

STATE OF MISSOURI OFFICE OF ADMINISTRATION **DIVISION OF PURCHASING AND MATERIALS MANAGEMENT (DPMM) REQUEST FOR PROPOSAL (RFP)**

AMENDMENT NO.: 002 **RFP NO.: B2Z11019** TITLE: OFFENDER TELEPHONE SYSTEM **ISSUE DATE: 02/09/11**

REQ NO.: NR 300 31501000001 **BUYER: Brent Dixon** PHONE NO.: (573) 751-4903 E-MAIL: brent.dixon@oa.mo.gov

RETURN PROPOSAL NO LATER THAN: 02/25/11 AT 2:00 PM CENTRAL TIME

Print or type RFP Number and Return Due Date on the lower left hand corner of the MAILING INSTRUCTIONS: envelope or package. Delivered sealed proposals must be in DPMM office (301 W High Street, Room 630) by the return date and time. (U.S. Mail) (Courier Service) DPMM

RETURN PROPOSAL TO:

or JEFFERSON CITY MO 65102-0809 DPMM **301 WEST HIGH STREET, RM 630** JEFFERSON CITY MO 65101-1517

CONTRACT PERIOD: DATE OF AWARD THROUGH FIVE YEARS

PO BOX 809

DELIVER SUPPLIES/SERVICES FOB (Free On Board) DESTINATION TO THE FOLLOWING ADDRESS:

VARIOUS CORRECTIONAL INSTITUTIONS THROUGHOUT THE STATE OF MISSOURI OFFICE OF ADMINISTRATION, INFORMATION TECHNOLOGY SERVICES DIVISION

The offeror hereby declares understanding, agreement and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all requirements and specifications contained herein and the Terms and Conditions Request for Proposal (Revised 01/20/10). The offeror further agrees that the language of this RFP shall govern in the event of a conflict with his/her proposal. The offeror further agrees that upon receipt of an authorized purchase order from the Division of Purchasing and Materials Management or when a Notice of Award is signed and issued by an authorized official of the State of Missouri, a binding contract shall exist between the offeror and the State of Missouri,

SIGNATURE REQUIRED

DOING BUŞINESS AS (DBA) NAME	LEGAI	L NAME OF ENTITY/INDIVI	DUAL FILED WITH IRS FOR T	HIS TAX ID NO.
Securus Technologies, Inc.	Secu	urus Technologies, I	nc.	
MAILING ADDRESS	IRS FO	DRM 1099 MAILING ADDRE	SS	
14651 Dallas Parkway, 6 th Floor	1465	5 <u>1 Dall</u> as Parkway,	6 th Floor	
CITY, STATE, ZIP CODE	CITY,	STATE, ZIP CODE		
Dallas, Texas 75254	Dalla	as, Texas 75254		
CONTACT PERSON		EMAIL ADDRESS		
Robert E. Pickens	!	bpickens@securust	ech.net	_
PHONE NUMBER	- ['	FAX NUMBER		
972-277-0300		972-277-0514		
TAXPAYER ID NUMBER (TIN) TAXPAYER ID (TI			VENDOR NUMBER (IF KNO	WN)
75-2722144 FE	2IN	_ 99N		
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE)				
X Corporation Individual State/Local Governm	nent _	Partnership	Sole ProprietorIR	S Tax Exempt
AUTHORIZED SIGNATURE	1	DATE		
has. I	-	March 9, 2011		
PRINTED NAME	_	TITLE		
Robert E. Pickens		Chief Operating Of	ficer	

TITLE: OFFENDER TELEPHONE SYSTEM

CONTRACT PERIOD: DATE OF AWARD THROUGH FIVE YEARS

Prospective offerors are hereby notified of the following revisions to the RFP:

2. DELETED Section 3.8 and its subparagraphs

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STATE OF MISSOURI OFFICE OF ADMINISTRATION DIVISION OF PURCHASING AND MATERIALS MANAGEMENT (DPMM) REQUEST FOR PROPOSAL (RFP)

AMENDMENT NO.: 001 RFP NO.: B2Z11019 TITLE: OFFENDER TELEPHONE SYSTEM ISSUE DATE: 01/25/11 REQ NO.: NR 300 31501000001 BUYER: Brent Dixon PHONE NO.: (573) 751-4903 E-MAIL: brent.dixon@oa.mo.gov

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 (U.S. Mail)
 (Courier Service)

 RETURN PROPOSAL TO:
 DPMM

RETURN PROPOSAL TO: DPMM PO BOX 809

(U.S. Mail) DPMM or PO BOX 809 JEFFERSON CITY MO 65102-0809 (Courier Service) DPMM 301 WEST HIGH STREET, RM 630 JEFFERSON CITY MO 65101-1517

CONTRACT PERIOD: DATE OF AWARD THROUGH FIVE YEARS

DELIVER SUPPLIES/SERVICES FOB (Free On Board) DESTINATION TO THE FOLLOWING ADDRESS:

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MAILING ADDRESS	IRS	FORM 1099 MAILING ADDRE	SS
14651 Dallas Parkway, 6 th Floor		651 Dallas Parkway,	6 th Floor
CITY, STATE, ZIP CODE	СІТ	Y, STATE, ZIP CODE	
Dallas, Texas 75254	Da	illas, Texas 75254	
CONTACT PERSON		EMAIL ADDRESS	· ·· ·· ·
Robert E. Pickens		bpickens@securust	ech.net
PHONE NUMBER		FAX NUMBER	
972-277-0300		972-277-0514	
TAXPAYER ID NUMBER (TIN) TAXPAYER ID			VENDOR NUMBER (IF KNOWN)
	FEIN _	SSN	
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE)			
_XCorporationIndividualState/Local Gover	mment	Partnership	Sole ProprietorIRS Tax Exempt
AUTHORIZED SIGNATURE		DATË	
Rt E. E.C.		March 9, 2011	·
PRINTED NAME		TITLE	
Robert E. Pickens		Chief Operating Of	ficer

TITLE: OFFENDER TELEPHONE SYSTEM

CONTRACT PERIOD: DATE OF AWARD THROUGH FIVE YEARS

Prospective offerors are hereby notified of the following revisions to the RFP:

1. Changed Closing Date:

As Stated: Return bid no later than 02/08/11 at 2:00 pm Change to: Return bid no later than 02/25/11 at 2:00 pm

- 2. REVISED paragraph 1.5.2
- 3. REVISED paragraph 1.5.4
- 4. REVISED paragraph 1.7.2
- 5. REVISED paragraph 2.1.7
- 6. REVISED paragraph 2.1.8
- 7. ADDED paragraph 2.1.13
- 8. REVISED paragraph 2.2.13
- 9. REVISED paragraph 2.3.4
- 10. REVISED paragraph 2.3.5
- 11. ADDED subparagraphs 2.3.5.a 2.3.5.g
- 12. ADDED subparagraph 2.3.7.g
- 13. DELETED paragraph 2.3.9
- 14. ADDED subparagraphs 2.3.10.a and 2.3.10.b
- 15. REVISED paragraph 2.4.3
- 16. REVISED paragraph 2.4.4
- 17. REVISED paragraph 2.4.5
- 18. REVISED paragraph 2.5.3
- 19. REVISED paragraph 2.5.8
- 20. REVISED paragraph 2.5.9
- 21. REVISED paragraph 2.8.2
- 22. DELETED paragraph 2.8.4
- 23. REVISED paragraph 2.9.5
- 24. REVISED paragraph 2.11.8
- 25. REVISED paragraph 2.18.3
- 26. REVISED paragraph 2.18.3.b
- 27. REVISED paragraph 2.18.4
- 28. REVISED paragraph 2.18.4.b
- 29. ADDED paragraph 2.18.8
- 30. REVISED paragraph 2.23.1
- 31. ADDED paragraph 2.23.3.b
- 32. REVISED paragraph 3.13.1
- 33. REVISED paragraph 3.18.1
- 34. REVISED paragraph 3.22.1
- 35. ADDED paragraph 4.3.8
- 36. REVISED paragraph 4.6.1
- 37. REVISED paragraph 4.6.7
- 38. REVISED subparagraph 4.7.1.a.1)
- 39. REVISED Exhibit A
- 40. ADDED paragraph C1.1.4 in Exhibit C
- 41. ADDED paragraph C1.1.5 in Exhibit C
- 42. REVISED Exhibit D
- 43. REVISED Attachment #1
- 44. ADDED Attachment #3



STATE OF MISSOURI OFFICE OF ADMINISTRATION DIVISION OF PURCHASING AND MATERIALS MANAGEMENT (DPMM) REQUEST FOR PROPOSAL (RFP)

RFP NO.: B2Z11019 TITLE: OFFENDER TELEPHONE SYSTEM ISSUE DATE: 12/20/10 REQ NO.: NR 300 31501000001 BUYER: Brent Dixon PHONE NO.: (573) 751-4903 E-MAIL: <u>brent.dixon@oa.mo.gov</u>

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	14651 Dallas Parkway, 6 th Floor
CITY, STATE, ZIP CODE	CITY, STATE, ZIP CODE
Dallas, Texas 75254	Dallas, Texas 75254
CONTACT PERSON	EMAIL ADDRESS
Robert E. Pickens	bpickens@securustech.net
PHONE NUMBER	FAX NUMBER
972-277-0300	972-277-0514
TAXPAYER ID NUMBER (TIN) TAXPAYER ID (TIN) TY	
75-2722144	SSN
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE)	
_X_CorporationIndividualState/Local Government	PartnershipSole ProprietorIRS Tax Exempt
AUTHORIZED SIGNATURE	DATE
Rts. fl	March 9, 2011
PRINTED NAME	TITLE
Robert E. Pickens	Chief Operating Officer

1. Introduction and General Information

This section of the RFP includes a brief introduction and background information about the intended acquisition for which the requirements herein are written. The contents of this section are intended for informational purposes and do not require a response.

1.1 Purpose:

1.1.1 This document constitutes a request for sealed proposals from prospective offerors for the provision of an offender telephone service for the Office of Administration, Information Technology Services Division for various existing and future correctional institutions operated by the Missouri Department of Corrections (referred to hereinafter as the "state agency"), and to provide all operator assisted and automated telephone services to the offenders in accordance with the requirements and provisions stated herein.

Securus has read and understands.

1.1.2 RFP Document Contents: This document, referred to as a Request for Proposal (RFP), is divided into the following parts:

Section 1:	Introduction and General Information
Section 2:	Functional, Technical, and Performance Requirements
Section 3:	Contractual Provisions and Requirements
Section 4:	Proposal Submission Information and Requirements
Exhibit A:	Pricing (Cost)
Exhibit B:	Experience and Reliability of Organization
Exhibit C:	Proposed Method of Performance, Solution Functionality, and Expertise of Personnel
Exhibit D:	Participation by Other Organizations
Exhibit E:	Missouri Service-Disabled Veteran Business Preference
Exhibit F:	Business Entity Certification, Enrollment Documentation and Affidavit of Work Authorization
Exhibit G:	Miscellaneous Information
Attachment 1:	Missouri Correctional Institutions
Attachment 2:	Department of Corrections Confidentiality Document
Terms and Con	ditions

Securus has read and understands.

