, including, but not limited to, the trade secrets, patents (including any continuation, extension, re-issue or renewal patents), patent applications, inventor certificates, research, product plans, products, developments, inventions, processes, designs, drawings, schematics, technical specifications, engineering information, finished products, prototypes, manuals and other documentation, engineering, formulas, markets, software (including source and object code), hardware configuration, computer programs, algorithms, technologies, know-how, business affairs, business plans, financial information, records, forecasts, operating information, customer identity and data, pricing information, business strategies, product development information, agreements with third parties, services, current or prospective suppliers and supplier lists, current or potential customers and customer lists, prices for products, ordering and shipping quantities, prices for packaging materials and freight, techniques, discoveries, methods of production and other proprietary information and any other information which is marked "confidential" or "proprietary" or which would reasonably be understood to be confidential, whether written or oral. "Confidential Information" shall not include information which (a) is in or comes into the public domain other than as a result of a disclosure by a receiving Party or its representatives; (b) was within the receiving Party's possession prior to it being furnished to the receiving Party by or on behalf of the disclosing Party pursuant hereto; (c) becomes available to the receiving Party or any of its representatives from a source other than the disclosing Party, provided that such source is not bound by a confidentiality agreement with, or by a fiduciary or legal obligation to, the receiving Party, the disclosing Party, or any other party with respect to such information, with respect to which the agreement or obligation is actually known to the receiving Party; or (d) the receiving Party can prove was independently developed by the receiving Party without use of or reference to the Confidential Information.
- 6.2. Non-Use and Non-Disclosure. Both Parties acknowledge that all of the other Party's Confidential Information is confidential and proprietary to each respective Party. Neither Party may use or disclose any of the Confidential Information of the other Party for any purpose, except that a Party may use or disclose Confidential Information of the other Party as licensed or permitted hereunder or as required for performance by such Party hereunder, as expressly required by law or to the extent necessary or required to enforce its rights hereunder. Further, the Parties may not disclose or provide any of such Confidential Information of the other Party to any third party and shall take all necessary measures to prevent any such disclosure by its directors, officers, employees, representatives, agents, contractors or consultants.
- 6.3. Return of Materials. Within 10 days after a request, each Party will (a) return to the requesting Party all Confidential Information furnished by or on behalf of the requesting Party, and all copies or excerpts thereof, and (b) destroy, and certify such destruction in writing to the requesting Party, all notes, presentations and other materials created by the other Party that contain the requesting Party's Confidential Information, and all emails and electronic files containing the requesting Party's Confidential Information, including, but not limited to those stored in the "cloud"; provided, however, that no Party shall be required to purge backup or archival copies of electronic information maintained in the ordinary course of business and shall, to the extent required by law or the Party's general document retention policy, be permitted to retain one copy of all such information, subject in all cases to the terms of this Agreement, which does not expire pertaining to the archival copies of electronic information of the requesting Party's Confidential Information.

7. INDEMNIFICATION AND INSURANCE

- 7.1 Vendor acknowledges that Company is not in any manner responsible for the operation of Vendor's commissary operations or its Application, and Company expressly disclaims responsibility or liability for such operations or Application absent Company's negligent acts or omissions. Company acknowledges that Vendor is not in any manner responsible for the operation of Company's operations at the Facility or its applications, and Vendor expressly disclaims responsibility or liability for such operations or applications absent Vendor's negligent acts or

omissions.

- 7.2 Each Party (the "Indemnifying Party") will indemnify the other Party and its officers, directors, agents, and employees (collectively, the "Indemnified Party") and hold the Indemnified Party harmless from and against any and all claims, demands, liabilities, losses, costs and damages (including without limitation court costs and reasonable attorneys' fees), which the Indemnified Party or any of its officers, directors, agents, employees may incur or suffer as a result of the Indemnifying Party's negligent acts or omissions.
- 7.3 During the term of this Agreement, Company and Vendor will each maintain workers' compensation insurance with statutory limits, as required by the state in which each Party will perform its services hereunder, and commercial general liability, auto and professional liability insurance providing standard coverages with a combined single limit of at least \$2,000,000 per occurrence, naming the Indemnified Party as additional insured, and evidenced on Certificates of Insurance providing for at least 30 days prior written notice of cancellation. These policies will be primary to any insurance carried by the Indemnified Party. Company and Vendor each agree that it, its insurer(s) and anyone claiming on its behalf will have no claim or subrogation right against the Indemnified Party.

