

2. Functional, Technical, and Performance Requirements

Southeast Region

Correctional Facility	Inspection Date	Training Date	Pre-Installation	OTS Cut-Over
Missouri Eastern Correctional Center	6/16/2011	7/28/2011	7/27/2011	9/21/2011
Eastern Reception & Diagnostic Center	6/20/2011	8/5/2011	8/4/2011	9/22/2011
Potosi Correctional Facility	6/16/2011	8/12/2011	8/11/2011	9/21/2011
South Central Correctional Center	6/20/2011	8/19/2011	8/18/2011	9/22/2011
Ozark Correctional Center	6/21/2011	8/25/2011	8/24/2011	9/20/2011
Farmington Correctional Center	6/21/2011	9/2/2011	9/1/2011	9/26/2011
Southeast Correctional Center	6/23/2011	9/9/2011	9/8/2011	9/26/2011

Our process includes multiple tests to ensure that every product and feature is operating correctly prior to actual cutover. We will verify that all equipment is installed to meet or exceed both our standards and your expectations.

2.14 Installation Requirements:

2.14.1 The contractor shall perform an onsite inspection of the work area prior to proceeding with work. The contractor shall provide the state agency communication manager a site report of the work that will be required and identify any pre-existing damage in the work area.

Securus has read, agrees, and complies.

Securus will perform an on-site inspection of the work area beginning any work. Securus will provide the state agency communication manager a site report of the work that will be required and identify any pre-existing damage in the work area.

During our on-site inspections, Securus will verify the accuracy of all information collected during the pre-proposal facility tours to ensure that all information essential to develop our final implementation plan is accurate.

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2.14.2 The contractor shall not cut into or through girders, beams, concrete, tile, partitions, ceilings or any other structure at the correctional institution without obtaining prior written approval from the state agency's communication manager.

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

Securus will not cut into or through girders, beams, concrete, tile, partitions, ceilings, or any other structure at the correctional institution without obtaining prior written approval from the state agency's communication manager.

2.14.3 The contractor shall install telephones and telephone equipment in accordance with the manufacturer's installation instructions.

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

Securus will install telephones and telephone equipment in accordance with the manufacturer's installation instructions.

2.14.4 The contractor may use applicable existing telephones, cable, and applicable equipment, if available. If cabling is required as part of the installation, then the contractor shall provide all new cable at no cost to the state. The contractor shall mark installed cable on both ends. Cable, existing and new, shall meet Electronic Industries Alliance (EIA) and Telecommunication Industry Associate (TIA) standards and comply with the most current National Electrical Code (NEC) requirements for low voltage cable. Within twenty-four (24) hours after completion of installation, the contractor shall provide the state agency communication manager signed certification that all circuits have been tested and all cables, pairs, blocks, frames, and terminals are legibly marked by the contractor.

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

In order to eliminate historical problems with telephone maintenance and performance that the agency has experienced, Securus will use only new industry standard phones that are designed and proven in the offender telephone environment.

If cabling is required as part of the installation, Securus will provide all new cable at no cost to the state. We will mark installed cable on both ends. New and existing cable will meet Electronic Industries Alliance (EIA) and Telecommunication Industry Associate (TIA) standards and will comply with the most current National Electrical Code (NEC) requirements for low voltage cable. Within 24 hours after completing the installation, Securus will provide the state agency communication manager signed certification that all circuits have been tested and all cables, pairs, blocks, frames, and terminals are legibly marked by Securus.

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- a. The State of Missouri does not contemplate any services that require compliance with State of Missouri prevailing wage provisions and requirements. Any services that are determined to be subject to prevailing wage requirements shall be provided separately and outside of the contract.

Securus has read, agrees, and complies.

Securus understands that any services that are determined to be subject to prevailing wage requirements will be provided separately and outside of the contract.

- 2.14.5 Upon the request of the state agency communication manager, the contractor shall provide, at no cost to the agency, joint testing of problem or defective equipment.

Securus has read, agrees, and complies.

At the state agency communication manager's request, Securus will provide, at no cost to the agency, joint testing of problem or defective equipment.

- 2.14.6 The contractor shall provide and install adequate surge and lightning protection equipment for all offender telephone equipment.

Securus has read, agrees, and complies.

Securus uses both primary and secondary lightening protection per industry and manufacturer standards. Secondary protection uses the electrical ground, and our equipment is grounded through the secondary grounding bus.

- 2.14.7 The contractor shall install surface or wall mounted telephones, as designated by the state agency communication manager.

Securus has read, agrees, and complies.

Securus will install surface or wall mounted telephones, as designated by the state agency communication manager.

- 2.14.8 The contractor shall clean and remove all debris, resulting for the contractor's work, at the completion of each workday.

Securus has read, agrees, and complies.

Securus will clean and remove all debris, resulting for our work, at the completion of each workday.

2. Functional, Technical, and Performance Requirements

2.14.9 If the contractor damages the State of Missouri's property, the contractor must restore the property to its original condition at no cost to the State of Missouri.

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

If Securus damages the State of Missouri's property, we will restore the property to its original condition at no cost to the State of Missouri.

2.14.10 The contractor must install the telephone equipment using security studs to prevent easy removal of telephone.

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

Securus will install the telephone equipment using security studs to prevent easy removal of telephone.

2.15 Security Requirements:

2.15.1 The contractor shall provide the state agency communications manager a list of contractor personnel that require admittance to the correctional institutions. The list shall be submitted at least forty-eight (48) hours prior to time of required entrance and include the name of the company, names of employees attending, their social security number, and date of birth. A security check will be completed with this information prior to admittance to the facility. Facility staff will accompany the contractors while they are on site. Facility business hours are 7:30 a.m. through 3:00 p.m. Central Time, Monday through Friday.

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

Securus will provide the state agency communications manager a list of contractor personnel that require admittance to the correctional institutions. The list shall be submitted at least 48 hours prior to time of required entrance and include the Securus company name, names of employees attending, their social security number, and date of birth. Securus understands that a security check will be completed with this information prior to admittance to the facility. Securus understands that facility staff will accompany the contractors while they are on site. Securus understands and will communicate to Securus provided service staff that facility business hours are 7:30 a.m. through 3:00 p.m. Central Time, Monday through Friday.

Securus personnel are trained and understand the security procedures that are required when working in a corrections environment. Several of our employees have already been screened and cleared during the site tours. Securus will follow state agency procedures for security clearance and will submit required information prior to activity at any state facility.

Regarding the Securus partner, Huber and Associates, a number of Huber & Associates' personnel have already been cleared and granted access to the state agency facilities by using their state agency issued vendor ID cards. These employees, who service all facilities and locations at the state agency on a daily basis, are: James Huber, Pam Kroeger, David Frahm, Sondra Allen, Darin Dutcher,

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and Matt Sekelsky. Should additional employees require admittance, Huber & Associates agrees to comply with the above security requirements.

Regarding Securus partner ShawnTech Communications, Inc. it is understood that any contractor personnel requiring admittance to the facility will require a security check and all information should be submitted to the State 48 hours prior to the time of required entrance, including employees name, social security number and date of birth. The present Missouri Field Technician Team submits annual clearance check requests in December of each year, at which time their State I.D. have been renewed for an additional one-year time period.

2.16 Replacement of Damaged Product:

2.16 The contractor shall be responsible for replacing any item received in damaged condition at no cost to the State of Missouri. This includes all shipping costs for returning non-functional items to the contractor for replacement.

Securus has read, agrees, and complies.

Securus will be responsible for replacing any item received in damaged condition at no cost to the State of Missouri. This includes all shipping costs for returning non-functional items to the contractor for replacement.

2.17 Training Requirements:

2.17.1 The contractor must provide on-site training to at least one state agency staff at each location where equipment is installed at no cost to the state. Additional training must be provided to new staff assigned during the contract period on an as needed basis at no cost to the state. Training manuals must be provided to the state agency's staff during all training programs and shall become the property of state.

Securus has read, agrees, and complies.

Securus will provide on-site training to at least one state agency staff member at each location where equipment is installed at no cost to the state. Additional training will be provided to new staff assigned during the contract period on an as needed basis at no cost to the state. Securus will provide training manuals to the state agency's staff during all training programs and will become the property of state.

Securus provides product training covering all features outlined in our proposal. All initial training is conducted by experienced employees of Securus in person as required and at no cost to the state agency. Additional and follow up training will be through online instructor-led classes at no cost to you. Securus will conduct additional training on-site when necessary, such as when a group of users require detailed information in specific areas of expertise. Securus' training programs enable agency personnel to use all features the first day of installation. Since applications are Web-based, most participants find it easy to maneuver through the features immediately.

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In addition to standard training, Securus will work with you to customize your online training to meet your unique needs. We offer separate classes focused on different agency functions such as resourceful investigations, well-organized call monitoring, and efficient system administration. Ongoing training is offered twice a month throughout the year.

Training Course Elements

Securus is committed to providing your staff with training that will maximize the potential of the features you selected. Training courses are in a user-friendly task oriented format to teach state agency personnel what they need to know to do their job. Courses are often separated into modules based on the types of duties staff members tend to perform using the unique features of the application.

The following table presents the standard training elements that Securus provides at no charge.

Training Elements

Course Module	Learn About
Getting Started	<ul style="list-style-type: none">• Logging in for the first time• Logging in the rest of the time• Navigating• Managing your password
User Administration Activities	<ul style="list-style-type: none">• Creating and changing user accounts• Defining a user's role and granting access permission• Resetting a user's password• Deactivating and deleting users• Running user management reports
Offender Administration Activities	<ul style="list-style-type: none">• Adding and changing offender phone accounts• Deactivating offender phone accounts• Administering the phones• Using administrative reports
Monitoring Activities	<ul style="list-style-type: none">• Reviewing Call Detail Records (CDRs)• Monitoring live calls (as applicable)• Listening to recorded calls (as applicable)• Using monitoring reports• Saving calls and burning to CD (as applicable)

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Course Module	Learn About
Investigation Activities	<ul style="list-style-type: none">• Using CDRs for investigations• Recognizing trends in standard reports• Using other investigative tools to collect information for evidence• Digging into the details
Super User Activities	<ul style="list-style-type: none">• Learning time-saving tips and tricks• Relating to actual agency situations and turning evidence into intelligence• Troubleshooting for operational and maintenance staff to minimize unnecessary service calls

Self-Help Elements

Securus also provides an online self-help system available at all times from a user-friendly "Help" menu in the application. Keyword searching offers immediate access to the information they are seeking, or they can follow the table of contents for a full learning experience.

