





## NOTICE OF CONTRACT RENEWAL

State Of Missouri  
Office Of Administration  
Division Of Purchasing  
PO Box 809  
Jefferson City, MO 65102-0809  
<http://oa.mo.gov/purchasing>

B92 11019

CONTRACT NUMBER C211019001	CONTRACT TITLE Offender Telephone System
AMENDMENT NUMBER 006	CONTRACT PERIOD June 28, 2011 Through June 30, 2018
REQUISITION NUMBER N/A	VENDOR NUMBER 7527221440 1 / MB00102200
CONTRACTOR NAME AND ADDRESS Securus Technologies, Inc. 14651 Dallas Parkway, 6 <sup>th</sup> Floor Dallas, TX 75254	STATE AGENCY'S NAME AND ADDRESS Office of Administration, Information Technology Services Division Various Correctional Institutions Throughout the State of Missouri
ACCEPTED BY THE STATE OF MISSOURI AS FOLLOWS:  Contract C211019001 is hereby amended pursuant to the attached amendment #006, dated 03/19/18.	
BUYER Brent Dixon	BUYER CONTACT INFORMATION mail: brent.dixon@oa.mo.gov Phone: (573) 751-4903 Fax: (573) 526-9816
SIGNATURE OF BUYER 	DATE 3/21/18
DIRECTOR OF PURCHASING  Karen S. Boeger	



STATE OF MISSOURI  
OFFICE OF ADMINISTRATION  
DIVISION OF PURCHASING (PURCHASING)  
CONTRACT AMENDMENT

AMENDMENT NO.: 006  
CONTRACT NO.: C211019001  
TITLE: Offender Telephone System  
ISSUE DATE: 03/13/18

REQ NO.: NR 931 YYY18708505  
BUYER: Brent Dixon  
PHONE NO.: (573) 751-4903  
E-MAIL: brent.dixon@oa.mo.gov

TO: Securus Technologies, Inc.  
14651 Dallas Parkway, 6<sup>th</sup> Floor  
Dallas, TX 75254

RETURN AMENDMENT BY NO LATER THAN: 03/16/18 AT 5:00 PM CENTRAL TIME

RETURN AMENDMENT TO THE DIVISION OF PURCHASING (PURCHASING) BY E-MAIL, FAX, OR MAIL/COURIER:

SCAN AND E-MAIL TO:	brent.dixon@oa.mo.gov
FAX TO:	(573) 526-9816
MAIL TO:	PURCHASING, P.O. Box 809, Jefferson City, Mo 65102-0809
COURIER/DELIVER TO:	PURCHASING, 301 West High Street, Room 630, Jefferson City, Mo 65101-1517

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

Office of Administration, Information Technology Services Division  
Various Correctional Institutions Throughout the State of Missouri

SIGNATURE REQUIRED

VENDOR NAME Securus Technologies	MissouriBUYS SYSTEM ID (SEE VENDOR PROFILE - MAIN INFORMATION SCREEN) 75272214401
MAILING ADDRESS 4000 International Parkway	
CITY, STATE, ZIP CODE Carrollton, Tx 75007	

CONTACT PERSON Amy Hewitt	EMAIL ADDRESS ahewitt@securustechnologies.com
PHONE NUMBER 972-277-0366	FAX NUMBER
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE) <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Individual <input type="checkbox"/> State/Local Government <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> IRS Tax-Exempt	
AUTHORIZED SIGNATURE 	DATE 3-19-18
PRINTED NAME Robert Puckers	TITLE CEO: President

**AMENDMENT #006 TO CONTRACT C211019001**

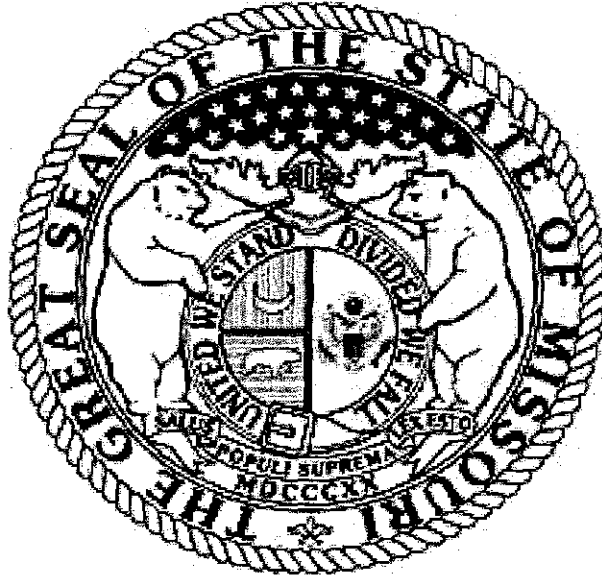
**CONTRACT TITLE:** OFFENDER TELEPHONE SYSTEM

**CONTRACT PERIOD:** JUNE 28, 2011 THROUGH JUNE 30, 2018

The State of Missouri desires to extend the contract through June 30, 2018. The extension will allow time to address the protest of the newly awarded contract.

All other terms, conditions and provisions of the previous contract period, including all prices, shall remain the same throughout the above contract period and apply hereto.

The contractor shall sign and return this document on or before the date indicated.

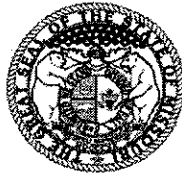


**State of Missouri**  
**OFFICE OF ADMINISTRATION**

Division of Purchasing  
Contract Amendment Documentation

The following documentation consists of additional contract amendment documentation. The additional contract amendment documentation is not a part of the official contract amendment, but provides supporting information for the official contract amendment.





**Eric R. Greitens**  
Governor

**Sarah H. Steelman**  
Commissioner

State of Missouri  
**OFFICE OF ADMINISTRATION**  
Division of Purchasing  
301 West High Street, Room 630  
Post Office Box 809  
Jefferson City, Missouri 65102-0809  
(573) 751-2387 FAX: (573) 526-9815  
TTD: 800-735-2966 Voice: 800-735-2466  
<http://oa.mo.gov/purchasing>

**Karen S. Boeger**  
Director

**TO:** File

**DATE:** March 13, 2018

**FROM:** Brent Dixon 

**RE:** Amendment #006 to C211019001

RFPT30034901700137 was issued, and contract CT170137001 was awarded, to replace contract C211019001 for offender telephone services for the Office of Administration's Information Technology Services Division/Department of Corrections. However, the award of RFPT30034901700137 was protested by one of the losing vendors, which resulted in a delay in implementation of the new contract, CT170137001. Contract C211019001 has been extended for 90 days to allow time to initiate the implementation process under the new contract, CT170137001.

/bd

1. Indicate Contract Amendment Type

RENEWAL: PERIOD OF TOTAL

Renewal - % Increase Cost Savings  
 Renewal - \$ Increase Cost Savings  
 Renewal - W/O Increase  
 SFS Renewal - Prices In Original Contract  
 SFS Renewal - Prices Not in Original Contract

Performance Security Deposit: \$ \_\_\_\_\_

Surety Bond: \$ \_\_\_\_\_

Annual Wage Order Number: \_\_\_\_\_

Annual Wage Order Date: \_\_\_\_\_

County(ies): \_\_\_\_\_

Other Instructions: \_\_\_\_\_

EXTENSION PERIOD: 3/15/18 - 6/4/18

Extension - 30-Day  
 Termination  
 Extension - \$ Increase Cost Savings  
 Extension - W/O Increase Three month Extension  
 Assignment  
 Cancellation/Termination  
 Other Amendment


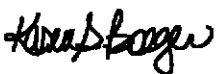
Task	Name	Initial	Date
<b>2. Preliminary Tasks/Verifications</b>			
A. Section 34.040.6, RSMo	match	SW	3/8/18
B. Purchasing Suspension List	Buyer/Section Support	SW	3/8/18
C. Federal Suspension - SAM.GOV	Buyer/Section Support	SW	3/8/18
D. Labor Stds - OA/FMDC Contractor Debarment Lists	Buyer/Section Support	SW	3/8/18
E. Review of Participation Commitment Attainment - If app, Verify Receipt of 1 <sup>st</sup> Renewal - Blind/Sheil Wkshp Affdvt	Buyer		
F. SFS Review/Justification - Insert Advertising Date, if applicable	Buyer		
<b>3. Prepare Contract Amendment</b>			
<b>4. Review/Approve Contract Amendment (If Signature Required)</b>			
Initial: _____ Supervisor: _____ Section Manager: _____ Assl Director: <u>W</u>	Director: _____	SW	3/18/18
<b>5. E-Mail/Fax Contract Amendment (If Signature Required)</b>			
Contractor E-Mail Address/Fax Number	ahewitt@securustechnologies.com	BD	3/13/18
State Agency Contact E-Mail Address			
Section 34.040.6, RSMo, Letter	Follow-Up Notes: Brent Dixon	SW	3/14/18
<b>6. Review Contract Amendment Response - Verifications</b>			
A. Renewal/Extension Pricing	Buyer/Section Support		
B. Section 34.040.6, RSMo	Buyer/Section Support		
C. Performance Security Deposit/Surety Bond	Buyer/Section Support		
D. Renewal/Extension with Cost Savings Language	Buyer		
E. Statewide Notice	Buyer		
F. SFS Authorized Limit \$	Buyer		
<b>G. Contract Assignment Only Verifications - (Complete unless completed in Step 2 above)</b>			
1. E-Verify Exhibit/Affidavit/Documentation	Buyer/Section Support		
2. Assignment and Consent Form	Buyer/Section Support		
3. Purchasing Suspension List	Buyer/Section Support		
4. Federal Suspension - SAM.GOV	Buyer/Section Support		
5. Labor Stds - OA/FMDC Contractor Debarment Lists	Buyer/Section Support		
<b>7. Prepare Contract Amendment Award Document/Statewide Notice</b>			
<b>8. Review/Approve Contract Amendment Award Document</b>			
Initial: _____ Supervisor: _____ Section Manager: _____ Assl Director: <u>W</u>	Director: _____	SW	3/21/18
<b>9. Process Contract Amendment</b>			
AM 300 PMM <u>000782378</u>	Buyer/Section Support	SW	3/21/18
Distribute E-Verify & SDV Documents	Buyer/Section Support		
E-Mail/Fax NOA to Contractor/Assignee & Agency Contact	Buyer/Section Support		
Copy/Save As Statewide Notice to Internet Folder	Buyer/Section Support		
<b>10. Log Participation Commitment Information</b>			
<b>11. Image Contract Amendment Packet</b>			
	Central Support-Participation	PT	4:30
	Central Support-Imaging		



## NOTICE OF CONTRACT RENEWAL

State Of Missouri  
Office Of Administration  
Division Of Purchasing  
PO Box 809  
Jefferson City, MO 65102-0809  
<http://oa.mo.gov/purchasing>

B2 211019

<b>CONTRACT NUMBER</b> C211019001	<b>CONTRACT TITLE</b> Offender Telephone System
<b>AMENDMENT NUMBER</b> 005	<b>CONTRACT PERIOD</b> June 28, 2011 Through March 14, 2018
<b>REQUISITION NUMBER</b> N/A	<b>VENDOR NUMBER</b> 7527221440 1 / MB00102200
<b>CONTRACTOR NAME AND ADDRESS</b> Securus Technologies, Inc. 14651 Dallas Parkway, 6 <sup>th</sup> Floor Dallas, TX 75254	<b>STATE AGENCY'S NAME AND ADDRESS</b> Office of Administration, Information Technology Services Division Various Correctional Institutions Throughout the State of Missouri
<b>ACCEPTED BY THE STATE OF MISSOURI AS FOLLOWS:</b>  Contract C211019001 is hereby amended pursuant to the attached amendment #005, dated 02/22/18.	
<b>BUYER</b> Brent Dixon	<b>BUYER CONTACT INFORMATION</b> mail: brent.dixon@oa.mo.gov Phone: (573) 751- 4903 Fax: (573) 526-9816
<b>SIGNATURE OF BUYER</b> 	<b>DATE</b> 2/26/18
<b>DIRECTOR OF PURCHASING</b>  Karen S. Boeger	



STATE OF MISSOURI  
 OFFICE OF ADMINISTRATION  
 DIVISION OF PURCHASING (PURCHASING)  
 CONTRACT AMENDMENT

AMENDMENT NO.: 005  
 CONTRACT NO.: C211019001  
 TITLE: Offender Telephone System  
 ISSUE DATE: 02/20/18

REQ NO.: N/A  
 BUYER: Brent Dixon  
 PHONE NO.: (573) 751-4903  
 E-MAIL: brent.dixon@oa.mo.gov

TO: Securus Technologies, Inc.  
 14651 Dallas Parkway, 6<sup>th</sup> Floor  
 Dallas, TX 75254

RETURN AMENDMENT BY NO LATER THAN: 02/22/18 AT 5:00 PM CENTRAL TIME

RETURN AMENDMENT TO THE DIVISION OF PURCHASING (PURCHASING) BY E-MAIL, FAX, OR MAIL/COURIER:

SCAN AND E-MAIL TO:	brent.dixon@oa.mo.gov
FAX TO:	(573) 526-9816
MAIL TO:	PURCHASING, P.O. Box 809, Jefferson City, Mo 65102-0809
COURIER/DELIVER TO:	PURCHASING, 301 West High Street, Room 630, Jefferson City, Mo 65101-1517

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

Office of Administration, Information Technology Services Division  
 Various Correctional Institutions Throughout the State of Missouri

SIGNATURE REQUIRED

VENDOR NAME Securus Technologies	MissouriBUYS SYSTEM ID (SEE VENDOR PROFILE - MAIN INFORMATION SCREEN) 7527221440 1
MAILING ADDRESS 4000 International Pkwy	
CITY, STATE, ZIP CODE Carrollton, Tx 75007	

CONTACT PERSON Robert Pickens	EMAIL ADDRESS rpickens@securustechnologies.com
PHONE NUMBER 972-277-0386	FAX NUMBER
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE) <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Individual <input type="checkbox"/> State/Local Government <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> IRS Tax-Exempt	
AUTHORIZED SIGNATURE 	DATE 2-22-18
PRINTED NAME Robert Pickens	TITLE CEO: President

**AMENDMENT #005 TO CONTRACT C211019001**

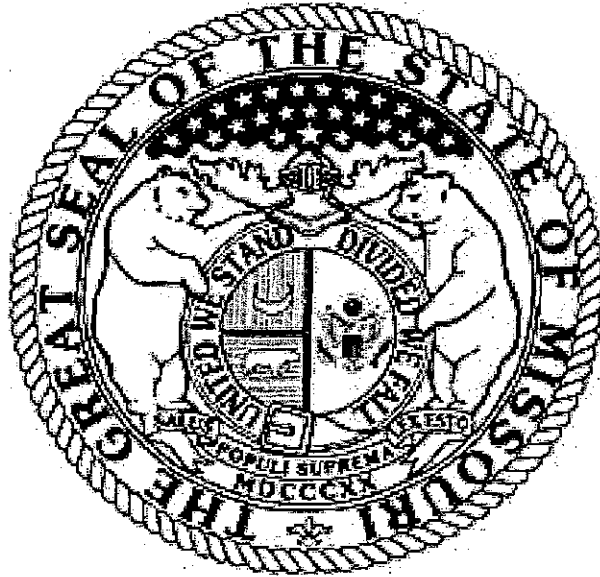
**CONTRACT TITLE:** OFFENDER TELEPHONE SYSTEM

**CONTRACT PERIOD:** JUNE 28, 2011 THROUGH MARCH 14, 2018

The State of Missouri desires to extend the contract through March 14, 2018. Efforts are underway to replace the contract, but are not yet complete.

All other terms, conditions and provisions of the previous contract period, including all prices, shall remain the same throughout the above contract period and apply hereto.

The contractor shall sign and return this document on or before the date indicated.



**State of Missouri**  
**OFFICE OF ADMINISTRATION**

Division of Purchasing  
Contract Amendment Documentation

The following documentation consists of additional contract amendment documentation. The additional contract amendment documentation is not a part of the official contract amendment, but provides supporting information for the official contract amendment.



**Eric R. Greitens**  
Governor

**Sarah H. Steelman**  
Commissioner

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**OFFICE OF ADMINISTRATION**  
Division of Purchasing  
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(573) 751-2387 FAX: (573) 526-9815  
TTD: 800-735-2966 Voice: 800-735-2466  
<http://oa.mo.gov/purchasing>

**Karen S. Boeger**  
Director

**TO:** File

**DATE:** February 20, 2018

**FROM:** Brent Dixon ↷

**RE:** Amendment #005 to C211019001

RFPT30034901700137 was issued, and contract CT170137001 was awarded, to replace contract C211019001 for offender telephone services for the Office of Administration's Information Technology Services Division/Department of Corrections. However, the award of RFPT30034901700137 was protested by one of the losing vendors, which resulted in a delay in implementation of the new contract, CT170137001. Contract C211019001 has been extended for 30 days to allow time to initiate the implementation process under the new contract, CT170137001.

/bd

1. Indicate Contract Amendment Type	
RENEWAL: _____ PERIOD OF _____ TOTAL _____	
_____ Renewal - % Increase _____ Cost Savings	Performance Security Deposit: \$ _____
_____ Renewal - \$ Increase _____ Cost Savings	Surety Bond: \$ _____
_____ Renewal - W/O Increase	Annual Wage Order Number: _____
_____ SFS Renewal - Prices In Original Contract	Annual Wage Order Date: _____
_____ SFS Renewal - Prices Not in Original Contract	County(ies): _____
EXTENSION PERIOD: <del>Extend through 3/14/18</del> <b>Extend through 3/14/18</b>	Other Instructions: _____
_____ Extension - 30-Day Termination	
_____ Extension - \$ Increase _____ Cost Savings	
_____ Extension - W/O Increase	
_____ Assignment	
_____ Cancellation/Termination	
_____ Other Amendment	

2. Preliminary Tasks/Verifications	Buyer/Section Support	Initial
A. Section 34.040.6, RSMo <i>match</i>	Buyer/Section Support	SW 2/18/18
B. Purchasing Suspension List	Buyer/Section Support	SW 2/18/18
C. Federal Suspension - SAM.GOV	Buyer/Section Support	SW 2/18/18
D. Labor Stds - OA/FMDC Contractor Debarment Lists	Buyer/Section Support	SW 2/18/18
E. Review of Participation Commitment Attainment - If app, Verify Receipt of 1 <sup>st</sup> Renewal - Blind/Shel Wkshp Affidvt	Buyer	
F. SFS Review/Justification - Insert Advertising Date, if applicable	Buyer	
3. Prepare Contract Amendment	Buyer/Section Support	SW 2/18/18
4. Review/Approve Contract Amendment (If Signature Required)	Buyer	
Initial Date: _____ Supervisor: _____ Section Manager: <i>BD 2/20/18</i> Assi Director: <i>W 2-20-18</i> Director: <i>KES 2/20/18</i>		
5. E-Mail/Fax Contract Amendment (If Signature Required)	Buyer/Section Support	BUD 2/20/18
Contractor E-Mail Address/Fax Number	<i>ahewitt@securustech.com</i>	
State Agency Contact E-Mail Address	<i>amy.rodrick@angiamvhs.com</i>	
Section 34.040.6, RSMo, Letter	Follow Up Notes: <i>Brent Olson</i>	
6. Review Contract Amendment Response - Verifications		
A. Renewal/Extension Pricing	Buyer/Section Support	
B. Section 34.040.6, RSMo	Buyer/Section Support	
C. Performance Security Deposit/Surety Bond	Buyer/Section Support	
D. Renewal/Extension with Cost Savings Language	Buyer	
E. Statewide Notice	Buyer	
F. SFS Authorized Limit \$	Buyer	
G. Contract Assignment Only Verifications - Complete unless completed in Step 2, above		
1. E-Verify Exhibit/Affidavit/Documentation	Buyer/Section Support	
2. Assignment and Consent Form	Buyer/Section Support	
3. Purchasing Suspension List	Buyer/Section Support	
4. Federal Suspension - SAM.GOV	Buyer/Section Support	
5. Labor Stds - OA/FMDC Contractor Debarment Lists	Buyer/Section Support	
7. Prepare Contract Amendment Award Document/Statewide Notice	Buyer/Section Support	SW 2/20/18
8. Review/Approve Contract Amendment Award Documents	Buyer	BD 2/20/18
Initial Date: _____ Supervisor: _____ Section Manager: _____ Assi Director: _____ Director: <i>KES 2/20/18</i>		
9. Process Contract Amendment	Buyer/Section Support	
AM 300 PMM <i>000780416</i>	Buyer/Section Support	SW 2/27/18
Distribute E-Verify & SDV Documents	Buyer/Section Support	
E-Mail/Fax NOA to Contractor/Assignee & Agency Contact	Buyer/Section Support	SW 2/27/18
Copy/Save As Statewide Notice to Internet Folder	Buyer/Section Support	
10. Upload Participation Commitment Information	Central Support-Participation	
11. Image Contract Amendment Packet	Central Support-Imaging	PT 3-13


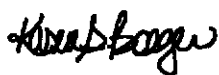




## NOTICE OF CONTRACT RENEWAL

State Of Missouri  
Office Of Administration  
Division Of Purchasing  
PO Box 809  
Jefferson City, MO 65102-0809  
<http://oa.mo.gov/purchasing>

B8211019

<b>CONTRACT NUMBER</b> C211019001	<b>CONTRACT TITLE</b> Offender Telephone System
<b>AMENDMENT NUMBER</b> 004	<b>CONTRACT PERIOD</b> June 28, 2011 Through February 15, 2018
<b>REQUISITION NUMBER</b> N/A	<b>VENDOR NUMBER</b> 7527221440 1 / MB00102200
<b>CONTRACTOR NAME AND ADDRESS</b> Securus Technologies, Inc. 14651 Dallas Parkway, 6 <sup>th</sup> Floor Dallas, TX 75254	<b>STATE AGENCY'S NAME AND ADDRESS</b> Office of Administration, Information Technology Services Division Various Correctional Institutions Throughout the State of Missouri
<b>ACCEPTED BY THE STATE OF MISSOURI AS FOLLOWS:</b>  Contract C211019001 is hereby amended pursuant to the attached amendment #004, dated 12/15/17.	
<b>BUYER</b> Brent Dixon	<b>BUYER CONTACT INFORMATION</b> Email: <a href="mailto:brent.dixon@oa.mo.gov">brent.dixon@oa.mo.gov</a> Phone: (573) 751-4903 Fax: (573) 526-9816
<b>SIGNATURE OF BUYER</b> 	<b>DATE</b> 12/15/17
<b>DIRECTOR OF PURCHASING</b>  Karen S. Boeger	



STATE OF MISSOURI  
OFFICE OF ADMINISTRATION  
DIVISION OF PURCHASING (PURCHASING)  
CONTRACT AMENDMENT

AMENDMENT NO.: 004  
CONTRACT NO.: C211019001  
TITLE: Offender Telephone System  
ISSUE DATE: 12/15/17

REQ NO.: N/A  
BUYER: Brent Dixon  
PHONE NO.: (573) 751-4903  
E-MAIL: brent.dixon@oa.mo.gov

TO: Securus Technologies, Inc.  
14651 Dallas Parkway, 6<sup>th</sup> Floor  
Dallas, TX 75254

RETURN AMENDMENT BY NO LATER THAN: 12/20/17 AT 5:00 PM CENTRAL TIME

RETURN AMENDMENT TO THE DIVISION OF PURCHASING (PURCHASING) BY E-MAIL, FAX, OR MAIL/COURIER:

SCAN AND E-MAIL TO:	brent.dixon@oa.mo.gov
FAX TO:	(573) 526-9816
MAIL TO:	PURCHASING, P.O. Box 809, Jefferson City, Mo 65102-0809
COURIER/DELIVER TO:	PURCHASING, 301 West High Street, Room 630, Jefferson City, Mo 65101-1517

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Office of Administration, Information Technology Services Division  
Various Correctional Institutions Throughout the State of Missouri

SIGNATURE REQUIRED

VENDOR NAME Securus Technologies	MissouriBUYS SYSTEM ID (SEE VENDOR PROFILE - MAIN INFORMATION SCREEN)
MAILING ADDRESS 4000 International Parkway	
CITY, STATE, ZIP CODE Carrollton, Tx 75007	

CONTACT PERSON Amy Hewitt	EMAIL ADDRESS ahewitt@securustechnologies.com
PHONE NUMBER 972-277-0366	FAX NUMBER
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE) <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Individual <input type="checkbox"/> State/Local Government <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> IRS Tax-Exempt	
AUTHORIZED SIGNATURE 	DATE 12/15/17
PRINTED NAME Robert Picken	TITLE President



**AMENDMENT #004 TO CONTRACT C211019001**

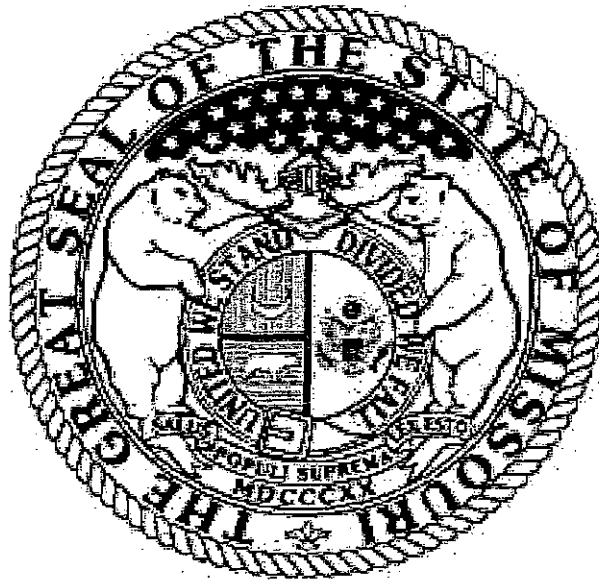
**CONTRACT TITLE:** OFFENDER TELEPHONE SYSTEM

**CONTRACT PERIOD:** JUNE 28, 2011 THROUGH FEBRUARY 15, 2018

The State of Missouri desires to extend the contract through February 15, 2018. Efforts are underway to replace the contract, but are not yet complete.

All other terms, conditions and provisions of the previous contract period, including all prices, shall remain the same throughout the above contract period and apply hereto.

The contractor shall sign and return this document on or before the date indicated.



**State of Missouri**  
**OFFICE OF ADMINISTRATION**

Division of Purchasing

Contract Amendment Documentation

The following documentation consists of additional contract amendment documentation. The additional contract amendment documentation is not a part of the official contract amendment, but provides supporting information for the official contract amendment.



**Eric R. Greitens**  
Governor

**Sarah H. Steelman**  
Commissioner

State of Missouri  
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Division of Purchasing  
301 West High Street, Room 630  
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TTD: 800-735-2966 Voice: 800-735-2466  
<http://oa.mo.gov/purchasing>

**Karen S. Boeger**  
Director

**TO:** File

**DATE:** December 14, 2017

**FROM:** Brent Dixon

**RE:** Amendment #004 to C211019001

RFPT30034901700137 was issued, and contract CT170137001 was awarded, to replace contract C211019001 for offender telephone services for the Office of Administration's Information Technology Services Division/Department of Corrections. However, the award of RFPT30034901700137 was protested by one of the losing vendors, which resulted in a delay in implementation of the new contract, CT170137001. Contract C211019001 has been extended for 45 days to allow time to initiate the implementation process under the new contract, CT170137001.

/bd

Revised 08/17/15

1.5. Indicate Contract Amendment Type

RENEWAL:      PERIOD OF      TOTAL     

Renewal - % Increase                      Cost Savings  
 Renewal - \$ Increase                      Cost Savings  
 Renewal - W/O Increase  
 SFS Renewal - Prices In Original Contract  
 SFS Renewal - Prices Not in Original Contract

Performance Security Deposit: \$                       
 Surety Bond: \$                       
 Annual Wage Order Number:                       
 Annual Wage Order Date:                       
 County(ies):                       
 Other Instructions:                       
                      
                    

EXTENSION PERIOD:

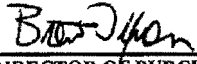

Extension - 30-Day  
 Termination  
 Extension - \$ Increase                      Cost Savings  
 Extension - W/O Increase  
 Assignment  
 Cancellation/Termination  
 Other Amendment extend 45 days

Tasks	Route	Initial	Date
<b>1.5.1 Preliminary Tasks/Verifications</b>			
A. Section 34.040.6, RSMo	Buyer/Section Support		
B. Purchasing Suspension List	Buyer/Section Support		
C. Federal Suspension - SAM.GOV	Buyer/Section Support		
D. Labor Stds - OA/FMDC Contractor Debarment Lists	Buyer/Section Support		
E. Review of Participation Commitment Attainment - If app, Verify Receipt of 1 <sup>st</sup> Renewal - Blind/Shel Wkshp Affidvt	Buyer		
F. SFS Review/Justification - Insert Advertising Date, if applicable	Buyer		
<b>1.5.2 Prepare Contract Amendment</b>	Buyer/Section Support	BD	12/14/17
<b>1.5.3 Review/Approve Contract Amendment (If Signature Required)</b>	Buyer	BD	12/14/17
Initial: <u>                    </u> Supervisor: <u>                    </u> Section Manager: <u>BD</u> 12/14/17 ASST. Director: <u>                    </u>			
<b>1.5.4 E-Mail to Contractor Amendment (If Signature Required)</b>	Buyer/Section Support	SW	12/14/17
Contractor E-Mail Address/Fax Number	<u>ahewitt@securitytechnologies.com</u>		
State Agency Contact E-Mail Address	<u>Shannon Lee, Amy Redwick, Angela Morris</u>		
Section 34.040.6, RSMo, Letter	Follow-Up Notes: <u>Shannon.T.Lee @ doc.no.gov</u>		
<b>1.5.5 Review Contract Amendment Response/Verifications</b>			
A. Renewal/Extension Pricing	Buyer/Section Support		
B. Section 34.040.6, RSMo	Buyer/Section Support		
C. Performance Security Deposit/Surety Bond	Buyer/Section Support		
D. Renewal/Extension with Cost Savings Language	Buyer		
E. Statewide Notice	Buyer		
F. SFS Authorized Limit \$	Buyer		
<b>1.5.6 Contract Assignment Only/Verifications - Complete unless completed in Step 2 above</b>			
1. E-Verify Exhibit/Affidavit/Documentation	Buyer/Section Support		
2. Assignment and Consent Form	Buyer/Section Support		
3. Purchasing Suspension List	Buyer/Section Support		
4. Federal Suspension - SAM.GOV	Buyer/Section Support		
5. Labor Stds - OA/FMDC Contractor Debarment Lists	Buyer/Section Support		
<b>1.5.7 Prepare Contract Amendment Award Document/Statewide Notice</b>	Buyer/Section Support	SW	12/15/17
<b>1.5.8 Review/Approve Contract Amendment Award Document</b>	Buyer	SW	12/19/17
Initial: <u>                    </u> Supervisor: <u>                    </u> Section Manager: <u>BD</u> 12/19/17 ASST. Director: <u>                    </u>			
<b>1.5.9 Process Contract Amendment</b>	Buyer/Section Support		
AM 300 PMM <u>00077429</u>	Buyer/Section Support	SW	12/19/17
Distribute E-Verify & SDV Documents	Buyer/Section Support		
E-Mail/Fax NOA to Contractor/Assignee & Agency Contact	Buyer/Section Support	SW	12/19/17
Copy/Save As Statewide Notice to Internet Folder	Buyer/Section Support		
<b>1.5.10 Log Participation Commitment Information</b>	Central Support-Participation		
<b>1.5.11 Image Contract Amendment Packet</b>	Central Support-Imaging		12/21/17



## NOTICE OF CONTRACT RENEWAL

State Of Missouri  
Office Of Administration  
Division Of Purchasing  
PO Box 809  
Jefferson City, MO 65102-0809  
<http://oa.mo.gov/purchasing>

