

January 24, 2008

Jack Gregson
Procurement Officer
Department of Corrections
State of Alaska
802 3rd Street, Room 221
Douglas, AK 99824

Re: # RFP # 2008-2000-7549

Inmate Telephone Systems for Alaska Correctional Institutions

Mr. Gregson:

Evercom, a subsidiary SECURUS Technologies, is pleased to submit our proposal response in order to provide inmate call control services for the Alaska Department of Corrections. Our proposal contains a detailed explanation of how we plan to meet these requirements by offering a leading edge technology with a competitive offering.


SECURUS continues to provide innovative call processing solutions, state of the art digital recording capabilities and specialized software. Our reputation is firmly established as the leader in fraud prevention, advanced call processing technology and customer service in the corrections industry. Holding over 45 patents, we are recognized as the market leader in inmate telecommunications services. SECURUS will provide a customized solution to the Alaska Department of Corrections for its entire inmate calling needs as required by this Request for Proposal.

SECURUS is the current incumbent provider and through Jasen Kintner, the Field Service Technician based in Anchorage, AK and Andy Fall, our Territory Manager based in Portland, OR, together have worked hard to identify and deliver site specific support to insure maximum system reliability given the challenges of site locations and weather including site visits throughout the year for maintenance, training and investigative support.

Over the past several years SECURUS has upgraded the call control system to the latest software at no cost to the Department of Corrections. The upgrades provided the department with one single call control platform. The upgrade was significant in that it allows the investigative unit identical capabilities for all Alaska DOC facilities.

Kevin Collins will act as our representative for SECURUS. He is authorized to address any clarifying questions regarding our proposal. Mr. Collins can be contacted by telephone at 720-488-5696 or via cellular phone at 720-530-9840. His other contact information is an E-Mail address as KCollins@Securustech.net.

Sincerely,



John Viola
Vice President /General Manager Corrections Market
SECURUS Technologies

1/24/2008

Securus Technologies
Confidential and Proprietary

ORIGINAL

***An RFP Solution Presented
Expressly for the***

**Alaska Department of
Corrections**

RFP # 2008-2000-7549

Inmate Telephone Systems

Cost Proposal

Due: 1/30/2008

Presented to:

Jack Gregson

Procurement Officer

Department of Corrections

802 3rd Street, Room 221

Douglas, AK 99824

Presented by:

Kevin Collins

Account Executive

720-530-9840



SECURUS™
TECHNOLOGIES

14651 N. Dallas Pkwy.
Suite 600
Dallas, Texas 75254

www.securustech.net



THE POWER OF ONE

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6.05 COST PROPOSAL

Offerors must submit their proposed cost in a separate sealed envelope marked "Cost Proposal". The total cost on the cost proposal form will be the figure used in the calculation to convert cost to points

The proposed rate on the cost proposal (and to include any revisions established through the negotiation process) will be binding upon the successful offeror for the full term of the contract including any renewals.

SECURUS Technologies, Inc. through its wholly owned subsidiary, Evercom Systems, Inc., is pleased to present the following proposed systems, including rate and commission offers.

RATES

As outlined in RFP Section 5.02, local calls from pre-trial booking phones must be free and charges will apply to all other local calls.

SECURUS is proposing a flat rate of \$2.00 per local call that will not include a rate per minute. Calls from pre-trial booking phones for calls to attorneys and bail bond firms will continue to be free. Pricing for long distance calls will be charged at same rates as existing contract rates (includes surcharge and per minute rates). See Collect and Prepaid Call Rates chart below.

Also included in RFP Section 5.02, the Alaska Department of Corrections is requiring successful contractor to obtain all required approvals (including new local calling tariff) from the Regulatory Commission of Alaska (RCA) within 60 days of contract award. SECURUS is proposing to use GCI as a partner to provide local collect calling services. GCI will be obtaining required regulatory approvals from the RCA for local calling.

GCI (NASDAQ: GNCMA) is an Alaska-based company providing voice, video and data communication services to residential, commercial and government customers. Founded in 1979, GCI introduced long-distance competition to Alaska and has since grown to be one of the nation's premier integrated telecommunication providers. The company employs 1,250 Alaskans and has a current run rate of \$440 million.

GCI's tariff and regulatory approval process with the RCA may take longer than 60 days from contract award. As a result, SECURUS will begin installation of applicable proposed system, rate and commission package immediately following RCA approval or denial of GCI's tariff request for local calling.

SECURUS has been providing turn-key services to the Alaska Department of Corrections for many years and under the current contract has been providing free local collect calling. Without any local collect calling



revenues, historical gross revenues to SECURUS have averaged \$1,500,000 annually.

As detailed in Attachment 11, historical local call volumes show that over a six month period (Dec 06 to May 07) the volume of free local complete calls have averaged 194,242 monthly or 2,330,904 calls annually.

Using historical annual call volumes for local complete calls (2,330,904) and assuming a RCA approved rate of \$2.00 per local call, gross incremental revenues from local calling could add revenues of \$4,661,808 annually. Assuming the potential new local call revenue (\$4,661,808) is combined with the historical gross revenues to SECURUS (\$1,500,000), the potential gross revenue amount is \$6,161,808 annually.

If the RCA approves a rate of less than \$2.00 per call, the potential gross revenue would naturally be less and a new commission payment schedule would need to be negotiated.

PROPOSED SYSTEMS

As outlined in RFP Section 5.01, Scope of Work, all costs of equipment, installation, optimization, training, and ongoing operation of the systems are the responsibility of the Contractor. This means that SECURUS must install and operate a system at no charge to the Alaska Department of Corrections and pay a commission to the Department of Corrections based upon projected gross revenues.

If the RCA approves a local call collect calling tariff of \$2.00 per call, then gross revenues will justify the capital expenditure of installing the proposed SCP solution.

It is not a certainty that the RCA will approve the local calling tariff, however in the event that the RCA denies a local collect call tariff, SECURUS will be unable to install the SCP solution. Instead, SECURUS will upgrade the existing system with new phones, workstations and hard drives.

SECURUS will begin installation of the new SCP proposed systems immediately following RCA approval of the new local tariff of \$2.00 per call. Alternatively, if the RCA denies a new local collect calling tariff, SECURUS will immediately begin the upgrade of the existing system.

The rate and commission offer below is based upon the RCA approval of a \$2.00 rate for local calling or disapproval of a rate for local calling.

As outlined in RFP Section 5.02, the successful contractor will pay the State of Alaska, Department of Corrections (DOC) a guaranteed yearly dollar payment over the life of the contract. This payment shall be made in quarterly payments over each year on a schedule subject to approval of the Contractor and DOC.

SECURUS is please to offer a guaranteed yearly payment amount of \$100,000 (paid quarterly) that will be considered as an advance against future annual commission payments.

The following commission offer is based upon actual annual gross revenues.

<u>Annual Revenue</u>	<u>Commission Rate*</u>
\$6,400,000.01 and above	32.1%
\$4,700,000.01 to \$6,400,000	30.8%
\$2,500,000.01 to \$4,700,000	29.0%
\$2,200,000.01 to \$2,500,000	23.0%
\$1,500,000.01 to \$2,200,000	15.0%
\$1,000,000.01 to \$1,500,000	7.0%
\$1,000,000 and below	0.0%
* Local Rate of \$2.00 or No Local Rate	

Commission Calculation and Payment Method:

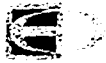
In the first twelve months, SECURUS will begin paying a commission rate of 15% per month on gross revenues. In month thirteen, the actual gross revenues for the previous twelve months will be identified and the applicable commission percentage in the chart above will apply. The difference between the \$100,000 advance payment and actual monthly commission earnings for the first twelve months will equal the true up or down amount for the first year.

For all other annual periods, SECURUS will pay a commission rate equal to the applicable commission rate earned in the previous twelve months (run rate). For example, at the end of the second contract year (in month twenty-five), the actual gross revenues for the previous twelve months will be identified and the applicable commission percentage in the chart above will apply. The difference between the \$100,000 advance payment and actual commission earnings of the previous year will equal the true up or down amount for the second year and all subsequent years.

Example for year one and two (also applicable to all subsequent years):

<u>Month</u>	<u>Gross Revenue</u>	<u>Commission Percentage</u>	<u>Commission Earnings</u>
1	\$125,000.00	15%	\$18,750.00
2	\$125,000.00	15%	\$18,750.00
3	\$125,000.00	15%	\$18,750.00
4	\$150,000.00	15%	\$22,500.00
5	\$175,000.00	15%	\$26,250.00
6	\$200,000.00	15%	\$30,000.00
7	\$200,000.00	15%	\$30,000.00
8	\$200,000.00	15%	\$30,000.00
9	\$200,000.00	15%	\$30,000.00
10	\$225,000.00	15%	\$33,750.00
11	\$250,000.00	15%	\$37,500.00
12	<u>\$250,000.00</u>	15%	<u>\$37,500.00</u>
Year One	\$2,225,000.00	15%	\$333,750.00
Actual Annual Revenue Commission Rate Attainment is 23%			
Revenue	\$2,225,000.00	23.0%	\$511,750.00
Earned			\$333,750.00
Advance Payment			\$100,000.00
Year One True Up Payment			\$78,000.00
Run Rate Commission for next 12 months			
Based on previous year revenue of \$2,225,000 new monthly commission is 23.0%			

Continued on next page



<u>Month</u>	<u>Gross Revenue</u>	<u>Commission Percentage</u>	<u>Commission Earnings</u>
13	\$240,000.00	23%	\$55,200.00
14	\$245,000.00	23%	\$56,350.00
15	\$250,000.00	23%	\$57,500.00
16	\$250,000.00	23%	\$57,500.00
17	\$250,000.00	23%	\$57,500.00
18	\$250,000.00	23%	\$57,500.00
19	\$275,000.00	23%	\$63,250.00
20	\$280,000.00	23%	\$64,400.00
21	\$290,000.00	23%	\$66,700.00
22	\$300,000.00	23%	\$69,000.00
23	\$300,000.00	23%	\$69,000.00
24	<u>\$325,000.00</u>	23%	<u>\$74,750.00</u>
Year Two	\$3,255,000.00	23%	\$748,650.00
Actual Annual Revenue Commission Rate Attainment is 29%			
Revenue	\$3,255,000.00	29.0%	\$943,950.00
Earned			\$748,650.00
Advance Payment			<u>\$100,000.00</u>
Year Two True Up Payment			\$95,300.00
Run Rate Commission for next 12 months			
Based on previous year revenue of \$3,255,000 new monthly commission is 29.0%			

Collect & Prepaid Call Rates

LOCAL STATION TO STATION				SURCHARGE			\$2.00 Per Call
DAY			EVENING		NIGHT/WEEKEND		
RATE/MIN							
MILEAGE							
0-9999	\$0.00		\$0.00		\$0.00		
INTRALATA and INTERLATA STATION TO STATION				SURCHARGE			\$1.55
DAY			EVENING		NIGHT/WEEKEND		
RATE	INITIAL	EACH ADD'L	INITIAL	EACH ADD'L	INITIAL	EACH ADD'L	
MILEAGE	PERIOD	PERIOD	PERIOD	PERIOD	PERIOD	PERIOD	
0-34	0.3400	0.1300	0.2720	0.1040	0.1700	0.0650	
35-64	0.3800	0.1700	0.3040	0.1360	0.1900	0.0850	
65-94	0.4200	0.2100	0.3360	0.1680	0.2100	0.1050	
95-124	0.4500	0.2400	0.3600	0.1920	0.2250	0.1200	
125-154	0.4800	0.2700	0.3840	0.2160	0.2400	0.1350	
155-184	0.5100	0.3000	0.4080	0.2400	0.2550	0.1500	
185-214	0.5500	0.3400	0.4400	0.2720	0.2750	0.1700	
215-274	0.5800	0.3700	0.4640	0.2960	0.2900	0.1850	
275-99999	0.6000	0.3900	0.4800	0.3120	0.3000	0.1950	
INTERSTATE STATION TO STATION				SURCHARGE			\$ 3.95
DAY			EVENING		NIGHT/WEEKEND		
RATE	INITIAL	EACH ADD'L	INITIAL	EACH ADD'L	INITIAL	EACH ADD'L	
MILEAGE	PERIOD	PERIOD	PERIOD	PERIOD	PERIOD	PERIOD	
0-99999	0.8900	0.8900	0.8900	0.8900	0.8900	0.8900	

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- **Attachment A: SECURUS Detailed Technical Response**
- **Attachment B: SECURUS Executive Summary**
- **Attachment C: Equipment Specifications**
- **Attachment D: Manufacturer's Cut Sheets (Racks)**
- **Attachment E: Line Diagrams**
- **Attachment F: SECURUS User Interface Screens**
- **Attachment G: SECURUS Sample Reports**
- **Attachment H: SECURUS Preliminary Project Plan**
- **Attachment I: SECURUS Test/Acceptance Plan**
- **Attachment J: SECURUS Key Personnel Resumes**
- **Attachment K: SECURUS MSA and Service Schedule**
- **Attachment L: Signed Amendments**
- **Attachment M: Prepaid Calling Cards**

(2) INTRODUCTION

OFFEROR INFORMATION AND ASSURANCE FORM

Request for Proposals # 2008-2000-7549
Department of Corrections

Title: **Inmate Telephone Systems**
Location of Project: **Alaska Correctional Facilities**
Contract Projected to Begin: **March 1, 2008**
Contract Projected to End: **June 30, 2011**

- A. Offerer's (Agency or Individual) Name: **SECURUS Technologies, Inc., through its wholly owned subsidiary, Evercom Systems, Inc.**
- B. Offerer's Address: **14651 North Dallas Pkwy, Suite 600, Dallas, TX 75254**

Telephone Number: **972.277.0300** Fax: **972.277.0514** E-Mail: **kcollins3@securustech.net**

C. Status: For Profit: x Non-Profit: Other:

D. Alaska Business License Number: **286878**

E. Internal Revenue or Social Security Number: **SECURUS Tax ID # 20-0722940**
Evercom Tax ID # 75-2722144

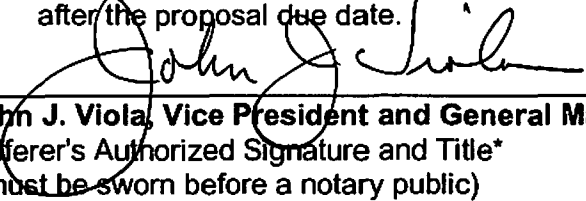
F. Professional Registration Number (if applicable): **N/A**

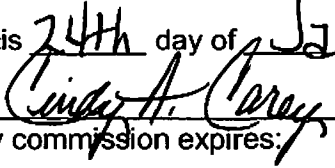
G. Recipient Contact Person: **Kevin Collins and Ross Preston**

H. Authorized Representative: **John J. Viola, Vice President and General Manager, Correctional Systems**

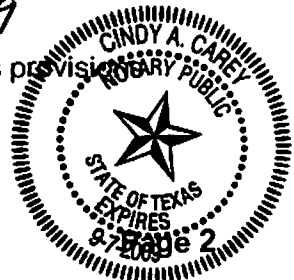
I. TERMS AND CONDITIONS: By signature on this page, the Offeror certifies that it is complying with all terms and conditions set out in this RFP.

J. The Offeror(s), by execution of the **Offeror Information Assurance Form**, agrees to be bound by the terms of the RFP and proposal for a period of not less than ninety (90) days after the proposal due date.

 _____ **January 24, 2008**
John J. Viola, Vice President and General Manager, Correctional Systems
Offerer's Authorized Signature and Title* Date (Month, Day and Year)
(must be sworn before a notary public)

Sworn to and subscribed before me this 24th day of January 2008.
 _____ NOTARY PUBLIC
My commission expires: 9-7-2009

*Proposals must be signed by an individual authorized to bind the offeror to its provisions (see sections 2.01 and 6.03[a]).





LICENSING REQUIREMENTS

SECURUS meets the licensing requirements set forth in the RFP. A copy of Evercom's (a wholly owned subsidiary of SECURUS Technologies, Inc.) Alaska Business License is included on the following page.

Alaska Business License # 206878

Alaska Department of Commerce, Community, and Economic Development
Division of Corporations, Business and Professional Licensing
P.O. Box 10806, Juneau, Alaska 99811-0806

This is to certify that

EVERCOM SYSTEMS, INC

8201 TRISTAR DRIVE IRVING TX 75063

owned by

EVERCOM SYSTEMS, INC.

is licensed by the department to conduct business for the period

November 05, 2007 through December 31, 2009
for the following line of business

51-- Information

This license shall not be taken as permission to do business in the state without having complied with the other requirements of the laws of the State or of the United States.

This license must be posted in a conspicuous place at the business location. It is not transferable or assignable.

Emil Notti
Commissioner



State of Alaska
Department of Commerce and Economic
Development
Division of Banking, Securities and Corporations

AMENDED CERTIFICATE
OF
AUTHORITY
Business Corporation

The undersigned, as Commissioner of Commerce and Economic Development of the State of Alaska, hereby certifies that an Application for an Amended Certificate of Authority to transact business in this state, duly signed and verified pursuant to the provisions of the Alaska Corporations Code, have been received in this office and have been found to conform to law.

ACCORDINGLY, the undersigned, as Commissioner of Commerce and Economic Development, and by virtue of the authority vested in him by law, hereby issues this Amended Certificate of Authority of

TALTON INVISION, INC.

and attaches hereto the original copy of the Application for such Amended Certificate changing the corporate name under which it transacts business in this state to

EVERCOM SYSTEMS, INC.

IN TESTIMONY WHEREOF, I execute this certificate
and affix the Great Seal of the State of Alaska on
FEBRUARY 17, 1999

Deborah B. Sedwick

Deborah B. Sedwick
Commissioner of Commerce
and Economic Development

STATE OF ALASKA

Filed for Record
State of Alaska

APPLICATION FOR AMENDED CERTIFICATE OF AUTHORITY

FEB 17 1999

In accordance with the provisions of Section 10.06.738 of the Alaska Corporations Code, the undersigned ~~Department of Commerce and Economic Development~~ **Department of Commerce and Economic Development** amends certificate of authority to transact business in Alaska.

- 1. The name of the corporation is: TALTON INVISION, INC.
- 2. The corporate name has been changed to: EVERCOM SYSTEMS, INC.
- 3. The name which it elects to use in Alaska: _____
- 4. The corporation desires to pursue in the transaction of business in Alaska other or additional purposes than those set forth in its prior application for certificate of authority, as follows:
no change

Date February 5, 1999 EVERCOM SYSTEMS, INC.
Name of Corporation

By: *Jeffrey D. Cushman*
Its President or Vice President
Jeffrey D. Cushman

And *Brenda King*
Its Secretary or Assistant Secretary
Brenda King

Instructions

- 1. Enter the corporate name currently on file in Alaska in No. 1.
- 2. If the corporate name has changed, a certificate of good standing under the new name must be submitted with the application.
- 3. If the corporate name has not changed, insert "No Change" in No. 2.
- 4. If the new corporate name is unavailable for use in Alaska, insert the name the corporation elects to use in No. 3.
- 5. A corporate name must contain the words "corporation," "company," "incorporated," "limited," or an abbreviation of one of these words.
- 6. If no other or additional purposes is proposed, insert "No Change" in No. 4.



MAIL THE ORIGINAL AND AN EXACT COPY OF THE APPLICATION
ALONG WITH THE \$25.00 FILING FEE TO:

Department of Commerce and Economic Development
Corporations Section
P.O. Box 110808
Juneau, Alaska 99811-0808
(907) 465-2530

Regulatory Commission of Alaska
Certificate
of
Public Convenience and Necessity
No. 461

Having found that the grantee of this certificate is fit, willing, and able to provide the utility services applied for and that such services are required for the convenience and necessity of the public, the Regulatory Commission of Alaska, pursuant to the authority vested in it by AS 42.05, hereby issues this certificate of Public Convenience and Necessity to

EVERCOM SYSTEMS, INC.

authorizing it to operate a public utility, as defined by AS 42.05.990(4) (B) for the purpose of furnishing

TELECOMMUNICATIONS SERVICE
(INTRASTATE INTEREXCHANGE)

This Certificate is issued under, and subject to, the provisions of AS 42.05 and all rules, regulations, and orders from time to time promulgated by the Commission governing the rates, charges, services, facilities, and practices of utility operations of the kind authorized herein.