1.2 **Pre-Proposal Conference:**

1.2.1 A pre-proposal conference regarding this Request for Proposal will be held on Monday, January 10, 2011 beginning at 9:30 a.m. Central Time in Room 400 of the Harry S Truman State Office Building in Jefferson City, Missouri.

Securus has read and understands.

1.2.2 Pre-Proposal Conference Agenda - The RFP will be used as the agenda for the pre-proposal conference.

Securus has read and understands.

- 1.2.3 Pre-Proposal Conference RFP Questions All potential offerors are encouraged to participate in the Pre-Proposal Conference as it will be used as the forum for questions, communications, and discussions regarding the RFP. The offeror should become familiar with the RFP and develop all questions prior to the conference in order to ask questions and otherwise participate in the public communications regarding the RFP.
 - a. Prior Communication Prior to the Pre-Proposal Conference, the offeror may submit written communications and/or questions regarding the RFP to the buyer identified on page one. Such prior communication will provide the State of Missouri with insight into areas of the RFP which may be brought up for discussion during the conference and which may require clarification.

Securus has read and understands.

b. During the Pre-Proposal Conference, the buyer of record will attempt to respond to all previously received questions/concerns regarding the RFP but it shall be the sole responsibility of the offeror to orally address any issues previously presented to the buyer by the offeror that the buyer of record may have failed to address.

Securus has read and understands.

c. Amendment to the RFP - Any changes needed to the RFP as a result of discussions from the Pre-Proposal Conference will be accomplished as an amendment to the RFP. Formal minutes of the conference will not be maintained.

Securus has read and understands.

1.2.4 Pre-Proposal Conference Special Accommodations - Offerors are strongly encouraged to advise the Division of Purchasing and Materials Management within five (5) working days of the scheduled pre-proposal conference of any special accommodations needed for disabled personnel who will be attending the conference so that these accommodations can be made.

Securus has read and understands.

1.3 RFP Questions:

1.3.1 Questions and issues relating to the RFP must be directed to the buyer, Brent Dixon. It is preferred that questions be e-mailed to <u>brent.dixon@oa.mo.gov</u>.

Securus has read and understands.

1.3.2 All questions and issues should be submitted no later than ten (10) calendar days prior to the due date of the proposals. If not received prior to ten days before the proposal due date, the Division of Purchasing and Materials Management (DPMM) may not be able to fully research and consider the respective questions or issues.

Securus has read and understands.

1.3.3 Questions and issues necessitating requirement changes or clarifications will result in an amendment to the RFP. As a result, some questions and issues may not result in a direct response to the inquiring vendor.

Securus has read and understands.

1.4 Offeror's Contacts:

1.4.1 Offerors and their agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must direct all of their questions or comments regarding the RFP, the evaluation, etc. to the buyer of record indicated on the first page of this RFP. Offerors and their agents may not contact any other state employee regarding any of these matters during the solicitation and evaluation process. Inappropriate contacts are grounds for suspension and/or exclusion from specific procurements. Offerors and their agents who have questions regarding this matter should contact the buyer of record.

Securus has read and understands.

1.5 Background Information:

1.5.1 The State of Missouri, Office of Administration, Information Technology Services Division is seeking an experienced contractor to provide an offender telephone service for the Department of Corrections that allows the offenders residing in the state's correctional institutions to place calls through the contractor provided offender telephone system to parties outside the facility.

Securus has read and understands.



REVISED PER AMENDMENT, #001

1.5.2 The total number of calls and minutes of international calls is currently zero. The total number of calls and minutes of local, intraLATA, interLATA, and interstate used during calendar year 2009 and 2010 in the current offender telephone services contract was as follows:

Call Information By Call Type				
	2009		2010	
	Calls Placed	Duration of Calls (Minutes)	Calls Placed	Duration of Calls (Minutes)
Collect Calls	1,439,350	23,070,844	1,329,865	15,971,135
Debit Calls	5,975,563	51,862,148	7,125,702	55,949,563
Pre-paid Calls	2,821,246	38,119,266	3,668,549	45,536,201
Totals	10,236,159	113,052,258	12,124,116	117,456,899

	Call Information By Call Location			
	2009		2010	
	Calls Placed	Duration of Calls (Minutes)	Calls Placed	Duration of Calls (Minutes)
Interstate	1,272,055	15,065,329	1,900,669	16,698,990
IntraLATA	4,782,250	52,231,522	5,382,639	52,885,901
InterLATA	4,046,146	44,269,851	4,706,375	46,594,174
Local	135,708	1,485,556	134,432	1,277,834
Total	10,236,159	113,052,258	12,124,116	117,456,899

Securus has read and understands.

1.5.3 While previous calling information is provided, no guarantee is made by the state on future call volumes or the distribution of those call volumes by call type or location.

Securus has read and understands.

REVISED PER AMENDMENT #001

1.5.4 There are approximately 32,000 offenders in the Department of Corrections' institutions related to the contract. This number may fluctuate. *The total number of offenders in Department of Corrections' institutions on January 18, 2011 was 30,548 offenders.*

Securus has read and understands.

1.5.5 The current contractor, Public Communications Services, Inc. (Securus), owns all the equipment associated with the offender phone infrastructure provided and installed by the contractor. The State of Missouri owns the existing cabling.

Securus has read and understands.

1.6 Awarded Bid & Contract Document Search:

1.6.1 Management's Awarded Bid & Contract Document Search System located on the Internet at: <u>http://www.oa.mo.gov/purch</u>. In addition, all proposal and evaluation documentation leading to the award of that contract may also be viewed and printed from the Division of Purchasing and Materials Management's Awarded Bid & Contract Document Search System. Please reference the Bid number B2Z05070 or the contract number C205070001 when searching for these documents.

Securus has read and understands.

1.6.2 Although an attempt has been made to provide accurate and up-to-date information, the State of Missouri does not warrant or represent that the background information provided herein reflects all relationships or existing conditions related to this Request for Proposal.

1.7 Tour of Facility:

1.7.1 To ensure the offeror understands the requirements of the RFP, two (2) hour tours of each correctional facility will occur according to the schedule stated below. Background checks will be conducted prior to granting the offeror and/or the offeror's employee approval to enter the facilities. In order to be considered for participation in one or all of these tours, the offeror must contact Melissa Scheulen at the Missouri Department of Corrections, Office of the Division of Adult Institutions, 2729 Plaza Drive, Jefferson City, MO 65109, 573-751-2389, at least seventy-two (72) hours prior to the tour(s) to provide the official name of their company, the full names (first, middle initial and last), dates of birth, and social security numbers of the individuals that will be participating in the tour(s) so that background checks can be completed and decisions regarding entrance approval/disapproval can be made. Locations and addresses of the institutions are stated in Attachment #1.

Securus has read and understands.

REVISED PER AMENDMENT #001

1.7.2 Proposed Tour Schedule:

Date of Tour	Location	Time of Tour
January 11, 2011	JCCC	8:30 a.m. Central Time
January 11, 2011	ACC	12:30 p.m. Central Time
January 12, 2011	CRCC	8:30 a.m. Central Time
January 12, 2011	WMCC	12:30 p.m. Central Time
January 13, 2011	MTC	8:30 a.m. Central Time
January 13, 2011	WRDCC	12:30 p.m. Central Time
January 14, 2011	KCCRC	8:30 a.m. Central Time



Date of Tour	Location	Time of Tour
January 18, 2011	CCC	8:30 a.m. Central Time
January 19, 2011	MCC	8:30 a.m. Central Time
January 20, 2011	BCC	8:30 a.m. Central Time
January 20, 2011	TCC	12:30 p.m. Central Time
January 21, 2011	FRDC	8:30 a.m. Central Time
January 21, 2011	CTCC	12:30 p.m. Central Time
January 24, 2011	WERDCC	8:30 a.m. Central Time
January 24, 2011	NECC	12:30 p.m. Central Time
January 25, 2011	SLCRC	8:30 a.m. Central Time
January 25, 2011	MECC	12:30 p.m. Central Time
January 26, 2011	ERDCC	8:30 a.m. Central Time
January 26, 2011	FCC	12:30 p.m. Central Time
January 27, 2011	SECC	8:30 a.m. Central Time
January 28, 2011	PCC	8:30 a.m. Central Time
January 31, 2011	SCCC	8:30 a.m. Central Time
February 1, 2011	OCC	8:30 a.m. Central Time

This schedule does not include the Investigation Offices.

Securus has read and understands.

1.7.3 Any questions resulting from tours of the facility must be directed to Brent Dixon, Buyer, at the contact information stated on page one.

Securus has read and understands.

2. Functional, Technical, and Performance Requirements

This section of the RFP includes requirements and provisions relating specifically to the functional, technical, and performance requirements of the agency. The contents of this section include mandatory requirements that will be required of the successful offeror and subsequent contractor. Response to this section by the offeror is requested in the Exhibit section of this RFP. The vendor's response, whether responding to a mandatory requirement or a desired attribute will be binding upon the vendor in event the proposal is accepted by the state.

2.1 General Requirements:

2.1.1 The contractor must have successfully designed, implemented, and monitored at least one (1) multi-institutional networked offender telephone system as the prime contractor. It is highly desirable for at least one of the contractor's implemented networked offender telephone systems to be recording and monitoring all calls and handling a similar volume of calls and minutes as the State of Missouri's requirements herein as well as possessing the capability of networking with at least eight (8) correctional facilities within one (1) system.

Securus has read, agrees, and complies.

Securus has successfully designed, implemented, and monitored many multi-institutional networked offender telephone system as the prime contractor. We are pleased to provide the following examples of three of our networked offender telephone systems that include recording and monitoring all calls and handling a similar to the volume of calls and minutes as the State of Missouri's.

Arizona Department of Corrections

The Arizona Department of Corrections (AZ DOC) awarded a five-year statewide contract to Securus in October 2007 through October 2012. The contract required Securus to implement and operate a turnkey network-based offender telephone system with integrated recording and monitoring capabilities. This included the installation and use of voice biometrics, centralized database/administration with integration into AZ DOC Offender Management System. For offender behavior modification, Securus installed call velocity restrictions based on various custody levels. Our installation team successfully installed approximately 1,180 telephone devices, including over 550 pedestal installations, serving more than 35,000 offenders at more than 20 AZ DOC stateoperated and privately managed locations.

Key Project Milestones

- Issue installation orders/confirm install dates with customer
- SOX compliance approval

Missouri DOC RFP No. B2Z11019 for an Offender Telephone System 37 © 2011 Securus Technologies, Inc. All rights reserved.

- Site surveys
- Assignments for purchasing/complete purchase orders
- Receive system shipment at site/verify shipment content
- Order circuits/test and turn up circuits
- General installation mount system, phones (including cutoff switches)/verify all features working properly
- Verify phones work, port assignments/call groups
- Quality control checklist/test calls completed
- Distribute installation documentation to logistics planning
- Install workstation and firewalls
- Perform customer training
- Site cutover complete
- Customer acceptance of installation

The service installed at the AZ DOC is the same service being proposed to the state agency. The installed SCP solution included comprehensive security and calling features serving the needs of a department of corrections offender population greater than that of the state agency.