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

Features of the self-help system include the following:

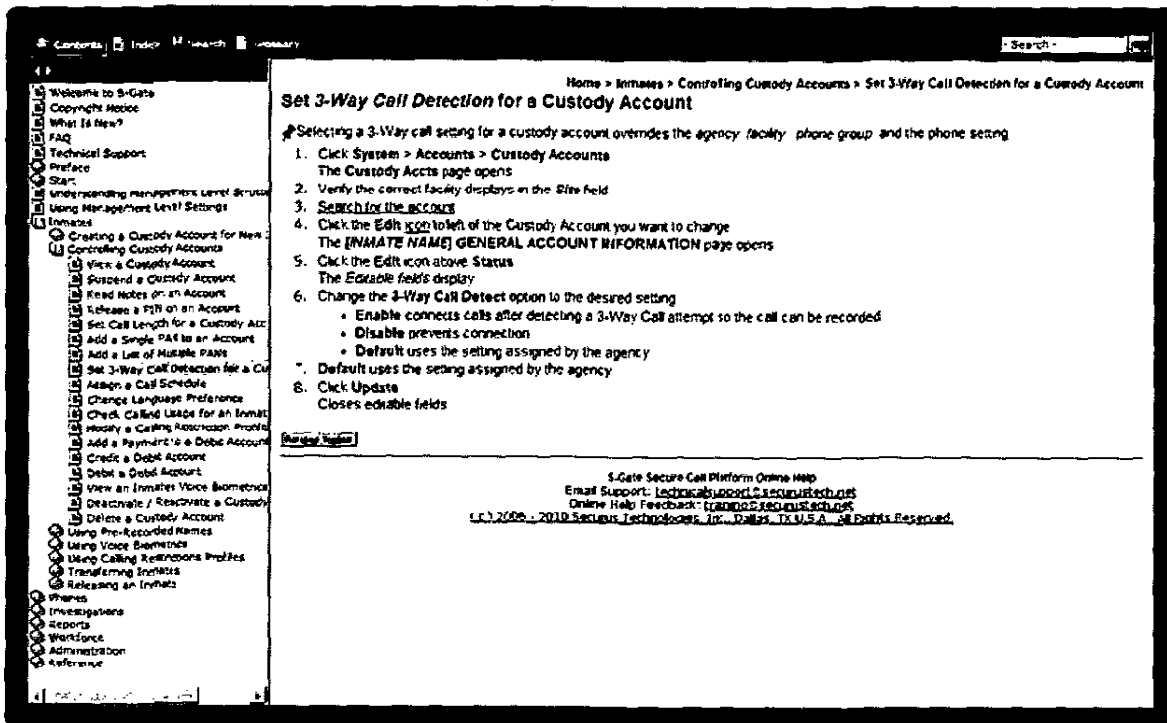
- **Welcome Pages** - High-level descriptions of the purpose and function of the selected feature.
- **How To** - Task based procedures to assist users in efficiently using the application to get their job done. Each topic includes a link to email Technical Support or Training for further assistance when necessary.
- **What's New** - Describes new features in this release with links to more details or task based instructions.
- **Related Topics** - Links to similar topics users may find beneficial.
- **Pop-up Definitions** - Glossary Terms and Index words are defined at the click of a mouse without having to leave the topic to assist your users in quickly assimilating new concepts and technology.
- **Tips and Tricks** - Short cuts, helpful hints, and advanced topics for highly skilled users looking to improve their performance.
- **Solutions in S-Gate** - Real world examples of how to use S-Gate to help you solve or prevent crime.
- **Frequently Asked Questions (FAQ)** - Common questions and their answers.

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- **Troubleshooting** – Self-help to help your users figure out unexpected results and what to do next to get back on track.
- **Reference** – Handy reference material such as international dialing codes are available for your user's convenience.
- Features that are in development include the following:
- **Show Me tutorials** – Video clips to support users in learning more complicated tasks.
- **Feedback Mechanism** – “Was this Helpful?” and “Did you Find what you're Looking for?” surveys for authors to improve content based on what users want to know.
- **Advanced management functions** – Reports that track how often users access specific items in the help system assist Securus in identifying areas where usability improvements or more focused training might be helpful.

The following figure depicts a sample self-help screen.

Self-Help Screen Proprietary and Confidential



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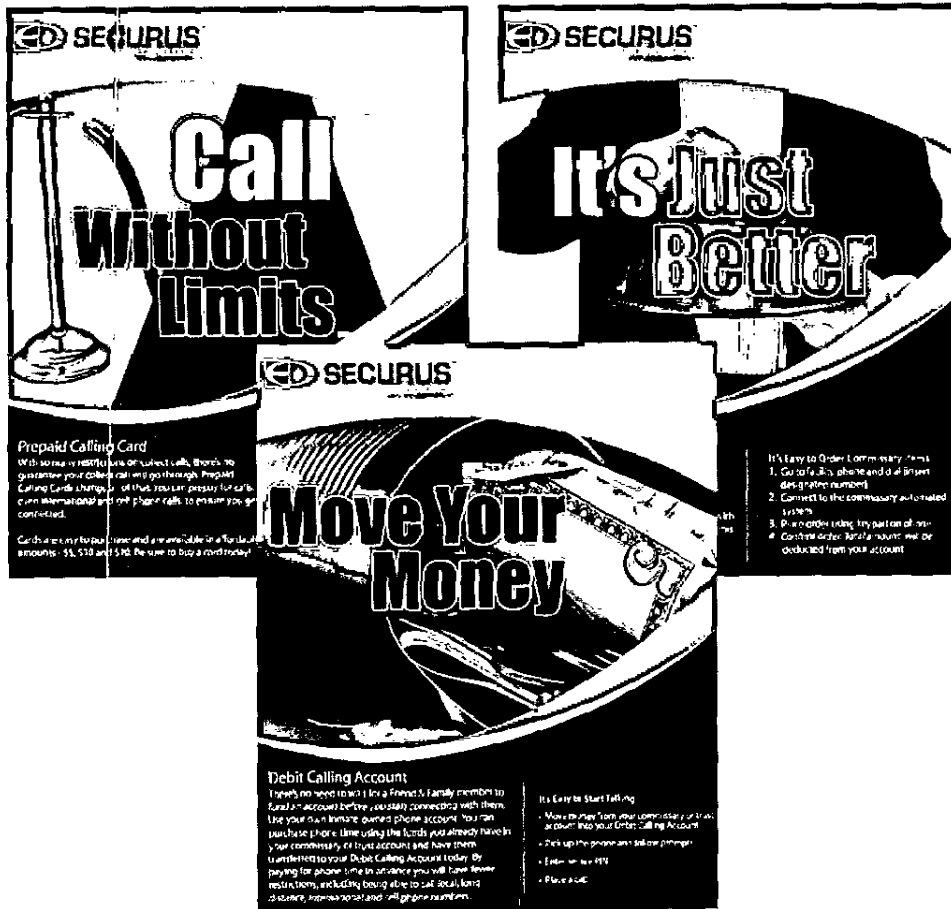
2.17.2 Information pamphlets and posters must be provided for offenders on the use of the offender telephone system for all applications when requested by the state agency.

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

Securus will provide Information pamphlets and posters for offenders on the use of the offender telephone system for all applications when requested by the state agency. Additionally, Securus can customize posters and pamphlets to be used by offenders in the institutions.

Examples of a few of our pamphlets and posters material are presented in the following figure.

Securus Pamphlets and Posters



2.18 Fiscal Requirements:

2.18.1 The contractor shall maintain an accurate, verifiable recording system and tracking system for substantiating cost recovery payments to the state.

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✔ Securus has read, agrees, and complies.

Securus will maintain an accurate, verifiable recording system and tracking system for substantiating cost recovery payments to the state.

Internal Controls

Securus has developed the best internal controls in the industry to make sure we follow our contractual obligations, internal processes and that our information is accurate and its security is ensured. We are the only offender call platform provider to be Sarbanes Oxley certified. Further, we are the only provider to have achieved a SAS 70 Type II Audit certification. These two certifications require us to pass rigorous evaluations on internal controls by an outside auditor. Not only do we have to have solid controls—we have to prove they are effective.

Our internal controls benefit you because you know your information is in safe hands, our systems are accurate in regards to commission payments and call ratings, and our financial controls are effective and in place so that we can operate our business in a responsible manner.

An Statement on Auditing Standards Number 70 (SAS 70) Type II SAS 70 report certification indicates that an independent accounting and auditing company has successfully completed a comprehensive and in-depth evaluation and testing of internal controls and related activities. **This certification demonstrates that the company has adequate controls and safeguards in place to manage systems and information that are critical in the performance of our customer obligations.** None of our competitors have achieved this certification and none can provide this level of assurance to correctional facilities—*Securus is unique within the industry on achieving this important standard.*

Securus also employs an internal audit team that constantly reviews and audits our systems and security procedures and verifies our performance compared to our standards.

2.18.2 The State of Missouri shall bear no responsibility for fraudulent calls or uncollectible calls.

✔ Securus has read, agrees, and complies.

Securus agrees and understands that the State of Missouri will bear no responsibility for fraudulent calls or uncollectable calls.

REVISED PER AMENDMENT #001

2.18.3 The contractor shall make a payment to the State of Missouri General Revenue, on a monthly basis, for cost recovery of personnel services incurred by the State of Missouri.

a. Personnel services for the Department of Corrections' employees for system operation:

2. Functional, Technical, and Performance Requirements

Table 1	Monthly	Annually
First year	\$77,285	\$927,418
Second year (+ 3% inflation factor)	\$79,603	\$955,241
Third year (+ 3% inflation factor)	\$81,992	\$983,898
Fourth year (+ 3% inflation factor)	\$84,451	\$1,013,415
Fifth year (+ 3% inflation factor)	\$86,985	\$1,043,817
Total Personnel Services	\$410,316	\$4,923,789
First renewal period, i.e. sixth year (+ 3% inflation factor)	\$89,594	\$1,075,132
Second renewal period, i.e. seventh year (+ 3% inflation factor)	\$92,282	\$1,107,386
	\$181,877	\$2,182,518

Securus has read, agrees, and complies.

Securus will make a payment, as identified above, to the State of Missouri General Revenue on a monthly basis for cost recovery of personnel services incurred by the State of Missouri including required inflation factor for years two through five. Securus will also make the required payments for any renewal period.

REVISED PER AMENDMENT #001

- b. The contractor shall be responsible for continuation of monthly payments, so long as the contract is in effect, during the contract period.

Securus has read, agrees, and complies.

Securus will remain responsible for the continuation of monthly payments so long as the contract is in effect, during the contract period.

- c. In the event that the contract is renewed beyond the initial five year contract period, the contractor shall provide monthly additional cumulative payments of \$1,075,132 during the first renewal period and \$1,107,386 during the second renewal period. The contractor shall be responsible for continuation of monthly payments, so long as the contract is in effect, during the contract period.

Securus has read, agrees, and complies.

Securus will provide monthly additional cumulative payments of \$1,075,132.00 during the first renewal period and \$1,107,386.00 during the second renewal period. Securus will be responsible for continuation of monthly payments, so long as the contract is in effect, during the contract period.

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REVISED PER AMENDMENT #001

2.18.4 The contractor shall make a payment to the Office of Administration Revolving Administrative Trust Fund, on a monthly basis, for cost recovery of the Department of Corrections' private network for data connectivity including disaster recovery considerations.

Securus has read, agrees, and will comply.

a. Data connectivity for the Department of Corrections' private network including disaster recovery considerations:

Table 2	Monthly	Annually
First year	\$40,964	\$491,568
Second year (+ 3% inflation factor)	\$42,193	\$506,315
Third year (+ 3% inflation factor)	\$43,459	\$521,504
Fourth year (+ 3% inflation factor)	\$44,763	\$537,150
Fifth year (+ 3% inflation factor)	\$46,105	\$553,264
Total Data Connectivity	\$217,483	\$2,609,801
First renewal period, i.e. sixth year (+ 3% inflation factor)	\$47,489	\$569,862
Second renewal period, i.e. seventh year (+ 3% inflation factor)	\$48,913	\$586,958
	\$96,402	\$1,156,820

Securus has read, agrees, and complies.

Securus will make a payment to the Office of Administration Revolving Administrative Trust Fund, on a monthly basis, for cost recovery of the Department of Corrections' private network for data connectivity including disaster recovery considerations as outlined in this payment structure.

REVISED PER AMENDMENT #001

b. The contractor shall be responsible for continuation of monthly payments, so long as the contract is in effect, during the contract period.

Securus has read, agrees, and complies.

Securus will be responsible for continuation of monthly payments, so long as the contract is in effect, during the contract period.

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- c. In the event that the contract is renewed beyond the initial five year contract period, the contractor shall provide monthly additional cumulative payments of \$569,862 during the first renewal period and \$586,958 during the second renewal period. The contractor shall be responsible for continuation of monthly payments, so long as the contract is in effect, during the contract period.

Securus has read, agrees, and complies.

In the event that the contract is renewed with Securus beyond the five year contract period, Securus will provide monthly additional cumulative payments of \$569,862.00 during the first renewal period and \$586,958.00 during the second renewal period. Securus will be responsible for continuation of monthly payments, so long as the contract is in effect, during the contract period as outlined in the payment table.