8. NOTICES

All notices, demands or requests or other communications required or permitted to be given or delivered under this Agreement shall be in writing and shall be deemed to have been duly given when received. Written notice may be delivered in person, or sent via facsimile or via an internationally recognized air courier service, and addressed at the location stated in the preamble above.

9. INDEPENDENT CONTRACTOR RELATIONSHIP

The relationship of the Parties is that of independent contractors, and nothing contained in this Agreement shall be construed to (i) give either Party the power to direct and control the day-to-day activities of the other, (ii) constitute the Parties as partners, joint venturers, co-owners or otherwise as participants in a joint and common undertaking, or (iii) allow the Parties to create or assume any obligation on behalf of the other for any purpose whatsoever.

10. ASSIGNMENT

This Agreement will be binding upon and inure to the benefit of Company and Vendor and their respective successors and permitted assigns. Except for assignments to our affiliates or to any entity that succeeds to our business in connection with a merger or acquisition, neither Party may assign this Agreement without the prior written consent of the other Party, which will not be unreasonably withheld. No outside party shall be considered a beneficiary of this Agreement or entitled to any rights under this Agreement.

11. LIMITATION OF LIABILITY.

NOTWITHSTANDING ANYTHING TO THE CONTRARY HEREIN, NEITHER PARTY SHALL BE LIABLE, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, FOR ANY PUNITIVE, SPECIAL, INDIRECT, INCIDENTAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES (INCLUDING LOST PROFIT OR BUSINESS INTERRUPTION EVEN IF NOTIFIED IN ADVANCE OF SUCH POSSIBILITY) ARISING OUT OF OR PERTAINING TO THE SUBJECT MATTER OF THIS AGREEMENT.

12. GOVERNING LAW

This contract shall be governed and construed in all respects in accordance with the laws of the State of Texas (excluding conflict of law principles) and will to the maximum extent possible, be deemed to call for performance in Dallas County, Texas. The Parties consent to jurisdiction of and venue in the courts in Dallas County, Texas.

13. COMPLIANCE WITH LOCAL LAWS

The Parties understand and agree that each one is subject to federal, state, and local laws and regulations, and each Party bears the burden of its own compliance.

14. ENTIRE AGREEMENT AND AMENDMENTS

This Agreement contains the sole and entire agreement and understanding of the Parties with respect to the entire subject matter hereof and supersede any and all prior and concurrent discussions, negotiations, commitments, understandings and agreements relating thereto. This Agreement may not be modified or amended except in writing and signed by the Parties hereto.

15. SEVERABILITY

If any one or more of the provisions contained herein shall for any reason be held to be unenforceable in any respect under law, such unenforceability shall not affect any other provision of this Agreement, but this Agreement shall be construed as if such unenforceable provision or provisions had never been contained herein, provided that the removal of such offending term or provision does not materially alter the burdens or benefits of either of the Parties under this Agreement.

16. ADMISSION INTO EVIDENCE

Notwithstanding anything in this Agreement, this Agreement shall be admissible into evidence in any action to enforce any provision herein, provided that the Party seeking to admit this Agreement into evidence shall take all reasonable and necessary steps to preserve the confidentiality of this Agreement, such as by filing them under seal if permitted by the court or tribunal before which any such action is pending.

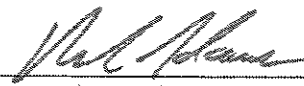
17. CONSENT

The Parties hereby acknowledge that they have read and understand this Agreement and agree to be bound by all of the provisions, terms, and conditions as specified herein.

18. COUNTERPARTS

If this Agreement is executed in two or more counterparts, each such counterpart and any copies thereof, shall be deemed an original hereof.

IN WITNESS WHEREOF, each Party represents and warrants that the person signing this Agreement has the sole right and authority to bind the Party and this Agreement has been executed by the undersigned representatives of the Parties as of the Effective Date:

<p><u>VENDOR:</u> Aramark Correctional Services, LLC</p> <p>By: <u></u> Name: <u>Mark R. Adams</u> Title: <u>Vice President, Finance</u> Date: <u>8/13/2018</u></p>	<p><u>COMPANY:</u> Securus Technologies, Inc.</p> <p>By: _____ Name: Robert Pickens Title: President and Chief Executive Officer Date: _____</p>
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Please return signed contract to:

4000 International Parkway
Carrollton, TX 75007
Attention: Contracts Administrator
Phone: (972) 277-0300

Securus Technologies, LLC.

