

CONTRACT, LEASE, AGREEMENT CONTROL FORM

Date: 09/06/2019

Contract/Lease Control #: C19-2847-PS

Procurement#: RFP PS 52-19

Contract/Lease Type: CONTRACT

Award To/Lessee: SECURUS TECHNOLOGIES, INC.

Owner/Lessor: OKALOOSA COUNTY

Effective Date: 09/03/2019

Expiration Date: 09/02/2022 W2 1 YR RENEWALS

Description of Contract/Lease: INMATE TELECOMMUNICATIONS SERVICES

Department: PS

Department Monitor: VAUGHN

Monitor's Telephone #: 850-689-8690

Monitor's FAX # or E-mail: SVAUGHN@MYOKALOOSA.COM

Closed:

Cc: Finance Department Contracts & Grants Office



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
11/24/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Insurance Services West, Inc. Denver CO Office 1900 16th Street, Suite 1000 Denver CO 80202 USA	CONTACT NAME: PHONE (A/C No. Ext): (866) 283-7122 FAX (A/C No.): (800) 363-0105	
	E-MAIL ADDRESS:	
INSURED Securus Technologies, LLC 4000 International Parkway Carrollton TX 75007 USA	INSURER(S) AFFORDING COVERAGE	
	INSURER A: Starr Indemnity & Liability Company	38318
	INSURER B: QBE Specialty Insurance Company	11515
	INSURER C: Lloyd's Syndicate No. 2623	AA1128623
	INSURER D:	
	INSURER E:	

COVERAGES **CERTIFICATE NUMBER:** 570085033265 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. **Limits shown are as requested**

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:		10000100152201	09/30/2020	09/30/2021	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$100,000 MED EXP (Any one person) \$10,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY		1000 198200201	09/30/2020	09/30/2021	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
B	<input type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION		100041553	09/30/2020	09/30/2021	EACH OCCURRENCE \$5,000,000 AGGREGATE \$5,000,000
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	1000004364	09/30/2020	09/30/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE-EA EMPLOYEE \$1,000,000 E.L. DISEASE-POLICY LIMIT \$1,000,000
C	E&O-Technology		W1C7D5200501 Claims Made-Cyber/E&O Tec SIR applies per policy terms & conditions	11/29/2020	09/30/2021	Aggregate Limit \$5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 Cyber Liability is included in the E&O-Technology coverage evidenced above. Certificate Holder is included as Additional Insured in accordance with the policy provisions of the General Liability and Automobile Liability policies. A waiver of Subrogation is granted in favor of Certificate Holder in accordance with Automobile Liability and workers' compensation policies.

CONTRACT#: C19-2847-PS
SECURUS TECHNOLOGIES, INC.
INMATE TELECOMMUNICATIONS SVS
EXPIRES: 09/02/2022 W/2 1 YR RENEWALS

CERTIFICATE HOLDER Okaloosa County 602-C North Pearl Street Crestview FL 32536 USA	CANCELLED SHOULD EXPIRATIC POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE <i>Aon Risk Insurance Services West Inc</i>

Holder Identifier :

Certificate No : 570085033265

C19-2847-PS



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
01/07/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

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PRODUCER Aon Risk Insurance Services west, Inc. Denver CO Office 1900 16th Street, Suite 1000 Denver CO 80202 USA	CONTACT NAME: _____	
	PHONE (A/C, No, Ext): (866) 283-7122	FAX (A/C, No.): (800) 363-0105
E-MAIL ADDRESS: _____		
INSURER(S) AFFORDING COVERAGE		NAIC #
INSURED Securus Technologies, Inc. 4000 International Parkway Carrollton TX 75007 USA	INSURER A: Zurich American Ins Co	16535
	INSURER B: American Guarantee & Liability Ins Co	26247
	INSURER C: Lloyd's Syndicate No. 2623	AA128623
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** 570080103331 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, Limits shown are as requested

WBR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WGD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: _____			GLA 1070513-02	09/30/2019	09/30/2020	EACH OCCURRENCE: \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence): \$1,000,000 MED EXP (Any one person): \$10,000 PERSONAL & ADV INJURY: \$1,000,000 GENERAL AGGREGATE: \$2,000,000 PRODUCTS - COMP/OP AGG: \$2,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			GLA 1070513-02	09/30/2019	09/30/2020	COMBINED SINGLE LIMIT (Ea accident): \$1,000,000 BODILY INJURY (Per person): BODILY INJURY (Per accident): PROPERTY DAMAGE (Per accident):
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED: RETENTION:			AUC107062102	09/30/2019	09/30/2020	EACH OCCURRENCE: \$1,000,000 AGGREGATE: \$1,000,000
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N N	WC107051203	09/30/2019	09/30/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E L EACH ACCIDENT: \$1,000,000 E L DISEASE EA EMPLOYEE: \$1,000,000 E L DISEASE-POLICY LIMIT: \$1,000,000
C	E&O-Technology			WIC705190401 SIR applies per policy terms & conditions	11/29/2019	11/29/2020	Aggregate Limit: \$5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 Cyber Liability is included in the E&O-Technology coverage evidenced above. Certificate Holder is included as Additional Insured in accordance with the policy provisions of the General Liability and Automobile Liability policies. A waiver of Subrogation is granted in favor of Certificate Holder in accordance with the policy provisions of the General Liability, Automobile Liability and workers' compensation policies.