- 2.18.5 The contractor shall mail two separate monthly payments based on the Table 1 and Table 2 above to:

Office of Administration
Information Technology Services Division
Attn: Arlan Holmes
Truman State Office Building, Room 280
301 West High Street
Jefferson City, MO 65101

Securus has read, agrees, and complies.

Securus will mail two separate monthly payments based on the Table 1 and Table 2 to the following address:

Office of Administration
Information Technology Services Division
Attn: Arlan Holmes
Truman State Office Building, Room 280
301 West High Street
Jefferson City, MO 65101

- 2.18.6 The state may elect at some future date to change the structure of the remittance. On such occurrence, the contractor shall be responsible for implementing a remittance structure designed by the state which would allow the reduction or increase to some portion of the call cost to the called party.

Securus has read, agrees, and complies.

Securus understands that the state may elect at some future date to change the structure of the remittance. Securus will be responsible for implementing a new remittance structure designed by the state, which would allow the reduction or increase to some portion of the call cost to the called

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party. Securus requests the opportunity to provide counsel and suggestions to the state agency prior to final determination of changes to the remittance structure.

The Securus account team will meet with the state agency on a quarterly basis (at a minimum) to discuss new products and services among other strategies. In the event that any new product, service, or change in existing service materially affects the structure of remittance, Securus would like the opportunity to discuss such change, and the potential impact to vendor costs, with the state agency.

2.18.7 In the event the contractor desires to increase/decrease billing charges for regulated taxes, fees, surcharges, other than those authorized at time of award, the contractor should notify Office of Administration - Information Technology Services Division (OA/ITSD) within thirty (30) days after the contractor is notified of the requirement of the change. The contractor's notifications to OA/ITSD should include a copy of the contractor's authority to charge any additional taxes, fees, surcharges, etc.

Securus has read, agrees, and complies.

In the event that Securus desires to increase/decrease billing charges for regulated taxes, fees, surcharges, other than those authorized at time of award, Securus will notify the Office of Administration - Information Technology Services Division (OA/ITSD) within 30 days after Securus is notified of the requirement of the change. Securus' notifications to OA/ITSD will include a copy of Securus authority to charge any additional taxes, fees, surcharges, and so forth.

ADDED PER AMENDMENT #001

2.18.8 The contractor must begin making the monthly payments for personnel services for the Department of Corrections' employees for system operation and data connectivity for the Department of Corrections' private network including disaster recovery considerations utilizing a phased approach until all facilities have been fully implemented and accepted. The contractor must begin making monthly payments to the state for a facility once implementation is completed and accepted by the state agency regardless of day of the month the facility is implemented and accepted. The contractor and state agency shall establish a mutually agreed to implementation plan upon award of the contract. The contractor must make the monthly payment listed below for each of the facilities that has been fully implemented and accepted by the state agency.

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<i>Table 3</i>	<i>Personnel services for the Department of Corrections' employees for system operation monthly payment</i>	<i>Data connectivity for the Department of Corrections' private network including disaster recovery considerations monthly payment</i>
LOCATION		
<i>Eastern Reception & Diagnostic Correctional Center</i>	\$6,407.99	\$3,396.48
<i>Boonville Correctional Center & Boonville Treatment Center</i>	\$3,141.92	\$1,665.34
<i>Crossroads Correctional Center</i>	\$3,509.59	\$1,860.22
<i>Southeast Correctional Center</i>	\$3,958.44	\$2,098.12
<i>Chillicothe Correctional Center</i>	\$2,855.42	\$1,513.48
<i>Western Missouri Correctional Center</i>	\$4,674.68	\$2,477.76
<i>Farmington Correctional Center</i>	\$6,291.00	\$3,334.47
<i>Ozark Correctional Center</i>	\$1,551.86	\$822.54
<i>Fulton Reception & Diagnostic Center</i>	\$3,108.49	\$1,647.62
<i>Cremer Therapeutic Center</i>	\$429.75	\$227.78
<i>Algoa Correctional Center</i>	\$3,669.55	\$1,945.00
<i>Jefferson City Correctional Center</i>	\$4,705.72	\$2,494.21
<i>South Central Correctional Center</i>	\$3,958.44	\$2,098.12
<i>Maryville Treatment Center</i>	\$1,339.37	\$709.92
<i>Potosi Correctional Center and Mineral Area Treatment Center</i>	\$2,155.89	\$1,142.70
<i>Missouri Eastern Correctional Center</i>	\$2,626.22	\$1,392.00
<i>Moberly Correctional Center</i>	\$4,297.46	\$2,277.82
<i>Northeast Correctional Center</i>	\$5,028.03	\$2,665.05
<i>Western Reception, Diagnostic & Correctional Center</i>	\$3,724.46	\$1,974.11
<i>Tipton Correctional Center</i>	\$2,845.87	\$1,508.42
<i>Women's Reception and Diagnostic Center</i>	\$4,741.53	\$2,513.19
<i>Central Regional Investigations</i>	\$0.00	\$0.00
<i>Western Regional Investigations</i>	\$0.00	\$0.00
<i>Eastern Regional Investigations</i>	\$0.00	\$0.00
<i>Central Office</i>	\$0.00	\$0.00
<i>St. Louis Community Release Center</i>	\$1,284.46	\$680.81

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<i>Table 3</i>	<i>Personnel services for the Department of Corrections' employees for system operation monthly payment</i>	<i>Data connectivity for the Department of Corrections' private network including disaster recovery considerations monthly payment</i>
LOCATION		
<i>Kansas City Community Release Center</i>	\$978.87	\$518.84
TOTAL	\$77,285	\$40,964

Securus has read, agrees, and complies.

Securus will begin making the monthly payments for personnel services for the Department of Corrections' employees for system operation and data connectivity for the Department of Corrections' private network including disaster recovery considerations using a phased approach until all facilities have been fully implemented and accepted by the state agency.

Securus will begin making monthly payments to the state for a facility once implementation is completed and accepted by the state agency regardless of day of the month the facility is implemented and accepted. Securus and state agency shall establish a mutually agreed to implementation plan upon award of the contract. Securus will make the monthly payment listed in Table 3 for each facility that has been fully implemented and accepted by the state agency.

2.19 Pre-Paid Caller Account Management Requirements:

2.19.1 The contractor must provide a toll free number for an offender's family/friends to call in order to speak to a live operator or customer service representative to assist them in establishing or maintaining their pre-paid accounts.

Securus has read, agrees, and complies.

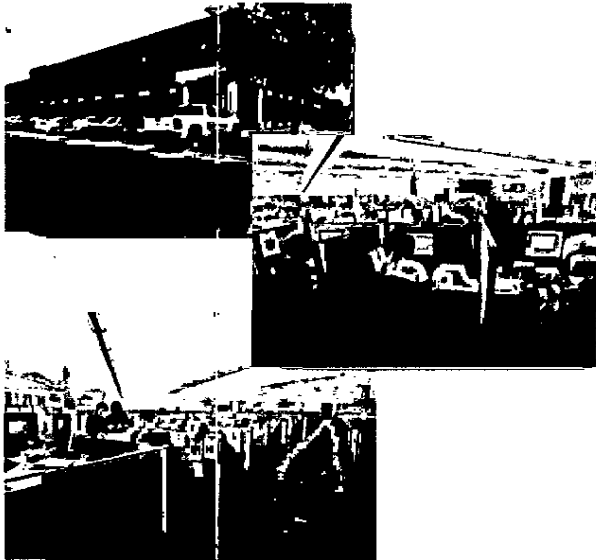
Securus will provide a toll free number for an offender's family/friends to call in order to speak to a live operator or customer service representative to assist them in establishing or maintaining their prepaid accounts.

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

- **SCBS Website** – www.correctionalbillingservices.com
- **SCBS e-mail address** – customer_service@correctionalbillingservices.com

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Our friendly and knowledgeable agents can help customers with the following:



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

We believe that customer service is too important to completely outsource to an outside vendor. We routinely survey our customers and measure satisfaction ratings so that we can find ways to improve our service levels. Our customer service agents are highly trained on offender telephone system issues and in satisfying the specific needs of called parties. We offer both English speaking and Spanish speaking agents.

Securus "In-House" Customer Service Center

In September of 2009 in an effort to provide superior customer service Securus made a decision to bring our customer service center in-house. We believe that customer service is not a function that should be outsourced to an outside vendor. This decision is an investment in service that cost Securus millions of dollars. However, we believe that the improved customer service to friends and family members was worth the additional expense.



In 2010 we spent approximately \$10 million dollars specifically for the operational expense incurred to run our customer service center. Today Securus operates a 250-seat customer service center located in Carrollton, Texas, and all customer service representatives and managers are direct employees of Securus. This is significant to the state agency because we can make moves, adds, and changes without the necessity of involving outside third-party service providers. No other national phone vendor of our size can make this claim. We diligently measure and analyzed customer satisfaction levels each month and take action to make improvements as needed.

Friends and family calls are routed to trained customer service representatives depending on their service need. This feature promotes quicker call resolution and customer satisfaction by delivering

2. Functional, Technical, and Performance Requirements

calls to individuals who are experts in handling that specific call type. Securus also developed a plan for business continuity in case of a natural disaster.

All newly hired customer service agents receive 120 hours of training, which includes exams to verify competency and grasp of material, such as products, procedures, and policies. Once the new hires complete their training they still receive regular coaching and feedback occur on the job, and refresher training is given as needed. Furthermore, all customer service managers are required to listen to live calls to ensure that we are inspecting what we expect from our customer service representatives.

Extensive Training

Customer Service Agents receive a minimum of 120 hours training.

Additionally, the effectiveness of the call center is measured by several factors. One specific tool is the Asher survey. The survey is randomly given to friends and family members who contact our service center. The Asher survey consists of seven questions and friends and family members are asked to score questions 1 to 6 on a scale from best (5 points) to the worst (1 point).

Since the Securus customer service center came online, our customer satisfaction scoring has increased month to month, and is now more than 20% better than it was when we used the "industry standard" approach of outsourcing customer service.

Again, it is Securus' goal to reduce the burden on the state agency by optimizing the convenience to the public and provide answers to any questions raised by friends and family members of offenders. Facilities can significantly reduce staff involvement allowing Securus to handle routine questions and issues that arise. Securus provides a number of self-service and assisted channels for funding accounts and resolving friends and family issues related to communications. We believe our comprehensive funding mechanisms ultimately create more completed calls.

To maximize convenience, Securus has several sources of assistance:

- 24x7x365 automated phone access (English and Spanish)
- 24x7x365 customer service representatives available through the call center (English and Spanish)
- Website access (www.correctionalbillingservices.com)

2.19.2 The contractor must provide a website for an offender's family/friends to access in order to establish or maintain their pre-paid accounts.

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

Securus will provide a Website for an offender's family/friends to access in order to establish or maintain their pre-paid accounts.

The Securus SCP OTS will provide the called party with the ability to establish a prepaid account with Securus to receive prepaid collect telephone calls from an offender. The offender's friends and families are able to establish prepaid collect call accounts with Securus through our internal

2. Functional, Technical, and Performance Requirements

division, Securus Correctional Billing Services (SCBS) to receive telephone calls from an offender. SCBS will provide support for called party account setup, billing, and customer service requests.

SCBS provides dedicated customer service to the called parties 24x7x365. For the convenience of the customer, SCBS also provides personal account setup and access through our Website or by emailing them directly. Offender's friends and families can access our Website www.correctionalbillingservices.com to establish or maintain their prepaid accounts.

The following figure presents the SCBS convenient Website.