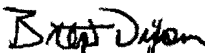
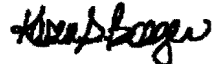
<b>CONTRACT NUMBER</b> C211019001	<b>CONTRACT TITLE</b> Offender Telephone System
<b>AMENDMENT NUMBER</b> 002	<b>CONTRACT PERIOD</b> June 28, 2017 Through December 31, 2017
<b>REQUISITION NUMBER</b> N/A	<b>VENDOR NUMBER</b> 7527221440 1
<b>CONTRACTOR NAME AND ADDRESS</b> Securus Technologies, Inc. 14651 Dallas Parkway, 6 <sup>th</sup> Floor Dallas, TX 75254	<b>STATE AGENCY'S NAME AND ADDRESS</b> Office of Administration, Information Technology Services Division Various Correctional Institutions Throughout the State of Missouri
<b>ACCEPTED BY THE STATE OF MISSOURI AS FOLLOWS:</b>  The State of Missouri hereby exercises its option to renew the contract for six months to allow time to complete the evaluation and award process and implement the awarded solution.  All other terms, conditions and provisions of the contract, including all prices, shall remain the same throughout the above contract period and apply hereto.  The State of Missouri intends to issue a new solicitation for an offender telephone system. If a new contract is awarded and solution implementation is completed before December 27, 2017, the state reserves the right to terminate the contract with thirty days written notice pursuant to paragraph 3.7.1 of the contract.  <b>SIGNATURE OF CONTRACTOR IS NOT REQUIRED ON THIS DOCUMENT.</b>	
<b>BUYER</b> Brent Dixon	<b>BUYER CONTACT INFORMATION</b> Email: <a href="mailto:brent.dixon@oa.mo.gov">brent.dixon@oa.mo.gov</a> Phone: (573) 751-4903 Fax: (573) 526-9816
<b>SIGNATURE OF BUYER</b> 	<b>DATE</b> 06/22/17
<b>DIRECTOR OF PURCHASING</b>  Karen S. Boeger	



## NOTICE OF CONTRACT RENEWAL

State Of Missouri  
Office Of Administration  
Division Of Purchasing  
PO Box 809  
Jefferson City, MO 65102-0809  
<http://oa.mo.gov/purchasing>

B22 11019

CONTRACT NUMBER C211019001	CONTRACT TITLE Offender Telephone System
AMENDMENT NUMBER 002	CONTRACT PERIOD June 28, 2016 Through June 27, 2017
REQUISITION NUMBER N/A	VENDOR NUMBER 7527221440 1
CONTRACTOR NAME AND ADDRESS Securus Technologies, Inc. 14651 Dallas Parkway, 6 <sup>th</sup> Floor Dallas, TX 75254	STATE AGENCY'S NAME AND ADDRESS Office of Administration, Information Technology Services Division Various Correctional Institutions Throughout the State of Missouri
ACCEPTED BY THE STATE OF MISSOURI AS FOLLOWS:  Contract C211019001 is hereby amended pursuant to the attached signed Amendment #002, dated 03/24/16.	
BUYER Brent Dixon	BUYER CONTACT INFORMATION Email: <a href="mailto:brent.dixon@oa.mo.gov">brent.dixon@oa.mo.gov</a> Phone: (573) 751-4903 Fax: (573) 526-9816
SIGNATURE OF BUYER 	DATE 03/24/16
DIRECTOR OF PURCHASING  Karen S. Boeger	





STATE OF MISSOURI  
OFFICE OF ADMINISTRATION  
DIVISION OF PURCHASING (PURCHASING)  
CONTRACT AMENDMENT

RECEIVED  
MAR 23 2016

AMENDMENT NO.: 002  
CONTRACT NO.: C211019001  
TITLE: Offender Telephone System  
ISSUE DATE: 03/16/16

REQ NO.: N/A  
BUYER: Brent Dixon  
PHONE NO.: (573) 751-4903  
E-MAIL: brent.dixon@oa.mo.gov

TO: Securus Technologies, Inc.  
14651 Dallas Parkway, 6<sup>th</sup> Floor  
Dallas, TX 75254

RETURN AMENDMENT BY NO LATER THAN: 03/17/16 AT 5:00 PM CENTRAL TIME

RETURN AMENDMENT TO THE DIVISION OF PURCHASING (PURCHASING) BY E-MAIL, FAX, OR MAIL/COURIER:

SCAN AND E-MAIL TO:	brent.dixon@oa.mo.gov
FAX TO:	(573) 526-9816
MAIL TO:	PURCHASING, P.O. Box 809, Jefferson City, Mo 65102-0809
COURIER/DELIVER TO:	PURCHASING, 301 West High Street, Room 630, Jefferson City, Mo 65101-1517

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

Office of Administration, Information Technology Services Division  
Various Correctional Institutions Throughout the State of Missouri

SIGNATURE REQUIRED

DOING BUSINESS AS (DBA) NAME SECURUS TECHNOLOGIES		LEGAL NAME OF ENTITY/INDIVIDUAL FILED WITH IRS FOR THIS TAX ID NO.	
MAILING ADDRESS 14651 DALLAS PARKWAY SUITE 600		IRS FORM 1099 MAILING ADDRESS	
CITY, STATE, ZIP CODE DALLAS, TEXAS 75254		CITY, STATE, ZIP CODE	
CONTACT PERSON ROBERT PICKENS		EMAIL ADDRESS RPICKENS@SECURUSTECHNOLOGIES.COM	
PHONE NUMBER 972-277-0386		FAX NUMBER	
TAXPAYER ID NUMBER (TIN) 752722144	TAXPAYER ID (TIN) TYPE (CHECK ONE) <input checked="" type="checkbox"/> FEIN <input type="checkbox"/> SSN	VENDOR NUMBER (IF KNOWN)	
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE) <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Individual <input type="checkbox"/> State/Local Government <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> IRS Tax-Exempt			
AUTHORIZED SIGNATURE 		DATE 3/24/16	
PRINTED NAME Robert Pickens		TITLE PRESIDENT	

**AMENDMENT #002 TO CONTRACT C211019001**

**CONTRACT TITLE:** OFFENDER TELEPHONE SYSTEM  
**CONTRACT PERIOD:** JUNE 28, 2011 THROUGH JUNE 27, 2017

**RECEIVED**  
**MAR 23 2016**

The State of Missouri hereby amends the above referenced contract to address the rate changes mandated by the Federal Communications Commission (FCC) pursuant to the FCC order issued on October 22, 2015, which is referenced in the FCC Federal Register Vol. 80, No. 243 dated December 18, 2015.

As a result of the new Rates for Inmate Calling Services; Final Rule [47 CFR Part 64 - WC Docket No. 12-375; FCC 15-136] (the "New FCC Order") that was approved in a 3-2 vote by the Federal Communications Commission ("FCC") on October 22, 2015, published in the Federal Register on December 18, 2015, and partially stayed by the Washington D.C. Circuit Court on March 7, 2016, effective March 17, 2016, the applicable portions of the New FCC Order that were not stayed and go into effect on March 17, 2016, are as follows:

**§ 64.6080 Per-Call, or Per-Connection Charges.**

No Provider shall impose a Per-Call or Per-Connection Charge on a Consumer.

**§ 64.6090 Flat-Rate Calling.**

No Provider shall offer Flat-Rate Calling for Inmate Calling Services

**§ 64.6020 Ancillary Service Charge.**

(b) No Provider shall charge a rate for a permitted Ancillary Service Charge in excess of:

- (1) For Automated Payment Fees—\$3.00 per use;
- (3) For Live Agent Fee—\$5.95 per use

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

Pursuant to paragraph 2.1.5, the contract, in order to be in compliance with the requirements of the New FCC Order that were not stayed, is amended as follows starting on March 17, 2016 as specified below:

**Set-up Charge per Collect Call**

Page 79179 of FCC Federal Register Vol. 80, No. 243 indicates Section 64.6080 of the FCC order states, "*No Provider shall impose a Per-Call or Per-Connection Charge on a Customer.*"

Lines 001 and 002 of the contract pricing in Exhibit A permitted a total charge of \$1.05 for a one minute interstate or intrastate collect call. By this amendment, Line 002 of the pricing is eliminated as a separate item, and Line 001 is revised to reflect that a charge of \$1.05 for the first minute of an interstate or intrastate collect call is permitted, with all subsequent minutes being charged at the contract price of \$0.05 per minute. Debit and prepaid call rates are unchanged.

**Set-up Charge per International Call**

Page 79179 of FCC Federal Register Vol. 80, No. 243 indicates Section 64.6080 of the FCC order states, "*No Provider shall impose a Per-Call or Per-Connection Charge on a Customer.*"

Lines 005 and 006 of the contract pricing in Exhibit A permitted a total charge of \$1.50 for a one minute international call. By this amendment, Line 006 of the pricing is eliminated as a separate item, and Line 005 is revised to reflect that a charge of \$1.50 for the first minute of an international call is permitted, with all subsequent minutes being charged at the contract price of \$0.50 per minute.

**Per Transaction Set-up Fee for Pre-paid Account Revision**

Page 79179 of FCC Federal Register Vol. 80, No. 243 indicates Section 64.6020, paragraph (b) of the FCC order states, "*No Provider shall charge a rate for a permitted Ancillary Service Charge in excess of:*"

Page 79179 of FCC Federal Register Vol. 80, No. 243 indicates Section 64.6020, paragraph (b)(1) of the FCC order states, "*For Automated Payment Fees - \$3.00 per use*" and paragraph (b)(3) states, "*For Live Agent Fee— \$5.95 per use.*"

Line 003 Per Transaction Set-up for Pre-Paid Account in Exhibit A is revised from the current price of \$6.95 each to the following: For prepaid account funding by automated payment (website, IVR, or other automated method): \$3.00 per use. For prepaid account funding through a live agent or operator: \$5.95 per use.

Securus understands and agrees that it shall operate in compliance with the New FCC Order, the D.C. Circuit Partial Stay Order, and any subsequent decisions by the FCC or the courts. Securus agrees to publish the revised charges, and to implement as required by law.

Securus agrees to indemnify and hold harmless the State of Missouri, its departments, divisions, and employees, from any liability caused by this amendment and any other efforts to comply with the new FCC Order. Securus further agrees that if a charge in this amendment conflicts with, or is not in accord with, the new FCC Order, then Securus shall refund any improperly charged amounts.

The Parties to this contract understand that if there are changes to the New FCC Order created by the FCC, or through a court decision, that a new amendment may be needed to address such changes, including a reversion to the charges contractually in place prior to this amendment.

All other terms, conditions and provisions, of the contract, including all other pricing, shall remain the same and apply hereto. The contractor shall sign and return this document signifying its agreement.

state where a facility is located, or an agent of any such facility.

■ 3. Section 64.6010 is revised to read as follows:

**§ 64.6010 Inmate Calling Services rate caps.**

(a) No Provider shall charge, in the jails it serves, a per-minute rate for

Debit Calling, Prepaid Calling, or Prepaid Collect Calling in excess of:

- (1) \$0.22 in Jails with an ADP of 0–349;
- (2) \$0.16 in Jails with an ADP of 350–999; or
- (3) \$0.14 in Jails with an ADP of 1,000 or greater.

(b) No Provider shall charge, in any Prison it serves, a per-minute rate for Debit Calling, Prepaid Calling, or Prepaid Collect Calling in excess of:

- (1) \$0.11;
- (2) [Reserved]

(c) No Provider shall charge, in the Jails it serves, a per-minute rate for Collect Calling in excess of:

Size and type of facility	Debit/prepaid rate cap per MOU	Collect rate cap per MOU as of June 20, 2016	Collect rate cap per MOU as of July 1, 2017	Collect rate cap per MOU as of July 1, 2018
0–349 Jail ADP .....	\$0.22	\$0.49	\$0.36	\$0.22
350–999 Jail ADP .....	0.16	0.49	0.33	0.16
1,000+ Jail ADP .....	0.14	0.49	0.32	0.14

(d) No Provider shall charge, in the Prisons it serves, a per-minute rate for Collect Calling in excess of:

- (1) \$0.14 after March 17, 2016;
- (2) \$0.13 after July 1, 2017; and
- (3) \$0.11 after July 1, 2018, and going forward.

(e) For purposes of this section, the initial ADP shall be calculated, for all of the Correctional Facilities covered by an Inmate Calling Services contract, by summing the total number of inmates from January 1, 2015, through January 19, 2016, divided by the number of days in that time period;

(f) In subsequent years, for all of the correctional facilities covered by an Inmate Calling Services contract, the ADP will be the sum of the total number of inmates from January 1st through December 31st divided by the number of days in the year and will become effective on January 31st of the following year.

■ 4. Section 64.6020 is revised to read as follows:

**§ 64.6020 Ancillary Service Charge.**

(a) No Provider shall charge an Ancillary Service Charge other than those permitted charges listed in § 64.6000.

(b) No Provider shall charge a rate for a permitted Ancillary Service Charge in excess of:

- (1) For Automated Payment Fees—\$3.00 per use;
- (2) For Single-Call and Related Services—the exact transaction fee charged by the third-party provider, with no markup, plus the adopted, per-minute rate;
- (3) For Live Agent Fee—\$5.95 per use;
- (4) For Paper Bill/Statement Fee—\$2.00 per use;
- (5) For Third-Party Financial Transaction Fees—the exact fees, with no markup that result from the transaction.

■ 5. Section 64.6030 is revised to read as follows:

**§ 64.6030 Inmate Calling Services interim rate cap.**

No Provider shall charge a rate for Collect Calling in excess of \$0.25 per minute, or a rate for Debit Calling, Prepaid Calling, or Prepaid Collect Calling in excess of \$0.21 per minute. These interim rate caps shall sunset upon the effectiveness of the rates established in § 64.6010.

■ 6. Section 64.6040 is revised to read as follows:

**§ 64.6040 Rates for calls involving a TTY device.**

(a) No Provider shall levy or collect any charge in excess of 25 percent of the applicable per-minute rate for TTY-to-TTY calls when such calls are associated with Inmate Calling Services.

(b) No Provider shall levy or collect any charge or fee for TRS-to-voice or voice-to-TTY calls.

■ 7. Section 64.6060 is revised to read as follows:

**§ 64.6060 Annual reporting and certification requirement.**

(a) Providers must submit a report to the Commission, by April 1st of each year, regarding interstate, intrastate, and international Inmate Calling Services for the prior calendar year. The report shall be categorized both by facility type and size and shall contain:

- (1) Current interstate, intrastate, and international rates for Inmate Calling Services;
- (2) Current Ancillary Service Charge amounts and the instances of use of each;
- (3) The Monthly amount of each Site Commission paid;
- (4) Minutes of use, per-minute rates and ancillary service charges for video visitation services;

(5) The number of TTY-based Inmate Calling Services calls provided per facility during the reporting period;

(6) The number of dropped calls the reporting Provider experienced with TTY-based calls; and

(7) The number of complaints that the reporting Provider received related to e.g., dropped calls, poor call quality and the number of incidences of each by TTY and TRS users.

(b) An officer or director of the reporting Provider must certify that the reported information and data are accurate and complete to the best of his or her knowledge, information, and belief.

■ 8. Section 64.6070 is added to subpart FF to read as follows:

**§ 64.6070 Taxes and fees.**

(a) No Provider shall charge any taxes or fees to users of Inmate Calling Services, other than those permitted under § 64.6020, Mandatory Taxes, Mandatory Fees, or Authorized Fees.

■ 9. Section 64.6080 is added to subpart FF to read as follows:

**§ 64.6080 Per-Call, or Per-Connection Charges.**

No Provider shall impose a Per-Call or Per-Connection Charge on a Consumer.

■ 10. Section 64.6090 is added to subpart FF to read as follows:

**§ 64.6090 Flat-Rate Calling.**

No Provider shall offer Flat-Rate Calling for Inmate Calling Services.

■ 11. Section 64.6100 is added to subpart FF to read as follows:

**§ 64.6100 Minimum and maximum Prepaid Calling account balances.**

(a) No Provider shall institute a minimum balance requirement for a Consumer to use Debit or Prepaid Calling.

(b) No Provider shall prohibit a consumer from depositing at least \$50

- (e) For purposes of these rules, the initial ADP shall be calculated, for all of the Correctional Facilities covered by an Inmate Calling Services contract, by summing the total number of inmates from January 1, 2015, through the effective date of the Order, divided by the number of days in that time period;
- (f) In subsequent years, for all of the correctional facilities covered by an Inmate Calling Services contract, the ADP will be the sum of the total number of inmates from January 1<sup>st</sup> through December 31<sup>st</sup> divided by the number of days in the year and will become effective on January 31<sup>st</sup> of the following year.

3. Section 64.6020 is replaced with a new Section 64.6020 to read as follows:

**§ 64.6020 Ancillary Service Charge**

- (a) No Provider shall charge an Ancillary Service Charge other than those permitted charges listed in Section 64.6000.
- (b) No Provider shall charge a rate for a permitted Ancillary Service Charge in excess of:
  - (1) For Automated Payment Fees—\$3.00 per use;
  - (2) For Single-Call and Related Services—the exact transaction fee charged by the third-party provider, with no markup, plus the adopted, per-minute rate;
  - (3) For Live Agent Fee—\$5.95 per use;
  - (4) For Paper Bill/Statement Fee—\$2.00 per use;
  - (5) For Third-Party Financial Transaction Fees—the exact fees, with no markup that result from the transaction.

4. Section 64.6030 is revised to read as follows:

**§ 64.6030 Inmate Calling Services Interim Rate Cap**

No Provider shall charge a rate for Collect Calling in excess of \$0.25 per minute, or a rate for Debit Calling, Prepaid Calling, or Prepaid Collect Calling in excess of \$0.21 per minute. These interim rate caps shall sunset upon the effectiveness of the rates established in section 64.6010.

5. Section 64.6040 is revised to read as follows:

**§ 64.6040 Rates for Calls Involving a TTY Device**

- (a) No Provider shall levy or collect any charge in excess of 25 percent of the applicable per-minute rate for TTY-to-TTY calls when such calls are associated with Inmate Calling Services.
- (b) No Provider shall levy or collect any charge or fee for TRS-to-voice or voice-to-TTY calls.

6. Section 64.6060 is revised to read as follows:

**§ 64.6060 Annual Reporting and Certification Requirement**

- (a) Providers must submit a report to the Commission, by April 1st of each year, regarding interstate, intrastate, and international Inmate Calling Services for the prior calendar year. The report shall be categorized both by facility type and size and shall contain:

- (1) Current interstate, intrastate, and international rates for Inmate Calling Services;
  - (2) Current Ancillary Service Charge amounts and the instances of use of each;
  - (3) The Monthly amount of each Site Commission paid;
  - (4) Minutes of use, per-minute rates and ancillary service charges for video visitation services;
  - (5) The number of TTY-based Inmate Calling Services calls provided per facility during the reporting period;
  - (6) The number of dropped calls the reporting Provider experienced with TTY-based calls,; and
  - (7) The number of complaints that the reporting Provider received related to e.g., dropped calls, poor call quality and the number of incidences of each by TTY and TRS users.
- (b) An officer or director of the reporting Provider must certify that the reported information and data are accurate and complete to the best of his or her knowledge, information, and belief.

7. Section 64.6070 is added to read as follows:

**§ 64.6070 Taxes and Fees**

- (a) No Provider shall charge any taxes or fees to users of Inmate Calling Services, other than those permitted under section 64.6020, Mandatory Taxes, Mandatory Fees, or Authorized Fees.

8. Section 64.6080 is added to read as follows:

**§ 64.6080 Per-Call, or Per-Connection Charges**

No Provider shall impose a Per-Call or Per-Connection Charge on a Consumer.

9. Section 64.6090 is added to read as follows:

**§ 64.6090 Flat-Rate Calling**

No Provider shall offer Flat-Rate Calling for Inmate Calling Services.

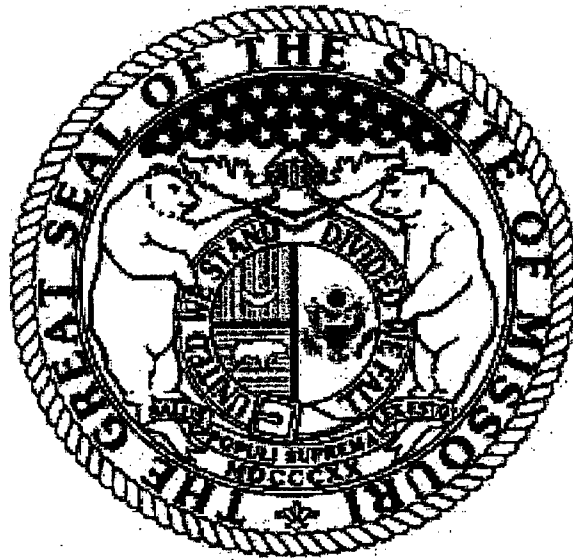
10. Section 64.6100 is added to read as follows:

**§ 64.6100 Minimum and Maximum Prepaid Calling Account Balances**

- (a) No Provider shall institute a minimum balance requirement for a Consumer to use Debit or Prepaid Calling.
- (b) No Provider shall prohibit a consumer from depositing at least \$50 per transaction to fund a Debit or Prepaid Calling account.

11. Section 64.6110 is added to read as follows:

**§ 64.6110 Consumer Disclosure of Inmate Calling Services Rates**



**State of Missouri**  
**OFFICE OF ADMINISTRATION**

Division of Purchasing

Contract Amendment Documentation

The following documentation consists of additional contract amendment documentation. The additional contract amendment documentation is not a part of the official contract amendment, but provides supporting information for the official contract amendment.



**Jeremiah W. (Jay) Nixon**  
Governor

**Doug Nelson**  
Commissioner

State of Missouri  
**OFFICE OF ADMINISTRATION**  
Division of Purchasing  
301 West High Street, Room 630  
Post Office Box 809  
Jefferson City, Missouri 65102-0809  
(573) 751-2387 FAX: (573) 526-9815  
TTD: 800-735-2966 Voice: 800-735-2466  
<http://oa.mo.gov/purchasing>

**Karen S. Boeger**  
Director

February 22, 2016

Robert E. Pickens, Chief Operating Officer  
Securus Technologies, Inc.  
14651 Dallas Parkway, 6<sup>th</sup> Floor  
Dallas, TX 75254

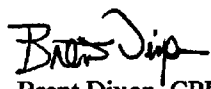
Dear Mr. Pickens:

The State of Missouri has reviewed the Federal Communications Commission (FCC) order issued on October 22, 2015 and references in the FCC Federal Register Vol. 80, No. 243 dated December 18, 2015.

Pursuant to paragraph 2.1.5 of contract C211019001 for an Offender Telephone System, the state feels a contract amendment is necessary to address the areas of the contract impacted by the FCC order in turn to ensure the contract is in compliance with federal law. Please sign the attached contract amendment and return it to me by March 1, 2016.

If you have any questions, or would like to discuss, please contact me at (573) 751-4903 or [brent.dixon@oa.mo.gov](mailto:brent.dixon@oa.mo.gov).

Sincerely,

  
Brent Dixon, CPPB  
Purchasing Manager

Attachment



**Jeremiah W. (Jay) Nixon**  
Governor



**Doug Nelson**  
Commissioner

State of Missouri  
**OFFICE OF ADMINISTRATION**  
Division of Purchasing  
301 West High Street, Room 630  
Post Office Box 809  
Jefferson City, Missouri 65102-0809  
(573) 751-2387 FAX: (573) 526-9815  
TTD: 800-735-2966 Voice: 800-735-2466  
<http://oa.mo.gov/purchasing>

**Karen S. Boeger**  
Director

**TO:** File

**DATE:** February 22, 2016

**FROM:** Brent Dixon

**RE:** Amendment #002 to Contract C211019001

The State of Missouri amended contract C211019001 to address the Federal Communications Commission (FCC) order that was issued on October 22, 2015 and outlined in the December 18, 2015 Federal Register per the attached 1/29/16 email from Amy Roderick of the Department of Corrections. In order to be in compliance with the federal law, as required in contract paragraph 2.1.5, the following rates have been revised:

**Per Transaction Set-up Fee for Pre-Paid Account**

The FCC order established a dollar cap of \$3.00 on ancillary charges assessed for automated payment fees. The state's contracted rate was \$6.95 per transaction, which exceeded the allowed rate identified in the FCC order. Therefore, the Per Transaction Set-up Fee for Pre-Paid Accounts has been changed from \$6.95 to \$3.00.

**Set-up Charge per Collect Call**

The FCC order indicated provider shall not impose a per-call or per-connection charge on a customer. The state's contract included a \$1.00 per call rate to set up collect calls, which is now prohibited by the FCC order. Therefore, the Set-up Charge per Collect Call has been changed from \$1.00 to \$0.00.

There are several vendors, including Securus, which have initially rejected the FCC order and filed counter suits. Therefore, if a new ruling is made, the contract will be revised to reflect the new ruling.

/bd

C: C211019001

**Boeger, Karen**

---

**From:** Roderick, Amy  
**Sent:** Friday, January 29, 2016 1:34 PM  
**To:** Boeger, Karen  
**Cc:** Williams, Richard; Briesacher, Matt; Rost, David E  
**Subject:** Inmate Calling Services  
**Attachments:** Federal Register.pdf; November 5 FCC Order.pdf

**Importance:** High

Karen,

Per our conversation. The FCC order issued October 22, 2015, was published in the Federal Register December 18, 2015. Any amendments to the contracts for prisons should be completed by March 17, 2016. I believe our contract with Securus needs reviewed for an amendment related to the Per Transaction Set-Up Fee for Pre-Paid Account and Set Up Charge per Collect Call. Currently, Securus charges \$6.95 each transaction and \$1.00 set up per collect call. On pages 161 and 162 of the FCC order, is outlined the allowable rates for ancillary service charges. For the \$6.95 fee, it may need to be amended to \$3.00 and for the collect call fee, it may need to be \$0. I am requesting a legal review of the FCC register to determine if an amendment needs to be completed related to these two fees.

I have attached the Federal Register for the FCC order, which is also attached.

Rick and Matt, if you need a copy of the contract with the current charges, just let me know and I will get that to you.

Thank you,

Amy L. Roderick  
Inspector General  
Missouri Department of Corrections  
PO Box 236  
Jefferson City, MO 65102  
573-526-6504 office  
573-298-1637 cell  
573-522-2636 fax  
[Amy.Roderick@doc.mo.gov](mailto:Amy.Roderick@doc.mo.gov)

Revised 08/17/15

<b>RENEWAL:</b>	<b>PERIOD OF</b>	<b>TOTAL</b>	
<input type="checkbox"/> Renewal - % Increase	<input type="checkbox"/> Cost Savings		Performance Security Deposit: \$ _____
<input type="checkbox"/> Renewal - \$ Increase	<input type="checkbox"/> Cost Savings		Surety Bond: \$ _____
<input type="checkbox"/> Renewal - W/O Increase			Annual Wage Order Number: _____
<input type="checkbox"/> SFS Renewal - Prices In Original Contract			Annual Wage Order Date: _____
<input type="checkbox"/> SFS Renewal - Prices Not in Original Contract			County(ies): _____
<b>EXTENSION PERIOD:</b>			Other Instructions: <i>FCC order amendment</i>
<input type="checkbox"/> Extension - 30-Day			
<input type="checkbox"/> Termination			
<input type="checkbox"/> Extension - \$ Increase	<input type="checkbox"/> Cost Savings		
<input type="checkbox"/> Extension - W/O Increase			
<input type="checkbox"/> Assignment			
<input type="checkbox"/> Cancellation/Termination			
<input checked="" type="checkbox"/> Other Amendment			


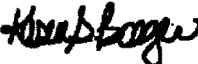
A. Section 34.040.6, RSMo	Buyer/Section Support		
B. Purchasing Suspension List	Buyer/Section Support		
C. Federal Suspension - SAM.GOV	Buyer/Section Support		
D. Labor Stds - OA/FMDC Contractor Debarment Lists	Buyer/Section Support		
E. Review of Participation Commitment Attainment - If app, Verify Receipt of 1 <sup>st</sup> Renewal - Blind/Shel Wkshp Affdvt	Buyer		
F. SFS Review/Justification - Insert Advertising Date, if applicable	Buyer		
[Redacted]	Buyer/Section Support		
[Redacted]	Buyer	BD	2/24/16
[Redacted]	Buyer/Section Support	BD	2/23/16
[Redacted]	Buyer/Section Support	BD	2/25/16
Contractor E-Mail Address/Fax Number			
State Agency Contact E-Mail Address			
Section 34.040.6, RSMo, Letter	Follow-Up Notes:		
A. Renewal/Extension Pricing	Buyer/Section Support		
B. Section 34.040.6, RSMo	Buyer/Section Support		
C. Performance Security Deposit/Surety Bond	Buyer/Section Support		
D. Renewal/Extension with Cost Savings Language	Buyer		
E. Statewide Notice	Buyer		
F. SFS Authorized Limit \$	Buyer		
G.			
1. E-Verify Exhibit/Affidavit/Documentation	Buyer/Section Support		
2. Assignment and Consent Form	Buyer/Section Support		
3. Purchasing Suspension List	Buyer/Section Support		
4. Federal Suspension - SAM.GOV	Buyer/Section Support		
5. Labor Stds - OA/FMDC Contractor Debarment Lists	Buyer/Section Support		
[Redacted]	Buyer/Section Support		
[Redacted]	Buyer	SR	3/24/16
[Redacted]	Buyer	BD	3/24/16
[Redacted]	Buyer/Section Support	SR	3/25/16
AM 300 PMM 000712168	Buyer/Section Support	BD	3/24/16
Distribute E-Verify & SDV Documents	Buyer/Section Support		
E-Mail/Fax NOA to Contractor/Assignee & Agency Contact	Buyer/Section Support		
Copy/Save As Statewide Notice to Internet Folder	Buyer/Section Support		
[Redacted]	Central Support-Participation		
[Redacted]	Central Support-Imaging		3/31



## NOTICE OF CONTRACT RENEWAL

State Of Missouri  
Office Of Administration  
Division Of Purchasing  
PO Box 809  
Jefferson City, MO 65102-0809  
<http://oa.mo.gov/purchasing>

32211019

<b>CONTRACT NUMBER</b> C211019001	<b>CONTRACT TITLE</b> Offender Telephone System
<b>AMENDMENT NUMBER</b> 001	<b>CONTRACT PERIOD</b> June 28, 2016 Through June 27, 2017
<b>REQUISITION NUMBER</b> N/A	<b>VENDOR NUMBER</b> 7527221440 1
<b>CONTRACTOR NAME AND ADDRESS</b> Securus Technologies, Inc. 14651 Dallas Parkway, 6 <sup>th</sup> Floor Dallas, TX 75254	<b>STATE AGENCY'S NAME AND ADDRESS</b> Office of Administration, Information Technology Services Division Various Correctional Institutions Throughout the State of Missouri
<b>ACCEPTED BY THE STATE OF MISSOURI AS FOLLOWS:</b>  The State of Missouri hereby exercises its option to renew the contract.  All other terms, conditions and provisions of the contract, including all prices, shall remain the same throughout the above contract period and apply hereto.  The State of Missouri intends to issue a new solicitation for an offender telephone system. If a new contract is awarded and system implementation is completed before June 27, 2017, the state reserves the right to terminate the contract with thirty days written notice pursuant to paragraph 3.7.1 of the contract.  <b>SIGNATURE OF CONTRACTOR IS NOT REQUIRED ON THIS DOCUMENT.</b>	
<b>BUYER</b> Brent Dixon	<b>BUYER CONTACT INFORMATION</b> Email: <a href="mailto:brent.dixon@oa.mo.gov">brent.dixon@oa.mo.gov</a> Phone: (573) 751-4903 Fax: (573) 526-9816
<b>SIGNATURE OF BUYER</b> 	<b>DATE</b> 01/14/16
<b>DIRECTOR OF PURCHASING</b>  Karen S. Boeger	



**Jeremiah W. (Jay) Nixon**  
Governor

**Doug Nelson**  
Commissioner

State of Missouri  
**OFFICE OF ADMINISTRATION**  
Division of Purchasing  
301 West High Street, Room 630  
Post Office Box 809  
Jefferson City, Missouri 65102-0809  
(573) 751-2387 FAX: (573) 526-9815  
TTD: 800-735-2966 Voice: 800-735-2466  
<http://oa.mo.gov/purchasing>

**Karen S. Boeger**  
Director

January 14, 2016

Robert E. Pickens, Chief Operating Officer  
Securus Technologies, Inc.  
14651 Dallas Parkway, 6<sup>th</sup> Floor  
Dallas, TX 75254

Dear Mr. Pickens:

With the enclosed amendment to Contract C211019001 for Offender Telephone System, the State of Missouri is exercising its first renewal option pursuant to section 3.2.1 of the contract. As specified in section 3.2.1, all terms, conditions, and prices remain the same during the renewal period. Although the renewal does not require your signature, I would appreciate your acknowledging receipt of the renewal.

Please be advised the state intends to rebid the offender phone service contract. At this time the State of Missouri has not identified an issuance date for the Request for Proposal to rebid this service; however, I anticipate the RFP will be issued during the term of this renewal. Upon award of the new contract under the RFP, the State of Missouri will work closely with Securus on any necessary transition. Such an award and transition may occur prior to expiration of the first renewal period (i.e. June 27, 2017), but the specific timing is unknown at this point.