CERTIFICATE HOLDER Okaloosa County 602-C North Pearl Street Crestview FL 32536 USA	CANC SH DA
	AUTHOR

CONTRACT# C19-2847-PS
 SECURUS TECHNOLOGIES, INC.
 INMATE TELECOMMUNICATIONS SERVICES
 EXPIRES: 09/02/2022 W/ TWO 1YR RENEWALS

Aon Risk Insurance Services West, Inc.

Holder Identifier :

Certificate No : 570080103331





CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
09/25/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

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PRODUCER Aon Risk Insurance Services West, Inc. Denver CO Office 1900 16th Street, Suite 1000 Denver CO 80202 USA	CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122	FAX (A/C. No.): (800) 363-0105	
	E-MAIL ADDRESS:		
INSURED Securus Technologies, Inc. 4000 International Parkway Carrollton TX 75007 USA	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A: Zurich American Ins Co		16535
	INSURER B: American Guarantee & Liability Ins Co		26247
	INSURER C:		
	INSURER D:		
	INSURER E:		

Holder Identifier :

COVERAGES **CERTIFICATE NUMBER:** 570078456968 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. **Limits shown are as requested**

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			GLA 1070513-02	09/30/2019	09/30/2020	EACH OCCURRENCE	\$1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$1,000,000
							MED EXP (Any one person)	\$10,000
							PERSONAL & ADV INJURY	\$1,000,000
							GENERAL AGGREGATE	\$2,000,000
							PRODUCTS - COMP/OP AGG	\$2,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			GLA 1070513-02	09/30/2019	09/30/2020	COMBINED SINGLE LIMIT (Ea accident)	\$1,000,000
							BODILY INJURY (Per person)	
							BODILY INJURY (Per accident)	
							PROPERTY DAMAGE (Per accident)	
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION			AUC107062102	09/30/2019	09/30/2020	EACH OCCURRENCE	\$1,000,000
							AGGREGATE	\$1,000,000
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	WC107051203	09/30/2019	09/30/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT	\$1,000,000
							E.L. DISEASE-EA EMPLOYEE	\$1,000,000
							F.I. DISEASE-POLICY LIMIT	\$1,000,000

Certificate No : 570078456968

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Certificate holder is included as Additional Insured in accordance with the policy provisions of the General Liability, Automobile Liability and Excess Liability policies.

CERTIFICATE HOLDER

CAN

 okaloosa county
 602-C North Pearl Street
 Crestview FL 32536 USA

 S
 E
 POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Aon Risk Insurance Services West, Inc.

 CONTRACT#: C19-2847-PS
 SECURUS TECHNOLOGIES, INC.
 IINMATE TELECOMMUNICATIONS SERVICES
 EXPIRES: 09/02/2022 W/2 1 YR RENEWALS

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Quick Search Results

Total records: 1

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Result Page: 1

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Your search returned the following results...

Entity	Securus Technologies, Inc.	Status: Active
DUNS: 192858954	CAGE Code: 4X9H4	View Details
Has Active Exclusion?: No	DoDAAC:	
Expiration Date: 06/26/2020	Debt Subject to Offset?: No	
Purpose of Registration: All Awards		

Result Page: 1

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IBM-NP-20190814-1104
WWW3

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This is a U.S. General Services Administration (Federal Government) computer system that is "FOR OFFICIAL USE ONLY." This system is subject to monitoring. In addition, found performing unauthorized activities are subject to disciplinary action including criminal prosecution.



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
09/28/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

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PRODUCER Aon Risk Insurance Services West, Inc. Los Angeles CA Office 707 Wilshire Boulevard Suite 2600 Los Angeles CA 90017-0460 USA	CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122 FAX (A/C. No.): (800) 363-0105		
	E-MAIL ADDRESS:		
INSURED Securus Technologies, Inc. 4000 International Parkway Carrollton TX 75007 USA	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A: Zurich American Ins Co		16535
	INSURER B: American Guarantee & Liability Ins Co		26247
	INSURER C:		
	INSURER D:		
	INSURER E:		

COVERAGES **CERTIFICATE NUMBER:** 570073352188 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. **Limits shown are as requested**

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR VVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			GLA 1070513-01	09/09/2018	09/30/2019	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000 MED EXP (Any one person) \$10,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY			GLA 1070513-01	09/09/2018	09/30/2019	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION			AUC107062101	09/09/2018	09/30/2019	EACH OCCURRENCE \$1,000,000 AGGREGATE \$1,000,000
A	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N N	WC107051202	09/30/2018	09/30/2019	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE-EA EMPLOYEE \$1,000,000 E.L. DISEASE-POLICY LIMIT \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

