

2. Functional, Technical, and Performance Requirements

Offender Managed Self-Learning PANs

The SCP OTS can also be configured to automate the registration and maintenance process by allowing a pre-determined number of telephone numbers to be called by an offender and **accepted** by the called party. For example, the MO DOC policy could state that the first 15 phone numbers that an offender called and were accepted will constitute the allowed calling list for that offender.

E-Imports PAN

Additionally, the system allows PANs to be imported through our automated integration application, "E-Imports." E-Imports enables files to be sent for uploading allowed call lists.

2.8 Telephone Equipment Requirements:

2.8.1 The offender telephone system must include telephone equipment that is an industry-standard design and powered by the telephone line and require no additional power source. The state agency will provide a power source at the demarcation location.

Securus has read, agrees, and complies.

The Securus SCP OTS will include industry standard telephone equipment, which is powered by the telephone line and requires no additional power source.

REVISED PER AMENDMENT #001

2.8.2 The offender telephone system must include telephone equipment that is *either* chrome-plated, *stainless steel or painted/powder coated that is mar and scratch resistant with Dual Tone Multi-Frequency (DTMF) dial and is water, flame and shock resistant.*

Securus' offender telephones are the strongest and most reliable units available, and are designed specifically for the prison environment. Securus is proposing the following Wintel® brand 7042 phone model.

Offender Telephone Equipment

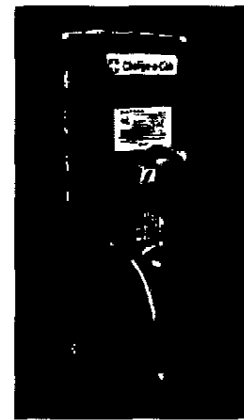
Securus' offender telephones are the strongest and most reliable units available, and are designed specifically for the prison environment. Our chosen phones set the industry standard and are the *overwhelming choice for state prison systems, the Federal Bureau of Prisons, county, and city facilities nationwide.*

The following information is the manufacturer-provided telephone features and specifications:

- Powder coated cold rolled steel provides rugged vandal resistant telephone housing designed for offender use.

2. Functional, Technical, and Performance Requirements

- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear® (DURA) Handsets have separate 4-pin connections.
- •Built-in user controlled volume "LOUD" button for ADA mandated volume control (user must have control of volume amplification AND volume must reset to normal with hang up to meet ADA requirements)
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism
- Armored 32 inch handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations
- Pin-in-head security screws minimize tampering
- Hearing aid compatible and FCC registered US: 1DATE05BITC-254, IC: 3267A-ITC254



2.8.3 The offender telephone system must include tamper-proof steel housing that protects the electronic components of the telephone.

✓ Securus has read, agrees, and complies.

The SCP OTS includes the WinTel 7042 telephone that has tamper-proof steel housing that protects the electronic components of the telephone. See specifications of WinTel 7042 telephones as identified in 2.8.2 above.

~~DELETED PER AMENDMENT #001~~

2.8.4 Deleted

2.8.5 The offender telephone system must include telephone equipment that is capable of being operated with ease and includes concise instructions on the faceplate.

✓ Securus has read, agrees, and complies.

The SCP OTS includes the WinTel 7042 telephone that is capable of being operated with ease and includes concise instructions on the faceplate. Instructions will be placed on each phone faceplate at installation and inspected periodically to ensure the phones can always be operated with ease.

2. Functional, Technical, and Performance Requirements

2.8.6 The offender telephone system must include an armored handset cord that is resistant to stretching and breaking. The handset cord length should be approximately thirty-two (32) inches.

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

The SCP OTS includes the WinTel 7042 telephone that has a 32 inch armored handset cord equipped with a steel lanyard (1000# pull strength) that is resistant to stretching and breaking. It is secured with a 14-gauge retainer bracket for maximum vandal resistance.

2.8.7 The offender telephone system must include telephone equipment that has a floating case hardened metal plate to prevent side drilling entry.

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

The SCP OTS includes the WinTel 7042 telephone that has a floating case hardened metal plate to prevent side drilling entry.

2.8.8 The offender telephone system must include offender telephone equipment (i.e. non-TTD and TTD) that is hearing-aid compatible and has volume control. The components of the offender telephone system must comply with Americans with Disabilities Act (ADA) requirements. This includes but is not limited to providing telephones that are accessible to persons in wheelchairs and systems that are compatible with Telephone Devices for the Deaf (TDD).

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

The Securus SCP OTS telephone equipment is hearing aid compatible and has volume control.

- *Hearing aid compatible and FCC registered US: 1DATE05BITC-254, IC: 3267A-ITC254*
- Built-in user controlled volume "LOUD" button for ADA mandated volume control (user must have control of volume amplification and volume must reset to normal with hang up to meet ADA requirements)

The components of the OTS comply with Americans with Disabilities Act (ADA). This compliance includes but is not limited to providing telephones that are accessible to persons in wheelchairs and systems that are compatible with TDD's.

Securus' program for offenders who are deaf or hearing impaired provides those offenders the ability to place outgoing telephone calls using a Text Telephone (TTY) device that is integrated with the SCP OTS.

2. Functional, Technical, and Performance Requirements

2.9 Recording/Monitoring Requirements:

2.9.1 The offender telephone system at each institution must record calls from all of the offender telephones simultaneously.

Securus has read, agrees, and complies.

The Securus SCP OTS provides comprehensive recording and monitoring capabilities for investigating offender telephone conversations. All offender telephone conversations at each institution will be recorded simultaneously. Authorized users have the ability to listen to live conversations from a Securus provided workstation, which is connected to the Securus provided private network. Additionally, authorized users have access to call recording from any Windows-based PC connected to the Internet.

Call Recording

The SCP OTS enables simultaneous recording and monitoring. Each call is recorded in its entirety, from call acceptance to call termination. Authorized institution personnel have the ability to listen to prerecorded calls or live calls without any loss of information. All recordings are downloadable and can be copied to a CD, DVD, or any drive (such as a removable flash drive), and can be e-mailed to other investigators as directed by the state agency.

Call Detail Record – The Chain of Evidence

All telephone calls placed through the Securus SCP OTS creates a record, known as a call detail record (CDR). At a minimum, the basic CDR includes the following information:

- Customer name (Missouri Department of Corrections)
- Facility name
- Offender Personal Identification Number (PIN)
- Originating telephone station
- Destination number
- Time the call started and ended

Unlike many other offender calling platforms, the audio data and CDR are combined in memory and written onto a disk as a continuous data stream—*one stream for each recorded call*. Recordings are never modified after they are written to disk. As such, recordings safeguard all data required to identify the call and cannot be edited. This capability is significant because it creates a chain of evidence. The chain of evidence guarantees recordings produced for legal purposes are in fact—*the original data*.

2.9.2 The offender telephone system at a minimum must provide downloading and playback of calls from the investigators' office.

Securus has read, agrees, and complies.

2. Functional, Technical, and Performance Requirements

The SCP OTS provides the capability to download and playback offender telephone calls from the workstations located in the investigators' office.

The SCP OTS provides call portability for playback, replay, and download of conversations without the need for additional software. Authorized users, including investigators, are able to download recorded conversations to any external media device connected to their PC such as CD, DVD, mp3 player, or flash drive. This enables investigators to share recorded conversations. Additionally, users can create "images" of bulk calls they have collected and group them in a folder in S-Gate to help organize investigative work.

2.9.3 The offender telephone system must at a minimum selectively search and sort calls by the state agency for monitoring and recording by one, all, and/or a combination of the following:

- a. Facility;
- b. Housing Unit;
- c. Specific phone;
- d. Start and Stop Time and Date of Call;
- e. Billed to Numbers (BTNs);
- f. Three-Way Calls;
- g. Frequently Dialed Numbers;
- h. Offender PIN Number; and
- i. Calls monitored or listened to by user.

✓ **Securus has read, agrees, and complies.**

The SCP OTS S-Gate interface enables investigators to search and sort calls by the state agency for monitoring and recording by one, all, and/or a combination of the following:

- Facility
- Housing unit
- Specific offender telephone
- Start and stop time and date of call
- Billed to Numbers (BTNs)
- Three-Way Calls
- Frequently Dialed Numbers
- Offender PIN Number
- Calls monitored or listened to by user

For example, the following figure depicts a Frequently Dialed Number Report with billed to number (BTN) account information as an example of a multiple criteria search.

2. Functional, Technical, and Performance Requirements

Frequently Dialed Number Report

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Enter the Number of Times a Phone Number was Called

SCP

SECURUS

Customer Management Level: Securus Demo Site

Call Frequency Search

Country Code	Dialed Number	Frequency
1	902779833	7
1	902779875	6
1	2147534957	7

Report Export Options

Quickly View the Associated Call Detail Report by Clicking this Icon

The Frequently Dialed Number feature allows investigators to generate a report by entering a number that instructs the system to search for only those numbers that have been called a certain number of times within a specific timeframe.

2.9.4 The offender telephone system must automatically call and alert investigators and offer live monitoring of calls in real time.

✓ **Securus has read, agrees, and complies.**

The Securus SCP OTS will automatically call and alert investigators of predetermined calling events and offer live monitoring of calls in real time. Additionally, the investigator will have the ability to terminate a call with a preprogrammed code or barge-in to a live call and establish a talk path into the call from the investigators desk phone, cell phone, or any other phone.

The SCP OTS Covert Alert feature provides the capability for investigators to be called and alerted to dialed numbers, phones, or PINs that are under surveillance by the investigative unit. This

2. Functional, Technical, and Performance Requirements

feature enables authorized personnel to monitor a call, *undetected*, from any designated location while the call is in progress.

Investigators configure the feature through S-Gate by completing the following steps:

1. Assign a "Covert Alert" status to a specific phone, PIN, or phone number.
2. Enter a telephone number (such as cell, home, or office) and e-mail address to indicate where the call should be forwarded for live monitoring.

Configure a Covert Alert trigger, such as "trigger the alert when call is accepted," or "trigger the alert when phone number is dialed."

The following figure illustrates the Covert Alert configuration screen

Covert Alert Configuration Screen

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SCP

MANAGER TOOLS ADMIN

SECURUS

Customer: Securus Demo Site Site: Securus Demo Site Phone Group: General Phone: LP 100

Management Level: Securus Demo Site

General

GENERAL PORT INFORMATION (* indicates required fields)

Name: LP 100

Status: Enabled

3-Way Call Detection: DEFAULT

Voice Biometrics: DEFAULT

Alert Location

Alert Phone Number and e-mail Address

COVERT ALERT INFORMATION

*Alert Phone and e-mail address fields should match with the investigator's S-Gate USER account first name and last name.

Alert Phone*	Alert Email	Alert Location*	First Name*	Last Name*	Status*	PIN	Hide Last Updated Call
233333333		OFFICE	asd	sdf	Active		04-08-09 15:13
555555555		OFFICE	daf	sdfg	Active		04-08-09 15:24
555555555	test@yahoo.com	---	asd	sdfg	Active		04-08-09 15:26

Once activated, the feature allows the call to take place while another muted call is placed to the Investigator's Covert Alert number. This call is considered another "call leg" and occurs silently, so the offender and called party remain unaware the Covert Alert trigger has been activated.

It is possible to retrieve calls anywhere, from within the facility or remotely. Investigators also have the ability to monitor other calls from an on-site workstation while using the Covert Alert feature.

Covert Alert also sends e-mail notifications to authorized personnel regarding the call under surveillance. The email provides information including the following:

- Phone number called
- Phone in use

2. Functional, Technical, and Performance Requirements

- Phone group
- Offender's name
- Offender's account number
- Whether the call is being recorded (private calls will alert through e-mail only)

Covert Alert Configurations

The Covert Alert feature allows authorized users to alert up to three individuals when a targeted phone, PIN, or phone number is in use. The configuration options include the following:

- Requiring an investigator to enter their PIN before the call is connected
- Enabling the investigator to terminate a call by pressing a programmed code
- Allowing the investigator to interrupt a conversation in-progress and speak to both the offender and called party by selecting and confirming a predefined "Barge In" code

As an added security feature, the investigator will be prompted for their PIN when he or she receives a call from Covert Alert. The investigator's PIN must be entered and accepted before the call is connected to the investigator. This feature ensures that only the authorized person will receive Covert Alert calls. When the investigator receives a Covert Alert call, he or she will hear a message such as the following.

"This is a covert alert call from 'John Smith,' an inmate at the Missouri Correctional Institution. To accept this covert alert call, please enter your investigator PIN now."

"Barge In"

While on the covert alert call, the investigator can terminate the call between the offender and the called party by pressing a predetermined code. In addition to being able to disconnect the call, the investigator can also barge into the offender conversation and speak to both the offender and the called party by pressing a predefined "Barge In" code and confirming that they want to barge in. The confirmation "Press 1 to confirm" is used to help to eliminate an investigator from accidentally pressing the barge in code with their cheek.

This "Barge In" capability is available through both Covert Alert and on calls forwarded from S-Gate Live Monitor. When live monitoring a conversation, the call can be forwarded to an investigator cell phone, office phone, or other designation, allowing them to barge into the conversation using the predetermined barge in code and acceptance digit.