The State of Missouri's decision to rebid is not a reflection of dissatisfaction with Securus' performance under the contract. Instead, the state desires to consider potential technology or service offerings that may be available in the market.

The State of Missouri appreciates Securus' ongoing service under the contract and looks forward to your participation in the upcoming rebid.

Sincerely,

A handwritten signature in black ink, appearing to read "Brent Dixon".

Brent Dixon, CPPB  
Purchasing Manager

Attachment

RENEWAL: <u>1</u> PERIOD OF <u>2</u> TOTAL	Performance Security Deposit: \$ _____
____ Renewal - % Increase _____ Cost Savings	Surety Bond: \$ _____
____ Renewal - \$ Increase _____ Cost Savings	Annual Wage Order Number: _____
<input checked="" type="checkbox"/> Renewal - W/O Increase	Annual Wage Order Date: _____
____ SFS Renewal - Prices In Original Contract	County(ies): _____
____ SFS Renewal - Prices Not in Original Contract	Other Instructions: _____
EXTENSION PERIOD:	
____ Extension - 30-Day	
____ Termination	
____ Extension - \$ Increase _____ Cost Savings	
____ Extension - W/O Increase	
____ Assignment	
____ Cancellation/Termination	
____ Other Amendment	

A. Section 34.040.6, RSMo	Buyer/Section Support	_____	_____
B. Purchasing Suspension List	Buyer/Section Support	_____	_____
C. Federal Suspension - SAM.GOV	Buyer/Section Support	_____	_____
D. Labor Stds - OA/FMDC Contractor Debarment Lists	Buyer/Section Support	_____	_____
E. Review of Participation Commitment Attainment - If app, Verify Receipt of 1 <sup>st</sup> Renewal - Blind/Shel Wkshp Affdvt	Buyer	_____	_____
F. SFS Review/Justification - Insert Advertising Date, if applicable	Buyer	_____	_____
	Buyer/Section Support	R&D	1/14/16
	Buyer	BLD	1/14/16

Contractor E-Mail Address/Fax Number	_____
State Agency Contact E-Mail Address	_____
Section 34.040.6, RSMo, Letter	Follow-Up Notes: _____

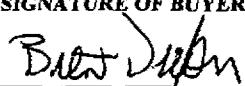
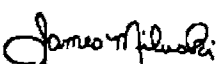
A. Renewal/Extension Pricing	Buyer/Section Support	_____	_____
B. Section 34.040.6, RSMo	Buyer/Section Support	_____	_____
C. Performance Security Deposit/Surety Bond	Buyer/Section Support	_____	_____
D. Renewal/Extension with Cost Savings Language	Buyer	_____	_____
E. Statewide Notice	Buyer	_____	_____
F. SFS Authorized Limit \$	Buyer	_____	_____
G.			
1. E-Verify Exhibit/Affidavit/Documentation	Buyer/Section Support	_____	_____
2. Assignment and Consent Form	Buyer/Section Support	_____	_____
3. Purchasing Suspension List	Buyer/Section Support	_____	_____
4. Federal Suspension - SAM.GOV	Buyer/Section Support	_____	_____
5. Labor Stds - OA/FMDC Contractor Debarment Lists	Buyer/Section Support	_____	_____

	Buyer/Section Support	BLD	1/14/16
	Buyer	BLD	1/14/16
	Buyer/Section Support	SC	1/14/16
AM 300 PMM 000 7014	Buyer/Section Support	SC	1/14/16
Distribute E-Verify & SDV Documents	Buyer/Section Support	_____	_____
E-Mail/Fax NOA to Contractor/Assignee & Agency Contact	Buyer/Section Support	BD	1/14/16
Copy/Save As Statewide Notice to Internet Folder	Buyer/Section Support	_____	_____
	Central Support-Participation	_____	_____
	Central Support-Imaging	_____	2-9



## NOTICE OF AWARD

State Of Missouri  
Office Of Administration  
Division Of Purchasing And Materials Management  
PO Box 809  
Jefferson City, MO 65102-0809  
<http://www.oa.mo.gov/purch>

<b>SOLICITATION NUMBER</b> B2Z11019	<b>CONTRACT TITLE</b> Offender Telephone System
<b>CONTRACT NUMBER</b> C211019001	<b>CONTRACT PERIOD</b> June 28, 2011 Through June 27, 2016
<b>REQUISITION NUMBER</b> NR 300 31501000001	<b>VENDOR NUMBER</b> 7527221440 1
<b>CONTRACTOR NAME AND ADDRESS</b> Securus Technologies, Inc. 14651 Dallas Parkway, 6 <sup>th</sup> Floor Dallas, TX 75254	<b>STATE AGENCY'S NAME AND ADDRESS</b> Office of Administration, Information Technology Services Division Various Correctional Institutions Throughout the State of Missouri
<b>ACCEPTED BY THE STATE OF MISSOURI AS FOLLOWS:</b>  The proposal submitted by Securus Technologies, Inc. in response to B2Z11019 is accepted in its entirety including their response to Best and Final Offer #001 and the email clarification from Steven Cadwell of Securus Technologies dated May 26, 2011.	
<b>BUYER</b> Brent Dixon	<b>BUYER CONTACT INFORMATION</b> Email: <a href="mailto:brent.dixon@oa.mo.gov">brent.dixon@oa.mo.gov</a> Phone: (573) 751-4903 Fax: (573) 526-9816
<b>SIGNATURE OF BUYER</b> 	<b>DATE</b> 06/28/11
<b>DIRECTOR OF PURCHASING AND MATERIALS MANAGEMENT</b>   James Miluski	



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

BAFO REQUEST NO.: B2Z11019  
 RFP NO.: B2Z11019  
 TITLE: OFFENDER TELEPHONE SYSTEM  
 ISSUE DATE: 03/01/11

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

BAFO RESPONSE SHOULD BE RETURNED BY: 04/08/11 AT 5:00 PM CENTRAL TIME

MAILING INSTRUCTIONS: Print or type RFP Number and Return Due Date on the lower left hand corner of the envelope or package. Sealed BAFOs should be in DPMM office (301 W High Street, Room 630) by the return date and time.

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

CONTRACT PERIOD: DATE OF AWARD THROUGH FIVE YEARS

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

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

The offeror hereby declares understanding, agreement and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all terms and conditions, requirements, and specifications of the original RFP as modified by any previously issued RFP amendments and by this and any previously issued BAFO requests. The offeror agrees that the language of the original RFP as modified by any previously issued RFP amendments and by this and any previously issued BAFO requests shall govern in the event of a conflict with his/her proposal. The offeror further agrees that upon receipt of an authorized purchase order from the Division of Purchasing and Materials Management or when a Notice of Award is signed and issued by an authorized official of the State of Missouri, a binding contract shall exist between the offeror and the State of Missouri.

SIGNATURE REQUIRED

DOING BUSINESS AS (DBA) NAME Securus Technologies, Inc.		LEGAL NAME OF ENTITY/INDIVIDUAL FILED WITH IRS FOR THIS TAX ID NO. Securus Technologies, Inc.	
MAILING ADDRESS 14651 Dallas Parkway, 6 <sup>th</sup> Floor CITY, STATE, ZIP CODE Dallas, Texas 75254		IRS FORM 1099 MAILING ADDRESS 14651 Dallas Parkway, 6 <sup>th</sup> Floor CITY, STATE, ZIP CODE Dallas, Texas 75254	
CONTACT PERSON Robert E. Pickens		EMAIL ADDRESS bpickens@securustech.net	
PHONE NUMBER 972-277-0300		FAX NUMBER 972-277-0514	
TAXPAYER ID NUMBER (TIN) 75-2722144	TAXPAYER ID (TIN) TYPE (CHECK ONE) <input checked="" type="checkbox"/> FEIN <input type="checkbox"/> SSN	VENDOR NUMBER (IF KNOWN)	
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE) <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Individual <input type="checkbox"/> State/Local Government <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> IRS Tax Exempt			
AUTHORIZED SIGNATURE 		DATE April 8, 2011	
PRINTED NAME Robert E. Pickens		TITLE Chief Operating Officer	



## Dixon, Brent

---

**From:** Steven Cadwell [scadwell@securustech.net]  
**Sent:** Thursday, May 26, 2011 12:27 PM  
**To:** Dixon, Brent  
**Subject:** Securus Spanish Speaking call center Services SECURUS:0284000135  
**Attachments:** image001.gif

Mr. Dixon/Brent,

All English calls are handled in the United States by SECURUS employees. Most Spanish calls are handled in the United States by Securus Spanish speaking employees. Based on communication quality and effectiveness as measured by Securus "Customer Value Survey" scores, Securus does outsource between four (4) and seven (7) percent of Spanish calls (based on recent call volume data) to Mexico. We have detailed tracking and metrics regarding both domestic and international call centers and can show that the satisfaction from customers supported by Mexico is as high as domestic calls. The Spanish handled call volume varies monthly as does overall call volume and at its peak is about seven (7) percent of total call volume and on average is four (4) percent.

Please don't hesitate to contact me if I can be of further assistance.

Steve

*Steven C. Cadwell*  
*Sr. Account Executive - DOC*  
*West Region*  
*805-581-0003 Office*  
*805-814-1484 Cell*  
*[www.securustech.net](http://www.securustech.net)*

*"Leave a trail of genius"*

**SECURUS**  
CORPORATION

## Dixon, Brent

---

**From:** Steven Cadwell [scadwell@securustech.net]  
**Sent:** Thursday, May 26, 2011 12:27 PM  
**To:** Dixon, Brent  
**Subject:** Securus Spanish Speaking call center Services SECURUS:0284000135  
**Attachments:** image001.gif

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Steve

*Steven C. Cadwell  
Sr. Account Executive - DOC  
West Region  
805-581-0003 Office  
805-814-1484 Cell  
[www.securustech.net](http://www.securustech.net)*

*"Leave a trail of genius"*

**SECURUS**  
TECHNOLOGIES

**TITLE: OFFENDER TELEPHONE SYSTEM**

**CONTRACT PERIOD: DATE OF AWARD THROUGH FIVE YEARS**

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

1. REVISED paragraph 2.11.1 b
2. REVISED paragraph 2.11.1 j
3. REVISED paragraph 2.11.4
4. REVISED paragraph 2.11.8
5. ADDED paragraph 3.20.2 a
6. REVISED Exhibit A, Section A.1
7. REVISED Exhibit A, Section A.3
8. REVISED Exhibit A, Section A.5
9. ADDED Exhibit C, Section C.1 7

**Jeremiah W. (Jay) Nixon**  
Governor



**Kelvin Simmons**  
Commissioner

State of Missouri  
**OFFICE OF ADMINISTRATION**  
Division of Purchasing and Materials Management  
301 West High Street, Room 630  
Post Office Box 809  
Jefferson City, Missouri 65102-0809  
(573) 751-2387 FAX: (573) 526-9815  
TTD: 800-735-2966 Voice: 800-735-2466  
<http://www.oa.mo.gov/purch>

**James Miluski**  
Director

March 31, 2011

Securus Technologies, Inc.  
Attn: Robert Pickens  
14651 Dallas Parkway, 6<sup>th</sup> Floor  
Dallas, TX 75254

**SENT VIA EMAIL: [bpickens@securustech.net](mailto:bpickens@securustech.net)**

Dear Mr. Pickens:

In accordance with paragraph 4.2.2 of RFP B2Z11019 for an offender telephone system for the Department of Corrections/ITSD, this letter shall constitute an official request by the State of Missouri to enter into competitive negotiations with your company. Included with this letter are two attachments.

The first attachment is the Best and Final Offer (BAFO) Request List and it includes a listing of areas identified in your proposal as areas requiring clarifications, and areas of deficiency which may not comply with the requirements of the RFP. The list also includes a request for specific responses to identified RFP paragraphs.

The second attachment is a complete copy of the RFP, including revisions to the RFP as a result of the BAFO. It includes a Best and Final Offer (BAFO) Form as the cover page.

Your detailed BAFO response needs to include the BAFO Form, completed and signed by an authorized representative of your organization. In addition, your detailed BAFO response should address each area identified on the BAFO Request List using the same numbering outline as the list. However, please be advised that it is not necessary for you to resubmit your entire proposal. Only the signed BAFO Form, your response to the BAFO Response List, and any portions of your proposal that are being revised as a result of this request for a Best and Final Offer need to be submitted.

In your response to this Best and Final Offer, you may make any modification, addition, or deletion deemed necessary to your proposal. However, please understand that the State of Missouri is under no obligation to advise you of concerns regarding your proposal and makes no claim related thereto. Your response to this BAFO request is your final opportunity to ensure that (1) all mandatory requirements of the RFP have been met, (2) all RFP requirements are adequately described since all areas of the proposal are subject to evaluation, and (3) this is your best offer, including a reduction or other change to pricing.

You are requested to respond to this BAFO request by submitting a written, sealed "Best and Final Offer" BY 5:00 PM CENTRAL TIME ON Thursday, April 6, 2011 to:

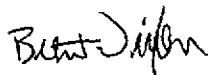
Attention: Brent Dixon  
Division of Purchasing and Materials Management  
301 West High Street, Truman Building, Room 630  
Jefferson City, MO 65101

The outside of the packet containing the BAFO response needs to state, "BAFO for B2Z11019" on the lower left corner. Please include the original plus six (6) copies (for a total of seven (7) documents) of your response. Faxed or e-mailed responses are not acceptable.

You are reminded that pursuant to section 610.021, RSMo, proposal documents including any best and final offer documents are considered closed records and shall not be divulged in any manner until after a contract is executed or all proposals are rejected. Furthermore, you and your agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must direct all questions or comments regarding the RFP, the evaluation, etc. to me, as the buyer of record. Neither you nor your agents may contact any other state employee regarding any of these matters during the negotiation and evaluation process. Inappropriate contacts or release of information about your proposal or BAFO are grounds for suspension and/or exclusion from specific procurements.

If you have any questions regarding this BAFO request, please contact me at (573) 751-4903 or e-mail me at [brent.dixon@oa.mo.gov](mailto:brent.dixon@oa.mo.gov). I sincerely appreciate your efforts in working with the State of Missouri to ensure a thorough evaluation of your proposal.

Sincerely,



Brent Dixon (Buyer)

c: Evaluation Team  
RFP B2Z11019

Attachments: Best and Final Offer Request List  
RFP including BAFO form

**SECURUS TECHNOLOGIES, INC.**

**BEST AND FINAL OFFER REQUEST LIST**

**BAFO NO. 001 FOR RFP B2Z11019**

1. **IDENTIFIED DEFICIENCIES AND CLARIFICATION:**

- 1.1 Securus Technologies labeled each of the screen prints and images included in their proposal as proprietary and confidential information. However, the State of Missouri does not consider the material to be confidential pursuant to section 610.021 RSMo as specified in RFP paragraph 4.1.5. Consequently unless you can provide adequate explanation of what qualifies the material to be held as confidential pursuant to the provisions of section 610.021 RSMo, then pursuant to RFP paragraph 4.1.5, the screen prints and images will be considered an open record like the rest of Securus Technologies' proposal. Securus Technology should provide acknowledgement that their proposal will be public record.

2. **OFFEROR RESPONSE TO CHANGED REQUIREMENTS:**

- 2.1 *The enclosed BAFO contains additional revisions deemed necessary as a result of the responses received. As a result of the revisions, the offeror shall acknowledge compliance with all requirement changes in the accompanying RFP attachment (as revised by this BAFO request) and submit any response revisions that are necessitated by the requirement changes. The offeror may change, add information, and/or modify any part of their response.*

Note: Offerors are reminded that their response to this Best and Final Offer must meet full compliance with the mandatory requirements, terms, conditions, and provisions of the RFP. Failure to do so will result in rejection of the offeror's response.

**ORIGINAL**

**An RFP Solution Presented  
Expressly for**

**Office of Administration,  
Information Technology Services Division,  
Missouri Department of Corrections**

**BAFO RFP No.: B2Z11019  
Offender Telephone System**

**Presented to:**

Brent Dixon

*Division of Purchasing and Materials Management*

301 West High Street, Room 630

Jefferson City, Mo 65101-1517

(573) 751-4903

**Presented by:**

Securus Technologies, Inc.,

14651 Dallas Parkway, Ste. 600

Dallas, TX 75254



**Securus' Best and Final Offer response was produced to ensure the highest level of recycled materials possible.**  
As requested in the original RFP, Securus has printed on recycled paper using the front and back of the pages. We have also bound our response with reusable materials, eliminating the use of plastic or vinyl binding.



**SECURUS**<sup>TM</sup>  
**TECHNOLOGIES**  
connecting what matters<sup>TM</sup>

# Table of Contents

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Transmittal Letter .....	1
Best and Final Offer Request List .....	3
BAFO Revised Requirements .....	5



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# Transmittal Letter

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Mr. Brent Dixon, Buyer  
State of Missouri Office of Administration  
Division of Purchasing and Materials Management (DPMM)  
PO Box 809  
301 West High Street, Room 630  
Jefferson City, Missouri 65101-1517

April 8, 2011

**Re: RFP No. B2Z11019 for an Offender Telephone System**

Dear Mr. Dixon,

Securus is pleased to have the opportunity to provide our response to your request to enter into competitive negotiations and to provide additional information in areas identified in our proposal that require clarifications, and to address areas of deficiency in the RFP. We have also carefully reviewed the BAFO changes to the RFP and have provided a direct response to each.

Securus believes our response to both the Securus BAFO request list and the revised RFP as a result of the BAFO includes the necessary and required changes. In the event that any additional clarification or information is required by the State, Securus is prepared to respond immediately as required.

Securus looks forward to additional discussions with the State and the opportunity to demonstrate our proposed technologies when appropriate.

Please do not hesitate to contact me directly or Steven Cadwell at any time you require additional information from Securus. Mr. Cadwell can be reached by telephone (805) 814-1484 or by email at [scadwell@securustech.net](mailto:scadwell@securustech.net).

Sincerely,



Robert E. Pickens, Chief Operating Officer  
Securus Technologies, Inc.  
14651 N Dallas Parkway, Suite 600  
Dallas, Texas 75254  
972-277-0300  
[bpickens@securustech.net](mailto:bpickens@securustech.net)



**Missouri DOC BAFO RFP No. B2Z11019 for an Offender Telephone System**

© 2011 Securus Technologies, Inc. All rights reserved.

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# Best and Final Offer Request List

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## IDENTIFIED DEFICIENCIES AND CLARIFICATION:

- 1.1 Securus Technologies labeled each of the screen prints and images included in their proposal as proprietary and confidential information. However, the State of Missouri does not consider the material to be confidential pursuant to section 610.021 RSMo as specified in RFP paragraph 4.1.5. Consequently unless you can provide adequate explanation of what qualifies the material to be held as confidential pursuant to the provisions of section 610.021 RSMo, then pursuant to RFP paragraph 4.1.5, the screen prints and images will be considered an open record like the rest of Securus Technologies' proposal. Securus Technology should provide acknowledgement that their proposal will be public record.

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

Securus understands and acknowledges that the screen prints and images will be considered an open record and its proposal will be public record. Upon further consideration, Securus concurs that the material previously identified as confidential pursuant to section 610.021 as specified in paragraph 4.1.5 is not considered confidential for the purposes of this RFP. Securus understands that the screen prints and images will be considered an open record like the rest of Securus' proposal.

## OFFEROR RESPONSE TO CHANGED REQUIREMENTS:

- 2.1 The enclosed BAFO contains additional revisions deemed necessary as a result of the responses received. As a result of the revisions, the offeror shall acknowledge compliance with all requirement changes in the accompanying RFP attachment (as revised by this BAFO request) and submit any response revisions that are necessitated by the requirement changes. The offeror may change, add information, and/or modify any part of their response.

Note: Offerors are reminded that their response to this Best and Final Offer must meet full compliance with the mandatory requirements, terms, conditions, and provisions of the RFP. Failure to do so will result in rejection of the offeror's response.

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

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# BAFO Revised Requirements

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## 2.11 Workstation Requirements:

2.11.1 The workstations provided with the offender telephone system must be a corporate class laptop that meets the following minimum requirements:

a. 15" Widescreen WXGA screen;

### REVISED PER BAFO #001

b. CPU with Intel Core i5 Processor or AMD Processor Equivalent;

c. Memory with 4 GB RAM;

d. Hard Drive with 80 GB;

e. Sound Card;

f. DVD+/-RW;

g. Integrated Wireless Solution 802.11 b/g/n;

h. Microsoft Windows 7 Professional;

i. Microsoft Office 2007 Professional Software; and

### REVISED PER BAFO #001

j. Five (5) year, on-site, next-business day warranty.

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

Securus is in full compliance with the mandatory requirements, terms, conditions, and provisions of the RFP and BAFO #001.

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

- 15" Widescreen WXGA screen
- CPU with Intel Core i5 Processor
- Memory with 4 GB RAM
- Hard Drive with 80 GB
- Sound Card
- DVD+/-RW
- Integrated Wireless Solution 802.11 b/g/n



# BAFO Revised Requirements

- Microsoft Windows 7 Professional
- Microsoft Office 2007 Professional Software
- Five year, on-site, next-business day warranty

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

- **Easy Global Collaboration** – The latest wireless options let you connect with colleagues from virtually anywhere. A light-sensitive Webcam and noise-reducing, speech-enhancing microphone can be paired with speakers for an optimal video conference experience.
- **Smart Controls** – An intuitive, gesture-enabled touchpad and vibrant backlit keyboard option let you work smartly and comfortably in virtually any situation.
- **Power to Do More** – With Intel® Core™ i5 and up to quad-core Intel® Core™ i7 with Intel® Turbo Boost Technology processor options, along with next-generation discrete graphics options, you can have a performance boost to stay on top of business.
- **Always on Capability** – Use Dell Latitude ON™ technology to access your e-mail, calendar and contacts without needing to boot up, and enjoy the added benefit of idle battery life that can extend for days, not just hours, on select platforms<sup>2</sup>.

Our proposed workstation configuration is presented in the following table.

## Corporate Class Laptop Configuration

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

## BAFO Revised Requirements

Component	Description
<b>Video Card</b>	Intel HD Graphics for Latitude D6510 (320-8805)
<b>Hard Drive</b>	160GB Hard Drive 9.5MM, 5400RPM, Dell Latitude E (342-0477)
<b>Floppy Disk Drive</b>	15.6" HD (1366 x 768) Anti-Glare LED Display for Latitude E6510 (320-8809)
<b>Operating System</b>	Genuine Windows 7 Professional, 32-bit, no media, Latitude, English (421-1643)
<b>Operating System</b>	Genuine Windows 7 Label, Latitude, Vostro and Mobile Precision Notebooks (330-6322)
<b>Mouse</b>	Slate Silver, Mobile Broadband Ready, Dell Latitude E6510 (313-9913)
<b>Modem</b>	No Modem for Latitude E6410, E6510, Precision M4500 (318-0227)
<b>TBU</b>	90W 3-Pin, AC Adapter for Latitude E-Family (330-0876)
<b>TBU</b>	US - 3-FT, 3-Pin Flat E-Family Power Cord for Latitude E-Family (330-0879)
<b>CD-ROM or DVD-ROM Drive</b>	8X DVD+/-RW for Latitude E-Family (313-6513)
<b>CD-ROM or DVD-ROM Drive</b>	Roxio Creator Starter, No Media, Dell OptiPlex, Latitude and Precision Workstation (421-4539)
<b>CD-ROM or DVD-ROM Drive</b>	Cyberlink Power DVD 9.5, No Media, Dell OptiPlex, Latitude and Precision Workstation (421-4370)
<b>Sound Card</b>	Noise Cancelling Digital Array Microphone for Latitude E6510 (313-9310)
<b>Wireless Headset</b>	Plantronics CS50 Wireless Headset (A1262546) or alternate option of Plantronics 590 Wireless Headphones or similar
<b>External Speakers</b>	Dell AX210 USB Powered Multimedia Speakers
<b>Processor Cable</b>	Intel WiFi Link 6200 (802.11a/g/n 2X2) 1/2 MiniCard for VPRO Latitude E/Mobile Precision (430-0755)
<b>Documentation Diskette</b>	Intel vPro Technology Advanced Management Features for Latitude E6510 (330-9702)
<b>Bundled Software</b>	Adobe Acrobat 9.0 English and French, BND, Dell OptiPlex Precision, and Latitude (410-1862)
<b>Bundled Software</b>	Microsoft Office Professional for Latitude, OptiPlex, Precision (420-6712)
<b>Factory Installed Software</b>	No Resource DVD for Dell Optiplex, Latitude, Precision (313-3673)



## BAFO Revised Requirements

Component	Description
Software Disk Two	Latitude On Reader for Latitude Notebooks (421-9856)
Feature	6-cell (60Wh) Primary Battery for Latitude (312-7412)
Feature	Nylon 15.6 Carry Case for Latitude and Precision Notebooks (313-9945)

### REVISED PER BAFO #001

2.11.4 The workstations must include wireless *over-the-ears* headphones and external speakers.

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

Securus is in full compliance with the mandatory requirements, terms, conditions, and provisions of the RFP and BAFO #001.

Securus confirms our original submission, which included wireless over the ear headset (Plantronics CS50) and proposes to offer an alternative solution of the Plantronics 590 over the ears headphones to enhance our original offer.

#### Original Submission – Plantronics CS50 Wireless Headset

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



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

#### Alternate Submission – Plantronics 590 Wireless Headphones (or similar)

As an alternate solution to the originally offered Plantronics CS50, Securus can provide the Plantronics 590 Wireless (over-the-ears) Headphones. These Bluetooth headphones use multipoint technology to function as both a stereo headset for high fidelity listening, as well as a communications headset for use with mobile phones and other voice-enabled devices. The headset includes a telescopic voice tube with an omnidirectional microphone for clear voice communications.



Its extended range capabilities provide users with great mobile freedom and enables them to listen to music or have conversations up to 33 feet away from their laptop, music device or cell phone. The Pulsar 590 has a familiar headband wearing style with pivoting ear cushions that provide all-day wearing comfort.

## External Speakers

We will also provide Dell AX210 USB Powered Stereo External Speakers. These speakers offer a true upgrade in audio quality, speaker aesthetics, and functionality. This product has been tested and validated on Dell systems.



## REVISED PER BAFO #001 AND BAFO #001

2.11.8 *All workstations must include state-approved software for remote desktop access, monitoring, and control. The remote desktop access, monitoring, and control software must allow an authorized user to see the screens of several computers connected to the local area network simultaneously as well as have remote control access to a user's PC.*

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

Securus is in full compliance with the mandatory requirements, terms, conditions, and provisions of the RFP and BAFO #001.

Securus will provide workstations with state-approved software for remote desktop access, monitoring and control. The remote desktop access, monitoring, and control software will allow authorized users to see the screens of several computers connected to the local area network simultaneously as well as have remote control access to a user's PC.

3.20.2 The contractor shall transfer the call recording and detail data from the contractor provided storage devices in an electronic format acceptable to the state agency within sixty (60) days of the conclusion of the contract.

## REVISED PER BAFO #001

a. *The contractor must provide the state agency with all intelligence collecting technology utilized by the contractor's staff to filter calls to enhance the investigative ability of the state agency's staff.*

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

Securus is in full compliance with the mandatory requirements, terms, conditions, and provisions of the RFP and BAFO #001.

Securus will provide the state agency with all intelligence collecting technology utilized by the contractor's staff to filter calls to enhance the investigative ability of the state agency's staff as long as the state agency is the entity utilizing this technology.

# BAFO Revised Requirements

## EXHIBIT A COST (PRICING SECTION)

### REVISED PER BAFO #001

### REVISED PER AMENDMENTS #001, #003, AND #004

The offeror shall provide firm, fixed pricing for the offender telephone system pursuant to all mandatory requirements herein, including furnishing, installing, providing any necessary hardware and software, monitoring, maintaining at each of the institutions referenced in Attachment #1. All costs associated with providing the required services, including all travel and expenses to be incurred by contractor staff, must be included. Prices shall not include commissions to be paid to the State of Missouri. All per minute prices must be a whole number (i.e. fractions of cents, \$0.075, must not be proposed).

- A.1 Collect, Pre-paid and Debit Calls:** The offeror must state the firm, fixed rates per minute for a collect, pre-paid, and debit call. The rates proposed for debit calls shall be inclusive of any and all local, state, and federal taxes/fees. Pre-paid calls shall include all set up fees for all offender calls, exclusive of any and all local, state, and federal fees/taxes (i.e. local, state, and federal taxes/fees may be passed on to the customer in addition to the offender's per minute prices.) Collect calls shall include all set up fees for all offender calls, exclusive of any and all local, state, and federal fees/taxes (i.e. local, state, and federal taxes/fees may be passed on to the customer in addition to the offender's per minute prices and set-up charge.) The offeror should identify all applicable taxes/fees in response to Exhibit C. *The offeror shall not charge called parties and/or offenders discretionary fees in addition to the per-minute rate for collect, pre-paid, and debit calls; local, state, and federal fees/taxes; and the set-up charge per collect calls.*

Line Item	Description	Unit of Measure	Firm Fixed Price
001	Collect, Pre-paid, and Debit Call	Minute	\$0.05
002	Set-up Charge per Collect Call	Call	\$1.00

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

Securus is in full compliance with the mandatory requirements, terms, conditions, and provisions of the RFP and BAFO #001.

Securus confirms that we will not charge called parties or offenders any discretionary fees in addition to the per-minute rate for collect, pre-paid, and debit calls; local, state, and federal fees/taxes; and the set-up charge per collect calls.

The Securus proposed rates results in a reduction in calling rates by 50%, provides Huber programming services, Word Spotting technology, PREA Hot Line and Officer Check-In capabilities and at the same time, through the optional services pricing, creates a technology fund for the Missouri Department of Corrections.

## BAFO Revised Requirements

**A.3** International Calls: The offeror must propose rates for international calls. The offeror shall provide their proposed international callings rates below. *International calls shall include all set up fees for all offender calls, exclusive of any and all local, state, federal, and international fees/taxes (i.e. local, state, federal, and international taxes/fees may be passed on to the customer in addition to the offender's per minute prices and set-up charge.)* The state reserves the right to subjectively evaluate the offeror's proposed pricing for international calls as part of the Proposed Method of Performance, Solution Functionality, and Expertise of Personnel. *The offeror shall not charge called parties and/or offenders discretionary fees in addition to the per minute rate for international calls; local, state, federal, and international fees/taxes; and the set-up charge per collect calls.*

Line Item	Description	Unit of Measure	Firm Fixed Price
005	International Call	Minute	\$0.50
006	Set Up Charge for International Call	Call	\$0.50

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

Securus is in full compliance with the mandatory requirements, terms, conditions, and provisions of the RFP and BAFO #001.

Securus confirms that we will not charge called parties and or offenders any discretionary fees in addition to the per-minute rate for collect, pre-paid, and debit calls; local, state, and federal fees/taxes; and the set-up charge per collect calls.

**A.5** Coin Payphone Calls: The offeror must state the firm, fixed rates per minute for calls made on a coin payphone. The rates proposed for calls made on a coin payphone shall be inclusive of any and all local, state, and federal taxes/fees. *The offeror may charge additional fees for international call connection and the use of operator- serviced calls.* The offeror should identify all applicable taxes/fees in response to Exhibit C. The per minute rate shall be the same regardless of type of payment (e.g. coins, credit cards, and bank debit cards). The state reserves the right to subjectively evaluate the offeror's proposed pricing for coin payphone calls as part of the Proposed Method of Performance, Solution Functionality, and Expertise of Personnel.

Line Item	Description	Unit of Measure	Firm Fixed Price
008	Call Made on Coin Payphone	Minute	\$0.50

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

# BAFO Revised Requirements

Securus is in full compliance with the mandatory requirements, terms, conditions, and provisions of the RFP and BAFO #001.

Securus acknowledges that we have the option to charge additional fees for international call connection and the use of operator- serviced calls from coin payphones.

## EXHIBIT C PROPOSED METHOD OF PERFORMANCE, SOLUTION FUNCTIONALITY, AND EXPERTISE OF PERSONNEL

### C.1 FUNCTIONAL AND TECHNICAL CAPABILITIES AND PROPOSED METHOD OF PERFORMANCE:

#### ADDED PER AMENDMENT #004

6. *The offeror should indicate whether the proposed coin operated payphones accept credit cards and bank debit cards.*

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

Securus is in full compliance with the mandatory requirements, terms, conditions, and provisions of the RFP and BAFO #001.