The specific nature, scope, terms, conditions, and limitations of the authority granted by this Certificate, as amended to date, are set forth in the appendix hereto and in the following order(s) of the Commission which, by this reference, are incorporated in and made a part hereof as though fully set forth herein.

Docket No.
U-99-98(1)

Date of Order
November 4, 1999

(Chronology and service area description shown on the attached Appendix A)

IN WITNESS THEREOF, the undersigned members of the Commission have executed this Certificate of Public Convenience and Necessity at Anchorage, Alaska on this 17th day of January 2003.

Regulatory Commission of Alaska

A. Kristie Thompson
(CHAIR)

Bernie [Signature]
(COMMISSIONER)

Patricia M. D. [Signature]
(COMMISSIONER)

[Signature]
(COMMISSIONER)

James L. Strandberg
(COMMISSIONER)

APPENDIX A

Certificate of Public Convenience
and Necessity No. 461 Granted to

EVERCOM SYSTEMS, INC.

DESCRIPTION OF SERVICE AREA:

This certificate authorizes the utility to furnish the following service under the following name:

Evercom Systems, Inc., for the furnishing of telecommunications (intrastate interexchange) public utility service within Alaska, subject to the terms and conditions contained in Order No. 1 in Docket U-95-24.

CHRONOLOGY:

Certificate Granted:	7/18/95 (U-95-24(1))
Certificate Transferred from Ameritel Pay Phones, Inc.:	3/4/99 (U-98-166(1))
Name Changed from Talton Invision, Inc.:	11/4/99 (U-99-098(1))

Appendix A – Certificate No. 461
Revised January 14, 2003
Page 1 of 1

Note: The service area description and history log in this document are for reference only. The controlling document is the Commission Order which modified the Certificate and Appendix A.



CONFLICT OF INTEREST STATEMENT

No conflicts of interest exist between SECURUS and the Alaska Department of Corrections.

(3) TECHNICAL PROPOSAL***Understanding of Work and Plan for Service***

Describe in detail your understanding of the work that is to be performed as presented in Sections Four and Five of this RFP. Offerors must provide a comprehensive narrative statement that illustrates their understanding of the requirements of the services and outcomes to be achieved.

Additionally, offerors must provide a comprehensive narrative statement that sets out their plan for providing the services and illustrates how their plan will serve to accomplish the work addressed in Section Five of this RFP. This section of the proposal must include a proposed work schedule for providing the services, to include all items specified in Section 5 of this RFP.

This section should not merely paraphrase the scope of services from the RFP. This section must demonstrate an understanding of what has been requested, the major issues involved, and what must be done to accomplish the objectives.

Include in this section how much travel is anticipated in the performance of this contract.

If you are providing a proposal that utilizes a subcontractor approach with one or more firms, you must detail how each firm's work will assist in the work to be performed.

Understanding of Work

SECURUS Technologies, Inc. through its wholly owned subsidiary, Evercom Systems, Inc., proposes to pay a commission to the Alaska DOC and to provide a state-of-the-art Inmate Telephone System (ITS). Our services include a turnkey system and all related services including hardware and software; installation, maintenance, optimization and training; connectivity, data storage and support; call origination and connection to the billed party number including call rating and billing; and a comprehensive suite of client applications and features including call blocking, call duration limits, centralized call monitoring and recording, investigative and security controls, PINs and 3-Way Call Detection and Collect and Prepaid Calling Capabilities.

Plan for Services

As Alaska DOC's Inmate Telephone Service provider for the past 10 years we offer a thorough understanding of the unique needs and challenges faced by the Alaska DOC. Our Alaska based field technician, Jasen Kitner understands and delivers site specific support to insure maximum system reliability given the challenges of site locations and weather including site visits throughout the year for maintenance, training and investigative support. A description of the steps involved in an implementation is included below, and a detailed project plan is available in *Attachment H – SECURUS Preliminary Project Plan*.

Project Controls and Quality Checks

Timely execution and completion will be monitored by using scheduled completion dates in correcting implementation or operational problems, as well

as problems reported through SECURUS' trouble reporting system. Summary reporting, trend analysis, and schedule monitoring facilitates tracking problem correction.

Other less formal reviews of installation status are held throughout the installation process. Operations staff meetings provide the Implementation Manager, Installation Manager and Lead Project Manager with periodic status, and allow coordination and dissemination of the information to SECURUS Installation field technicians.

Transition Period with Minimum Service Disruptions

Because SECURUS is the current provider, transition downtime will be minimal, if any. By installing all SECURUS equipment and circuits prior to the cutover date, usually one to two weeks in advance of the cutover date, this allows for all systems, circuits, etc., to be fully tested. By fully testing prior to cutover, there will be no risk of service interruptions due to the changeover to the new SECURUS ITS system. The SECURUS team has used this process with much success throughout our multiple accounts in the US and Canada.

SECURUS will have installed and tested all necessary equipment and circuits prior to the actual cutover date. There will not be any interruption of service. The cutover may be conducted during the time the facility has all phones off, i.e., a count time, prior to the phones coming on at the beginning of the day or after the phones go off for the day. This will minimize any downtime for the facility.

Software Programming and Preparation

After meeting with personnel from the Alaska DOC, internal meetings will be held between Project Management and Install team to review the validation process that will be used to ensure that the system conforms to the functional facility requirements.

Prior to shipment systems are fully tested and to ensure that the ITS system can be successfully implemented at the Alaska DOC sites. Hardware design will be performed for each site to be installed. After the site surveys are confirmed all site requirements will be identified and a Bill of Lading (BOL) will be prepared. The Bill of Lading will be provided to the Alaska DOC to ensure all parties agree to the items and their quantities. The system equipment is assembled and forwarded to a staging and testing area prior to shipment. The system is typically shipped two weeks prior to cutover.

In order to replicate of inmate profile information located in the existing Personal Identification Numbers (PIN) and Personal Allowed Numbers (PAN) database, SECURUS will transfer this data from our existing inmate call platform. SECURUS will work closely with Alaska DOC to ensure accurate and timely information is imported immediately prior to final cutover at each institution. The process will require data entry of new residents at each facility to be held while file conversion, testing of data integrity and deployment takes

place. Once the new database and telephone service are restored, new resident profile information will be entered directly into the new SECURUS system.

Testing

A series of testing procedures are conducted by the field technician as itemized:

- Place local Calls and listen to voice prompts
- Select Spanish prompts
- Place intraLATA, and interLATA calls
- Attempt to call blocked numbers
- Print sample call detail reports at the workstation
- Verify that site received user manuals
- Confirm and Test Prepaid calling
- Attempt a 3-way call
- Listen/monitor and active call
- Query Recorded Call information
- Place a call to a privileged number
- All recording and monitoring functions
- Assign and test PIN accounts. Complete Test calls for PINs

The major tasks involved in a standard ITS installation are detailed below.

Task Name
Contract Signed
<i>Implementation Meeting Held with designated Alaska DOC personnel and SECURUS Project Team Personnel</i>
<ul style="list-style-type: none"> • Establish site contact personnel from the DOC • Establish ITS rollout schedule and approval by Alaska DOC • Finalize feature set selection • Verify Findings from Site Surveys of All Locations • Identify special need phones, i.e. TTY/TDD, portable/moveable phones • Review Alaska DOC policy and procedures/ security clearances for SECURUS installation teams
SECURUS Project Team Meetings
Conversion Plan Evaluated & Adjusted as Necessary During Weekly Internal Conference Calls Through-out Project Duration
<ul style="list-style-type: none"> • Confirm install dates with Master Scheduler • Review Final Plan with Installation Teams • Confirm Install Support • Confirm Shipping • Confirm Training
Order/Install Lines for all locations
<ul style="list-style-type: none"> • T1's/Analog Lines/Frames
Feature Selection Confirmed
Obtain Line Numbers and Confirm Orders and Due Dates with Local Exchange Company
Branding Messages Developed
Configure ITS

Task Name
Quality Control ITS test <ul style="list-style-type: none"> • Feature testing • System testing • Load testing <p>* All quality control is conducted in Dallas prior to ship.</p>
Package & Ship Equipment to Delivery Location
Installation of ITS <ul style="list-style-type: none"> • Receive and inventory equipment • Build equipment • Prepare to cut ITS <ul style="list-style-type: none"> - Power-up ITS - Install workstations - Conduct install test - Coordination with Install Support - Install blocked number table, free numbers, and inmate PINs/PANs • Replace inmate telephone sets
Cutover of ITS <ul style="list-style-type: none"> • Notify facility that cutover will occur and gain Site/Central office approval to proceed • Cutover system at agreed upon time to minimize disruption • Notify facility of cut
Quality Assurance of ITS and Acceptance Testing Complete
Training of Facility Personnel

Continued Support

SECURUS maintains a centralized 24/7/365 Network Operations Center (NOC) and technical support center in the greater Dallas, TX, area to monitor operations and ensure maximum operational status. In addition, a dedicated Field Service Technician will be based in Alaska to provide service response to any site for hardware or software issue. A service escalation contact list will be provided to each site.

In addition as the current ICS provider our field technician has historically completed the following annual field support activity and we believe this is part of our ongoing commitment to service the Alaska DOC.

	Preventive Maintenance	Handset Repairs	Misc Phone Issues	Installation - Additions and Moves	System and Network Issues
AK - ANCHORAGE JAIL	5	50	10	1	2
AK - ANVIL MT.	1	5	8		
AK - COOK INLET	3	33	17	1	5
AK - FAIRBANKS	1	26	17	1	3
AK - HILAND/MEADOW	3	12	10		5
AK - KETCHIKAN	1	12	7	1	1
AK - MATSU	3	8	13	1	
AK - PALMER	3	16	14	2	10
AK - POINT MACKENZIE	1		11	1	2
AK - SPRING CREEK	1	10	21	1	1
AK - WILDWOOD	4	23	14		1

	Preventive Maintenance	Handset Repairs	Misc Phone Issues	Installation - Additions and Moves	System and Network Issues
AK - YUKON-KUSKOKWIM	1	19	7		
AK - LEMON CREEK	1	30	10		1
Totals	28	244	159	9	31

**5.01
 Scope of Work**

The State of Alaska intends to contract for services to provide current state of the art inmate telephone system and necessary billing services in each of it's correctional facilities. The correctional institutions are located in Anchorage, Nome, Fairbanks, Eagle River, Ketchikan, Juneau, Palmer, Wasilla, Seward, Kenai, and Bethel, Alaska. The State also reserves the right to add additional facilities during the life of the contract.

SECURUS has read and understands.

The Contractor will provide all inmate telephone systems and monitoring equipment, installation, optimization, training, and ongoing operation of the systems. All costs of equipment, installation, optimization, training and ongoing operation of the systems are the responsibility of the Contractor. All equipment installed by the Contractor at the correctional facilities will remain the sole and exclusive property of the Contractor. The State will not be responsible for any damage to equipment including damage caused by inmates. **The system must be a "turn-key" system. The successful contractor will be required to install a new Inmate Telephone System that is "state of the art" technology.**

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

Inmate telephone system equipment identified by brand name within this document is for comparison purposes only. Actual telephone system equipment used or provided by the contractor must meet or exceed the specified equipment capabilities and capacities as set forth in the specifications. All equipment and materials furnished under the contract resulting from this RFP must be the latest "state of the art" technology. The State reserves the right to approve minor deviations from the specifications if it is determined to be in its best interest.

SECURUS has read and will comply.

5.02**System Requirements**

Tables One, Two, Three and Four provide the following information. This information should not be construed as a guarantee of call activity or the number of phones to be installed in any one institution.

1. Number of inmates per institution. (Table One)
 2. Number of inmate phones presently used at each institution. (Table One)
 3. Telephone utilities serving the various institutions. (Table Two)
 4. Number of intrastate calls made by institution during a 12 month period with total number of minutes involved. (Table Three)
 5. Number of interstate calls made by institution during a 12 month period with total number of minutes involved. (Table Four)
- Call Revenues (Table Five)

- SECURUS has read and will comply.**

The contractor shall be responsible for obtaining all required approvals from the Regulatory Commission of Alaska (RCA) for performance under the resulting contract within 60 days of contract award.

- SECURUS has read and will comply with the understanding that upon contract award, tariffs for local collect calling will be filed immediately with the Regulatory Commission of Alaska. Delays beyond the control of SECURUS do to RCA's untimely approval of applicable tariff's should not be considered as a failure to perform.**

The successful contractor shall reimburse the Department of Corrections for the cost of state personnel time, travel, and per diem involved in quality assurance and acceptance testing of the systems. For budgetary purposes, the State of Alaska has determined a budgetary figure of \$50,000.00 for this cost. The successful Offeror shall reimburse the Department of Corrections for these costs upon final acceptance of the entire system.

- SECURUS has read and will comply.**

The successful contractor will pay the State of Alaska, Department of Corrections (DOC) a guaranteed yearly dollar payment over the life of the contract. This payment shall be made in quarterly payments over each year on a schedule subject to approval of the Contractor and DOC. Payments must be made based upon gross revenues received from connection fees and per minute charges. **Local calls from pre-trial booking phones must be free. Charges will apply to all other local calls.**

- SECURUS has read this requirement and responded in the Cost Proposal as required.**

A late payment is subject to 1.5% interest per month on the unpaid balance.

SECURUS has read and understands.

Offerers must provide a pre-qualifying statement showing that they have experience in providing an inmate phone system similar to the system required by this RFP. Offerers must provide a list of at least 4 systems (including phones and monitoring systems) comparable in size and complexity to the system currently in use by DOC that have been successfully installed and operated by the offeror. The list must include contact names, addresses and phone numbers. **Failure to provide the information described in this paragraph will result in your proposal being found non-responsive.**

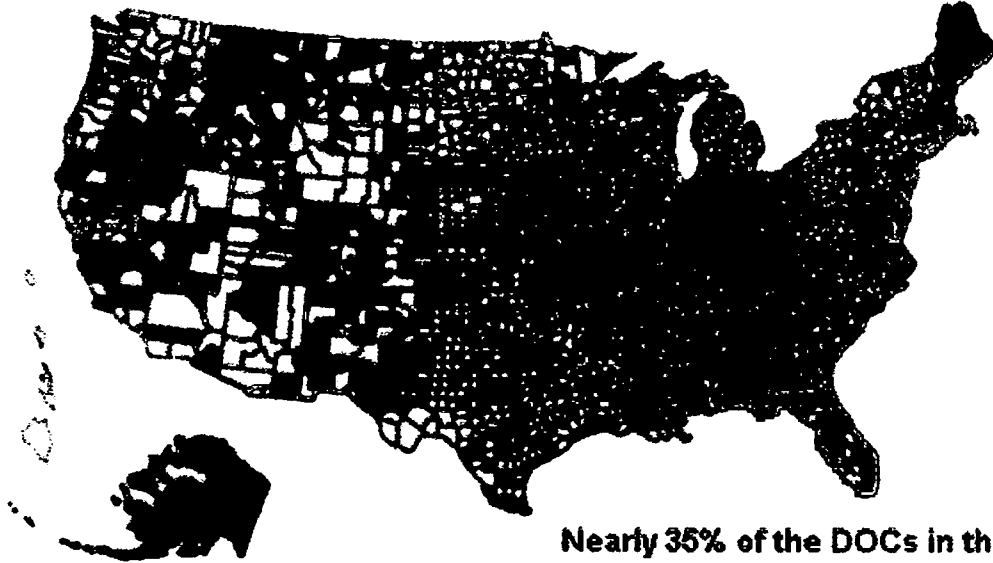
SECURUS has read and will comply.

SECURUS is the largest independent provider of collect, pre-paid and debit calling services to local, county, state and private correctional facilities in the United States. SECURUS designs, implements and maintains inmate telecommunication systems and facility management software solutions that streamline the operation of criminal justice facilities and empower administrators with administrative, investigative and economic capabilities.

Our vast customer base allows SECURUS to keep a finger on the pulse of the Corrections industry, thus allowing us to identify trends in inmate calling and adapt to a constantly evolving Corrections telecommunications industry.

- **Currently installed in over 2,900 facilities nationwide.**
- **Over 500,000 DOC inmates at 17 DOCs are using SECURUS calling platforms.**
- **More than 40 Million Local and Long Distance inmate call transactions are being processed each month by SECURUS across 52,000 lines.**
- **Over 744,000 Inmates in other facilities are using SECURUS calling platforms (this includes County, City, Military, Federal, Private Prisons, Community Centers and Halfway Houses).**

SECURUS services correctional facilities in 49 states, including locations operated by city, county, state and federal authorities and other types of facilities such as juvenile detention centers and private jails.



**Nearly 35% of the DOCs in the U.S.
utilize SECURUS IT Systems**

As you can see in the image above, SECURUS also has a significant operating base of US customers. By consistently offering unequalled expertise, superior service and application driven solutions, SECURUS has earned its place among the correctional industry's top telecommunications and information systems providers. Our sole focus is serving the highly specialized needs of the correctional industry and to continually strive to provide creative industry products and solutions to our customers.

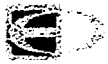
References

North Dakota DOC

Tim Schuetzle, Director of Prisons
3100 Railroad Ave
Bismarck, ND 58501
(701) 328-6111
701.328.6640 (Fax)
Tschuetz@state.nd.us

Indiana DOC

Office of Information Technology
Greg Tuttle, Telecom Manager
Technology Services Division
302 West Washington
Indianapolis, IN 46204-2738
317.232.6933
317/232-5865 (Fax)
GTuttle@tsd.doc.state.in.us



Maryland DOC
Dayena M. Corcoran
Asst. Warden
Maryland DPSCS
MCI Women's
7943 Brockbridge Rd.
Jessup, MD 20794
(410)379-3803

TELUS Communications DOC
David Fowler, Director
3202-25 Avenue SW
Calgary, Alberta
Canada T3E0K6
(403) 530-4512
(877) 711-0111

Systems shall be capable of blocking toll free and other such numbers, third party calls, cell phone calls, call forwarding and specific numbers. **Lines must automatically disconnect if a third party call is detected.**

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

The systems must be designed to provide inmates with a "PIN" number assignment. The system must also provide for exclusion of "PIN" number assignments to pre-trial detainees.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

Different voice announcements must be provided for inmate and pre-trial detainees.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

Systems shall have the ability to limit the duration of inmate and pre-trial detainee calls with a notification of time limit at points three minutes, one minute, and 30 seconds before conclusion. Exceptions will be made in the case of attorney calls.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

The systems must prevent dialing a second number after a called party hangs up.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

This will be a "turn-key" system. On site training must be provided for all operators of the inmate phone system. Such training must include operation and first echelon maintenance of all equipment supplied.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

Acceptance testing shall be performed at each facility in the presence of DOC personnel and/or their designated representative.

SECURUS has read and will comply.

General Offeror Requirements:

5.02.1 The Offeror shall establish an internal "Account Team" to interface with DOC for the ITS. This Account Team will serve as the single-point-of contact (SPOC) for DOC and shall provide new telephones, system and network design services, system programming services, system transition and implementation services, post installation programming, updates and maintenance services and commission fee schedule services.

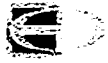
SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

The Offeror shall provide access to the Account Team in the following manner:

- A. By voice telephone number and facsimile transmission
- B. By toll free 800/888/877 numbers for telephone and facsimile access.
- C. By E-Mail (Internet) address.

SECURUS has read and will comply.



For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.02.2 DOC reserves the right to reject personnel assigned to the Account Team including personnel from the Contractor and personnel from any subcontractors during the life of the contract.

SECURUS has read and will comply.

5.02.3 The Account Team shall work in conjunction with any Customer Premise Equipment (CPE) or network contractor (voice or data) being used by DOC to resolve any technical problems that may arise between the proposed ITS system and any existing or future voice/data systems installed by DOC. This will eliminate the need for DOC to be a mediator in problem resolutions. Upon request of DOC, the Account Team shall speak directly with any other CPE contractor, local exchange carrier, long distance carrier, etc. to resolve technical issues.

SECURUS has read and will comply.

5.02.4 The Offeror shall adhere to any municipal, state or federal requirements for ITS installation "certification", training, or registration. Failure to comply with present and future municipal, state or federal requirements may result in termination of any Contract with the Offeror and the paying of any applicable fines, etc. incurred by DOC for violation of such requirements by the Offeror,

SECURUS has read and will comply.