Securus Correctional Billing Services Login Screen


SECURUS
TECHNOLOGIES
advancing what matters™

[FRIENDS & FAMILY](#) [CORRECTIONAL FACILITIES](#) [ABOUT US](#) [CAREERS](#) [CONTACT US](#)

Welcome!

to **Securus Technologies**

[Click here to learn more about us](#)



Missouri Department of Corrections
Friends and Family Support

Manage My Account

Username

Password

[Lost Password?](#)
[Web Registration - New User](#)
[Open A New Account](#)

FAQs

- [Why are my calls blocked?](#)
- [How can I block my phone from receiving inmate calls?](#)
- [How do I open a new phone account so I can receive calls?](#)
- [See All FAQs](#)

Products & Services

- [AdvanceConnect™ Account](#)
- [Direct Bill Account](#)
- [Traditional Collect Account](#)
- [Secure Instant Mail](#)

Facility Websites

- [Do you want to receive calls from... Texas Department of Criminal Justice? Click here](#)

2. Functional, Technical, and Performance Requirements

2.19.3 The contractor must allow a called party to place funds in their pre-paid account via check, money order, or credit card at anytime. The contractor must also allow a called party to place funds in their pre-paid account via credit card anytime online or over the phone.

Securus has read, agrees, and complies.

Securus will allow a called party to place funds in their prepaid account via check, money order, or credit card at any time. Securus will also allow a called party to place funds in their prepaid account via credit card anytime online or over the phone.

SCBS will provide a comprehensive solution suite providing offenders' friends and family members' complete assistance with account funding, account maintenance, and inquiries. Friends and family members are able to make payments through the following options:

- Local telephone companies
- Securus direct billing
- Securus prepay payment methods

Securus also partners with national vendors to further facilitate transaction funding (such as kiosk Securus also accepts payments from national vendors to further facilitate transaction funding (such as Western Union), Additional payment options include personal checks, credit cards, debit cards, and money orders. No other offender telephone provider offers more options to help with completing calls. No other offender telephone provider has as many billing agreements with local exchange carriers as Securus.

Friend and family members can make a payment on their Account by calling 1-800-844-6591, logging into "Manage My Account" online, mailing in a money order or cashier's check, or visiting any Western Union location.

2.20 Customer Service Requirements:

2.20.1 The contractor's live operator and customer service representative shall be available at no additional cost to the pre-paid account holders between the hours of 7:00 A.M. to 10:00 P.M. (CT) Monday through Saturday, excluding state holidays.

Securus has read, agrees, and complies.

Securus will provide live operator and customer service representatives at no additional cost to prepaid collect account holders and all other account holders. Securus customer service is available to friends and family members 24x7x365, which exceeds the requirement of customer service between the hours of 7:00 a.m. and 10:00 p.m. (CT) Monday through Saturday, excluding state holidays.



Securus is the only OTS service provider in the industry to have created and staffed our own customer call center for the singular purpose of providing customer services to friends and families. Our center is located in Carrollton, Texas and is staffed by Securus professional call center

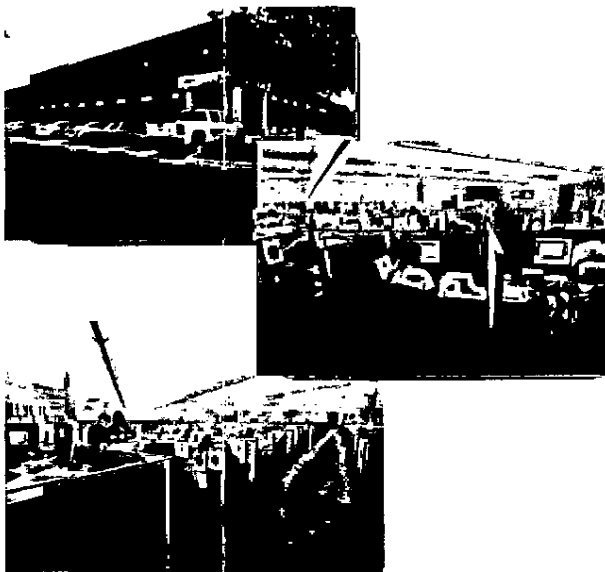
2. Functional, Technical, and Performance Requirements

personnel. Each call center agent is carefully trained and tested before beginning their duties as a customer service agent and is measured on their ability to solve the callers issue on the first call.

Securus, through its wholly owned subsidiary Securus Correctional Billing Services (SCBS) will provide a comprehensive solution suite that provides the offenders' friends and family members' complete assistance with account funding, account maintenance and inquiries. Friends and family can use our toll-free number (1-800-844-6591) to speak directly to a "live" agent, or to take advantage of our easy to use automated system to help them with their needs. For added convenience, we also offer personal account access via the following methods:

- **SCBS Website** – www.correctionalbillingservices.com
- **SCBS e-mail address** – customer_service@correctionalbillingservices.com

Our friendly and knowledgeable agents can help customers with the following:



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

We believe that customer service is too important to completely outsource to an outside vendor. We routinely survey our customers and measure satisfaction ratings so that we can find ways to improve our service levels. Our customer service agents are highly trained on offender telephone system issues and in satisfying the specific needs of called parties. We offer both English speaking and Spanish speaking agents.

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- Local telephone companies
- Securus direct billing
- Securus prepay payment methods

2. Functional, Technical, and Performance Requirements

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2. Functional, Technical, and Performance Requirements

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Call Results

94% do not require a
trouble ticket
74% resolved on first call

To maximize convenience, Securus includes several sources of assistance such as:

- 24x7x365 automated phone access (English and Spanish)
- 24x7x365 customer service representatives available through the call center (English and Spanish)
- Website access (www.correctionalbillingservices.com)

Securus Correctional Billing Services (SCBS) is operational 24x7x365 and provides live customer support. Our Customer Service Representatives have access to near real-time customer account information including, but not limited to the following:

- **Call Detail Records** – With call activity and history including call attempts, connected calls, call durations, and blocked calls
- **Billing History** – Including statement date and which calls were billed on which statement and when the bill was/is due
- **Payment History** – Including failed payment attempts to help CSRs quickly answer our customer's questions
- **Blocked Call Status** – Due to late payment and includes the state agency disciplinary reasons
- **Account Balance** – Including refund requests

2.20.2 The contractor's customer service representative(s) shall be available at no additional cost to the state agency personnel twenty-four (24) hours per day, seven (7) days per week including state holidays.

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

In addition to the friends and family support described above, all Securus customer service representatives are available, and will provide customer service, 24x7x365 days including state holidays, at no additional cost to the state agency personnel.

2. Functional, Technical, and Performance Requirements

Securus will provide this support in the form of **two additional levels of support**. The first level is our technical support staff, which will be trained on the state agency-operating environment and is a part of the Securus technical support organization that is responsible for addressing any issue or problem regarding the Securus SCP OTS, which may arise at any site or administrative location. State agency personnel only need to call our toll free number, which is available 24x7x365 to speak directly with an agent that will be familiar with the state agency's operating environment.

In addition to the technical support staff availability, Securus will provide the contact numbers for the account team that will be responsible for the communication and resolution of any issue that the state agency may have regarding our SCP OTS or associated operation. The account team will consist primarily of the Senior Account Executive, Account Manager, Field Services Manager, and Customer Service Manager.



The Senior Account Manager will be responsible for initiating proactive discussions with the key state agency contacts on a routine basis. The manager will also ensure that the level of service Securus is providing to the state agency is exceeding their expectations. This responsibility will be measured on a routine basis by the Securus Customer Opinion Survey (COS) and will serve as the main communication vehicle for the state agency to communicate any issues, concerns, comments (positive or negative) or deficiencies in our service. The account team will review the COS on a quarterly basis with the state agency and complete the following:

- Document issues
- Assign responsible party
- Assign due dates for issue resolution
- Identify and document confirmation of closed issues

On a less formal basis, the account team members will be available to the state agency contacts on an as needed basis. They will respond to all calls within two hours and all e-mails within 24 hours.

We realize that the state agency will require immediate and frequent communication with key Securus team members, and due to the unique state agency operating environment, it is critical to establish frequent and meaningful communication so issues can be identified before they become problems, and that creative solutions can be identified to improve efficiencies or remove impediments.

The Securus account team comprises key individuals that have previous experience with the state agency and understand the requirement to have frequent and creative working sessions with state agency contacts.

2. Functional, Technical, and Performance Requirements

2.21 Maintenance and Support Requirements:



Securus has contracted with ShawnTech Communications to provide maintenance and support. Securus has contracted with ShawnTech Communications to provide maintenance and support services for all offender telephones, workstations and associated wiring. Securus has reviewed all of the state agency requirements with ShawnTech Communications, and has signed a teaming agreement and Statement of Work to allow Securus to continue to provide continuity of services for the state agency for the offender phones and workstations required in the RFP.

ShawnTech Communications will be a subcontractor to Securus and as a result, Securus will be responsible for all maintenance and support and will be accountable to the state agency for all contractual requirements.

2.21.1 The contractor shall provide all labor, parts, materials, and transportation to maintain the offender telephone system in compliance with the equipment manufacturer's specifications throughout the life of the contract. No charges may be made to the State of Missouri for maintenance of the system.

Securus has read, agrees, and complies.

Securus will provide all labor, parts, materials, and transportation to maintain the SCP OTS in compliance with the equipment manufacturer's specifications throughout the life of the contract. No charges will be made to the State of Missouri for maintenance of the system.

2.21.2 The contractor must provide maintenance twenty-four (24) hours per day, seven (7) days per week, including preventive and remedial maintenance as well as all parts and labor. For repair service, the contractor must be able to respond by arriving onsite at the institution any time during a twenty-four (24) hour per day basis, three hundred and sixty-five (365) days of the year. All repairs or replacements must be started within four (4) hours following notification of a major system failure and the contractor must exhibit to the State of Missouri a best-efforts approach to completion of the repairs or replacement during the first twenty-four (24) hours following notification by the State of Missouri. The contractor shall understand and agree that a response shall be defined as a qualified technician, certified on the installed equipment, on-site or the problem corrected.

Securus has read, agrees, and complies.

Securus will provide maintenance 24x7x365, including preventive and remedial maintenance as well as all parts and labor. For repair service, Securus will be able to respond by arriving on-site at the institution any time during a 24x7x365.

2. Functional, Technical, and Performance Requirements

All repairs or replacements will be started within four hours following notification of a major system failure and Securus will exhibit to the State of Missouri a best-efforts approach to completing the repairs or replacement during the first 24 hours following notification by the State of Missouri. Securus understands and agrees that a response shall be defined as a qualified technician, certified on the installed equipment, on-site or the problem corrected.

ShawnTech Communications, Inc.

Securus will provide maintenance services through our partnership with ShawnTech Communications, Inc. (ShawnTech). ShawnTech will provide three vendor certified technicians to support the SCP OTS installed for the state agency. These technicians are currently providing maintenance services to the Missouri Department of Corrections facilities through an agreement with the incumbent provider. Securus will enhance the current abilities of the existing maintenance team by providing additional training on the Securus SCP and all on-site components.

Securus has also contracted with the ShawnTech maintenance team to provide on-site maintenance for all Securus provided workstations, monitors, routers, and Internet access devices (IADs). By providing this enhanced maintenance package, as well as having a fully integrated trouble reporting process between Securus and ShawnTech, Securus will be able to eliminate the delay and confusion regarding maintenance services that exists at some facilities today. Additionally, Securus has proposed to replace all existing phones and upgrade them to higher quality phones than are currently in use in your facilities. We believe this will address historical problems and eliminate current issues associated with phone quality and associated repair services.

To meet the state agency's maintenance requirements, ShawnTech will strategically place technicians in the following maintenance zones, presented in the following table, to provide maximum service coverage.