Securus agrees to provide coin operated payphones that accept credit cards and bank debit cards.

#### ADDED PER BAFO #001

7. *The offeror should indicate if the proposed system will include the ability to obtain and store call records from the current system if such records are accessible.*

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

Securus is in full compliance with the mandatory requirements, terms, conditions, and provisions of the RFP and BAFO #001.

Securus will include the ability to obtain and store call records from the current system if such records are accessible by Securus.

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Page 1 of 1

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Securus Technologies, Inc  
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DALLAS, TX 75254

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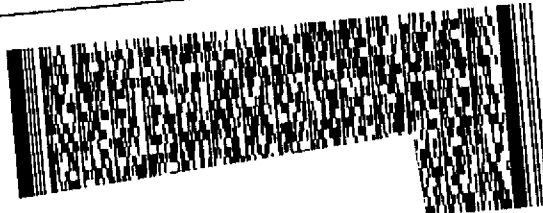
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**An RFP Solution Presented  
Expressly for**

**Office of Administration, Information Technology  
Services Division,  
Missouri Department of Corrections**

**RFP No.: B2Z11019  
Offender Telephone System**

**March 9, 2011**

**Presented to:**

Brent Dixon  
DPMM  
301 West High Street, Room 630  
Jefferson City, Mo 65101-1517  
(573) 751-4903

**Presented by:**

Securus Technologies, Inc.,  
14651 Dallas Parkway, Ste. 600  
Dallas, TX 75254



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

AMENDMENT NO.: 004  
 RFP NO.: B2Z11019  
 TITLE: OFFENDER TELEPHONE SYSTEM  
 ISSUE DATE: 03/01/11

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

RETURN PROPOSAL NO LATER THAN: 03/09/11 AT 2:00 PM CENTRAL TIME

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

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

CONTRACT PERIOD: DATE OF AWARD THROUGH FIVE YEARS

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

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

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

SIGNATURE REQUIRED

DOING BUSINESS AS (DBA) NAME Securus Technologies, Inc.		LEGAL NAME OF ENTITY/INDIVIDUAL FILED WITH IRS FOR THIS TAX ID NO. Securus Technologies, Inc.	
MAILING ADDRESS 14651 Dallas Parkway, 6 <sup>th</sup> Floor CITY, STATE, ZIP CODE Dallas, Texas 75254		IRS FORM 1099 MAILING ADDRESS 14651 Dallas Parkway, 6 <sup>th</sup> Floor CITY, STATE, ZIP CODE Dallas, Texas 75254	
CONTACT PERSON Robert E. Pickens		EMAIL ADDRESS bpickens@securustech.net	
PHONE NUMBER 972-277-0300		FAX NUMBER 972-277-0514	
TAXPAYER ID NUMBER (TIN) 75-2722144	TAXPAYER ID (TIN) TYPE (CHECK ONE) <input checked="" type="checkbox"/> FEIN <input type="checkbox"/> SSN	VENDOR NUMBER (IF KNOWN)	
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE) <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Individual <input type="checkbox"/> State/Local Government <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> IRS Tax Exempt			
AUTHORIZED SIGNATURE 		DATE March 9, 2011	
PRINTED NAME Robert E. Pickens		TITLE Chief Operating Officer	



TITLE: OFFENDER TELEPHONE SYSTEM

CONTRACT PERIOD: DATE OF AWARD THROUGH FIVE YEARS

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

1. REVISED paragraph 2.1.13
2. ADDED paragraph 4.3.9
3. REVISED Exhibit A, Section A.4
4. ADDED Exhibit A, Section A.5
5. ADDED Exhibit C, Section C.1 6.

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- Appendix H: Securus Certified Financial Statement

# Transmittal Letter

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March 9, 2011

Mr. Brent Dixon  
Buyer  
State of Missouri Office of Administration  
Division of Purchasing and Materials Management (DPMM)  
PO Box 809  
301 West High Street, Room 630  
Jefferson City, Missouri 65101-1517

**Re: RFP No. B2Z11019 for an Offender Telephone System**

Dear Mr. Dixon,

Securus Technologies, Inc. (hereinafter referred to as "Securus"), appreciates the opportunity to submit our response to RFP# B2Z11019. Our teams have been speaking with key contacts within the Missouri Department of Corrections over the course of the last year prior to the release of the Request for Proposal (RFP) and we are pleased to offer this customized proposal for your review and consideration.

The Securus Team is uniquely qualified to present this response as our team is comprised of individuals that have past experience in your existing offender calling system's operation and have completed extensive due diligence in your current operating environment. Our team has visited your sites, met with executive level and administrative personnel throughout your facilities and met with key partners such as Huber & Associates, Guarded Exchange LLC, and ShawnTech Communications, Inc. We believe we have a keen understanding of your environment and your needs.

Securus hopes that you find our response best meets the immediate and long-term goals of the Missouri Department of Corrections. We have carefully created this proposal with your explicit requirements in mind but also with an eye towards adding new and innovative technologies over the course of the proposed five-year agreement. We have created new partnerships to deliver creative solutions to the state agency in the areas of investigative tools, programming, and cell detection.

Our solution is offered at no cost to the state agency, and is a fully "turnkey," highly reliable enterprise hosted system that ensures the protection of the public and provides robust investigative tools to facilitate law enforcement efforts. We also included the required integration

## Transmittal Letter

interfaces to Huber & Associates so your existing trust and banking systems can continue to run uninterrupted over the course of the agreement. We have contracted with ShawnTech Communications to minimize disruption during cutover to a new system. Moreover, we have contracted with Guarded Exchange LLC to provide call monitoring resources and new technology to scan calls.

Our proposal includes industry leading hosted network architecture with the Secure Call Platform (SCP) as the cornerstone in the delivery of offender call processing with a comprehensive suite of security and investigative tools, including real-time remote call forwarding detection. This architecture has recently been selected through a competitive bidding process by Texas Department of Criminal Justice, and the Florida Department of Corrections. Each selected Securus for their offender telephone system and the system has been successfully deployed on time and as promised.

By selecting Securus, the state agency is partnering with a company who develops its own software, builds its own systems and is responsible for the maintenance of its equipment. Securus has more than 70 patents underlying its technology with the largest and most experienced staff of developers and engineers of any company in the industry. Friends and family will be offered very low calling rates and receive the very best service in the industry through our Dallas, Texas, based customer care center managed and staffed by Securus personnel. All customer calls will be handled by Securus directly and not outsourced to overseas or domestic call center providers. This is a very significant differentiator in our industry. By owning our own call center, Securus can provide high quality, live, customer service that eliminates calls to state agency personnel from frustrated family members or advocacy groups.

The approach Securus has taken in responding to this request for a turnkey fully operational and reliable system, is to present a proposal that meets or exceed all of the RFP requirements, establishes fair and balanced call pricing with due consideration to the need for new investigative capabilities, and the need to deploy new technology over the course of the agreement. We look forward to a detailed discussion with the Missouri Department of Corrections and the evaluation team specifically, to discuss the detail of our plan.

The proposed Securus SCP calling platform architecture is configured vastly different than your current PCS/GTL system. Similar to your existing system, our enterprise SCP has the advantage of eliminating complex call systems on-site at your locations and replacing them with state-of-art IAD units that facilitate communication through our Secure Call Network. But different from your existing system, the Securus SCP OTS is continually updated and can be integrated with new investigative technology that will dramatically increase the efficiency of investigators time spent reviewing calls. You can count on your investigators spending less time listening to calls of little value and more time listening to pre-screened, high content calls that have actionable information.

The centralized hosted data environment offered by Securus enables the state agency to have access to a greater amount of data, more quickly perform searches, safeguard the data in a more secure location, and more efficiently meet all of the investigative requirements of the state agency. While this is not an "outsourced solution", our centralized enterprise system is consistent with the States movement to the new Enterprise Resource Information Management Strategy.

The efficiency of having call records instantly available to our billing division, Securus Correctional Billing Services, enables Securus to provide superior service and billing alternatives to friends and family delivered through our Dallas metro-based customer care support center that is staffed and managed by Securus employees.

We sincerely thank you for this opportunity to offer our proposal and look forward to participating in the next steps of the procurement process.

Sincerely,



Robert E. Pickens,  
Chief Operating Officer  
Securus Technologies, Inc.  
14651 N. Dallas Parkway, Suite 600  
Dallas, Texas 75254  
972-277-0300  
[bpickens@securustech.net](mailto:bpickens@securustech.net)

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# Executive Summary

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The offender telephone industry is currently undergoing a transformation that will impact the Missouri Department of Corrections (state agency) for years to come. Companies are merging, new companies are entering the space, and existing companies are forging new partnerships. The choice you are about to make is critical and your ability to separate the reality from the hype will determine the service and technology that will be deployed in your facilities for the next five years or more. It will also determine whom you will collaborate with for the next five years. Your current vendor has merged with another company. Make no mistake, it is no longer the company you chose five years ago. One can argue that the best way to predict the next five years is to look at the last five years.

During the past five years, Securus has stood the test of time and met the challenges of the evolving industry. No, we have not been perfect; however, we have stayed steadfast in our determination to build a company based on quality customer service for friends and families and to deliver new technologies for our clients that provides features for corrections officers designed, in part, to save lives. That's right, our Securus Call Platform includes more than 450 distinct features many of which are specifically designed to enhance the safety and security of the public and your staff. Examples of our features include the following:

- Covert Alert feature with barge-in capability so that investigators can take immediate action when threatening activity is detected; no matter where the officer may be at the time of the activity.
- Officer Check In feature that times and documents officers' arrival at key check points within the facility and provides a notification when the officer does not arrive at the required location in time.
- Three-way call detection. Securus holds the patents on every major method of detecting three-way calling in the market today. No other vendor comes close to Securus in reliability and performance in this important area of security.
- Patented, real time remote call forward detection is a standard feature that identifies when a called party has forwarded the number dialed by the offender to another number. No other vendor has the real time capability to block the call if desired by MODOC. This feature also allows for the call to complete and be "flagged" in the system for investigative purposes.
- Interagency sharing of records. We record more than one million calls per day and have over 63% of our customers on the same system that we are proposing to MODOC. Because the proposed SCP calling platform is a centralized web based service, sharing of investigative data is as easy as a click of a mouse. Many of the surrounding Counties in Missouri are on the SCP platform. In fact, over 100 Missouri jails and prisons are



## Executive Summary

currently using Securus technology. With the appropriate approvals, call detail records, recordings, and data from other counties and/or from other Securus customers can be made available to your investigators.

- Investigative software that analyzes and filters call recordings by scanning the call with sophisticated software and then sending the call to trained call monitors who listen to the call to confirm and expand the initial indications by the software. If the call meets predetermined parameters, set by your Office of Inspector, the call is forwarded to investigators with the initial call notes. Additionally, when combined with the Securus SCP OTS Word Spotting feature and the optional JLG investigative biometric, investigators spend more time listening to actionable calls and less time listening to "false positives." Our JLG Technology option provided by Securus will also scan recorded calls for indications that the PIN owner who established the call is no longer on the call or the call has been joined by an offender previously enrolled in the voice biometric service at the Missouri Department of Corrections.
- Key Word Spotting feature that will scan calls for key words from a library that has been established by law enforcement personnel from a broad spectrum of facilities; and is routinely updated.

Over the course of the recent past, we have also been busy building partnerships and alliances that deliver the tools and technology that our clients are demanding. Specifically for this proposal, we have created a partnership with Guarded Exchange LLC to provide new investigative call center and call analysis software that will guarantee a minimum of five percent of all calls are listened to and analyzed for suspected criminal behavior. But better yet, we have combined our SCP features such as three-way calling detection, remote call forward detection and key word spotting to the Guarded Exchange technology to enhance the probability of identifying suspected conduct that may suggest escape plans; introduction of drugs; potential assaults, the use of cell phones, and other violent crimes on staff.

We have also formed a strong strategic partnership with Huber & Associates to ensure that the interfaces being used today to facilitate banking and commissary operations through the phone system and kiosks remains safely in place after the transition to our SCP OTS. We have also anticipated the need for additional programming services as the need for interfaces and ancillary services increase over the course of the agreement so, we have included an annual stipend for programming services so you have a funding mechanism for this very important activity.

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

Our goal is to provide the Missouri Department of Corrections with simply the best offender calling platform in the business, the best service and the most sophisticated investigative platform in the industry. Moreover, we will do this by customizing our total solution to your specific needs by partnering with the key partners identified above to make certain we address the specific operating requirements of your department.

We have also been concentrating on providing the industry's best service for family and friends who receive calls from offenders. In addition to the specific features designed to enhance the security and safety of your staff and the partnerships created, Securus has added the following enhancements to our customer service platform:

- Invested over \$2M in a Dallas based call center that is staffed by Securus employees and is available 24 hours per day, 365 days per year with trained and highly motivated Securus employees.
- Implemented a new and highly customized IVR system that allows callers to our customer service center to find answers quickly and still reach a live operator.
- Continued our investment in our centralized SCP calling platform by developing new features such as a new offender managed PAN system that eliminates any use of staff resources to confirm PANs and uses an IVR to confirm the billed number address of a requested number. The automated system also calls requested PAN number owners to gain acceptance of offender calling before the offender can make calls to that number.
- Hired and trained over 30 new account managers and account executives to ensure more face to face time with customers and to better understand our existing and future client's needs.
- Redesigned our account coverage to make certain that all customers get local contacts and much more frequent interaction with our account teams. In fact, we have proposed a customized account team structure that has been designed to ensure that you have an experienced, knowledgeable contact any time of the day or night. We understand your requirement for proactive, creative discussions with key departmental contacts. We know it is imperative that we meet with you frequently and that you can contact us anytime to discuss issues, concerns or ideas. The Securus Senior Account Executive will lead this team and will draw from his past experience with the Missouri Department of Corrections.

All of these changes, and there are many more, can be compared to what other competitors in the industry have done and are doing to determine which companies are long term providers. Who knew five years ago that PCS would be purchased by GTL? Who knew one year ago that Keefe would purchase ICS? Could there be more mergers and acquisitions in the near future? Most certainly! However, Securus knows where it is going and we know we will continue to invest in our people, our technology and our partnerships. It is for this reason that in the following pages you will find a proposal that includes a solid centralized offender telephone system calling platform that is currently utilized in over 63% of our current customer base of over 2,400 clients, processes over 1 million calls per day, and is continually updated at least three times per year. You will also find that we have proposed a portfolio of services provided by our partners including new and creative

## Executive Summary

investigative tools, cellular detection capabilities and new call monitoring capabilities that will offload your investigative staff from listening to nonproductive calls.

Securus has also proposed an account management structure that is designed to ensure that you have immediate access to key personnel and we are available whenever you need us. We also know that we must be proactive in our communication with MODOC and our partners. You will find that Securus is committed to the future of our technology and our people. While we may invest in other companies that can add or address unique customer needs, Securus will continue to invest in providing innovative technologies for our clients.

### Project Overview

The foundation of the Securus proposal is the Securus Secure Call Platform (SCP). This offender telephone system is a centralized offender calling platform that processes collect, AdvanceConnect (Friends and Family prepaid), and offender debit calls. The SCP system includes a simple user interface, called S-Gate that is accessible from any computer with internet access. Moreover, our proposal includes all the required workstations and network connections required for all investigative and administrative users at no cost to the state agency.

Offender telephones will be connected by a private AT&T MPLS network that will transport all calls to the SCP central processing system and on to the terminating called party. Each call will be recorded and monitored, with the exception of privileged calls. Calls will be immediately available for monitoring during the conversation or recorded conversations can be listened to at any time after the call. Investigators will also have the option to barge-in to a live call when necessary.

The Securus SCP will provide authorized users with easy access to over 450 features that range from a robust reporting capability that can run reports on offender phone usage, attempted calls to blocked numbers, multiple calls to a single number, three way call attempts and call forwarding activity. Users will also be able to set up covert alerts, enable PIN numbers, enroll offenders into voice biometrics, identify users of the system, run a key word search, burn a call to a CD or set the phone usage parameters for a specific facility or phones. The system is flexible, easy to use and easy to understand.

Our system is backed up by multiple call processing centers and the network is continuously monitored by Securus and AT&T using the latest in network monitoring tools. Our Dallas based Network Operations Center is staffed 24 hours per day, 365 days per week and continually pings the network and components to ensure that if there is trouble brewing, we know it before you do and we take action. Very little equipment on site at your facilities makes service less disruptive for your staff and the equipment we do have on site is easily changed out in the event of a storm or part failure. In the event of the need for service, Securus has contracted with **ShawnTech Communications** to provide onsite maintenance and service.

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

We also have created a partnership with **Guarded Exchange LLC** who will provide call center resources and technology that will not only achieve the State's monitoring goal but will result in investigators only having to listen to calls that have been *prescreened for targeted activity or actions*. We think of it as delivering only the calls that the investigators **should** listen to as opposed to having to listen to **all** calls to achieve the 5% goal. We believe you will find this unique amongst all bidders. We have also proposed to add additional investigative resources in Jefferson City, as an option, to help the MO DOC investigators with follow up on the expected increase in activity associated with actionable leads coming from the monitoring and listening to 5% of the calls.

### Call Monitoring Goal

We think of it as delivering only the calls that the investigators **should** listen to as opposed to having to listen to **all** calls to achieve the 5% goal. We believe you will find this unique amongst all bidders.

### Proposal Strategy

The Securus strategy in developing our response to this RFP was first to anticipate that the RFP would be released and to do all we could to understand your existing operating environment by speaking with people within the state agency prior to its release. We had the unique advantage of having two key people on our staff whom were directly involved in the last two state agency RFPs that were release for the offender phone system. As a result, these people were very familiar with the state agency operating environment and had built relationships with key state agency contacts who worked with us to provide additional insight and identify key areas where we could offer assistance. With this experience at hand, we knew that the state agency would be seeking a vendor that was able to dedicate knowledgeable people to be the key interface with key state agency contacts. We knew it was not enough just to assign an account manager to the account but instead dedicate an experienced manager to the account that would be available any time to discuss issues, identify concerns or to escalate problems.

We also knew that while the state agency needed to choose the best offender calling system for your operating environment, the winning vendor would have to form strategic partnerships that would ensure that key interfaces into existing processes and systems would remain and there would be no disruption when cutting over to a new offender telephone system. As a result, our strategic partnership with Huber & Associates is critical to our value proposition to the state agency. However, we also were aware that Huber & Associates had to offer the interfaces to all vendors. Using our experience from previous state agency RFPs combined with careful consideration of new technologies, we forged a new and innovative partnership with Huber & Associates that not only consists of the baseline required interfaces, but also adds additional new services that only Huber & Associates in concert with Securus can offer.

We think of our partnership as a part of a larger mechanism that has its main driver being the state agency. Each component, or partner, is dependent on the larger component or "cog" but it is the customer that drives the entire machine. That is, while Securus is the Prime and our commitment and responsibility is to the State of Missouri Department of Corrections, we understand that Huber & Associates represents a critical component of the successful operation of the state agency. An

## Executive Summary

illustration of our proposal strategy as it represents the relationship between Securus, Huber & Associates, and Missouri Department of Corrections can be seen in the following figure

### The Securus Solution Team



**Promise:** *Securus has done their "homework" and understands the importance of the relationship Huber & Associates has with the Missouri Department of Corrections. As such, we have met with Huber & Associates to identify existing requirements and to propose new solutions.*

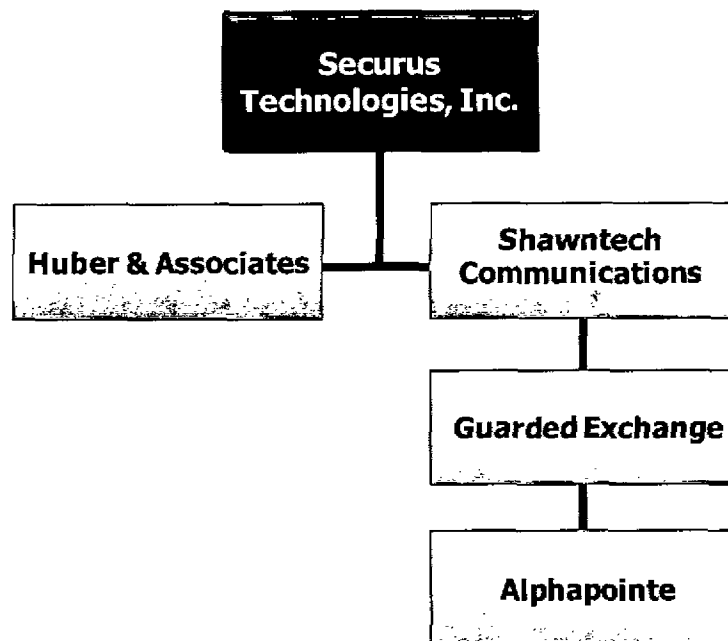
Securus has created a team of professionals that understands the importance of keeping the state agency at the center of our value proposition. What began as a vendor relationship developed into a creative partnership through a mutual interest in providing the state agency with an offender communications and an investigative platform that utilizes existing interfaces and new and creative solutions that deploy new technologies. The team was put together understanding that your existing environment is not "broken," but fully capable of taking advantage of new technologies. It soon became clear that there were natural synergies in play when combining the resources of Securus with those of Huber & Associates. We discovered that what Huber & Associates can contribute is a local presence with local knowledge, a suite of existing capabilities and talents and, a first class facility that could be used to meet more needs of the state agency. Securus on the other hand, is eager to invest in solutions for the state agency, has a rock solid offender calling platform

and has the experience and talent in the department of corrections market to identify and spec out new services that would address "pain points" currently existing within MO DOC.

Once Huber & Associates were able to visit our Dallas offices and meet our executive team and Securus had the chance to meet with Huber at their Jefferson City location, the opportunities began to reveal themselves. The two companies worked through the Statement of Work that was provided by Huber to all vendors on behalf of the state agency. We then worked through the process of identifying additional innovative solutions where the two companies could champion new solutions such as providing a funding vehicle for program management services provided by Huber & Associates, throughout the life of the contract that could be used by the Missouri Department of Corrections to create interfaces or new software. These new interfaces and software would be complimentary to providing offender communications or investigative technologies.

As we worked through the process of assessing the specific RFP requirements, identifying the value adds that each could bring to the table and identifying other partners that could address key requirement, a more comprehensive partnership picture began to emerge and we identified creative new solutions for the state agency.

## Key Partnerships



**Promise:** Securus will source key partnerships with new and existing vendors that ensure existing interfaces and functionality are not lost and that new interfaces and value added services can be provided as required throughout the contract period.

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Securus understood that the state agency required a solution that would guarantee that five percent of all calls were listened to and that technology was deployed to identify actionable calls for investigators. Prior to the RFP release Securus met with Guarded Exchange as a part of our normal pre-RFP due diligence and was aware of their technology and plans to deploy a call monitoring center. What was not obvious at the time was that it would serve the state agency the best if part of the call monitoring resources and the manager of the group were located in Jefferson City. As a result of our partnership with Huber & Associates and our mutual commitment to the state agency, the parties agreed to locate some of the resources at the Huber & Associates facility in Jefferson City to meet RFP specifications.

Furthermore, Securus recognizes the importance of partnering with organizations that meet specific business criteria such as Women Business Enterprise (WBE), Minority Business Enterprise (MBE) and Blind and Sheltered Workshop. Securus is fully committed to these opportunities to partner with these organizations and is fortunate enough to have experience in working with both Huber & Associates (WBE) and ShawnTech Communications (MBE). Both organizations contribute high levels of skill, experience and value to our proposal. And, we are very pleased to add to our team Alphapointe that will employ people from a group of Jefferson City area residents that have over an 85 percent unemployment rate but who will add high value to our value proposition!

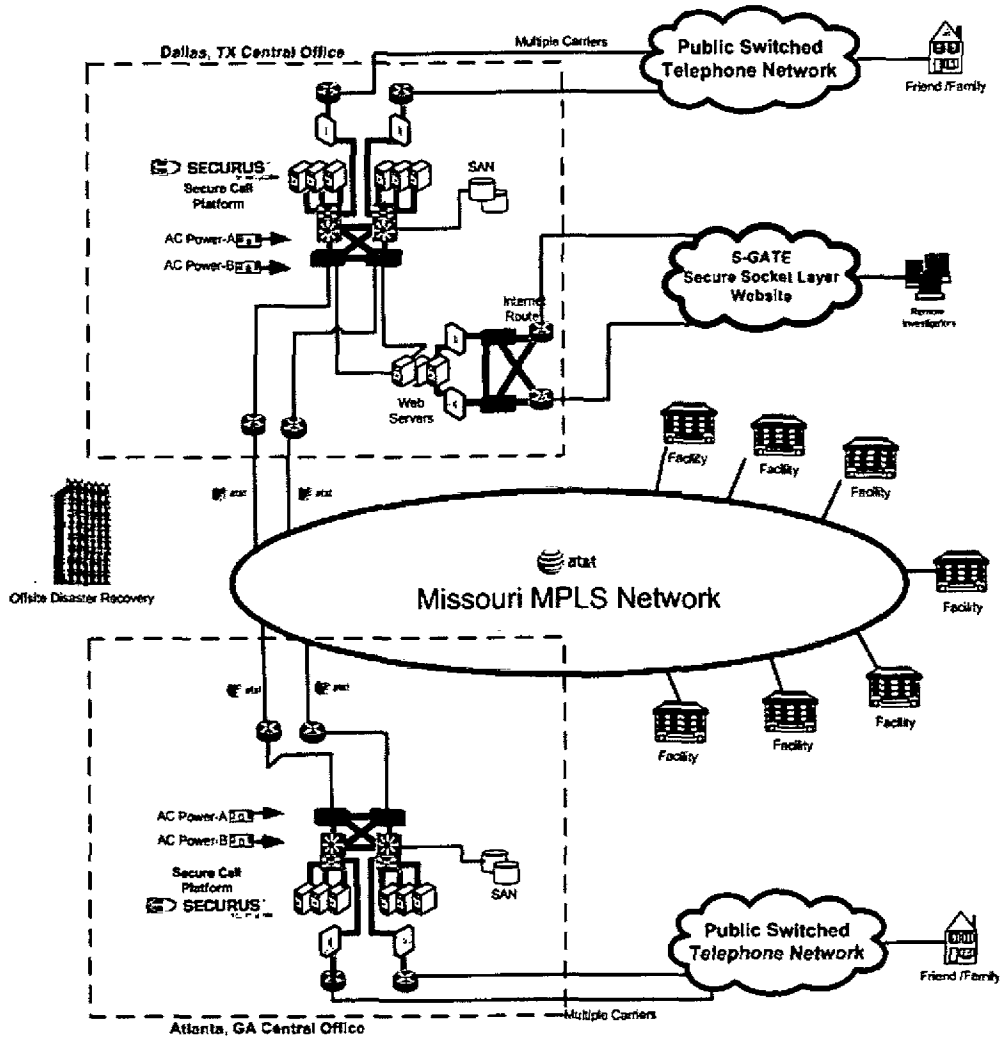
Securus has created a teaming approach to ensure that all of the requirements of the RFP have been met and that we utilize Women Business Enterprise (WBE), Minority Business Enterprise (MBE) and Blind/Sheltered Workshop partners to help achieve the goals of the state and to strengthen our response. We have signed Teaming Agreements and Statements of Work for each entity and have presented the appropriate documentation in our response. Within this partnership, in which Securus serves as the Prime and the other entities are subcontractors or partners, are the resources and technologies that are required to exceed the requirements of this RFP. Additionally, this teaming approach has the benefit of providing economic benefit to the State of Missouri and creating over 50 new jobs for Missouri residents in and around the Jefferson City area. In fact, we estimate that with this partnership arrangement Securus will be facilitating over \$7,000,000 in new economic stimulus for the State of Missouri.

### Technical Solution

**Promise:** *The Securus SCP will provide the state agency with the best in industry centralized calling platform including patented three-way calling, patented real time call forwarding detection and fully integrated trust banking and commissary services through Huber & Associates.*

### SCP Centralized Network Configuration

Proprietary and Confidential

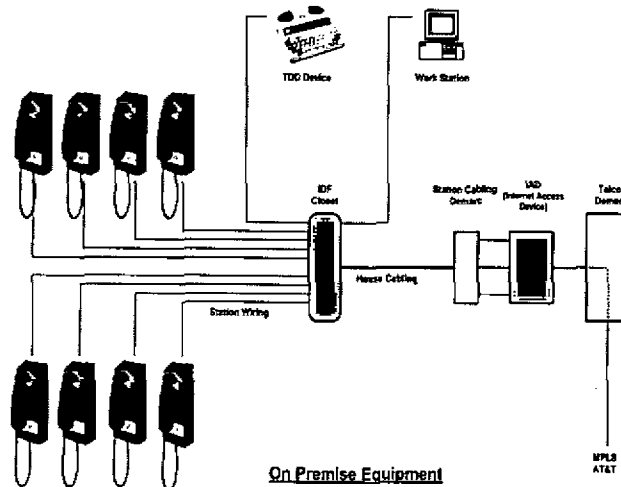




## SCP On Premise Configuration

Proprietary and Confidential

### On Premise Configuration of Securus SCP



The proposed Securus SCP offender telephone system is a centralized call processing and recording system that provides the state agency with over 450 features that assist corrections officers and administrators in recording, monitoring, investigating and reporting on offenders at all times. The SCP system, as depicted above, includes an on premise configuration working in concert with a centralize network platform. The on premise configuration will consist of offender phones distributed throughout the facility in locations that provide the best safety for corrections officers and staff and, at the same time, promote offender calling. The phones are connected through a standard two-wire telephone configuration and will utilize existing facility wiring where available.

#### Carrier-Class Data Center

This designation enables Securus to receive network and call processing information before, during, and after a call... *not available to most other offender calling platform providers.*

TDD and TTY devices will be provided as required and all phones will be connected in the standard facility phone room to telephone grade wiring blocks. Connections will then be established to Internet Access Devices (IADs) which will be then connected to a Telco demark point. The demarcation point will be connected to the Securus private MPLS network where calls will be transported to our centralized call platform for processing, recording, storage and completion.

The Securus SCP centralized main data center is a carrier-class data center that is not unlike large Telco offices throughout the country. As a result of this classification, the Securus data center has Telco grade facility service, which provides unique benefits to our clients. Those benefits include security, redundancy, diversity, and system backup capabilities not found in other offender calling platforms. Significantly, the carrier class designation of our datacenter enables Securus to receive network information and call processing information before, during and after a call that is not available to most other offender calling platform providers and becomes critical information to investigators in the form of accurate remote call forwarding and three way calling detection capabilities.

The Securus SCP offender telephone system data center also includes our storage area network functionality (SAN), access to our user interface (S-Gate), call processing and recording capability and connectivity to the public switched network for completion of all calls. Our data center also provides data to and from our back office services such as billing, customer service, and technical support functions.

The final component to our technical solution is our customer billing function. This Dallas based business unit is called Securus Correctional Billing Services (SCBS) and is designed to provide the following billing services:

- Direct Billing
- LEC Billing
- Offender debit
- Web based billing services

By deploying our own billing services entity Securus can provide the ability to have collect offender calls billed to the called partie's home phone bill through traditional collect billing when necessary and bill others with invoicing directly from Securus. This direct invoicing is especially helpful to attorneys, bail bondsmen, or families that no longer have a local phone line and now use only cell phones.

Offender debit funding from family and friends is an optional service offering. This would give family and friends the option to place funds directly into the offender telephone account through Securus by identifying the offenders ID number. Securus would quickly place the funds directly into the offenders debit account and make the necessary changes at the facility level.

Family and friends can use our easy access Website for self service purposes. Here, they have options such as:

- Requesting a calling guide

## Executive Summary

- Identifying payment methods or remaining balance on a pre-paid account
- Finding out in advance how much a collect call will cost from an offender

The system will operate with little involvement of the state agency staff and instead will become a resource when administrators need to know who used the phones, when they were used, what was done with each phone and how many times an individual completed or attempted calls. Investigators will find the system easily accessible from any remote location through a secure website so that their investigations are not hampered by having to access a workstation at a facility and the system will notify them when a specific call or incident is taking place.

### Installation and Maintenance

**Promise:** *Securus will install the proposed SCP system within the timeframes provided in the Securus implementation plan and the system will be installed with offender debit available at time of install.*

#### Installation

The Securus installation plan provided in this response will ensure that the SCP offender telephone system will be installed within 120 days at all locations. Installation means that the SCP offender phone system is fully operational and that the designated state agency site contact has signed off that the system is fully operational and that all training has been completed for efficient and effective use of the system.