Covert Alert Call Detail Record Report

The Covert Alert Call Detail Record Report allows authorized users to search for calls in which a covert alert was triggered. The report provides comprehensive detail regarding the call. The following figure is an example of the SCP S-Gate Covert Alert Call Detail Record Report.

2. Functional, Technical, and Performance Requirements

Covert Alert Call Detail Record Report

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The screenshot displays the SCP interface for a Covert Alert Call Detail Record Report. At the top, there are navigation buttons (Home, Print, Help, Log Off) and the SECURUS logo. Below the navigation, there are management level dropdowns for Customer, Site, Phone Group, and Phone. The main section is titled "Covert Alert Call Detail Records Search" and contains several search criteria fields: Alertee Country Code, Alertee Dialed Number, Alertee First Name, Alertee Last Name, Country Code, Dialed Number, Custody Account #, Termination Category, and Call Status. There are also checkboxes for "Hide Criteria" and "Use * for wild card / partial matches".

Annotations on the screenshot include:

- Customizable Search Criteria:** Points to the search filter fields.
- Play the Recorded Call:** Points to a checkbox in the table header.
- Investigators Name & Number:** Points to the "Investigator" column in the table.
- Shows Whether the Investigator Accepted the Call:** Points to the "Investigator Acceptance" column in the table.
- Report Export Options:** Points to "Excel", "PDF", and "CSV" buttons.
- Offender Information:** Points to the "Acct#", "PIN", "First Name", and "Last Name" columns in the table.

The table below shows a list of call records with the following columns: Play, Site, Port Loc, Alertee Country Code, Alertee Dialed Number, Alertee First Name, Alertee Last Name, Term. Cat., Start Date/Time, End Date/Time, Durr. (s), Country Code, Dialed Number, Acct#, PIN, First Name, Last Name, Call Status, and Pin Accept.

Play	Site	Port Loc	Alertee Country Code	Alertee Dialed Number	Alertee First Name	Alertee Last Name	Term. Cat.	Start Date/Time	End Date/Time	Durr. (s)	Country Code	Dialed Number	Acct#	PIN	First Name	Last Name	Call Status	Pin Accept
<input type="checkbox"/>	Securus Demo Site	LP 11		2145564417	dee	dee	No Investigator Acceptance	05-02-2010 01:34:14	06-02-2010 01:39:03	49		9722770595					complete	
<input type="checkbox"/>	Securus Demo Site	LP 11		2145564417	dee	dee	No Investigator Acceptance	06-02-2010 02:01:28	06-02-2010 02:02:00	32		9722770595					complete	
<input type="checkbox"/>	Securus Demo Site	LP 7		9722770595	test	test	No Investigator Acceptance	06-02-2010 02:08:27	06-02-2010 02:08:19	12		9722770595					complete	
<input type="checkbox"/>	Securus Demo Site	LP 27		2145429301	Adam	Edwards	No Investigator Acceptance	06-02-2010 19:13:08	06-02-2010 13:13:29	21		9722770503	5959595959595	999988	Adam	Edwards	complete	
<input type="checkbox"/>	Securus Demo Site	LP 1038		9739309720	Art	Hackel	Parent Call Ended	06-04-2010 11:01:34	06-04-2010 11:01:53	19		9722770502	5959595959595	999988	Adam	Edwards	complete	
<input type="checkbox"/>	Securus Demo Site	LP 1035		2146351396	Ed	Roberts	Parent Call Ended	06-04-2010 11:01:34	06-04-2010 11:01:53	15		9722770502	5959595959595	999988	Adam	Edwards	complete	
<input type="checkbox"/>	Securus Demo Site	LP 1036		2145425001	Adam	Edwards	No Investigator Acceptance	06-04-2010 11:01:34	06-04-2010 11:02:04	30		9722770552	5959595959595	999988	Adam	Edwards	complete	
<input type="checkbox"/>	Securus Demo Site	LP 1066		8175554472	Joe	Iester	Parent Call Ended	06-07-2010 16:54:05	06-07-2010 16:54:22	17		9722770503	5959595959595	999988	Adam	Edwards	complete	
<input type="checkbox"/>	Securus Demo Site	LP 1085		2145649001	Adam	Edwards	Parent Call Ended	06-07-2010 16:54:05	06-07-2010 16:54:22	17		9722770503	5959595959595	999988	Adam	Edwards	complete	
<input type="checkbox"/>	Securus Demo Site	LP 1086		2145878782	Jack	Tester	Parent Call Ended	06-07-2010 16:54:05	06-07-2010 16:54:22	17		9722770503	5959595959595	999988	Adam	Edwards	complete	

At the bottom of the interface, there are navigation buttons (Home, Print, Help, Log Off) and a copyright notice: © 2006 - 2010 SECURUS Technologies, Inc., Dallas, TX U.S.A., All Rights Reserved.

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2.9.5 The offender telephone system must select a particular telephone for monitoring while a call is in progress.

✓ Securus has read, agrees, and complies.

2. Functional, Technical, and Performance Requirements

The Securus SCP OTS will provide monitoring capabilities for all calls that are in progress using the S-Gate user interface. The SCP OTS also gives users the ability to select a particular telephone for monitoring while the call is in progress. Users can choose to monitor any call that is displayed by clicking on the phone icon within the user interface.

The SCP OTS can be configured by the user to automatically select a particular telephone for monitoring while using the SCP feature, "Scan Patrol." Scan Patrol can be used at any time the SCP OTS is being accessed through the Securus S-Gate user interface. Scan Patrol is configurable in terms of amount of time to listen to a call and which calls to listen to during scanning.

Scan Patrol

Authorized state agency personnel who wish to have the system monitor calls can use our Scan Patrol feature to scan through live calls. Similar to the scan function on most automobile AM/FM radios, users can enter a specific time for which the system will play each call before automatically moving to the next active call. The scanning will begin from the first active call on the first active port and continue to the next active call, looping back to the first active call when reaching the end.

2.9.6 The offender telephone system must display "real time" call activity on a workstation. This activity must be detailed by offender PIN number, date of call, start time of call, stop time of call, telephone location and called number.

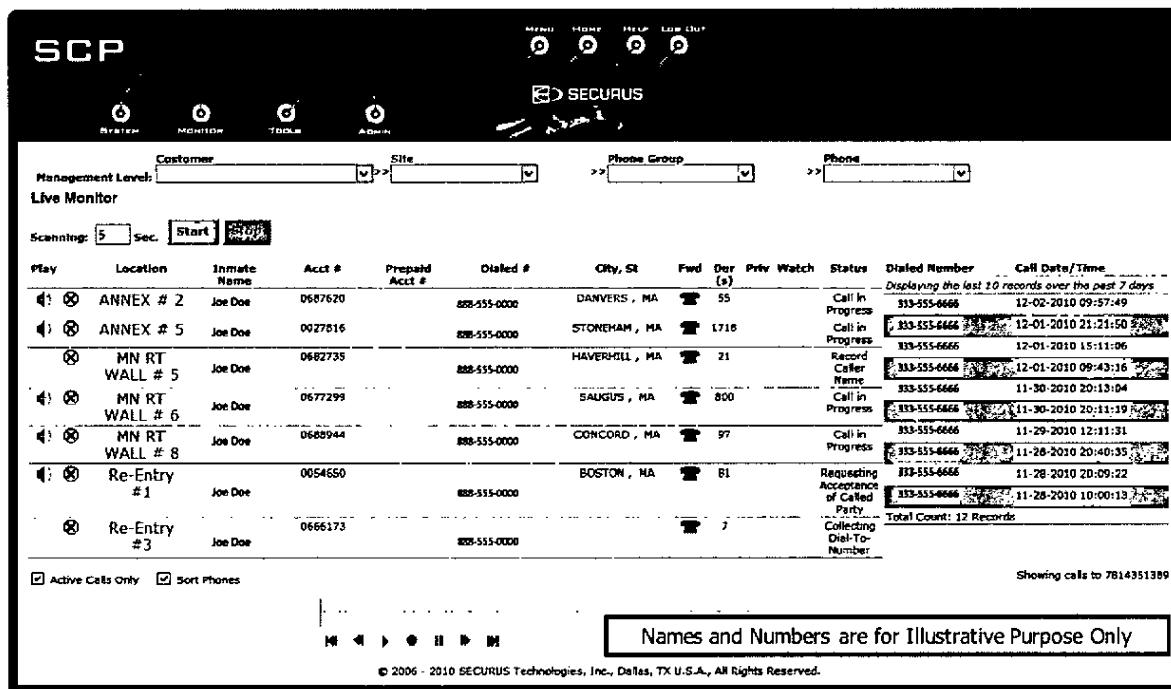
Securus has read, agrees, and complies.

The SCP OTS will display real time call activity on a workstation. The activity includes, but is not limited to, offender PIN number, date of call, start time of call, stop time of call, telephone location, and called number.

2. Functional, Technical, and Performance Requirements

Live Call Monitor

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Management Level: Customer Site Phone Group Phone

Live Monitor

Scanning: Sec.

Play	Location	Inmate Name	Acct #	Prepaid Acct #	Dialed #	City, ST	Fwd Dur (s)	Priv Watch	Status	Dialed Number	Call Date/Time
<input checked="" type="checkbox"/>	ANNEX # 2	Joe Doe	0687620		888-555-0000	DANVERS, MA	55		Call in Progress	333-555-6666	12-02-2010 09:57:49
<input checked="" type="checkbox"/>	ANNEX # 5	Joe Doe	0927816		888-555-0000	STONEHAM, MA	1716		Call in Progress	333-555-6666	12-01-2010 21:21:50
<input checked="" type="checkbox"/>	MN RT WALL # 5	Joe Doe	0682735		888-555-0000	HAVERHILL, MA	21		Record Caller Name	333-555-6666	12-01-2010 09:43:16
<input checked="" type="checkbox"/>	MN RT WALL # 6	Joe Doe	0677299		888-555-0000	SALGUS, MA	800		Call in Progress	333-555-6666	11-30-2010 20:13:04
<input checked="" type="checkbox"/>	MN RT WALL # 8	Joe Doe	0680944		888-555-0000	CONCORD, MA	97		Call in Progress	333-555-6666	11-29-2010 12:11:31
<input checked="" type="checkbox"/>	Re-Entry #1	Joe Doe	0054650		888-555-0000	BOSTON, MA	81		Requesting Acceptance of Called Party	333-555-6666	11-28-2010 20:09:22
<input checked="" type="checkbox"/>	Re-Entry #3	Joe Doe	0666173		888-555-0000		7		Collecting Dial-To-Number	333-555-6666	11-28-2010 10:00:13
Total Count: 12 Records											

Active Calls Only Sort Phones

Showing calls to 7814351389

Names and Numbers are for Illustrative Purpose Only

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2.9.7 The offender telephone system must simultaneously provide recording and playback of both the transmitting and receiving sides of conversations. The playback of any selected channel must be accomplished while continuing to record all input channels.

Securus has read, agrees, and complies.

The SCP OTS enables simultaneous recording and playback of both the offender and called party conversations. The playback of any selected channel is accomplished while continuing to record all input channels.

All SCP OTS offender and the called party telephone conversations are recorded as they are taking place. The act of playing back a selected channel can be accomplished without disrupting the recording of any other channels.

2. Functional, Technical, and Performance Requirements

2.9.8 Time and date entries for each recorded conversation shall be displayed on a per channel basis and shall display all conversations in chronological order to facilitate research and playback.

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

The SCP OTS displays time and date entries for each recorded conversation on a per channel basis. All conversations are displayed in chronological order to facilitate research and playback

2.9.9 All call activity data and call recordings shall be the property of the State of Missouri.

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

Securus understands and agrees that all call activity data and call recordings are the property of the State of Missouri. State and federal laws and regulations (such as CPNI) concerning customer bills require Securus to retain ownership of billing records.

2.9.10 The offender telephone system must export call detail search data to Excel and PDF formats.

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

The SCP OTS enables authorized users with fast and convenient access to S-Gate reports. They are able to save, retrieve, and export call detail search data in the following file formats:

- Adobe® PDF
- Microsoft Excel
- Comma Separated (CSV)

Additionally, users have the ability to save reports to multiple destinations or upload data from the report into their own database for further analysis.

2.9.11 The offender telephone system must save and store unique query criteria by individual system user as established herein, to include ability to save multiple bill-to numbers (BTN) and offender identification numbers.

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

The SCP OTS saves and stores unique query criteria by individual authorized users and includes the ability to save multiple bill-to numbers (BTN) and offender identification numbers.

As part of the overall OTS solution, the Guarded Exchange service will save and store unique query criteria by individual user, including saving and storing criteria for future queries. This custom query capability includes the ability to save multiple BTN's as well as offender identification numbers.

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2.10 Storage Requirements:

2.10.1 The offender telephone system must store a minimum of one (1) year of call recordings and detail at the primary location.

Securus has read, agrees, and complies.

The SCP OTS will store a minimum of one (1) year of call recordings and detail at the primary location. 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 back up recordings to a secondary storage location.

2.10.2 The offender telephone system must store call recordings and detail permanently at the secondary location.

Securus has read, agrees, and complies.