The Offeror shall be responsible for compliance with all regulatory requirements imposed by local, state and federal regulatory agencies for all systems and services provided throughout the duration of the Contract.

SECURUS has read and will comply.

5.02.5 The Offeror's Account Team must accept system programming and maintenance orders only from authorized personnel with the DOC. The Account Team must determine authorized personnel as part of their Proposal's initial contracting process and provide authorization forms for agency personnel signatures. The Offeror will be responsible for all charges associated with "unauthorized" service repairs, additions, or changes performed by the Offeror.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.02.6 The Offeror shall be responsible for making all system modifications necessary to allow inmates to place calls as industry dialing requirements change at no cost to DOC. Such modifications must be made in a timely manner to ensure proper use of the ITS system by inmates and DOC personnel.



SECURUS has read and will comply.

5.02.7 The Offeror shall be responsible for complying with and updating the ITS for any regulatory changes and requirements during the life of the contract. These regulatory changes include federal, state or local municipal modifications. These changes must be made in a timely manner and at no cost to DOC.

SECURUS has read and will comply.

5.03

General Inmate Telephone System Requirements

The proposed ITS shall be provided for all DOC facilities, listed in Table 1 of this RFP at no cost to DOC for installation, training, operation and maintenance of the ITS, equipment, software, and its components. If the ITS system is damaged or destroyed, the Offeror is responsible for replacement of the ITS system in its entirety or its individual components regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. The ITS system or component replacement shall be performed at no cost to the DOC. The Contractor owns the ITS equipment. The ITS proposed for DOC must meet or exceed the following requirements:

SECURUS has read and will comply.

5.03.1 The ITS proposed for DOC shall include the following components:

- A. A Site/Location Call Processor-Control System located at each DOC facility listed in Table 1.

SECURUS has read and will comply.

- B. A Centralized System Database.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in *Attachment A* of this document.

- C. Recording and Digital Monitoring Equipment.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in *Attachment A* of this document.

- D. Ability to interface with competitors systems.

SECURUS has read and will comply.



For more information please refer to SECURUS' Detailed Technical Response in *Attachment A* of this document.

E. Web based access.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in *Attachment A* of this document.

F. Three way call detection.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in *Attachment A* of this document.

G. Key word or phrase search capability.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in *Attachment A* of this document.

5.03.2 The Offeror shall propose one type of ITS for all DOC locations. All system hardware, software and support systems shall be the same in each DOC facility.

SECURUS has read and will comply.

5.03.3 The Site/Location Call Processor shall provide for all telecommunications capabilities for inmate services as well as administrative capabilities for DOC personnel.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in *Attachment A* of this document.

5.03.4 The Centralized System Database shall be located at a Offeror provided site, located outside of DOC facilities but within the Central or Western United States, and provide full database redundancy for all Site/location Processors and recording equipment at each DOC facility (see Section 5.3).

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in *Attachment A* of this document.



5.03.5 The ITS shall be provided to DOC at no cost. The ITS proposed for DOC shall include full design, installation and on-going maintenance and repair and replacement at no cost to the DOC.

SECURUS has read and will comply.

5.03.6 The ITS shall provide any network services as specified in this RFP, at no cost to the DOC, during the duration of the Contract.

SECURUS has read and will comply.

5.03.7 The ITS shall allow inmate access to collect and prepaid call services as described in this RFP document. At no time would inmate telephones be allowed to make calls without some type of ITS system restriction and monitoring (with the exception of those that qualify as attorney/client privileged calls).

SECURUS has read and will comply.

5.03.8 The ITS shall allow for all inmate telephones to be in use simultaneously. Dial tone shall be presented immediately to all inmate telephones in an "off hook" position. There shall be one central office line per inmate telephone. **All lines must be provided at no cost to DOC.**

SECURUS has read and will comply.

5.03.9 The call automated announcement function of the ITS shall be capable of processing calls on a selective bilingual basis. The inmate shall be able to select the preferred language using no more than a two-digit code.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.03.10 The Offeror shall propose an ITS that can be shut down immediately and selectively. DOC shall be able to shutdown the ITS system globally and restrict all PIN access, within an entire facility and/or within a facility wing. The Proposal shall describe the options available to DOC for this type of immediate and global restriction.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.03.11 The proposed ITS shall be restricted to outgoing calls only. The ITS shall not process incoming calls at any time. No inmate telephone shall be capable of receiving an incoming call and Offeror shall work with the local telephone companies to ensure such control. The Proposal shall describe how this component shall be achieved for the DOC.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.03.12 The Offeror shall keep all call processing and call rating information current. This information includes, but is not limited to, local exchanges, area codes, country codes, vertical and horizontal coordinates and any other information necessary to accurately process and rate calls. The Offeror must quickly provide DOC with any rate information for all calls upon request by DOC at any time during the term of the Contract.

SECURUS has read and will comply.

5.03.13 The ITS shall block all calls made to any telephone numbers that incur excess charges such as 900, 972: 976, 550, etc. The Offeror shall be responsible for ensuring that the ITS System is programmed for such blocking.

SECURUS has read and will comply.

The Inmate Calling System will by default prohibit calls to toll free, pay-per-call, directory assistance and emergency services, including: 800, 888, 877, 900, 972, 976, 550, 555-1212, 700, 500, 911, 411, etc.

Authorized personnel with appropriate secure access can modify the allowed/disallowed number list at any time.

5.03.14 The ITS shall block all inmate calls to current long distance carrier access numbers (i.e., 101 0333 and 101 0285) or future 101-xxxx carrier access numbers. The Offeror shall be responsible for ensuring that the ITS system is programmed for such blocking.

SECURUS has read and will comply.

The system automatically prohibits calls to all long distance carrier access codes including 10-XXX, 101-XXXX Primary Interstate Carrier (PIC) codes, all local numbers which access long distance carriers such as 950-XXXX and toll-free area codes and exchanges.

Authorized personnel with appropriate secure access can modify the allowed/disallowed number list at any time.



5.03.15 The ITS shall block all local numbers that access long distance carriers. The Offeror shall be responsible for ensuring that the ITS system is programmed for such blocking.

SECURUS has read and will comply.

5.03.16 The ITS shall block all inmate access to directory assistance access numbers (i.e., 411, 555-1212). The Offeror shall be responsible for ensuring that the ITS is programmed for such blocking.

SECURUS has read and will comply.

The Inmate Calling System will by default prohibit calls to 411, 555-1212, etc.

5.03.17 The ITS shall block all inmate access to toll free numbers (i.e., 800, 888 and 877). The Offeror shall be responsible for ensuring that the ITS is programmed for such blocking. The ITS must have the capability to allow the DOC to unblock individual toll-free numbers.

SECURUS has read and will comply.

The ITS will block all inmate access to 800, 888, 877, etc.

With SECURUS' system, administrators can enter specific allowed numbers into the database that will override the global blocking of toll-free numbers.

The system has the ability to assign unlimited allowed or blocked numbers per PIN. These allowed/blocked numbers will override the Global allowed/blocked call table and be unlimited in amount.

5.03.18 Offeror shall insure that local calls are not passed off to any other carrier not authorized by the Contract. This will include call forwarding from a local AN1 to any of the lists of numbers required to be blocked or automatically forwarded to numbers not dialed directly by the inmate. The Offeror is authorized by the Contract to have exclusive control over all billing of local, intraLATA, interLATA and international long distance collect and prepaid calls placed by inmates through the ITS.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.03.19 The ITS shall be capable of interfacing with network services provided by local exchange carriers as well as inter-exchange carriers. This includes analog and digital facilities (i.e., analog business trunks, DS-1, and ISDN PRI). The Proposal shall state the types of network services to which the proposed ITS will interface and the purpose (application) of such services for DOC.

SECURUS has read and will comply.

For more information please refer to **SECURUS' Detailed Technical Response in Attachment A** of this document.

5.03.20 The Offeror shall describe the type of network services it will provide with the proposed ITS.

SECURUS has read and will comply.

For more information please refer to **SECURUS' Detailed Technical Response in Attachment A** of this document.

5.03.21 It is the intention of the DOC to initially implement the proposed ITS in a collect call and prepaid calling modes. Collect calling shall be offered for all 50 states and United States territories.

SECURUS has read and will comply.

5.03.22 The Offeror shall implement an ITS that provides telephone reception quality meeting all industry standards for service quality as defined by the Regulatory Commission of Alaska (RCA) and by the Federal Communications Commission (FCC). The Offeror shall accept the DOC's judgment concerning these standards.

SECURUS has read and will comply.

For more information please refer to **SECURUS' Detailed Technical Response in Attachment A** of this document.

5.03.23 The proposed ITS shall provide that "call set-up time" not exceed 10 seconds from completion of dialing to first ring.

SECURUS has read and will comply.

"Call set-up time" will not exceed ten (10) seconds from completion of dialing to first ring.

5.03.24 The proposed ITS shall not provide a second dial tone to an inmate telephone without the inmate hanging up the telephone receiver after the first call is completed.

SECURUS has read and will comply.

For more information please refer to **SECURUS' Detailed Technical Response in Attachment A** of this document.

5.03.25 The proposed ITS shall allow for an agreed to "ring time" before an inmate call is disconnected. This "ring time" parameter shall be programmable by DOC but shall be consistent among DOC facilities.

- SECURUS has read and will comply.**

5.03.26 The proposed ITS shall provide notification to an inmate of the call status (i.e., ringing and busy). This notification may either be in the form of ringing, busy tones, standard information tones (SIT), or appropriate recorded messages.

- SECURUS has read and will comply.**

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.03.27 The proposed ITS shall not allow the inmate to speak to the collect-called party until the call has been accepted.

- SECURUS has read and will comply.**

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.03.28 The proposed ITS shall allow the option for inmates to hear the processing of the placed call to determine if SIT tones with message or an answering device (i.e., answering machine and voice mail) has answered the call. Superintendents will determine whether or not this option will be used at their facility. At no time shall the ITS system allow the inmate to speak (restricted voice channel) until the called party has accepted the collect call.

- SECURUS has read and will comply.**

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.03.29 The proposed ITS shall allow for DOC to program times when the system will be available or unavailable to inmate calling. The Offeror shall describe how this is accomplished.

- SECURUS has read and will comply.**

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.03.30 The Offeror shall supply the Security Threat Group (STG)/investigation Coordinator a system for operational information and electronic document management. This system shall provide an interface to the DOC offender tracking system, ITS call record database and other related systems. The Offeror shall provide all suitable software, hardware and network infrastructure to interface or link all DOC institutions, investigative offices and databases.

- SECURUS has read and will comply.**

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.03.31 The Call Processors shall have "hot swappable drives and power supplies.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.03.32 The Offeror is required to provide the line voltage outlets for all equipment.

SECURUS has read and will comply.

5.04 Central Database

5.04.1 A network and central database shall be provided and managed by the Offeror at no cost to the DOC. The purpose of the database is to provide full database redundancy for all Call Processors at each DOC facility and to provide pooled data for investigators analysis. The Proposal shall describe the details of the proposed network.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.04.2 The new network shall be compatible with the existing DOC networks (i.e., TCP/IP) and capable of network speeds equivalent to the DSL or faster.

SECURUS has read and will comply.

5.04.3 The Centralized Database shall be located at an Offeror-provided site, located outside of DOC facilities. The Proposal shall describe the facilities and location of the Centralized Database.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.04.4 The Centralized Database shall be in Oracle TM or MS SQL 78 or other open architecture software. The Proposal shall describe Central Database details.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.04.5 The Proposal shall describe how it will provide ITS system security for all data stored in the local and central databases. Such a security description must include system security, including levels of encryption, as well as how access to such sensitive information will be performed within the Offeror's organization.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.04.6 The DOC shall be able to perform queries and request reports from the Centralized Database. The Proposal shall describe the availability of the report writer for this use.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.05 Personal identification Numbers (PINS)

5.05.1 The ITS shall restrict use through authorized Personal Identification Numbers (PINs) assigned to each inmate. The length of these PINs shall be determined by DOC and remain consistent throughout DOC facilities.

SECURUS has read and will comply.

5.05.2 The ITS shall use DOC's inmate PIN assignments and numbering plan and have provisions for assigning PINS through a random automatic method. Current PINS are numeric only and may be up to fifteen (15) digits long. PINS are permanently assigned.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.05.3 The ITS shall be capable of de-activating the PIN feature by individual inmate telephone, groups of telephones and/or entire institutions, at DOC's option. At no time shall the inmate telephones be unrestricted due to the deactivation of the PIN feature. **The PIN system should provide for voice activation/verification.**

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.05.4 The ITS shall allow each PIN to have a "class of service" assigned (i.e., duration of each call). The proposed ITS system shall provide call restrictions by PIN that provide all of the following restrictions:

A. Inmates can be either approved or not approved to make phone calls by PIN.

SECURUS has read and will comply.

B. Inmates, via the PIN, can be restricted to a specific telephone or group of telephones, at DOC's option.

SECURUS has read and will comply.

C. Limit duration of call. Maximum call duration can be set globally (all PINs), by site, by facility area or by individual inmate's PIN, at DOC's option and can be set for each type of call (Local, intraLATA, interLATA, interstate).

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in *Attachment A* of this document.

D. Restrict time of day calling. An allowed calling schedule can be provided for each specific PIN, by facility area, by site and globally (all PINs). The global restrictions can take precedence over individual PIN restrictions, at DOC's option.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in *Attachment A* of this document.

E. Limit calling privileges. Restrict an inmate under disciplinary action from placing calls. The Proposal shall describe how these restrictions can be accomplished.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in *Attachment A* of this document.

5.05.5 The ITS shall have the ability to limit calls to a specific duration by PIN and by specific telephone numbers assigned to a PIN.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in *Attachment A* of this document.



5.05.6 The ITS PIN feature shall ensure that the automated operator function uses the inmate's pre-recorded name (recorded in either the inmate's voice and language, or in the voice of an administrator) to announce to the called party from whom the call is originating. Identification of the specific inmate and thus the announcement of the inmate's name shall be performed by the PIN assignment.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in *Attachment A* of this document.

5.05.7 The Offeror shall use an announcement similar to the existing announcement. This announcement shall be subject to DOC approval and include rate information.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in *Attachment A* of this document.

5.05.8 The Proposal shall explain, in detail, the entire process of PIN administration including, without limitation, the maximum number of digits and the procedures and methods of assigning or changing PINs.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in *Attachment A* of this document.

5.05.9 The DOC may integrate the ITS with a management system for the automatic assignment of PINs. The Proposal shall describe how this will be accomplished.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in *Attachment A* of this document.

5.05.10 The ITS shall allow for a restricted number list of telephone numbers to be linked to an individual PIN. DOC personnel shall enter such telephone number lists.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in *Attachment A* of this document.

5.06**Restrictions and Fraud Control Options**

5.06.1 The proposed ITS shall allow DOC personnel to temporarily restrict or disconnect service to an individual inmate telephone or station, groups of telephones, or an entire DOC facility. The Proposal shall describe how this is accomplished with the proposed ITS system.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.06.2 In order to limit possible telephone fraud, a fraud prevention feature shall be available, which shall randomly interject pre-recorded announcements throughout the duration of the conversation to the called party and caller indicating the source of the call. The Proposal shall describe, in detail, how this feature is accomplished. The announcement pattern and content are subject to DOC approval and will not permit either calling party to talk while the announcement is being made.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.06.3 The proposed ITS shall be able to detect the called party's attempt to initiate a "3-Way" or "Conference Call" with a third party and immediately terminate and/or flag the call. The Proposal shall describe how this detection is accomplished with the proposed ITS system and provide the actual "field tested" percentage of successful attempts in using this feature.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.06.4 The ITS shall have a call alert feature. This feature shall alert DOC personnel that a designated inmate is placing a telephone call to a specific number that has been assigned alert status or information on a "hot number" list has been received. DOC personnel at DOC's discretion shall activate this status. The Proposal shall describe how this feature will function.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.06.5 If a called party wishes to be added to an inmate's restricted call list or wishes to be on a list that will not allow reception of calls from any inmate in any institution, the ITS equipment shall have a feature to activate this function. Activation will be by either responding to voice prompts using the dual tone multi frequency (DTMF) telephone buttons or by responding with answers by voice. The system administrator shall have the capability to manage the list (see Section 5.05.10). This function shall have a verify capability.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.06.6 The Proposal shall describe all detection and prevention capabilities related to fraudulent, illicit or unauthorized activity available on the proposed ITS.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.06.7 The Proposal shall identify specific activities the proposed system capabilities shall detect and/or prevent. The Proposal shall also identify possible methods inmates may use to circumvent these capabilities.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.06.8 The proposed ITS shall be capable of detecting extra dialed digits from either the called party or the inmate's telephone. The Proposal shall describe the options available to DOC upon detection of the extra dialed digits (i.e., call termination, system alarm, or logging of call to the database).

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.06.9 The proposed ITS shall be capable of detecting unusual or suspicious number sequences dialed or dialing patterns that the system identifies as possible attempts to commit fraud. The Proposal shall describe the options available to DOC upon detection of the unusual or suspicious number sequences.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.



5.06.10 The system shall provide for telephone number blocking such as: Direct dialing, Operators, Information, Talk Lines, IXC Access, Toll Free Lines, Etc. Additionally, the unit shall allow for blocking of 11 digit numbers in order to prevent calling to:

- Correctional Facilities
- Correctional Facility Employees Homes
- Judges and Prosecutors Homes
- Emergency Numbers
- Doctors Answering Service Numbers
- Other facilities known to accept collect calls such as Hospitals, Telephone Companies, Unions, Etc

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.06.11 Inmates are not allowed to call other DOC institutions or offices.

SECURUS has read and will comply.

5.07

General Station Equipment (Telephone) Requirements

The Inmate Telephone Station Equipment required for DOC shall consist of 3 types of telephones. All telephone equipment shall be of the highest quality and shall be hearing aid compatible. The total number of telephone instruments for each facility is shown in Table One of this RFP. These totals are subject to change as the Department's needs change.

SECURUS has read and will comply.

The first type, which shall be the majority of inmate telephones installed, shall be permanently mounted wall telephones meeting the specifications outlined in this Section of the RFP. The superintendent at each of the correctional facilities shall determine the quantity of this type of telephone, within the total number of telephones listed in Table One.

SECURUS has read and will comply.

The second type of Inmate Telephone Station Equipment shall be portable or "movable" inmate telephones that are used mainly in segregation units and shall be manufactured to withstand abuse. The telephones can be cart mounted in areas where inmates can reach through bars to access the dialing pad or units compact enough to fit through standard cell door food slots where solid doors are utilized. Industry Standard 2500 telephone sets are not acceptable; The Proposal shall describe how these movable or portable telephones will be moved from one cell to another by DOC personnel to allow for inmate calling. The Offeror shall provide a

minimum of 1 of these instruments per special housing unit within each DOC facility. The superintendent at each of the correctional facilities shall determine the quantity of this type of telephones.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

The third type of Inmate Telephone Station Equipment shall be "all weather" inmate telephone sets to be used at DOC's discretion. The superintendent at each of the correctional facilities shall determine the quantity of this type of telephone.

SECURUS has read and will comply.

5.07.1 All Inmate Telephone Station Equipment shall be of new manufacture latest technology and shall be provided with the proposed ITS at no cost to DOC. (See 5.07.3)

SECURUS has read and will comply.

5.07.2 All Inmate Telephone Station Equipment shall be installed in all DOC institutions, at no cost to DOC.

SECURUS has read and will comply.

5.07.3 The Offeror shall provide all required materials. Hardware/software and station cabling (where re-use is unavailable or new locations are required) to install the Inmate Telephone Station Equipment. **All materials provided shall be at no cost to DOC.**

SECURUS has read and will comply.

5.07.4 All Inmate Telephone Station Equipment shall be powered by the telephone line and require no additional power source.

SECURUS has read and will comply.

5.07.5 All Inmate Telephone Station Equipment shall have the physical and design characteristics that include all of the following:

- A chrome plated DTMF tone dial that is water, flame and shock resistant.
- A hearing aid compatible handset.
- A tamper proof steel housing that protects the electronic components of the telephone.
- A paint/finish that is mar and scratch resistant.
- A faceplate with concise dialing and operating instructions.
- An industry standard design.