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CERTIFICATE HOLDER**CANCELLATION**

Okaloosa County 602-C North Pearl Street Crestview FL 32536 USA	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE <i>Aon Risk Insurance Services West, Inc.</i>
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Holder Identifier :

Certificate No : 570073352188

**PROCUREMENT/CONTRACT/LEASE
INTERNAL COORDINATION SHEET**

Procurement/Contract/Lease Number: 52-19 - TBD Tracking Number: 3436-19
Procurement/Contractor/Lessee Name: Securus Grant Funded: YES ___ NO X
Purpose: Inmate Telecommunication
Date/Term: 3yrs w/ 2 1yr renewals 1. GREATER THAN \$100,000
Amount: revenue/commission 2. GREATER THAN \$50,000
Department: PS 3. \$50,000 OR LESS
Dept. Monitor Name: Vaughn

Purchasing Review

Procurement or Contract/Lease requirements are met:
DeRita Mason Date: 7-11-19
Purchasing Manager or designee Jeff Hyde, DeRita Mason, Victoria Taravella

2CFR Compliance Review (if required)

Approved as written: no federal \$ Grant Name: _____
_____ Date: _____
Grants Coordinator Danielle Garcia

Risk Management Review

Approved as written: see email attached Date: 7-12-19
_____ Laura Porter or Krystal King
Risk Manager or designee

County Attorney Review

Approved as written: see email attached Date: 7-12-19
_____ Gregory T. Stewart, Lynn Hoshihara, Kerry Parsons or Designee
County Attorney

Following Okaloosa County approval:

Clerk Finance

Document has been received: _____ Date: _____
Finance Manager or designee

DeRita Mason

From: Karen Donaldson
Sent: Friday, July 12, 2019 1:38 PM
To: DeRita Mason
Subject: RE: Securus Draft Contract 52-19

DeRita

This is approved by Risk.

Thank you

Karen Donaldson

Karen Donaldson
Public Records and Contracts Specialist
Okaloosa County Risk Management
5479-B Old Bethel Rd.
Crestview, Fl. 32536
850.683.6207
KDonaldson@myokaloosa.com



Please note: Due to Florida's very broad public records laws, most written communications to or from county employees regarding county business are public records, available to the public and media upon request. Therefore, this written e-mail communication, including your e-mail address, may be subject to public disclosure.

From: DeRita Mason <dmason@myokaloosa.com>
Sent: Thursday, July 11, 2019 7:39 AM
To: Parsons, Kerry <KParsons@ngn-tally.com>; Lynn Hoshihara <lhoshihara@myokaloosa.com>
Cc: Karen Donaldson <kdonaldson@myokaloosa.com>
Subject: Securus Draft Contract 52-19

Please review the attached.

Thank you,

DeRita

DeRita Mason

From: Parsons, Kerry <KParsons@ngn-tally.com>
Sent: Friday, July 12, 2019 10:51 AM
To: DeRita Mason
Cc: Karen Donaldson; Lynn Hoshihara
Subject: RE: Securus Draft Contract 52-19

This contract is approved for legal purposes.

Kerry A. Parsons, Esq.

**Nabors
Giblin &
Nickerson**
ATTORNEYS AT LAW

1500 Mahan Dr. Ste. 200
Tallahassee, FL 32308
T. (850) 224-4070
Kparsons@ngn-tally.com

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From: DeRita Mason <dmason@myokaloosa.com>
Sent: Thursday, July 11, 2019 8:39 AM
To: Parsons, Kerry <KParsons@ngn-tally.com>; Lynn Hoshihara <lhoshihara@myokaloosa.com>
Cc: Karen Donaldson <kdonaldson@myokaloosa.com>
Subject: Securus Draft Contract 52-19

Please review the attached.

Thank you,

DeRita



DeRita Mason
Contracts and Lease Coordinator
Okaloosa County Purchasing Department
5479A Old Bethel Road
Crestview, Florida 32536
(850) 689-5960
dmason@myokaloosa.com



Board of County Commissioners Purchasing Department

State of Florida

Date: June 21, 2019

OKALOOSA COUNTY PURCHASING DEPARTMENT
NOTICE OF INTENT TO AWARD
RFP PS 52-19

Inmate Telecommunication Services

Okaloosa County would like to thank all businesses which submitted responses to Inmate Telecommunication Services. (RFP PS 52-19)

After in-depth examination of all responses in accordance with the County's Purchasing Manual, the County announces its intent to award the contract/purchase order to the following:

Securus Technologies, Inc.
4000 International Parkway
Carrollton, TX 75007

This Notice of Intent does NOT constitute the formation of a contract/purchase order between Okaloosa County and the apparent successful bidder/respondent. The County reserves the right to enter into negotiations with the successful bidder/respondent in order to finalize contract terms and conditions. No agreement is entered into between the County and any parties until a contract is approved and fully executed.