Florida Department of Corrections

Securus was awarded competitive bid to provide a centralized turnkey offender telephone system to serve more than 102,500 offenders. The initial contract period is for five years with one five-year mutually agreeable five-year renewal. Securus successfully installed the Secure Call Platform (SCP) and networked 149 DOC locations. Our project management team's approach for the installation was to deploy two installation teams per Florida DOC's four regions. The contract was signed September 25, 2007 and the installation was complete December 23, 2007. Securus installed approximately 2,270 offender telephones, 140 workstations/printers, approximately 50 TTYs, installed all of the necessary recording and monitoring equipment required to meet the DOC's specifications. Our installation teams removed all existing telephone devices and readied them for shipment per our agreement with the previous contractor.

Key Project Milestones

- Issue installation orders/confirm install dates with customer
- SOX compliance approval
- Site surveys
- Assignments for purchasing/complete purchase orders
- Receive system shipment at site/verify shipment content
- Order circuits/test and turn up circuits
- General installation mount system, phones (including cutoff switches)/verify all features working properly

38

- Verify phones work, port assignments/call groups
- Quality control checklist/test calls completed
- Distribute installation documentation to logistics planning
- Install workstation and firewalls
- Perform customer training
- Site cutover complete
- Customer acceptance of installation

The service installed at the Florida DOC is the same service being proposed to the state agency. The installed SCP solution included comprehensive security and calling features serving the needs of a department of corrections offender population larger than that of the state agency.

Maryland Department of Public Safety and Correctional Services

The scope of the agreement calls for Securus Technologies to provide a secure offender telephone system to the 23,500 offenders incarcerated in the 26 Maryland Department of Public Safety and Correctional Services (DPSCS) facilities. Securus provides secure telecommunications, recordings, live monitoring capabilities and fraud control through Securus' SCP solution. Securus is also responsible for the installation, customer (Friends and Family) service, technical support, customer billings, and network operations.

Securus has held this contract as the prime contractor since 2003, and was a subcontractor to Verizon providing offender telephone service to the DPSCS since 1994. In 2003 Securus installed Digital ComBridge, a premises based offender-calling system that networked together all 26 sites with the Maryland DPSCS. In 2009 Securus upgraded the system to the hosted centralized Secure Call Platform. Maryland was the first DOC to use the automated Personal Allowed Number (PAN) lists feature that allows offenders to hear, add and delete numbers from their PAN lists directly, subject to an automated validation process and/or the approval of the DOC to the change requested by the offender. The Maryland DPSCS uses the SCP debit calling application, funding is accomplished through an interface with Maryland's trust fund system. An automated interface is also used to track offender movement, so that offender debit accounts are only active in the facility in which the offender is incarcerated.

Key Milestones of the SCP Conversion Project

- Issue installation orders/confirm install dates with customer
- SOX compliance approval
- Site surveys
- Assignments for purchasing/complete purchase orders
- Receive system shipment at site/verify shipment content
- Order circuits/test and turn up circuits
- General installation-mount system, phones (including cutoff switches)/verify all features working properly

SECURUS

- Verify phones work, port assignments/call groups
- Quality control checklist/test calls completed
- Distribute installation documentation to logistics planning
- Install workstation and firewalls
- Perform customer training
- Site cutover complete
- Customer acceptance of installation
- 2.1.2 The offender telephone system must meet or exceed the requirements and provisions specified herein.

Securus has read, agrees, and complies.

Securus as the prime contractor complies and will be responsible for meeting or exceeding the requirements and provisions specified in this RFP.

2.1.3 The contractor shall provide, install, and maintain an offender telephone system for the state agency locations identified in Attachment #1, on an as-needed, if needed basis, which must meet or exceed the requirements and provisions specified herein.

Securus has read, agrees, and complies.

Securus will provide, install, and maintain and offender telephone system for the following state agency locations on an as needed, if needed basis and will meet or exceed the requirements and provisions specified herein:

- Eastern Reception & Diagnostic Correctional Center (ERDCC)
- Boonville Correctional Center & Boonville Treatment Center (BCC)
- Crossroads Correctional Center (CRCC)
- Southeast Correctional Center (SECC)
- Chillicothe Correctional Center (CCC)
- Western Missouri Correctional Center (WMCC)
- Farmington Correctional Center (FCC)
- Ozark Correctional Center (OCC)
- Fulton Reception & Diagnostic Center and Cremer Therapeutic Center (FRDC)
- Algoa Correctional Center (ACC)
- South Central Correctional Center (SCC)
- Kansas City Community Release Center (KCCRC)
- Jefferson City Correctional Center (JCCC)
- Maryville Treatment Center (MTC)

- Potosi Correctional Center and Mineral Area Treatment Center (PCC)
- Missouri Eastern Correctional Center (MECC)
- Moberly Correctional Center (MCC)
- Northeast Correctional Center (NECC)
- Western Reception, Diagnostic & Correctional Center (WRDCC)
- Tipton Correctional Center (TCC)
- Women's Reception and Diagnostic Center (WERDC)
- Central Regional Investigations
- Western Regional Investigations
- Eastern Regional Investigations
- St. Louis Community Release Center

We propose our turnkey Secure Call Platform[™] Offender Telephone System (SCP OTS) to the state agency locations. We will install 100 percent of the system hardware and software for your facility, and maintain the system for the contract period. Our implementation will result in minimal disruption during the installation, which will include, but is not limited to, adding offender phones, TDD phones, 20 workstations, a fully digital calling network, and full monitoring and recording of all calls except privileged calls.

2.1.4 The offender telephone system must include all telephones, workstations, Telephone Devices for the Deaf (TDD), recording equipment, monitoring equipment, software, server, PIN cards, wiring, and data storage devices necessary to meet the requirements herein. Unless otherwise specified herein, the contractor shall furnish all material, labor, facilities, equipment, and software necessary to perform the services required herein.

Securus has read, agrees, and complies.

The proposed Securus SCP OTS will include all telephones, workstations, TDD devices, recording equipment, monitoring equipment, software, server, PIN cards, wiring, contractor monitoring services, and data storage devices necessary to meet or exceed all requirements herein.

As the prime contractor, Securus will directly provide or will provide through qualified subcontractors all material, labor, facilities, equipment, and software necessary to perform the services required herein.

2.1.5 The contractor must comply with all applicable law, and Federal Communications Commission and State of Missouri Public Service Commission regulations regarding licensing and certifications and submit documentation of such if requested. Upon contractor providing evidence of the validity of new federal and/or state regulation directly affecting the provisions of the contract, the state shall amend the contract to include such provisions. Regulatory mandates of the contractor may be passed on to the state via contract amendment.

SECURUS

Securus has read, agrees, and complies.

Securus will comply with all applicable law, and Federal Communications Commission and State of Missouri Public Service Commission regulations regarding licensing and certifications and submit documentation of such if requested. Securus has a full time regulatory and legal department that ensures compliance with all local, state, and federal laws and regulatory rules and regulations, including compliance with truth in billing laws.

Securus will provide evidence of the validity of any new federal and/or state regulation directly affecting the provisions of the contract, and will request that the state amend the contract to include such provisions.

2.1.6 The offender telephone system may utilize new, refurbished or used equipment, provided the equipment meets or exceeds the requirements herein.

Securus has read, agrees, and complies.

In order to prevent a continuation of the state agency's recent experience with an inordinate amount of telephone equipment repairs, Securus will install all new equipment that meets or exceeds the requirements of the RFP.

REVISED PER AMENDMENT #001

2.1.7 The table below identifies the current number of telephones and workstations which are located at each of the state agency's institutions. The offender telephone system must include at least as many units as is currently being provided. The state agency may add or delete telephones and workstations at the locations indicated below or at additional locations without additional cost to the state agency.

LOCATION	CURRENT # OF REQUIRED PHONES	CURRENT # OF REQUIRED WORKSTATIONS	OPERATING CAPACITY PER FACILITY
Eastern Reception & Diagnostic Correctional Center	167 PHONES	1 WORKSTATION	2684 OFFENDERS
Boonville Correctional Center & Boonville Treatment Center	59 PHONES	1 WORKSTATION	1316 OFFENDERS
Crossroads Correctional Center	93 PHONES	1 WORKSTATION	1470 OFFENDERS
Southeast Correctional Center	88 PHONES	1 WORKSTATION	1658 OFFENDERS
Chillicothe Correctional Center	92 PHONES	1 WORKSTATION	1196 OFFENDERS
Western Missouri	105 PHONES	1 WORKSTATION	1958 OFFENDERS

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LOCATION	CURRENT # OF REQUIRED PHONES	CURRENT # OF REQUIRED WORKSTATIONS	OPERATING CAPACITY PER FACILITY
Correctional Center			
Farmington Correctional Center	135 PHONES	1 WORKSTATION	2635 OFFENDERS
Ozark Correctional Center	26 PHONES	1 WORKSTATION	650 OFFENDERS
Fulton Reception & Diagnostic Center	141 PHONES	0 WORKSTATION	1302 OFFENDERS
Cremer Therapeutic Center	6 PHONES	0 WORKSTATION	180 OFFENDERS
Algoa Correctional Center	61 PHONES	1 WORKSTATION	1537 OFFENDERS
Jefferson City Correctional Center	94 PHONES	1 WORKSTATION	1971 OFFENDERS
South Central Correctional Center	79 PHONES	1 WORKSTATION	1658 OFFENDERS
Maryville Treatment Center	23 PHONES	1 WORKSTATION	561 OFFENDERS
Potosi Correctional Center and Mineral Area Treatment Center	49 PHONES	0 WORKSTATION	903 OFFENDERS
Missouri Eastern Correctional Center	53 PHONES	1 WORKSTATION	1100 OFFENDERS
Moberly Correctional Center	64 PHONES	1 WORKSTATION	1800 OFFENDERS
Northeast Correctional Center	127 PHONES	1 WORKSTATION	2106 OFFENDERS
Western Reception, Diagnostic & Correctional Center	111 PHONES	1 WORKSTATION	1560 OFFENDERS
Tipton Correctional Center	58 PHONES	1 WORKSTATION	1192 OFFENDERS
Women's Reception and Diagnostic Center	70 PHONES	0 WORKSTATION	1986 OFFENDERS
Central Regional Investigations		0 WORKSTATION	
Western Regional Investigations		0 WORKSTATION	
Eastern Regional Investigations		0 WORKSTATION	
Central Office		3 WORKSTATIONS	
St. Louis Community	17 COIN	0 WORKSTATION	538 OFFENDERS

2. Functional, Technical, and Performance Requirements

LOCATION	CURRENT # OF REQUIRED PHONES	CURRENT # OF REQUIRED WORKSTATIONS	OPERATING CAPACITY PER FACILITY
Release Center	PAYPHONES		
Kansas City Community Release Center	12 COIN PAYPHONES	0 WORKSTATION	410 OFFENDERS
TOTAL	1,701 PHONES	20 WORKSTATIONS	32,371 OFFENDERS

Securus has read, agrees, and complies.