- An armored handset cord that is resistant to stretching and breaking.
- A floating case hardened metal plate to prevent side drilling entry.
- An installation reinforced by security studs to prevent easy removal of the telephone.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.07.6 The Proposal shall describe the handset cord component of the proposed Inmate Telephone Station Equipment including the lanyard used to connect the handset to the base telephone. It is preferred that this lanyard be a metal composition.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.07.7 The Inmate Telephone Station Equipment shall be compact in design. The Proposal shall include diagrams or photographs of the proposed Inmate Telephone Station Equipment.

SECURUS has read and will comply.

Diagrams of the telephone equipment are included in Attachment C – Equipment Specifications.

5.07.8 The Inmate Telephone Station Equipment shall be true dual-tone multi-frequency (DTMF).

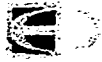
SECURUS has read and will comply.

5.07.9 The Inmate Telephone Station Equipment shall not be programmable for any purpose.

SECURUS has read and will comply.

5.07.10 The Inmate Telephone Station Equipment shall not include coin entry and return slots regardless of whether these functions are disabled.

SECURUS has read and will comply.



5.07.11 The Offeror shall provide a unique number, physically imprinted on each Inmate Telephone Station Set so that DOC staff for the purpose of reporting troubles and troubleshooting problems can see the number. As the inmate Telephone Station Sets necessitate replacement, the Offeror shall number them. As new Inmate Telephone Station Sets are added or replaced they shall be identified in the same manner and all appropriate paper work shall be updated to reflect the addition.

SECURUS has read and will comply.

5.07.12 The Inmate Telephone Station Equipment shall be capable of reducing background noise through the use of confidencers or directional microphones in the handset.

SECURUS has read and will comply.

5.07.13 All Inmate Telephone Station Equipment shall provide volume controls that allow inmates to amplify the called party's voice.

SECURUS has read and will comply.

5.07.14 The Proposal shall describe the provision of dialing instructions in multiple languages on each Inmate Telephone Station Set in a manner that reduces or eliminates the possibility of such instructions being destroyed. Labels or other accessible surface instructions shall not be acceptable.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.07.15 The Proposal shall describe the provision of a "warning" statement in multiple languages on each Inmate Telephone Station Set that states, "This Call is Subject to Monitoring and/or Recording" in a manner that reduces or eliminates the possibility of such statement being destroyed. Labels or other accessible surface instructions shall not be acceptable.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.07.16 The Offeror shall maintain the above-mentioned station set dialing instructions and warning statements for legibility and accuracy during the Contract term.

SECURUS has read and will comply.

5.08**Voice Quality**

5.08.1 The Offeror shall propose an ITS that provides a quality of connections that meets or exceeds appropriate current industry standards in the United States and enacted by appropriate standards organizations for transmitted and received levels, noise, cross talk and frequency range. The Offeror shall provide DOC with the standard (i.e., Bellcore and ANSI) to which its ITS will adhere.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.08.2 The voice quality level listed above shall be in place for all telephone services at all stages of a call and shall not be affected by any other ITS feature, function or capability.

SECURUS has read and will comply.

5.09**Americans with Disabilities Act (ADA) Compliance**

All of the proposed ITS station sets shall be ADA compliant. Due to security concerns, DOC shall be capable of requiring the Contractor to modify certain features on station sets such as cord length and mounting height. The ITS' TDD/TTY equipment shall be protected and secured by DOC when not in use.

SECURUS has read and will comply.

5.09.1 All of the Inmate Telephone Station Equipment shall be compatible with telecommunications for the deaf (TDD/TTY) equipment.

SECURUS has read and will comply.

5.09.2 The Offeror shall be responsible for providing a single TDD/TTY device for the ITS at each DOC institution listed in Attachment A of this RFP. More than one said device may be required if the institution has 10 or more inmates that require TDD/TTY equipment.

SECURUS has read and will comply.

5.09.3 The ITS TDD/TTY equipment shall be portable, such that it can be used with any ITS station set at each DOC institution listed in Table One of this RFP.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.09.4 The ITS TDD/TTY equipment shall allow inmates to communicate via keyboard entry.

SECURUS has read and will comply.

5.09.5 The ITS TDD/TTY equipment shall contain a display (i.e., LCD and LED) and a printer device.

SECURUS has read and will comply.

All TDD/TTY equipment will contain a digital display (i.e., LCD and LED) and a printer device. The display shows call progress and tells the inmate if the phone he or she is calling is ringing or busy. Convenient arrow keys make it easy to review information saved in memory within the display.

5.09.6 The ITS TDD/TTY equipment must have real-time monitoring capability so that whatever is keyed is immediately displayed at a remote monitoring area or site.
Mike Hammond

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.09.7 The ITS shall record the entire call utilizing the TDD/TTY equipment.

SECURUS has read and will comply.

5.09.8 The Offeror shall provide decoding and playback capability. The system shall not rely on paper copy only.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.09.9 A separate call-length timer shall be provided for the TDD/TTY service.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.10 Collect Call Services

5.10.1 The Offeror shall provide the collect call services required in this RFP through the use of an automated operator. An inmate shall never be connected to a "live" operator.



SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.10.2 The Offeror shall be responsible for billing parties receiving collect calls from the ITS and for collecting payments for these calls.

SECURUS has read and will comply.

5.10.3 The Offeror shall provide a toll free number that will be clearly shown on the called party's bill for assistance in billing matters.

SECURUS has read and will comply.

5.10.4 The Offeror shall provide all local, intraLATA, interLATA, interstate and international collect call services at all DOC institutions where the ITS is installed. The Offeror shall be responsible for installing and maintaining all telephone circuits necessary to provide the required collect call services.

SECURUS has read and will comply.

5.10.5 The proposed ITS shall allow for collect calls to be placed to international locations outside of the 50 states and United States territories.

SECURUS has read and will comply.

5.10.6 The Offeror's Inmate Class of Service **collect call rates** charged to the called party, within Alaska, regulated by the RCA, shall not exceed tariff per minute rates and tariff per call surcharges, applicable to intrastate/intraLATA toll and intrastate/interLATA calls originating from DOC facilities collectively, including surcharges, the "intrastate Tariff Rates." The called parties (individuals on the inmates' approved calling lists) pay a per call surcharge regardless of the duration of the call, in addition to specified per minute rates that vary based upon the type of call. The intrastate intraLATA per minute rates are mileage banded, date, and time-of-day-sensitive. The Offeror shall provide a breakdown of its Intrastate Tariff Rates. The Offeror's Intrastate Tariff Rates shall remain fixed for the term of the Contract and not be changed without the DOC's written consent.

SECURUS has read and will comply.

SECURUS has provided Intrastate Tariff Rates in the separate Cost Proposal as required.

5.10.7 The Offeror's rates charged to the called party for collect calls outside of Alaska, regulated by the FCC, shall not exceed the tariff per minute rate for collect long distance calls and shall not exceed the surcharge rate for Inmate Class of Service Operator Station Collect. The Offeror shall provide its interstate per minute rate and surcharge. The Offeror's interstate tariff rate and surcharge shall remain fixed

for the term of the Contract and not be changed without the DOC's written consent.

SECURUS has read and will comply.

SECURUS has provided its interstate per minute rate and surcharge in the separate Cost Proposal as required.

5.10.8 The Offerer shall provide a percentage of the gross revenues for all calls. The percentage paid to DOC shall not be less than 50% of the gross receipts for all calls collect and long distance. The Offerer shall not deduct fraudulent, uncollectible or unbillable calls, Local Exchange Carrier (LEC) access, LEC or long distance usage, maintenance or any costs of running the ITS, from the gross revenues for all calls prior to paying the minimum 50% fee to DOC. In other words, the percentage rate shall be based on gross call cost including per call surcharges and per minute charges, not the net after expenses. The Offerer is responsible for collecting all revenue from the called party for collect calls billed. **Local calls from pre-trial booking phones must be free. Charges will apply to all other local calls.**

AMENDMENT NUMBER ONE:

The following changes/additions are required:

Change Section 5.10.8 of the RFP to read:

5.10.08 The Offeror shall provide a percentage of the gross revenues for all calls. The Offeror shall not deduct fraudulent, uncollectible or un-billable calls, Local Exchange Carrier (LEC) access, LEC or long distance usage, maintenance or any costs of running the ICS, from the gross revenues for all calls prior to paying the percentage rate to the DOC. In other words, the percentage rate shall be based upon gross call cost including per call surcharges and per minute charges, not the net after expenses. The Offeror is responsible for collecting all revenue from the called party for collect calls billed.

SECURUS has received and read the AMENDMENT NUMBER ONE changes and responded in the Cost Proposal as required.

5.10.9 The Offeror's Rates for international calls shall be the current prevailing cost for international calls to the specific country being called.

SECURUS has read and will comply.

5.10.10 A check for the commission amount for the collect-calling mode, shall be sent to DOC no later than 45 days after the close of the billing month. For example, a commission check for calls made during April shall be forwarded to DOC no later than June 15th. A summary report shall be provided with each commission check, that includes the following:

A. Total commission figure broken down by Institution; and

SECURUS has read and will comply.

B. Listing of total minutes, total calls by Institution.

SECURUS has read and will comply.

5.11

Miscellaneous Requirements

5.11.1 The Offeror shall not charge for calls that result in Special Information Tones (SIT), ring/no answer, or busy conditions.

SECURUS has read and will comply.

5.11.2 The Offeror shall provide local exchange service for collect calling use at each DOC institution listed in Table One of this RFP. Additionally, the Offeror shall provide local exchange service for prepaid calling use at each DOC institution listed in Table One of this RFP, pursuant to Section 5.29 of this RFP. The local calling area shall be equivalent to the local calling public pay telephone area at each DOC institution. The Offeror must assure that the proposed ITS is capable of identifying a dialed number as local, based on the pay telephone calling area, and correctly rate and route the call.

SECURUS has read and will comply.

5.11.3 The Offeror shall install and maintain all telephone circuits necessary to provide local exchange and long-distance calling. All costs shall be the responsibility of the contractor.

SECURUS has read and will comply.

5.12

ITS System Calling Protocols

5.12.1 Each call placed through the ITS must be electronically identified by the ITS system as being a call originating from "(name of institution), an Alaska correctional institution," with or without the accompanying inmate PIN. The ITS will provide options to the party called to accept the individual call, not accept the individual call, or not accept any calls from a correctional facility in the future.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.12.2 If a call is not accepted by the party called, or if no one answers the call, the Offeror's service shall inform the inmate of the situation and not simply disconnect the call.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.12.3 The ITS must have the capability to accept the called party's response via Dual Tone Multi-Frequency (Touch Tone Pad) input from the telephone. The Proposal shall describe how the ITS system will accept input from rotary dial telephone users.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.12.4 The ITS shall have the capability to accept the called party's response via voice response. (Yes/No Response)

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.12.5 The ITS shall have the capability to interject messages into a telephone call at random intervals (i.e., "this call is from an Alaska correctional institution") as deemed necessary by DOC and at DOC determined intervals. The content is subject to approval of DOC. This feature must be capable of being heard over and above the caller or called party voices when interjected.

The correctional institution must control the activation or deactivation of this feature.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.12.6 The ITS shall be capable of announcing to the called party the name of the calling inmate. Offerors shall provide a mechanism to record an inmate's name one time to be used each time this announcement is required. The correctional institution must control the activation or deactivation of this feature.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.13.7 The ITS shall be capable of announcing to the called party how to accept collect calls. The correctional institution must control the activation or deactivation of this feature.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.



5.12.8 The ITS shall be capable of announcing to the called party the collect call rate, prior to acceptance.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.13

ITS System Call Recording and Monitoring

5.13.1 The ITS shall be capable of recording all inmate calls simultaneously and at any time that a call is placed. The Proposal shall describe how such recording will be accomplished with the proposed ITS system including the type of equipment and software being used.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.13.2 The recording feature shall be capable of being de-activated on a per number dialed and/or per PIN basis.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.13.3 The proposed ITS shall allow DOC personnel to monitor inmate calls while in process ("real time"). This monitoring shall be by specific inmate telephone or station. Any equipment and software required to perform this function shall be provided with the proposed ITS system.

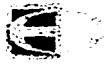
SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.13.4 The proposed ITS shall allow live monitoring of inmate calls in progress and/or retrieve archived information from remote locations via telephone.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.



5.13.5 The proposed ITS shall allow for "real time" audible monitoring of inmate calls by specific inmate PIN entered by DOC personnel. The Proposal shall describe how this monitoring will be accomplished with the proposed ITS.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.13.6 The voice call recording system proposed with the ITS shall be a fully digital system utilizing a combination of hard drives and optical storage or other state-of-the-art digital drives. Systems utilizing magnetic tapes for voice call recording shall not be considered. The Proposal shall describe the type of voice call storage devices included in the proposed ITS system.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.13.7 The proposed recording system shall be capable of capturing the conversation of both parties with equal level and quality.

SECURUS has read and will comply.

5.13.8 The proposed recording system shall provide the highest quality playback possible by limiting compression as may be required. The Offeror shall assure the DOC that voice playback quality is not compromised by compression techniques and can be easily understood by someone who may not be familiar with the voice being recorded.

SECURUS has read and will comply.

5.13.9 The proposed recording system shall have sufficient storage capacity to record and maintain all voice calls for 1 year. The Proposal shall demonstrate that 1 year of calls can be maintained by the use of graphs and charts.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.13.10 In the event that voice calls are required to be stored (i.e., court order) beyond the 6- month interval; such calls shall be tagged and saved.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.13.11 In the event that voice retention requirements are increased beyond the 6-month interval, selected equipment shall have the capability without replacement, to meet new storage requirements.

SECURUS has read and will comply.

5.13.12 Workstations and related peripheral requirements are described in Section 5 of this RFP. The Offeror shall include good quality speakers and headsets with each workstation for the best quality playback. The Proposal shall describe the quality of the speakers.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.13.13 The recording system workstations shall be networked on the WAN described in Section 5.3 so that intelligence analysis and investigation can be performed from other correctional institutions and/or the DOC Central Office. Consideration for speed when downloading a recorded call and the ability to rapidly skip through the call to a specific segment is highly important to the investigative staff. Describe how this can be accomplished with the equipment and software proposed.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.13.14 The recorded telephone conversations of inmates are sometimes used as evidence in criminal or DOC administrative investigations. Therefore, the recording system proposed with the ITS shall provide a portable laptop computer and a USB portable memory device, to be used as a portable playback system allowing for recorded media to be reviewed on-site at DOC institutions or at required off-site locations. A portable laptop computer shall be provided for each DOC institution listed in Table One of this RFP. Such system shall meet the rules of evidence (e.g. an original digitally recorded medium, date and time-stamped, that if tampered with, would show evidence of such tampering).

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.13.15 The portable playback system shall provide for search capabilities allowing DOC investigators to quickly access certain time periods, certain telephone instruments, etc. The ability to fast forward to a specific time within the recorded call is of particular importance. The Proposal shall describe how such a system would be provided to DOC and the capabilities and benefits of such a system.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.13.16 The PIN shall be recorded at the beginning of each conversation.

SECURUS has read and will comply.

5.13.17 The recording equipment shall have "hot swappable" drives and power supplies.

SECURUS has read and will comply.

5.14

General ITS Operational Requirements

5.14.1 The Proposal shall describe how the proposed ITS will operate as follows:

A. Within each DOC facility;

SECURUS has read and will comply.

Each site processes calls independently, allowing flexibility for design at each site; however all data resides centrally, so authorized users can access functions from any PC with an Internet connection.

B. Throughout all DOC facilities/systems; and

SECURUS has read and will comply.

All records can be accessed from any DOC facility, with appropriate authorizations in place.

B. In conjunction with the Offeror's organization/facilities.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.14.2 The Proposal shall describe the network of services required to support the proposed ITS (i.e., ISDN, T-1, and frame relay.). The new network must not be a part of any public network.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.14.3 The Proposal shall describe how remote access to the ITS system shall be provided.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.14.4 The Proposal shall describe all electrical and environmental requirements of the ITS system for each DOC facility. Such information shall be provided for all components of the ITS including central processor, recording and monitoring equipment, etc.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.14.5 The Offeror shall provide and install adequate surge protection for the proposed ITS and its components. The use of traditional "power strips" for surge is not acceptable for this requirement.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.14.6 The Offeror shall provide and install adequate lightning protection equipment on all network services supplied for the proposed ITS.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.14.7 The Offeror shall provide an adequate number of uninterruptible power supply (UPS) systems that also have surge protection and line conditioning at each DOC facility capable of supporting all ITS components, including call processors and recording and monitoring devices for a minimum of 1 hour. A UPS capable of supporting each workstation/printer for a minimum of 15 minutes shall also be included.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.14.8 The Offeror shall provide, install and maintain all ITS UPS system equipment at each of DOC facilities. The Offeror shall replace all UPS system equipment upon expiration of the manufacturer's life cycle of the installed product.

SECURUS has read and will comply.

5.14.9 The Proposal shall describe what will occur when commercial power to the ITS is lost.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.14.10 In the case of the loss of commercial power and the failure of the UPS system, the ITS must automatically restrict or "shut off" all Inmate Station Equipment (Telephones) so that no inmate calls can be made until commercial power is restored.

SECURUS has read and will comply.

If commercial power is not restored prior to the exhaustion of UPS power, the system will terminate all calls in progress and shut down.

5.14.11 The Offeror shall propose an ITS capable of recovering from a power outage automatically or remotely, once commercial power is restored.

SECURUS has read and will comply.

The system will fully recover from any power failure automatically, within five (5) minutes, with no outside intervention required.

5.14.12 The Proposal shall describe the space requirements associated with the ITS equipment and software. The Proposal shall clearly define how much physical space is required for each hardware component. The Offeror should be aware that limited space is available in DOC facilities and that a smaller rather than larger space requirement is desired.

- SECURUS has read and will comply.**

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.14.13 The proposed ITS call processor and recording equipment application software shall be administered and operated from a single workstation. The Proposal shall describe such workstation and how the respective manufacturers will remotely maintain application software without compromising other application software and data.

- SECURUS has read and will comply.**

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.14.14 The workstations(s) shall utilize Windows XPB client operating system software or other system approved by DOC. The operating system software shall provide a Graphical User Interface (GUI). Offerors should provide a complete description of any system offered."

- SECURUS has read and will comply.**

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.14.15 Each work site shall have multiple port 100-Base-T connections. The Proposal shall describe what is necessary to accomplish such a connection.

- SECURUS has read and will comply.**

SECURUS will provide 100BaseT through the use of 10/100 switches.

5.14.16 The Offeror shall provide matching manufactured "Equipment Racks" for call processors and recording and monitoring equipment. System hardware accessories shall also be rack mounted. The Proposal shall provide manufacturers' cut sheets and face layouts.

- SECURUS has read and will comply.**

Manufacturers' cut sheets and face layouts for SECURUS' racks are included in Attachment D – Manufacturer's Cut Sheets (Racks).

5.14.17 The proposed call processing and recording equipment shall be remotely located in a telephone or computer room or other location to be designated by DOC. The Proposal shall explain how this remote location shall be accomplished and provide line diagrams showing how equipment will be connected.

- SECURUS has read and will comply.**

Line diagrams are provided in *Attachment E – Line Diagrams*.

For more information please refer to **SECURUS' Detailed Technical Response in Attachment A** of this document.

5.14.18 The Offeror shall provide, at a minimum, a 17"-monitor with each workstation. The Proposal shall indicate the manufacturer and model number of the proposed monitors.

- SECURUS has read and will comply.**

The proposed monitor is a Dell E177FP 17".

5.14.19 Access to administrative functions and data shall be password protected.

- SECURUS has read and will comply.**

For more information please refer to **SECURUS' Detailed Technical Response in Attachment A** of this document.

5.14.20 The workstations shall have a microprocessor of 3 GHz or faster, 1 GB random access memory (RAM), a CD RW drive and a USB portable memory device with enough memory to transport a minimum of 45 calls.

- SECURUS has read and will comply.**

5.14.21 The Offeror shall provide one workstation, printer and one laptop computer at each DOC institution listed in Table One.

- SECURUS has read and will comply.**

5.15

ITS System Capacities

The Proposal shall describe the capacities/limits for the proposed ITS. At a minimum, the Offeror shall provide the capacity for each of the following items:

A. Individual inmate accounts;

- SECURUS has read and will comply.**

The capacity for individual inmate accounts is virtually unlimited.