Securus will store call recordings and detail permanently over the life of the contract at the secondary location.

2.10.3 The offender telephone system must provide archiving call recordings and detail upon the state agency's request. The offender telephone system must allow immediate access to the secondary storage locations' call recordings and detail by the state agency without intervention from the contractor.

Securus has read, agrees, and complies.

The SCP OTS will provide archiving call recordings and detail upon the state agency's request. The offender telephone system will allow immediate access to the secondary storage locations' call recordings and detail by the state agency without intervention from Securus.

2.10.4 The contractor must monitor the storage capacity of each of the storage solutions to ensure no call recordings and details are lost.

Securus has read, agrees, and complies.

Securus will monitor the storage capacity of the storage solutions to ensure no call recordings and details are lost.

The SCP OTS includes a storage area network (SAN) architecture to store offender call recordings. The storage solutions are continuously monitored and managed through intelligent automated processes and storage policies.

2. Functional, Technical, and Performance Requirements

2.11 Workstation Requirements:

- 2.11.1 The workstations provided with the offender telephone system must be a corporate class laptop that meets the following minimum requirements:
- a. 15" Widescreen WXGA screen;
 - b. CPU with Intel Core 2 Duo Processor;
 - c. Memory with 4 GB RAM;
 - d. Hard Drive with 80 GB;
 - e. Sound Card;
 - f. DVD+/-RW;
 - g. Integrated Wireless Solution 802.11 b/g/n;
 - h. Microsoft Windows 7 Professional;
 - i. Microsoft Office 2007 Professional Software; and
 - j. Three (3) year, on-site, next-business day warranty.

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

Securus will provide 20 corporate class laptops to the state agency that meets the following specifications as detailed above:

- 15" Widescreen WXGA screen
- CPU with Intel Core 2 Duo Processor
- Memory with 4 GB RAM
- Hard Drive with 80 GB
- Sound Card
- DVD+/-RW
- Integrated Wireless Solution 802.11 b/g/n
- Microsoft Windows 7 Professional
- Microsoft Office 2007 Professional Software
- Three year, on-site, next-business day warranty

2. Functional, Technical, and Performance Requirements

Our proposed workstation features the Latitude E6510 Laptop. The laptop is designed for easy mobile collaboration and enhanced productivity, the Dell Latitude E6510 laptop features advancements in manageability, durability, and security that can empower IT. Whether you are working in the office or anywhere, Latitude™ E6510 laptops can simplify productivity by providing for easy access as to the Securus SCP OTS. Features include the following:



- **Easy Global Collaboration** – The latest wireless options let you connect with colleagues from virtually anywhere. A light-sensitive Webcam and noise-reducing, speech-enhancing microphone can be paired with speakers for an optimal video conference experience.
- **Smart Controls** – An intuitive, gesture-enabled touchpad and vibrant backlit keyboard option let you work smartly and comfortably in virtually any situation.
- **Power to Do More** – With Intel® Core™ i5 and up to quad-core Intel® Core™ i7 with Intel® Turbo Boost Technology processor options, along with next-generation discrete graphics options, you can have a performance boost to stay on top of business.
- **Always on Capability** – Use Dell Latitude ON™ technology to access your e-mail, calendar and contacts without needing to boot up, and enjoy the added benefit of idle battery life that can extend for days, not just hours, on select platforms³.

Our proposed workstation configuration is presented in the following table.

Corporate Class Laptop Configuration

Component	Description
Base Unit	Latitude E6510 Notebook (224-8070)
Processor	Intel Core i5-520M Dual Core 2.40GHz 3MB for M6510 (317-3585)
Memory	4.0GB, DDR3-1333 SDRAM, 2 DIMM for Latitude (317-3590)
Keyboard	Internal English Keyboard for Latitude E (330-0836)
Keyboard	Documentation (English) Latitude E-Family/Mobile Precision (330-1652)
Wireless Keyboard and Mouse	Keyboard + Mouse (Nausicaa) (2.4 GHz RF, with USB dongle) (330-1824)
Monitor	DELL E1909WDD 19 Inch Widescreen Flat Panel, Display Port Connection, OptiPlex Workstation and Latitude (320-7366)
Video Card	Intel HD Graphics for Latitude D6510 (320-8805)
Hard Drive	160GB Hard Drive 9.5MM, 5400RPM, Dell Latitude E (342-0477)

2. Functional, Technical, and Performance Requirements

Component	Description
Floppy Disk Drive	15.6" HD (1366 x 768) Anti-Glare LED Display for Latitude E6510 (320-8809)
Operating System	Genuine Windows 7 Professional, 32-bit, no media, Latitude, English (421-1643)
Operating System	Genuine Windows 7 Label, Latitude, Vostro and Mobile Precision Notebooks (330-6322)
Mouse	Slate Silver, Mobile Broadband Ready, Dell Latitude E6510 (313-9913)
Modem	No Modem for Latitude E6410, E6510, Precision M4500 (318-0227)
TBU	90W 3-Pin, AC Adapter for Latitude E-Family (330-0876)
TBU	US - 3-FT, 3-Pin Flat E-Family Power Cord for Latitude E-Family (330-0879)
CD-ROM or DVD-ROM Drive	8X DVD+/-RW for Latitude E-Family (313-6513)
CD-ROM or DVD-ROM Drive	Roxio Creator Starter, No Media, Dell OptiPlex, Latitude and Precision Workstation (421-4539)
CD-ROM or DVD-ROM Drive	Cyberlink Power DVD 9.5, No Media, Dell OptiPlex, Latitude and Precision Workstation (421-4370)
Sound Card	Noise Cancelling Digital Array Microphone for Latitude E6510 (313-9310)
Wireless Headset	CS50 Wireless Headset (A1262546)
External Speakers	Dell AX210 USB Powered Multimedia Speakers
Processor Cable	Intel WiFi Link 6200 (802.11a/g/n 2X2) 1/2 MiniCard for VPRO Latitude E/Mobile Precision (430-0755)
Documentation Diskette	Intel vPro Technology Advanced Management Features for Latitude E6510 (330-9702)
Bundled Software	Adobe Acrobat 9.0 English and French, BND, Dell OptiPlex Precision, and Latitude (410-1862)
Bundled Software	Microsoft Office Professional for Latitude, OptiPlex, Precision (420-6712)
Factory Installed Software	No Resource DVD for Dell Optiplex, Latitude, Precision (313-3673)
Software Disk Two	Latitude On Reader for Latitude Notebooks (421-9856)
Feature	6-cell (60Wh) Primary Battery for Latitude (312-7412)
Feature	Nylon 15.6 Carry Case for Latitude and Precision Notebooks (313-9945)

2. Functional, Technical, and Performance Requirements

2.11.2 The workstations must include a docking station.

✓ **Securus has read, agrees, and complies.**

Securus will provide a docking station for all workstations provided. The docking station will be an E/Port, Simple Port Replicator for Latitude E-Family/Mobile Precision (430-3097).

Workspace is maximized with the Dell™ E-Port Replicator. This E-Port Replicator gives you a comfortable work space where you can plug a keyboard, mouse and monitor to the port replicators and use your laptop like a desktop. Simplified connectivity facilitates a single interface to connect to your printer, monitor, or other peripheral devices. This product is tested and validated with Dell Systems. This product includes 130-Watt Power Adapter Cord.



2.11.3 The workstations must include a wireless keyboard and mouse.

✓ **Securus has read, agrees, and complies.**

Securus will provide a wireless keyboard and mouse for all workstations provided. The wireless keyboard and mouse is a Keyboard + Mouse (Nausicaa) (2.4 GHz RF, with USB dongle) (330-1824).

The Dell Wireless Keyboard is designed ergonomically to increase your comfort and productivity. This keyboard features a set of 104 keys.



The Three-Button Wireless Mouse from Dell is easy to use and features three buttons, this mouse is ideal for Internet enthusiasts and users looking for programmability in mice buttons and fast, accurate response

2.11.4 The workstations must include wireless headphones and external speakers.

✓ **Securus has read, agrees, and complies.**

Securus will provide the Plantronics CS50 Wireless Headset and Dell AX210 USB Powered Stereo External Speakers.

The Plantronics CS50 Wireless Office Headset System brings the ultimate in mobility and hands free conversations to your phone. The CS50 gives you eight hours of talk time and the wireless convenience to roam up to 300 feet with secure conversations. Taking or ending a call is as simple as pressing a button with the optional Plantronics HL10 Lifter.



The Dell AX210 USB Stereo Speakers offer a true upgrade in audio quality, speaker aesthetics, and functionality. This product has been tested and validated on Dell systems.



2. Functional, Technical, and Performance Requirements

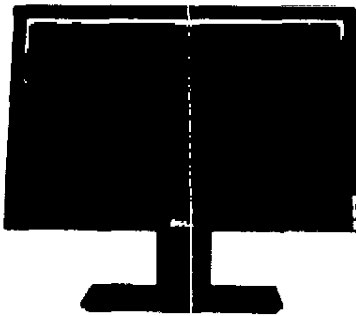
2.11.5 The workstations must include two (2) 19" flat panel monitors.

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

Securus will provide two Dell E1909WDD 19 Inch Widescreen Flat Panel, Display Port Connection, OptiPlex Workstation and Latitude (320-7366).

The Dell™ E1909WDD 19-inch Widescreen Flat Panel Monitor incorporates Direct Drive Display Port technology. The monitor delivers high bandwidth to help ensure maximum display performance. Featuring a contrast ratio of up to 1000:1, you can witness brilliant colors with excellent details for vivid pictures or fast-motion videos.

With a resolution of 1440x900 pixels, this monitor is designed to exhibit a rich multimedia experience. Additionally, it features blazing response time of 5 ms that helps prevent smearing and ghosting. Equipped with a small USB-sized display port connector, this monitor provides easy plug-and-play factor and offers flexibility to connect your monitor to your PC as per you choice. The slim black bezel fits into most office environments and desktops providing a space-saving solution ideal for your growing needs.



2.11.6 The workstations must include a nylon carrying case.

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

The workstations will include the Dell - Timbuk2 Nylon Sleeve for Laptops.

Designed to hold laptops of screen sizes up to 17 inches, the nylon laptop sleeve from Dell™ ensures the safety of your laptop. Stylish and ideally designed, this sleeve is made of durable nylon material.

2.11.7 The workstations must include a client virtual private network (VPN) software solution to allow an investigator to connect to the offender telephone system remotely. The solution must provide, anytime and anywhere, secure access to all system features regardless of location to allow system investigator access to the offender telephone system services.

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

The SCP solution provides, anytime and anywhere, secure access to all system features regardless of location to allow system investigator access to the SCP OTS services.

The Securus provided workstations do not require a VPN connection to access the SCP OTS services. Access to the Securus SCP OTS operates optimally through the use of a secure Website



2. Functional, Technical, and Performance Requirements

connection from any Web enabled PC. Therefore, Securus recommends using a Secure Socket Layer (SSL) Website connection from any Windows-based PC with access to the internet.

Using this feature, investigators or administrators can access the Securus SCP OTS without the need for a dedicated workstation and a proprietary VPN connection.

If the state agency decides it needs a client virtual private network (VPN) software solution for remote access, Securus will provide.

REVISED PER AMENDMENT #001

2.11.8 *All workstations must include state-approved software for remote desktop access.*

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

All workstations provided by Securus will include state-approved software for remote desktop access to the Securus SCP OTS.

2.11.9 The workstations shall become the property of the State of Missouri upon delivery to the state agency. However, the contractor shall provide all maintenance, upgrades, repairs, and replacements during the life of the contract at no additional cost to the State of Missouri.

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

Workstations provided by Securus will become the property of the State of Missouri upon delivery to the state agency. Securus will provide all maintenance, upgrades, repairs, and replacements during the life of the contract at no additional cost to the State of Missouri.

2.12 General Offender Telephone System Requirements:

2.12.1 The offender telephone system must detect an attempt made by the called party to attempt a three (3)-way or conference call at any time during the call and immediately following the connection of the call, regardless of where the called party is located. If detected, the offender telephone system must terminate the call before connection to the called party, or if during the call, as soon as the transfer or conference is detected. The state agency will determine whether they will utilize the offender telephone system's capability to terminate three (3)-way or conference calls.

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

The Securus SCP OTS will detect attempts made by the called party to attempt a three-way or conference call at any time during the call and immediately following the connection of the call, regardless of where the called party is located. When detected, the Securus SCP OTS will terminate the call before connection to the called party or as soon as the transfer or detection is detected. The Securus SCP OTS will be configured to allow the state agency to determine whether to use the capability to terminate three-way or conference calls in progress.

2. Functional, Technical, and Performance Requirements

When using the Securus three-way call detection technology from Securus, the state agency will be receiving the best and most sophisticated three-way calling technology in the market today.

How it Works

The SCP OTS will detect, in real time, the called party's attempt to access three-way or conference calling within the same central office following the connection of the call between the offender and the called party, regardless of whether the called party has first accepted the call.