Securus will provide at least as many telephones and workstations as outlined above. We understand and agree that the state agency may add or delete telephones and workstations at the locations indicated above or at additional locations without additional cost to the state agency.

REVISED PER AMENDMENT #001

2.1.8 The state agency may, at no additional charge to the state, *require the contractor to* install new offender telephone systems at facilities that are not currently utilizing an offender telephone system (i.e. new correctional institutions, community release centers, and community supervision centers).

Securus has read, agrees, and complies.

Securus understands that the state may require the contractor to install new offender telephone systems at facilities that are not currently utilizing an offender telephone system (such as new correctional institutions, community release centers, and community supervision centers).

2.1.9 The contractor shall provide TTD units on an as needed, if needed basis, at no additional cost to the state, to each of the locations identified in Attachment #1, excluding the investigation units. The state agency may add or remove TTDs at the locations indicated herein or at additional locations without additional cost to the state agency.

Securus has read, agrees, and complies.

Securus will provide at least as many TTD units as needed, at each of the locations identified in Attachment #1, excluding the investigation units, at no additional cost to the state. We understand and agree that the state agency may add or delete TTD units at the locations indicated above or at additional locations without additional cost to the state agency.

2.1.10 The offender telephone system must record and store each offender call and the call detail as they occur in real-time to a central primary recording and storage location and a secondary recording and storage location.

Securus has read, agrees, and complies.

Securus will be responsible for recording and storing each offender call and the call detail as they occur in real-time to a central primary recording and storage location and then Securus backs up recordings to a secondary storage location. This will result in recordings and call detail being stored in multiple locations to ensure that recordings are never lost.

As mentioned in our statement of work, Huber & Associates will provide two racks of storage space in its secure data center for Securus to use at Securus' discretion.

a. The secondary recording and storage location shall be in a separate physical location in a separate building from the primary storage location, as chosen by the contractor.

Securus has read, agrees, and complies.

The secondary storage location is in a separate physical location in a separate building from the primary storage location. This storage location will provide for redundancy and disaster recovery in the unlikely event that the primary recording and storage location loses call recordings.

Safe, Secure Storage Area Network

Securus will store the state agency's call recordings for access for the life of the contract for access by authorized users. Call recordings are stored in Securus' centralized Disaster-Resistant Carrier-Class Data Centers, which are managed under the direct supervision of Securus with maintenance performed by trained data center personnel. Additionally, all equipment used to store recordings is monitored by Securus' fully staffed Network Operations Center (NOC) 24x7x365.

The SCP system writes all recorded calls to two storage area networks (SANs) initially, using two separate connections to the different SANs, providing for primary data center redundancy. Additionally, all recorded calls are written to a second media device and stored off-site at a separate physical location.

A SAN is a high-speed special-purpose network or sub-network that interconnects different kinds of mass storage and shared storage devices (such as mass disk arrays, and optical jukeboxes) with associated data servers. The SAN architecture makes all storage devices available to all servers on local area networks (LAN) or wide area networks (WAN). The SAN solution not only delivers complete scalability for the state agency's storage requirements, but also supports disk mirroring, backup and restore, archival and retrieval of archived data, data migration from one storage device to another and sharing data among different servers in a network. b. For the purposes of the contract, real-time shall be defined as including a maximum sixty (60) second lag time from the actual phone conversation to the primary and secondary recording and storage solutions to account for system traffic and necessary transmission time.

Securus has read, agrees, and complies.

Securus agrees that for the purposes of this contract real time shall be defined as including a maximum sixty (60) second lag time from the actual phone conversation to the primary and secondary recording and storage solutions to account for system traffic and necessary transmission time.

2.1.11 The contractor must provide any system modifications or additions necessary to enable the system to operate according to all technical and performance specifications presented herein at no additional cost to the State of Missouri.

Securus has read, agrees, and complies.

Securus will provide all OTS modifications or additions necessary to enable the OTS to operate according to all the technical and performance specifications presented in the RFP at no additional cost to the state agency.

The Securus SCP provides regularly scheduled technology upgrades ensuring the state agency will have the very latest technologies both today and well into the future. No other vendor can provide the depth and breadth of our SCP platform.

2.1.12 Single Point of Contact: The contractor must function as the single point of contact for the state, regardless of any subcontract arrangements for all products and services. This shall include assuming responsibility and liabilities for all problems and liabilities for all problems relating to all hardware, software, and services provided.

Securus has read, agrees, and complies.

Securus will function as the single point of contact (SPOC) for the state, regardless of any subcontract arrangements for all products and services. Securus will assume responsibility and liability for all problems and liabilities for all problems relating to all hardware, software, and services provided.

We are proposing a "customer facing organization" that is designed to maintain open communication with the State of Missouri and the state agency at all times, present proactive recommendations, review statistical performance reports, take full accountability for all subcontractors, and meet face to face with the state agency on a quarterly basis at a minimum.

ADDED PER AMENDMENT #004

2.1.13 The contractor must install coin operated payphones in the St. Louis Community Release Center and Kansas City Community Release Center at the per minute rate specified in section A.5 of Exhibit A. It is highly desirable for the coin operated payphones to also accept credit cards and bank debit cards as methods of payment.

Securus has read, agrees, and complies.

Securus will install a total of 29 coin operated payphones in the St. Louis Community Release Center and Kansas City Community Release Center, which will use the per minute rate specified in section A.5 of Exhibit A.

2.2 Offender Call Requirements:

2.2.1 The offender telephone system must be capable of handling collect, debit and pre-paid calls. These call types shall hereinafter be referred to as a "call".

Securus has read, agrees, and complies.

The Securus SCP OTS is capable of handling and processes only outgoing collect calls, debit and prepaid calls. Securus will provide the three types of calls required.

a. Collect Call: A collect call shall consist of the offender placing a call through the offender telephone system that is billed to the party accepting the call.

Securus has read, agrees, and complies.

The Securus OTS is capable of processing collect calls that consists of the offender placing a call through the Securus SCP OTS and the call will be billed to the party accepting a call.

How it Works

When the called party answers the phone, SCP's advanced answer detection triggers the call acceptance voice prompt. The called party hears, "Hello, you are receiving a collect call from [OFFENDER NAME], an offender at a Missouri Correctional Institution. This call is subject to monitoring and recording." They then hear the following menu options:

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

The following table describes how the SCP OTS automated attendant assists called parties and offenders.

Called Party Assistance	Offender Assistance
Request a rate quote	Listen to prerecorded announcements only
 Hear the name of the facility and offender calling 	 Select a specific language at the beginning of the call (if configured for this option)
Accept or reject the call	Acknowledge that the call is going to be
 Choose to hear the prompts on the system in 	monitored and recorded
English, or the language selected by the offender (if configured for this option)	 Hear available call time (prompt will tell the offender call time limits based on calling
Block their number prior to accepting a call	schedules or calling restrictions)
using SCP's patented Perma Block technology*	 Identify themselves by PIN or Voice Biometrics (if configured)
	 Add, remove, and/or listen to the phone numbers on their PAN list (if configured)

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

b. Debit Call: A debit call shall consist of the offender purchasing phone time through the offender banking system before placing a call through the offender telephone system.

Securus has read, agrees, and complies.

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The Securus OTS is capable of the providing the offenders with the ability to purchase phone time through the offender banking system before placing a call. Securus has identified the technical interfaces required to provide this ability and has an agreement in place between Securus and Huber & Associates to facilitate this requirement.

Securus has identified the method of communication between the offender banking system and the Securus SCP, the frequency required for that communication and all required technical capabilities that must be in place between the offender banking system and the Securus SCP to provide offenders with the ability to purchase phone time through the offender banking system.

Securus has created an integrated solution between the offender banking system and the offender telephone system. By contracting with Huber & Associates, Securus will make available access to software that assists in the operation of the Missouri Department of Corrections Canteen Point of Sale (POS) operation where an offender can buy phone time. Securus will also be able to provide access to software that runs on the state agency's kiosk systems that allows an offender to buy phone time. This system debits the offender's account for the cost of the phone time and credits the

offender debit account in SCP. Huber & Associates will provide Securus with a file containing a record for each phone time purchase by an offender on a timely basis.

Securus is aware of how critical offender debit calling is to the state agency and offenders and understands that this type of calling must be immediately available to the offenders at initial cutover of the OTS. For this reason, Securus has held in-depth meetings with Huber & Associates to ensure that we have the correct technical interfaces in place and that the information flow will enable debit calling on the SCP. All interfaces will be verified prior to final implementation to be certain debit calling is fully functional and that the offenders will have access to debit calling purchases on the in-pod kiosks at the time of implementation.

By partnering with Huber & Associates, Securus will provide the capability for the offender to purchase phone time through the inmate banking system for placing a call through the offender telephone system. The offender can purchase phone time through the offender kiosk system and through the point of sale canteen system. The offender's account in the inmate banking system will be debited for phone time purchases.

c. Pre-paid Call: A pre-paid call shall consist of the called party (offender's family/friends) establishing a pre-paid account with the contractor to receive telephone calls from an offender.

Securus has read, agrees, and complies.

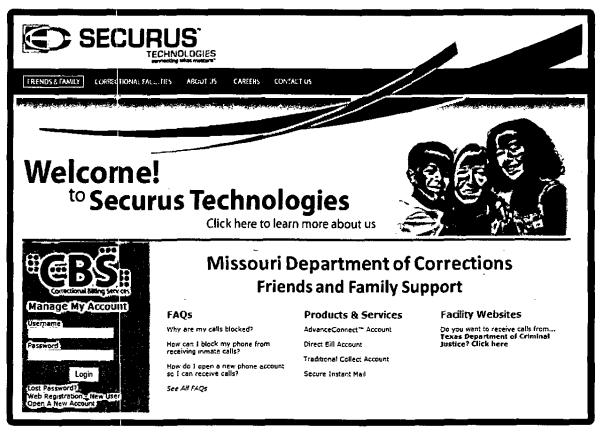
The Securus OTS will provide the called party with the ability to establish a prepaid account with Securus to receive prepaid collect telephone calls from an offender. Securus offers AdvanceConnect™ as the prepaid collect call account option for friends and family members.

The offender's family/friends are able to establish prepaid collect call accounts with Securus through our internal division, Securus Correctional Billing Services (SCBS) to receive telephone calls from an offender. SCBS will provide support for called party account setup, billing, and customer service requests.

SCBS provides dedicated customer service to the called parties 24x7x365. For the convenience of the customer, SCBS also provides personal account setup and access through our Website or by emailing them directly. The following figure presents the convenient SCBS Website.

2. Functional, Technical, and Performance Requirements

Securus Correctional Billing Services Login Screen



Securus offers AdvanceConnect™ as a prepaid collect call account option.

AdvanceConnect[™]

Our prepaid AdvanceConnect[™] account puts the end user in control of their spending and ensures they can receive calls from correctional facilities.