B. Call records;

- SECURUS has read and will comply.**

The capacity for call records is virtually unlimited.

C. Simultaneous administrative users;

SECURUS has read and will comply.

The capacity for simultaneous administrative users is virtually unlimited.

D. Workstations;

SECURUS has read and will comply.

The capacity for workstations is virtually unlimited.

E. Silent monitors;

SECURUS has read and will comply.

The capacity for silent monitors is virtually unlimited.

F. Simultaneous users of silent monitor equipment;

SECURUS has read and will comply.

The capacity for users of silent monitor equipment is virtually unlimited.

G. Inmate telephones; and

SECURUS has read and will comply.

The capacity of telephones and telephone calls will be determined by the size of facility and amount of calls generated. There are no limits to the amount of telephone sets but generally the quantity is driven by the demand. The ratio of "inmates to telephones" is usually between "10 and 20 to 1".

H. Telephone calls.

SECURUS has read and will comply.

The capacity of telephone calls is virtually unlimited.

5.16

Software Enhancements/Upgrades

5.16.1 The Proposal shall explain the process for handling requests from DOC for ITS software enhancements. Enhancements shall be at no charge to DOC.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.



5.16.2 Except for enhancements requested by DOC, the Offeror shall provide, at no cost to DOC, software enhancements/upgrades to the proposed ITS when the enhancement/ upgrades are beneficial to either party for the purpose of system security or operational efficiency. **The installed ITS shall always have the latest general release of the system software including operating systems for the system administration or system reporting terminals/PCs.** Beta and field-tested software shall not be provided unless specifically approved by DOC. Prior to any software upgrades or enhancements, the Offeror shall discuss the software benefits with DOC and proceed only after DOC written approval by the contracting officer. A computer system review for upgrade/update will be required at the end of the second year of the Contract.

SECURUS has read and will comply.

5.17

General ITS Management Requirements

5.17.1 The Offeror shall propose an ITS that can be administered on-site by Offeror or DOC personnel.

SECURUS has read and will comply.

5.17.2 The Offeror shall propose an ITS that allows for changes to be administered in "real time" while the system is in use. The proposed system shall not require the system to be taken off-line to make additions, changes or retrieve reports.

SECURUS has read and will comply.

5.17.3 The Proposal shall describe what system administration functions are available with the proposed ITS (i.e., new account entry, account/record modification and account deletion). The Proposal shall provide samples of its user interface screens.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

Samples of SECURUS' user interface screens are provided in Attachment F – SECURUS User Interface Screens. Please note these screen shots are proprietary and confidential.

5.17.4 The Proposal shall describe the transfer of inmate records when an inmate is moved from one DOC facility to another.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.



5.17.5 The Proposal shall describe the ITS system security for all data stored locally or in a central database. Such security description shall include system security as well as how access to such sensitive information shall be performed within the Offeror's organization.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.18

Data Back-up

5.18.1 The Proposal shall describe the process for ensuring data integrity both in the local and central databases.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.18.2 The Offeror shall perform all system and database back-ups and archiving. The Offeror shall provide all archival hardware, supplies, and network and recovery procedures to ensure that no data will be lost.

SECURUS has read and will comply.

5.18.3 The Offeror shall be capable of recovering all ITS system data for all locations, to the point of full system operation, using a system backup.

SECURUS has read and will comply.

5.18.4 The Proposal shall describe the back-up schedule for the following:

A. The local databases for each DOC facility; and

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

B. The central database for the entire ITS system.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.18.5 The Offeror shall provide for all database information to be stored off site from the Offeror's location (see Section 5.3.04). The Proposal shall describe how this "copy" will be kept current with the other system backups.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.18.6 The Proposal shall acknowledge that DOC owns all archived information, call detail, inmate records, etc.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.19 ITS System Reports

5.19.1 The proposed ITS shall provide reporting and querying methods and capabilities that provide maximum flexibility, a user-friendly interface, speed, efficiency and accuracy. The Proposal shall describe the reporting capabilities of the proposed ITS.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.19.2 The proposed ITS shall allow for the generation of reports by a DOC facility, including Central Office, a combination of DOC facilities or all DOC facilities.

SECURUS has read and will comply.

5.19.3 The proposed ITS shall allow for the generation of reports by DOC personnel based on their user level restriction.

SECURUS has read and will comply.

5.19.4 The proposed ITS shall allow for the generation of reports by a user-friendly interface. The Proposal shall describe how the user interface will be used for generating reports.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.19.5 The Offeror shall provide at least one HP laser printer capable of printing a minimum of 15 pages per minute color printer or equivalent for each institution listed in Table One of this RFP. The Offeror shall provide required maintenance for the Contract term.

SECURUS has read and will comply.

5.19.6 The proposed ITS shall allow for the generation of standard system reports as well as reports customized for the specific needs of DOC.

SECURUS has read and will comply.

5.19.7 The Proposal shall include samples of its standard system reports.

SECURUS has read and will comply.

Sample reports are included in Attachment G – SECURUS Sample Reports. SECURUS' screen shots of the sample reports are confidential and proprietary. SECURUS requests that they be held as confidential pursuant to Section 1.13.

5.19.8 The proposed ITS shall allow for selected reports to be generated automatically based on DOC criteria (i.e., time of day, volume of calls and particular inmate). The Proposal shall describe all options available to DOC for this automatic report generation.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.19.9 The proposed ITS shall allow for automatic generation of reports on an DOC facility or system wide basis.

SECURUS has read and will comply.

5.19.10 The proposed ITS shall provide adequate processing power and memory to allow for rapid search and report generation capabilities.

SECURUS has read and will comply.

5.19.11 The proposed ITS shall allow for all report data to be stored in an ASCII file format on removable electronic storage media (i.e., CD-ROM, high capacity diskette, digital).

SECURUS has read and will comply.

5.19.12 The proposed ITS shall allow for all report data to be stored in various electronic formats (i.e., standard DBF, FileMakerB, or Microsoft Excel). The Proposal shall list the available electronic formats.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.19.13 The proposed ITS shall allow for all reports to be viewed in hard copy format or viewed on-line by a user with the proper access level.

SECURUS has read and will comply.

5.19.14 The proposed ITS shall provide for the following reports, at a minimum, to be generated for DOC:

- A. Chronological List of Calls;
- B. Daily Call Volume Summary;
- C. Daily Call Volume Detail;
- D. Inmate Account Summary;
- E. Inmate Account Detail;
- F. Frequently Dialed Numbers;
- G. Specific Telephone Number Dialed Usage;
- H. Suspended Inmate Account;
- I. Alert Notification;
- J. Telephone Numbers Called by More Than One Inmate;
- K. Telephone Numbers Assigned to More Than One Inmate Account;
- L. Quantity of Calls per Inmate Account;
- M. Quantity of Minutes per Inmate Account;
- N. Blocked Telephone Number List;
- O. Local Exchange Volume (by Exchange);
- P. Area Code Volume (by Area Code);
- Q. Hot number list;
- R. PIN/destination correlation; and
- S. Billed number account information.

SECURUS has read and will comply.

5.19.15 The Proposal shall describe if custom queries can be used by DOC on the new central database.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.



5.19.16 The proposed ITS shall have import capabilities and be interfaced to the administrative PBX so that respective CDR can be merged on a regular basis for the purpose of operational intelligence. Such interface might be accomplished with spare SMDR ports or "Y" cables. Application software shall be provided for generating reports.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

**5.20
Inmate Account Information**

5.20.1 The Proposal shall describe the options for DOC concerning inmate account information. This description shall include, but not be limited to, such items as PIN, length of inmate name fields (first, middle, last), identifier of DOC facility, comments field, language preference field, account activation date, date of arrival, and current status.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.20.2 The proposed ITS shall provide alert levels to be placed on an inmate's account information. Such alert levels shall be viewable in real time mode by the system administration terminal or by printed report.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.20.3 The proposed ITS shall allow DOC to restrict an inmate under disciplinary action from placing all calls assigned to his particular PIN with the exception of privileged numbers.

SECURUS has read and will comply.

5.20.4 The Proposal shall state the maximum number of telephone numbers assignable to an inmate's account.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.20.5 The proposed ITS shall provide the preference of English or other language voice messages or prompts depending on an inmate's account information. The default setting for each inmate shall be English until flagged by DOC personnel to another language.

SECURUS has read and will comply.

5.20.6 The proposed ITS shall provide standard language prompts other than English. Any language provided shall be controlled by the inmate's account information. The Proposal shall provide a list of languages available with the proposed ITS.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.20.7 The proposed ITS shall be capable of assigning an inmate's account to an individual telephone or group of telephones so that the inmate's account may only place calls from those designated telephones. These telephones shall still be capable of being used by inmate accounts not specifically assigned to them.

SECURUS has read and will comply.

5.21 Additional Operational Requirements

The proposed ITS shall be capable of being configured to control the amount of time between inmate-completed calls. The proposed ITS shall be capable of placing time limits on calls. DOC shall be capable of enabling and disabling this feature. This time interval shall be configurable by minute increments.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.22 Transition And Implementation Requirements

DOC presently has an ITS system. The Proposal shall address the transition from the existing ITS to the new ITS at all DOC institutions listed in Table One of this RFP. DOC realizes that some "down time" will occur during this transition but the Offeror shall propose an implementation plan that reduces this "down time" and allows for a smooth progression to the new ITS.

SECURUS has read and will comply.

5.22.1 The Offeror shall furnish or cause to be furnished, all labor, supervision, equipment, materials, and supplies necessary to install the proposed ITS systems.

SECURUS has read and will comply.

5.22.2 The Proposal shall provide a transition and implementation plan which shall include, but not be limited to, the following components:

- A. A time line for all facilities;
- B. Transition procedures from the existing ITS system to the new ITS System;
- C. Staffing requirements of DOC for each facility;
- D. Responsibility of DOC staff at each facility; and
- E. Make-up of the Offeror's implementation team.

SECURUS has read and will comply.

SECURUS has the distinct advantage as being the manufacturer of the current platform installed throughout the Alaska DOC as well as the manufacturer of the Secure Call Platform (SCP) proposed in our offer. As the manufacturer of both platforms, SECURUS can insure a smooth transition in maintaining and importing existing critical data from the current CAM platform into the new SCP with little to no impact in inmate telephone calling privileges.

SECURUS has a significant amount of experience spanning two decades of installing inmate telephone systems in a Department of Corrections environment. During the installation of each institution, SECURUS will work closely with the Alaska DOC to convert all telephones to the new services in a secure and timely manor. It is our intent to install new telephone equipment, provision and test SCP voice services at each institution, import all inmate profile information and then move cable connections from old to new services. Once all services at an Institution are cutover to SCP, a technician will be required to enter each location in which an inmate telephone is installed to conduct a final test as well as re-affirm location of the station set.

A preliminary project plan for the inmate phone implementation is included in *Attachment H – SECURUS Preliminary Project Plan*.

Project Controls and Quality Checks

Timely execution and completion will be monitored by using scheduled completion dates in correcting implementation or operational problems, as well as problems reported through SECURUS trouble reporting system. Summary reporting, trend analysis, and schedule monitoring will facilitate tracking problem correction.



Other less formal reviews of installation status are held throughout the installation. Operations staff meetings provide the Implementation Manager, Installation Manager and Project Manager with periodic status, and allow coordination and dissemination of the information to SECURUS Installation field technicians.

Transition Period with Minimum Service Disruptions

Because SECURUS is the current provider, transition downtime will be minimal, if any. By installing all SECURUS ITS equipment and circuits prior to the cutover date, usually one to two weeks in advance of the cutover date, this allows for all systems, circuits, etc., to be fully tested. By fully testing prior to cutover, there will be no risk of service interruptions due to the changeover to the new SECURUS ITS system. The SECURUS team has used this process with much success throughout their many multiple site accounts in the US & Canada.

SECURUS will have installed and tested all necessary equipment and circuits prior to the actual cutover date. There will not be any interruption of service. The cutover may be conducted during the time the facility has all phones off, i.e., a count time, prior to the phones coming on at the beginning of the day or after the phones go off for the day. This will minimize any downtime for the facility.

Software Programming and Preparation

After meeting with personnel from Alaska DOC, internal meetings will be held between Project Management and Install Team to review the validation process that will be used to ensure that the system conforms to the functional facility requirements.

Prior to shipment systems are fully tested and that the ITS system can be successfully implemented at the Alaska DOC sites. Hardware design will be performed for each site to be installed. After the site surveys are confirmed all site requirements will be identified and a Bill of Lading (BOL) will be prepared. The BOL will be provided to the Alaska DOC to ensure all parties agree to the items and their quantities. The system equipment is assembled, and forwarded to a staging and testing area prior to shipment. The system is typically shipped two weeks prior to cutover.

Testing

SECURUS will perform comprehensive testing to be sure all features and functions are working properly before cutting the system. A second round of testing will be conducted as soon as the system is cut, if the system is accurately processing calls with all required security a 24 hour burn in period will begin.

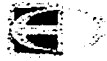
Test calls are placed from each station port to each trunk. The network integration is validated through a battery of tests that include frame testing and file transmission.

Individual component tests will be completed by the project manager and field technicians prior to beginning the 30-day operation period, including:

- Place local Calls and listen to voice prompts
- Select Spanish prompts
- Place intraLATA, and interLATA calls
- Attempt to call blocked numbers
- Print sample call detail reports at the workstation
- Verify that site received user manuals
- Confirm and Test Prepaid calling
- Attempt a 3-way call
- Listen/monitor and active call
- Query Recorded Call information
- Place a call to a privileged number
- All recording and monitoring functions
- Assign and test PIN accounts. Complete Test calls for PINs.

The major tasks involved in a standard ITS installation are detailed below.

Task Name
Contract Signed
<i>Implementation Meeting Held with designated Alaska DOC personnel and SECURUS Project Team Personnel</i>
<ul style="list-style-type: none"> • Establish site contact personnel from the Department • Establish ITS rollout schedule and approval by Alaska DOC • Finalize feature set selection • Verify Findings from Site Surveys of All Locations • Identify special need phones, i.e. TTY/TDD, portable/moveable phones • Review Alaska DOC policy and procedures/DOC, security clearances for SECURUS installation teams
SECURUS Project Team Meetings
Conversion Plan Evaluated & Adjusted as Necessary During Weekly Internal Conference Calls Through-out Project Duration
<ul style="list-style-type: none"> • Confirm install dates with Master Scheduler • Review Final Plan with Installation Teams • Confirm Install Support • Confirm Shipping • Confirm Training
Order/Install Lines for all locations
<ul style="list-style-type: none"> • T1's/Analog Lines/Frames
Feature Selection Confirmed



Task Name
Obtain Line Numbers and Confirm Orders and Due Dates with Local Exchange Company
Branding Messages Developed
Configure ITS
Quality Control ITS test <ul style="list-style-type: none"> • Feature testing • System testing • Load testing * All quality control is conducted in +Dallas prior to ship.
Package & Ship Equipment to Delivery Location
Installation of ITS <ul style="list-style-type: none"> • Receive and inventory equipment • Build equipment • Prepare to cut ITS <ul style="list-style-type: none"> - Power-up ITS - Install workstations - Conduct install test - Coordination with Install Support - Install blocked number table, free numbers, and inmate PINs/PANs • Replace inmate telephone sets
Cutover of ITS <ul style="list-style-type: none"> • Notify facility that cutover will occur and gain Site/Central office approval to proceed • Cutover system at agreed upon time to minimize disruption • Notify facility of cut
Quality Assurance of ITS and Acceptance Testing Complete
Training of Facility Personnel

5.22.3 The Proposal shall provide an implementation plan that shall include a detailed explanation of the following items:

- A. Pre-installation procedures for each DOC facility;
 - B. Pre-installation procedures for the complete ITS system;
 - C. Network service coordination requirements;
 - D. Software programming;
 - E. Equipment delivery schedules;
 - F. Equipment security procedures;
 - G. Equipment/system installation procedures;
 - H. Station Equipment installation procedures;
 - I. ITS system testing;
 - J. Offeror central site planning and implementation; and
 - K. Actual ITS system cutover to service.
- SECURUS has read and will comply.**

A preliminary project plan for the inmate phone implementation is included in Attachment H – SECURUS Preliminary Project Plan.



5.22.4 The Offeror shall remove the existing Inmate Station Equipment (Telephones) in all DOC facilities listed in Table One of this RFP and replace them with new telephones at no cost to DOC. Existing equipment is the property of the current contractor, Evercom Systems, and must be returned to them at Evercom expense.

SECURUS has read and will comply.

5.22.5 In the event of a problem or question of continuity arising during installation of the proposed ITS system, the Offeror shall make provisions for joint testing of the ITS system by the Offeror and DOC at no additional cost to DOC.

SECURUS has read and will comply.

5.22.5 The Offeror shall be responsible for the generation and creation of the system database(s) required to provide a fully operational ITS. As requested, the DOC shall provide the Offeror with appropriate information.

SECURUS has read and will comply.

5.22.7 The Proposal shall describe how the current system database information, including inmate profile and call records, will be retained during conversion to the new ITS system.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.23 Implementation Team

5.23.1 The Proposal shall specify the members of the team and their responsibilities for installing the proposed ITS at each DOC facility.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.23.2 The Proposal shall state the requirements and responsibilities of DOC's implementation team.

SECURUS has read and will comply.

At the initial meeting, SECURUS and the Alaska DOC will develop and finalize the ITS implementation schedule.

Weekly meetings with the Alaska DOC and updates to Project Management Plan will follow. To allow timely system installation and implementation, Alaska DOC

staff at each facility will be made aware of the installation schedule to grant the SECURUS implementation team access to specific facility areas.

At the end of each installation, the Project Manager, Installation and Operations Manager will compare actions, efforts and time expended to that point. If there are significant variations from the plan a risk will be identified and tracked. The plan will be evaluated and updated based on performance. The measure provides an accurate measure of whether actions are being worked or not. Items that are late will be investigated and brought to closure as soon as possible.

Alaska DOC Central Office and/or Alaska DOC facility responsibilities will include:

- Presence at implementation meetings
- Perform security clearances on SECURUS personnel
- Establish contact personnel and Alaska DOC policies & procedures
- Confirm installation to proceed
- Warden approval to proceed to cutover and agree on off hours to complete to minimize service disruption
- Business hour access to SECURUS implementation team
- Accept Delivery of needed installation equipment upon scheduled arrival
- Participate in scheduling of Training classes to Alaska DOC staff
- Acceptance phase This measure will report on the number of action items, which are 1 to 30 days late
- Allow access to facilities for location clean-up

The SECURUS Account team will be available to meet monthly with Alaska DOC staff for the purpose of presenting ITS prior month's maintenance reports mentioned in the previous section and to discuss resolutions to issues and concerns. These meetings will be scheduled at the discretion of the Alaska DOC.

5.23.3 The Offeror shall assign one project manager to oversee the ITS. This project manager shall act as a single point-of-contact for DOC during the life of this ITS system implementation.

SECURUS has read and will comply.

The Project Manager will be Helen McCoy.

5.23.4 The Offeror shall warrant that each member of the implementation team who will service the proposed ITS system has been fully trained and certified by the manufacturer as qualified to service the proposed ITS.

SECURUS has read and will comply.

For more information please refer to **SECURUS' Detailed Technical Response in Attachment A** of this document.

5.24 ITS System Testing

The Proposal shall provide a comprehensive functional test plan to assure DOC of the ITS system's readiness to accept inmate call out traffic. This test plan shall include a checklist of items to be performed by the Offeror's implementation team and verified by the DOC staff.

SECURUS has read and will comply.

The **SECURUS Acceptance and Test Plan** provides a complete and comprehensive acceptance plan for the proposed system. This may be used in every installation for the Alaska DOC. The acceptance plan is the standard against which acceptance is typically measured. **SECURUS** looks forward to working with the Alaska DOC in developing a specific plan that meets all of the mutually agreed upon criteria.

Testing

Each system is placed under 'stress-testing' before it leaves the production facility. This testing procedure simulates that all ports on the system are in constant use 24 hours straight, for 7 days. The system is again tested onsite to insure total functionality. Test calls are placed from each station port to each trunk. The network integration is validated through a battery of tests that include frame testing and file transmission.