The installation will be completed by Securus personnel in concert with ShawnTech and will follow the proposed implementation and program management plan submitted with the Securus response. The Securus installation strategy will be to first assess whether or not the existing phone lines in the facilities are adequate for our phone installations. Careful consideration will be given to making certain that the noise quality, voice quality, and functionality of the phone line is adequate for the Securus SCP and selected features (such as PIN verification and three way call detection). Once it is determined that the phone lines are adequate for the SCP platform, the phone connections and the associated wiring in the telephone room will be checked for existing or potential problems. Any issues will be immediately corrected by the Securus installation team.

At the same time the phone lines are being checked on site, the Securus centralized calling platform will be programmed with the specific feature functionality that you have chosen and that provides the best operating environment for the state agency. Call prompts, network connectivity, call storage length, phone on-off parameters, PAN lists, global block lists, and all other optional or variable functionality will be loaded into the platform. All functionality will be checked before deploying.

Prior to the installation of the phone and the programming of the centralized offender calling system, the private data network will have been configured and put into place. This network will connect each of your facilities with MPLS private circuits provided (and monitored) by AT&T. AT&T is our private MPLS network provider for virtually all of our over 1,400 jails and prisons on SCP and we have built redundant monitoring systems between our two companies to affect continuous monitoring of the network end to end.

Securus will pay particular attention to engineering each network component to be able to accommodate the anticipated volume of calling from offenders as well as the need for investigators to access call recordings from remote locations. **Our experience and understanding of your operating environment has taught us to be very diligent about providing adequate network in the event that offender calling volumes rise significantly so that investigators will never have problems accessing offender call recordings from any location at any time of the day or night.**

The implementation plan calls for full installation to be complete within 120 days from start of project. There are over 1,100 tasks and subtasks already identified in our plan however, none is more important than the final sign off by the Missouri Department of Corrections. We have identified the professional project manager that will lead this important installation and we have assigned an integration manager to focus solely on the important tasks associated with the integration points between Securus and Huber & Associates, ShawnTech Communications, and Guarded Exchange LLC.

We have included a strategy and tactical actions that are dedicated to working with the incumbent provider to ensure a smooth and non-compromising transition from your existing platform to the Securus SCP. Our plan includes elements of the activities that our partners will be undertaking to ensure that we are all on the same timeline and that we can deliver on our promises. We are ready.

### State Agency Facing Management Structure

Account Management

Technical Service



Friends  
and Family Service

Facility Maintenance

## Executive Summary

**Promise:** *Securus will provide a better level of account management and customer service than you are receiving today from your current provider.*

Securus understands that the state agency requires an account team that is available, knowledgeable, accessible, and proactive. It is for this reason that we have proposed the state agency Solutions Team. This team consists of account management, technical services, friends and family service, and facility maintenance. Each component will have a designated point of contact with the Senior Account Executive as the lead. This experienced professional will report to the state agency and will source any person from the team when required; including any partner that is required. Contact numbers will be provided for each member of the team and they will be accessible at any time. Monthly meetings will be held (face to face or conference call) to review issues, review opportunities, and discuss challenges. The state agency Solutions Team will be charged with providing face to face and indirect account management to the state agency. Their success will be measured by customer opinion surveys as well as direct interviews with key state agency staff by Securus managers.

On a quarterly basis, the team will meet with the state agency for the purpose of trend analysis, presentation of new technologies and to address escalated issues. The team will consist of representatives from each partner that is providing service with Securus as Prime, chairing the meetings. Each quarterly meeting will end with a grade provided by the state agency of the performance to date of the team. This grade will reflect the performance of the team as opposed to the overall company performance.

To supplement the account team, all traditional support channels provided for our clients will be available to the state agency and, all channels will be provided with an account briefing that identifies the state agency's unique operating environment and will inform the functional areas of the key state agency contacts they can expect to be working with throughout the contract period. These channels will include our Securus Technical Support Group for our facility contacts and our Securus Correctional Billing Services customer service for family and friends. **Our technical support services will be fully integrated with our partners so that you will have only one number to call for service and one number to call for family and friends customer service.**

The overall goal of the account team is to provide the state agency with a better level of service than they are currently receiving from PCS/GTL, to provide dedicated access to specific individuals who are accountable for account satisfaction, and to provide a higher level of response to the state agency than would normally be expected. It should be noted that this includes access through the account team to Securus strategic partners as well as other vendors that are providing products or services to the state agency under this agreement. As the prime contractor, Securus will be responsible for sourcing all partners at the meeting and will take accountability for the action items assigned to partners as a part of this contract.

### **Why Securus?**

The Missouri Department of Corrections must peer into the future and make a decision that makes sense for not only today, based upon the RFP requirement, but also for the duration of the five year contract. Over the course of the last five years, the offender telephone industry landscape has

changed dramatically. You can expect the same change over the course of the next five years. So how does one look into the future and make the best informed decision today in face of all this change?

Securus believes that looking back over the course of the last five years helps predict the next five years. Securus has maintained a focus on the development of our offender calling platform with an eye towards offering new and innovative features and functionality that are meaningful to our clients and responsive to the challenging budgetary and operational environment you face every day. Over the course of the last five years we have introduced:

- The industry's best centralized offender telephone system that currently processes over 1 million calls per day and bills 1.3 Billion minutes of use per year from over 1,400 jails and prisons throughout the United States
- Innovative new investigative tools including PIN security biometrics, JLG investigative voice biometrics, patented three-way calling and real time remote call forwarding detection, CDR and voice recording records analysis in concert with partners
- Highly effective integration methods such as web services that guarantees we can integrate with any vendor at the highest level of technology at no expense to our facility customers
- New facility efficiency solutions that include Automated Information Services that offload our client from having to answer the same questions from the public over and over again; offender debit that allows family and friends to deposit funds directly into offenders accounts, Prepaid Calling Card machines and multiple payment options for family and friends
- Call completion efficiencies that are guaranteed to increase call completions so offenders are less frustrated and calls can be completed to cell phones, if approved by the state agency
- Services specifically targeted to increasing the safety and protection of facility staff including covert alert with barge-in and word spotting that identifies key words or phrases
- Insulation from technology stagnation by providing upgrades to our calling platform at least three times per year
- U.S based customer call center available 24x7x365 and staffed by Securus employees who are regularly measured based upon their ability to solve problems on the first call

In addition to the above, over the course of the last five years Securus has refined our management teams. This includes at the very top of the organization and we have invested in more customer facing people to make certain we keep in contact and stay ahead of every issue and opportunity.

So, how does the **future** look since we have reviewed the past?

One of the ways to evaluate what Securus will be in the future is to consider the commitment we have made in our response. Most certainly, we could not make the commitments if we could not deliver. We have promised to:

## Executive Summary

1. Have done our homework to understand your unique operating environment and to make sure we understand the technical interfaces required so your operation continues uncompromised.
2. Source key partnerships with new and existing vendors that will deliver capabilities beyond the basic offender telephone system
3. Provide the very best centralized calling platform in the industry that is robust enough for your call volume and still have room to grow
4. Install the Securus SCP OTS and all of the related services within the timeframes provided; including offender debit and monitoring and listening to five (5%) percent of all calls
5. Provide a better level of account management and customer service than you and family and friends are presently receiving

But perhaps our CEO, Mr. Rick Smith says it best:

*"We will provide the best customer service, the best calling platform, and the best economics to the Missouri Department of Corrections. You have my word."*

– Rick Smith, CEO, Securus Technologies, Inc.



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

AMENDMENT NO.: 003  
 RFP NO.: B2Z11019  
 TITLE: OFFENDER TELEPHONE SYSTEM  
 ISSUE DATE: 02/23/11

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

RETURN PROPOSAL NO LATER THAN: 03/09/11 AT 2:00 PM CENTRAL TIME

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

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

CONTRACT PERIOD: DATE OF AWARD THROUGH FIVE YEARS

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

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

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

SIGNATURE REQUIRED

DOING BUSINESS AS (DBA) NAME Securus Technologies, Inc.		LEGAL NAME OF ENTITY/INDIVIDUAL FILED WITH IRS FOR THIS TAX ID NO. Securus Technologies, Inc.	
MAILING ADDRESS 14651 Dallas Parkway, 6 <sup>th</sup> Floor		IRS FORM 1099 MAILING ADDRESS 14651 Dallas Parkway, 6 <sup>th</sup> Floor	
CITY, STATE, ZIP CODE Dallas, Texas 75254		CITY, STATE, ZIP CODE Dallas, Texas 75254	
CONTACT PERSON Robert E. Pickens		EMAIL ADDRESS bpickens@securustech.net	
PHONE NUMBER 972-277-0300		FAX NUMBER 972-277-0514	
TAXPAYER ID NUMBER (TIN) 75-2722144	TAXPAYER ID (TIN) TYPE (CHECK ONE) <input checked="" type="checkbox"/> FEIN <input type="checkbox"/> SSN		VENDOR NUMBER (IF KNOWN)
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE) <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Individual <input type="checkbox"/> State/Local Government <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> IRS Tax Exempt			
AUTHORIZED SIGNATURE 		DATE March 9, 2011	
PRINTED NAME Robert E. Pickens		TITLE Chief Operating Officer	



TITLE: OFFENDER TELEPHONE SYSTEM

CONTRACT PERIOD: DATE OF AWARD THROUGH FIVE YEARS

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

6. Changed Closing Date:  
As Stated: Return bid no later than 02/25/11 at 2:00 pm  
Change to: Return bid no later than 03/09/11 at 2:00 pm
7. REVISED paragraph 2.2.13
8. REVISED paragraph 2.4.4
1. REVISED paragraph Exhibit A, Section A.1



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

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

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

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

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

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

CONTRACT PERIOD: DATE OF AWARD THROUGH FIVE YEARS

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

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

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

SIGNATURE REQUIRED

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CITY, STATE, ZIP CODE Dallas, Texas 75254		CITY, STATE, ZIP CODE Dallas, Texas 75254	
CONTACT PERSON Robert E. Pickens		EMAIL ADDRESS bpickens@securustech.net	
PHONE NUMBER 972-277-0300		FAX NUMBER 972-277-0514	
TAXPAYER ID NUMBER (TIN) 75-2722144	TAXPAYER ID (TIN) TYPE (CHECK ONE) <input checked="" type="checkbox"/> FEIN <input type="checkbox"/> SSN		VENDOR NUMBER (IF KNOWN)
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE) <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Individual <input type="checkbox"/> State/Local Government <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> IRS Tax Exempt			
AUTHORIZED SIGNATURE 		DATE March 9, 2011	
PRINTED NAME Robert E. Pickens		TITLE Chief Operating Officer	

TITLE: OFFENDER TELEPHONE SYSTEM

CONTRACT PERIOD: DATE OF AWARD THROUGH FIVE YEARS

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

2. DELETED Section 3.8 and its subparagraphs



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

AMENDMENT NO.: 001  
 RFP NO.: B2Z11019  
 TITLE: OFFENDER TELEPHONE SYSTEM  
 ISSUE DATE: 01/25/11

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

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

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

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

CONTRACT PERIOD: DATE OF AWARD THROUGH FIVE YEARS

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

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

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CITY, STATE, ZIP CODE Dallas, Texas 75254		CITY, STATE, ZIP CODE Dallas, Texas 75254	
CONTACT PERSON Robert E. Pickens		EMAIL ADDRESS bpickens@securustech.net	
PHONE NUMBER 972-277-0300		FAX NUMBER 972-277-0514	
TAXPAYER ID NUMBER (TIN) 75-2722144	TAXPAYER ID (TIN) TYPE (CHECK ONE) <input checked="" type="checkbox"/> X FEIN <input type="checkbox"/> SSN		VENDOR NUMBER (IF KNOWN)
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE) <input checked="" type="checkbox"/> X Corporation <input type="checkbox"/> Individual <input type="checkbox"/> State/Local Government <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> IRS Tax Exempt			
AUTHORIZED SIGNATURE 		DATE March 9, 2011	
PRINTED NAME Robert E. Pickens		TITLE Chief Operating Officer	

TITLE: OFFENDER TELEPHONE SYSTEM

CONTRACT PERIOD: DATE OF AWARD THROUGH FIVE YEARS

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

1. Changed Closing Date:  
As Stated: Return bid no later than 02/08/11 at 2:00 pm  
Change to: Return bid no later than 02/25/11 at 2:00 pm
2. REVISED paragraph 1.5.2
3. REVISED paragraph 1.5.4
4. REVISED paragraph 1.7.2
5. REVISED paragraph 2.1.7
6. REVISED paragraph 2.1.8
7. ADDED paragraph 2.1.13
8. REVISED paragraph 2.2.13
9. REVISED paragraph 2.3.4
10. REVISED paragraph 2.3.5
11. ADDED subparagraphs 2.3.5.a – 2.3.5.g
12. ADDED subparagraph 2.3.7.g
13. DELETED paragraph 2.3.9
14. ADDED subparagraphs 2.3.10.a and 2.3.10.b
15. REVISED paragraph 2.4.3
16. REVISED paragraph 2.4.4
17. REVISED paragraph 2.4.5
18. REVISED paragraph 2.5.3
19. REVISED paragraph 2.5.8
20. REVISED paragraph 2.5.9
21. REVISED paragraph 2.8.2
22. DELETED paragraph 2.8.4
23. REVISED paragraph 2.9.5
24. REVISED paragraph 2.11.8
25. REVISED paragraph 2.18.3
26. REVISED paragraph 2.18.3.b
27. REVISED paragraph 2.18.4
28. REVISED paragraph 2.18.4.b
29. ADDED paragraph 2.18.8
30. REVISED paragraph 2.23.1
31. ADDED paragraph 2.23.3.b
32. REVISED paragraph 3.13.1
33. REVISED paragraph 3.18.1
34. REVISED paragraph 3.22.1
35. ADDED paragraph 4.3.8
36. REVISED paragraph 4.6.1
37. REVISED paragraph 4.6.7
38. REVISED subparagraph 4.7.1.a.1)
39. REVISED Exhibit A
40. ADDED paragraph C1.1.4 in Exhibit C
41. ADDED paragraph C1.1.5 in Exhibit C
42. REVISED Exhibit D
43. REVISED Attachment #1
44. ADDED Attachment #3



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

RFP NO.: B2Z11019  
 TITLE: OFFENDER TELEPHONE SYSTEM  
 ISSUE DATE: 12/20/10

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

RETURN PROPOSAL NO LATER THAN: 02/08/11 AT 2:00 PM CENTRAL TIME

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

	(U.S. Mail)	or	(Courier Service)
RETURN PROPOSAL TO:	DPMM		DPMM
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PHONE NUMBER 972-277-0300		FAX NUMBER 972-277-0514	
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AUTHORIZED SIGNATURE 		DATE March 9, 2011	
PRINTED NAME Robert E. Pickens		TITLE Chief Operating Officer	

# 1. Introduction and General Information

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

## 1.1 Purpose:

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

## ✓ Securus has read and understands.

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

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

## ✓ Securus has read and understands.

# 1. Introduction and General Information

## 1.2 Pre-Proposal Conference:

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

**Securus has read and understands.**

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

**Securus has read and understands.**

1.2.3 Pre-Proposal Conference RFP Questions – All potential offerors are encouraged to participate in the Pre-Proposal Conference as it will be used as the forum for questions, communications, and discussions regarding the RFP. The offeror should become familiar with the RFP and develop all questions prior to the conference in order to ask questions and otherwise participate in the public communications regarding the RFP.

a. Prior Communication – Prior to the Pre-Proposal Conference, the offeror may submit written communications and/or questions regarding the RFP to the buyer identified on page one. Such prior communication will provide the State of Missouri with insight into areas of the RFP which may be brought up for discussion during the conference and which may require clarification.

**Securus has read and understands.**

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

**Securus has read and understands.**

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

**Securus has read and understands.**

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

**Securus has read and understands.**

## 1.3 RFP Questions:

1.3.1 Questions and issues relating to the RFP must be directed to the buyer, Brent Dixon. It is preferred that questions be e-mailed to [brent.dixon@oa.mo.gov](mailto:brent.dixon@oa.mo.gov).



# 1. Introduction and General Information

**Securus has read and understands.**

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

**Securus has read and understands.**

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

**Securus has read and understands.**

**1.4 Offeror's Contacts:**

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

**Securus has read and understands.**

**1.5 Background Information:**

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

**Securus has read and understands.**

# 1. Introduction and General Information

## REVISED PER AMENDMENT #001

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

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

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

Securus has read and understands.

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

Securus has read and understands.

## REVISED PER AMENDMENT #001

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

Securus has read and understands.

# 1. Introduction and General Information

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

**Securus has read and understands.**

## 1.6 Awarded Bid & Contract Document Search:

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

**Securus has read and understands.**

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

## 1.7 Tour of Facility:

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

**Securus has read and understands.**

### REVISED PER AMENDMENT #001

1.7.2 Proposed Tour Schedule:

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

# 1. Introduction and General Information

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

This schedule does not include the Investigation Offices.

Securus has read and understands.

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

Securus has read and understands.

## 2. Functional, Technical, and Performance Requirements

---

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

### 2.1 General Requirements:

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

#### Securus has read, agrees, and complies.

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

#### **Arizona Department of Corrections**

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

#### **Key Project Milestones**

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

## 2. Functional, Technical, and Performance Requirements

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

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

### **Florida Department of Corrections**

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

### **Key Project Milestones**

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

## 2. Functional, Technical, and Performance Requirements

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

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

### **Maryland Department of Public Safety and Correctional Services**

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

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

### **Key Milestones of the SCP Conversion Project**

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

## 2. Functional, Technical, and Performance Requirements

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

2.1.2 The offender telephone system must meet or exceed the requirements and provisions specified herein.

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

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

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

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

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

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



## 2. Functional, Technical, and Performance Requirements

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

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

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

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

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

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

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

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

### REVISED PER AMENDMENT #001

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

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

## 2. Functional, Technical, and Performance Requirements

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

## 2. Functional, Technical, and Performance Requirements

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

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

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

### REVISED PER AMENDMENT #001

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

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

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

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

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

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

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

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

### Safe, Secure Storage Area Network

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

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

A SAN is a high-speed special-purpose network or sub-network that interconnects different kinds of mass storage and shared storage devices (such as mass disk arrays, and optical jukeboxes) with associated data servers. The SAN architecture makes all storage devices available to all servers on local area networks (LAN) or wide area networks (WAN). The SAN solution not only delivers complete scalability for the state agency's storage requirements, but also supports disk mirroring, backup and restore, archival and retrieval of archived data, data migration from one storage device to another and sharing data among different servers in a network.

## 2. Functional, Technical, and Performance Requirements

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

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

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

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

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

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

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

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

### ADDED PER AMENDMENT #004

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

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

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

### 2.2 Offender Call Requirements:

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

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

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

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

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

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

### How it Works

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

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

## 2. Functional, Technical, and Performance Requirements

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

Called Party Assistance	Offender Assistance
<ul style="list-style-type: none"> <li>• Request a rate quote</li> <li>• Hear the name of the facility and offender calling</li> <li>• Accept or reject the call</li> <li>• Choose to hear the prompts on the system in English, or the language selected by the offender (if configured for this option)</li> <li>• Block their number prior to accepting a call using SCP's patented Perma Block technology*</li> </ul>	<ul style="list-style-type: none"> <li>• Listen to prerecorded announcements only</li> <li>• Select a specific language at the beginning of the call (if configured for this option)</li> <li>• Acknowledge that the call is going to be monitored and recorded</li> <li>• Hear available call time (prompt will tell the offender call time limits based on calling schedules or calling restrictions)</li> <li>• Identify themselves by PIN or Voice Biometrics (if configured)</li> <li>• Add, remove, and/or listen to the phone numbers on their PAN list (if configured)</li> </ul>

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

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

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

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

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

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



## 2. Functional, Technical, and Performance Requirements

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

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

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

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

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

### Securus Correctional Billing Services Login Screen


**SECURUS**  
TECHNOLOGIES  
*connecting what matters*

FRIENDS & FAMILY | CORRECTIONAL FACILITIES | ABOUT US | CAREERS | CONTACT US

# Welcome!

to **Securus Technologies**

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



**CBS**  
Correctional Billing Services

**Manage My Account**

Username:

Password:

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

### Missouri Department of Corrections Friends and Family Support

<b>FAQs</b> <a href="#">Why are my calls blocked?</a> <a href="#">How can I block my phone from receiving inmate calls?</a> <a href="#">How do I open a new phone account so I can receive calls?</a> <a href="#">See All FAQs</a>	<b>Products &amp; Services</b> <a href="#">AdvanceConnect™ Account</a> <a href="#">Direct Bill Account</a> <a href="#">Traditional Collect Account</a> <a href="#">Secure Instant Mail</a>	<b>Facility Websites</b> <a href="#">Do you want to receive calls from... Texas Department of Criminal Justice? Click here</a>
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Securus offers AdvanceConnect™ as a prepaid collect call account option.

### AdvanceConnect™

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

## 2. Functional, Technical, and Performance Requirements

This account offers the end-user the following benefits:

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

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

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

**Securus has read and understands.**

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

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

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

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

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

### Securus has read, agrees, and complies.

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

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

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

To provide maximum convenience to facility personnel, authorized facility personnel can administer blocked numbers using our single-point access S-Gate user interface, or by calling Securus' Technical Support directly. All blocked numbers have an associated "Note" field stored in the blocked number database to record specific information for future reference.

## 2. Functional, Technical, and Performance Requirements

2.2.6 The offender telephone system must allow the state agency the ability to block an offender from calling individual telephone numbers or grouping of telephone numbers (i.e. state agency telephone numbers).

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

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

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

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

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

### How it Works

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

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

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

### Offender Calling Process

First time call for an offender comprises the following steps:

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

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

### Friends and Family Receiving Call Process

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

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

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

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

2.2.9 The offender telephone system must provide the called party the ability to block current and future calls from Missouri correctional institutions.

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

### Friends and Family Receiving Call Process

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

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

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

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

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

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

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

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

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



## 2. Functional, Technical, and Performance Requirements

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

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

### **REVISED PER AMENDMENT #001 AND #003.**

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

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

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

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

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

### **2.3 Debit Call Requirements:**

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

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

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

## 2. Functional, Technical, and Performance Requirements

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

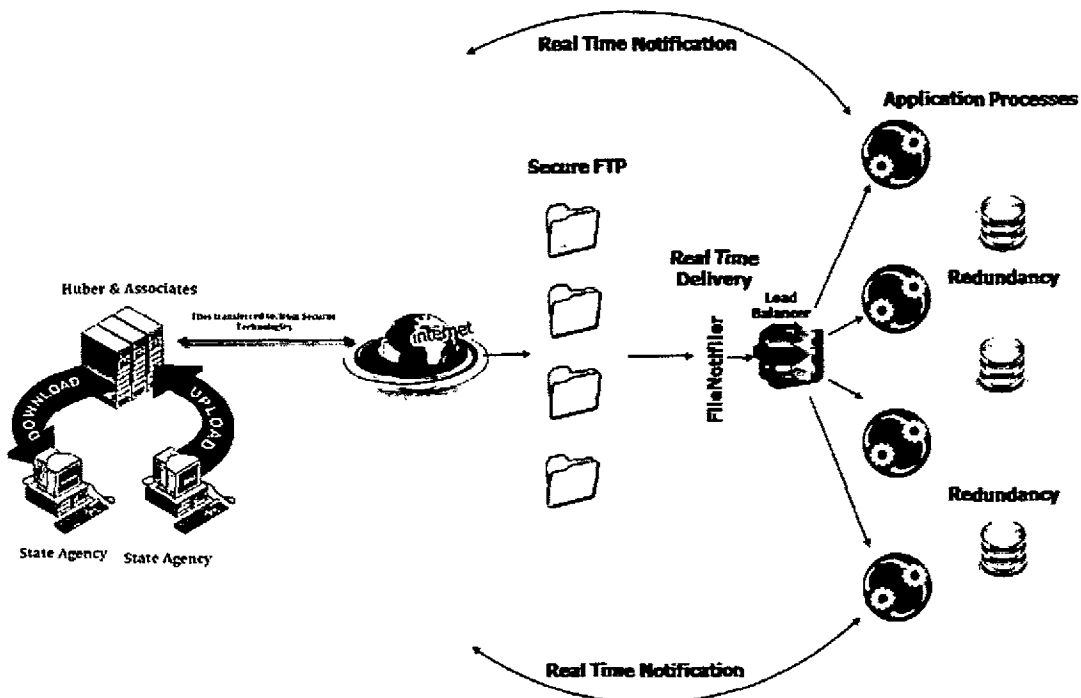
Securus has met with Huber & Associates to define the technical interface requirements and to identify timing, configurations, protocols and other parameters applicable with the file transfer for this requirement. Huber & Associates provided the file specifications document that defines the detailed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

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

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

### Securus and Huber & Associates Integration

*Proprietary and Confidential*



## 2. Functional, Technical, and Performance Requirements

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

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

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

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

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

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

### **REVISED PER AMENDMENT #001**

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

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

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

### REVISED PER AMENDMENT #001

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

### ADDED PER AMENDMENT #001

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

### Securus has read, agrees, and complies.

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

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

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

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

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

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

**ADDED SUBPARAGRAPH PER AMENDMENT #001**

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

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

2.3.8 The contractor must provide an electronic file approved by the state agency in a mutually agreeable format on a daily basis that contains daily debit purchases by offender that shall include:

- a. Date of purchase;
- b. Number of minutes purchased;
- c. Total amount of purchase; and
- d. Offender identification number.

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

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

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

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

### **DELETED PER AMENDMENT #001**

2.3.9 Deleted

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

### **SUBPARAGRAPHS ADDED PER AMENDMENT #001**

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

## 2. Functional, Technical, and Performance Requirements

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

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

#### 2.4 Pre-Paid Call Requirements:

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

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

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

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

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



## 2. Functional, Technical, and Performance Requirements

### Securus Correctional Billing Services Login Screen



**SECURUS**  
TECHNOLOGIES  
Connecting 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

Login

[Lost Password?](#)  
[Web Registration of 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](#)

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

### AdvanceConnect™

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

This account offers the end-user the following benefits:

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

## 2. Functional, Technical, and Performance Requirements

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

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

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

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

### REVISED PER AMENDMENT #001

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

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

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

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

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

### **Instant Pay™ Program**

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

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

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

### REVISED PER AMENDMENT #001 AND #003

2.4.4 The offender telephone system must, *upon request by the state agency or the pre-paid account holder*, generate and provide a monthly account statement *in either a hardcopy or electronic format* to each called party regarding their pre-paid account that includes the following information

- a. Beginning period's account balance;
- b. Each accepted call (including: date, time, duration and its applicable charge);
- c. Each purchase and or credit transaction (date and amount);
- d. Applicable local, city, state and federal taxes assessed;
- e. Ending account balance; and
- f. Toll-free number to contact the contactor's customer service center with questions or inquiries.

#### Securus has read, agrees, and complies.

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

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

## 2. Functional, Technical, and Performance Requirements

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

### REVISED PER AMENDMENT #001

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

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

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

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

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

### 2.5 PIN Requirements:

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

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

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

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

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

### REVISED PER AMENDMENT #001

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

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

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

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

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

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

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

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

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

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

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

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

- An interface to change or suspend a PIN number, and this software will be available to state agency personnel.
- By partnering with Huber & Associates, we allow the offender to suspend his or her PIN via the offender kiosk and the canteen point-of-sale (POS) system.
- By partnering with Huber & Associates, we offer a PIN administrator to handle PIN changes at the request of state agency personnel.
- By partnering with Huber & Associates, hourly we receive PIN changes made by DOC personnel via their offender management system.

2.5.6 The offender telephone system must utilize a transferable offender PIN. Example: The offender may be moved from institution to institution. The offender's information shall automatically follow. This information shall include previous calling activity. No administration by the state agency's staff shall be necessary.

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

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

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

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

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

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

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

### REVISED PER AMENDMENT #001

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

### REVISED PER AMENDMENT #001

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

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

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

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

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

### 2.6 PIN Card Requirements:

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

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



## 2. Functional, Technical, and Performance Requirements

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

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

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

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

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

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

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

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

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

This PIN administrator will perform the following functions:

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

## 2. Functional, Technical, and Performance Requirements

- Researching problems and communicating action(s) with caseworkers (such as offenders are unable to complete calls successfully due to incorrect PIN or blocked call number)
- Communicate with project management, such as communicate issues when either incorrect or no data is received to ensure problem reporting and resolution.

2.6.3 The contractor must provide the offender a PIN card every time the offender is assigned a new PIN.

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

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

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

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

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

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

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

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

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

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

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

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

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

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

### 2.7 "Allow Call Lists" Requirements:

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

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

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

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

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

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

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

### **Self-Managed PAN**

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

### Offender Managed Self-Learning PANs

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

### E-Imports PAN

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

#### 2.8 Telephone Equipment Requirements:

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

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

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

#### REVISED PER AMENDMENT #001

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

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

### Offender Telephone Equipment

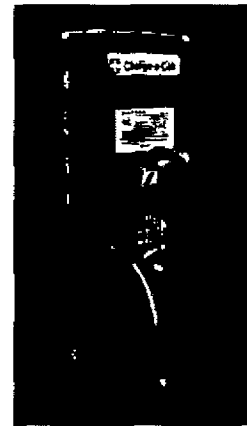
Securus' offender telephones are the strongest and most reliable units available, and are designed specifically for the prison environment. Our chosen phones set the industry standard and are the *overwhelming choice for state prison systems, the Federal Bureau of Prisons, county, and city facilities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

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

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

## 2. Functional, Technical, and Performance Requirements

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



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

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

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

~~DELETED PER AMENDMENT #001~~

2.8.4 Deleted

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

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

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

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

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

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

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

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

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

### 2.9 Recording/Monitoring Requirements:

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

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

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

#### Call Recording

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

#### Call Detail Record – The Chain of Evidence

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

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

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

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

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



## 2. Functional, Technical, and Performance Requirements

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

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

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

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

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

### Frequently Dialed Number Report

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The screenshot displays the SCP interface with the following elements:

- Search Bar:** A text input field with the placeholder text "Enter the Number of Times a Phone Number was Called".
- Table:** A table with columns for "Country Code", "Dialed Number", and "Frequency".
- Call Detail Report:** A pop-up window showing details for a selected number, including "Phone Number", "Last Modified", "Number", and "Address".
- Buttons:** "Report Export Options" and "Quickly View the Associated Call Detail Report by Clicking this Icon".

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

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

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

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

The following figure illustrates the Covert Alert configuration screen

### Covert Alert Configuration Screen

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SCP

SECURUS

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

Management Level: [Securus Demo Site]

General

GENERAL PORT INFORMATION (\* indicates required fields)

Name: LP 100

Status: Enabled

3-Way Call Detection: DEFAULT

Voice Biometrics: DEFAULT

Alert Phone Number and e-mail Address

Alert Location

COVERT ALERT INFORMATION

All the first and last name fields should match with the investigation S-Gate user account first name and last name.