Service Zones – Average Drive Time

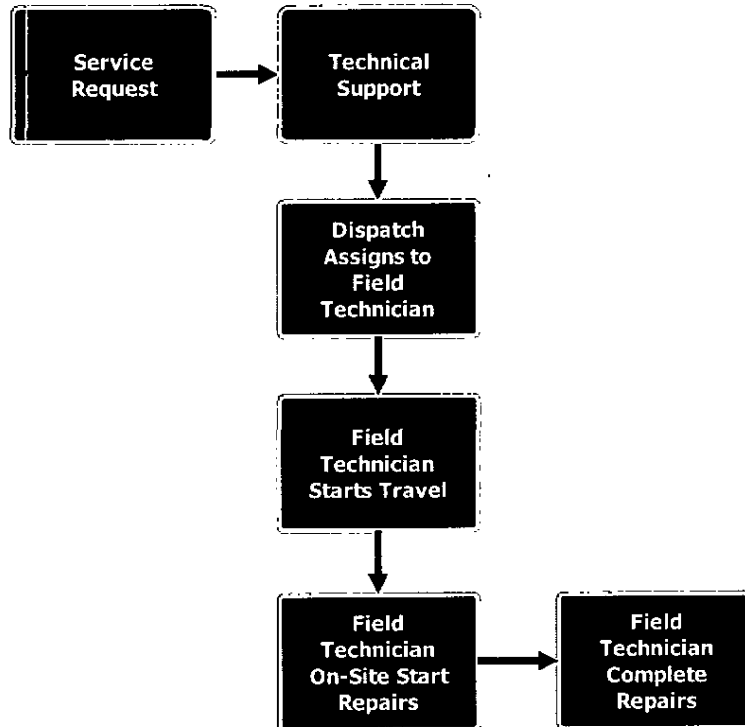
Sites	Zones	Office Base	Average Drive Time (Min)	Average Mileage
6	Service Zone 1	Kansas City	72	71.3
7	Service Zone 2	Lohman	76	60.4
7	Service Zone 3	St. Charles	90	84.9
20	Total	Average	79	72.2

The overall statewide average drive time is approximately 79 minutes to a facility. ShawnTech technicians are equipped with laptops, cell phones, and pagers for complete accessibility for responding to trouble conditions. Technicians will be routed to all service requests through the Securus HEAT trouble ticketing process. The Securus trouble ticket process is illustrated in the following figure.

2. Functional, Technical, and Performance Requirements

Trouble Ticketing Process

Proprietary and Confidential



In all instances, service will be requested through the Securus toll free number and ShawnTech service personnel will be dispatched through HEAT to ensure documentation and timely resolution of all service tickets. The following tables present the state agency facilities.

2. Functional, Technical, and Performance Requirements

Missouri Correctional Institutions Service Zones

Proprietary and Confidential

Service Zone 1			
Office Base: Kansas City			
Site	Phones	Travel Miles	Drive Time (min)
Boonville	59	115	106
Chillicothe - Mo	93	82	92
Crossroads Correctional	92	45	48
Maryville Correctional	23	92	87
Western Reception & Diagnostic	111	49	49
Western	105	45	47
Averages	483	71.33	72

Service Zone 2			
Office Base: Lohman			
Site	Phones	Travel Miles	Drive Time (min)
Algoa Correctional	61	22	34
Fulton Reception. & Diagnostic Center	147	37	50
Jefferson City Correctional	94	22	33
Licking/South Central	79	107	128
Moberly Correctional	64	75	78
Tipton Treatment Center	58	32	44
Ozark Correctional Center	26	128	167
Average	529	60.43	76

2. Functional, Technical, and Performance Requirements

Service Zone 3			
Office Base: St. Charles			
Site	Phones	Travel Miles	Drive Time (min)
Bonne Terre/Eastern Reception	167	76	80
Farmington Correctional	135	88	95
Northeastern Correctional	127	66	74
Southeastern Correctional	88	171	158
Potosi Correctional Center.	49	84	95
Women's East Recpt & Diagnostic	70	79	87
Missouri Eastern	53	30	41
Average	689	84.86	90.00

Preventive Maintenance

An aggressive preventive maintenance plan will ensure that the SCP OTS and all supporting equipment are kept in good working condition and working at optimal levels. Securus' objective is to minimize the percent of downtime with proper preventive maintenance.

The Securus provided ShawnTech Technical Field Team will schedule monthly premise visits to conduct hands-on inspections. The offender telephone dials and handsets will be checked for functionality, usability, appearance, and voice quality. All backboards, telephones, and wiring are checked. System inspections include cleaning filters, fans, and system internal parts. The circuit interfaces are checked for errors to ensure that all connections are clean and secure. All workstation functions are thoroughly tested. Routine traffic analysis for stations and trunks are conducted remotely prior to arriving on site to identify any areas of concern; i.e. failing telephones or lines. This proactive measure is important in identifying potential problems and minimizing any downtime for the phones. Ongoing remote and onsite assistance is available to all users. The following table provides an example of the detailed Preventive Maintenance Checklist used by technicians.

2. Functional, Technical, and Performance Requirements

Preventative Maintenance Checklist

Offender Phones	
Tests and Checks Performed	Frequency
1. Check - Dial pads. (Listen for tones on all keys)	Monthly
2. Check - Handset cords	Monthly
3. Check - Hook switch	Monthly
4. Check - Handset for voice clarity	Monthly
5. Check - Missing or loose screws on phones and enclosures	Monthly
6. Check - Manual cut off switches	Monthly
7. Check - TDD device - Make a test call	Monthly
8. Check - Lightning protection properly grounded, if applicable	Monthly
9. Check - The signage on each phone and replace if needed	Monthly
10. Verify - Station ID list that is on the OTS	Monthly
11. Check with the site point of contact to insure all issues are documented	Monthly

Call Control Equipment	
Tests and Checks Performed	Frequency
1. Check - Check that all trunks are fully operational	Monthly
2. Check - System resource levels.	Monthly
3. Check - Hard drive usage.	Monthly
4. Check - UPS is fully charged and operational & not in alarm	Bimonthly
5. Check - Analog (B1) lines connected to Offender Phone System. Perform dial-up test.	Monthly
6. Check - Backup files. Insure that system is backing up files properly.	Monthly
7. Check - All system clocks are updated properly	Monthly
8. Vacuum dust filters in the Offender Phone System	Monthly
9. Rinse dust filters in the Offender Phone System	Quarterly
10. Vacuum cooling fans on all systems, if applicable	Quarterly
11. Generate a monthly trunk usage report	Monthly

2. Functional, Technical, and Performance Requirements

Workstations	
Tests and Checks Performed	Frequency
1. Test - CD drive able to burn call recordings	Biweekly
2. Check - Printer ink supplies	Biweekly
3. Check - Listen to calls from the workstation	Biweekly
4. Check - Responsiveness of the workstation	Biweekly
5. Test - Call Search	Biweekly
6. Test - The ability to turn the phones On and off from the workstation	Biweekly
7. Test - Perform live monitoring	Biweekly
8. Test - Printing reports to printer	Biweekly

Network Components	
Tests and Checks Performed	Frequency
1. Check - CSU/DSU Unit for errors. Log errors in service report and clear memory buffer.	Quarterly

Software Checks & Tests	
Tests and Checks Performed	Frequency
1. Check - Replication.	Monthly
2. Check - Offender Phone System - Check/Verify system settings are correct and modules are operational.	Monthly
3. Check - Facility branding	Monthly
4. Check - Calls for proper start/stop, origination, destination, PIN numbers	Monthly

2. Functional, Technical, and Performance Requirements

2.21.3 At no additional charge to the state, the contractor must provide online connectivity in order to proactively monitor and maintain the offender telephone system at each individual location identified in Attachment #1. The contractor must not utilize dial-up connectivity in order to monitor and maintain the offender telephone system.

✓ Securus has read, agrees, and complies.

At no additional charge to the state, Securus will provide online connectivity in order to proactively monitor and maintain the offender telephone system at each individual location identified in Attachment #1 of the RFP. Securus will not use dial-up connectivity in order to monitor and maintain the Securus SCP OTS.

Securus Network Operations Center

The Securus SCP OTS is constantly monitored and maintained 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.

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 all Securus employees who will be accountable for any actions required to prevent or repair any outages for the state agency. Securus will follow state agency protocols for communicating outages or repair actions in the unlikely event these occur.

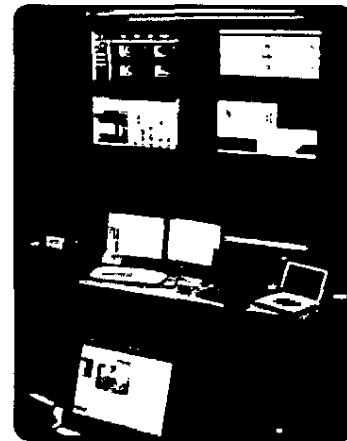
Premium Network Monitoring Capabilities

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.

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

- **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.
- **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 over 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.

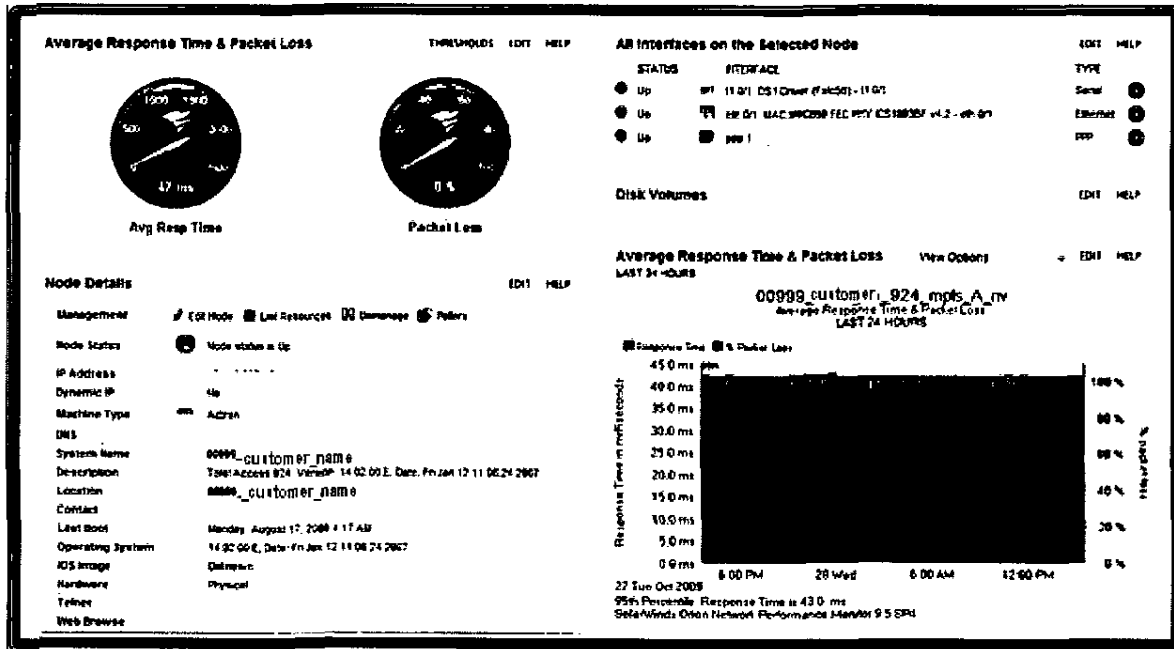
Visual monitoring in our NOC is achieved through the utilization of several key screens that are constantly being updated and monitored by our personnel in our NOC. For example, the following

2. Functional, Technical, and Performance Requirements

figure is a screen shot of the monitoring screen that is used to continually ping and monitor equipment on-site at your facilities.