Individual component tests will be completed by the project manager and field technicians prior to beginning the 30-day operation period, including:

- **Place local Calls and listen to voice prompts**
- **Select Spanish prompts**
- **Place intraLATA, and interLATA calls**
- **Attempt to call blocked numbers**
- **Print sample call detail reports at the workstation**
- **Verify that site received user manuals**
- **Confirm and Test Prepaid calling**
- **Attempt a 3-way call**



- Listen/monitor and active call
- Query Recorded Call information
- Place a call to a privileged number
- All recording and monitoring functions
- Assign and test PIN accounts. Complete Test calls for PINs

A standard checklist is included in *Attachment I – SECURUS Test/Acceptance Plan*.

**5.25
ITS System Acceptance**

The Proposal shall provide a comprehensive acceptance plan for the ITS at each DOC facility. ITS system acceptance shall be determined by a consecutive 30-day period during which the system shall function "error free." The Offeror shall work with DOC to determine the actual definition of "error free" operation. Failure of the system to meet mutually agreed upon acceptance criteria for more than 30 days may result in DOC requesting replacement of that particular system. Additional acceptance requirements are stated in Section 3.5.1 of this RFP. Where a conflict exists, the more stringent requirement as determined by the DOC shall apply.

SECURUS has read and will comply.

A standard checklist is included in *Attachment I – SECURUS Test/Acceptance Plan*.

**5.26
ITS System Documentation**

5.26.1 At the completion of the ITS system installation and implementation, the Offeror shall provide a complete set of ITS system reference manuals that must include information specific to the installation at each DOC facility.

SECURUS has read and will comply.

5.26.2 The Offeror shall supply trouble logs for all problems reported on the ITS system on an as needed basis.

SECURUS has read and will comply.

5.26.3 The Offeror shall supply all necessary documentation to the DOC site administrator relating to maintenance contact numbers, maintenance reporting procedures, and maintenance escalation procedures, etc.

SECURUS has read and will comply.

5.27**Training Requirements**

It is critical to the success of the installation of the ITS that DOC personnel be thoroughly trained in various aspects of the system operation. Therefore, the Offeror shall provide a complete training schedule based on the following requirements.

- SECURUS has read and will comply.**

SECURUS will provide system training, including documentation, covering the Secure Call Platform. All training is provided by experienced employees of SECURUS. At the end of the training module, including the completion of extensive hands on practice with the Windows-based user interface, participants will be able to perform the functions necessary to the basic operation of the Secure Call Platform. Training on the SECURUS Secure Call Platform, including supplemental and refresher training, is provided at no cost to Alaska DOC.

SECURUS offers an extensive training program, along with detailed documentation and automated voice instructions, in order to prepare the facility personnel and the inmate population for the use of the inmate telephone system. SECURUS' training program enables facility personnel to take advantage of the system's features beginning from the day of installation.

SECURUS will provide at least two days of on-site, classroom style training for various levels of facility staff. The training emphasizes hands on demonstrations to familiarize participants with the SECURUS Secure Call Platform. The courses are designed to encourage participants to practice the skills necessary to perform their daily functions on the SECURUS Secure Call Platform. As the system is a Windows based program, most participants find it easy to maneuver through the programs almost immediately.

Additionally, SECURUS will work with you to tailor our efforts to meet your training needs. We can also do separate classes for different groups of individuals to ensure that we are matching our training to each groups requirements and focus on their individual needs.

Training Course Elements

SECURUS is committed to ensuring that the users of the s are provided with ongoing training that will help them maximize the investigative and administrative potential of the system. The following table details the standard SYSTEM training course elements that SECURUS will provide at no charge. In addition, our customers are provided with detailed SYSTEM manuals and learning tools that will further complement their system administration capabilities.



Course Element	Description
<p>System Components: Purpose and Operation</p>	<p>Participants learn what a wide area network (WAN) and a local area network (LAN) are, and how they relate to the components of the system. All components of the system will be discussed, as well as the centrally located system server and backup system(s).</p>
<p>Secure Access: Multilevel Password Security Features, Functionality and Operation</p>	<p>Participants will be instructed on how to set up and assign different or specific access levels to authorized individuals. Participants will also learn how to modify initial access levels and or input additional levels based on facility clearance objectives and designated entry to each application.</p> <p>The facility administrator has the ability to determine system accessibility by assigning passwords and security levels to authorized personnel. Multi-Level access applies to each application of the system with three primary levels – Low, Medium and High. Participants will be trained in the manner for which appropriate application levels are applied.</p>
<p>System Live:</p> <ol style="list-style-type: none"> 1. Call Monitoring and Disabling 2. 'Live' Call Activation 3. Remote Access 4. Disabling 5. Investigative Tool 	<p>LIVE: Visual and Audio call monitoring will be described with specific instructions on how to activate the primary functions of this application. Specific features of the 'Live' monitoring screen will be discussed in detail to include:</p> <ul style="list-style-type: none"> • column headings • manipulation of the information order • 'hot' keys for disabling/enabling ports • multiple party monitoring <p>REMOTE: The monitoring application tools will be discussed to include on-site 'Live' monitoring and the remote access capabilities specific to performing tasks related to the 'Live' call retrieval and forwarding functions.</p> <p>DISABLING: Authorized personnel will also be trained in the area of phone control for the purpose of disabling individual or multiple ports when immediate action is required.</p> <p>INVESTIGATIVE: The potential to deter and control crime within the facility and outside the facility through the use of call monitoring will be discussed. Actual customer experiences will be shared with the participants.</p>
<p>Profiler: PIN & PAN Setup/Maintenance. Prisoner Identification #s Call Restrictions/Privileges Personal Allowed # Lists Global Assignment</p>	<p>Participants will learn how to:</p> <ul style="list-style-type: none"> • Establish an inmate PIN record with specific number assignments, time restrictions and audit trail of calls • Define a Personal Allowed Number list with specific number restrictions and called party association • Assign Private Number Status for attorney/client privilege (disables recording and monitoring capabilities) • Assign 'Watched' Number Status <ul style="list-style-type: none"> • Remote and on-site alerting capabilities • Apply Call Restrictions per PIN <ul style="list-style-type: none"> • Time of day restrictions • Call limitations based on daily, weekly and monthly • Special calling privileges • Access record for editing and modifications

Course Element	Description
	<ul style="list-style-type: none"> • Global number assignment
Watched Number Alert: Audible watched number alert	Selected participants will be instructed on how to designate specific numbers as 'watched' through the 'Watch Alert' feature of the Number Restrict Editor application.
Covert Alert: Remote Live Monitoring of Calls	Participants will be instructed on how to set up and establish remote call forwarding and monitoring for those numbers that are under surveillance. Participants will learn how to enter new numbers and the destination number to which the call will be forwarded once in progress. Additionally, participants will also learn how to display the active/inactive list of those numbers assigned a 'watch' status.
Call Playback Function: Recorded Playback Copy Function Restore Function	PLAYBACK: The participant will be taught how to selectively retrieve and listen to a pre-recorded conversation that is resident on the hard drive, backed-up to AIT device or other archival device. COPY: Participants will be instructed in how to copy a pre-recorded conversation to a CDR device that offers enhanced portability and a valuable tool for building a library of evidence. RESTORE: Instruction will be provided on the restorative capabilities of the system relative to the tape backup function.
Recorder Application: Hard-Drive Capacity Back-up Function Labeling Function	HARD-DRIVE: The participant will be versed in the storage capacity of the hard-drive with specific instruction on the importance of maintaining a tape drive back-up. BACK-UP: Instruction specific to the back-up process and storage life of the calls. LABELING: Participants will be instructed in the proper labeling of storage devices for the purpose of recall and playback of audio calls.
Three Way Call Detection: Methodology Options Available On-Site Controls	METHODOLOGY: Participants will be instructed in the methodology employed to reduce the incidence of 3-Way calls. OPTIONS: Instruction will be provided on the options (tag line messaging, call termination, etc.) available for handling potential 3-Way calls. CONTROLS: Participants will learn how to adjust the sensitivity settings to reduce the incidence of flagging calls that are not 3-Way attempts.
Restrict Number Editor: Search Parameters New Number Assignment Editing/Delete Restrictions Restrictions & Assignments Validation Codes	SEARCH: Instruction will be provided on the restriction feature, which allows authorized personnel to search, retrieve, review and edit number restrictions. The use of this feature as a tool to officers and investigative personnel will be described in detail. NEW: Instruction will be given on how to add a new number and apply restrictions to it such as 'Watched', 'Free', 'Call Block' and 'Private'. Use of the description field for comments or reasons for the restriction will also be discussed. EDIT: Participants will also be instructed on how to identify, edit and delete a telephone number and/or restrictions that has been previously entered in the system. RESTRICTIONS: Participants will review each of the number restrictions and assignments available through this



Course Element	Description
	<p>application to include call blocks, harass and PERMAblock function, free, private and watched status, and the wildcard feature.</p> <p>VALIDATION: Review the validation process. The associated codes and status of the number will be included.</p>
<p>Investigative Reports: Tracking/analyzing inmate call patterns Report Types Parameter Fields Selective Grouping Global Restrictions</p>	<p>REPORTS: Participants will review each of the 15 standard reports with discussion on the capability for generating user specific reports.</p> <p>PARAMETERS: The participant will be versed in the parameter fields relative to each report and how to generate a report with user defined information and report content. The participant will be informed of the investigative values of the report application. The parameter fields include information relative to each telephone, location, destination number, date, PIN, call duration, call type, frequency of calls, etc.</p> <p>SELECTIVE: Participants will receive instruction on how to perform group or individual call searches from a single application.</p> <p>GLOBAL: Participants will also learn about the value added function of the global administrator for number restrictions.</p>
<p>Call Tracker: Case notes with embedded conversations Investigative Tool Case Management</p>	<p>Participants will be instructed in how to establish an investigative log of calls with specific tracking identifiers. The instruction will also include the ability to search, edit and expand existing record logs and the value it offers the investigative unit for case management.</p>
<p>Transporter: 'True Portability with embedded call detail</p>	<p>Authorized personnel will be instructed in the methods to copy one or multiple calls to a CD that can be played on any PC without system software. Participants will also be taught how to create a CD for use on any audio stereo device (e.g., 'Boom Box' or car stereo system).</p>
<p>Optional Calling Methods: Debit Based Platform Prepaid Card CBS Account Prepayment</p>	<p>In addition to collect calling, additional calling options are available through the system. Participants will be provided with an overview of each option and the value it offers.</p> <p>DEBIT: The system offers a fully integrated debit based calling platform that offers additional tracking controls of the inmates calling activities.</p> <p>PREPAID: Cards can be purchased and then resold through the commissary to allow inmates to prepay for calls placed to friends and family.</p> <p>CBS: Family and friends have an option to prepay their phone charges through our dedicated customer care center.</p>

5.27.1 The Offeror shall provide training to DOC at no cost.

SECURUS has read and will comply.

5.27.2 The Offeror shall provide end-user training on site at the various DOC facilities.

SECURUS has read and will comply.

5.27.3 The Offeror shall provide on-site training for various levels of DOC staff including part-time and full-time system administrators, special investigators, and data entry specialists.

SECURUS has read and will comply.

5.27.4 The Offeror shall provide training for all assigned ITS system users on the following matters:

- A. How to create, delete and modify inmate records;
- B. How to generate appropriate system reports;
- C. How to maintain alert levels and respond accordingly when these levels are exceeded;
- D. How to change inmate restriction levels;
- E. How to initiate system restrictions including the shutting down of individual inmate telephones, groups of inmate telephones or the entire facilities systems; and
- F. How to use any filters to further refine searches for reports.

SECURUS has read and will comply.

5.27.5 The Offeror shall provide training on all components of the ITS.

SECURUS has read and will comply.

5.27.6 The Offeror shall provide full training on the provided recording equipment including the live monitoring of inmate calls, playback of archived calls and the transfer of calls to other media for playback at off-site locations.

SECURUS has read and will comply.

5.27.7 The Offeror shall provide refresher ITS system training for existing DOC personnel when required by DOC and at no cost to DOC.

SECURUS has read and will comply.

5.27.8 The Offeror shall provide additional training for new DOC personnel when required by DOC and at no cost to DOC.

SECURUS has read and will comply.

5.27.9 The Proposal shall describe any advanced ITS system training that may be available to DOC personnel whether provided on-site at an DOC facility or off-site at the Offeror's training facilities.

SECURUS has read and will comply.

5.27.10 The Proposal shall include the name and the title of the person who will have the overall responsibility for training.

SECURUS has read and will comply.

Karen Svensson, Technical Education Process Manager, will have overall responsibility for training.

5.27.11 Written material utilized in the training program shall become the property of DOC upon completion of the training sessions.

SECURUS has read and will comply.

5.27.12 The proposed ITS shall provide for on-line help for ITS operation, administration, reporting and management functions.

SECURUS has read and will comply.

5.28

Post Installation and Expansion Requirements

5.28.1 DOC may require the addition of equipment at its facilities after the original installation of the proposed ITS. The Offeror shall install additional equipment within 30 days of notification from DOC authorized personnel. This equipment and installation shall be at no cost to DOC.

SECURUS has read and will comply.

5.28.2 The Offeror shall be responsible for making all ITS system modifications necessary to allow inmates to place calls as industry dialing requirements change, at no additional cost to the DOC.

SECURUS has read and will comply.

5.28.3 The Offeror shall be responsible for complying with and updating the ITS system for any regulatory changes and requirements during the Contract term, at no additional cost to DOC. These regulatory changes and requirements include federal, state, county and municipal modifications.

SECURUS has read and will comply.

5.28.4 All call processing and call rating information shall be kept current by the Offeror to ensure the ability to place calls. This information includes, but is not limited to, local exchanges, area codes, vertical and horizontal coordinates, and any other information necessary to accurately process and rate calls. The Offeror shall provide DOC with rating information for all cases when requested by DOC.

SECURUS has read and will comply.

5.28.5 DOC reserves the right to renegotiate the Contract in the event that, (A) calling rates become noncompetitive and/or (B) advances in technology, equipment and/or software are such that retaining existing equipment and/or software would not be in DOC's best interest. (C) if the number or minutes of calls increase substantially due to unforeseen circumstances.

SECURUS has read and will comply.

5.29 Prepaid Calling Requirements

5.29.1 The proposed ITS must provide for inmate use through prepaid calling in addition to collect call mode. The Offeror shall develop a prepaid calling plan that shall allow for the establishment of a new prepaid account with the Contractor to be funded by a person(s) on the inmate's calling list who is duly approved by the DOC to receive calls from an inmate, as a voluntary alternative calling and payment procedure to the standard collect call procedure. Those accounts shall be established without an account set-up fee. This pre-paid program will not require staff time, maintenance, or cost from the DOC. The Offeror shall be responsible for providing staffing and any other resources necessary to implement a prepaid calling plan. The rates for consumer charges under the prepaid calling plan are set forth in Sections 5.28.8, 5.28.9, and 5.28.11. The commission owed to the DOC under the pre-paid calling plan is set forth in Section 5.29.10. **Prepaid calling cards if approved and utilized must be available through the facility commissary.**

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.29.2 At the beginning of the contract term, the prepaid, PIN-controlled mode shall be fully implemented at all DOC institutions listed in Table One. It is the intention of DOC to implement the ITS in a prepaid mode for all 50 states, United States territories and international countries.

SECURUS has read and will comply.

5.29.3 The proposed ITS shall process prepaid or collect calls depending on the choice made by the inmate caller or automated equipment. When placing a call, the inmate will be prompted, in advance, of insufficient funds on the account. The ITS shall confirm that funds are available in the pre-paid account after the telephone number and PIN are dialed by the inmate, but prior to placing the call.

SECURUS has read and will comply.

5.29.4 In order to utilize the features of the prepaid calling plan, the ITS system must be configured to use system PINS for phone calls. The ITS prompts for this information after capturing the dialed digits for each call. The ITS system should use

both the called number and the PIN to make prepaid call decisions. The PIN and telephone number identifies the prepaid account that must be checked for a sufficient balance. In order to insure appropriate coverage of prepaid call charges, the ITS system should freeze sufficient number of minutes allowed by the duration controls and the prepaid call rates which are mileage banded, date, and time-of-day sensitive. Money is frozen so that no other withdrawals may be made on that account while a call is in session. If the account balance is less than the amount needed to cover the maximum allowed call duration, the call is processed either as a prepaid call, but only for the length of time allowed by the existing balance or processed as a collect call.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.29.5 The proposed ITS must provide for true "answer supervision" for the debiting of prepaid charges. Debiting shall begin when the call is answered by the called party and shall terminate when either the inmate or the called party hangs up.

SECURUS has read and will comply.

5.29.6 The Offeror shall provide the prepaid call services required in this RFP through the use of an automated operator. An inmate shall never be connected to a "live" operator.

SECURUS has read and will comply.

5.29.7 The Offeror must describe the following functionality when the ITS system is operating in a prepaid mode:

A. Prompts inmate callers of:

(1) The dialed number is not on the inmate's approved calling list.

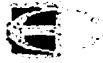
SECURUS has read and will comply.

The Secure Call Platform will prompt inmate callers in the prepaid mode if the dialed number is not on the inmate's approved calling list.

(2) To select the pre-paid or collect option after the phone number and PIN is keyed in, unless automated equipment handles this function.

SECURUS has read and will comply.

The Secure Call Platform will prompt the inmate to select the pre-paid or collect option after the phone number and PIN is keyed in. The feature can be programmed according to Alaska DOC's needs.



a. The call being terminated because of insufficient funds in the pre-paid account.

SECURUS has read and will comply.

The account balance is announced at the beginning of each prepaid debit call, and the call will only be placed if the account has sufficient funds to pay for at least a one minute call.

D. Checks account balance to determine whether sufficient funds exist to place the call.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

E. Sets the minimum and maximum call durations.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

E. Allows or restricts calls based on standard call controls such as PIN, called number, phone used, and time of day.

SECURUS has read and will comply.

For more information please refer to SECURUS' Detailed Technical Response in Attachment A of this document.

5.29.8 The Offeror's Inmate Class of Service prepaid call rates charged to the inmate, within Alaska, regulated by the RCA, shall not exceed tariff per minute rates and tariff per call surcharges, applicable to local, intrastate/intraLATA toll and intrastate/interLATA calls originating from DOC facilities collectively, including surcharges. The called party will pay a per call surcharge regardless of the duration of the call, in addition to specified per minute rates that vary based upon the type of call. The intrastate/intraLATA per minute rates are mileage banded, date, and time-of-day-sensitive. The Offeror's Intrastate Tariff Rates shall remain fixed for the term of the Contract and not be changed without the DOC's written consent.

SECURUS has read and will comply.

5.29.9 The Offeror's rates charged to the called party for prepaid calls outside of Alaska, regulated by the FCC, shall not exceed the tariff per minute rate for prepaid long distance calls and shall not exceed the surcharge rate for Inmate Class of Service. The Offeror shall provide its interstate per minute rate and surcharge. The

Offeror's interstate tariff rate and surcharge shall remain fixed for the term of the Contract and not be changed without the DOC's written consent.

SECURUS has read and will comply.

5.29.10 The Offeror shall provide a percentage of the gross call cost for all answered prepaid calls as a monthly commission fee to DOC. The monthly commission percentage paid to DOC shall not be less than 50% of the gross call cost for all answered prepaid calls. The Offeror shall not deduct fraudulent, un-collectible or un-billable calls, Local Exchange Carrier (LEC) access, LEC or long distance usage, maintenance or any costs of running the ITS, from the gross call cost for all answered prepaid calls prior to applying the commission percentage rate for DOC. In other words, the commission percentage rate shall be based on gross call cost including per call surcharges and per minute charges, not the net after expenses.

AMENDMENT NUMBER ONE:

The following changes/additions are required:

Change Section 5.29.10 of the RFP to read:

5.29.10 The Offeror shall provide a percentage of the gross call cost for all answered prepaid calls as a monthly commission fee to DOC. The Offeror shall not deduct fraudulent, un-collectible or un-billable calls, Local Exchange Carrier (LEC) access, LEC or long distance usage, maintenance or any costs of running the ITS, from the gross call cost for all answered prepaid calls prior to applying the commission percentage rate for DOC. In other words, the commission percentage rate shall be based on gross call cost including per call surcharges and per minute charges, not the net after expenses.