COM-001 Call Commission Report - January, 2024

RUN DATE: 2/22/2024 10:25:55 AM Process Date: 2/23/2024 9:09:37 AM

Site: FORT BEND COUNTY CORRECTIONAL FACILITY - TX Contract ID: I-002541

Site ID: 05252

Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter-lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
8324718037	\$2,315.80	11579	1429	\$19,619.20	98096	10262	\$1,093.80	5469	624	\$5,175.00	25875	2477	\$0.00	0	0	\$0.00	0	0	\$28,203.80	141019	14792	\$22,563.04
Total:	\$2,315.80	11579	1429	\$19,619.20	98096	10262	\$1,093.80	5469	624	\$5,175.00	25875	2477	\$0.00	0	0	\$0.00	0	0	\$28,203.80	141019	14792	\$22,563.04

Securus Debit

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter-lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
8324718037	\$7,239.52	45247	6355	\$43,169.60	269810	35200	\$3,628.32	22877	2918	\$5,887.52	36797	4744	\$0.00	0	0	\$513.10	2057	417	\$50,438.06	376588	49634	\$48,350.45
Total:	\$7,239.52	45247	6355	\$43,169.60	269810	35200	\$3,628.32	22877	2918	\$5,887.52	36797	4744	\$0.00	0	0	\$513.10	2057	417	\$50,438.06	376588	49634	\$48,350.45

Direct Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter-lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
8324718037	\$37.40	187	51	\$7.20	36	12	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$44.60	223	63	\$35.68
Total:	\$37.40	187	51	\$7.20	36	12	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$44.60	223	63	\$35.68

Grand Total: \$9,592.72 57013 7835 \$62,796.00 0 45474 \$4,722.12 28146 3542 \$11,062.52 62872 7221 \$0.00 0 0 \$513.10 2057 417 \$88,686.46 517830 64489 \$70,949.17

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
A/S VMail			\$0.00	\$0.00
Call Subscription		0	\$0.00	\$0.00
Coin-operated Pay Telephones			\$0.00	\$0.00
GTL Dialaround		0	\$0.00	\$0.00
Instant Pay - Pay Now		0	\$0.00	\$0.00
Instant Pay - Text2Connect		0	\$0.00	\$0.00
Legacy Operator/Assistant		0	\$0.00	\$0.00

Outbound Voicemail (Interstate)		0	\$0.00	\$0.00
Outbound Voicemail (NonInterstate)		0	\$0.00	\$0.00
Securus Text Connect			\$0.00	\$0.00
SIM		0		\$0.00
Tablet - Accessories			\$0.00	\$0.00
Tablets		444	\$2,220.00	\$0.00
Video Connect		1,052	\$6,312.00	\$2,524.80
Video Connect Subscription		0	\$0.00	\$0.00
VMail		0	\$0.00	\$0.00
Total:			\$8,532.00	\$2,524.80

MEDIA REVENUE

Rev Type	Orig. ANI	Items	Revenue	Commission
Media - Music		1793	\$3,576.59	\$1,430.64
Media - Games		109	\$519.29	\$207.72
Media - Games - CDF		109	\$107.91	\$43.16
Media - Movies		1048	\$3,919.52	\$1,567.81
Media - Movies - CDF		1048	\$2,096.00	\$838.40
Media - Newsstand		15	\$74.65	\$29.94
Media - Newsstand - CDF		15	\$15.00	\$6.00
Media - TV Shows		1458	\$2,054.89	\$821.96
Media - TV Shows - CDF		1458	\$714.42	\$285.77
Media - Game Subscriptions		11	\$50.89	\$20.36
Media - Game Subscriptions - CDF		11	\$10.20	\$4.08
Media - Music Subscriptions		6	\$39.94	\$15.98
Media - Music Subscriptions - CDF		6	\$18.00	\$7.20
Total:			\$13,197.50	\$5,279.00

eMESSAGING	Stamps Used	Purchase Price of Stamp	Revenue	Commission
	12197	\$0.50	\$6,097.25	\$1,219.45
Total:	12,197		\$6,097.25	\$1,219.45