When a three-way event is noted, the Securus SCP OTS will perform one of the following actions, which is based on the state agency's criteria):

- Disconnect the call instantaneously with messaging to offender and called party
- Mark the call with no interruption to the call
- Warn the offender that third-party calls are not allowed

This feature prohibits the major fraud practice possible with other automated and live-operator systems. Offenders could enlist the aid of an outside accomplice to "conference" them, via the central office-provided three-way calling, to an "unrestricted" line, bypassing the system controls. Without this protection, offenders have in effect, unrestricted access to the outside world, defeating the correctional objectives and policies of the institution along with subjecting the public to offender harassment and fraud.

The SCP OTS is unique in its ability to detect and foil an accomplice's attempt to activate the three-way call feature by immediately disconnecting the call upon detection. Securus' SCP has the unique ability to disable three-way call detection on a particular number or groups of numbers, such as attorneys.

Securus' patented method of preventing three-way call detection is centered on our sophisticated ability to identify a specific "click" and associated events. The "click" event is easily discernable from any sound that is created through normal speech. The specific sound characteristics that distinguish a hook flash is a very short burst of sub 300Hz energy followed by a very abrupt cutting of the signal source. Any sound created by a human voice box that has a great deal of sub 300Hz energy will have a sound "tail" associated with it. This is generally conclusive evidence that the sound was created by something other than a hook flash. So, the three-way detection algorithm looks for an impulse of sub 300Hz that was not obviously caused by a human voice.

Three-way call detection is active from the moment the called party has the ability to answer the call and prior to call acceptance. Upon detection of a three-way call, the call will be disconnected immediately, should that option be selected by the facility.

The SCP OTS provides the ability to search call detail records search for attempted three-way calls. The following figure provides an example of the user interface, which indicates the three-way calling search criteria and search results.

2. Functional, Technical, and Performance Requirements

Three-Way Call Search

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The screenshot displays the SCP SecurUS interface for a Three-Way Call Search. At the top, there are navigation buttons for STAFF, MONITOR, TOOLS, and ADMIN. The main header includes 'Customer' (Securus Demo Site), 'Site' (Securus Demo Site), 'Phone Group' (All Phone Groups), and 'Phone' (All Phones). Below this is the 'Call Detail Records Search' section, which includes a 'Customizable Search Engine' and various search criteria:

- Country Code, Custody Account #, First Name, Last Name, Dialect Number, PIN, Left Name, Destination Zone, Prepaid Account #, Termination Category, Call Type, Blocked Reason, Call Status (Complete), International, Watched, Private, 3-Way, Voice Biometrics, Test Call, RCF, and Phone numbers (1148, 1149, 1150).
- Date Criteria: Start Date/Time (01/02/2010 00:00:00) and End Date/Time (05/02/2010 00:00:00).
- Buttons for 'Reset' and 'Search'.

Below the search criteria is a table of results. The table has columns for Site, Port Loc, Ctry Code, Dialed #, Start Date/Time, End Date/Time, Dur., Acct# / Prepaid Acct#, First/Last Name, Call Type, Call Status, Term. Category, Blocked Reason Code, and Call Properties. The results show several calls, with the last one being flagged as '3-Way'.

Site	Port Loc	Ctry Code	Dialed #	Start Date/Time	End Date/Time	Dur.	Acct# / Prepaid Acct#	First/Last Name	Call Type	Call Status	Term. Category	Blocked Reason Code	Call Properties
Securus Demo Site	LP 8	1	9722770596	03-05-2010 16:40:34	03-05-2010 16:40:39	5 (s) 0.06 (m)	0343	Gerald Test	Person Call	complete	3-way call detected		3-Way
Securus Demo Site	LP 8	1	9722770594	03-05-2010 16:42:31	03-05-2010 16:42:49	18 (s) 0.3 (m)	0343	Gerald Test	Person Call	complete	3-way call detected		3-Way
Securus Demo Site	je test 4	1	8002779191	03-09-2010 10:18:09	03-09-2010 10:18:20	11 (s) 0.18 (m)	7890	Helen Huynh	Operator 22	complete	3-way call detected		3-Way
Securus Demo Site	je test 4	1	8002779191	03-09-2010 10:19:54	03-09-2010 10:20:04	10 (s) 0.17 (m)	7890	Helen Huynh	Operator 22	complete	3-way call detected		3-Way

At the bottom of the interface, there is a copyright notice: © 2006 - 2010 SECURUS Technologies, Inc., Dallas, TX U.S.A., All Rights Reserved.

Securus Three-Way Prevention System Patents

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

Securus' patented three-way call detection feature has been proven and certified in independent tests, such as the SIDBRIDGE study. Securus commissioned SIDBRIDGE Consulting to the accuracy of our three-way detection technology. The SIDBRIDGE study collected and audited call recordings and event logs for approximately 6,000 calls. This independent test revealed our overall success rate to be in the mid to high 90s; most significantly, the system accurately detected and prevented illegal three-way call attempts.

2. Functional, Technical, and Performance Requirements

- 2.12.2 The offender telephone system must provide an immediate and selective shutdown via a kill switch placed at the following state agency locations:
- at the demarcation location – which shall shutdown all telephones in the institution;
 - at the central control center – which shall shutdown select or all telephones in the institution;
 - at the select housing units – which shall shutdown select or all telephones in the housing unit; and
 - through the software provided for accessing offender telephone calls.

✓ **Securus has read, agrees, and complies.**

Securus will have the necessary OTS software capability and will install the necessary wiring and associated kill switches for immediate and selective shutdown of telephones at the following locations:

- **At the demarcation location, which will shutdown all telephones in the institution** – The OTS will be configured with manual kill switches at the demarcation location at each institution that are capable of shutting down all telephones in the institution.
- **At the central control center, which will shutdown select or all telephones in the institution** – The OTS will be configured with manual kill switches at the central control centers that are capable of shutting down select or all telephones or any individual phone.
- **At the select housing units, which will shutdown individual or all telephones at select housing units** – The OTS will be configured with manual kill switches at select housing units that are capable of shutting down select or all telephones in the housing unit.
- **Through the software provided for accessing offender telephone calls** – The SCP OTS provides complete flexibility in disabling telephone use at any time of day through manual intervention or preset calling schedules. A "Remote Kill Switch" function is provided through the S-Gate interface. Any individual phone via the S-Gate user interface will be configured to allow authorized users the ability to shut down access to telephones.

Remote Kill Switch

The Remote Kill Switch function allows authorized users that have highly secure credentials to immediately disable a call in progress, a specific telephone, group of telephones, or entire facility, using any PC with access to the Internet. Securus is one of the only providers to offer this capability to authorized users, anytime, from anywhere, 24x7. This is a major timesaving convenience for all participating users. This function allows authorized users to either kill the call immediately or allow the current call to finish while not allowing any more calls.

If the facility needs predetermined schedules to shut off the phones during certain times of the day or night, automated calling schedules can also be assigned. **Automated calling schedules relieve the facility staff from manually performing this task on a daily basis.**

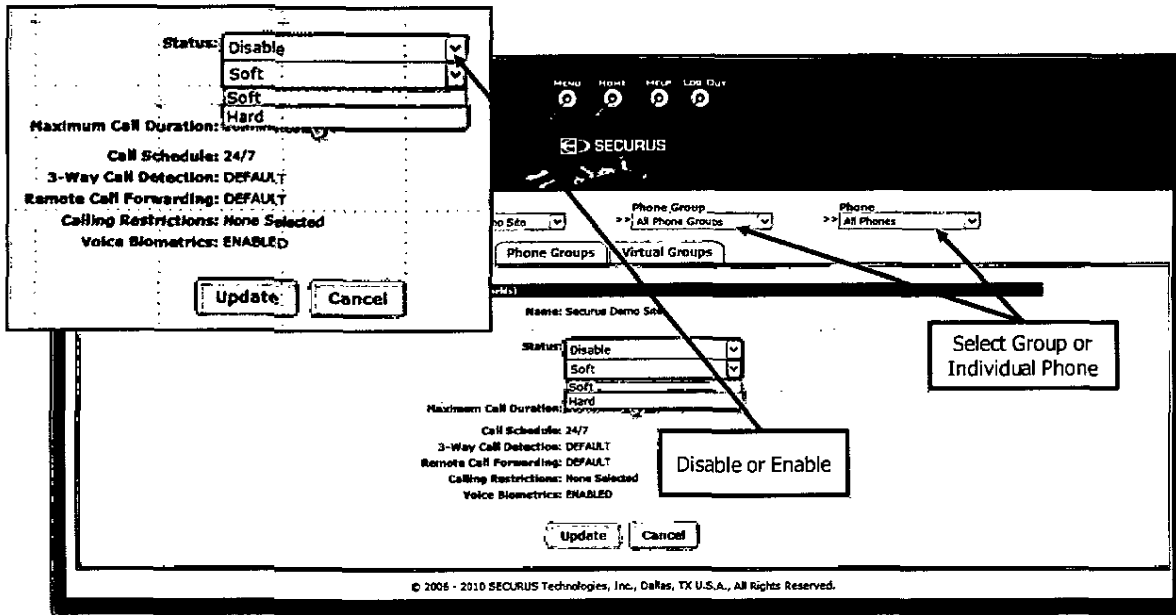
2. Functional, Technical, and Performance Requirements

Calling schedules control when offenders can place calls by setting multiple on- and off-times of day, within a week, and by day of week. Calling schedules can be configured and applied to individual phones, groups of phones, individual offenders, and globally. Additionally, the calling schedules can be configured to allow special calling times on holidays if desired.

The following figure depicts the user interface to access the remote kill switch.

Remote Kill Switch

Proprietary and Confidential



2. Functional, Technical, and Performance Requirements

The following figure provides an example of the user interface to set calling schedules.

Defining Call Schedules

Proprietary and Confidential

SCP

SYSTEM MONITOR TOOLS ADMIN

MENU HOME HELP LOG OUT

SECURUS

Customer: Securus Demo Site Site: Kellway Test Lab Allen Phone Group: All Phone Groups Phone: All Phones

Management Level: >>>

General Global Lists Call Schedules Call Forwards Phone Groups Virtual Groups

(* indicates required fields)

Name: Holiday

Disable Rule: Soft *

ENTER CALL SCHEDULES (military time format: hh:mm) (time range: [00:00 23:59])

Day	On Time	Off Time
Sunday	06:00	22:00
Monday	06:00	12:00
Monday	14:00	20:00
Tuesday	06:00	12:00
Tuesday	13:00	22:00
Wednesday	06:00	22:00
Thursday	06:00	23:00
Friday	06:00	16:00
Saturday	06:00	22:00

Add Holiday

Christmas Day

Start Date/Time

MM	DD	YYYY	HH:MM
DEC	25	2010	00:00

End Date/Time

MM	DD	YYYY	HH:MM
DEC	25	2010	23:59

Cancel Update

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2.12.3 The offender telephone system must provide a dial tone to all offender telephones at the same time.

☑ Securus has read, agrees, and complies.

The offender telephone system will be configured to provide a dial tone to all offender telephones at the same time. As a security feature, the offender is never presented with true "dial tone" from the LEC central office/public switched telephone network, but is instantly given voice prompts once a telephone handset is in an off-hook condition.

2. Functional, Technical, and Performance Requirements

Securus will install maximum bandwidth at each facility to support a no blocking environment. Current usage statistics included with this RFP show that offender call concurrency is consistently less than the total number of phones installed. Securus would like to discuss our engineering methodology and call concurrency experiences in an effort to optimize bandwidth requirements.

With our central processing system and its network capacity, Securus can scale to many times our current capacity within the current architecture and design.

2.12.4 The offender telephone system must process calls on a selective bilingual basis that allows the offender to select the preferred language utilizing a code on the keypad (i.e. "1" for English and "2" Spanish).

Securus has read, agrees, and complies.

The SCP OTS processes calls on a selective bilingual basis that allows the offender to select the preferred language using a code on the keypad. The default setup provides message prompts in both English and Spanish. Additionally, the system can be configured to enable custom language prompts in several other languages, such as Navajo, Portuguese, Vietnamese, Polish, and Russian.

The SCP's automated operator uses clear and concise, professionally recorded voice prompts to assist the offender throughout the calling process. During call acceptance, the called party receives concise voice prompt instructions, based on your security requirements and configuration of the SCP. For example, the SCP OTS can be configured to do the following by using a code on the keypad:

- Allow the called party to receive a voice prompt in the language selected by the offender
- Allow the called party to receive a voice prompt in English first, and then in the language selected by the offender.

To further assist in the call process, Securus provides durable printed dialing instructions at each offender telephone location in English, Spanish, and other languages as requested. As a security measure, Securus uses materials and techniques appropriate for the correctional environment that explain the process in a clearly defined and easy to read manner.

2.12.5 The telephone reception quality received through the offender telephone system must be equal to the tone quality offered to the general public and meet telecommunication industry standards for service quality. The state agency shall have final approval of reception quality.

Securus has read, agrees, and complies.

The SCP OTS reception quality received through the SCP OTS will be equal to the tone quality offered to the general public and will meet telecommunication industry standards for service quality. The state agency will have final approval of reception quality.

Securus is proposing to install all new offender telephones to be used with the Securus SCP OTS system. Telephone reception quality can be impacted by the use of inferior offender telephones.