SECURUS has received and read the AMENDMENT NUMBER ONE changes and responded in the Cost Proposal as required.

5.29.11 The Offeror's Rates for international calls shall be the current prevailing cost for international calls to the specific country being called.

SECURUS has read and will comply.

5.29.12 A check for the commission amount, for the prepaid mode, shall be sent to DOC no later than 45 days after the close of the billing month. For example, a commission check for calls made during April shall be forwarded to DOC no later than June 15th. A summary report shall be provided with each commission check, that includes the following :

A. Total commission figure broken down by institution;

SECURUS has read and will comply.

B. Listing of total minutes, total calls by institution;

SECURUS has read and will comply.

C. Amount billed for services at each institution.

SECURUS has read and will comply.

5.29.13 Inmates will get information on how to use the prepaid calling plan and how their family and friends can use it. The Contractor will provide information to the DOC outlining the policies and procedures of the prepaid calling plan, including but not limited to, a description of the features of the plan and instructions to families and friends as to how to set up the account. The DOC will then distribute this information to inmates. The Contractor shall work with the DOC to educate the inmates, friends, and families regarding the process for establishing a prepaid account and understanding the features of the plan. The Contractor will publish a "1-800" number for inquiries related to the prepaid calling plan. The Contractor's representatives will assist inmate family members and friends with payment questions and other customer service inquiries. The Contractor shall provide information regarding hours and days of operation of the customer service system on a 24 x 7 basis. All hours of operation shall be shown using Alaska time.

SECURUS has read and will comply.

Prepaid for Friends and Family

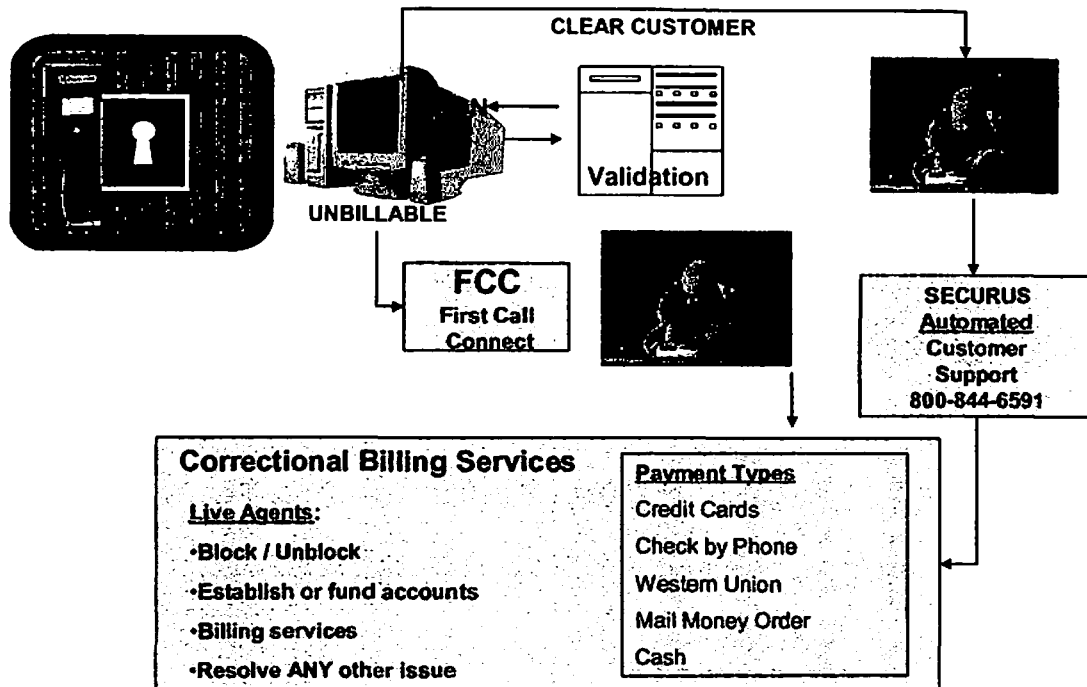
Prepaid Accounts allow the end user complete control of his or her account. The customer can deposit any amount of money into the account and can monitor the amount of money s/he wishes to spend on collect calls from the prison.

Alternate billing options are presented to customer as the solution for call completion, such as Prepayment, or Direct Billing for Special Accounts (bail bonding companies, attorneys, public defenders, etc).

With prepayment, the customer is asked to submit payment to establish Prepaid Account. Payment options are:

- **Western Union Quick Collect**
- **Visa, MasterCard by phone**
- **Check by phone**
- **Money Order, Cashier's check by US Mail**

Below is an illustration of CBS process diagram.



The customer must maintain a positive balance in account to avoid line restriction. The customer will receive an automated courtesy call when account balance reaches \$20.

"This is Correctional Billing Services. This courtesy call is being made to advise you that the balance in your prepaid account is \$20 or less. To prevent any interruption in your service, please forward additional payment, or call Correctional Billing Services at 800-844-6591. Again, that number is 800-844-6591. Thank you."

The end user can call into the Correctional Billing Services' automated system to access account status at any time, and can also talk to a live operator for assistance.

Prepaid Debit

SECURUS' prepaid debit option allows inmates to pay for the calls they make from a correctional facility, including international calls, with funds from their trust account transferred to a telephone pre-pay account.

Facilities utilizing the SECURUS system have complete administrative control over this prepaid option, including establishing the prepaid accounts, applying funds to those accounts, managing reporting functions and issuing refunds where appropriate.

Each prepaid debit account utilizes a PIN to ensure the inmate's account is properly secured and no one else can charge calls to that account. The account balance is announced at the beginning of each prepaid debit call, and the call will only be placed if the account has sufficient funds to pay for at least a one minute call.

Friends and Family Assistance

SECURUS will provide both web-based and telephone-based access to family and friends for services including complaint resolution, call refunds, and number blocking/unblocking. Inmates' family and friends' concerns related to the Inmate Telephone Service will be handled by 400 professionals of the Correctional Billing Services (CBS), the largest Customer Care Center in the inmate calling industry. CBS is a division of SECURUS, created specifically to address billing, call blocking and any other concerns inmates and their families and friends might have. This division is also responsible for maximizing collect call completion and improving inmates' and their families and friends' communication. CBS is available to the inmates' friends and families 24 hours a day, 7 days a week through a call center (7 days a week) or internet support applications (24 hours per day and 7 days a week).

SECURUS will also provide a brochure that Alaska DOC can distribute to inmates with instructions on how friends and families can set up prepaid accounts.

Please refer to *Attachment M – Prepaid Calling Cards*.

5.30 Phase Out Plan

The Proposal shall describe a plan for a phase-out situation at the expiration or termination of the Contract term should the Offeror not be selected for the next contract to provide an ITS to DOC. Upon the expiration or termination of the Contract, should DOC award any succeeding contract for inmate telephone service to a vendor other than Offeror-Contractor, Offeror- Contractor agrees to cooperate fully and in all respects with the DOC, and the new contracted vendor in accomplishing an efficient and effective transfer of responsibilities.

SECURUS has read and will comply.

It is SECURUS' standard practice to work closely with the customer and new vendor enforcing a smooth transition from our service to another, including but not limited to the existing PIN/PAN information to the new provider in a multitude of file formats. SECURUS understands that maximum uptime of communications is important to the facility and residents of the facility.

Installation of individual telephone sets is the most time consuming task during a transition and SECURUS allows purchasing of existing sets in place or if all new equipment is required, SECURUS will permit the new vendor to remove existing sets while installing their own.

Provisioned services from Local Exchange Carriers will remain active until all services for a facility have been replaced with the new vendor's services. Additionally all cable termination blocks installed by SECURUS will be clearly labeled and considered the property of the Alaska DOC, providing a clear demarcation point for the new vendor.

5.31

Installation of the ITS Equipment and Software

5.31.1 Installation shall conform to the applicable Alaska Building Code, National Electric Code (NEC) and all other applicable national, state, and local codes and with accepted telecommunications' industry standards.

SECURUS has read and will comply.

5.31.2 Where components, cables, cabinets, etc. are mounted on walls, ceilings, etc., suitable anchors shall be used, so that if any one hanger should fail, the device will remain securely in place.

SECURUS has read and will comply.

5.31.3 Unless otherwise noted, all cable and components shall be supported by the building structure. Cables shall not be fastened to or lay on, a suspended ceiling. Cables shall not be fastened to the support wires of suspended ceilings, electrical conduits, or any mechanical or plumbing system pipe or other equipment.

SECURUS has read and will comply.

5.31.4 All manufacturers' specifications and recommendations shall be strictly adhered to. Cable pulling tension and bend radii are critical because improper handling will cause physical abnormalities that will cause signal degradation.

SECURUS has read and will comply.

5.31.5 The Offeror shall re-use existing station cabling installed at each DOC institution for the Inmate Station Equipment (Telephones). In cases where existing cabling cannot be used, the Offeror shall install new station cabling (Category 5E minimum) at no cost to DOC. Any new cabling shall include wall plate, cross connection, patch cords, etc., as required by the DOC.

SECURUS has read and will comply.

5.31.6 The Offeror shall obtain DOC's permission, in writing, before proceeding with any work that requires cutting into or through girders, beams, concrete or tile floors, partitions, or ceilings, or any work that may impair fireproofing or moisture proofing, or potentially cause any structural damage. DOC does not anticipate that such work will be required to install the ITS equipment.

SECURUS has read and will comply.



5.31.7 The Offeror shall protect all building components, finishes and equipment from damage and, if so damaged, the Offeror shall be responsible for any needed repairs or replacements, to the satisfaction of DOC.

SECURUS has read and will comply.

5.31.8 The Offeror shall always keep the work site free from accumulation of waste materials and/or rubbish resulting from delivery of services. Offeror shall keep the site at least broom clean. Upon completion of installation at the work site, Offeror shall ensure that all of Offeror's tools, construction equipment, machinery, temporary structures; surplus/waste materials and rubbish are removed from the worksite.

SECURUS has read and will comply.

5.31.9 Exposed wiring, wire mold or other surface mounted raceway shall not be permitted in finished areas unless pre-approved by DOC.

SECURUS has read and will comply.

5.31.10 The Offeror shall provide all necessary labor, equipment and accessories to complete the installation work in a satisfactory manner.

SECURUS has read and will comply.

5.31.11 The Offeror shall ensure that all of its work and materials shall comply with all local, county, state and federal laws, ordinances and regulations as well as any direction of inspectors appointed by proper authorities having jurisdiction at each DOC facility.

SECURUS has read and will comply.

5.31.12 The Offeror shall acquire all necessary permits, etc. Should violation of Codes occur relating to this ITS, the Offeror shall correct the situation at no cost to DOC.

SECURUS has read and will comply.

5.31.13 The Offeror shall conduct all work in harmony with other trades.

SECURUS has read and will comply.

5.32 Wiring Standard

5.32.1 Any additional wiring work that is done shall be performed in accordance with the manufacturers' published standards and guidelines for a premise distribution system. The purpose is to establish the highest level of end-to-end capability and to prepare for future requirements.



SECURUS has read and will comply.

5.32.2 Offeror shall follow manufacturers' wiring standards for cross-connect activities and any additional wiring that may be required throughout the building.

SECURUS has read and will comply.

5.32.3 The Offeror is responsible for cross-connecting new systems to existing wiring schemes. Offeror should not assume that existing facility wiring is properly labeled and identified.

SECURUS has read and will comply.

5.32.4 Offerors shall assume that there will be some changes to current station arrangements.

SECURUS has read and will comply.

5.32.5 Grounding and bonding shall meet or exceed EINI-607.

SECURUS has read and will comply.

5.32.6 Additional telephone station wiring shall be twisted pair, 24 gauge, Category 5E, and shall be UL listed CMP, and shall conform to accepted industry, FCC and NEC Standards as applicable to size, color code, insulation, etc. All Offeror installed wiring shall be new.

SECURUS has read and will comply.

5.32.7 Cable connections, splicing and termination shall be done in accordance with accepted industry practices and manufacturer's instructions.

SECURUS has read and will comply.

5.32.8 All supporting devices for the cabling must not pinch, bind, crimp, or in any other manner cause the physical or performance characteristic alterations of the cables.

SECURUS has read and will comply.

5.32.9 The Offeror shall be responsible for all costs associated with the testing of wiring, both new and old, in preparation for the implementation of the new ITS.

SECURUS has read and will comply.

5.32.10 The Offeror shall be responsible for assuring that existing station wiring will not adversely affect the performance of the Offeror's equipment or subsystems and that distribution to user terminals will meet manufacturers and the DOC requirements.



SECURUS has read and will comply.

5.32.11 The Offeror shall work with the DOC to determine the exact times when Inmate Station Equipment (Telephones) can be replaced to reduce "down time".

SECURUS has read and will comply.

5.33

Patching and Painting

Offeror is responsible for restoring damaged walls, ceilings, and/or wall coverings to their original condition.

5.33.1 The quality of workmanship shall be "Type 1 - Recommended," as set forth in the latest edition of the Painting Specifications of the Painting and Decorating Contractors of America,

SECURUS has read and will comply.

5.33.2. The quality of patching shall maintain the same fire rating as the original wall or ceiling covering.

SECURUS has read and will comply.

5.33.3 Cutting and patching requirements shall be submitted to the DOC project representative for their approval.

SECURUS has read and will comply.

5.34

Fire Stopping and Smoke Seals

Fire stopping includes, but is not limited to, openings in fire-rated floors and walls for cables, conduits and trays. Fire stopping materials shall conform to ratings as required by local and state building codes and as tested by nationally accepted test agencies per ASTM E814 and UL 1479 fire tests.

5.34.1 Fire ratings shall be a minimum of one (1) hour but not less than the fire resistance of the floor or wall being penetrated.

SECURUS has read and will comply.

5.34.2 Codes and Standards for fire stopping materials include:

ASTM E814

UL 1479

NFPA 101-88. 6-2/2/5 and 6-2.2.8

SECURUS has read and will comply.



5.34.3 Installation shall conform to manufacturer's printed instructions for installation.

SECURUS has read and will comply.

5.34.4 Fire stop materials shall be non-combustible silicone elastomer sealant having a UL classification as a "fill, void or cavity material."

SECURUS has read and will comply.

5.34.5 The Offeror shall submit manufacturer's product data, specifications, and installation instructions to the DOC Project Representative for review and approval prior to making any penetrations.

SECURUS has read and will comply.

5.34.6 All penetrations and accompanying fire stopping shall be documented in writing by the Offeror. Such records shall include objects penetrated, characteristics of the penetration, and location,

SECURUS has read and will comply.

5.34.7 DOC staff and applicable Code authorities shall examine fire stops prior to closing out work.

SECURUS has read and will comply.

5.34.8 Fire stopping of new penetrations shall occur by the end of each working day.

SECURUS has read and will comply.

5.35 Security

The work comprising this ITS shall be performed at DOC institutions listed in Table One. The Offeror and subcontractors shall comply with the following special working conditions:

5.35.1 Be cleared for security access by DOC. Offeror shall submit a list of names of all persons expected to be on the work site. The completed list shall be submitted, for approval, to the DOC prior to any person's appearance at the work site. See attachment 10, Security Information Sheet.

SECURUS has read and will comply.

5.35.2 Daily check-in with DOC security and follow all DOC security rules.

SECURUS has read and will comply.



**5.36
Safety**

5.36.1 Offeror shall comply with federal, state, municipal, and OSHA laws, rules, regulations, and code requirements.

SECURUS has read and will comply.

5.36.2 Offeror shall be responsible for initiating, maintaining, and supervising all safety precautions and programs in connection with performing Contract services. Offeror shall take all reasonable precautions for safety of, and shall provide all reasonable protection to prevent damage, injury, or loss to the following: (A) all employees providing service and other persons who may be affected thereby; (B) all materials and equipment to be used in providing the services; and (C) other property at the site or adjacent thereto.

SECURUS has read and will comply.

5.36.3 Offeror shall ensure that required fire-fighting apparatuses are accessible at all times. Flammable materials shall be kept in suitable places outside the DOC institution.

SECURUS has read and will comply.

5.36.4 The Offeror shall comply with all DOC requirements for facility access including, but not limited to, tool control, background checks and dress code,

SECURUS has read and will comply.

**5.37
Problem Notification**

If the Contractor becomes aware of possible problems that could result in delay in completion of the ITS system or schedule then immediately notify the designated DOC project representative by telephone, with written confirmation within 72 hours, giving the cause and probable effect, and recommendations for corrective action. Failure to promptly notify DOC may be a basis for determining Contractor's negligence in an otherwise excusable delay. Possible delay problems shall not be interpreted as relieving the Contractor from contractual responsibilities.

SECURUS has read and will comply.

**5.38
Delivery**

DOC may delay any delivery to a mutually agreeable time. All deliveries shall be FOB destination. The Offeror shall be on-site to receive all deliveries.

SECURUS has read and will comply.

**5.39
Work Schedule**

The successful contractor will be required to submit their filing for RCA certification within 30 days of contract award.

- SECURUS has read and will comply with the understanding that upon contract award, required filings for local collect calling will be submitted immediately with the Regulatory Commission of Alaska. Delays beyond the control of SECURUS do to RCA's untimely approval of applicable tariff's should not be considered as a failure to perform.**

The systems must be installed and fully operational within 120 days of RCA certification of the successful contractor. The successful contractor must comply with all RCA requirements.

- SECURUS has read and will comply.**

Experience and Qualifications

Staff Qualifications – A current resume/vitae of education, training and experience for each individual (contractors, contract staff, subcontractors, and volunteers) who will be providing direct treatment services must be included with the offeror's proposal. If the offeror proposes to utilize a subcontractor for the provision of services, a letter of commitment and current resume/vitae from each proposed subcontractor must also be included with the offeror's proposal. (See Section 1.14 for more information on subcontracting.)

Resumes must include information that clearly delineates the qualifications, training, and experience of each individual who has been identified to provide services under the terms of the contract. (Copies of current state licenses and certifications must also be included, as appropriate. See Section 6.03[b]).

SECURUS has read and will comply.

SECURUS has an organizational structure designed to provide efficient delivery of services and products to our customers. The following are unique departments and their primary responsibility in delivering outstanding service to our customers:

<u>Department</u>	<u>Role</u>
Field Operations	Maintenance of Equipment and Networks
Engineering	Designs Customer Specific Systems
Installation	Installs New Systems
Service Center	Trouble Reporting and Resolution
Network Operations Center	Network Monitoring and Trouble Resolution
Customer Billing Services	Account interface for Friends and Families
Administrative Services	Provides Administrative Assistance to Facilities
Billing Operations	Manages the Billing/Account Validation Process
Product Management	Product Lifecycle Management
Applications Development	Creation of Software and Telephony Programs
Quality Assurance	Application and hardware testing
Research and Development	Scientific Innovation Applied to Products
Accounting and Finance	Financial Integrity
Human Resources	Attracting and Retaining High Quality People
Purchasing	Supplier Identification and Order Fulfillment
Legal	Contract and Corporate Compliance
Regulatory	Compliance with local, state and federal regulations
Customer Satisfaction	Obtains Customer Feedback via Surveys
Sales	Customer Communications
Marketing	Product and Corporate Promotion

The most important aspect of our organization structure as presented below is that each of these departments is committed to providing the administrative structure that interfaces with our accounts. The key person in our administrative structure will be Kevin Collins, the Account Manger for

your account. The Account Manager is your single point of contact for all issues relating to services and products provided by SECURUS. For the Alaska DOC, the Account Manager will be dedicated to your account and will be assisted by Ken Rose, Regional Service Manager, and dedicated to provisions of services to the Alaska DOC. From an administrative perspective, the Alaska DOC will also be in contact with our service center, 24 hours a day, 7 days a week, to report specific problems at your sites.

SECURUS has provided brief bios for each of our key personnel below. For detailed resumes, please refer to *Attachment J – SECURUS Key Personnel Resumes*.

***Kevin J. Collins, Senior Account Executive
SECURUS Technologies DOC Team***

Kevin Collins has been with SECURUS Technologies in various management capacities for eleven years and has been involved in the telecommunications industry for over 22 years. As Senior Account Executive for the SECURUS DOC team his responsibilities are establishing the business relationships with State Department of Corrections and managing the Canadian Corrections Market with strategic partners.