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Proprietary and Confidential



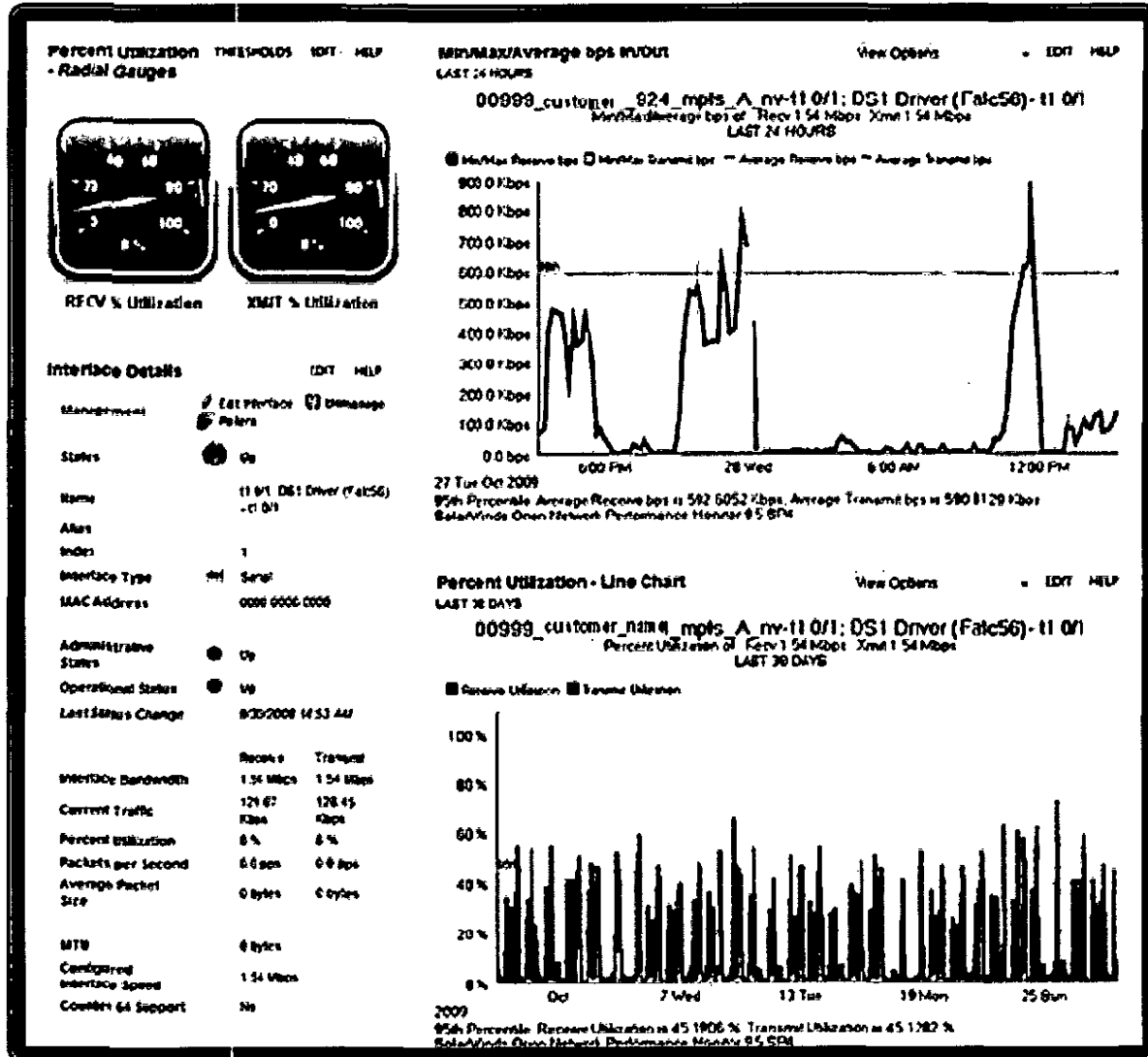
The upper left hand corner of the screen depicts the average response time from the ping test and the resulting packet loss. In the event the standard parameters are not met, the system will provide an alarm and NOC personnel are required to take specific actions to ensure that we are meeting our own 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 and complete network monitoring center and 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.

Securus will continually monitor online connectivity between the Securus SCP OTS and each facility through the Securus provided MPLS private data network. This network is continually monitored by both our business partner, AT&T, as well as by the Securus NOC. The MPLS network is a completely private network and is configured to be used only for connectivity between the state agency and Securus. Each location is monitored separately and the monitoring includes the

2. Functional, Technical, and Performance Requirements

equipment on site at each site so that we can analyze call throughput from the offender phone to the called party.

2.21.4 The offender telephone system must be capable of performing remote diagnostics to determine if a problem is with the telephone unit or with the telephone line.

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

The Securus SCP OTS will be capable of performing remote diagnostics to determine if a problem exists with the telephone unit or with the phone line.

To ensure that our SCP OTS will operate 24x7x365, our Field Service Technicians will perform proactive routine checks of all phones, network connections, and hardware. You will see our personnel on-site making test calls, checking equipment, and communicating with state agency personnel. Our continual monitoring of the network from the Securus NOC backs up our Field Service Technicians.

2.21.5 The contractor shall be able to keep the state agency up to date on customer and technical support issues through email notification.

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

Securus will keep the state agency up to date on the customer and technical support issues through email notification.

Securus as prime contractor accepts full responsibility for notifying the state agency of all customer and technical support issues. Securus has carefully identified all of the input points that the state agency may use to report customer and technical support issues. We have created all of the required interfaces to ensure that the state agency will be kept up to date on such issues.

These input points include interfaces with the Securus provided site administrator located at Huber & Associates, ShawnTech field technicians, Guarded Exchange call monitoring center, and the Securus help desk. In each instance, e-mail notification processes will be in place by Securus to the state agency to provide the required notifications.

System Alerts

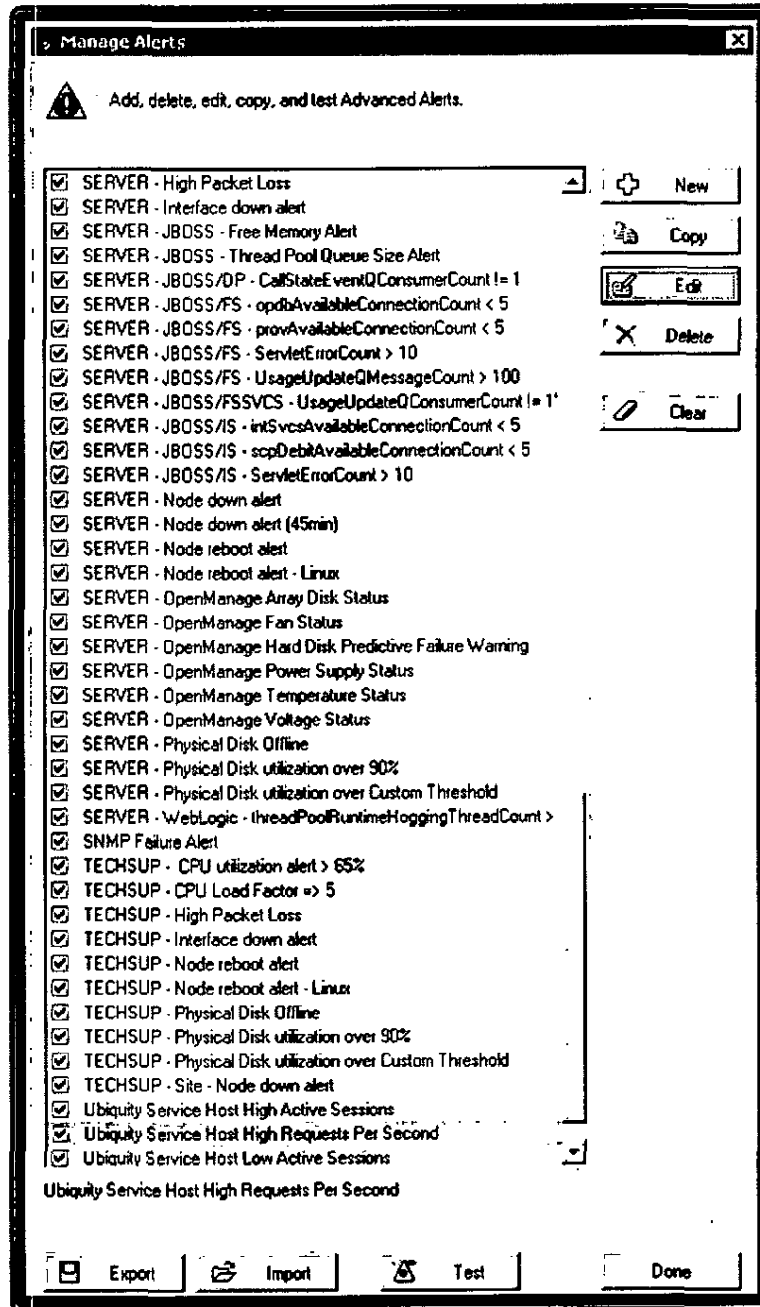
Securus has the ability to create an unlimited number of alerting conditions within the Securus S-Gate user interface. During the implementation process and at the time the Securus OTS is configured for your operating environment the Securus implementation team will identify your requirements to keep the state agency up to date on customer and technical support issues. These requirements will be configured in the OTS and when a customer or technical support issue occurs, the appropriate e-mails will be sent to pre-identified state agency contacts.

The following figure depicts a partial listing of the potential alerts that can be set up in the Securus OTS.

2. Functional, Technical, and Performance Requirements

Managing Alerts

Proprietary and Confidential



Additionally, each alert is highly customizable, as shown in the following figure.

2. Functional, Technical, and Performance Requirements

Editing Alerts

Proprietary and Confidential

Edit Alert

General | Trigger Condition | Reset Condition | Alert Suppression | Time of Day | Trigger Actions | Reset Actions

Name of Alert
Ubiquity Service Host High Requests Per Second

Enter a description for this Alert
Ubiquity Service Host High Requests Per Second

Enable this Alert (Alert will not be triggered unless it is enabled)

Alert Evaluation Frequency
Check this Alert every 1 Minutes

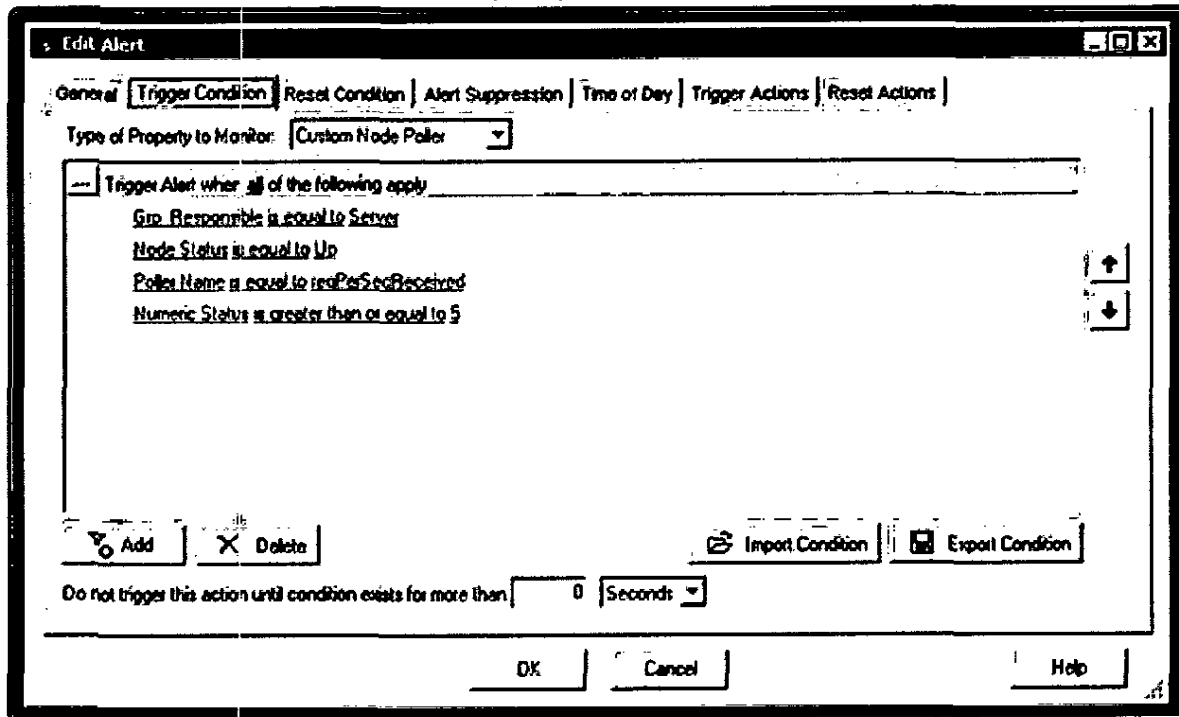
OK Cancel Help

The Securus OTS can define the alerting criteria using an unlimited number of conditions, allowing fine tuning along the lines of one application with a met condition, or a global rule set (such as any disk over 90% utilization), as shown in the following figure.