Any person/entity desiring to file a procurement protest must meet all the standards and criteria in accordance with Section 30 of the Okaloosa County Purchasing Manual. Failure to file a protest within the time prescribed in Section 30.02 of the Okaloosa County Purchasing Manual, shall constitute a waiver of protest proceedings.

Respectfully,


Jeffrey Hyde
Purchasing Manager

**CONTRACT
For RFP 52-19**

**Inmate Telecommunications Services for
Okaloosa County Department of Corrections – Public Safety**

This Contract executed and entered into this day of SEP 03 2019, 2019, between Okaloosa County, Florida, (hereinafter the “County”), whose principal address is 1250 N. Eglin Parkway, Shalimar, Florida 32579, and Securus Technologies, Inc. (hereinafter the “Contractor”), a Foreign Profit Company, whose principal address is 4000 International Parkway, Carrollton, TX 75007, states as follows:

WITNESSETH:

WHEREAS, the County through a Request for Proposal has solicited for **Inmate Telecommunication Services for Okaloosa County Department of Corrections Public Safety**; and

WHEREAS, after due review of all proposals, Securus Technologies, Inc. has been selected for the **Inmate Telecommunication Services for Okaloosa County Department of Corrections Public Safety**; and

WHEREAS, the County, as a recipient of federal assistance, is required to incorporate specific provisions in all contracts, regardless of funding source, with additional provisions being required for federally funded projects. These provisions are being incorporated as stated in Exhibit “B” attached hereto; and

WHEREAS, the County desires the services of the Contractor and the Contractor is willing and able to perform all services in accordance with this Contract.

NOW, THEREFORE, the parties hereto agree as follows:

I. Scope of Work and Services to be provided by Contractor

The Contractor will provide inmate telecommunication services and products to include: telephone services, video visitation, e-messaging, voicemail and all ancillary products and services.

The Contractor will provide inmate telecommunications services in accordance with the Item by Item Responses to Scope of Work and Ancillary Products & Services Provided at No Charge provided in the Contractor’s RFP PS 52-19, attached hereto as Exhibit “A”.

The County reserves the right to add optional services per the RFP presented by the Contractor and in agreement with the Contractor.

II. Incorporation of Documents

The following documents are incorporated herein by reference into this Contract and are attached as:

1. Exhibit "B", Standard Contract Clauses, attached hereto and made a part of the contract.
2. Exhibit "C", Request for Proposal Acknowledgement/Contractor's Submittal **RFP PS 52-19, Inmate Telecommunication Services for Okaloosa County Department of Corrections Public Safety** date of opening April 18, 2019 at 3:00 P.M. and any addendums thereto. In instances where this Contract document conflicts with Exhibit "C", the terms herein will prevail.

All terms within the above referenced documents are in full force and effect and shall be binding upon both parties.

III. Commissions

The Contractor will pay the County commission (the "Commission") based on the agreed upon percentage of gross revenues the Contractor earns through the sale of telecommunication services for inmates incarcerated in the Okaloosa County Department of Corrections facility. "Gross revenues" means all gross billed revenues relating to completed inmate telecommunication methods detailed in *Table 1*.

Regulatory charges; taxes and fees; federal, state, and/or local charges; transaction; funding, or cost-recovery fees; credits; charges billed by third parties; and promotional programs are excluded from revenue to the Contractor. The Contractor will notify the County of all promotional programs offered to consumers which may affect the County's receipt of Commissions on gross revenue. Contractor shall act in good faith, thereby refrain from utilizing promotional programs to avoid the Commissions of gross revenues.

For inmate debit calls, Contractor reserves the right to deduct call credits from gross revenues. The Contractor will remit the Commissions for a calendar month to the County on or before the thirtieth (30th) day after the end of the calendar month in which the calls were made. Summary traffic reports must accompany the Commissions payments.

With respect to the minimum annual guarantee (MAG), the County understands and acknowledges the \$700,000.00 is inclusive of the percentages of gross revenues paid across all products, not just gross revenues earned through the completion of collect and inmate debit calls, as illustrated in *Table 1*. Uncollectible revenue does not reduce the Commissions.

The County acknowledges and agrees the Contractor is paying the Commission for the exclusive right to provide inmate telecommunication services to inmates in the County Department of Corrections facility.