2. Functional, Technical, and Performance Requirements

Securus uses only industry standard offender phones that have been designed for the harsh environments of prisons. Securus will seek state agency final approval of reception quality that will include acceptance of the actual quality of the offender phone as well as quality of service to the general public.

2.12.6 The offender telephone system must include a fraud prevention feature that shall randomly interject pre-recorded announcements to the called party throughout the duration of the conversation indicating the source of the call. The fraud prevention shall not allow the offender to interfere with these announcements.

☑ **Securus has read, agrees, and complies.**

The SCP OTS includes a fraud prevention feature that interjects random announcements (Voice Overlay) during each call to the called party throughout the duration conversation indicating the source of the call.

The state agency has the option of configuring the overlay message to play at one-minute increments, or any random setting. An example of a voice overlay message is, *"This call is from a Missouri Correctional Institution."* The offender is unable to interfere with the announcements.

2.12.7 The TDDs provided with the offender telephone system must be compatible with the standard telephone devices provided with the offender telephone system.

☑ **Securus has read, agrees, and complies.**

The TDDs provided with the SCP OTS are compatible with the standard telephone devices provided with the OTS. Additionally, Securus will provide accommodations necessary to comply with the Americans with Disabilities Act (ADA). Securus' program for offenders who are deaf or hearing impaired provides those offenders the ability to place outgoing telephone calls using a TTY (Text Telephone) device that is integrated with the OTS.

The technology that will be provided uses dedicated ports on the SCP system and eliminates the need for a correctional officer or a staff member to initiate the call process. Integrating the TTY calls through the OTS allows for various policy and security measures that the facility can specify, such as time limits, call recording, remotely printing the content of the calls, and prevent redialing.

Offender Call Using TTY Phone Calling Another TTY (TTY to TTY)

When a hearing impaired offender places a call utilizing a TTY phone to a friend or family member utilizing a TTY phone, the same call restrictions associated with other OTS calls will apply. Collect or pre-paid charges to the called party will be rated and billed by Securus. Offenders can also place debit calls.

2. Functional, Technical, and Performance Requirements

Offender Call Using TTY Phone Calling Through Relay Service Operators (TTY to TRS)

The offender calling process is initiated when the offender types the information into the TTY device, which dials out through the SCP to the state's Telecommunication Relay Center (TRS). The information will include the offender's PIN along with a preset toll-free number that dials directly to the TRS operator. With TRS, a special operator communicates back to the offender to confirm the connection and begins the call connection process to the called party. Collect call charges to the called party will be rated and billed by the relay service provider.

Securus will provide the Superprint 4425 portable TDD model phone. The following information is the manufacturer-provided specifications:

- Built-in, 24-character printer
- Three selectable print sizes
- 32k memory
- Date and time printed at the beginning of each call
- Turbo Code® and Auto IDTM
- Built-in ring flasher
- Arrow keys for easy review of memory
- Convenient GA/SK keys
- Easy-touch greeting memo
- Baudot code (45.5/50 baud rate)
- Sticky key feature (for single-handed typing)
- ASCII code is available
- Model CT-178ADP.
- FCC Registered: 1U8USA-74411-CC-T



- 2.12.8 The offender telephone system must provide for continuous on-line diagnostics and continuous supervision, as well as local remote offline system control access for advanced programming and diagnostics. The offender telephone system must provide access to the built-in advanced diagnostics and program control by the service center personnel and shall provide failure reports, service history and other diagnostic information.

Securus has read, agrees, and complies.

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

2. Functional, Technical, and Performance Requirements

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

The entire state agency SCP OTS installation will be continuously monitored. The NOC will maintain the names and contact information for each Securus employee supporting the state agency. They will be accountable for any actions required to prevent or repair any outages. Securus will follow the state agency protocols for communicating outages or repair actions in the unlikely event these occur.

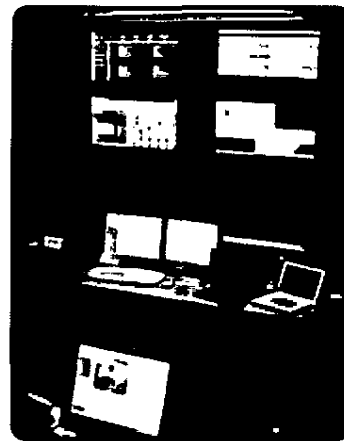
Premium Network Monitoring Capabilities

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

Through our network monitoring practices, we are able to complete the following functions:

- **Enable proactive repairs to a system to prevent it from going down.** Many times corrections are made before a system shows signs of an issue and before the facility is aware of a problem. This means less down time and increased system reliability for the facility.
- **Alert remote or on-site engineers of any system threshold inconsistencies or alarms.** If detected:
 - Alerts are sent to the NOC to track the event.
 - The NOC communicates with engineers through e-mail, short message service (SMS), or directly through a wireless phone to address the issue.
- **Receive real time alerts when the system detects an error.**
 - Identifies if the network elements health threshold has been exceeded or if any other potential system issue has been discovered.
 - Establishes volume thresholds for each transport carrier on core node equipment at each data center, alerting Securus personnel of possible carrier network issues.
- **Monitor call traffic patterns, bandwidth detail, and network life cycle management to ensure sufficient resources are in place.** A separate capacity engineering team reviews call traffic volume reports and storage requirements throughout all systems.

NOC Monitoring Center



NOC Administrators monitor, diagnose and resolve any system or network abnormalities in the Securus Network Operations Center.

2. Functional, Technical, and Performance Requirements

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

System administrators make scheduled inspections of all systems and routinely perform preventative maintenance and software enhancements. A production change control steering group controls these activities. Additionally, change control practices have been reviewed and are compliant with Sarbanes Oxley standards.

Remote Programming, Diagnostics, and Troubleshooting

The Securus NOC uses the Orion network monitoring application to constantly “ping” and watch the health of the OTS. We are constantly checking the system to ensure optimum performance and to anticipate the need for additional network or capacity.

Securus Network Operations Center

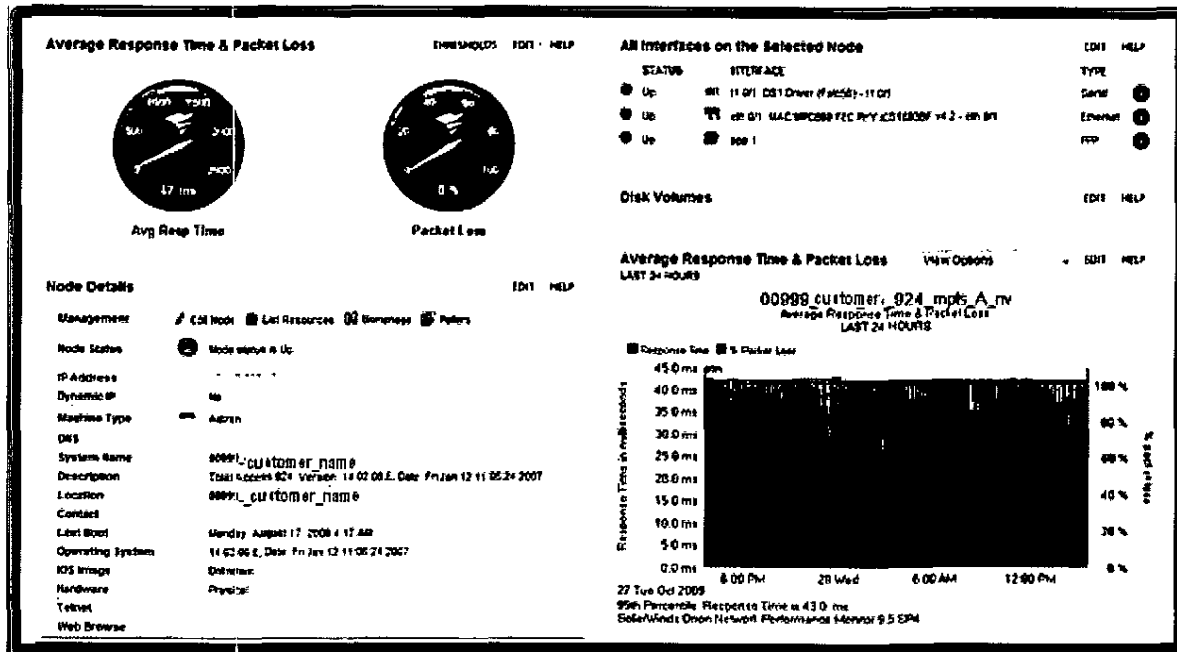


Visual monitoring in our NOC is achieved through the utilization of several key screens that are constantly being updated and monitored by our personnel in our NOC. For example, the following figure is a screen shot of the monitoring screen that is used to continually ping and monitor equipment on-site at your facilities.

2. Functional, Technical, and Performance Requirements

Adtran and Connection

Proprietary and Confidential



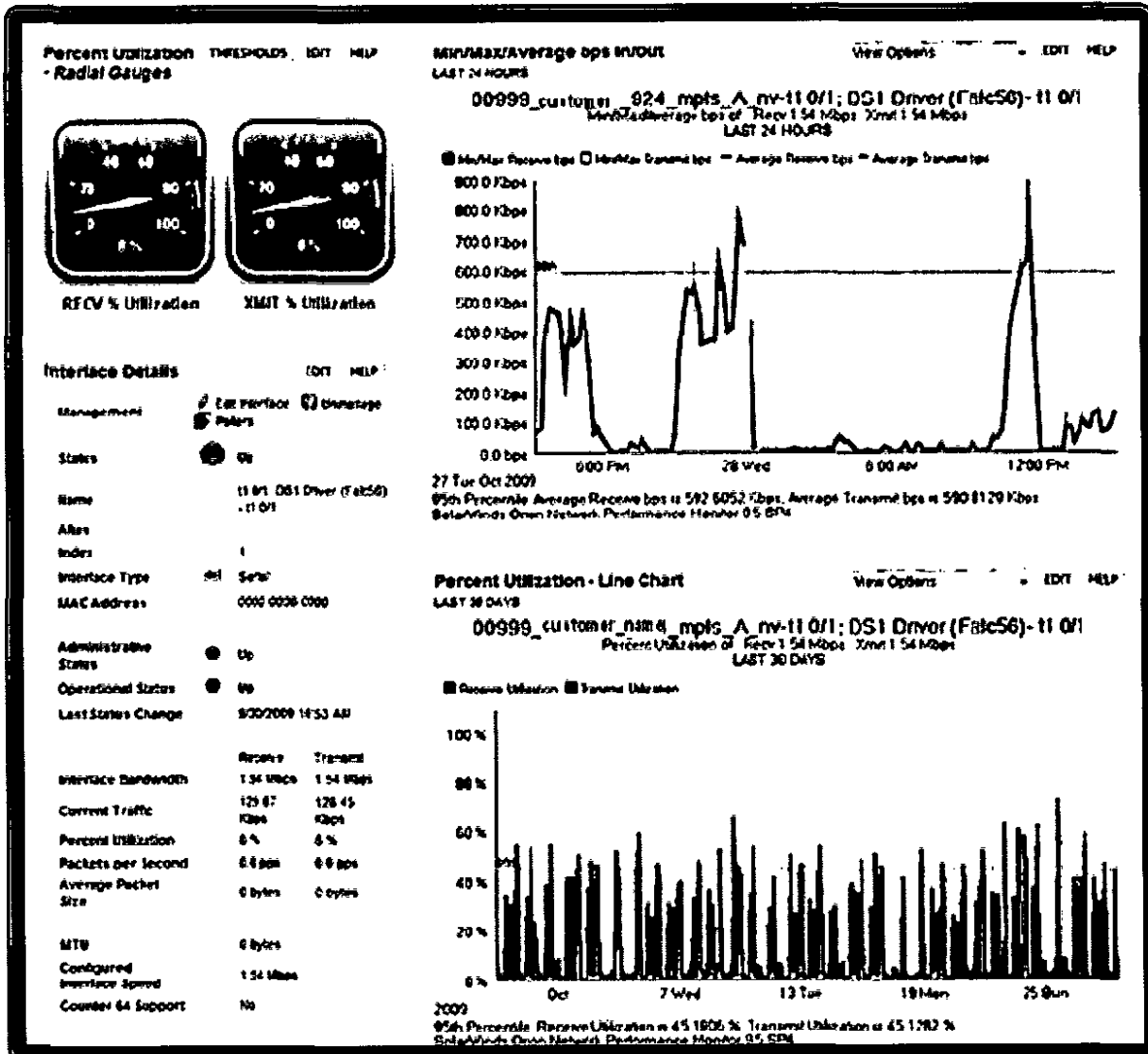
The upper left hand corner of the screen depicts the average response time from the ping test and the resulting packet loss. In the event the standard parameters are not met, the system will provide an alarm and NOC personnel are required to take specific actions to ensure that we are meeting our own quality standards. Importantly, if the state agency requires additional standards above our Securus rigid quality objectives, Securus will work with the state agency to incorporate those standards for your installation. The Securus NOC is a sophisticated, complete network monitoring center that is staffed by our own employees and uses the latest state-of-art monitoring software.

The following figure depicts the screen used to monitor our private network and the "traffic" that is being processed in our network.