Alert Phone*	Alert Email	Alert Location*	First Name*	Last Name*	Status*	PIN	Last Updated Call
2333333333		OFFICE	asd	sadf	Active		04-08-09 15:13
5555555555		OFFICE	dif	sdfg	Active		04-08-09 15:24
5555555555	test@yahoo.com			sdfg	Active		04-08-09 15:26

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

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

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

- Phone number called
- Phone in use

## 2. Functional, Technical, and Performance Requirements

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

### Covert Alert Configurations

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

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

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

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

### "Barge In"

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

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

### Covert Alert Call Detail Record Report

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

## 2. Functional, Technical, and Performance Requirements

### Covert Alert Call Detail Record Report

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**SCP**

Management Level: Securus Demo Site | Site: All Sites | Phone Group: All Phones | Phone: All Phones

**Covert Alert Call Detail Records Search**

Hide Criteria (Use \* for wild card / partial searches)

Alertee Country Code: [ ] | Alertee Dialed Number: [ ] | Alertee First Name: [ ] | Alertee Last Name: [ ]

Country Code: [ ] | Dialed Number: [ ] | First Name: [ ] | Last Name: [ ]

Custody Account #: [ ] | Termination Category: ALL | Call Status: ALL

06/11/2010 23:59:55

Play	Sites	Port LDC	Alertee Country Code	Alertee Dialed Number	Alertee First Name	Alertee Last Name	Termin. Cat.	Start Date/Time	End Date/Time	Dur. (s)	Country Code	Diald Number	Acct#	PIN	First Name	Last Name	Call Status	Pin Accept
[Play]	Securus Demo Site	LP 11		2145684417	den	den	No Investigator Acceptance	05-02-2010 01:34:14	06-03-2010 01:35:03	45	9722770595						complete	
[Play]	Securus Demo Site	LP 11		2145684417	den	den	No Investigator Acceptance	06-02-2010 02:01:28	06-02-2010 02:02:00	32	9722770595						complete	
[Play]	Securus Demo Site	LP 7		9722770595	test	test	No Investigator Acceptance	06-02-2010 02:38:37	06-02-2010 02:58:19	12	9722770595						complete	
[Play]	Securus Demo Site	LP 27		2145429301	Adam	Edwards	No Investigator Acceptance	06-02-2010 13:13:08	06-02-2010 13:13:29	21	9722770503	59555959595	99986	Adam	Edwards		complete	
[Play]	Securus Demo Site	1026		9739309720	Art	Hackel	Parent Call Ended	06-04-2010 11:01:34	06-04-2010 11:01:59	15	9722770562	59555959595	99986	Adam	Edwards		complete	
[Play]	Securus Demo Site	1025		2146351326	Ed	Roberts	Parent Call Ended	06-04-2010 11:01:34	06-04-2010 11:01:53	15	9722770562	59555959595	99986	Adam	Edwards		complete	
[Play]	Securus Demo Site	LP 1026		2145429501	Adam	Edwards	No Investigator Acceptance	06-04-2010 11:01:34	06-04-2010 11:02:04	30	9722770562	59555959595	99986	Adam	Edwards		complete	
[Play]	Securus Demo Site	LP 1086		8179554477	Joe	Teater	Parent Call Ended	06-07-2010 16:54:05	06-07-2010 16:54:22	17	9722770503	59555959595	99986	Adam	Edwards		complete	
[Play]	Securus Demo Site	LP 1086		2145429001	Adam	Edwards	Parent Call Ended	06-07-2010 16:54:05	06-07-2010 16:54:22	17	9722770503	59555959595	99986	Adam	Edwards		complete	
[Play]	Securus Demo Site	LP 1085		2146878762	Jack	Teater	Parent Call Ended	06-07-2010 16:54:05	06-07-2010 16:54:22	17	9722770503	59555959595	99986	Adam	Edwards		complete	

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#### REVISED PER AMENDMENT #001

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

✓ Securus has read, agrees, and complies.

## 2. Functional, Technical, and Performance Requirements

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

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

### **Scan Patrol**

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

### Live Call Monitor

Proprietary and Confidential

Management Level:  Customer  Site  Phone Group  Phone

Live Monitor

Scanning:  sec

Play	Location	Inmate Name	Acct #	Prepaid Acct #	Dialed #	City, ST	Fwd	Der	Priv	Watch	Status	Dialed Number	Call Date/Time
<input checked="" type="checkbox"/>	ANNEX # 2	Joe Doe	0687620		888-555-0000	DANVERS, MA		55			Call in Progress	833-555-6666	12-02-2010 09:57:49
<input checked="" type="checkbox"/>	ANNEX # 5	Joe Doe	0027816		888-555-0000	STONEHAM, MA		1718			Call in Progress	833-555-6666	12-01-2010 21:21:50
<input checked="" type="checkbox"/>	MN RT WALL # 5	Joe Doe	0682735		888-555-0000	HAVERHILL, MA		21			Record Caller Name	833-555-6666	12-01-2010 15:11:06
<input checked="" type="checkbox"/>	MN RT WALL # 6	Joe Doe	0677299		888-555-0000	SAUGUS, MA		800			Call in Progress	833-555-6666	12-01-2010 09:43:16
<input checked="" type="checkbox"/>	MN RT WALL # 8	Joe Doe	0689944		888-555-0000	CONCORD, MA		97			Call in Progress	833-555-6666	11-30-2010 20:13:04
<input checked="" type="checkbox"/>	Re-Entry #1	Joe Doe	0054650		888-555-0000	BOSTON, MA		81			Requesting Acceptance of Called Party	833-555-6666	11-28-2010 20:40:35
<input checked="" type="checkbox"/>	Re-Entry #3	Joe Doe	0666173		888-555-0000			7			Collecting Dial-To-Number	833-555-6666	11-28-2010 20:09:22
												Total Count: 12 Records	

Active Calls Only  Sort Phones

Showing calls to 7614351389

Names and Numbers are for Illustrative Purpose Only

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



## 2. Functional, Technical, and Performance Requirements

### 2.10 Storage Requirements:

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

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

The SCP OTS will store a minimum of one (1) year of call recordings and detail at the primary location. Securus will be responsible for recording and storing each offender call and the call detail as they occur in real-time to a central primary recording and storage location and then back up recordings to a secondary storage location.

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

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

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

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

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

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

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

### 2.11 Workstation Requirements:

2.11.1 The workstations provided with the offender telephone system must be a corporate class laptop that meets the following minimum requirements:

- a. 15" Widescreen WXGA screen;
- b. CPU with Intel Core 2 Duo Processor;
- c. Memory with 4 GB RAM;
- d. Hard Drive with 80 GB;
- e. Sound Card;
- f. DVD+/-RW;
- g. Integrated Wireless Solution 802.11 b/g/n;
- h. Microsoft Windows 7 Professional;
- i. Microsoft Office 2007 Professional Software; and
- j. Three (3) year, on-site, next-business day warranty.

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

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

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

## 2. Functional, Technical, and Performance Requirements

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



- **Easy Global Collaboration** – The latest wireless options let you connect with colleagues from virtually anywhere. A light-sensitive Webcam and noise-reducing, speech-enhancing microphone can be paired with speakers for an optimal video conference experience.
- **Smart Controls** – An intuitive, gesture-enabled touchpad and vibrant backlit keyboard option let you work smartly and comfortably in virtually any situation.
- **Power to Do More** – With Intel® Core™ i5 and up to quad-core Intel® Core™ i7 with Intel® Turbo Boost Technology processor options, along with next-generation discrete graphics options, you can have a performance boost to stay on top of business.
- **Always on Capability** – Use Dell Latitude ON™ technology to access your e-mail, calendar and contacts without needing to boot up, and enjoy the added benefit of idle battery life that can extend for days, not just hours, on select platforms<sup>2</sup>.

Our proposed workstation configuration is presented in the following table.

### Corporate Class Laptop Configuration

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

## 2. Functional, Technical, and Performance Requirements

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

## 2. Functional, Technical, and Performance Requirements

2.11.2 The workstations must include a docking station.

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

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

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



2.11.3 The workstations must include a wireless keyboard and mouse.

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

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

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



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

2.11.4 The workstations must include wireless headphones and external speakers.

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

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

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



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



## 2. Functional, Technical, and Performance Requirements

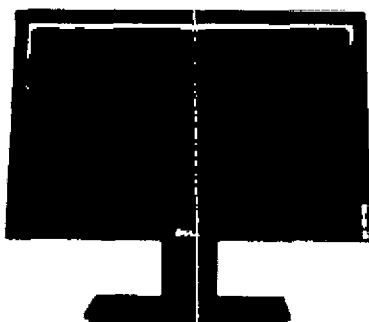
2.11.5 The workstations must include two (2) 19" flat panel monitors.

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

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

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

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



2.11.6 The workstations must include a nylon carrying case.

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

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

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

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



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

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

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

### REVISED PER AMENDMENT #001

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

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

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

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

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

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

### 2.12 General Offender Telephone System Requirements:

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

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

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

## 2. Functional, Technical, and Performance Requirements

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

### How it Works

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

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

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

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

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

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

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

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



## 2. Functional, Technical, and Performance Requirements

### Three-Way Call Search

Proprietary and Confidential

The screenshot displays the SCP (Securus Call Prevention) interface. At the top, there are navigation buttons for SYSTEM, MONITOR, TOOLS, ADMIN, and LOG OUT. Below these are management level and site selection dropdowns. The main section is titled "Call Detail Records Search" and features a "Customizable Search Engine" with various search criteria fields:

- Country Code, Dialect Number, Destination Zone, Custody Account #, PIN, Prepaid Account #, First Name, Last Name, Termination Category, Blocked Reason, Call Types, Call Status, International, Watched, Private, 3-Way, Voice Biometrics, Test Call, RCF, Date Criteria, Results per page, Start Date/Time, End Date/Time.

Buttons for "Reset" and "Search" are located below the search criteria. Below the search area is a table of results with columns: SITE, Port Loc, Ctry Code, Dialed #, Start Date/Time, End Date/Time, Dur., Acct#/Prepaid PIN, Acct# Name, First/Last Call Type, Call Status, Term. Category, Blocked Reason Code, and Call Properties. The table shows four search results, all of which are flagged as "3-Way".

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

Annotations on the screenshot include: "Customizable Search Engine" pointing to the search criteria fields, "Three Way Search Criteria" pointing to the search buttons, and "Call is Flagged as Three-way in OTS" pointing to the "3-Way" property in the results table.

### Securus Three-Way Prevention System Patents

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

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

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

### **Remote Kill Switch**

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

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

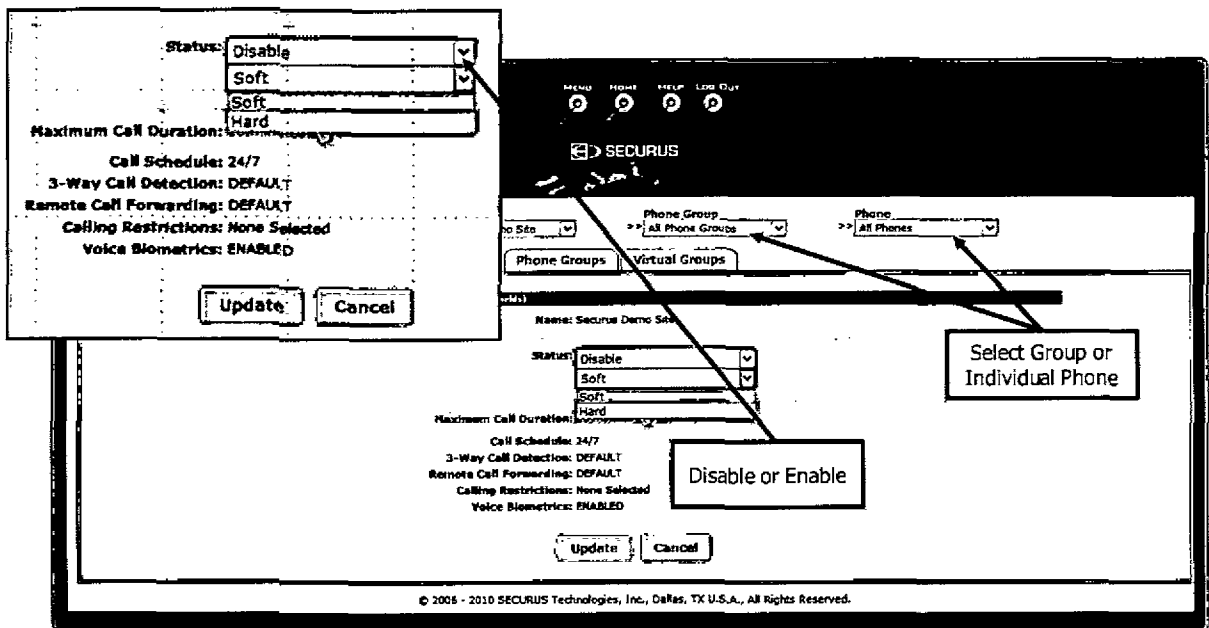
## 2. Functional, Technical, and Performance Requirements

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

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

### Remote Kill Switch

*Proprietary and Confidential*



## 2. Functional, Technical, and Performance Requirements

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

### Defining Call Schedules

*Proprietary and Confidential*

SCP

MONITOR TOOLS ADMIN MENU HOME HELP LOG OUT

SECURUS

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

Management Level: Securus Demo Site >> Kellway Test Lab Allen >> All Phone Groups >> All Phones

General Global Lists Call Schedules Call Forwards Phone Groups Virtual Groups

(\* indicates required field)

Name: Holiday

Disable Rule: Soft

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

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

Add Holiday

Christmas Day

Start Date/Time

MM DD YYYY HH:MM

DEC 25 2010 00:00

End Date/Time

MM DD YYYY HH:MM

DEC 25 2010 23:59

Cancel Update

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

✓ Securus has read, agrees, and complies.


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

## 2. Functional, Technical, and Performance Requirements

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

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

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

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


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

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

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

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

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

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

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

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

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

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

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

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

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

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

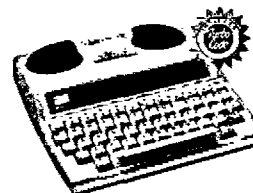
## 2. Functional, Technical, and Performance Requirements

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

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

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

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



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

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

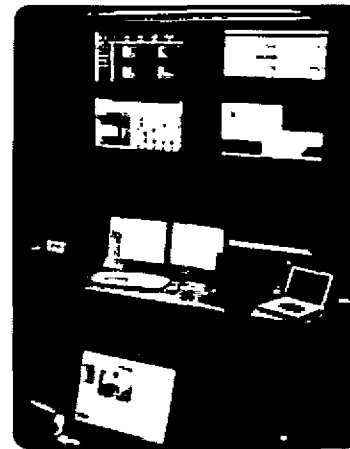
### Premium Network Monitoring Capabilities

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

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

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

### NOC Monitoring Center



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



## 2. Functional, Technical, and Performance Requirements

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

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

### **Remote Programming, Diagnostics, and Troubleshooting**

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

### **Securus Network Operations Center**

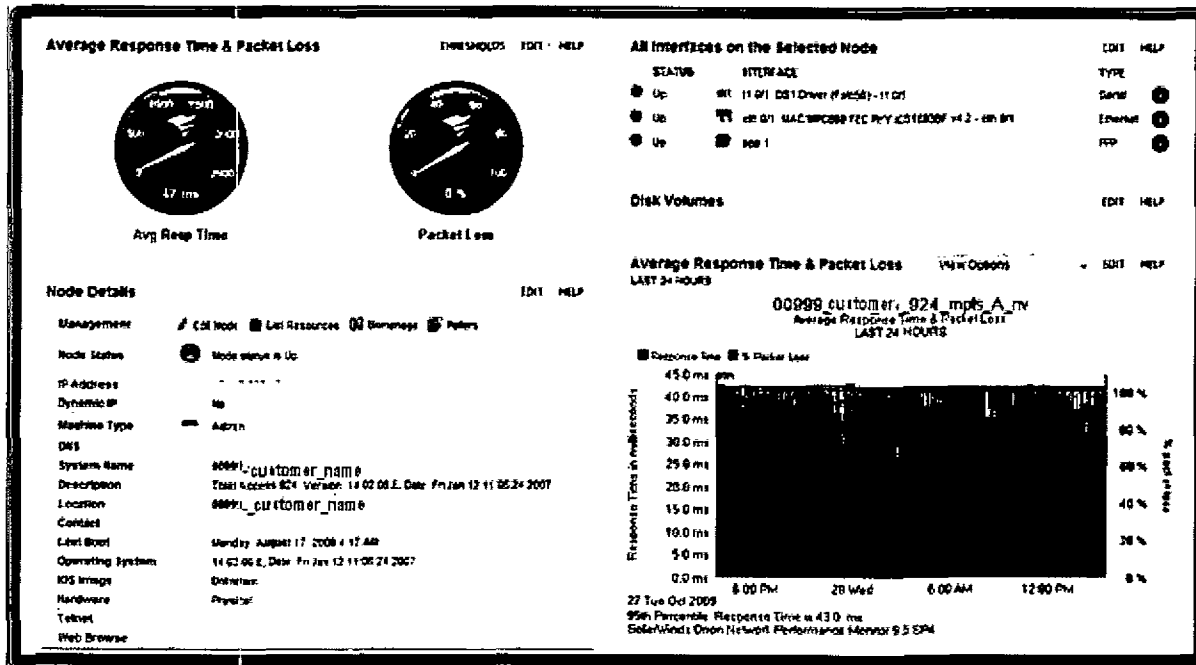


Visual monitoring in our NOC is achieved through the utilization of several key screens that are constantly being updated and monitored by our personnel in our NOC. For example, the following figure is a screen shot of the monitoring screen that is used to continually ping and monitor equipment on-site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

## 2. Functional, Technical, and Performance Requirements

### Adtran and Connection

Proprietary and Confidential



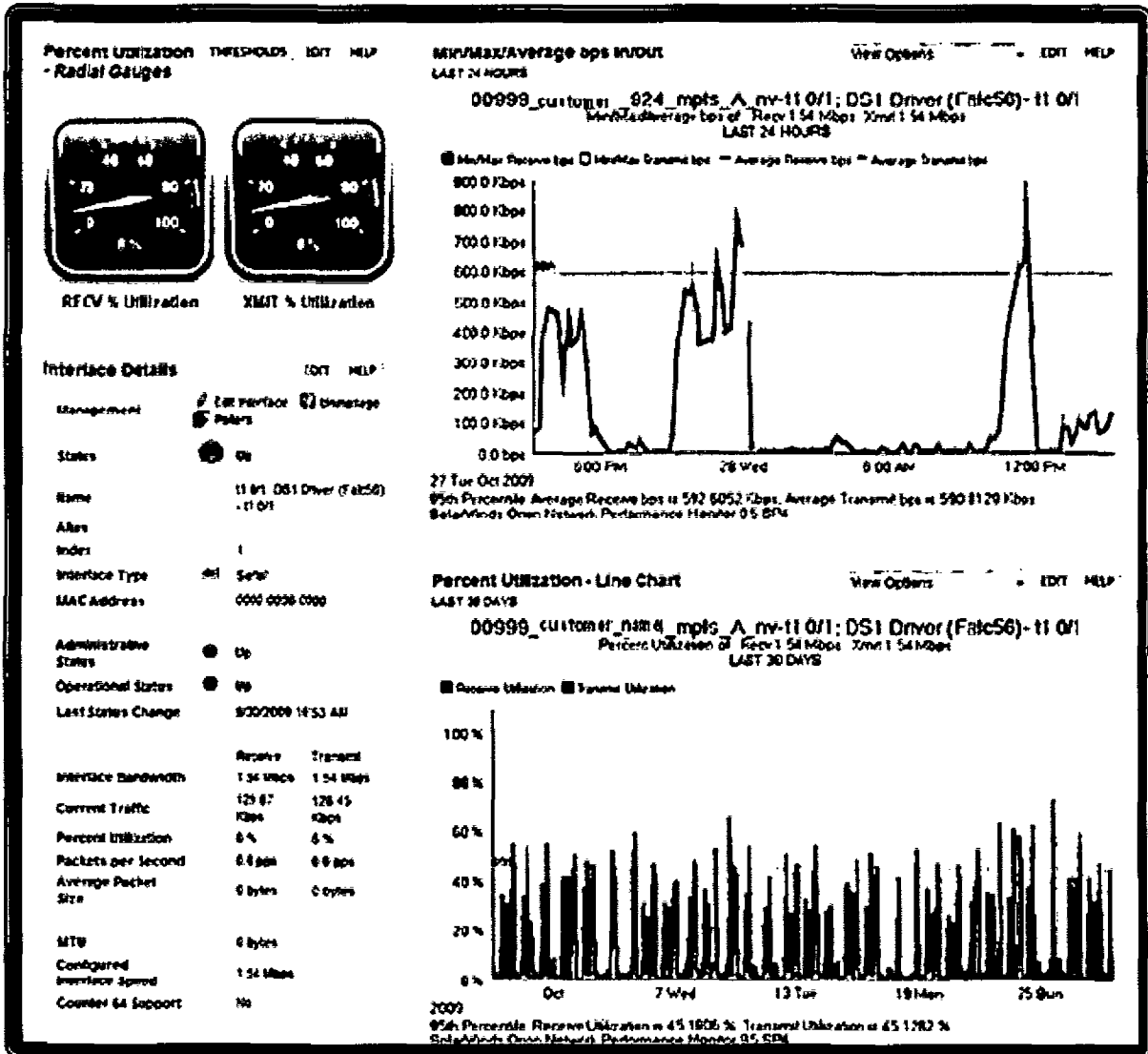
The upper left hand corner of the screen depicts the average response time from the ping test and the resulting packet loss. In the event the standard parameters are not met, the system will provide an alarm and NOC personnel are required to take specific actions to ensure that we are meeting our own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

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

## 2. Functional, Technical, and Performance Requirements

### Interface, MPLS Circuit, and Traffic

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

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

✓ Securus has read, agrees, and complies.

## 2. Functional, Technical, and Performance Requirements

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

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

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

**Recording Management**  
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SCP

Customer Management Level: Securus Demo Site

Folder Name: Demo

Site Name	Port Loc	CC	Dashed #	First/Last Name	PIN	Start Date/Time	End Date/Time	Dur.
Securus Demo Site	Board Room	1	9722770305			02-07-2011 14:23:26	02-07-2011 14:23:35	9 (s) 0.15(m)
Securus Demo Site	LP 1031	1	9722770447	Dean Rarbrey	3608	02-07-2011 12:48:01	02-07-2011 12:48:55	54 (s) 0.9(m)
Securus Demo Site	Board Room	1	9722770305			02-07-2011 10:00:49	02-07-2011 10:00:59	10 (s) 0.17(m)

Compression Method: ISO

CD or DVD Election: CD (2.5 MB Total) / DVD (4.00 MB Total)

Delivery Method: OGG File (Original Recording) / WAV File (Same size as OGG) / GSM File (25 % size of OGG) / Mp3 File (50 % size of OGG)

Buttons: Cancel, Create CD Image, Check Audio Format Selections Above

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

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

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

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

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

### Administrative View of Security Template

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SCP

SECURUS

Customer  
Management Level: Securus Demo Sec  
Create New Template

Create New User Templates by Naming the Role

FILL IN TEMPLATE INFORMATION  
(\* indicates required fields)

Name: \_\_\_\_\_

Description: \_\_\_\_\_ (200)

User has Read-Only Access

User has Read-Write Access

Provide Description of User Role

Admin | Monitor Reports System

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

Cancel Create

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

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

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

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

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

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

**Recording Audit Log**  
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**Recording Audit Log Search**

Management Level: Securis Demo Site Site: Securis Demo Site Phone Group: All Phone Groups Phone: All Phones

Hide Criteria

Fill in search criteria (\* indicates required fields)

Username: mwoolf@secur.tx First Name: Last Name: Recording Usage: ALL Dialed Number: Account: PIN: Call Start Date/Time: From: 02/28/2011 00:00:00 To: 02/28/2011 23:59:59 Expiration Date: From: To: Access Date/Time: From: 02/28/2011 00:00:00 To: 02/28/2011 23:59:59

When Accessed | How the Recording was Used | Who Accessed

Reset Search

Access Date/Time	Recording Usage	First/Last Name	Acct#/PIN	Call Start Date/Time	Call End Date/Time	Expiration Date	User	Dialed Number
02-28-2011 16:38:39	SAVE TO FOLDER			02-07-2011 14:23:26	02-07-2011 14:23:35	03/09/2011	mwoolf@SECUR.TX	9722770305
02-28-2011 16:38:39	SAVE TO FOLDER	Dean Ramsey	911952 3606	02-07-2011 12:48:01	02-07-2011 12:48:55	03/09/2011	mwoolf@SECUR.TX	9722770447

Number Dialed



## 2. Functional, Technical, and Performance Requirements

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

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

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

### **Crime Tip**

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

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

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

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

The Securus Crime Tip feature includes the following:

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

### **Informant Line**

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

## 2. Functional, Technical, and Performance Requirements

### Informant Line CDR reporting process

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

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

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

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

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

### Setting Call Duration

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SCP  
SECURUS  
Management Level: Custody > Securus Data Site > Site > Securus Data Site > Phone Group > All Phone Groups

Custody Accts

Return to Account List

OFFENDER'S GENERAL ACCOUNT INFORMATION (by Custodian Required Fields)

Account #: 06753091	Gender: FEMALE	Activation Date: 02/24/2011	Suspended: <input type="checkbox"/>
First Name: Mel	Race: hispanic	Booking Date: 07/23/2011	Start Date: 02/24/2011 00:00:00
Middle Name: C	Language Pref: Spanish	Release Date: 04/28/2015	End Date: 03/31/2011 00:00:00
Last Name: C. Benger	Housing Unit: CxP Block C	Alert Level: Maximum	
DOB: 02/15/1958	Call Schedule: 24/7	3-Way Contact: ENABLE	Virtual Group: Group Tab
SSN: 542259584	Max Call Dur: 30 minutes	Calling Restrictions: 3 calls daily	Word Spelling: <input type="checkbox"/>

Max allowed: 60 mins.

Reset Cancel Update Delete

Status: ACTIVE PIN #: 453178200761 Private (on Visiting): NO

From the Custody Account page, many offender restrictions can be enforced such as suspensions and calling schedules.

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

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

## 2. Functional, Technical, and Performance Requirements

### Designating a Private Number

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SCP

SYSTEM MONITOR TOOLS ADMIN

SECURUS

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

General Global Lists Calling Restrictions

Return to Dial List

GENERAL DIAL LIST INFORMATION (\* indicates required fields)

Mark a Telephone Number as Private

Dialled Number: 1 9722770581

City Code: Phone

Blocked:  Reason: ---

Private (Use for Attorney/Client Privilege):

Watch:

Record Calls:

Passive Acceptance:

Word Spotting:

Voice Biometrics: DEFAULT

Dialing Class of Service: ---

States: Active

Speed Dial Code: ---

3-Way Call Detection: DEFAULT

Max Call Dur.: 0 minutes

Description: Attorney Client Privileged

Enter Descriptive Text as to why the Number is Private

Create Date: N/A

Cancel Create Reset

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

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

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

### 2.13 Implementation Plan:

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

#### Securus has read, agrees, and complies.

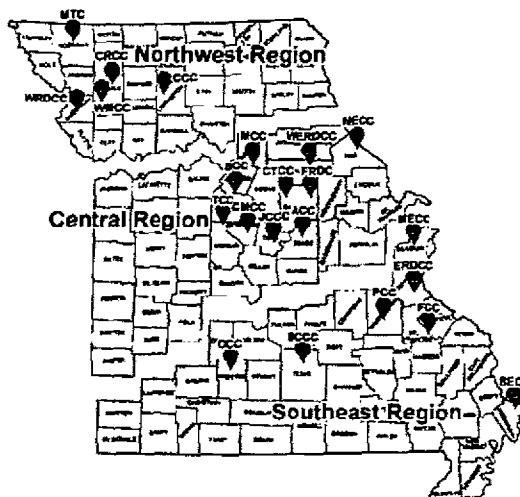
Securus will provide our implementation plan to the state agency communication manager for acceptance within 45 days after contract award. Securus will coordinate our SCP OTS implementation with the current service providers to ensure minimal disruption of service.

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

### Regional Approach

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

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



## 2. Functional, Technical, and Performance Requirements

### Securus Partnership

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



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

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

### Preliminary Implementation Plan

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

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

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

## 2. Functional, Technical, and Performance Requirements

### Integration

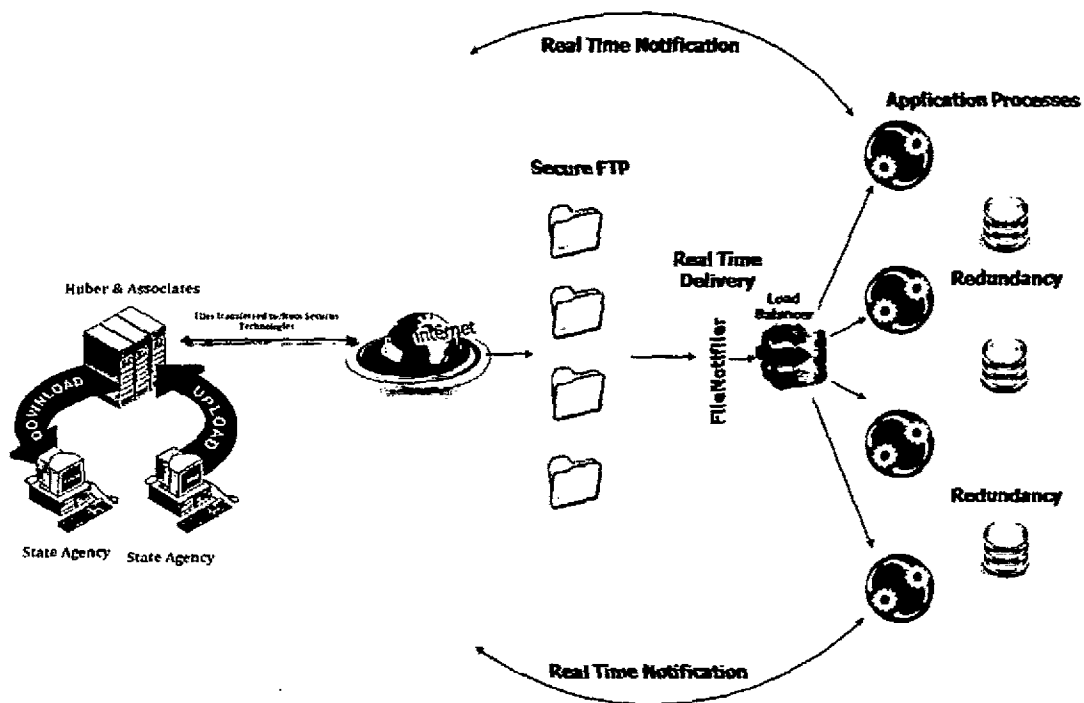
Securus has its own dedicated Integration Department that works exclusively on integrating the various systems and products in the correctional environment. This dedicated Integration Department allows Securus to deliver fast and flexible solutions for our customers. Securus currently integrates with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

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

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

### Securus and Huber & Associates Integration

*Proprietary and Confidential*



## 2. Functional, Technical, and Performance Requirements

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

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

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

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

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

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

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

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

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

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

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

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

### **Implementation Methodology**

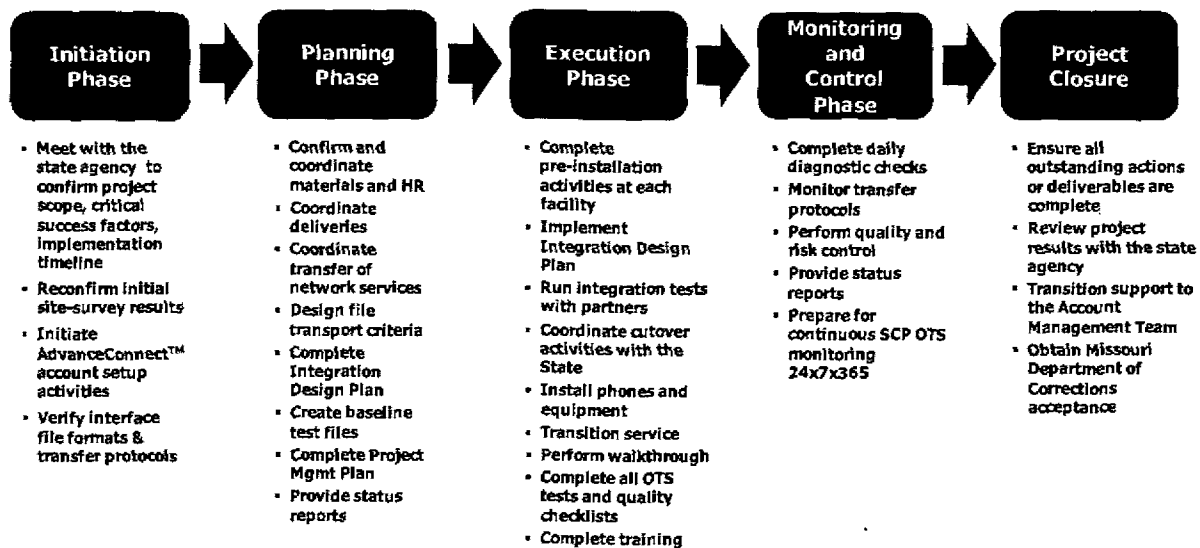
The following figure provides an overview of the Securus five-phase implementation methodology:



## 2. Functional, Technical, and Performance Requirements

### Securus Implementation Methodology

*Installed in less than 115 days!*



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

#### Initiation Phase

##### Initiation Phase

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

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

#### Integration

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

## 2. Functional, Technical, and Performance Requirements

### Prepaid Collect Call Accounts Transition to SCP

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

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

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

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

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

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

### Planning Phase

#### Planning Phase

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

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

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

- Finalized Customer Requirements document

## 2. Functional, Technical, and Performance Requirements

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

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

### Integration

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

### Execution Phase

#### Execution Phase

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

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

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

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

## 2. Functional, Technical, and Performance Requirements

### Preliminary Installation Schedule

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

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

### Integration

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

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

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

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

### Monitoring and Control Phase

#### Monitoring and Control Phase

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

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

## 2. Functional, Technical, and Performance Requirements

### Project Closure Phase

#### Project Closure

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

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

### Quality Management Plan

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

#### Quality Control Checkpoint 1: Provisioning

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

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

#### Quality Control Checkpoint 2: Pre-Installation

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

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

#### Quality Control Checkpoint 3: Equipment Testing/Functional Validation

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

## 2. Functional, Technical, and Performance Requirements

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

### Quality Control Checkpoint 4: Acceptance

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

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

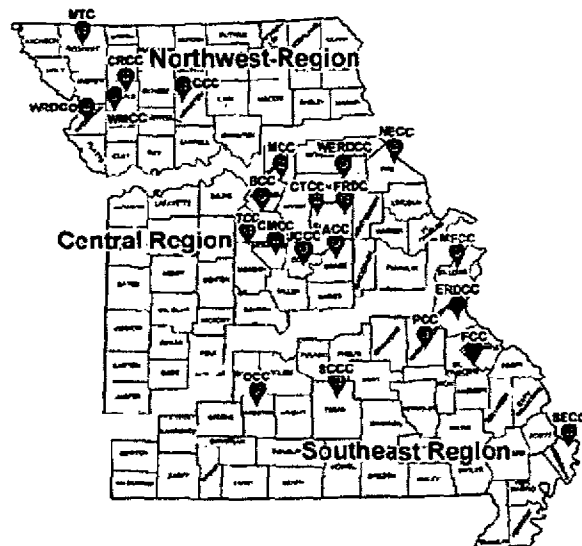
2.13.3 The project schedule should include the following milestones:

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

### Securus has read, agrees, and complies.

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

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



## 2. Functional, Technical, and Performance Requirements

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

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

### Northwest Region

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

### Central Region

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

## 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	8/24/201	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.



## 2. Functional, Technical, and Performance Requirements

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.