2. Functional, Technical, and Performance Requirements

Defining Alert Criteria

Proprietary and Confidential

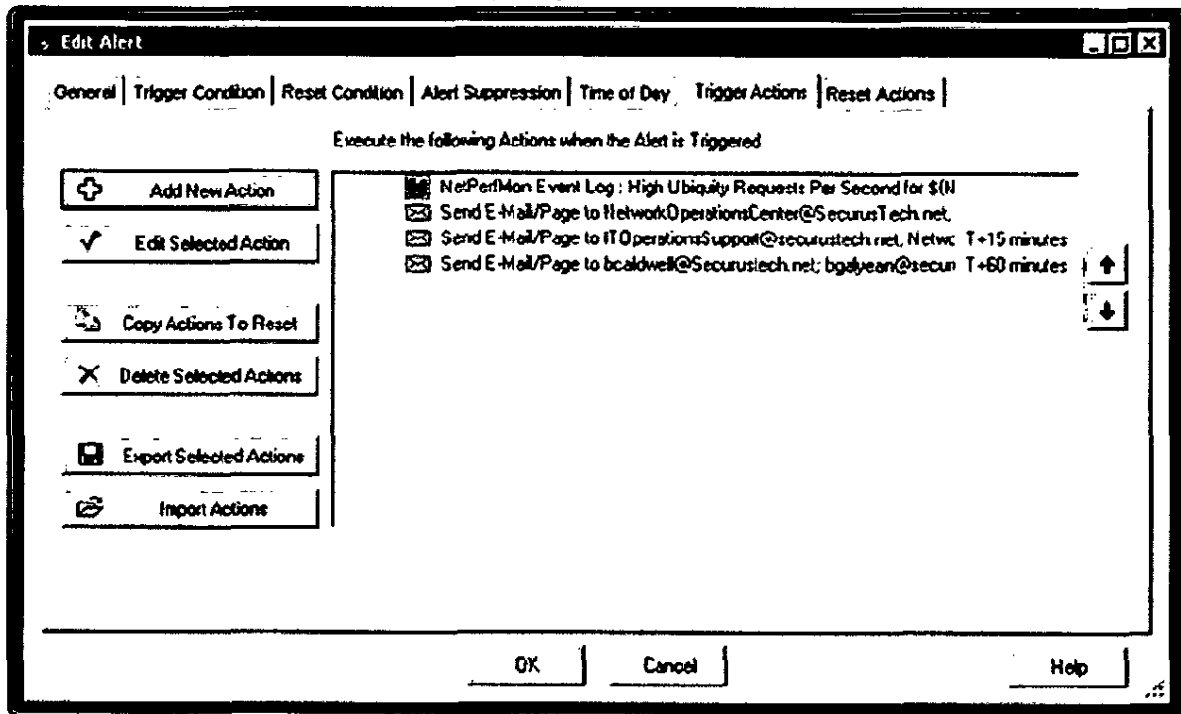


The following figure includes Time Trigger Escalation alerts if the alarming criteria have not cleared in a specified timeframe.

2. Functional, Technical, and Performance Requirements

Time Trigger Escalation Alerts

Proprietary and Confidential



2.21.6 The contractor must provide twenty-four (24) hour, seven days per week immediate telephone support for state agency personnel to resolve technical problems for hardware, software, data connectivity, contractor network, monitoring, and recording system. The contractor must provide immediate access to a person knowledgeable and able to provide information to resolve the problems.

☑ Securus has read, agrees, and complies.

Securus will provide 24x7x365 immediate telephone support for state agency personnel to resolve technical problems for hardware, software, data connectivity, contractor network, monitoring, and recording system. Securus will provide immediate access to a person knowledgeable and able to provide information to resolve the problems.

Securus Technical Support Center

Securus provides superior customer service from our own technical support center located in Carrollton, Texas. The Securus' Technical Support Center (TSC) is staffed by approximately 40

2. Functional, Technical, and Performance Requirements

Technical Support Representatives dedicated to serving our clients. The TSC support technicians help resolve problems quickly while providing superior customer service. The average tenure of our support management is five years, with our technicians averaging three years. Securus recently celebrated 25 years of operations in the corrections industry and our support staff's experience is second to none.



Securus currently has more than 70 patents issued and more than 40 patents pending, all of which are supported by our TSC. No competitor can match Securus' TSC experience in working with corrections officials to quickly resolve and manage calling programs. Securus' experience and technology allows us to create and manage calling programs for corrections facilities that put top priority on providing safety and security to the public.

Securus' TSC serves as a single point of contact for facility staff to request service or make inquiries 24x7x365 that be contacted using the following convenient methods:

- **Telephone** – 866-558-2323
- **E-Mail** – technicalsupport@securustech.net
- **Fax** – 800-368-3168
- **Web Portal** – <https://www.securustech.net/facility/Default.asp>

Securus' TSC offers the following features for its customers:

- Technical support 24x7x365 days a year, including holidays
- Staff of 50 support professionals fully trained to answer calls and provide superior customer service
- Service event tracking to drive efficient resolutions
- Prioritized calls and analyzed reports to ensure Service Level Agreements are met
- Securus certified technicians to provide quick problem resolution
- System and individual site connectivity monitoring 24 hours a day, 7 days a week, 365 days a year, including holidays

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

Call Routing

The TSC manages the flow of inbound calls through a call distribution system that routes calls directly to our support technicians in a skills-based, platform specific manner. Securus establishes response times and service level agreements consistent with state agency requirements. Service calls are answered by live technicians in order to provide timely and quality customer service.

Upon contact from a facility, each service request is assigned one of three initial priority levels, each with its own resolution and escalation timelines. Every effort is made to resolve the problem remotely within the designated timeframes and many service requests can be resolved during the

2. Functional, Technical, and Performance Requirements

initial request. If the service request cannot be resolved remotely, a field service technician is dispatched to the facility to expedite resolution.

Event Tracking System

The TSC uses an event tracking system that logs, tracks, manages, and assures appropriate response to all service requests. The service request generates a trouble ticket with priority level assignment which drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem and either resolves the problem or engages the appropriate party for problem resolution. The TSC retains ownership of all service requests and is responsible for the escalation and update functions.

The TSC at all times, retains ownership of any reported queries, and is responsible for the escalation and update functions. Every effort is made to resolve the problem remotely, within the framework of the RFP resolution timeframes.

On-Site Maintenance Services

Securus will be providing the on-site maintenance services through a subcontract with ShawnTech. ShawnTech is currently providing maintenance services to the Missouri Department of Corrections through an agreement with the incumbent provider. Securus has chosen ShawnTech to provide maintenance services to ensure that there will be no disruption in the service levels upon transition to the Securus SCP platform.

Securus has completed selected inquiries with state agency personnel to understand the level of satisfaction with the current levels of service you are receiving. We found that while there are areas for improvement, which we have addressed in our plan, overall the level of service has been acceptable. Securus also wanted to retain the existing knowledge base and experience by retaining the existing maintenance personnel. The option to use ShawnTech personnel was evaluated carefully against the advantages of using existing Securus maintenance personnel. When all elements were considered, we chose ShawnTech with additional services added, to provide maintenance services for your facilities.

In selecting ShawnTech, Inc. to provide maintenance services, Securus wanted to be certain that we created additional value for the state agency, which was reflective of issues that needed to be addressed in the current maintenance arrangement as well as **add new processes to ensure continuity between Securus and ShawnTech**. As a result, ShawnTech will be fully integrated with the Securus HEAT trouble reporting system and all service requests will be reported and tracked through the Securus HEAT system and reported to the Securus Technical Services Group (TSG). This will ensure that all service requests are tracked, timed and closed out to the full satisfaction of the state agency.



In order to achieve this full integration between Securus and ShawnTech, we will create an integration between the Securus HEAT trouble ticketing system and ShawnTech's TeleDoc Web portal. This will substantially differentiate the Securus solution from all others in that **there will be essentially two systems that will be tracking service requests**. The Securus HEAT trouble reporting system will be the main system that is providing all documentation and management of

2. Functional, Technical, and Performance Requirements

service requests. At the same time, the ShawnTech TeleDoc's web portal will provide the required visibility to the ShawnTech technicians so that information can easily flow to the technicians. Because the Securus HEAT system and the ShawnTech TeleDoc' system will be able to communicate with each other, all tickets and associated response times and actions will be documented in both systems. This will ensure close communication and accountability between Securus and ShawnTech.

Escalation

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

The following supervisory personnel represent the escalation chain:

- Technical Support Department
- Technical Support Manager
- Technical Support Director
- Regional Field Manager
- VP Service and Technical Operations

The following contact information is provided to the state agency to provide the agency with complete confidence that any problem will be solved in a timely manner.

Robert Reynolds - Technical Support Manager

Region Office: 469-546-0176

Cell: 817-564-5301

E-mail: rreynolds@securustech.net

Debbie Cates - Director Technical Support

Office: 972-277-0314

Cell: 214-476-6351

E-mail: dcates@securustech.net

Pat Robertson - Regional Field Service Manager

Office: 502-432-5924

E-mail: probertson@securustech.net

Danny De Hoyos - VP Service & Technical Operations

Office: 972-277-0474

E-mail: ddehoyos@securustech.net

No competitor can match Securus' TSC experience in working with corrections officials to quickly resolve issues and manage calling programs. Securus' experience and technology allows us to create and manage calling programs for corrections facilities that put top priority on providing safety and security to the public.

2. Functional, Technical, and Performance Requirements

Proactive Communications

Securus will provide the contact numbers for the account team that will be responsible for the communication and resolution of any issue that the state agency may have regarding our SCP OTS or associated operation. The account team will consist primarily of the Senior Account Executive, the Account Manager, the Field Services Manager, and the Customer Service Manager.

The Senior Account Manager will be responsible to initiate proactive discussions with the key state agency contacts on a routine basis and to ensure that the level of service that Securus is providing to the state agency is exceeding expectations. This responsibility will be measured on a routine basis by the Securus Customer Opinion Survey and will serve as the main communication vehicle for the state agency to communicate any issues, concerns, comments (positive or negative) or deficiencies in our service. The account team will review the Securus Customer Opinion Survey on a quarterly basis with the state agency and issues will be documented, due dates assigned for resolution and confirmation of closed issues will be identified and documented.



On a less formal basis, the account team members will be available to the state agency contacts on an as needed basis and will return all calls within two hours, and will respond promptly to all e-mails. We recognize that the state agency requires immediate and frequent communication with key Securus team members and that due to the unique operating environment of the state agency, it is critical to establish frequent and meaningful communication so that issues can

be identified before they become problems and that creative solutions can be identified that improve efficiencies or remove impediments. The Securus account team has key individuals on the team that have previous experience with the state agency and understand the requirement to have frequent and creative working sessions with state agency contacts.

2.22 Reporting Requirements:

2.22.1 The contractor shall provide a Call Detail Report to the address specified herein not later than the 10th calendar day of each month. This report must detail each call during the reporting period (monthly) and include the following:

- a. Institution name;
- b. Originating number;
- c. Terminating number;
- d. Time of day of the call;
- e. Length of the call;
- f. Amount charged for the call; and
- g. Gross revenue.

2. Functional, Technical, and Performance Requirements

Securus has read, agrees, and complies.

Securus will provide a Call Detail Report to address specified in the RFP not later than the 10th calendar day of the month. The report will detail each call during the reporting period (monthly) and include the following:

- Institution name;
- Originating number;
- Terminating number;
- Time of day of the call;
- Length of the call;
- Amount charged for the call; and
- Gross revenue

2.22.2 Upon request by the state agency, the contractor must provide specific information for tracking offender calling activities and calling patterns by individual telephone numbers, and for billing purposes via email. The following reports should be available for monitoring and billing purposes:

- a. The monitoring reports provided by the contractor must be sorted by any or all of the following criteria:
 - 1) Daily Statistical reports;
 - 2) Institution name;
 - 3) Originating number;
 - 4) Terminating number;
 - 5) Date of call;
 - 6) Time of day; and
 - 7) Length of call.