2. Functional, Technical, and Performance Requirements

Interface, MPLS Circuit, and Traffic

Proprietary and Confidential



This screen will monitor offender-calling traffic. This tool is very critical to ensure that the quality of the network is maintained.

2.12.9 The offender telephone system must include an uninterruptible power supply source capable of supporting the system for a period of at least ten (10) minutes, in the event of a power failure. This is to ensure there is no loss of recordings or "real time" call data.

✓ Securus has read, agrees, and complies.

2. Functional, Technical, and Performance Requirements

The SCP-OTS will include an uninterruptible power supply (UPS) source capable of supporting the system for a period of at least 10 minutes, in the event of a power failure. In addition to the equipment on-site, Securus operates and maintains major data centers. Each data center has its own UPS and generator to ensure maximum facility uptime. The centralized data center that will be used for the state agency OTS uses UPS and generator power backup to ensure uninterrupted power delivery.

Additionally, the SCP OTS includes an uninterruptible power supply (UPS) source capable of supporting the on-site equipment system for a period of at least 20 minutes in the event of a power failure. This will ensure no loss of recordings or real-time call data in the system.

2.12.10 The offender telephone system must burn a copy of a recorded call and detail from multiple facilities at one time to a CD on an as needed basis. The burned copy shall produce transfer recordings with virtually no loss in quality.

☑ Securus has read, agrees, and complies.

The SCP OTS provides the ability to burn a copy of recorded calls and detail from multiple facilities at one time onto a CD, DVD, or other electronic medium for transport, or replay on any computer with appropriate audio capabilities on an as needed basis. All burned copies will produce transfer recordings with virtually no loss of quality of the recording.

Securus offers user selectable audio format and file compression images for downloading these conversations. The formats offered are WAV, OGG, MP3, and GSM with the ability to download these audio formats as an ISO, WinZip or TAR GZ compressed image. The S-Gate user-friendly interface supports "point and click" selection of these formats and compressed images, as depicted in the following figure.

2. Functional, Technical, and Performance Requirements

Recording Management

Proprietary and Confidential

The screenshot shows the SCP Recording Management interface. At the top, there are navigation buttons for SYSTEM, MONITOR, TOOLS, and ADMIN. Below these is a 'Customer Management Level' dropdown set to 'Securus Demo Site'. The main area displays a table of recordings for a folder named 'Demo'. Below the table is a configuration panel for creating a CD or DVD image, including options for compression method, delivery method, and audio format.

Site Name	Port Loc	CC	Diald #	First/Last Name	PIN	Start Date/Time	End Date/Time	Dur.
Securus Demo Site	Board Room	1	9722770305			02-07-2011 14:23:26	02-07-2011 14:23:35	9 (s) 0.15(m)
Securus Demo Site	LP 1031	1	9722770347	Dean Ramsey	3500	02-07-2011 12:42:01	02-07-2011 12:48:55	54 (s) 0.9(m)
Securus Demo Site	Board Room	1	9722770305			02-07-2011 10:00:49	02-07-2011 10:00:58	10 (s) 0.17(m)

Configuration Panel:

- Compression Method: [Delete Selected] [Move Selected]
- CD or DVD Election: (3) Total Files, (2.5) MB Total, (73) Seconds Total, (1.22) Minutes Total
- Selected Files: (0) Total Files, (0) MB Total, (0) Seconds Total, (0) Minutes Total
- Delivery Method: ISO
- CD: 25% of 700MB, 50%
- DVD: 25% of 4000MB, 50%
- Email Options: Email Web Link
- Audio Format Selections:
 - OGG File (Original Recording)
 - Wav File (Same size as OGG)
 - GSM File (25% size of OGG)
 - Mp3 File (50% size of OGG)
- Buttons: Cancel, Create CD Image, Check Audio Format Selections Above

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2.12.11 All offender telephone system wiring distribution shall become the property of the State of Missouri at the conclusion of the contract.

Securus has read, agrees, and complies.

Securus agrees that all SCP OTS system wiring distribution will become the property of the State of Missouri at the conclusion of the contract.

2.12.12 The offender telephone system must allow the state agency to block a call from recording for a specified period of time. The offender telephone system must automatically begin recording once the allotted time has passed.

Securus has read, agrees, and complies.

The SCP OTS will allow the state agency to block a call from recording for a specified period of time. Once the allotted time has passed, the SCP OTS will automatically begin recording.

2. Functional, Technical, and Performance Requirements

2.12.13 It is highly desirable for the offender telephone system to allow the state agency to set a period of time in which any calls to a specified telephone number are indefinitely blocked from playback by users, however, still recorded to the server. The record of the call should still show in the call detail report, however, block the user from playing back the call. Access to the recording must be made available to the state agency upon request to the contractor.

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

Securus can comply with this highly desirable specification. The Securus SCP enables authorized users to configure the OTS to record specific calls, but block users indefinitely from listening to and/or playing back those calls for a set period of time. The call records will still appear in the call detail report, but will remain blocked from being played back. The recordings can be enabled for playback only after an authorized state agency person requests the recorded call to be unblocked.

As an optional feature, authorized users can specify any telephone number as a secure call, which will require a higher level of access in order to report on or playback these secure calls. Additionally, the system can hide playback of these recordings as well as hide other information associated with the recording, such as the offender PIN, phone number dialed, and phone used to place the call.

2.12.14 The offender telephone system must allow the state agency to have administrative rights to add and delete state agency personnel that have access to the offender telephone system's software instantaneously.

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

State agency personnel will have access to the SCP OTS for the purposes of adding and deleting agency personnel instantaneously. This capability is provided through the SCP's management level security screens, which can be instantly accessed through the Securus S-Gate user interface with the proper credentials. Authorized users will be presented a screen that will provide the required options to add or delete users instantaneously and as required.

2. Functional, Technical, and Performance Requirements

Administrative View of Security Template

Proprietary and Confidential

SCP

Customer
Management Level: Securus Demo Site
Create New Template

SECURUS

CREATE NEW USER TEMPLATES BY NAMING THE ROLE

FILL IN TEMPLATE INFORMATION
(* indicates required fields)

Name: _____

Description: _____ (200)

Access: User has Read-Only Access

Admin Monitor Reports System

CONTROLLED AREA	CAN VIEW	CAN EDIT
Admin - Security Templates	<input type="checkbox"/>	<input type="checkbox"/>
Admin - User Management	<input type="checkbox"/>	<input type="checkbox"/>

Cancel Create

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2.12.15 The offender telephone system must be capable of running a user-specific phone list (i.e. state telephone numbers) and query the calls placed through the offender telephone system statewide to determine whether calls were placed to these numbers.

✓ Securus has read, agrees, and complies.

The SCP OTS is capable of running a user-specific phone list, such as state telephone numbers. Calls can be queried that have been placed through the SCP OTS statewide to determine whether calls were placed to these numbers. This user specific phone list and query will be supported by Guarded Exchange through their investigative suite of services.

2.12.16 The offender telephone system must be capable of generating a single user activity report that identifies the calls monitored and/or accessed by specific state agency personnel during a specified time period.

✓ Securus has read, agrees, and complies.

The SCP OTS provides the capability to generate a single or multiple user activity report that identifies the calls monitored and/or accessed by specific state agency personnel during a specified time period.

Securus' SCP's audit and tracking feature provides the ability to track and log a user's specific activity for investigative purposes. This feature creates an activity log that can be accessed by

2. Functional, Technical, and Performance Requirements

specified site administrators only or by site personnel with authorized security credentials. The system tracks user's activity to ensure complete control and audit capabilities by the client.

The following audit capabilities are provided to ensure system usage integrity is maintained at all times:

- When a user logs in to the system
- How long a user stays in the system
- Which recordings were monitored or played by that specific user
- How the recordings were used

The following figure provides an example of the recording audit log report.

Recording Audit Log
Proprietary and Confidential

The screenshot shows the 'Recording Audit Log' interface. At the top, there are navigation buttons: MENU, HOME, HELP, and Log Out. Below these are icons for SYSTEM, MONITOR, TOOLS, and ADMIN. The main header area includes 'SCP' and 'SECURUS' logos. The interface is divided into several sections:

- Management Level:** Securus Demo Site
- Site:** Securus Demo Site
- Phone Group:** All Phone Groups
- Phone:** All Phones

The 'Recording Audit Log Search' section includes a 'Hide Criteria' checkbox and a search filter: 'FILL IN SEARCH CRITERIA (* indicates required fields)'. The search criteria are:

- Username: mwoolf@secur.tx
- Recording Usage: ALL
- Call Start Date/Time: From 02/28/2011 00:00:00 To 02/28/2011 23:59:59
- Access Date/Time: From 02/28/2011 00:00:00 To 02/28/2011 23:59:59

Buttons for 'When Accessed', 'How the Recording was Used', 'Who Accessed', and 'Number Dialed' are visible. The results table shows 9 results (Page 1 of 1):

Access Date/Time	Recording Usage	First/Last Name	Acct # / PIN	Call Start Date/Time	Call End Date/Time	Expiration Date	User	Dialed Number
02-28-2011 16:38:39	SAVE TO FOLDER			02-07-2011 14:23:26	02-07-2011 14:23:35	03/09/2011	mwoolf@SECUR.TX	9722770305
02-28-2011 16:38:39	SAVE TO FOLDER	Dean Ramsey	911952 / 3608	02-07-2011 12:48:01	02-07-2011 12:48:55	03/09/2011	mwoolf@SECUR.TX	9722770447

2. Functional, Technical, and Performance Requirements

2.12.17 The offender telephone system must have a feature activation code (i.e. #95) to allow an offender to place an anonymous call to a predetermined location. The same feature activation code must be used at all institutions.

✔ Securus has read, agrees, and complies.

The SCP OTS has a feature for offenders to place anonymous calls to a predetermined location. The feature is configured with an activation code, such as #95, which will be configured for use at all institutions. The service is enabled using the SCP Crime Tip or Informant Line feature.

Crime Tip

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

For example, offenders can choose to report information pertaining to possible criminal activity, including narcotics, cell phone smuggling, or other fraudulent activities. Common tips include the following

- A crime that has already taken place
- A threat to their safety
- Anything that they feel necessary to report to the investigative staff

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

The Securus Crime Tip feature includes the following:

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

Informant Line

The Informant Line provides investigators the ability to set up any phone, voice mailbox, or answering machine to be called by offender "informants" without any indication in the call detail reports, global lists, or to other offenders. It is a completely anonymous call and all information may be hidden from normal investigator views.

2. Functional, Technical, and Performance Requirements

Informant Line CDR reporting process

Investigator must have security a high level of access to view these calls in a CDR report. If the user has not been granted access to view "informant line" calls in the CDR report, these calls will simply not be displayed. Following are the operating characteristics:

1. Investigator navigates to CDR report in S-Gate
2. Investigator searches by the call type "Informant Line" within the specific time frame
3. Investigator retrieves results
4. Investigator can playback calls if authorized but CANNOT play back calls that have been set up as Private
5. Investigator can ONLY see "unlisted" if the option was chosen during set up for the phone number
6. Station ID/Port Location is hidden if selected to be hidden during set up
7. The Offender ID or PIN is NOT shown on the CDR report
8. Investigator with CDR view access cannot view the set up in the Global List

2.12.18 It is highly desirable for the offender telephone system to be capable of emailing the call recording and detail from the workstation.

Securus has read, agrees, and complies.

Securus will comply with this highly desirable specification. The SCP OTS provides the capability to e-mail call recordings and details from the workstations. Recordings can be downloaded from the system in various formats and copied to a CD, DVD, or any drive (such as a removable flash drive) available to the user in widely accepted formats for portability and may be e-mailed as well.

2.12.19 The offender telephone system must be capable of limiting the duration of offender calls (e.g. regular phone calls - fifteen (15) minutes; TDD phone calls - thirty (30) minutes). Upon disconnection of a call, the offender telephone system must be capable of disabling the offeror's PIN from use for a specified period of time (e.g. thirty (30) minutes). The offender telephone system must also be capable of overriding state agency established phone call limits for approved offender phone calls with attorneys.

Securus has read, agrees, and complies.

The SCP OTS provides the capability to limit the duration of offender calls. Duration limits are variable and can be set by administrators (for example, regular phone calls - 15 minutes; TDD phone calls - 30 minutes) through the S-Gate user interface. Through S-Gate, state agency authorized users can set call durations globally, by facility, by phone or bank of phones, as well as

2. Functional, Technical, and Performance Requirements

by individual phone number and offender account (PIN). Additionally, the system can be configured to disable the offender's PIN from use for any specified period of time. The SCP-OTS will also be capable of overriding state agency established phone call limits for approved offender phone calls with attorneys.

The following figure provides an example for setting the call duration limits.