Further responsibilities are interfacing with various account teams, product teams and industry consultants to develop creative solutions. His past experiences include the role as Regional Vice President Prison Market. His role included the account management of several Regional Bell Operating Companies, State Department of Corrections market, and the Canadian Corrections market. His various past responsibilities included the management of the T-NETIX account management team for the Midwest and Qwest Communications territory. The Canadian Criminal Justice relationship was initiated in February 2000 as the Canadian corrections market opportunity emerged with TELUS Communications.

Prior to joining T-NETIX, Inc. Mr. Collins was in sales management in the telecom industry managing a \$100M+ annual revenue stream in major account markets including IBM, Hewlett-Packard, Chevron, Lockheed Martin, Lucent, and Exxon.

Ross Preston, Account Executive

Ross Preston has over 24 years experience in the telecommunications industry. He has held management positions with MCI Telecommunications, Qwest Communications and Verizon Business. The past 12 years of his career has been spent serving the Government Markets sector for a variety large communications contracts. Those contracts included; inmate telecommunication services, voice, video and data as well as application based services. While with MCI Telecommunications Ross was the company liaison with direct responsibility for the partnership with the

DOC's satisfaction. Ross has overseen inmate telecommunications contracts for the State of Florida, Arkansas and Louisiana.

Andy Fall, Former Territory Manager

Andy Fall is the current Account Manager for SECURUS Technologies serving the Alaska DOC and has acted in that capacity since December 2004. Andy currently provides Account Management for facilities in Idaho, Oregon and Washington as well.

Andy has over 10 years experience in sales and sales support of Inmate Telephone Systems to City, County, State and Special Jurisdictions and over 20 years experience in sales and sales support of products and services to the Corrections Industry including commissary, trust fund software and identification biometrics

Andy holds an undergraduate degree from Whittier College and a graduate degree from Pepperdine University.

Andy is based in Portland, Oregon.

Ken Rose, Regional Field Service Manager

Ken is currently responsible for all Field Service Technicians in WA, AK, OR, NV, CA, & AZ. He will be the first point of contact for any escalation issues that may arise. Ken has over 26 years experience in the telecommunication field, with the last 8 years in the inmate industry. He holds a Masters degree in Computer Information.

James LeBoeuf, Product Engineer

James has supported inmate systems and correctional facility accounts for over 17 years in Operations Management and Technical Sales. He has been directly involved with Installation and Maintenance of 300+ correctional facilities and indirectly involved as team management for 1000+ facilities throughout the Continental US and Alaska.

Helen McCoy, DOC Sales Specialist

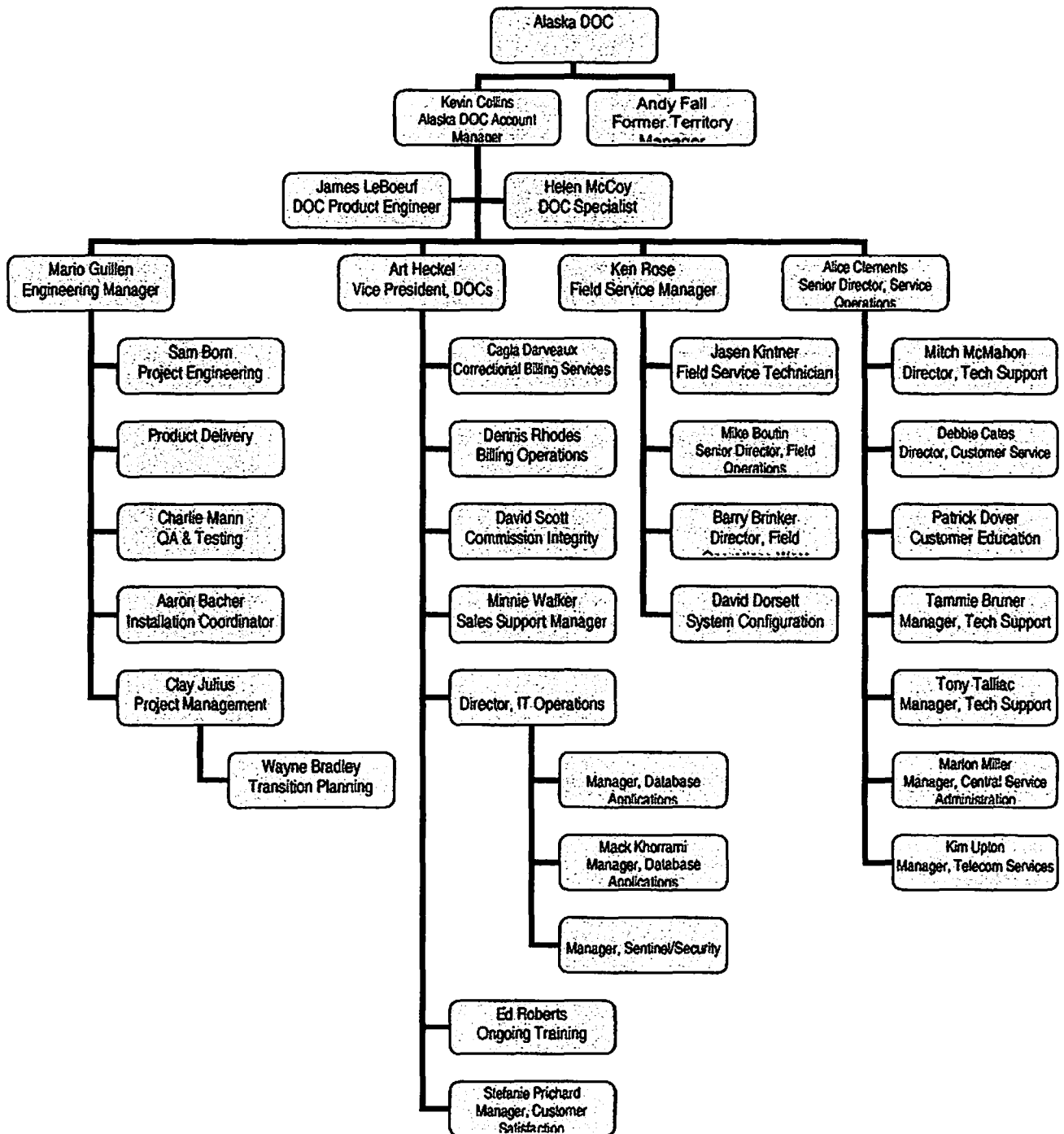
Helen has more than 30 years experience in telecommunications customer service, resolving service concerns/issues to ensure customer satisfaction. During her time with SECURUS, she has been responsible for coordination of system solutions including installation, maintenance and repair and has handled special long distance contracts for the Indianan Department of Corrections, Kansas Department of Corrections, and New Jersey Department of Corrections.

Jasen Kintner, Field Technician

Jasen has sixteen years combined telecommunications experience with the United States Army, General Communications, Inc., Communications Consultants, Inc., and SECURUS Technologies, Inc. He is a four-time Army



medal awardee for outstanding job performance who prides himself on adapting readily to difficult situations and working hard to produce a favorable solution. His experience includes developing a course of instruction for a company of 185 people which resulted in improved and enhanced communications in fixed, mobile, and remote site locations.



Experience Providing Services – (Distinguish between an agency or individual managing or administering services as opposed to direct services provision.) The offeror must indicate prior experience in administering the services required under this RFP, or similar services, including any experience in providing services within correctional environments and/or to correctional clientele. At a minimum, offerors should address the following in their submitted proposals:

- SECURUS has read and will comply.**

Include a description of similar services provided and dates;

Include reference names and phone numbers that can provide confirmation of services rendered.

- SECURUS has read and will comply.**

References

North Dakota DOC

**Tim Schuetzle, Director of Prisons
3100 Railroad Ave
Bismarck, ND 58501
(701) 328-6111
701.328.6640 (Fax)
Tschuetz@state.nd.us**

North Dakota DOC has 1,400 inmates in 3 facilities with approximately 80 inmate telephones. All DOC facilities installed our call management systems since 1995. Current systems provide for collect and prepaid calling services, integrated recording, and Web managed applications.

Indiana DOC

**Office of Information Technology
Greg Tuttle, Telecom Manager
Technology Services Division
302 West Washington
Indianapolis, IN 46204-2738
317.232.6933
317/232-5865 (Fax)
GTuttle@tsd.doc.state.in.us**

Indiana DOC has 21,500 inmates in 30 facilities served by 1168 phones. State of Indiana awarded a four year long distance service contract with two year options for the Department of Corrections to T-NETIX a subsidiary of SECURUS technologies in September 2001. All DOC institutions have been utilizing SECURUS call management systems with recording capability since 1995.

Maryland DOC**Dayena M. Corcoran****Asst. Warden****Maryland DPSCS****MCI Women's****7943 Brockbridge Rd.****Jessup, MD 20794****(410)379-3803**

In a very rate conscious State of Maryland (ADP 26,750, director provider for the last 3 yrs., call platform provider since 1994) SECURUS was able to substantially reduce costs to inmates and their families and still provide outstanding investigative capabilities and service, with no service interruptions.

TELUS Communications DOC**David Fowler, Director****3202-25 Avenue SW****Calgary, Alberta****Canada T3E0K6****(403) 530-4512****(877) 711-0111**

TELUS Communications utilizes a SECURUS Technologies centralized call processing networked based system for all British Columbia and Alberta Provincial correctional facilities installed in April 2001. Platform provides for collect and prepaid calling services, integrated recording, Web managed applications, and Voice verification application.

Governing Policies – if applicable, include a copy.

SECURUS has read and will comply.

A sample Service Schedule and Master Services Agreement are included in Attachment K – SECURUS MSA and Service Schedule.

Litigation History – Offeror must include a summary of all litigation (including bankruptcy cases) associated with providing the same services, or services similar to those required in this RFP. Include past five years and present litigation in which the offeror (and any person in this offeror's current administration who will be responsible for the administration or operations related to providing these services) has been named a party, including state jurisdiction, case number, and final disposition. Litigation of personal issues not germane to the services herein (i.e., automobile not related to substance abuse, divorce, child custody or support) is not required.

SECURUS has read and will comply.

In response to the request for a statement from the Offeror, which in our case is both Evercom and SECURUS (referenced collectively as the "Companies"), explaining any lawsuits specifically associated with providing the same services, or services similar to those of this RFP, which were filed within the last five years, the Companies have, from time to time, been subject to various legal proceedings and claims that arise in the ordinary course of business operations, including, suits brought by prisoners or their family members and by our competitors involving patent matters. The Companies believe that the ultimate disposition of the pending litigation will not have a material impact on its financial condition or its ability to perform under the proposed contract. With respect to the Companies' material litigation, a list can be found on a regular basis in SECURUS' Annual Report publicly filed with the U.S. Securities and Exchange Commission. The cases in the Annual Report that involve Evercom or SECURUS have been explained in detail below for easy reference.

Evercom was recently dismissed from a lawsuit in the Superior Court for the State of California in and for the County of Alameda, captioned *Elena Condes, Brian H. Getz, Bicka Barlow and Christopher Fank, on behalf of themselves and all others similarly situated v. Evercom Systems, Inc. et al*, Case No. 2002054255, filed on June 12, 2002. In *Condes*, Evercom, along with other inmate telecommunications providers, was named in this suit in which the plaintiffs have alleged that they were incorrectly charged for collect calls from a number of correctional facilities as a result of systematic defects in the inmate calling platforms of all the telecommunications provider defendants. Evercom executed a settlement agreement with plaintiffs in December 2005, and the court granted final approval of the settlement in 2006. Evercom did not admit to any wrongdoing and has vigorously denied each and every allegation in the case.

On February 2, 2006, Evercom was named in a putative class action in Florida federal court captioned *Kirsten Salb v. Evercom Systems, Inc., et al.*, filed in the United States District Court for the Southern District of Florida – Miami Division, Case No. 06-20290-civ-UNGARO-BENAGES/O'SULLIVAN. Evercom is alleged to have violated the Florida Deceptive and Unfair Trade Practices Act and other common law duties because of the alleged incorrect termination of inmate telephone calls. Plaintiff, who received calls from an inmate, seeks restitution and compensatory on behalf of a class of persons who receive inmate calls from Florida correctional sites that are served by Evercom's platforms. The court has recently administratively dismissed the case.

Moving to the cases involving patent matters, Evercom, Inc., Evercom Systems, Inc., Evercom Holdings, Inc., (referred to collectively as "Evercom") are named parties in the lawsuit captioned *TIP Systems, LLC and TIP Systems Holding Co., Inc. v. Phillips & Brooks/Gladwin, Inc., et al.*, Case No. H-04-371, filed September 24, 2004, which was filed in the United States District Court for the Southern District of Texas (Houston Division). In *TIP Systems*, Evercom, along with other inmate telecommunications providers, is alleged to have

infringed on patents concerning “cord-free” or “hands-free” inmate phone technology. This lawsuit against the Evercom defendants recently was dismissed on March 1, 2007, when the Evercom Defendant’s motion for summary judgment was granted on the issue of non-infringement. This case is on appeal. The TIP Systems entities have also filed a lawsuit captioned *TIP Systems, LLC and TIP Systems Holding Co., Inc. v. SBC Operations, Inc., et. al.*, Case No. H06 0253, filed January 23, 2006, which was also filed in the Southern District of Texas. SECURUS Technologies, Inc. is a named party to the suit, which alleges substantially similar allegations concerning patent infringement claims for “cord-free” or “hands-free” inmate phone technology. SECURUS Technologies denies any wrongdoing and will vigorously defend each and every allegation in the case. This case is still pending and our company has filed a motion for summary judgment.

On November 9, 2005, SECURUS Technologies, Inc. filed suit in the District Court of Dallas County, Texas, Case No. 05-11374-M, against AGM Telecom Corporation and former employees of various Company affiliates, captioned *SECURUS Technologies, Inc. v. David McEvelly, George McNitt, Thomas Miller, Steven Capitano, Brian Dietert, and AGM Telecom Corporation*, alleging, among other things, breach of contract and misappropriation of trade secrets. In the lawsuit, various defendants have counterclaimed for alleged violations of the Texas Business & Commerce Code, for disparagement, defamation, and tortious interference. The court recently granted the motion of certain Defendants to compel arbitration of the matter. Case is currently set for non-jury trial on September 18, 2007. The Company denies any wrongdoing with respect to the alleged counterclaims and will vigorously defend each and every counterclaim asserted by defendants.

On October 4, 2006, Evercom Systems, Inc., filed suit in the U.S. Federal District Court for the Eastern District of Texas, Case No. 2-06cv-426-TJW, against (i) Global Tel*Link Corporation; (ii) AGM Telecom Corporation; and (iii) FSH Communications, LLC. for patent infringement of several patents related to the inmate correctional services and telecommunications industry by each such defendant. Discovery has commenced in this case.

Naturally, from time to time in providing services elsewhere throughout the country, minor invoice disputes or small claims cases arise in the ordinary course of business parties who are billed for inmate calls and these matters are successfully resolved either to the satisfaction of both parties or through affirmative relief granted by the court to dismiss claims lacking merit.

By this response, the Companies have used their best efforts to provide a thorough statement based upon records accessible to the Companies. The descriptions are intended to fully satisfy the request for a statement explaining the litigation of the Companies, while recognizing that certain outside persons having access to this publicly available document could use information for inappropriate purposes, unintended by the requesting party. If any additional



specifics are required related to matters described herein the Companies will certainly accommodate any such reasonable request.

Budget Narrative

Proposers are to include an explanation of how the costs were derived in sufficient detail to allow analysis of the logic, adequacy, and appropriateness of the offeror's proposed budget. (The proposal's budget narrative will be evaluated as part of Section 6.04[a].)

SECURUS has read and will comply.

SECURUS will be providing service at NO COST to the Alaska DOC. SECURUS has built a business case and financial model that estimates the revenue associated with end user collect and prepaid calling charges and compares this revenue to cost of providing service. Under the terms of this contract, SECURUS will not charge the Alaska DOC for any of the SECURUS costs listed below.

- **A major cost component is the sharing of revenue (commission payment) with Alaska DOC.**
- **Bad debt**
- **Engineering**
- **Equipment costs for telephones, customer premise equipment, including equipment used for network services and call processing**
- **Installation and maintenance associated with this equipment**
- **Shipping charges**
- **Insurance and Bond fees**
- **Taxes**
- **Sales costs, including travel and expenses**
- **Personnel costs associated with field support services**
- **Personnel costs associated with call center customer services**
- **Toll free calling to customer service**
- **Line charges for access services**
- **Long distance telephone charges for network services**
- **Call validation services**
- **Billing and Collection charges**

As mentioned in previous responses, SECURUS has an industry leading position in the inmate telecommunications market. The competitive market

requires that SECURUS provide high quality service at competitive end user rates with a competitive commission offering.

Personnel – The rates proposed must include all direct and indirect costs associated with performance of the services required in this RFP. Direct cost is the cost of the individual's time providing the direct service that includes, but is not limited to, personnel costs and fringe benefits. Indirect costs associated with the performance with this contract include but may not be limited to insurance, supplies, overhead, local travel, etc.

SECURUS has read and will comply.

The cost of a technician per year is \$ 78,000 per year. This includes both salary and fringe benefits cost for the employee. There is also a direct cost of travel of approximately \$ 100 k per year. This includes meals, airfare, lodging and vehicle rental. We will also incur substantial indirect costs these include customer service, billing & collection, and selling, general and administrative costs.

Travel Expenses – Proposed compensation for travel, if applicable, (and in general for offerors who live outside the service area) for the purpose of providing services under Section Five of this RFP should be clearly stated in the budget narrative and cost proposed.

Offerors should clearly specify the number of trips that will be necessary (annually) to provide services as specified in their proposed Plan for Services. Provide as much detail as necessary to support any travel and related costs.

Compensation for travel, if proposed, may consist of lodging, meals, and travel expenditures for the purpose of providing services under this RFP. See Attachment #10 for travel reimbursement policy.

SECURUS has read and will comply.

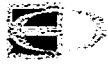
As the incumbent ITS provider we have not forwarded any requests for compensation for travel expenses. We believe this is all part of our doing business with the State. In answer to the question we have been to each site in 2007 as listed below:

	Preventive Maintenance	Handset Repairs	Misc Phone Issues	Installation - Additions and Moves	System and Network Issues
AK - ANCHORAGE JAIL	5	50	10	1	2
AK - ANVIL MT.	1	5	8		
AK - COOK INLET	3	33	17	1	5
AK - FAIRBANKS	1	26	17	1	3
AK - HILAND/MEADOW	3	12	10		5
AK - KETCHIKAN	1	12	7	1	1

	Preventive Maintenance	Handset Repairs	Misc Phone Issues	Installation - Additions and Moves	System and Network Issues
AK - MATSU	3	8	13	1	
AK - PALMER	3	16	14	2	10
AK - POINT MACKENZIE	1		11	1	2
AK - SPRING CREEK	1	10	21	1	1
AK - WILDWOOD	4	23	14		1
AK - YUKON-KUSKOKWIM	1	19	7		
AK - LEMON CREEK	1	30	10		1
Totals	28	244	159	9	31

This resulted in unreimbursed travel expenses as follows:

16 Flights	\$8600
Lodging and Meals	\$470
Other Transportation (ferry's/cabs)	\$96
Mileage 19,723 miles @\$0.345	\$8776



(4) COST PROPOSAL

SECURUS' cost proposal has been included in a separate, sealed envelope as required.



(5) ALASKA OFFEROR'S PREFERENCE

SECURUS does not claim an offeror's preference for this project.

ATTACHMENTS

- **Attachment A: SECURUS Detailed Technical Response**
- **Attachment B: SECURUS Executive Summary**
- **Attachment C: Equipment Specifications**
- **Attachment D: Manufacturer's Cut Sheets (Racks)**
- **Attachment E: Line Diagrams**
- **Attachment F: SECURUS User Interface Screens**
- **Attachment G: SECURUS Sample Reports**
- **Attachment H: SECURUS Preliminary Project Plan**
- **Attachment I: SECURUS Test/Acceptance Plan**
- **Attachment J: SECURUS Key Personnel Resumes**
- **Attachment K: SECURUS MSA and Service Schedule**
- **Attachment L: Signed Amendments**
- **Attachment M: Prepaid Calling Cards**