Securus has read, agrees, and complies.

As requested by the state agency, Securus will provide specific information for tracking offender calling activities and calling patterns by individual telephone numbers, and for billing purposes via e-mail.

2. Functional, Technical, and Performance Requirements

The monitoring reports provided by Securus will be sorted by any or all of the following criteria:

- Daily Statistical reports
- Institution name
- Originating number
- Terminating number
- Date of call
- Time of day
- Length of call

b. The billing reports provided by the contractor must or sorted by any or all of the following criteria:

- 1) Call Detail report;
- 2) Amount charged per call;
- 3) Gross revenue;
- 4) Daily Statistics;
- 5) Monthly Statistics;
- 6) Called party/number accepting report;
- 7) Fraud/velocity report;
- 8) Separate Institution Totals and Statistics;
- 9) All Institutions Total and Statistics;
- 10) Total Calls;
- 11) Calls by Date;
- 12) Time of Day; and
- 13) Length of a Call.

2. Functional, Technical, and Performance Requirements

✔ Securus has read, agrees, and complies.

Securus will provide billing reports that are sorted by any or all of the following criteria:

- Call Detail report;
- Amount charged per call;
- Gross revenue;
- Daily Statistics;
- Monthly Statistics;
- Called party/number accepting report;
- Fraud/velocity report;
- Separate Institution Totals and Statistics;
- All Institutions Total and Statistics;
- Total Calls;
- Calls by Date;
- Time of Day; and
- Length of a Call.

- c. The contractor should be capable of providing additional custom reports upon the request of the state agency at no additional cost to the State of Missouri.

✔ Securus has read, agrees, and complies.

Securus is capable of providing additional custom reports upon the request of the state agency at no additional cost to the State of Missouri.

By choosing Securus as your offender phone provider, you will have the comfort of knowing that you will have the most choices in standardized reporting in the offender telephone industry. If we do not have what you are looking for, we have the capability of adding and developing customized reports to meet your needs. In the event that the report(s) requested will require substantial development and production efforts, Securus agrees to work with the state agency to identify and commit to a mutually agreeable timeframe for the report(s).

2.23 Contractor Monitoring Requirements:

Securus will provide the required Contract Monitoring functionality through a subcontracting agreement with Guarded Exchange LLC (GEX). Securus has met with Guarded Exchange on several occasions to discuss the specific requirements of this RFP and to define the human and technology resources required to achieve the required result of listening to five percent of all offender calls.

2. Functional, Technical, and Performance Requirements

During our due diligence, Guarded Exchange provided Securus with a demonstration of their software solution and discussed the interface requirements with our technical staff. This meeting was held on February 18, 2011 at our headquarters location in Dallas, Texas. At this meeting Securus executives recognized the potential to expand this application beyond the current opportunity to a broader base of Securus customers.

Because of our discussions, the demonstration by Guarded Exchange and the mutual commitment to the quality of the service to be provide to the state, **Securus believes that the partnership between Guarded Exchange and Securus is the best option for the state agency.**

Guarded Exchange and Securus have identified the following objectives for our collaboration:

To create an investigative service that will exceed section 2.23.1 requirements and provide the Missouri Department of Corrections, Office of Inspector General with the following:

1. The capacity to certify that five percent of all offender calls have been listened to and reviewed over the term of the contract
2. The highest quality calls in terms of actionable information after having been screened for information consistent with the parameters established by the Office of Inspector General
3. Only calls that have first been listened to by trained call center monitoring personnel, have been reviewed by a trained Level 2 manager and have been supported by documentation identifying why they are ready for investigative personnel
4. A scalable solution that will adapt to the calling volume of the state agency during the term of the contract

The Securus and Guarded Exchange partnership is unique when compared to other partners that may be presenting solutions for this requirement because of the following:

1. Securus has the financial stability and strength to continue to support both the Securus SCP OTS platform requirements and the Guarded Exchange resource requirements that will be needed to achieve the desired results over the course of the contract.
2. Securus has the technical experience and resources to commit to the implementation, deployment and ongoing support that will be required to bring this new service to the Missouri DOC and improve it over the life of the agreement.
3. Securus has the greatest number of accounts and associated calling data under one calling platform, which can potentially be used in the future to supplement the DOC calling data provided to the Missouri Office of Inspector General (i.e. largest number of Missouri facilities under one platform).
4. Securus is proposing to supplement the Guarded Exchange capabilities with the following added functionality to increase the quality of actionable investigative information provided to the Office of Inspector:
 - The best **three-way call detection** in the industry that will detect more three-way call attempts than anyone in the industry
 - The **ONLY real-time, patented, call forward detection** in the industry based on carrier-class office signaling to provide the highest level of reliability

2. Functional, Technical, and Performance Requirements

- SCP OTS **Key Word spotting** technology that will provide a “first look” for call monitors into possible criminal activity based upon key words identified by investigators
- **Covert Alert** monitor feature that can be used after the caller or called party had been identified as suspicious (including alert to Guarded Exchange call monitors).
- The **highest call completion percentage in the industry** with more than one million calls recorded per day which provides the most calls available to monitor
- **JLG investigative voice biometric** capability that can be used to scan recordings for suspicious activity (optional) to identify and expose offenders who try to hide their identity or alert investigators if other offenders appear on the line
- **Proactive account team**, consisting of experienced Securus and Guarded Exchange managers, who will meet with the state agency and the Office of Inspector General on a routine basis to improve, grow, and modify the defined services over the course of the contract.

REVISED PER AMENDMENT #001

2.23.1 To assist the State of Missouri in effectively managing the substantial increase in telephone call volume, the contractor shall be responsible for *listening to* and reviewing a minimum of five percent (5%) of all offender calls at no additional cost to the State of Missouri. *The five percent (5%) of offender calls monitored shall be based on 1) the usage of technology to filter calls and then contractor's staff listening to calls filtered by the technology and 2) contractor's staff listening to calls based upon strategies established and provided by the Department of Corrections, Office of the Inspector General.* In providing the required monitoring and review of offender calls, the contractor shall incorporate the intelligence gathering strategies established by the Department of Corrections, Office of the Inspector General. The contractor-provided monitoring shall utilize a combination of technology and sufficient personnel for the purpose of collecting intelligence from the offender telephone system to identify, at a minimum, the following:

- a. Suspicious or suggestive key words or phrases;
- b. Phrases that suggest threats to the security of the facility and its personnel; and
- c. Criminal activity outside of the facility.

Securus has read, agrees, and complies.

Securus will be contracting with Guarded Exchange LLC, a Missouri-based company, to fulfill the requirements for call monitoring. Specifically, Guarded Exchange will be responsible for the following:

- Provide a sufficient number of personnel to listen to and review a minimum of five percent of all offender calls at no additional cost to the State of Missouri. The five percent of offender calls to be monitored will be based on the use of proprietary data mining and filtering technologies and other proprietary strategies in conjunction with the intelligence gathering priorities established by the state agency and the Office of the

2. Functional, Technical, and Performance Requirements

Inspector General. In providing the required monitoring and review of offender calls, Securus, through Guarded Exchange, will incorporate the gathering strategies established by the Department of Corrections, Office of Inspector General. The monitoring will use a combination of technology from Guarded Exchange and Securus and sufficient personnel for the purposes of collecting intelligence from the SCP OTS.

- The use of sufficient personnel, strategies, and technologies that will identify at a minimum the following:
 - Suspicious or suggestive key words or phrases
 - Phrases that suggest threats to the security of the facility and its personnel
 - Criminal activity inside and outside of the facility

Securus has entered into a subcontracting partnership with Guarded Exchange and Shawntech to provide the required services. Securus will provide Guarded Exchange with call recordings at the approval of the state agency and will provide Guarded Exchange with access to the SCP OTS. Securus will also provide Guarded Exchange with call records, and the associated interface to access records, that will be required to facilitate direct input into the Guarded Exchange proprietary software for the purposes of this specification.

In addition to the daily and or weekly business meetings with the Office of Inspector General, Securus will also co-chair an account team, consisting of Securus and Guarded Exchange managers. The team will be proactive in meeting with the state agency and the Office of Inspector General on a routine basis for the purposes of reviewing the success of this solution, making adjustments as necessary, and participating in creative sessions to add to this solution.

2.23.2 The contractor shall submit all gathered intelligence in a format specified by the Department of Corrections, Inspector General Office. All gathered intelligence shall be submitted to the Department of Corrections, Inspector General Office, upon discovery.

✓ Securus has read, agrees, and complies.


Securus will submit all gathered intelligence in a format specified by the Department of Corrections, Inspector General Office. All gathered intelligence would be submitted to the Department of Corrections, Inspector General Office, upon discovery.

The following figure presents an example of the Guarded Exchange report that will be submitted to the Department of Corrections, Inspector General Office.

2. Functional, Technical, and Performance Requirements

Inmate Call Monitoring Analysis Report

Proprietary and Confidential

Date Range	From: 3/1/2011 To: 3/1/2011										
Facility	ALL										
Audited Priority Level											
Total Calls Placed	41000	Flagged	DOC	GEX	1	2	3	4	5 Total	None	
Percentage Monitored	5.28%	Calls	Selected	Audited	6.00%	11.00%	19.00%	4.00%	10.00%	Priorities 50.00%	
MODOC Profiling											
Drug Dealers	159	47	50	1	2	3	1	2	8	43	
Gang Leaders	251	74	78	1	3	4	1	2	12	67	
Offenders on WR	55	17	18	0	1	1	0	1	3	16	
Calls to Parolees	145	43	46	1	1	2	1	1	7	40	
Hot List - Inmate	54	16	17	0	1	1	0	1	3	15	
Hot List - Phone#	48	15	16	0	0	1	0	0	2	14	
Phone# Call Patterns											
Multiple Inmate to Phone#	540	159	167	3	5	9	2	5	24	143	
Switch Board Patterns Detected	125	37	39	1	1	2	0	1	6	34	
Call Forwarding Detected	947	279	293	5	9	16	3	8	42	251	
3-Way Conferencing Detected	420	124	131	2	4	7	1	4	19	113	
Population Pattern Deviation											
New Inmate (<30 days)	540	159	167	1	2	3	1	2	9	158	
Moved Inmate (<7 days)	182	54	57	0	1	1	0	1	3	54	
Low/High Volume (>25% delta)	2450	721	758	5	9	16	3	8	42	717	
Individual Pattern Deviation											
Phone# Stops	210	62	66	1	2	4	1	2	10	57	
New Phone# Dials	549	162	171	3	6	10	2	5	26	146	
Low/High Volume (>25% delta)	295	87	92	2	3	5	1	3	14	79	
Totals		6970	2050	2166	27	49	85	18	45	225	1942

Securus and Guarded Exchange will meet with the Department of Corrections, Inspector General Office immediately upon award to determine the exact format and frequency of required reports and intelligence.

SUBPARAGRAPH ADDED PER AMENDMENT #001

2.23.3 The contractor shall be responsible for providing a manager to oversee the contractor's call monitoring staff. The contractor shall also be responsible for all aspects of managing the provided staff to include the responsibility of hiring/firing, compensation, benefits, office space, and office supplies. The contractor-provided staff shall be located centrally in the State of Missouri at a location agreed upon by the State of Missouri. It is highly desirable for the staff to be located in Jefferson City, Missouri. The contractor shall be responsible for meeting all requirements for accessing data necessary to complete the contracted functions for the State of Missouri.

Securus has read, agrees, and complies.

Securus will be responsible for providing a Guarded Exchange manager to oversee the call monitoring staff. The Guarded Exchange manager will be responsible for all aspects of managing the provided staff to include the responsibility of hiring and firing, compensation, benefits, office