Setting Call Duration

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The screenshot displays the SCP-OTS web interface. At the top, there are navigation tabs for 'Home', 'Help', and 'Log Out'. The main header includes the 'SCP' logo and 'SECURUS' branding. Below the header, there are dropdown menus for 'Management Level' (Security Demo Site), 'Site' (Security Demo Site), and 'Phone Group' (48 Phone Groups). A callout box on the right states: "From the Custody Account page, many offender restrictions can be enforced such as suspensions and calling schedules." The main content area is titled 'Custody Accts' and shows a 'Return to Account List' link. Below this is a form for 'OFFENDER'S CENTRAL ACCOUNT INFORMATION'. The form includes fields for: Account # (86753091), Gender (FEMALE), Activation Dates (02/24/2011), Suspended (checked), First Name (Mel), Role (hepanic), Booking Date (07/23/2011), Start Date (02/24/2011 00:00:00), Middle Name (C), Language Pref (English), Release Date (04/28/2016), End Date (03/31/2016 00:00:00), Last Name (C Wenger), Housing Unit (Cell Block C), Alert Level (Maximum), BOH (02/15/1988), Call Schedule (24/7), 3-Way Detect (ENABLE), Virtual Group (Group Two), and Max Call Dur (30 minutes). There are also fields for 'Calling Restrictions' (3 calls daily) and 'Word Spelling' (unchecked). At the bottom of the form are buttons for 'Reset', 'Cancel', 'Update', and 'Delete'. The status bar at the bottom shows 'Status: ACTIVE', 'PIN #: 43317820761', and 'Private (on Verbatim): NO'.

The SCP OTS can also automatically eliminate all monitoring or recording of special calls, such as to an attorney, by designating the number as a "private" number. In the event that a retrieval of a "private" call is attempted, the SCP will inform the user "This call is prohibited from monitoring."

The following figure depicts the screen used to designate a private number.

2. Functional, Technical, and Performance Requirements

Designating a Private Number

Proprietary and Confidential

SCP

Management Level: Customer Site Phone Group Phone
Securus Demo Site All Sites All Phone Groups All Phones

General Global Lists Calling Restrictions

Return to Dial List

GENERAL DIAL LIST INFORMATION (4 indicators required fields)

Mark a Telephone Number as Private

Dialled Number: 1 9722770581
City Code Phone

Blocked: Reason: ---

Private(Use for Attorney/Client Privilege):

Watch:

Record Calls:

Passive Acceptance:

Word Spotting:

Voice Biometrics: DEFAULT

Dialing Class of Service: ---

States: Active

Speed Dial Code: ---

3-Way Call Detection: DEFAULT

Max Call Dur: 0 minutes

Description: Attorney Client Privileges

Enter Descriptive Text as to why the Number is Private

Create Date: N/A

Cancel Create Reset

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2.12.20 The offender telephone system must be capable of suspending a PIN for a specified period of time.

✓ Securus has read, agrees, and complies.

The SCP OTS provides the ability to suspend offender PINs for a specified period of time. The SCP OTS calling restrictions capability provide PIN suspension features to further assist facility staff in maintaining control of offender activity.

A single offender's PIN or any number of offenders' PINs may be suspended for a specified time from either the on-site administrative workstation or an authorized remote workstation. This suspension feature, frequently used for punitive reasons, allows the facility administrator to deny

2. Functional, Technical, and Performance Requirements

telephone privileges to one or more offenders without affecting other offenders who share the same offender telephones.

The length of time for PIN denial is entered and automatically policed, enforced, and released by the system. **The system will automatically reset the PIN to allow calls on the day requested, with no manual intervention required.** This feature allows offenders, if necessary, to make privileged calls even while on suspension from other calls. Direct manual control of this suspension feature is also allowed from the on-site administrative workstations or authorized remote workstations and may be automated through E-Imports.

2.13 Implementation Plan:

2.13.1 The contractor shall provide the state agency communication manager an implementation plan within forty-five (45) days after award of the contract. The plan should be coordinated with the current service provider to ensure minimized disruption in service. The contractor shall complete the described work within one hundred and twenty (120) calendar days after receipt of the state agency's written approval of the plan.

Securus has read, agrees, and complies.

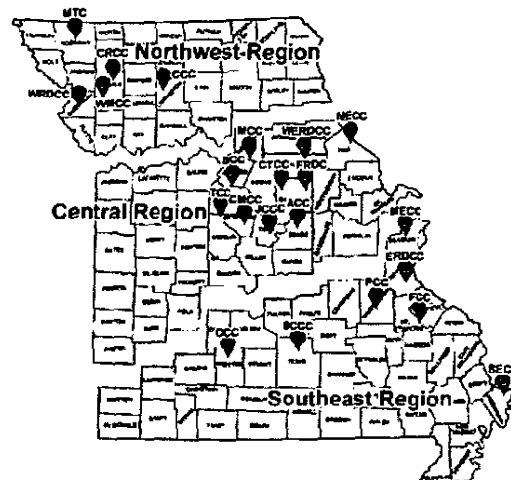
Securus will provide our implementation plan to the state agency communication manager for acceptance within 45 days after contract award. Securus will coordinate our SCP OTS implementation with the current service providers to ensure minimal disruption of service.

Securus proposes an installation schedule that will ensure all SCP OTS services will be completed in less than 120 calendar days after receipt of the state agency's written approval of the plan. Our implementation will result in minimal disruption during the installation, which will include adding phones where required, administrative work stations, a fully digital calling network, and full monitoring and recording of all calls except privileged calls.

Regional Approach

Securus developed a regional approach to completing our SCP OTS installation in less than 120 days. Our expert Field Services Team, led by the Regional Field Services Managers and Field Services Specialists, will be deployed based on a regional alignment with the state agency locations.

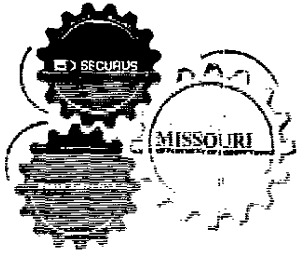
Each Regional Team will follow the same stringent schedule and quality control processes and will report all progress up stream to the Project Management team.



2. Functional, Technical, and Performance Requirements

Securus Partnership

Our proposal includes a key strategic partnership with Huber & Associates to provide critical interfaces to existing banking processes and to provide PIN administration as well as assist the state agency as needed with reports or administrative assistance.



Securus has also teamed with ShawnTech Communications, Inc. to provide installation, maintenance and service support for phones, workstations and associated wiring. By partnering with ShawnTech, we can maintain the integrity of the existing service program by retaining the service personnel and their experience. We will also enhance the service capabilities of ShawnTech by providing new interfaces into our HEAT trouble reporting system that will automatically notify the technician of a service request and begin the measurement of performance so that we meet and exceed your service requirements.

We also have created a partnership with Guarded Exchange LLC who will provide call center resources and technology that will not only achieve the State's monitoring goal but will result in investigators only having to listen to calls that have been prescreened for targeted activity or actions. We think of it as delivering only the calls that the investigators should listen to as opposed to having to listen to all calls to achieve the five percent goal. The final implementation plan will include a coordinated effort between the state agency, Securus and Guarded Exchange.

Preliminary Implementation Plan

The success of installing and implementing the state agency's SCP OTS is dependent on adequate planning and the capabilities and experience of the implementation team. Securus' implementation process is the result of using proven methods and procedures that have been designed, tested, and executed to successfully install thousands of offender phone systems throughout the United States. Securus has installed than 4,500 offender calling platforms across the United States. Securus currently has more than 1,400 jails and prisons on the SCP platform and each one was installed by the Securus implementation team. Securus is currently recording more than one million calls per day on the offender calling platforms that we have installed.

Securus will use an experienced team guided by a comprehensive implementation plan that will be communicated and approved in advance by the state agency. We believe our experience, knowledge of your current operating environment, familiarity with your current offender phone provider's system and commitment to exceptional quality will create a smooth and effective installation of our industry-leading platform.

The installation team will follow the state agency approved final plan, and will make sure that each step and activity is completed with quality to ensure we have a successful implementation. We will assign a dedicated, experienced project manager to lead the installation and he or she will be in contact with your staff on a planned and scheduled basis, to ensure effective and timely communication. Only specially trained and certified technicians are used to install your system.

2. Functional, Technical, and Performance Requirements

Integration

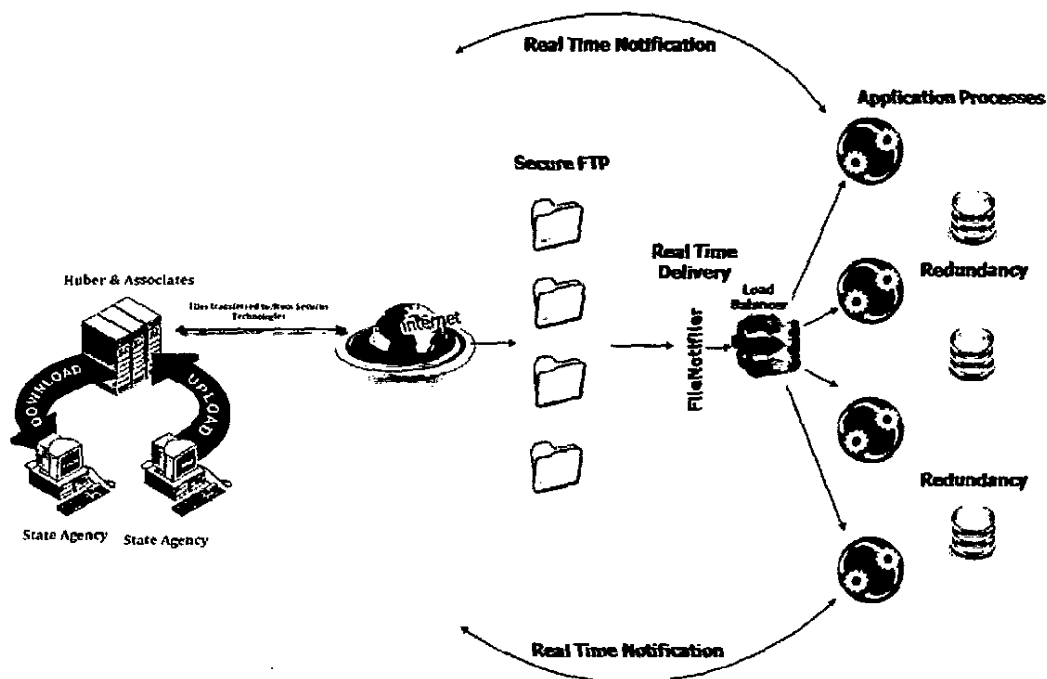
Securus has its own dedicated Integration Department that works exclusively on integrating the various systems and products in the correctional environment. This dedicated Integration Department allows Securus to deliver fast and flexible solutions for our customers. Securus currently integrates with more than 110 vendors worldwide. Securus is flexible and does not mandate rigid specifications when working with these vendors.

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

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. Functional, Technical, and Performance Requirements

Securus will also assign an integration manager who will be responsible for all required integrations between the Securus SCP OTS and all subcontractors including Huber & Associates, Guarded Exchange, and ShawnTech Communications. The integration manager will also be responsible, along with the implementation manager, for coordination with your current provider and ensuring that there will be no lapse in offender telephone communications during the implementation of the SCS OTS.

Our Please refer to "Appendix A: Preliminary Implementation Plan," for our preliminary plan that will be used as a framework toward completing our final plan.

Once installed, the state agency will have access to over 450 features, which are designed to provide investigators and administrators with innovative tools such as Real-time Remote Call Forwarding Detection, Officer Check In, Covert Alert, and Barge In, which no other offender communications provider can offer.

2.13.2 As a minimum, the contractor's implementation plan shall include the following information:

a. The project manager's name and telephone number.

☑ **Securus has read, agrees, and complies.**

The Securus implementation plan will include the project manager's name and telephone number and the project manager will be available at that number as required by the state agency.

b. An installation schedule that identifies major project milestones to include the start and completion date of each milestone and project completion date. The schedule shall include narrative explanations of the scheduled work.

☑ **Securus has read, agrees, and complies.**

Please refer to "Appendix B: Preliminary Project/Installation Schedule," which identifies major project milestones including the start and completion date of each milestone and project completion date. The schedule includes narrative explanations for each schedule activity.

Immediately following the RFP release, Securus spent the time, money and human resources to fully understand the potential challenges and operating environment of each institution. Securus participated in each site survey at every institution. We look forward to executing on the final implementation plan.

The following pages provide narrative explanations that explain the scheduled work that will be completed using our implementation methodology.