Total Revenue: \$116,513.21

Calculated Commission: \$79,972.42

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	\$44.60	223	63	\$35.68
Interlata	\$0.00	0	0	\$0.00
International	\$0.00	0	0	\$0.00
Interstate	\$0.00	0	0	\$0.00
Intralata	\$7.20	36	12	\$5.76
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$37.40	187	51	\$29.92
Prepaid Collect	\$28,203.80	141,019	14,792	\$22,563.04
Interlata	\$1,093.80	5,469	624	\$875.04
International	\$0.00	0	0	\$0.00
Interstate	\$5,175.00	25,875	2,477	\$4,140.00
Intralata	\$19,619.20	98,096	10,262	\$15,695.36
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$2,315.80	11,579	1,429	\$1,852.64
Securus Debit	\$60,438.06	376,588	49,634	\$48,350.45
Interlata	\$3,628.32	22,677	2,918	\$2,902.66
International	\$513.10	2,057	417	\$410.48
Interstate	\$5,887.52	36,797	4,744	\$4,710.02
Intralata	\$43,169.60	269,810	35,200	\$34,535.68
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$7,239.52	45,247	6,355	\$5,791.62
Totals:	\$88,686.46	517,830	64,489	\$70,949.17

Securus Technologies, LLC.

COM-001 Call Commission Report - December, 2023

RUN DATE: 1/18/2024 6:56:50 PM Process Date: 1/24/2024 7:20:28 AM

Site: FORT BEND COUNTY CORRECTIONAL FACILITY - TX Contract ID: I-002541 Site ID: 05252

Securus Debit

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra-lata Mins.	Intra-lata Calls	Interlata Revenue	Inter-lata Mins.	Inter-lata Calls	Interstate Revenue	Inter-state Mins.	Inter-state Calls	Intralata/Interstate Revenue	Intralata/Interstate Mins.	Intralata/Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
8324718037	\$7,963.84	49774	6900	\$43,084.48	269278	35109	\$4,841.12	30257	3764	\$5,944.96	37156	4746	\$0.00	0	0	\$897.63	3272	659	\$62,732.03	389737	51178	\$50,185.83
Total:	\$7,963.84	49774	6900	\$43,084.48	269278	35109	\$4,841.12	30257	3764	\$5,944.96	37156	4746	\$0.00	0	0	\$897.63	3272	659	\$62,732.03	389737	51178	\$50,185.83

Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra-lata Mins.	Intra-lata Calls	Interlata Revenue	Inter-lata Mins.	Inter-lata Calls	Interstate Revenue	Inter-state Mins.	Inter-state Calls	Intralata/Interstate Revenue	Intralata/Interstate Mins.	Intralata/Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
8324718037	\$2,140.80	10704	1341	\$18,850.00	94250	9787	\$1,440.00	7200	773	\$4,908.40	24542	2340	\$0.00	0	0	\$0.00	0	0	\$27,339.20	136696	14241	\$21,871.36
Total:	\$2,140.80	10704	1341	\$18,850.00	94250	9787	\$1,440.00	7200	773	\$4,908.40	24542	2340	\$0.00	0	0	\$0.00	0	0	\$27,339.20	136696	14241	\$21,871.36

Direct Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra-lata Mins.	Intra-lata Calls	Interlata Revenue	Inter-lata Mins.	Inter-lata Calls	Interstate Revenue	Inter-state Mins.	Inter-state Calls	Intralata/Interstate Revenue	Intralata/Interstate Mins.	Intralata/Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
8324718037	\$32.40	162	46	\$5.80	29	10	\$0.00	0	0	\$0.40	2	1	\$0.00	0	0	\$0.00	0	0	\$38.60	193	57	\$30.88
Total:	\$32.40	162	46	\$5.80	29	10	\$0.00	0	0	\$0.40	2	1	\$0.00	0	0	\$0.00	0	0	\$38.60	193	57	\$30.88

Grand Total: \$10,137.04 60640 8287 \$61,940.28 0 44908 \$6,281.12 37457 4537 \$10,853.76 61700 7087 \$0.00 0 0 \$897.63 3272 659 \$90,109.83 528626 65476 \$72,087.87

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VMail			\$0.00	\$0.00
Call Subscription		0	\$0.00	\$0.00
Coin-operated Pay Telephones			\$0.00	\$0.00
GTL Dialaround		0	\$0.00	\$0.00
Instant Pay - Pay Now		0	\$0.00	\$0.00