This account offers the end-user the following benefits:

- Their phone line is open so long as funds are kept in the account
- They can add multiple phone numbers to their account to ensure they receive all their calls (such as work, cell, other relatives, neighbors, and friends)
- Calls will connect to cell phones, subject to facility restrictions.
- Low minimum funding amount
- End-users have 24x7x365 access to their account by calling SCBS or going to our Website

The end-user may receive an automated call from SCBS, letting them know when they need to place additional money into their account to ensure they can receive calls from the offender.

2.2.2 The features and requirements outlined herein shall be applicable to all calls placed through the offender telephone system, including local calls, calls within the Local Access Transport Area {intraLATA}, calls outside the Local Access Transport Area {interLATA}, interstate calls, and international calls. The state agency will determine whether or not international calling will be allowed.

Securus has read and understands.

The SCP OTS provides the features and supports the requirements outlined in this RFP and are applicable to all calls placed through the OTS, including local, intraLATA, interLATA, interstate calls, and international calls (as determined by the state agency). Securus will follow the decision by the state agency as to whether or not international calling will be allowed.

2.2.3 The offender telephone system shall allow one-way, out-going service only, preventing any offender telephone from receiving incoming calls.

Securus has read, agrees, and complies.

To assure the Securus system provides maximum security, the trunks in the SCP data center are provisioned to allow one-way, out-going service only, ensuring that incoming calls will never reach the offender.

2.2.4 The offender telephone system must have the ability to process collect calls utilizing an automated attendant.

Securus has read, agrees, and complies.

The SCP OTS processes all calls using a full-featured automated attendant function. Offenders will never have access to a live attendant.

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

2.2.5 The offender telephone system must prohibit access to the following:

- a. Direct-dialed calls of any type;
- b. Access to "0";
- c. Access to "411" information service;
- d. Access to "611" customer service;
- e. Access to toll free (i.e. 800, 855, 866, 877, 888) type calls,
- f. Access to 900 and 911 type services; and
- g. Access to multiple long distance carriers via 950, toll free (i.e. 800, 855, 866, 877, 888) and 10 10-XXX numbers.

Securus has read, agrees, and complies.

During installation, a global call blocking table is established, which immediately prevents offenders from making calls to specific numbers. Typically, the database includes numbers to judges, correctional employees, law enforcement officials, jury members, attorneys and witnesses. Because a global call blocking table may contain thousands of entries, Securus' SCP offers unlimited blocking potential.

All dial-around area codes and exchanges, such as 800, 900, and 976, are blocked by default. In addition, access to live operator services, such as 0, 411, and 911, are blocked by default. Securus will configure the global call blocking table to prohibit access to the following:

- Direct-dialed calls of any type
- Access to "0"
- Access to "411" information service
- Access to "611" customer service
- Access to toll free (such as 800, 855, 866, 877, and 888) type calls
- Access to 900 and 911 type services
- Access to multiple long distance carriers via 950, toll free (such as 800, 855, 866, 877, and 888) and 10 10-XXX numbers

To provide maximum convenience to facility personnel, authorized facility personnel can administer blocked numbers using our single-point access S-Gate user interface, or by calling Securus' Technical Support directly. All blocked numbers have an associated "Note" field stored in the blocked number database to record specific information for future reference. 2.2.6 The offender telephone system must allow the state agency the ability to block an offender from calling individual telephone numbers or grouping of telephone numbers (i.e. state agency telephone numbers).

Securus has read, agrees, and complies.

During installation and throughout the life of the contract, Securus will allow the state agency to block an offender from calling individual telephone numbers or grouping of telephone numbers (such as state agency or state telephone numbers). During installation Securus will work with the state agency to import the existing block table into the Securus provided OTS.

2.2.7 The offender telephone system must provide a pre-recorded announcement identifying that the call is coming from a specific offender at a Missouri Correctional Institution before call acceptance. This recording must be heard by the answering party. The pre-recorded announcement shall include a statement that indicates that the call may be recorded.

Securus has read, agrees, and complies.

The SCP OTS will provide a pre-recorded announcement identifying that the call is from a specific offender at a specific Missouri Correctional Institution before call acceptance. The pre-recorded announcement will be heard by the answering party, and it will include a statement that clearly indicates that the call may be recorded.

How it Works

The SCP OTS announcements feature is configurable and provides options to play various messages to offenders and called parties during specific segments of a call, including during call set up that the call is subject to monitoring and recording. This convenient feature can include, but is not limited to, adding announcements during call setup, call acceptance, when an event occurs, or when interaction from the offender or called party is required.

The SCP OTS requires positive "called party" acceptance, for two-way conversation to take place. When the called party answers the telephone, SCP's advanced answer detection capability triggers the start of the call acceptance voice prompt. The called party is instructed to dial a single digit on his or her own telephone from the voice response menu. Typically, the SCP is configured to provide multiple choices to the called party, including the following:

- Allowing the called party to request a rate quote
- Hearing the name of the facility and offender calling
- Rejecting the call
- Accepting the call

Additional menu options are available, as calls are being processed to friends and family members, such as the following:

Providing called party instructions on adding money to an offender commissary fund

- Reviewing specific facility rules and regulations
- Custom messages can be played to friends and family members that address specific needs the state agency may require to help reduce facility personnel workloads

Offender Calling Process

First time call for an offender comprises the following steps:

- First time callers (offenders) with a valid PIN will be asked to state name
- The offender name will be stored in the SCP along with corresponding PIN
- Future calls will use the pre-recorded name after PIN is validated

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

Collect Call	Debit Call
"Hello. This is a collect call from (Pre-recorded Offender Name). An offender at a Missouri Correctional Institution*. This call is subject to monitoring and recording."	<i>"Hello. This is a debit call from</i> [Pre-recorded Offender Name]. An offender at a Missouri Correctional Institution*.This call is subject to monitoring and recording."
"To accept this collect call press 1. You may start your conversation now."	"To accept this debit call press 1. You may start your conversation now."
"To refuse this collect call, press 2."	"To refuse this debit call, press 2."
"To prevent calls from this facility, press 6."	"To prevent calls from this facility, press 6."
"For a rate quote press 7."	

Friends and Family Receiving Call Process

*Announcement can be customized to a specific correctional facility where the offender is located

During the call, random announcements (Voice Overlay) are played to both parties as designated by the state agency. Securus' SCP allows voice overlay messages to be played throughout the call as an additional fraud protection feature. The established message may be programmed to play at one-minute increments, or a random setting. An example of a voice overlay message is "*This call is from a correctional facility*."

With time limits on the length of calls, a pre-recorded announcement with be played with one minute remaining in the call to warn both the offender and the called party of the upcoming end of the call.

2.2.8 The offender telephone system must receive call acceptance by the called party through caller confirmation (positive acceptance) before the called party may speak to the offender.

Securus has read, agrees, and complies.

The SCP OTS will only receive call acceptance from the called party through positive acceptance before the called party may speak to the offender.

The SCP OTS requires positive "called party" acceptance, for two-way conversation to take place. When the called party answers the telephone, SCP's advanced answer detection capability triggers the start of the call acceptance voice prompt. The called party is instructed to dial a single digit on his or her own telephone from the voice response menu. Typically, the SCP is configured to provide multiple choices to the called party, including the following:

- Allowing the called party to request a rate quote
- Hearing the name of the facility and offender calling
- Rejecting the call
- Accepting the call
- 2.2.9 The offender telephone system must provide the called party the ability to block current and future calls from Missouri correctional institutions.

Securus has read, agrees, and complies.

The SCP OTS provides the called party the ability to block current and future calls from Missouri Correctional Institutions.

Our patented Perma Block process also allows the called party to block his or her number in real time, prior to accepting the call to prevent future harassing calls by any offender in the facility. The Perma Block feature reduces facility labor demands and reduces called party complaints by automatically handling call-blocking requests at the point of contact, at the time of contact.

The following table provides the friends and family process when receiving a call, and the associated announcements the called party will hear. The steps for refusing and blocking future calls are highlighted.

Collect Call	Debit Call
"Hello. This is a collect call from (Offender Name). An offender at a Missouri Correctional Institution. This call is subject to monitoring and recording."	"Hello. This is a debit call from [Offender Name]. An offender at the Missouri Correctional Institution. This call is subject to monitoring and recording."
"To accept this collect call press 1. You may start your conversation now."	"To accept this debit call press 1. You may start your conversation now."
"To refuse this collect call, press 2."	"To refuse this debit call, press 2."
" <mark>To prevent calls from this facility, press 6.</mark> " "For a rate quote press 7."	"To prevent calls from this facility, press 6."

Friends and Family Receiving Call Process

If later a friend or family member, who maintains an account with Securus, decides he or she would like to unblock their number, they would simply call Securus customer service with account information to validate identity (24x7x365).

2.2.10 In all circumstances, the offender telephone system shall limit the offender to a single call request. The offender telephone system must always require the offender to disconnect a call before initiating another call.

Securus has read, agrees, and complies.

The SCP OTS limits the offender to a single call request and requires the offender to disconnect a call before initiating another call.

The SCP does not allow an offender to obtain a second dial tone without termination of the first call. Follow-on or "chain" dialing is prevented by the proposed SCP system.

2.2.11 If a call is not accepted by the called party, or if no one answers the call, the offender telephone system must inform the offender of the situation and not simply disconnect the call.

Securus has read, agrees, and complies.

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The SCP OTS will inform the offender of the situation if a call is not accepted by the called party, or if no one answers the call—we will not simply disconnect the call.

A pre-recorded announcement will be played for the offender to explain the reason why the call was not connected to the called party. The following recorded prompts comprise a list of available announcements that will be used for informing the offender of the situation:

- "The person you called hung up. Goodbye."
- "The number you called is busy. Please try again later. Goodbye."
- "The number you dialed was not answered. Goodbye."
- "Your call was not accepted. Goodbye."
- "No third party calls are allowed. This call is being terminated."
- "Your PIN is inactive. Please hang-up and try your call again at a later time."
- "No calls are allowed at this time. Goodbye."
- "Your call was answered but positive acceptance was not received from the called party possibly indicating an answering machine. Goodbye."
- "The number you dialed is not on your approved calling list. Goodbye."
- "This call is being terminated by the facility. Goodbye."
- "The prepaid account balance is lower than needed to place this call."
- "You do not have sufficient funds to continue this call. Please hang-up and try your call again at a later time."
- "That is not a valid mailbox ID. Thank you for using {product name}." [example: the Crime Tip System]
- "The number you dialed is blocked from receiving collect calls at this time. Goodbye.
- "That PIN number is in use. Please hang-up and try your call again at a later time."
- "The number you dialed is blocked from receiving calls at this time."
- "Your account has been suspended. Goodbye."
- "That number is restricted. Goodbye."
- "You have entered an invalid telephone number."
- "Your call cannot be completed this time. Please try it again later."
- "Your PIN is not authorized for use at this facility."
- "That is not a valid PIN number. Your account information cannot be verified at this time. Please hang-up and try your call again at a later time."
- "You have reached your maximum number of calls allowed."

2.2.12 The offender telephone system must mute the offender's call until the call has been accepted by the called party.

Securus has read, agrees, and complies.