Table 1

MINIMUM ANNUAL GUARANTEE (MAG)	\$700,000.00
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Telephone (Collect and Prepaid Card / Debit calls)	Commissions
Local	94.2% of gross call revenue
Intralata	94.2% of gross call revenue
Interlata	94.2% of gross call revenue
Interstate	94.2% of gross call revenue
International	94.2% of gross call revenue
Video Visits Remote	50% of gross revenue from remote video visits, including packaged plans
Email/messaging	20% of gross revenue from Email/message, including packaged plans
Voicemail (inbound)	20% of gross revenue from Email/message
Tablet Premium Content	15% of gross revenue from premium content purchases (when implemented at County discretion)
IVR/WEB	0%
LIVE OPERATOR/AGENT	0%
SINGLE STATEMENT FEE	0%
ADVANCE PAY ONE CALL	0%

IV. Consumer Product and Service Fees or Rates

The Contractor reserves the right to change customer (user) service fees or rates provided they are within legal limits and the agreed upon percentage of the Commissions to the County are not changed. The County agrees to deploy the AdvanceConnect™ payment product, which allows friends and family to pre-pay for calls originating from inmates in correctional facilities. AdvanceConnect™ lets consumers pre-pay for multiple calls or for a single call just before connection. Consumers may fund the minimum to complete the current inbound call. AdvanceConnect Single Call™ transactions are rated at the FCC-regulated fee (currently \$3 for automated transactions) plus the applicable per-minute rate and any applicable federal, state, and local taxes. AdvanceConnect Single Call™ is commissioned like an AdvanceConnect™ call that does not use this feature.

Telephone (Collect and Prepaid Card / Debit calls)	Rate
Local	\$ 0.23 per min
Intralata	\$ 0.23 per min
Interlata	\$ 0.23 per min
Interstate	\$ 0.21 per min
International	\$ 0.50 per min
Video Visits Remote	\$ 5.95 per 20 min
Email/messaging	\$ 0.25 per stamp
Voicemail (inbound)	\$ 1.99 2 min max
IVR/WEB	\$ 3.00

LIVE OPERATOR/AGENT	\$ 5.95
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V. Invoice Requirements

Contractor shall invoice the County on a weekly basis for all funding amounts transferred from inmate's facility trust/commissary account for pre-paid telephone minutes.

Contractor shall submit all revenue payments to the County in accordance with Article III herein.

VI. Duration of Contract and Termination of the Contract

The Contract will be effective when all parties have signed and will continue for three (3) years. The contract may be renewed for an additional two (2) one (1) year renewals upon mutual agreement of both parties.

Either party may terminate the Contract with or without cause by providing sixty (60) days written notice to the Contractor. If terminated by the County, Contractor shall be owed for services rendered and equipment provided up until the point of termination.

The County may terminate this Contract in whole or part for cause, if the County determines the performance of the Contractor is not satisfactory, the County shall notify the Contractor of the deficiency in writing with a requirement to correct the deficiency within thirty (30) days of such notice. Such notice shall provide reasonable specificity to the Contractor of the deficiency that requires correction. If the deficiency is not corrected within such time period, the County may either (1) immediately terminate the Contract, or (2) take action deemed appropriate to correct the deficiency. In the event the County chooses to take action and not terminate the Contract, the Contractor shall, upon demand, promptly reimburse the County for reasonable costs and expenses incurred by the County in correcting the deficiency.

If the County terminates the Contract, the County shall notify the Contractor of such termination in writing, with instruction to the effective date of termination or specify the stage of work at which the Contract is to be terminated.

The County reserves the right to unilaterally cancel this Contract for refusal by the Contractor or any contractor, sub-contractor or materials vendor to allow public access to all documents, papers, letters or other material subject to the provisions of Chapter 119, Florida Statutes, and made or received in conjunction with this Contract unless the records are exempt under state or federal law.

Upon receipt of a final termination or suspension notice under this Article, the Contractor shall proceed promptly to carry out the actions required in such notice, which may include any or all of the following:

1. Necessary action to terminate or suspend, as the case may be, project/service activities and contracts and such other action as may be required or desirable to keep to a minimum the costs upon the basis of which the financing is to be computed; and

2. Furnish a statement of the activities and other undertakings the cost of which are otherwise includable as costs under this Contract. The termination or suspension shall be carried out in conformity with the latest schedule of costs as approved by the County. The closing out of federal financial participation in the services provided shall not constitute a waiver of any claim which the County may otherwise have arising out of this Contract.

VII. Remedies

This Contract shall be governed by the laws of the State of Florida. Any and all legal action necessary to enforce the Contract shall be held in Okaloosa County. No remedy herein conferred upon any party is intended to be exclusive of any other remedy, and each and every such remedy shall be cumulative and shall be in addition to every other remedy given hereunder or now or hereafter existing at law or in equity or by statute or otherwise. No single or partial exercise by any party of any right, power, or remedy hereunder shall preclude any other or further exercise thereof.

VIII. Intent of Contract Documents

It is the intent of the Contract documents to describe a functionally complete scope of work to be performed in accordance with the Contract documents. Any work, materials or equipment that may reasonably be inferred from the Contract Documents as being required to produce the intended result shall be supplied whether or not specifically called for. When words that have a well-known technical or trade meaning are used to describe work, materials or equipment, such words shall be interpreted in accordance with that meaning. Reference to standard specifications, manuals or codes of any technical society, organization or association or to the laws or regulations of any governmental authority having jurisdiction over the scope of work, whether such reference be specific or by implication, shall mean the latest standard specification, manual, code, law or regulation in effect at the time the work is performed, except as may be otherwise specifically stated herein.