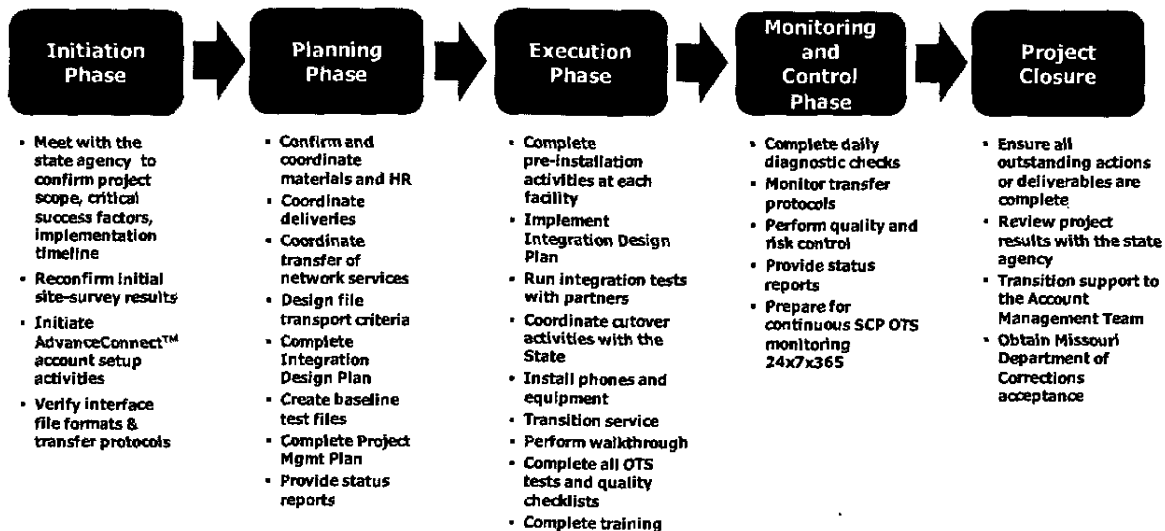
Implementation Methodology

The following figure provides an overview of the Securus five-phase implementation methodology:

2. Functional, Technical, and Performance Requirements

Securus Implementation Methodology

Installed in less than 115 days!



A description of each phase of our methodology is provided as follows.

Initiation Phase

Initiation Phase

Immediately following contract award, the Securus Project Management Team will host a meeting with the state agency to review project scope, critical success factors, and the implementation timeline. Securus will confirm and demonstrate how we plan to meet the installation timelines required by the state agency in this initial meeting.

Site survey information and planned activity will be discussed to ensure our project information is based on the latest physical characteristics of each location. Based on information collected during our RFP analysis and site surveys, a portion of the procurement plan will be executed to ensure timely delivery of equipment and network services.

Integration

During the Initiation Phase, the file formats and transfer protocols provided by Huber & Associates during proposal development are verified with those existing in the current state agency environment. If necessary, adjustments are made jointly between Securus and Huber & Associates and documented in preparation for the Planning Phase.

2. Functional, Technical, and Performance Requirements

Prepaid Collect Call Accounts Transition to SCP

To make certain that existing prepaid account friends and family members will continue to be able to fund their telephone accounts, Securus will proactively contact each existing account holder to attempt to open a prepaid account with Securus.

Those friends or family members that currently hold prepaid accounts with your current provider will be asked to set up a Securus AdvanceConnect™ account.

Upon approval from the state agency, Securus will use an auto dialer feature to contact friends and families of the offenders incarcerated at state agency facilities. This activity is completed before physical installation activities begin, so the friends and families have ample time to set up an account with Securus, and at the same time reduce the balances they have in their current provider's prepaid account or receive refunds from the current provider. Securus will abide by the "no call list" regulations and may have to contact these set of customers immediately following installation.

We will use the notification process identified above to make friends and family members aware that Securus will be the new offender telephone service provider for the state agency on a specified date. Upon receiving this notification, current prepaid account holders will be able to select the following options:

- Setup an AdvanceConnect™ account with Securus
- Leave a voice message in to request a return call from Securus
- Listen to a message that will identify the call back number so the called party can contact Securus

This feature has a proven record of success during transitions to Securus with no interruption in the ability of friends and families to receive phone calls.

Planning Phase

Planning Phase

During the Project Planning Phase, the Securus Project Implementation Team will confirm and coordinate material and human resources required for the project. Travel, facility access, deliveries, and customer training will be coordinated with the state agency personnel during this phase.

Securus will work directly with all network providers to coordinate the installation of network services and equipment required for the project. Securus will coordinate all activities and timelines with the state agency. Securus will request a single point of contact from the state agency to coordinate and communicate all actions and issues during the installation.

Additionally, the project management plan will be finalized during this phase. The project management plan will include the following information:

- Finalized Customer Requirements document

2. Functional, Technical, and Performance Requirements

- State Agency Approved Scope Statement
- Work Breakdown Structure
- Activity List
- Schedule
- Quality Plan
- Communications Plan
- Risk Management Plan

Please refer to "Appendix C: Activity List and Work Breakdown Structure," for information that was developed and used as input for our proposed project plan.

Integration

During the Planning Phase, Securus and Huber & Associates will work jointly to design the file transport criteria between systems. Specific file conversions, encryption requirements, and timing of transfers will be identified and documented. Additionally, how files will be transmitted and any customized integration code will be identified and included in the integration design plan. Baseline files are created for testing in the Execution Phase.

Execution Phase

Execution Phase

During Project Execution, Securus Technicians will travel to each location and complete pre-installation activities in preparation for the OTS cutover. The pre-installation activities include pre-wiring, hardware staging, and telecom test and turn-up activities, which can be completed in advance to reduce the amount of time and complexity of the cutover.

The Securus Project Management Team will coordinate cutover activities with the state agency and the current services provider to ensure a seamless transition of phone service takes place. Transition of service can also be coordinated for after hours or during inmate lockdown to limit service interruptions. If a service interruption is required, the activity will be coordinated with the state agency at least five business days in advance of the scheduled activity and schedules can be adjusted to meet the needs of the state agency.

During the cutover, the Securus team will perform a thorough inspection of the installation and will resolve any potential issues prior to finalizing the implementation. The technicians completing the installation activity will perform a walk-through with state agency representatives to review all installation documentation and checklists. The Securus Project Management Team will host a Customer Acceptance Review Meeting with the state agency before finalizing the cutover at each facility.

On-site training seminars as well as Web-based training activities will occur during this phase of the project.

2. Functional, Technical, and Performance Requirements

Preliminary Installation Schedule

Our preliminary installation schedule will provide additional information about the work packages and sequence of events that will occur during the Execution Phase. After award and during the *project Planning Phase*, the *Securus Project Team* will work closely with the state agency to make sure our plan is 100 percent complete and fully accepted by the state agency prior to moving forward with any Project Execution activity.

Weekly Stakeholder meetings and Project Team "Touch Point" meetings will occur as part of Project Execution. These meetings will allow both Securus and the state agency to closely evaluate project activities and provide bi-directional feedback regarding project performance.

Integration

During the Execution Phase, the integration design documented is implemented. All standard and customized tools are tested using the baseline files captured in the Planning Phase.

Securus will work closely with our partners to implement and fully test the necessary data interfaces to ensure they are fully functional and production ready prior to the OTS transfer. Tests are run in a parallel test production environment to simulate the required transfer volumes and timing.

One to one comparisons are completed between files sent and files received. Any discrepancies are noted and if necessary modifications are completed to the integration tools and the tests are re-executed to receive 100 percent accurate results.

Once testing is complete, file transfers are moved to the production SCP OTS environment.

Monitoring and Control Phase

Monitoring and Control Phase

During the Monitoring and Control Phase, critical project activities, such as schedule control, quality control, and risk control will be meticulously managed by our project management and quality assurance staff from project start to project finish

All installation quality control checkpoints will be completed as part of the project monitor and control processes. During the *Monitoring and Control Phase*, the *Securus Project Management Team* will focus on satisfying any outstanding action items. Additionally, the *Securus Installation and Site Engineering Team* will exercise daily diagnostic checks and monitoring protocols to ensure the recently installed equipment is working well and meeting the requirements of the state agency.

2. Functional, Technical, and Performance Requirements

Project Closure Phase

Project Closure

During the Project Closure Phase, the Project Implementation Team will ensure that there are no outstanding actions or deliverables, and will work with the state agency to review the full implementation project and obtain customer acceptance.

Securus will transition support responsibilities to the Securus Account Management Team for long-term ongoing account support. The Project Implementation Team will complete all internal updates and project closure activities.

Quality Management Plan

The installation schedule includes quality control checkpoints at important stages throughout the project. The quality control checkpoints are essential elements of the Securus project that ensure consistent high-quality installations. Securus uses a quality measurement technique, which identifies and removes the causes of errors, and minimizes variability in the installation process. Each installation project follows a defined sequence of steps with quantifiable targets. These targets can be financial or any other area that is critical to our customers.

Quality Control Checkpoint 1: Provisioning

Prior to any on-site installation activity, Securus technicians provision the Securus SCP. The SCP provisioning activity prepares our system to support the state agency offender calling traffic, and ensures that all of the necessary applications and calling features are configured. After the customer provisioning is complete, the Securus technicians submits a quality control review form to the Engineer, Project Manager, and Account Manager for the state agency project. Each of these Securus associates must review the customer provisioning "pre-cut" record, and provide verification and approval.

Please refer to "Appendix D: Provisioning Checklist," for an example of this quality control tool.

Quality Control Checkpoint 2: Pre-Installation

While on-site, Securus Field Service Technicians complete a checklist to ensure that the physical installation characteristics meet or exceed Securus standards. Equipment inventory, equipment location, electrical, network and telecom, and telephone installation standards are reviewed during this checkpoint.

Please refer to "Appendix E: Field Technician Checklist," for an example of this quality control tool.

Quality Control Checkpoint 3: Equipment Testing/Functional Validation

At this stage of the project, the SCP is online and test calls can be performed. This quality control checkpoint ensures that all SCP calling options are setup to meet the requirements of the state agency. Test call scenarios are completed and phone labels, call durations, on/off times, administrative terminals, and other customer configurations are verified.

2. Functional, Technical, and Performance Requirements

Please refer to "Appendix F: Test Validation Checklist," for an example of this quality control tool.

Quality Control Checkpoint 4: Acceptance

The final quality control checkpoint involves a review by the state agency. During this review, the Securus Project Team will provide copies of all quality control documents, equipment inventory records, and network diagrams. The Securus Project Team will host a review of these documents with the state agency. Any outstanding deliverables or service issues will be resolved prior to completing the Customer Acceptance checkpoint.

Please refer to "Appendix G: Customer Acceptance Checklist," for an example of this quality control tool.

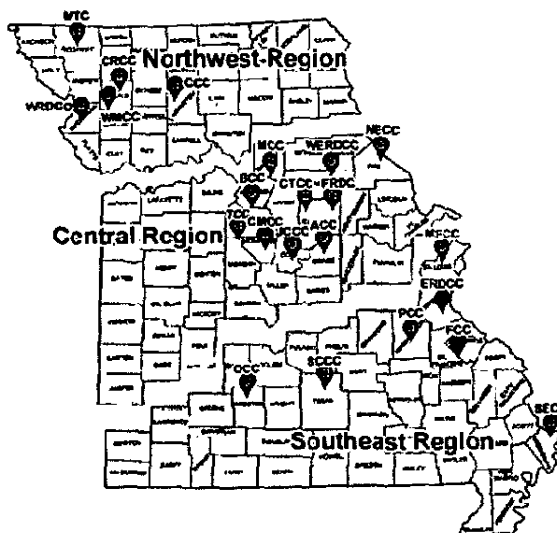
2.13.3 The project schedule should include the following milestones:

- a. Site inspection;
- b. Site preparation;
- c. Delivery of equipment;
- d. Cabling installation;
- e. Equipment installation;
- f. Software installation;
- g. System testing;
- h. Conversion;
- i. Customer training; and
- j. Acceptance.

Securus has read, agrees, and complies.

Our proposed project schedule includes the following milestones for each region.

- Site inspection
- Site preparation
- Delivery of equipment
- Cabling installation
- Equipment installation
- Software installation
- System testing
- Conversion
- Customer training
- Acceptance



2. Functional, Technical, and Performance Requirements

Please refer to "Appendix B: Preliminary Project/Installation Schedule," for detailed project schedule.

The following tables provide a high-level overview of our preliminary project schedule key dates organized based on the regional territories.

Northwest Region

Correctional Facility	Inspection Date	Training Date	Pre-Installation	OTS Cut-Over
Maryville Treatment Center	6/16/2011	7/22/2011	7/21/2011	9/15/2011
Crossroads Correctional Center	6/20/2011	8/1/2011	8/1/2011	9/16/2011
Western Missouri Correctional Center	6/21/2011	8/9/2011	8/9/2011	9/16/2011
Western Reception, Diagnostic & Correctional Center	6/23/2011	8/18/2011	8/18/2011	9/16/2011
Chillicothe Correctional Center	6/24/2011	8/29/2011	8/29/2011	9/16/2011

Central Region

Correctional Facility	Inspection Date	Training Date	Pre-Installation	OTS Cut-Over
Moberly Correctional Center	6/16/2011	7/28/2011	7/27/2011	9/16/2011
Women's Reception & Diagnostic Center	6/20/2011	8/5/2011	8/4/2011	9/16/2011
Northeast Correctional Center	6/21/2011	8/16/2011	8/15/2011	9/16/2011
Boonville Correctional Center & Treatment	6/23/2011	8/23/2011	8/22/2011	9/16/2011
Cremer Therapeutic Center	6/16/2011	7/27/2011	7/26/2011	9/20/2011
Fulton Reception & Diagnostic Center	6/20/2011	7/29/2011	7/28/2011	9/21/2011
Tipton Correctional Center	6/21/2011	8/8/2011	8/5/2011	9/22/2011
Algoa Correctional Center	6/23/2011	8/15/2011	8/12/2011	9/21/2011
Jefferson City Correctional Center	6/24/2011	8/23/2011	8/22/2011	9/21/2011