The SCP system ensures the line of two-way communication is fully muted until the system detects positive acceptance by the called party pressing the "1" key to accept the call. Until positive acceptance is detected a talk path is never created until the called party accepts the call. This applies to collect, debit, and prepaid calls.

REVISED PER AMENDMENT #001 AND #003.

2.2.13 The contractor must subscribe to the Local Exchange Carrier Line Information Data Base screening database. When processing a collect call, the contractor must first query the Billed Number Screening (BNS) database to determine whether the called telephone number is in the database or not. If the telephone number has a negative response on the BNS database, the contractor must not process the call. If the telephone number has a positive response on the DNS database, the contractor must process the call.

Securus has read, agrees, and complies.

Securus employs the most sophisticated, intelligent validation network in the industry and subscribes to the Line Information Database (LIDB).

The Securus validation process first checks internal OTS block databases before processing a call to determine if the number is restricted for a variety of reasons; for example, telephone numbers of crime victims, state agency employees, corrections officers, 800 and 900 numbers etc. Other internal OTS block databases include, but are not limited to PIN validation, high toll blocks, or attorney numbers (do not record numbers).

After the internal OTS databases are screened and prior to processing a collect call to an allowed number, Securus queries the Line Information Database (LIDB) and validates the BNS code. If the telephone number is not BNS restricted in LIDB, Securus will process the call. Collect calls are not allowed to BNS restricted phone numbers.

2.3 Debit Call Requirements:

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2.3.1 The offender telephone system must be capable of performing a daily upload of the offender debit purchases made through the state agency's canteen system and the offender kiosk application via data files that are processed on a daily basis and the appropriate funds immediately deposited to the individual offender's debit account and immediately available for calling use.

Securus has read, agrees, and complies.

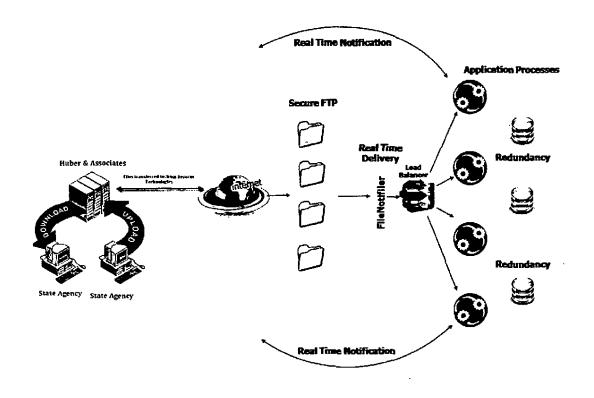
The SCP OTS has the capability to upload a daily file of the offender debit purchases and deposits made through the state agency's canteen system, and the offender kiosk application via data files

that are processed on a daily basis. The appropriate funds will be deposited immediately to the individual offender's debit account and immediately available for calling use.

Securus has met with Huber & Associates to define the technical interface requirements and to identify timing, configurations, protocols and other parameters applicable with the file transfer for this requirement. Huber & Associates provided the file specifications document that defines the detailed file structures used in transfers. As a result, we will be capable of providing required files on a timely basis. Securus is aware of the critical nature of the timing involved in this data flow, and the importance for funds to be available immediately for calling use.

By partnering with Huber & Associates, our offender telephone system will be capable of handling a daily upload of the offender debit purchases made through the state agency's canteen system and the offender kiosk application. This will be handled via data files that are processed on a daily basis. The appropriate funds will be immediately deposited to the individual offender's debit account and immediately available for use.

The following figure depicts the Securus and Huber & Associates integrations that will enable the required file transfers.



Securus and Huber & Associates Integration Proprietary and Confidential



2.3.2 The contractor must not charge any per call set-up charges for debit calls.

Securus has read, agrees, and complies.

Securus will not charge any per call set-up charges for debit calls.

2.3.3 The contractor must send an email confirmation to a distribution list of designated state agency contacts when the daily offender debit canteen purchase/deposits file has been processed and the appropriate funds have successfully been applied to the offenders' debit accounts.

Securus has read, agrees, and complies.

The SCP OTS will automatically send an e-mail confirmation to a distribution list of designated state agency contacts when the daily offender debit canteen purchase/deposits files have been processed and the appropriate funds have been successfully applied to the offenders debit account. The e-mail will include an attached file confirming their purchases and their postings. Email notification will also be sent of any unsuccessful transmission attempts in the event of an unsuccessful transfer of data.

REVISED PER AMENDMENT #001

2.3.4 The offender telephone system must *allow* a manual input of funds from a state agency's workstation or institutional canteen to an offender's account in the event that a refund or other credit adjustment is necessary and warranted.

Securus has read, agrees, and complies.

The SCP OTS will provide the ability for authorized personnel with approved credentials to The SCP OTS will provide the ability for authorized personnel with approved credentials to manually input funds to an offender's account through the state agency's workstations or institutional canteen and affect transactions, such as a credit adjustment or refund.

When a refund or credit adjustment is necessary and warranted, Securus will provide the necessary information to Huber & Associates. Huber & Associates currently works with the state agency and the current OTS vendor to determine the nature of the problem, verify what transactions were actually processed, and notify all parties of the problem and offer a recommendation. Securus intends to utilize the same process. Once the state agency determines what adjustment needs to occur, Huber & Associates will communicate the solution back to Securus and assist the state agency in making any adjustments needed to the offender's account. Huber & Associates will notify Securus of all refunds or adjustments of phone time that are made to an offender's account in order for Securus to accurately reflect the required changes in the offender account within the OTS.

In the event that a refund or other credit adjustment is necessary and warranted, our offender telephone system will allow a manual input of funds from a state agency's work station or institutional canteen to an offender account. Furthermore, Securus and our partner Huber &

Associates will work with MO DOC personnel to determine the nature of any required refund or credit, advise MO DOC personnel on the best solution, and ensure that all accounts are adjusted correctly.

REVISED PER AMENDMENT #001

2.3.5 The offender telephone system must generate a current account reconciliation report in an electronic format for each offender in a mutually agreeable format on a daily basis to inform the offender of the number of debit minutes available to use. The offender telephone system must allow an offender to view the report on an offender kiosk and state agency staff to print and/or view the report. At a minimum the account reconciliation report must include the following:

ADDED PER AMENDMENT #001

- a. Date of call;
- b. Type of transaction (i.e. debit call or purchase);
- c. Number of debit minutes purchased;
- d. Phone number called;
- e. Time call was placed;
- f. Duration of call;
- g. Total cost of call; and
- h. Balance of minutes.

Securus has read, agrees, and complies.

The Securus SCP OTS, in concert with Huber & Associates, will generate a current account reconciliation report in an electronic format for each offender in a mutually agreeable format on a daily basis to inform the offender of the number of debit minutes available to use. The Securus OTS will provide Huber & Associates with the necessary data to allow an offender to view the report on an offender kiosk and state agency staff to print and/or view the report. At a minimum the account reconciliation report will include the following:

- Date of call
- Type of transaction (such as debit call or purchase)
- Number of debit minutes purchased
- Phone number called
- Time call was placed
- Duration of call
- Total cost of call
- Balance of minutes

2.3.6 The offender telephone system must automatically transfer an offender's debit account and associated available funds, when the offender is transferred from one facility to another.

Securus has read, agrees, and complies.

The SCP OTS centralized solution stores all offender data in a central database for all facilities. Transferring offender debit accounts from one facility to another will be accomplished with a daily file provided by Huber & Associates.

Securus has met with Huber & Associates and have agreed that a daily file containing a record of each offender's location and ID number will be provided by Huber & Associates allowing Securus to automatically transfer an offender's debit account and associated records, including available funds, when the offender changes facilities

When the offender is transferred from one facility to another, our offender telephone system will automatically transfer an offender's debit account and associated funds.

Our partner, Huber & Associates, will provide Securus a daily file containing a record of each offender's location and PIN number, allowing Securus to automatically transfer an offender's debit account and associated funds when an offender changes facilities. When transferred, the offender's PIN number will only be valid from the facility in which the offender is located.

2.3.7 The contractor must provide an electronic file approved by the state agency in a mutually agreeable format on a daily basis that contains the following information per offender, per call:

ADDED SUBPARÄGRAPH PER AMENDMENT #001

- a. Date of call;
- b. Type of call (i.e. debit, collect, prepaid);
- c. Phone number called;
- d. Time call was placed;
- e. Duration of call; and
- f. Total cost of call.
- g. Location of phone the call originated.

Securus has read, agrees, and complies.

Securus will provide an electronic file approved by the state agency in a mutually agreeable format on a daily basis that contains the following information per offender, per call:

- Date of call
- Type of call (such as debit, collect, and prepaid)
- Phone number called
- Time call was placed
- Duration of call

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- Total cost of call (priced from Exhibit A.1)
- Location of phone the call originated

Securus has met with Huber & Associates to identify the technical requirements that must be in place to meet this specification. Huber & Associates will provide an electronic file daily to Securus that contains offender cost and call data. This file will contain the information listed above on a per offender and a per call basis.

Securus will provide the electronic file described above. Furthermore, by partnering with Huber & Associates, Securus will make this information available via the offender kiosk system as it is today.

- 2.3.8 The contractor must provide an electronic file approved by the state agency in a mutually agreeable format on a daily basis that contains daily debit purchases by offender that shall include:
 - a. Date of purchase;
 - b. Number of minutes purchased;
 - c. Total amount of purchase; and
 - d. Offender identification number.

Securus has read, agrees, and complies.

A file containing daily debit purchases by an offender will be provided to Securus by Huber & Associates. This daily electronic file will be provided to the state agency in the state agency's approved file format and will contain, at a minimum, the information listed above.

Securus has met with Huber & Associates to identify the technical requirements that must be in place to meet this specification.

Securus will provide the electronic file described above. Furthermore, by partnering with Huber & Associates, Securus will make this information available via the offender kiosk system as it is today.

DELETED PER AMENDMENT #001

2.3.9 Deleted

2.3.10 The offender telephone system should be capable of providing the offender their current account balance via any offender telephone within the facility to which they are currently assigned and located.

SUBPARAGRAPHS ADDED PER AMENDMENT #001

- a. Total dollar amount remaining; and
- b. Total minutes remaining.

Securus has read, agrees, and complies.

Securus is capable of providing the offender with their current balance from any telephone within the facility the offender is currently located. When an offender selects to place a debit call the system will provide the offender with their balance. The system looks up and plays this current balance, in real time, to the offender after they enter their PIN, but before they enter the dialed phone number. After the offender hears their real time account balance, they can choose to continue the call. After they enter the phone number they wish to call, the system will provide them the charges for the call based on the current rates and the phone number they are calling.

2.4 Pre-Paid Call Requirements:

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2.4.1 The offender telephone system must include an integrated application that allows a called party the ability to establish a pre-paid account with the contractor to receive telephone calls from an offender.

Securus has read, agrees, and complies.

The Securus OTS will provide the called party with the ability to establish a pre-paid account with Securus to receive pre-paid collect telephone calls from an offender.