IX. Investigation

Contractor shall have the sole responsibility of satisfying itself concerning the nature and location of the work and the general and local conditions, and particularly, but without limitation, with respect to the following: those affecting transportation, access, disposal, handling and storage of materials; availability and quality of labor; water and electric power; availability and condition of roads; work area; living facilities; climatic conditions and seasons; physical conditions at the work site and the project area as a whole; topography and ground surface conditions; nature and quantity of the surface materials to be encountered; subsurface conditions; equipment and facilities needed preliminary to and during performance of the work; and all other costs associated with such performance. The failure of Contractor to acquaint itself with any applicable conditions shall not relieve Contractor from any of its responsibilities to perform under the Contract documents, nor shall it be considered the basis for any claim for additional time or compensation.

X. Notice

All notices required by this Contract shall be in writing to the representatives listed below:

The authorized representatives of the County shall be:

Stefan Vaughn, Public Safety Director 1200 East James Lee Boulevard Crestview, FL 32536
Phone: 850-689-5690
Email: svaughn@myokaloosa.com

The authorized representative for Securus Technologies, Inc. shall be: Robert E. Pickens,

CEO
4000 International Parkway
Carrollton, TX 75007
Phone: 972-277-0300
Email: bpickens@securustechnologies.com

Courtesy copy to:

Okaloosa County Purchasing Department 5479A Old Bethel Road
Crestview, FL 32536
Phone: 850-689-5960
Fax: 850-689-5998
Email: dmason@myokaloosa.com

Any party shall have the right, from time to time, to change the address to which notices shall be sent by giving the other party at least five (5) business days' prior notice of the address change.

XI. Governing Law and Venue

This Contract shall be governed by and construed in accordance with the laws of the State of Florida, and the parties stipulate the venue shall be in Okaloosa County, Florida.

XII. Public Records

Any record created by either party in accordance with this Contract shall be retained and maintained in accordance with the public records law, Florida Statutes, Chapter 119.

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT OKALOOSA COUNTY RISK MANAGEMENT DEPARTMENT 5479 OLD BETHEL ROAD CRESTVIEW, FL 32536 or PHONE: (850) 689-5977 riskinfo@myokaloosa.com.

Contractor must comply with the public records laws, Florida Statute chapter 119, specifically

Contractor must:

1. Keep and maintain public records required by the County to perform the service.
2. Upon request from the County's custodian of public records, provide the County with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in chapter 119 Florida Statutes or as otherwise provided by law.
3. Ensure public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the contractor does not transfer the records to the County.
4. Upon completion of the contract, transfer, at no cost, to the County all public records in possession of the contractor or keep and maintain public records required by the County to perform the service. If the contractor transfers all public records to the public agency upon completion of the contract, the contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the contractor keeps and maintains public records upon completion of the contract, the contractor shall meet all applicable requirements for retaining the public records. All records stored electronically must be provided to the public agency, upon the request from the public agency's custodian of public records, in a format compatible with the information technology systems of the public agency.

The County understands and acknowledges Contractor is required by Section 222 of the Communications Act of 1934, as amended, 47 U.S.C. Section 222, to maintain the confidentiality of "Customer Proprietary Network Information", or "CPNI", which protects from disclosure consumers' sensitive personal information (including phone numbers called by a consumer; the frequency, duration, and timing of such calls; and any services purchased by the consumer).

XIII. Audit

The County and/or its designee shall have the right from time to time at its sole expense to audit the compliance by the Contractor with the terms, conditions, obligations, limitations, restrictions, and requirements of this Contract and such right shall extend for a period of three (3) years after termination of this Contract.

XIV. Assignment

Contractor shall not assign this Contract or any part thereof, without the prior consent in writing of the County. If Contractor does, with approval, assign this Contract or any part thereof, it shall require its assignee be bound to it and to assume toward Contractor all of the obligations and responsibilities Contractor has assumed toward the County.

XV. Entire Contract & Waivers

This Contract and all exhibits as incorporated herein, contain the entire contract between the parties and supersedes all prior oral or written contracts. Contractor acknowledges it has not relied upon any statement, representation, prior or contemporaneous written or oral promises, agreements or

warranties, except such as are expressed herein. The terms and conditions of this Contract can only be amended in writing upon mutual agreement of the parties and signed by both parties.

The waiver by a party of any breach or default in performance shall not be deemed to constitute a waiver of any other or succeeding breach or default. The failure of the County to enforce any of the provisions hereof shall not be construed to be a waiver of the right of the County thereafter to enforce such provisions.

XVI. Severability

If any term or condition of this Contract shall be deemed, by a court having appropriate jurisdiction, invalid or unenforceable, the remainder of the terms and conditions of this Contract shall remain in full force and effect. This Contract shall not be more strictly construed against either party hereto by reason of the fact that one party may have drafted or prepared any or all the terms and provisions hereof.