Instant Pay - Text2Connect		0	\$0.00
Legacy Operator Assistant		0	\$0.00
Outbound Voicemail (Interstate)		0	\$0.00
Outbound Voicemail (NonInterstate)		0	\$0.00
Securus Text Connect		0	\$0.00
SIM		0	\$0.00
Tablet - Accessories			\$0.00
Tablets	411	\$2,055.00	\$0.00
Video Connect	1,227	\$7,362.00	\$2,944.80
Video Connect Subscription	0	\$0.00	\$0.00
VMail	0	\$0.00	\$0.00
Total:			\$9,417.00 \$2,944.80

MEDIA REVENUE

Rev Type	Orig. ANI	Items	Revenue	Commission
Media - Music		2030	\$4,407.02	\$1,762.81
Media - Games		148	\$685.80	\$274.24
Media - Games - CDF		148	\$146.52	\$58.61
Media - Movies		1532	\$5,070.68	\$2,028.27
Media - Movies - CDF		1532	\$3,064.00	\$1,225.60
Media - Newsstand		17	\$84.83	\$33.93
Media - Newsstand - CDF		17	\$17.00	\$6.80
Media - TV Shows		1544	\$2,141.13	\$856.45
Media - TV Shows - CDF		1544	\$756.56	\$302.62
Media - Game Subscriptions		9	\$26.91	\$10.76
Media - Game Subscriptions - CDF		9	\$5.40	\$2.16
Media - Music Subscriptions		4	\$42.96	\$17.18
Media - Music Subscriptions - CDF		4	\$12.00	\$4.80
Total:			\$16,460.61	\$6,584.24

eMESSAGING	Stamps Used	Purchase Price of Stamp	Revenue	Commission
	13140	\$0.50	\$6,567.00	\$1,313.40
Total:		13,140	\$6,567.00	\$1,313.40

Total Revenue: \$122,554.44

Calculated Commission: \$82,930.31

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	\$38.60	193	57	\$30.88
Interlata	\$0.00	0	0	\$0.00
International	\$0.00	0	0	\$0.00
Interstate	\$0.40	2	1	\$0.32
Intralata	\$5.80	29	10	\$4.64
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$32.40	162	46	\$25.92
Prepaid Collect	\$27,339.20	136,696	14,241	\$21,871.36
Interlata	\$1,440.00	7,200	773	\$1,152.00
International	\$0.00	0	0	\$0.00
Interstate	\$4,908.40	24,542	2,340	\$3,926.72
Intralata	\$18,850.00	94,250	9,787	\$15,080.00
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$2,140.80	10,704	1,341	\$1,712.64
Securus Debit	\$62,732.03	389,737	51,178	\$50,185.63
Interlata	\$4,841.12	30,257	3,764	\$3,872.90
International	\$897.63	3,272	659	\$718.10
Interstate	\$5,944.96	37,156	4,746	\$4,755.97
Intralata	\$43,084.48	269,278	35,109	\$34,487.59
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$7,963.84	49,774	6,900	\$6,371.07
Totals:	\$90,109.83	526,626	65,476	\$72,087.87

Securus Technologies, LLC.

COM-001 Call Commission Report - November, 2023

RUN DATE: 12/18/2023 10:03:49 AM Process Date: 1/24/2024 7:19:18 AM

Site ID: 05252

Contract ID: I-002541

Site: FORT BEND COUNTY CORRECTIONAL FACILITY - TX

Securus Debit

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra-lata Mins.	Intra-lata Calls	Interlata Revenue	Inter-lata Mins.	Inter-lata Calls	Interstate Revenue	Inter-state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
8324718037	\$5,649.92	35312	5043	\$39,852.80	249080	32427	\$4,589.28	28683	3659	\$5,823.04	36394	4920	\$0.00	0	0	\$729.40	2916	518	\$56,644.44	352385	46567	\$45,315.55
Total:	\$5,649.92	35312	5043	\$39,852.80	249080	32427	\$4,589.28	28683	3659	\$5,823.04	36394	4920	\$0.00	0	0	\$729.40	2916	518	\$56,644.44	352385	46567	\$45,315.55

Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra-lata Mins.	Intra-lata Calls	Interlata Revenue	Inter-lata Mins.	Inter-lata Calls	Interstate Revenue	Inter-state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
8324718037	\$2,783.80	13919	1528	\$19,013.20	95066	9920	\$1,044.00	5220	624	\$4,879.00	24395	2445	\$0.00	0	0	\$0.00	0	0	\$27,720.00	138600	14517	\$22,176.00
Total:	\$2,783.80	13919	1528	\$19,013.20	95066	9920	\$1,044.00	5220	624	\$4,879.00	24395	2445	\$0.00	0	0	\$0.00	0	0	\$27,720.00	138600	14517	\$22,176.00