The offender's family/friends are able to establish prepaid collect call accounts with Securus through our internal division, Securus Correctional Billing Services (SCBS) to receive telephone calls from an offender. SCBS will provide support for called party account setup, billing, and customer service requests.

SCBS provides dedicated customer service to the called parties 24x7x365. For the convenience of the customer, SCBS also provides personal account setup and access through our Website or by emailing them directly. The following figure presents the SCBS convenient Website.





Securus Correctional Billing Services Login Screen

Securus offers AdvanceConnect[™] as a prepaid collect call account option.

AdvanceConnect[™]

Our prepaid AdvanceConnect[™] Account puts the end-user in control of their spending and ensures they can receive calls from correctional facilities.

This account offers the end-user the following benefits:

- Their phone line is open so long as funds are kept in the account
- They can add multiple phone numbers to their account to ensure they receive all their calls (such as work, cell, other relatives, neighbors, and friends)
- Calls will connect to cell phones, subject to facility restrictions
- Low minimum funding amount
- End-users have 24x7x365 access to their account by calling SCBS or going to our Website

The end-user may receive an automated call from SCBS, letting them know when they need to place additional money into their account to ensure they can receive calls from the offender.

2.4.2 The contractor must not charge any per call set-up charges for pre-paid calls.

Securus has read, agrees, and complies.

Securus will not charge any per call set-up charges (per call surcharge) for pre-paid calls.

REVISED PER AMENDMENT #001

2.4.3 The offender telephone system must allow a called party to receive and accept a *one-time two* (2) minute call from an offender following the normal call validation and screening processes (*i.e. a new customer that has not established a per-paid account*). Once the call has been completed, the contractor must contact the called party to establish a pre-paid account.

Securus has read, agrees, and complies.

The SCP OTS will be configured to allow a called party to receive and accept a one-time, two-minute call from an offender following the normal call validation and screening processes. After the one time, two minute call, Securus will contact the called party to establish a prepaid account. The contact will be made with an explanation that the called party will not be able to receive another call unless a prepaid account has been set up. Instructions on how to set up a prepaid account will be given to the called party.

As an **option**, Securus is pleased to offer a new optional service called the Instant Pay[™] Program. This service is now being used by the majority of Securus customers specifically for friends and family members that are eligible to establish pre-paid accounts. The Instant Pay[™] Program could be implemented on a trial basis at any time during the contract period along with mutual agreement of the per transaction set-up fees for these pre-paid accounts.

The Instant Pay[™] is available to friends and family members who wish to set up prepaid accounts.

Instant Pay[™] Program

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When an offender attempts to make a call to a called party that does not have a prepaid or post-paid payment product already established with Securus, the call could route through our Instant Pay[™] Program. Called parties will be given an option to receive and pay for a single call immediately using one of our Instant Pay[™] Program options rather than be blocked.

The Instant Pay[™] Program optimizes the routing of all calls from offenders in a matter of milliseconds, and provides the called party with promotional messaging and one of the following Instant Pay[™] options:

• **Pay Now**[™] – Provides the called party with a 20-second promotional call every 15 to 30 days at no charge and then offers the option to Pay Now[™] using a credit or debit

card. The called party also has the option to be transferred to our SCBS to open a prepaid AdvanceConnect™ account.

• Text2Connect[™] – Connects a promotional call made to a mobile phone through the acceptance of a premium SMS text message. Charges for the text message are billed by the called party's mobile provider on their mobile phone bill. The called party receives a text message receipt for the SMS text message and is given the option to learn how to open a prepaid AdvanceConnect[™] account. Text2Connect[™] is available through our third-party processor who maintains relationships with select mobile phone companies around the country (such as AT&T, Verizon and Sprint) and manages the connection.

The optional Instant Pay[™] Program with Pay Now[™] and Text2Connect[™] differentiates Securus from our competitors by providing solutions that helps connect the critical first call, which creates more prepaid accounts, and keeps friends and family members notified when AdvanceConnect account balances have been depleted.

REVISED PER AMENDMENT #001 AND #003

- 2.4.4 The offender telephone system must, *upon request by the state agency or the pre-paid account holder*, generate and provide a monthly account statement *in either a hardcopy or electronic format* to each called party regarding their pre-paid account that includes the following information
 - a. Beginning period's account balance;
 - b. Each accepted call (including: date, time, duration and its applicable charge);
 - c. Each purchase and or credit transaction (date and amount);
 - d. Applicable local, city, state and federal taxes assessed;
 - e. Ending account balance; and
 - f. Toll-free number to contact the contactor's customer service center with questions or inquiries.

Securus has read, agrees, and complies.

Securus will provide, upon request by the state agency or prepaid account holder, a monthly account statement in either a hardcopy or electronic format for prepaid accounts that includes the following information:

- Beginning period's account balance
- Each accepted call (including date, time, duration and its applicable charge)
- Each purchase and or credit transaction (date and amount)
- Applicable local, city, state and federal taxes assessed
- Ending account balance

2. Functional, Technical, and Performance Requirements

• Toll-free number to contact the contactor's customer service center with questions or inquiries

REVISED PER AMENDMENT #901

2.4.5 The offender telephone system must inform the called party of their *current* pre-paid account balance prior to acceptance of each call. The pre-paid account balance should be rounded to the next minute

🛿 Securus has read, agrees, and complies.

The proposed Securus OTS provides current prepaid account balances to customers prior to acceptance of calls. The prepaid account balance will be rounded to the next minute.

Prepaid customers are proactively notified by Securus when account balances are nearing depletion, with enough time to place additional funds into their prepaid account. Even after prepaid funds are depleted, Securus will proactively notify the customer of the need to add funds to their account.

Prepaid account balances are also available at all times via numerous self-service options. Prepaid customers can always call Securus customer service representatives to obtain balance amounts and access their customer account balances online.

2.5 **PIN Requirements:**

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2.5.1 The offender telephone system must include a personal identification number (PIN) application.

Securus has read, agrees, and complies.

The SCP OTS will be configured to include a PIN application for offender calling.

Securus has completed discussions with Huber & Associates for the purposes of identifying the technical requirements to address this mandatory requirement. Securus and Huber & Associates have signed a formal Statement of Work between the two companies ensuring our mutual ability to comply with this requirement.

Securus will receive the offender PIN from Huber & Associates as well as generate the PIN from the Securus OTS when required. The PIN will be generated from the offender management system, canteen point-of-sale system, and phone system as it does today. A PIN system for the purpose of providing PIN numbers for kiosk access and phone access will be made available by Huber & Associates. The PIN administrator will be able to generate and activate a PIN on an exception or emergency basis during normal business hours, Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m.

By partnering with Huber & Associates, Securus will provide a PIN application with the purposes of providing PIN numbers for kiosks and phone access. This system includes interfaces to accept PINs generated, modified, or disabled by the offender management system, point of sale canteen system,

and the kiosk system. In addition to providing a PIN application, Securus will provide a PIN administrator who can generate, modify, or disable the PINs in an exception or emergency basis during normal business hours.

2.5.2 The offender's PIN must have authentication to identify the offender and his/her authority to make the call.

Securus has read, agrees, and complies.

The offender's PIN will have authentication to identify the offender and his or her authority to make the call. This will be accomplished by matching the PIN with the offender's pre-recorded name during each call. The PIN number will be authenticated prior to each call by the SCP OTS validation system.

REVISED PER AMENDMENT #001

2.5.3 The offender telephone system must store the offender's PIN in a database. *The* offender's PIN *database* shall consist of the offender's Department of Corrections (DOC) number, a four-digit PIN number, and the offender's current facility location as assigned by the agency.

Securus has read, agrees, and complies.

An interface file containing a record for each offender, including offender ID (DOC number), PIN number, and facility location will be provided daily to Securus by Huber & Associates and will be stored in the SCP PIN database. The offender's PIN database will consist of the offender's Department of Corrections (DOC) number, a four-digit PIN number, and the offender's current facility location as assigned by the agency.

The SCP stores all PINs in a centralized database. If existing PINs exist in the state agency's required format they will be loaded in to the SCP database via our E-Imports application.

The offender telephone system will store the offender's PIN in a database. This database will consist of the offender's Department of Corrections (DOC) number, four digit PIN number, and the offender's current facility location as assigned by the agency.

By partnering with Huber & Associates, we will ensure that this database is accurately maintained.

2.5.4 The contractor shall provide an offender PIN administrator and maintain a current database of offender PIN numbers. The PIN administrator shall be available to agency staff during normal working hours, Monday through Friday 8:00 AM through 5:00 PM CT, excluding recognized state holidays.

Securus has read, agrees, and complies.

Securus will provide an offender PIN administrator through Huber & Associates, and we will maintain a current database of offender PIN numbers. The PIN administrator be located in an office

selected by the state agency and will be available to agency staff during normal working hours, Monday through Friday 8:00 a.m. through 5:00 p.m. CT, excluding recognized state holidays.

By partnering with Huber & Associates (who provides PIN administration for the current contract), we will provide an experienced PIN administrator and maintain a current database of offender PIN numbers. In addition, we will provide a backup administrator. The PIN administrator will be available during the specified times.

2.5.5 The contractor must be capable of immediately changing or suspending an offender's PIN when requested by the state agency's personnel, or as requested by the offender via the offender kiosk.

Securus has read, agrees, and complies.

Securus will provide the ability to immediately change or suspend an offender's PIN when requested by the state agency's personnel, or as requested by the offender via the offender kiosk.

We have completed discussions with Huber & Associates for the purposes of identifying the technical requirements to address this mandatory requirement and have signed a formal Statement of Work between the two companies ensuring our mutual ability to comply.

The SCP OTS allows for immediate change or suspension of an offender's PIN when requested by the state agency's personnel, or as requested by the offender via the offender kiosk.

Securus will provide the following capabilities to the state agency to immediately suspend a PIN number:

- An interface to change or suspend a PIN number, and this software will be available to state agency personnel.
- By partnering with Huber & Associates, we allow the offender to suspend his or her PIN via the offender kiosk and the canteen point-of-sale (POS) system.
- By partnering with Huber & Associates, we offer a PIN administrator to handle PIN changes at the request of state agency personnel.
- By partnering with Huber & Associates, hourly we receive PIN changes made by DOC personnel via their offender management system.
- 2.5.6 The offender telephone system must utilize a transferable offender PIN. Example: The offender may be moved from institution to institution. The offender's information shall automatically follow. This information shall include previous calling activity. No administration by the state agency's staff shall be necessary.

Securus has read, agrees, and complies.

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The Securus SCP OTS will be configured with the capability to use a transferable offender PIN. The system will support moving an offender from institution to institution, and allowing the offender

information to be automatically available at the new facility. The information will include previous calling activity, and no administration by the state agency's staff will be required.

Securus has completed discussions with Huber & Associates for the purposes of identifying the technical requirements to address this mandatory requirement and has signed a formal Statement of Work between the two companies ensuring our mutual ability to comply.

Huber & Associates will provide a file containing a record of each offender's location and PIN number daily. This file can be used to determine if an offender has been released, admitted, or moved from one institution to another institution.