XVII. Independent Contractor

Contractor enters into this Contract as, and shall continue to be, an independent contractor. All services shall be performed only by Contractor and Contractor's employees. Under no circumstances shall Contractor or any of Contractor's employees look to the County as his/her employer, or as partner, agent or principal. Neither Contractor, nor any of Contractor's employees, shall be entitled to any benefits accorded to the County's employees, including without limitation worker's compensation, disability insurance, vacation or sick pay. Contractor shall be responsible for providing, at Contractor's expense, and in Contractor's name, unemployment, disability, worker's compensation and other insurance as well as licenses and permits usual and necessary for conducting the services to be provided under this Contract.

1. On-site Staffing Levels

Contractor will staff sufficient, readily available support staff on-site. At a minimum, a full-time Level II Technician shall be on-site for forty (40) hours per week, or two-thousand eighty (2080) hours per year and a part-time Customer Service Representative shall be provided on-site for twenty (20) hours per week, or two-thousand eighty (2080) hours per year.

2. On-site Staffing Coordination

- a. Contractor will provide the Chief Correctional Officer or designee a schedule, which lists the names, telephone numbers, and on call days for the emergency telecommunication system technicians.
- b. Contractor will submit an on-site staffing schedule to the Chief Correctional Officer or designee, with updates regarding any changes.
- c. A security screening is conducted, including fingerprints and background checks.
- d. Mutually agreed upon selection of applicants with the Chief Correctional Officer or designee.

- e. The County may prohibit entry to any security facility, or remove there from, any contract employee who does not perform his/her duty in a professional manner.

XVIII. Third Party Beneficiaries

It is specifically agreed between the parties executing this Contract that it is not intended by any of the provisions of any part of the Contract to create in the public or any member thereof, a third party beneficiary under this Contract, or to authorize anyone not a party to this Contract to maintain a suit for personal injuries or property damage pursuant to the terms or provisions of this Contract.

XIX. Indemnification and Hold Harmless

Contractor agrees to hold harmless, indemnify, and defend or, at the option of the County, pay the cost of defense, the County and its representative from any and all claims, losses, penalties, demands, judgments, and costs of suit, including attorneys' fees and paralegals' fees, for any expense, damage or liability incurred by any of them, whether for personal injury, property damage, or other damages arising directly from the Work done by Contractor under this Contract or by any person, firm or corporation to whom any portion of the Work is subcontracted by Contractor or resulting from the use by Contractor, or by any one for whom Contractor is legally liable, of any materials, tools, machinery or other property of the County. The above notwithstanding, IN NO EVENT WILL PROVIDER BE LIABLE FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.

The Contractor's obligation under this provision shall not be limited in any way by the agreed upon contract price as shown in this contract or the Contractor's limit of, or lack of, sufficient insurance protection.

XX. Representation of Authority to Contractor/Signatory

The individual signing this Contract on behalf of Securus Technologies, Inc. represents and warrants that he or she is duly authorized and has legal capacity to execute and deliver this Contract. The signatory represents and warrants to the County that the execution and delivery of this Contract and the performance of Securus Technologies, Inc. obligations hereunder have been duly authorized and that the Contract is a valid and legal agreement binding on the Contractor and enforceable in accordance with its terms.

XXI. Subcontracting

Contractor shall not subcontract any services or work to be provided to County without the prior written approval of the County's Representative. The County reserves the right to accept the use of a subcontractor or to reject the selection of a particular subcontractor and to inspect all facilities of any subcontractors in order to make a determination as to the capability of the subcontractor to perform properly under this Contract. The County's acceptance of a subcontractor shall not be unreasonably withheld. The Contractor is encouraged to seek minority and women business enterprises for participation in subcontracting opportunities. Additionally, any subcontract entered into between the Contractor and subcontractor will need to be approved by the County prior to it being entered into, and said agreement shall incorporate in all required terms in

accordance with local, state and Federal regulations.

XXII. Insurance

CONTRACTORS INSURANCE

1. The Contractor shall not commence any work in connection with this Contract until Contractor has obtained all required insurance and such insurance has been approved by the Okaloosa County Risk Manager or designee.
2. All insurance policies shall be with insurers authorized to do business in the State of Florida.
3. All insurance shall include the interest of all entities named and their respective officials, employees and volunteers of each and all other interests as may be reasonably required by Okaloosa County. The coverage afforded the Additional Insured under this policy shall be primary insurance. If the Additional Insured have other insurance applicable to the loss, such other insurance shall be on an excess or contingent basis. The amount of the company's liability under this policy shall not be reduced by the existence of such other insurance.
4. Where applicable, the County shall be shown as an Additional Insured with a Waiver of Subrogation on the Certificate of Insurance.
5. The County shall retain the right to reject all insurance policies that do not meet the requirement of this Contract. Further, the County reserves the right to change these insurance requirements with sixty (60) calendar day notice to the Contractor.
6. The County reserves the right at any time to require the Contractor to provide copies (redacted if necessary) of any insurance policies to document the insurance coverage specified in this Contract.
7. The designation of Contractor shall include any associated or subsidiary company which is involved and is a part of the contract and such, if any associated or subsidiary company involved in the scope of services must be named in the Workers' Compensation coverage.
8. Any exclusions or provisions in the insurance maintained by the Contractor that excludes coverage for work contemplated in this Contract shall be deemed unacceptable and shall be considered breach of contract.