## 2. Functional, Technical, and Performance Requirements

- 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,

## 2. Functional, Technical, and Performance Requirements

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.

## 2. Functional, Technical, and Performance Requirements

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

## 2. Functional, Technical, and Performance Requirements

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

### 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.

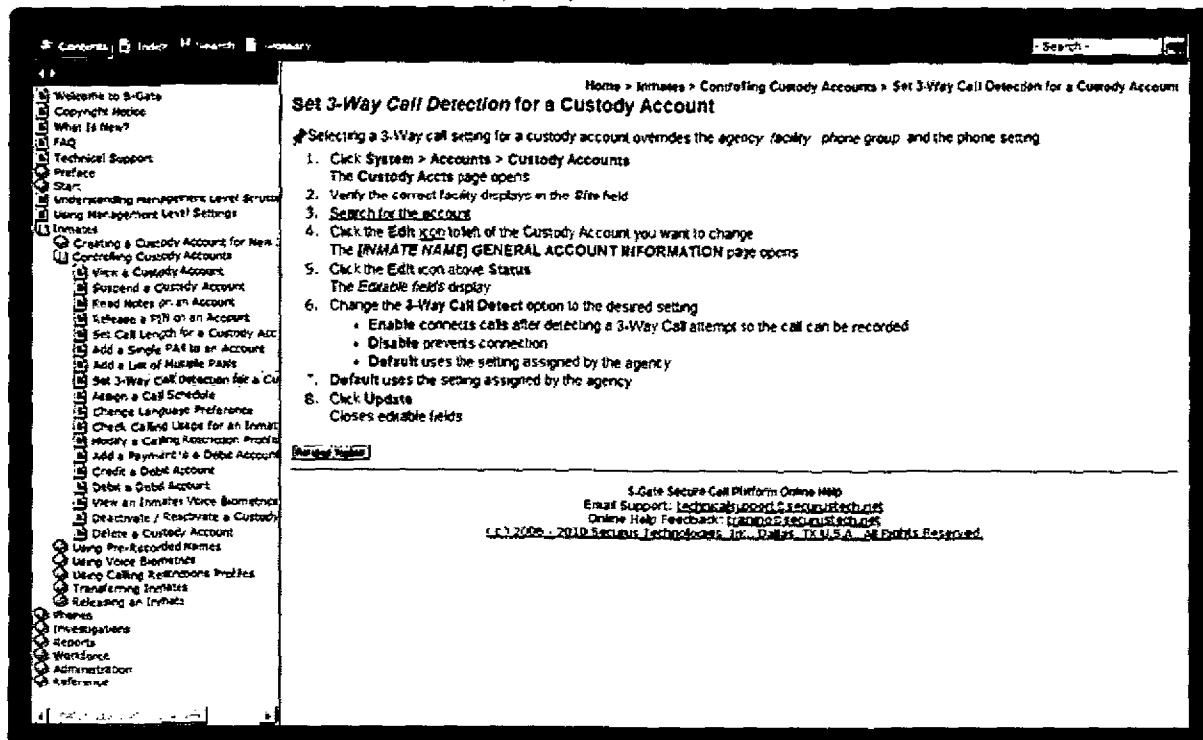
## 2. Functional, Technical, and Performance Requirements

- **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*



## 2. Functional, Technical, and Performance Requirements

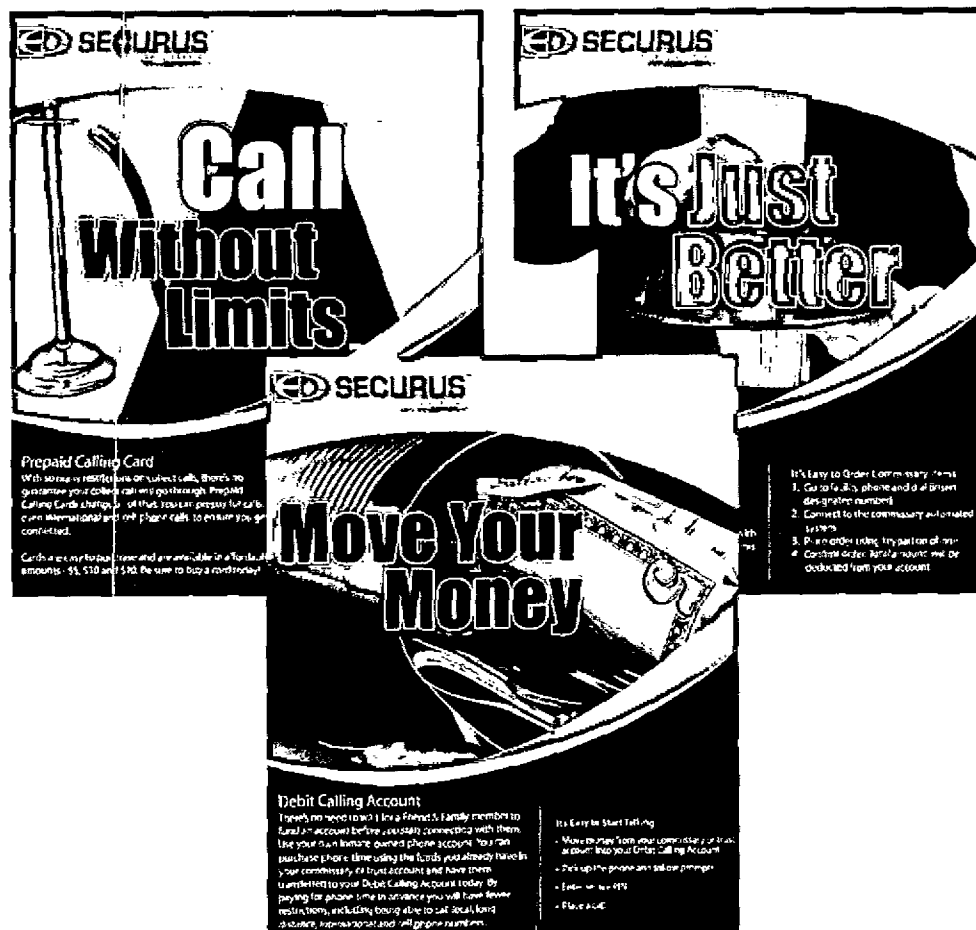
2.17.2 Information pamphlets and posters must be provided for offenders on the use of the offender telephone system for all applications when requested by the state agency.

✓ 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.



## 2. Functional, Technical, and Performance Requirements

### ✔ 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.

## 2. Functional, Technical, and Performance Requirements

### 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.

## 2. Functional, Technical, and Performance Requirements

- 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

## 2. Functional, Technical, and Performance Requirements

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.

## 2. Functional, Technical, and Performance Requirements

<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>
<b>LOCATION</b>		
<i>Eastern Reception &amp; Diagnostic Correctional Center</i>	\$6,407.99	\$3,396.48
<i>Boonville Correctional Center &amp; 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 &amp; 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 &amp; 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

## 2. Functional, Technical, and Performance Requirements

<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>
<b>LOCATION</b>		
<i>Kansas City Community Release Center</i>	<i>\$978.87</i>	<i>\$518.84</i>
<b>TOTAL</b>	<i>\$77,285</i>	<i>\$40,964</i>

**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.**

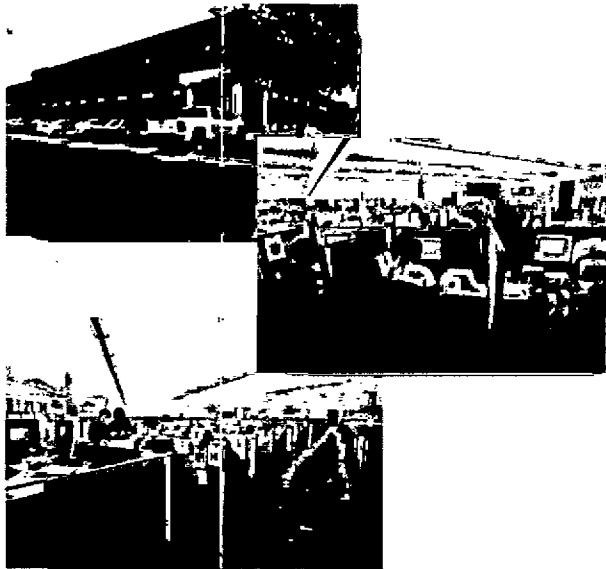
Securus will provide a toll free number for an offender's family/friends to call in order to speak to a live operator or customer service representative to assist them in establishing or maintaining their prepaid accounts.

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](http://www.correctionalbillingservices.com)
- **SCBS e-mail address** – [customer\\_service@correctionalbillingservices.com](mailto:customer_service@correctionalbillingservices.com)

## 2. Functional, Technical, and Performance Requirements

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](http://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](http://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  
connecting 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

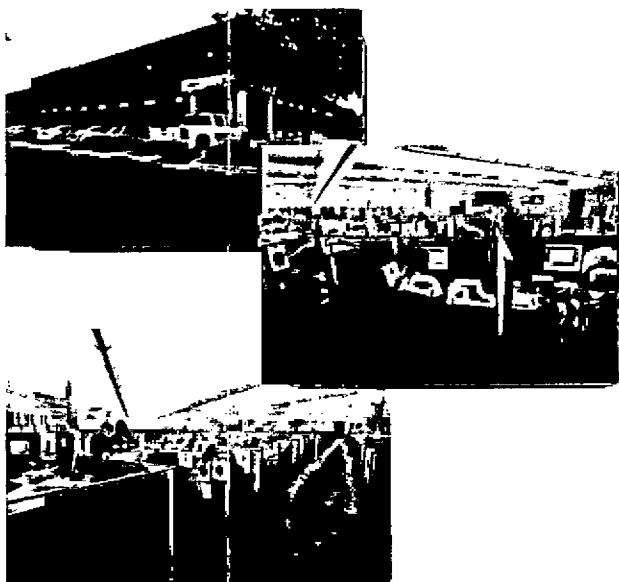
## 2. Functional, Technical, and Performance Requirements

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:

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## 2. Functional, Technical, and Performance Requirements

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

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Customer Service Agents receive a minimum of 120 hours training.

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.

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).

## 2. Functional, Technical, and Performance Requirements

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.

### 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](http://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**

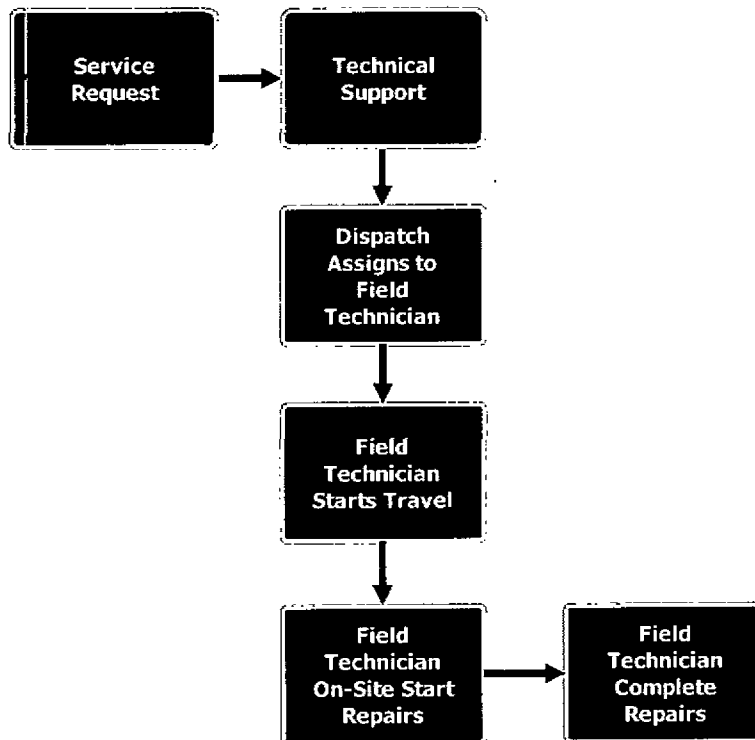
Sites	Zones	Office Base	Average Drive Time (Min)	Average Mileage
6	Service Zone 1	Kansas City	72	71.3
7	Service Zone 2	Lohman	76	60.4
7	Service Zone 3	St. Charles	90	84.9
20	Total	Average	79	72.2

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*

<b>Service Zone 1</b>			
<b>Office Base: Kansas City</b>			
<b>Site</b>	<b>Phones</b>	<b>Travel Miles</b>	<b>Drive Time (min)</b>
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
<b>Averages</b>	<b>483</b>	<b>71.33</b>	<b>72</b>

<b>Service Zone 2</b>			
<b>Office Base: Lohman</b>			
<b>Site</b>	<b>Phones</b>	<b>Travel Miles</b>	<b>Drive Time (min)</b>
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
<b>Average</b>	<b>529</b>	<b>60.43</b>	<b>76</b>

## 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 Recept & Diagnostic	70	79	87
Missouri Eastern	53	30	41
<b>Average</b>	<b>689</b>	<b>84.86</b>	<b>90.00</b>

### 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

<b>Workstations</b>	
<b>Tests and Checks Performed</b>	<b>Frequency</b>
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

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

<b>Software Checks &amp; Tests</b>	
<b>Tests and Checks Performed</b>	<b>Frequency</b>
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.

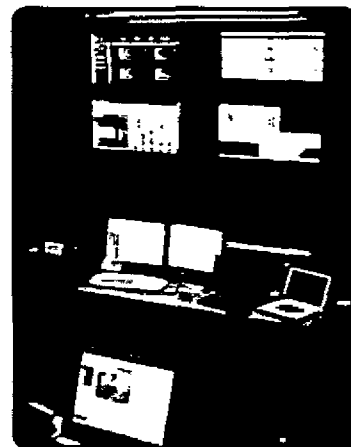
### **Premium Network Monitoring Capabilities**

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

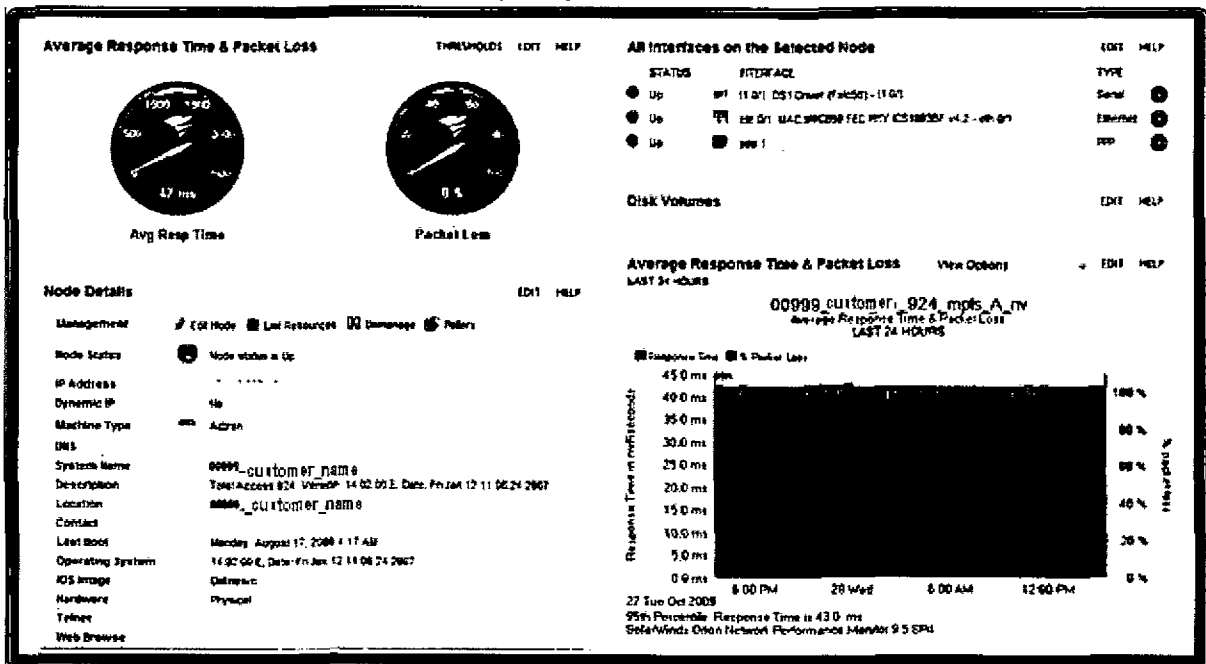


## 2. Functional, Technical, and Performance Requirements

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

### Adtran and Connection

*Proprietary and Confidential*



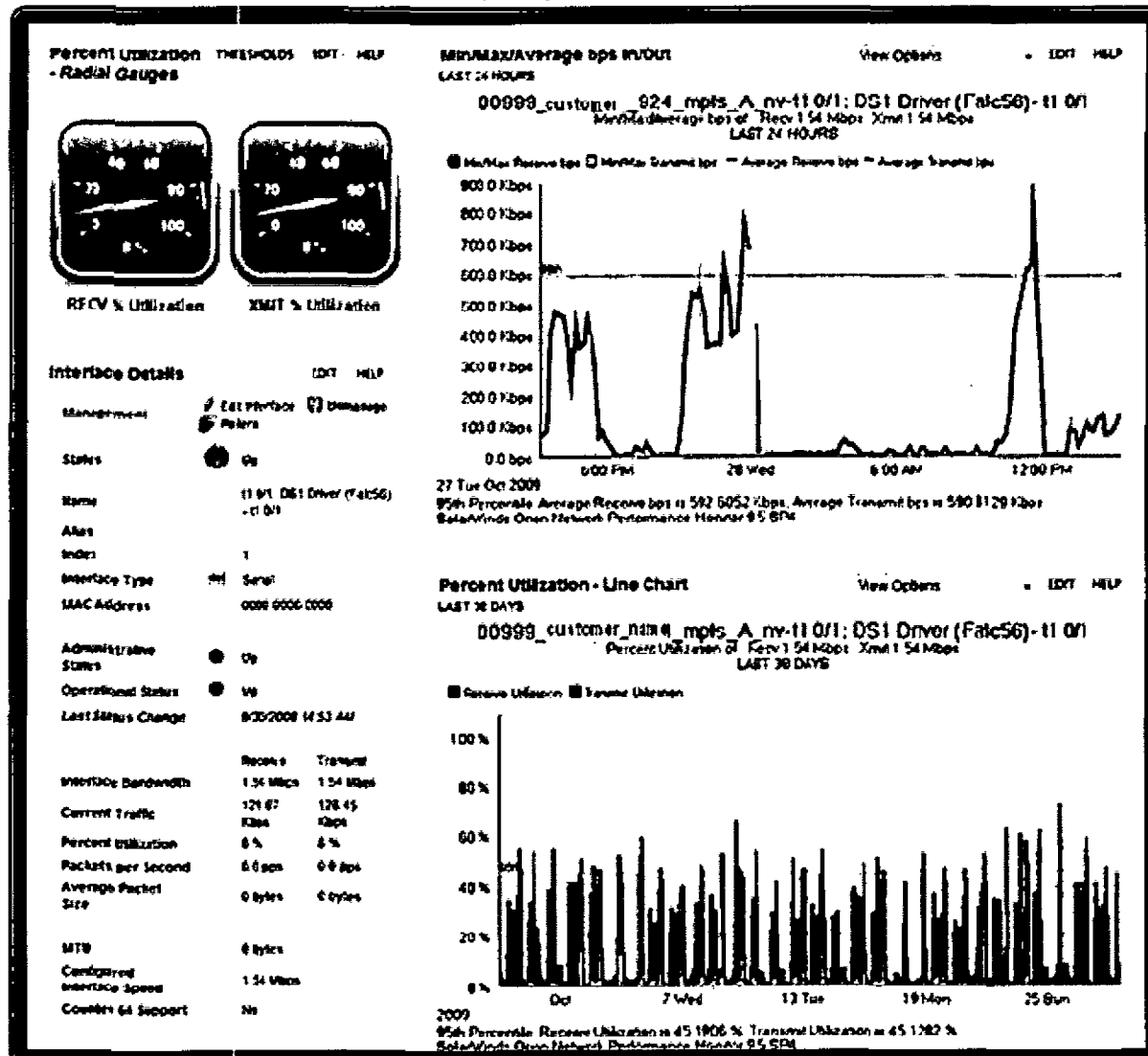
The upper left hand corner of the screen depicts the average response time from the ping test and the resulting packet loss. In the event the standard parameters are not met, the system will provide an alarm and NOC personnel are required to take specific actions to ensure that we are meeting our own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

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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**

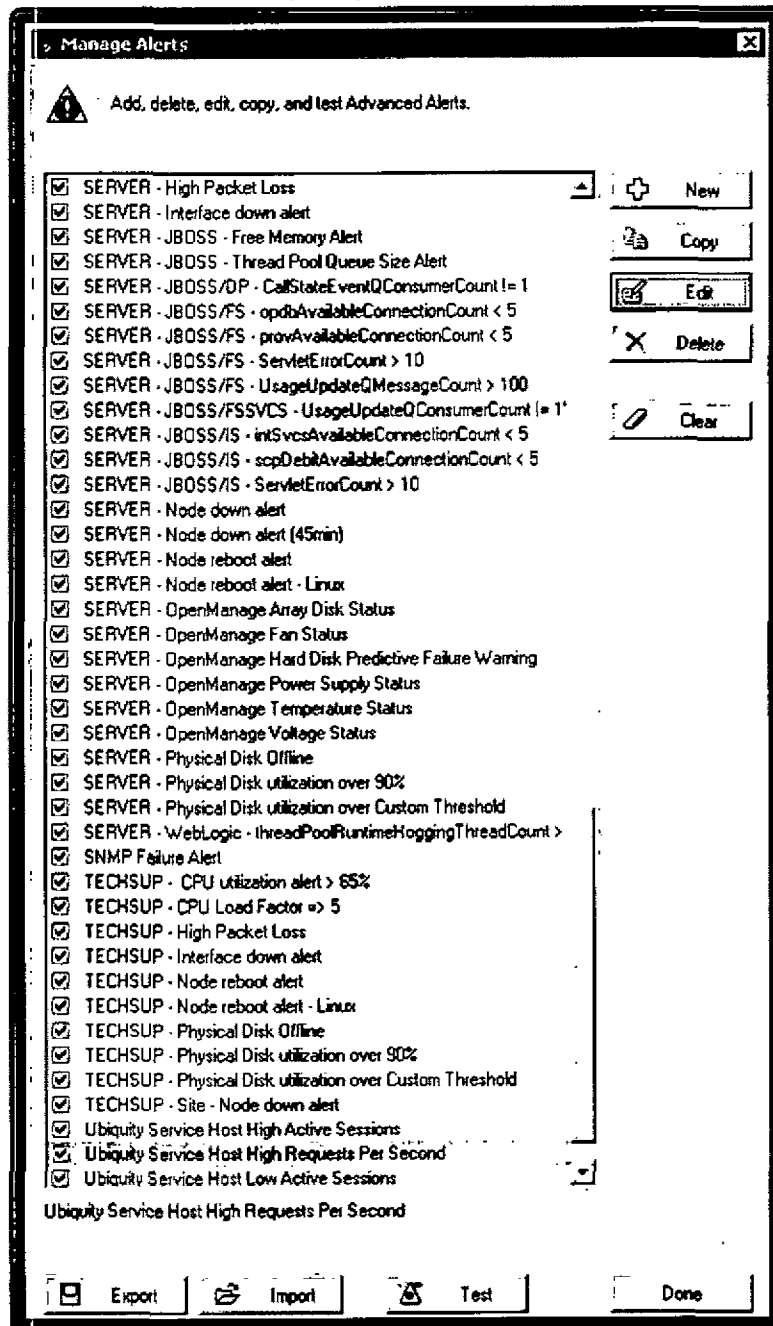
Securus has the ability to create an unlimited number of alerting conditions within the Securus S-Gate user interface. During the implementation process and at the time the Securus OTS is configured for your operating environment the Securus implementation team will identify your requirements to keep 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

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

## 2. Functional, Technical, and Performance Requirements

### Editing Alerts

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**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

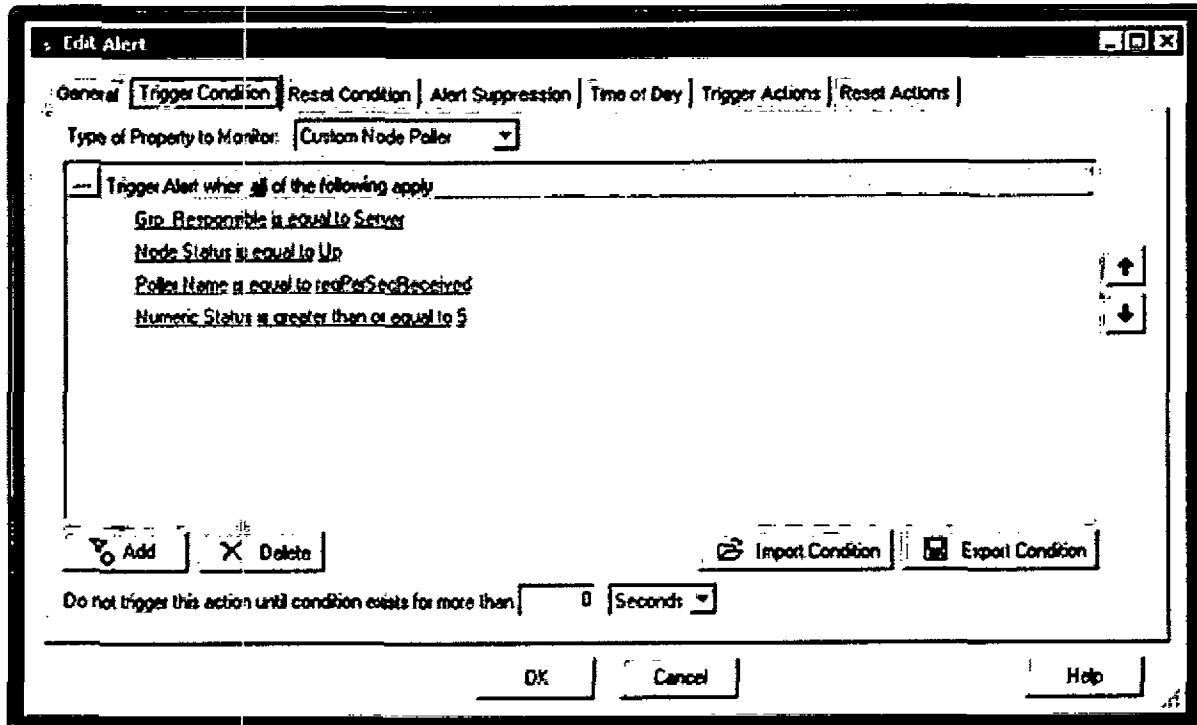
OK Cancel Help

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

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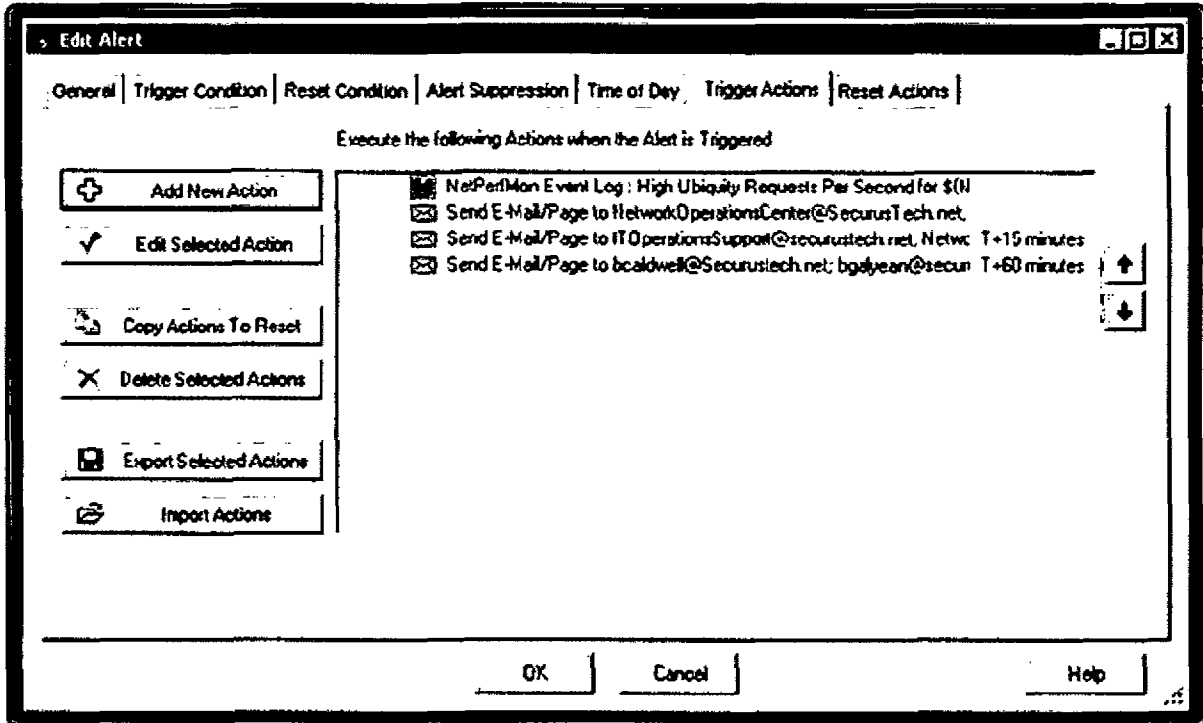


The following figure includes Time Trigger Escalation alerts if the alarming criteria have not cleared in a specified timeframe.

## 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](mailto: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 10<sup>th</sup> 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 10<sup>th</sup> 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:
  - o The best **three-way call detection** in the industry that will detect more three-way call attempts than anyone in the industry
  - o 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	To	Audited Priority Level							
Facility	ALL		Guarded Exchange							
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%
<b>MODOC Profiling</b>										
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
<b>Phone# Call Patterns</b>										
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
<b>Population Pattern Deviation</b>										
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
<b>Individual Pattern Deviation</b>										
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

## 2. Functional, Technical, and Performance Requirements

space, and office supplies. Guarded Exchange Level 2 staff will be located in Jefferson City, Missouri at a location approved by the state agency.

Securus will be responsible for meeting all requirements for accessing data necessary to complete the contracted functions for the State of Missouri.

- a. The manager of the contractor's call monitoring staff shall meet with the Department of Corrections, Inspector General's Office on at least a monthly basis to discuss intelligence gathering strategies. Meeting may be held on a more frequent basis as deemed necessary by the Department of Corrections.