2.5.7 The offender telephone system shall limit the ability for an offender's PIN to be used at any facility other than the one that the offender currently resides.

Securus has read, agrees, and complies.

The Securus SCP OTS will limit the ability for the offender's PIN to be used at any facility other than the one where the offender resides.

A file containing a record of each offender's location and PIN number will be provided daily by Huber & Associates to Securus. This file can be used to determine if an offender has been admitted, released, or transferred from a state agency facility.

The daily file will show if an offender has moved from one institution to another institution. When received, the OTS is immediately updated with the new location of the offender and immediately restricts calling from all other institutions so that the offenders PIN can only be used from the institution where the offender resides.

REVISED PER AMENDMENT #001

2.5.8 The offender telephone system must include an integrated solution that interfaces with the state agency's point of sale system and kiosk system. The offender telephone system's integrated solution must allow an offender to acquire an offender PIN from the institutional canteen system and *allow access to* the PIN number into the Department of Correction's offender management system (OPII/MOCIS) and the offender telephone system.

Securus has read, agrees, and complies.

The Securus SCP will include an integrated solution, in concert with Huber & Associates that will interface with the state agency's point of sale and kiosk system. The Securus SCP OTS integrated solution will allow an offender to acquire an offender PIN from the institutional canteen system, and allow access to the PIN number into the Department of Correction's offender management system (OPII/MOCIS) and the SCP OTS.

Securus has completed discussions with Huber & Associates for the purposes of identifying the technical requirements to address this mandatory requirement and has signed a formal Statement of Work between the two companies ensuring our mutual ability to comply.

SECURUS

Securus will create and provide an interface for the Securus SCP OTS that will communicate with the kiosk software and point of sale software. The interface will allow an offender to suspend his PIN number or be issued a new PIN number that will be provided by Huber & Associates. The OPII/MOCIS systems use the Huber & Associates-provided PIN number file to provide PIN numbers from their own state agency software.

Newly assigned PIN numbers will be uploaded every hour, starting at 8:00 a.m., until the nightly offender file is uploaded. The interface file that Huber & Associates provides will contain all newly assigned PINS, whether they were obtained through the OPII/MOCIS software, the kiosk, the canteen point-of-sale system, or the Huber & Associates-provided PIN administrator.

REVISED PER AMENDMENT #001

2.5.9 All offender PIN additions/changes must be *made available to* the Department of Correction's offender management system (OPII/MOCIS) and the offender telephone system on an hourly basis. The contractor shall be responsible for the creation, testing, and implementation of any and all needed interfaces to achieve this requirement and at no cost to the state agency.

Securus has read, agrees, and complies.

All offender PIN additions/changes will be available to the state agency's offender management system (OPII/MOCIS) and the SCP OTS on an hourly basis. Using Huber & Associates custom-written software that allows the entry, change, storage, and acquisition of offender PIN numbers, Huber & Associates will supply Securus with an hourly file of any offenders' current PIN numbers that have changed since the last transmission.

Securus has completed discussions with Huber & Associates for the purposes of identifying the technical requirements to address this mandatory requirement and has signed a formal Statement of Work between the two companies ensuring our mutual ability to comply.

Through our partnership with Huber & Associates, we will provide access to proven software that is successfully running today. The kiosk and canteen point-of-sale software, developed in conjunction with Huber & Associates, allows an offender to be issued a new PIN number at the offender's request. The newly assigned PIN numbers (from OPII/MOCIS, kiosk, and canteen pointof-sale systems) will be uploaded every hour, starting at 8:00 a.m., until the nightly offender file is uploaded.

2.6 PIN Card Requirements:

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2.6.1 The contractor shall provide the state agency with an electronic PIN card file that includes the unique PIN card Universal Product Code (UPC) number and the four-digit PIN associated with that UPC number.

Securus has read, agrees, and complies.

Securus will provide the state agency with an electronic PIN card file that includes the unique PIN card Universal Product Code (UPC) number, and the four-digit PIN associated with that UPC number.

Our partner, Huber & Associates, will ensure it is loaded correctly into the PIN application and the canteen system.

Securus has contacted the current provider of PIN cards to the state agency to ensure our understanding of the current PIN card file and associated processes in order to duplicate the existing processes to meet this requirement.

2.6.2 The contractor must provide an offender PIN administrator that manually makes PIN changes and provides technical support for troubleshooting offender PIN related issues.

Securus has read, agrees, and complies.

Securus will provide an offender PIN administrator that manually makes PIN changes and provides technical support for troubleshooting and offender PIN related issue resolution.

We have completed discussions with Huber & Associates for the purposes of identifying the technical requirements to address this mandatory requirement and have signed a formal Statement of Work between the two companies ensuring our mutual ability to comply.

Securus will provide the Huber & Associates experienced PIN administrator, and backup, for purposes of fulfilling this requirement. It is expected that Securus will provide the same PIN administrator(s) that currently perform the required duties of PIN administration for the existing offender telephone system contract.

Huber & Associates' PIN administrator will manually make PIN changes and provide technical support for troubleshooting offender PIN-related issues. Huber & Associates will also provide a second level of support when PIN issues are caused by technical problems with the interface. A third level of support comes from the Securus Technical Help organization that can assist the state agency with any issues related to PIN administration.

This PIN administrator will perform the following functions:

- Complete PIN administration tasks using the SCP OTS PIN application software from the Huber & Associates headquarters in Jefferson City, Missouri.
- Ensure backup personnel are assigned and trained to take over PIN administration responsibilities, when required.
- Process phone, e-mail, and fax requests from caseworkers at Missouri Corrections Institutions across the state. Typical requests include the following and average about 15 to 20 calls a day:
 - o Changing offender PIN numbers
 - Reactivating/deactivating offenders

2. Functional, Technical, and Performance Requirements

- Researching problems and communicating action(s) with caseworkers (such as offenders are unable to complete calls successfully due to incorrect PIN or blocked call number)
- Communicate with project management, such as communicate issues when either incorrect or no data is received to ensure problem reporting and resolution.
- 2.6.3 The contractor must provide the offender a PIN card every time the offender is assigned a new PIN.

Securus has read, agrees, and complies.

Securus will provide the offender with a PIN card every time the offender is assigned a new PIN.

In concert with Huber & Associates providing access to the state agency's canteen point-of-sale system software, Securus will provide the offender PIN card, so the card can he given to the offender when assigned a new PIN. This will ensure that the Securus SCP OTS has been updated with the appropriate information and that the state agency canteen point-of-sale system is updated and in sync with the SCP OTS.

2.6.4 The offender PIN cards must be provided free of charge to an offender when a new PIN is acquired from the institutional canteen.

Securus has read, agrees, and complies.

The offender PIN cards will be provided free of charge to an offender when a new PIN is acquired from the institutional canteen. Securus has contacted the existing manufacturer of PIN cards and identified the process for ordering and fulfillment of the offender PIN cards.

To ensure functionality of the PIN cards after purchase, Huber & Associates will deliver access to the PIN card solution that is used today at the Missouri Correctional Institutions. Huber & Associates has agreed to assist Securus with procurement, processing, and the security file associated with the distribution of these PIN cards.

2.6.5 The front of the offender PIN card must include the Department of Correction's logo and identify itself as an offender PIN card.

Securus has read, agrees, and complies.

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The front of the offender PIN card will include the Department of Corrections logo and identify itself as an offender PIN card.

Securus will use the PIN card solution that is used today by the state agency. Huber & Associates helped design the current PIN card and will supply the digital design to assist Securus in creating

the PIN cards and Securus will procure the PIN cards through the same provider currently being used by the state agency.

2.6.6 The back of the offender PIN card must be encoded with a random four digit PIN that is security coated with a scratch-off material, a UPC that is directly assigned to the four (4) digit PIN associated with the card, and identify itself as an offender PIN card. PIN shall not be consecutively numbered.

Securus has read, agrees, and complies.

Securus will provide each PIN card with a random four-digit PIN that is security coated with a scratch-off material, a UPC that is directly assigned to the four-digit PIN associated with the card, and indentify itself as an offender PIN card. The PIN will not be consecutively numbered.

Huber & Associates will ensure that the physical card security numbers correspond to the security file associated with the distribution of PIN cards.

2.6.7 The offender PIN cards should be approximately the size of a credit card.

Securus has read, agrees, and complies.

Securus will provide a PIN card that is approximately the size of a credit card. Huber & Associates designed the current PIN card solution that is used today at the Missouri Correctional Institutions. They have agreed to supply Securus with the digital design to assist in the production of the PIN cards at the size as required. Securus has already contacted the state agency's existing PIN card provider and will purchase the PIN cards according to the state agency's requirements.

2.7 "Allow Call Lists" Requirements:

2.7.1 The offender telephone system must include automated "allow call lists" associated with each PIN. It shall be the state agency's option whether to implement the automated "allow call lists".

Securus has read, agrees, and complies.

The majority of Securus state DOC customers use allowed call lists so Securus is familiar with optional service. The Securus SCP OTS will include automated "allow call lists" associated with each PIN. Securus will follow the decision of each state agency as to whether or not to implement the automated "allow call list." The response to 2.7.3 describes the automated processes that will not require administration by the state agency staff.

The SCP OTS includes an offender self service automated feature, Personal Allowed Number (PAN) list or "allow call list," which provides each offender with a allow call list associated with their PIN. The PAN list contains phone numbers that the offender is permitted to call. However, regardless of a PAN list, the system also provides the offender with the ability to make attorney calls, or call other allowed phone numbers placed on the SCP's global allowed list. The offender can access the PAN list

after he or she inputs their PIN. The SCP OTS is configured so the state agency has the option to implement the automated PAN list.

2.7.2 The "allow call lists" should store a set quantity of allowed telephone numbers for each offender.

Securus has read, agrees, and complies.

The SCP OTS allow call lists (PAN list) can be configured to store a set quantity of allowed telephone numbers per offender, as directed by the state agency. The quantity of allowed numbers is programmable and can be set by the state agency.

2.7.3 Registration and maintenance of automated "allow call lists" should not require administration by the state agency's staff.

Securus has read, agrees, and complies.

Registration and maintenance of automated allow call lists will not require administration by the state agency's staff.

Like all other features of SCP, the Personal Allowed Number (PAN) lists are flexible and may be implemented and maintained by the offender as well as the Securus provided PIN administrator.

Self-Managed PAN

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SCP offers an Offender Self-Managed PAN system that allows offenders to add phone numbers to their allowed call list. Additionally, offenders are able to remove numbers, check the status of a recently requested phone number, or hear which phone numbers are on their list.

With this system, when an offender adds a phone number to their list, the OTS validation systems checks first to determine if the number is on a global block list. If not, the system automatically calls the phone number, and asks the called party if they wish to be placed on the specific offenders PAN list.

"Hello, you are being requested to be added to the allowed number list of 'John Smith' an inmate at a Missouri Correctional Institution. This will enable 'John Smith' to call you in the future. To accept this offer to be added to the allowed calling list of 'John Smith,' press 1. To refuse and not receive calls from 'John Smith,' press 2."

Calls to phone numbers that were denied by the called party will not be added to the offender PAN list.