Direct Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra-lata Mins.	Intra-lata Calls	Interlata Revenue	Inter-lata Mins.	Inter-lata Calls	Interstate Revenue	Inter-state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
8324718037	\$20.60	103	27	\$4.00	20	7	\$0.00	0	0	\$3.40	17	2	\$0.00	0	0	\$0.00	0	0	\$28.00	140	36	\$22.40
Total:	\$20.60	103	27	\$4.00	20	7	\$0.00	0	0	\$3.40	17	2	\$0.00	0	0	\$0.00	0	0	\$28.00	140	36	\$22.40

Grand Total: \$8,454.32 49334 6596 \$58,870.00 0 42354 \$5,633.28 33903 4283 \$10,705.44 60806 7367 \$0.00 2916 518 \$84,392.44 491125 61120 \$67,513.95

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VM/ail			\$0.00	\$0.00
Call Subscription		0	\$0.00	\$0.00
Coin-operated Pay Telephones			\$0.00	\$0.00
GTL Dialaround		0	\$0.00	\$0.00
Instant Pay - Pay Now		0	\$0.00	\$0.00

Instant Pay - Text2Connect		0		\$0.00	\$0.00
Legacy Operator Assistant		0		\$0.00	\$0.00
Outbound Voicemail (Interstate)		0		\$0.00	\$0.00
Outbound Voicemail (NonInterstate)		0		\$0.00	\$0.00
Securus Text Connect				\$0.00	\$0.00
SIM		0		\$0.00	\$0.00
Tablet - Accessories				\$0.00	\$0.00
Tablets		443		\$2,215.00	\$0.00
Video Connect		1,031		\$6,186.00	\$2,474.40
Video Connect Subscription		0		\$0.00	\$0.00
VMail		0		\$0.00	\$0.00
Total:				\$8,401.00	\$2,474.40

MEDIA REVENUE

Rev Type	Orig. ANI	Items	Revenue	Commission
Media - Music		1926	\$3,788.32	\$1,515.33
Media - Games		179	\$805.36	\$322.14
Media - Games - CDF		179	\$177.21	\$70.88
Media - Movies		1540	\$4,701.60	\$1,880.64
Media - Movies - CDF		1540	\$3,080.00	\$1,232.00
Media - Newsstand		15	\$74.85	\$29.94
Media - Newsstand - CDF		15	\$15.00	\$6.00
Media - TV Shows		1659	\$2,158.33	\$863.33
Media - TV Shows - CDF		1659	\$812.91	\$325.16
Media - Game Subscriptions		13	\$71.87	\$28.75
Media - Game Subscriptions - CDF		13	\$14.40	\$5.76
Media - Music Subscriptions		9	\$80.91	\$32.36
Media - Music Subscriptions - CDF		9	\$27.00	\$10.80
Total:			\$15,807.76	\$6,323.10

eMESSAGING	Stamps Used	Purchase Price of Stamp	Revenue	Commission
	12290	\$0.50	\$6,144.00	\$1,228.80
Total:	12,290		\$6,144.00	\$1,228.80

Total Revenue:

\$114,745.20

Calculated Commission:

\$77,540.25

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	\$28.00	140	36	\$22.40
Interlata	\$0.00	0	0	\$0.00
International	\$0.00	0	0	\$0.00
Interstate	\$3.40	17	2	\$2.72
Intralata	\$4.00	20	7	\$3.20
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$20.60	103	27	\$16.48
Prepaid Collect	\$27,720.00	138,600	14,517	\$22,176.00
Interlata	\$1,044.00	5,220	624	\$835.20
International	\$0.00	0	0	\$0.00
Interstate	\$4,879.00	24,395	2,445	\$3,903.20
Intralata	\$19,013.20	95,066	9,920	\$15,210.56
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$2,783.80	13,919	1,528	\$2,227.04
Securus Debit	\$56,644.44	352,385	46,567	\$45,315.55
Interlata	\$4,589.28	28,683	3,659	\$3,671.42
International	\$729.40	2,916	518	\$583.52
Interstate	\$5,823.04	36,394	4,920	\$4,658.43
Intralata	\$39,852.80	249,080	32,427	\$31,882.24
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$5,649.92	35,312	5,043	\$4,519.94
Totals:	\$84,392.44	491,125	61,120	\$67,513.95