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

The manager of Guarded Exchange's call monitoring staff will meet with the Department of Corrections, Inspector General's Office on at least a monthly basis to discuss intelligence gathering strategies. Additional meetings may be held on a more frequent basis as determined necessary by the Department of Corrections.

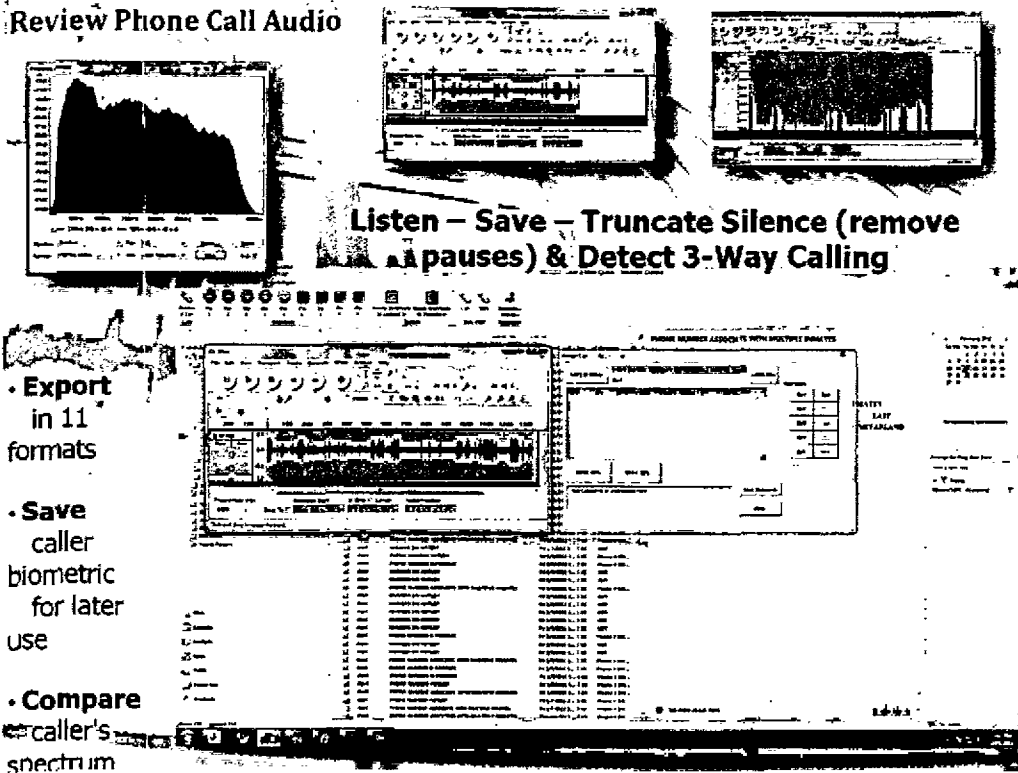
The following figure presents an example of the Guarded Exchange software application and associated screens that the user will have available to review calls, save, truncate, and view suspected three-way calls. These screens will be used on at least a monthly basis during meetings held with the Inspector General's Office to review calls. These screens are also available to investigators on demand between meetings.

## 2. Functional, Technical, and Performance Requirements

### Review Phone Call Audio

*Proprietary and Confidential*

#### Review Phone Call Audio



**Listen - Save - Truncate Silence (remove pauses) & Detect 3-Way Calling**

- Export in 11 formats
- Save caller biometric for later use
- Compare caller's spectrum

The following figure presents an example of the Guarded Exchange hierarchy that will be used to filter calls prior to submitting to the Inspector General's Office for review.



## 2. Functional, Technical, and Performance Requirements


b. The contractor must provide a monthly report that identifies the number of calls monitored by the offeror's technology and the contractor's staff.

Securus will provide a monthly report that identifies the number of calls monitored and analyzed by technology then listened to by Guarded Exchange.

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

### 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%				
<b>MODOC Profiling</b>																		
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								
<b>Phone# Call Patterns</b>																		
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								
<b>Population Pattern Deviation</b>																		
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								
<b>Individual Pattern Deviation</b>																		
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								

## 2. Functional, Technical, and Performance Requirements

### 2.24 Information Technology Accessibility Compliance:

Securus is aware of and has researched the State of Missouri Information Accessibility and Technology Compliance requirements. We have identified the standards that are required for the types of technology that we will be providing. For example (in part):

#### 1. Technical Standards

##### Software Applications and Operating Systems

- (a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.
- (b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.
- (c) A well defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes.

##### Web-based Intranet and Internet Information and Applications

- (a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content) except for captioning of audio information which shall comply with (b) of this section.
- (b) Captioning, video description or other equivalent alternatives for multimedia presentations, excluding live Webcasts and web transmission of television programming subject to (f) of Video and Multimedia Products, shall be provided in synchrony with the presentation, and in accordance with paragraph (c) and (d) of Video and Multimedia Products.

##### Telecommunications Products

- (a) Telecommunications products or systems that provide a function allowing voice communication and do not themselves provide TTY functionality, shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.
- (b) Telecommunications products, which include voice communication functionality, shall support all commonly used cross-manufacturer nonproprietary standard TTY signal protocols.
- (c) Voice mail, messaging auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users either through direct TTY access or through use of the relay service and by Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech To Speech users through the relay service.

## 2. Functional, Technical, and Performance Requirements

2.24.1 The offender telephone system must be compatible with visually and hearing impaired assistive technology. Specifically, the offender telephone system should be compatible with the following commonly used assistive technology products:

- JAWS,
- Window Eyes,
- ZoomText,
- MAGic, and
- Dragon Naturally Speaking.

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

The Securus offender telephone system may be compatible with visually and hearing impaired assistive technology. Specifically, Securus is willing to work with the state agency to understand the specific requirements for the following visually and hearing impaired assistive service delivery technology.

- JAWS
- Window Eyes
- ZoomText
- MAGic
- Dragon Naturally Speaking

2.24.2 Section 191.863 of the Revised Statutes of Missouri (RSMo) requires state agencies to make information technologies accessible to individuals with disabilities. The State of Missouri's Information Technology (IT) Accessibility Standards (<http://www.oa.mo.gov/itsd/cio/standards/ittechnology.htm>) provide direction for complying with RSMo 191.863. All products provided by the contractor shall comply with the applicable accessibility requirements of the Missouri IT Accessibility Standards.

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



## 2. Functional, Technical, and Performance Requirements

- a. The contractor shall promptly respond to any complaint brought to its attention regarding accessibility of the products provided hereunder. The contractor shall resolve such complaints by bringing the product into compliance with the applicable Missouri IT Accessibility Standards at no additional cost to the State. The contractor shall indemnify and hold harmless the State of Missouri and any Missouri government entity purchasing the contractor's products from any claim arising out of the contractor's failure to comply with the aforementioned requirements.

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

Securus will promptly respond to any complaint brought to its attention regarding accessibility of the products provided hereunder. Securus will resolve such complaints by bringing the product into compliance with the applicable Missouri IT Accessibility Standards at no additional cost to the State. Securus shall indemnify and hold harmless the State of Missouri and any Missouri government entity purchasing the contractor's products from any claim arising out of the contractor's failure to comply with the aforementioned requirements.

- b. The contractor must abide by the Missouri Digital Media Developers (DMD) Web Guidelines, which include the mandatory accessibility information for Section 508 and Chapter 191 compliance for any web based systems. Refer to the following web site:  
<http://www.oa.mo.gov/itsd/cio/standards/ittechnology.htm>.

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

Securus will abide by the Missouri Digital Media Developers (DMD) Web guidelines, which include the mandatory accessibility information for Section 508 and Chapter 191 compliance for web based systems.

Securus understands that Section 191.863 RSMo states that Missouri agencies must comply with Federal Section 508 accessibility guidelines and that the easiest ways to do this is to use standards-based coding, starting with basic HTML, and using CSS to mark it up. This will allow our technology to start with an accessible page and add design elements to enhance the visual impact for the general public.

### 2.25 Optional Products and Services:

- 2.25.1 The contractor should provide services for the detection and/or interruption of wireless communications devices, such as cellular telephones and data communications devices within the corrections facilities.

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

Securus has indicated how the proposed optional products and services below would impact the firm, fixed per minute call rate in Exhibit A.4. for collect, prepaid, and debit calls. Securus understands that the state reserves the right to evaluate Securus' proposed pricing for optional

## 2. Functional, Technical, and Performance Requirements

products and services as part of the Proposed Method of Performance, Solution Functionality, and Expertise of Personnel.

Securus is proposing the following Optional Products and Services, which lowers rates and creates a technology fund at the same time for deploying these solutions:

- **Additional fee-based options:**
  - Cell Phone Detection and/or Interruption Services
  - Offender Voicemail
  - JLG Investigative Biometric
  - Enhance Investigative Resources
- **Non fee-based options**
  - Huber Programming Services
  - Word Spotting
  - PREA Hot Line
  - Officer Check In

### **Detection and Interruption of Wireless Communication Devices**

Securus is proposing an additional rate per minute (identified in Exhibit A.4) for deploying services for the detection and/or interruption of wireless communications devices, such as cellular telephones and data communications devices within the corrections facilities.

Based on 2010 call volumes of more than 117 million minutes of use from the MODOC facilities, Securus estimates that each one cent (\$0.01) per minute increase represents \$1 million of available funding for deployment of technology for wireless detection and/or interruption services. However, what is not known is which technology is best for the State of Missouri and how many facilities would initially require this technology in the first year and beyond.

With the above questions still open, Securus recommends a multi-step approach to identify which technology and associated vendor is appropriate for the Missouri Department of Corrections. Securus knows from experience that each Department of Correction has policy, timing, financial, operational and installation issues to address before making a final decision on where and how to implement a solution to the problem of contraband cell phones in prisons.

Each potential solution can have significant impact to the day-to-day operations of your facilities. For example, implementing a full-scale detection solution may require the installation of numerous distributed antenna systems (DAS) inside your facilities to detect signals. Alternatively, a managed access service solution may not require the installation of a distributed antenna system but may require substantial policy considerations and changes that may require your staff to contact cellular carriers to shut down cell usage from inside facilities.

## 2. Functional, Technical, and Performance Requirements

### Proposed Actions to Assist MODOC

Securus proposes to take the following actions to assist the state agency in determining the best course of action for the Missouri Department of Corrections. Securus proposes to provide services for the detection and /or interruption of wireless communication devices, such as cellular telephones and data communications devices within correctional facilities in the following manner.



#### Step 1.

The initial step will be to assist the Missouri Department of Corrections in identifying available technology providers that meet the general specifications of the Missouri Department of Corrections and would be available for a technology demonstration.

1. **Deliverable provided by Securus** – List of technology providers and description of services, contact information and availability for demonstration.

#### Step 2.

Securus will provide a list of vendors to the Missouri Department of Corrections. MODOC will approve vendors and Securus will then contact all approved providers and schedule a technology demonstration for the MODOC personnel.

2. **Deliverable provided by Securus** – Schedule of demonstrations by the approved technology providers including time and place in Jefferson City, Missouri.

#### Step 3.

Securus will host, coordinate, schedule, and confirm attendees at a technology demonstration conference in Jefferson City, Missouri for having each approved vendor demonstrate their technology and their approach to detecting and interrupting wireless communication devices within facilities at the Missouri Department of Corrections.

3. **Deliverable provided by Securus:** Summary documentation by vendor of the technology, approach, time required and estimated cost per site, from each vendor.

#### Step 4.

Upon conclusion of the technology demonstrations by the approved vendors, Securus will assist the Missouri Department of Corrections in selecting a qualified vendor to deploy wireless detection and interruption of wireless communication devices technology at the facility locations chosen by the Missouri Department of Corrections.

4. **Deliverable provided by Securus:** Upon selection of the technology vendor by the State of Missouri Department of Corrections, Securus will contract with the vendor to provide services for the detection and/or interruption of wireless communications devices, such as cellular telephones and data communications devices within the corrections facilities.

#### Step 5.

## 2. Functional, Technical, and Performance Requirements

Upon deployment of the selected technology, assistance may be required in working with the cellular carriers (such as Verizon, AT&T, and Sprint) to affect the necessary actions as a result of finding cell phones within the Missouri Department of Corrections facilities. Securus will provide resources to work with cellular carriers to affect the required changes. The exact number of resources and activities associated with this function will be by mutual agreement between the parties.

5. **Deliverable provided by Securus:** Securus will provide human resources for the purpose of contacting wireless carriers to request that they disconnect or suspend the wireless service associated with wireless contraband phones found in Missouri Department of Corrections' facilities. The exact number of resources are to be determined by the parties.

During the course of our preparation for this response, Securus contacted the numerous companies that provide detection and interruption services and as a result would expect to have their interest in participating in the above process.

### **Securus Service Approach**

The Securus service approach is in the best interest of the Missouri Department of Corrections because of the following:

1. The decision on which technology to deploy for MODOC should not be an "after thought" associated with an offender phone system deployment.
2. The MODOC will have the opportunity to evaluate different technologies before full deployment of the solution.
3. MODOC will not be locked in to the recommended favored partner of the selected phone vendor.
4. MODOC will have the option of using more than one wireless detection technology to reflect the different requirements of different facilities.
5. Securus will include a managed service approach, during the entire life of the program, to assist with the deployment and overall operation of a full service wireless detection and/or interruption program, including interaction with the wireless phone carriers.

Securus has indicated in Exhibit A: 4. how the proposed additional optional products and services below would impact the firm, fixed per-minute call rate for collect, prepaid, and debit calls. Securus understands that the state reserves the right to evaluate our proposed pricing for optional products and services as part of the Proposed Method of Performance, Solution Functionality, and Expertise of Personnel.

Securus does not endorse any single specific technology or vendor but we can and have worked with several providers. As such, we are including wireless phone detection capabilities as an optional service offering to MODOC. Should MODOC desire to pursue our multistep offer as described above; Securus will work with MODOC to identify the preferred provider. Securus will then take on project management responsibilities to ensure a successful implementation of service.

## 2. Functional, Technical, and Performance Requirements

In preparation for this response, Securus has contacted Tecore Networks to request an suggested approach to providing services to the Missouri Department of Corrections As a result of our request, Tecore has provided the Executive Summary presented in the following figure.



INAC WIRELESS SYSTEM PROPOSAL  
TOD-INAC-Securus-MO(7)-110221

### EXECUTIVE SUMMARY

Tecore® Networks is pleased to present to Securus Technologies (Securus) this proposal for a multi-technology, Intelligent Network Access Controller (iNAC).

iNAC is a revolutionary approach used to assist in the control of illicit cell phones in correctional institutions. The iNAC capability provides Managed Access service which allows controlling the communication of unknown or unwanted devices within a targeted area while allowing service to valid approved users. Additionally the platform can provide support for key regulatory features such as E911 emergency call access and CALEA wiretapping.

Tecore's iNAC solution uniquely balances the needs of the facility, the community, the FCC, all major cellular networks and public safety thus making it the optimal solution for correctional facilities. Tecore provides a full suite of deployment and technical support services. We are ISO 9001:2008 certified and a three (3) time winner of 3GSM awards.

The architecture of the proposed solution will provide Securus the flexibility to tailor the iNAC system to meet the requirements of its customer. The proposal and pricing are structured as a list of options that may be selected as needed to form the best iNAC solution for each facility. As such, the total solution will be defined by the options selected.

The Tecore management team appreciates the opportunity to work with Securus. We pride ourselves on our track record of serving the needs of wireless network operators around the globe and believe that we have the products, technologies, experience, focus and resources to execute on the required build-out. The Tecore team stands ready to support you.

Thank you again for your interest in working with Tecore.

Sincerely,

A handwritten signature in black ink, appearing to read "Tim Murphy".

Tim Murphy  
Vice President, Sales  
Managed Access Systems  
Tecore Networks  
Phone: +1 (410) 872-6338  
Fax: +1 (410) 872-6010  
email: tmurphy@tecore.com

## 2. Functional, Technical, and Performance Requirements

The Tecore proposal is designed to primarily cover the high security facilities.

### Initial High Security Facilities

Site Location	Facility	Optimization Potential
Group 1 Jefferson City, MO	Jefferson City Correctional Center Algoa Correctional Center	The projected RF distribution for these locations is anticipated to be a grouping of outdoor antenna sets, repeaters (outdoor and indoor). While the site survey and RF plan is required to confirm the proper RF coverage, Tecore is confident that the grouping of the Jefferson City facilities offers opportunity for optimization of the site configuration. Since this is an outdoor installation of RF capability, there is more flexibility in the distribution of the signal in the area.  Like the other sites, the optimization possibilities will depend on the accessibility to connectivity between the sites and the RF signal distribution study.
Group 2 Moberly, MO	Moberly Correctional Center	Since this is an outdoor installation of RF capability, there is more flexibility in the distribution of the signal in the area.
Group 3 St. Joseph, MO	Western Reception, Diagnostic and Correctional Center	Since this is an outdoor installation of RF capability, there is more flexibility in the distribution of the signal in the area.
Group 4 Bowling Green, MO	Northeast Correctional Center	Since this is an outdoor installation of RF capability, there is more flexibility in the distribution of the signal in the area.
Group 5 Boonville, MO	Boonville Correctional Center	Since this is an outdoor installation of RF capability, there is more flexibility in the distribution of the signal in the area.
Group 6 Tipton, MO	Tipton Correctional Center	Since this is an outdoor installation of RF capability, there is more flexibility in the distribution of the signal in the area.
Group 7 Fulton, MO	Fulton Reception and Diagnostic Center	Since this is an outdoor installation of RF capability, there is more flexibility in the distribution of the signal in the area.

The Tecore Networks information is highly sensitive, confidential, and proprietary and has been provided at the request of Securus Technologies, Inc.

## 2. Functional, Technical, and Performance Requirements

### Offender Voice Mail

Securus through the SCP OTS uniquely offers the ability for offenders and friends and family member to leave secure voicemail messages for each other. Many times offenders experience difficulties connecting with busy friends and family members or offenders may not be able to make a regularly scheduled call. This optional service offering gives both parties an opportunity for two-way communication without the need to be at a telephone at the same time.



All voicemail calls will be subject to monitoring and recording. As a result, investigators will have the same security tools as standard telephone calls.

Voicemail messages can be as long as 30 seconds each with a limit of ten messages per offender per month. A typical voicemail message from a friend or family member could be "Missed talking to you last night, call me tomorrow at 7:30. I was at John's baseball game and they won again. I'll tell you about it tomorrow. Bye." A typical call from an offender could be "I'm sorry I wasn't able to call you yesterday, I'll call you at 7:30 tonight, looking forward to hearing about the game. Bye."

In order to make friends and family members aware of the voicemail program, Securus is able to offer custom announcement during set up of a normal offender call. This custom announcement would be played after all other call prompts are played to the called party. The announcement would give the friend or family member instructions on how to set up a voicemail account.

### How it Works

The following is an overview of how the Offender Voice Mail system functions.

#### Friend and Family (F&F) Voicemail Set-Up

- F&F set-up voicemail by calling Correctional Billing Services at 1-800-844-6951 and requesting voicemail service for Missouri Department of Corrections
- F&F will then set up a 4 to 8 digit mailbox ID.
  - This mailbox ID will be used by the offender and friends and family member when retrieving messages
  - All messages are subject to monitoring and recording.

#### Friends and Family Leaving a Message

- F&F will call a toll free number to access the voicemail platform. This access number is given to F&F when activate their voicemail account.
- When the voicemail system answers, the system will prompt the F&F member for their phone number and mailbox ID.
- Once the number is validated by the system, the F&F will be prompted to record up to a 30-second message.

## 2. Functional, Technical, and Performance Requirements

### Offender Message Retrieval and Reply

- The offender calls the F&F member's telephone number.
- If there is a message associated with the phone number, the system will ask the offender if he or she wants to listen to the message.
  - The offender can listen to the message before the call connects
- If the offender chooses to listen to the voicemail message, the system will prompt them for the mailbox ID.
- If authorized by the account holder (F&F), the offender may send a reply message to the F&F member.
- The offender has the option to listen to the message up to three times before it is deleted. The message is also deleted once the offender terminates the call.
- If the message is not retrieved within 15 days, it will automatically purge from the system.

### Offender Initiated Message

- If an offender attempts to call the F&F member and the offender receives a busy/no answer, the offender will be given an opportunity to leave a voicemail message for the F&F member (who would be automatically notified by the system sometime later that day).
  - F&F voicemail activation and authorization must be completed before an offender can initiate a message.
  - Voicemail must be set to begin recording before the F&F home or cell phone voicemail begins.
- This is set up by counting the number of rings before the voicemail picks up.

### Value to the State Agency

Offenders' friends and family are able to initiate telephone contact with the offender and the offender is able to leave messages for their friends when no one is available to accept a call. Securus proposes to provide each offender with the ability to receive or send up to ten voicemails each month from friends and family (each one up to 30 seconds in length). This gives both parties an opportunity for two-way communication, lessening the burden on correctional officers by providing an alternative to their involvement in the event an emergency contact with an offender is required. It will also potentially reduce the anxiety level of the offenders when they are experiencing difficulties contacting friends and family because they are not available at the times the offender is able to call them.





## 2. Functional, Technical, and Performance Requirements

### JLG Investigative Biometric

Securus is proposing to provide investigative biometrics from JLG Technologies at a price per minute as identified in Exhibit A.

Using breakthrough Department of Defense technology, JLG technology provided by Securus brings powerful evidence gathering and investigative analysis tools to corrections and law enforcement customers across the nation. Released in 2007, the JLG investigative biometric system employs technology to identify and expose offenders who try to hide their identities to engage in criminal activity. Far surpassing traditional biometrics, no other system on the market comes close to providing these capabilities. As of October 2010 the system is currently under contract in 70 facilities in 15 states, automatically monitoring over 240,000 offenders and analyzing a staggering 98 million hours of offender telephone calls to date.

### Unprecedented State-of-the-Art Technology

Securus can provide continuous voice recognition with Investigator Pro™ from JLG Technologies LLC (JLG). Investigator Pro™ is a powerful evidence gathering and investigative analysis tool. It uses *unprecedented state-of-the-art technology to "recognize" the voices of offenders over telephone calls* and exposes offenders who try to beat the system by hiding their identities to engage in criminal activity. The system's easy-to-use dashboard automatically collects and analyzes a vast amount of information that would otherwise be labor intensive to gather and interpret. This breakthrough technology stands to dramatically change the way evidence is gathered, shared, and incorporated into the investigation and prosecution process. The Investigator Pro™ system provides the highest level of integrity, efficiency, and demonstrated effectiveness as an evidence case management tool.

One of the modules of the system is the CallPlayer Pro. This playback system gives you the power to play and annotate calls faster, with less duplication of effort. In addition, not only will the Investigator Pro™ assist investigators in identifying which calls should be targeted to review, it also provides a sophisticated playback system with the power to play and annotate calls faster, with less duplication of effort. The system provides the following features:

- Ability to separate recorded voices and select only one voice to playback at a time
- Speed or slow a conversation or single voice within a recording
- User friendly playback module with intuitive buttons
- Saves time, allowing for more productive use of staff time, better distribution of staff resources and cost savings
- Report feature allows for supervisory oversight, accountability and assessment of staff's investigative skills and activities

### Unprecedented Capabilities

Every second of every call is voice analyzed.

## 2. Functional, Technical, and Performance Requirements

### **Continuous Voice Verification with Investigator Pro**

The Investigator Pro™ advanced voice identification technology was originally developed for the U.S. Department of Defense for covert surveillance. Prior to its development, no technology existed that was capable of performing the type of advanced surveillance functions to meet their needs. In order to solve this problem, the Department of Defense approached the Massachusetts Institute of Technology, home of the best voice analysis engineers in the world. MIT was tasked with creating a system to automatically monitor and analyze phone calls. Not surprisingly, they succeeded—and delivered a cutting-edge solution with unprecedented capabilities.

In the current version of the Investigator Pro™, offender call voices are analyzed immediately after the call has been completed. Alerts are instantly available in The Investigator in the Real Time status screen at the completion of each voice analysis. In the 1st quarter 2011 Investigator product release, The Investigator Pro™ will provide real time alerts as the call is in progress.

Every second of every call is voice analyzed. The Investigator Pro™ does not utilize intermittent verification because this type of identification allows offenders to converse undetected by passing the telephone when the verification is prompted.

The capability to identify outside party voices is being added in the 1st quarter 2011 release of the Investigator Pro™ product. If the called party voice is identified and labeled as a voice of interest, it will be searched for in future phone conversations. If found, a notification will be sent to the authorized officer that the participating caller is a “person of interest”.

Through its relationship with MIT, JLG Technologies was granted an exclusive license to bring this revolutionary technology to the corrections community. Securus can provide, as an optional feature, the JLG Investigative biometric capability. This unique tool assists investigators in matching a voice print to the offender and identifies possible instances where the offender may have forwarded a call.

### **Value to the State Agency**

The JLG investigative technology can be provided to Guarded Exchange for the purpose of providing an additional analysis tool. Using this technology, provided by Securus and associated with an additional per minute cost, Guarded Exchange will be able to analyze a call to determine if the offender originating the call remains on the call or a former offender enters the call.

By using the Securus provided JLG technology combined with the Securus SCP OTS Word Spotting feature and the Guarded Exchange technology, Securus can deliver the most qualified and actionable call possible to the investigators.

## 2. Functional, Technical, and Performance Requirements

### Enhanced Investigative Resources

Securus is proposing to provide additional investigative resources at a price per minute as identified in Exhibit A.4.

Securus will provide, through Guarded Exchange LLC, an **enhanced investigative personnel package** which will include a minimum of 12 (twelve) additional highly qualified investigative personnel to provide MODOC with additional investigative capabilities. These additional investigators will have training and skills similar to those of investigative officers employed by MODOC. Each "investigator" will be approved by MODOC Office of Inspector General before utilization for call monitoring.

#### Value to the State Agency

It is Securus' intent in providing this enhanced investigative personnel offering to supplement the efforts of existing investigators. Additionally, by offering this optional service Securus expects to significantly contribute to the Office of Inspector General's goals of identifying actionable calls as quickly as possible and providing the most substantive information from which to act.

#### **Twelve (Minimum) Additional Investigative Resources**

Through Guarded Exchange LLC, Securus will provide an **enhanced investigative personnel package**.

### Huber & Associates Software Programming Services

Securus proposes to provide funding for program services provided by Huber & Associates based on a professional fee of \$125.00 per hour. On an annual basis, Securus will provide \$50,000 per year for these services or \$250,000.00 over the life of the contract. This option will be provided at no additional cost per minute.

Examples of these services are described as follows

#### Development of More Functional Monitoring Software

Huber & Associates needs to develop more functional monitoring software for the kiosks. The state agency is becoming more and more reliant on the kiosks and need them to remain continuously operational. Huber & Associates has done a great job in keeping the kiosks running, but the numbers are growing and it is taking an increased amount of time to monitor. The state agency has recently bought a kiosk for every wing of every housing unit with the implementation of Kiosk Canteen Order Entry—*this will be the only way to buy phone time.*

#### Troubleshooting Phone Record Issues

If Huber & Associates encounters issues with phone records for the kiosk, time will be needed to troubleshoot issues and getting the data back in sync.

#### Example of Programming Services Provided by Huber & Associates

## 2. Functional, Technical, and Performance Requirements

The following table presents potential tasks that could be performed, along with expected deliverables and example pricing for Huber & Associates programming services. Services will be billed when a milestone is completed.

Milestone Description	Deliverable	Example Fee
<b>Analysis</b>		
Interview state agency staff to plan and define processes, inputs and outputs as they relate to current and future kiosk needs.	<ul style="list-style-type: none"> <li>• Documentation and working notes</li> <li>• List of current applications</li> <li>• List of future applications</li> <li>• Project Overview</li> </ul>	\$550
<b>Design</b>		
Define process flow	<ul style="list-style-type: none"> <li>• I/O Modules</li> <li>• Business Logic Modules</li> <li>• Stored Procedures</li> </ul>	\$1100
Define System Configuration	<ul style="list-style-type: none"> <li>• Operating System</li> <li>• Network Configuration</li> <li>• Hardware Configuration</li> </ul>	\$1100
User Interface design of applications	<ul style="list-style-type: none"> <li>• Screen Designs</li> <li>• Screen Navigation</li> </ul>	\$1650
<b>Development</b>		
Web/Presentation Programming and Testing	<ul style="list-style-type: none"> <li>• Programs</li> <li>• Customized Browser</li> </ul>	\$5500
System Configuration	<ul style="list-style-type: none"> <li>• Completed Configuration and diagnostic programs</li> </ul>	\$2860
<b>Testing and Rework</b>		
Testing and Rework		\$2200
<b>Implementation</b>		
Implementation at Central Office	<ul style="list-style-type: none"> <li>• Installation and Demo</li> </ul>	\$440
<b>Project Management</b>		
Project Management		\$1100

## 2. Functional, Technical, and Performance Requirements

### Value to the State Agency

These programming services, which will be provided by Securus (at no cost to the state) during the life of the contract, will enable the state agency to continue to improve investigative technologies, offender services, and additional value added services.

Throughout the life of the contract Securus expects that new technologies will become available and/or become appropriate for the state agency operating environment. By earmarking dollars for programming services, Securus can ensure that the technical interfaces, additional software programming, and implementation will be available to the state agency as required.

#### Integrated Technology

- Added layer of call recording analysis that no other vendor will be providing.

### SCP OTS Word Spotting

Securus is proposing to provide Word Spotting at no additional per minute charge. The results of Securus Word Spotting will be provided to Guarded Exchange for the purpose of added value to the technology that will be deployed for the Office of Inspector. Significantly, **Securus will be deploying our Word Spotting on ALL calls made through the SCP OTS.** Once the initial filtering is completed by the Securus Word Spotting technology, calls are provide to Guarded Exchange for additional analysis and filtering. As a result, Securus significantly enhances both the Guarded Exchange technology as well as the quality of the information provided to the Office of Inspector. This is compared to other vendor's technology that may not have the architecture to efficiently deploy the technology to monitor all calls from all locations.

The Securus Word Spotting solution was developed specifically for the corrections environment. As an experienced innovator, **Securus built and tested this technology in our development lab using real calls placed by real offenders with feedback and direction from real investigators.** This approach ensures that the state agency will be using a premier investigative tool with the best accuracy in the industry today.

SCP's Word Spotting features include the following components:

- Default dictionary of more than 7,500 search words, which can be customized to meet the facility's needs, including slang and jargon not found in standard dictionaries. As security threat groups expand their code word vocabulary and new intelligence is gained, new keywords can be added.
- User-friendly interface where suspicious offenders or phone numbers can be selected for ongoing searches.
- Word Spotting search engine that automatically processes offenders or phone numbers **with no additional involvement from facility staff.**
- Integrated reporting that allows users to identify calls where specified keywords were spoken.

## 2. Functional, Technical, and Performance Requirements

- Unique feature that allows users to select suspicious recordings from the standard Call Detail Report and send them through the search engine with a single mouse click.

### Value to the State Agency

Securus Word Spotting will be made available to state agency investigators and will be fully integrated with the Guarded Exchange technology. This will provide the state agency with an added layer of call recording analysis that no other vendor will be providing. Securus Word Spotting will be used in two ways.

### Securus S-Gate User Interface

First, investigators will be able to use the Securus SCP OTS Word Spotting feature by accessing the Securus S-Gate user interface and running reports that will highlight calls that were identified as having the pre-determined words within the call recording. Investigators can then choose to listen to the call or pass them on to Guarded Exchange for further analysis.

### Guarded Exchange Monitoring Technology and Call Center

At the same time, the second way the Securus SCP Word Spotting feature will be utilized is in concert with Guarded Exchange monitoring technology and call center resources. In this method, Guarded Exchange will identify the call recordings that have been highlighted in the Securus SCP OTS as having content that is listed in the Word Spotting library and will then further analyze the call.

This deeper level of analysis will consist of applying the Guarded Exchange technology to the call and Guarded Exchange call center resources. If the call raises to Level 2 analysis by the Guarded Exchange call monitoring resources, it will be further analyzed for referral to the Department of Corrections, Office of Inspector General based on the criteria previously established.

This multiple level analysis is designed to virtually eliminate false positives and deliver the most actionable call recordings back to the Office of Inspector General. By combining the Securus SCP OTS Word Spotting technology with the Guarded Exchange technology and call center resources, the Department of Corrections, Office of Inspector General can expect to review ONLY calls that have met very stringent analysis and screening criteria prior to submission to them for review and action. We expect that this solution will deliver the highest possible efficiencies for investigators and create the best use of investigators time.

Exclusive offer to  
Missouri Department  
of Corrections