WORKERS' COMPENSATION INSURANCE

1. The Contractor shall secure and maintain during the life of this Contract Workers' Compensation insurance for all of the Contractor's employees employed for the project or any site connected with the work, including supervision, administration or management, of the scope of services and in case any work is sublet, with the approval of the County, the Contractor shall require the Subcontractor similarly to provide Workers' Compensation insurance for all employees employed at the site of the project, and such evidence of insurance shall be furnished to the County not less than ten (10) days prior to the

commencement of any and all sub-contractual Contracts which have been approved by the County.

2. Contractor must be in compliance with all applicable State and Federal workers' compensation laws, including the U.S. Longshore Harbor Workers' Act or Jones Act, if applicable.
3. No class of employee, including the Contractor themselves, shall be excluded from the Workers' Compensation insurance coverage. The Workers' Compensation insurance shall also include Employer's Liability coverage.

BUSINESS AUTOMOBILE LIABILITY

Coverage must be afforded for all Owned, Hired, Scheduled, and Non-Owned vehicles for Bodily Injury and Property Damage. If the contractor does not own vehicles, the contractor shall maintain coverage for Hired & Non-Owned Auto Liability, which may be satisfied by way of endorsement to the Commercial General Liability policy or separate Business Auto policy. Contractor must maintain this insurance coverage throughout the life of this Contract.

COMMERCIAL GENERAL LIABILITY INSURANCE

1. The Contractor shall carry other Commercial General Liability insurance against all other Bodily Injury, Property Damage and Personal and Advertising Injury exposures.
2. All liability insurance (other than Professional Liability) shall be written on an occurrence basis and shall not be written on a claims-made basis. If the insurance is issued with an aggregate limit of liability, the aggregate limit of liability shall apply only to the locations included in this Contract. If, as the result of any claims or other reasons, the available limits of insurance reduce to less than those stated in the Limits of Liability, the Contractor shall notify the County representative in writing. The Contractor shall purchase additional liability insurance to maintain the requirements established in this Contract. Umbrella or Excess Liability insurance can be purchased to meet the Limits of Liability specified in this Contract.
3. Commercial General Liability coverage shall include the following:
 - 1) Premises & Operations Liability
 - 2) Bodily Injury and Property Damage Liability
 - 3) Independent Contractors Liability
 - 4) Contractual Liability
 - 5) Products and Completed Operations Liability
4. Contractor shall agree to keep in continuous force Commercial General Liability coverage for the length of the contract.

PROFESSIONAL LIABILITY and/or ERRORS AND OMISSIONS LIABILITY

Coverage must be afforded for Wrongful Acts. Contractor must keep insurance in force until the

third anniversary of expiration of this Contract or the third anniversary of acceptance of work by the County.

INSURANCE LIMITS OF LIABILITY

The insurance required shall be written for not less than the following, or greater if required by law and shall include Employer's liability with limits as prescribed in this contract:

TYPE	LIMIT
1. Worker's Compensation	
a. State	Statutory
b. Employer's Liability	\$500,000 each accident
2. Business Automobile	\$1,000,000 each accident (A combined single limit)
3. Commercial General Liability	\$1,000,000 each occurrence for Bodily Injury & Property Damage \$1,000,000 each occurrence Products and completed operations
4. Personal and Advertising Injury	\$1,000,000 each occurrence
5. Professional Liability (E&O)	\$1,000,000 each claim

NOTICE OF CLAIMS OR LITIGATION

The Contractor agrees to report any incident or claim that results from performance of this Contract. The County representative shall receive written notice in the form of a detailed written report describing the incident or claim within ten (10) days of the Contractor's knowledge. In the event such incident or claim involves injury and/or property damage to a third party, verbal notification shall be given the same day the Contractor becomes aware of the incident or claim followed by a written detailed report within ten (10) days of verbal notification.

INDEMNIFICATION & HOLD HARMLESS

Contractor shall indemnify and hold harmless the County, its officers and employees from liabilities, damages, losses, and costs including but not limited to reasonable attorney fees, to the extent caused by the negligence, recklessness, or wrongful conduct of the Contractor and other persons employed or utilized by the Contractor in the performance of this contract.

Note: For Contractor's convenience, this certification form is enclosed and is made a part of the bid package.

CERTIFICATE OF INSURANCE

1. Certificates of insurance indicating the job site and evidencing all required coverage must be submitted not less than ten (10) days prior to the commencement of any of the work. The certificate holder(s) shall be as follows: Okaloosa County, 5479A Old Bethel Road, Crestview, Florida, 32536.
2. The contractor shall provide a Certificate of Insurance to the County with a thirty (30) day notice of cancellation; ten (10 days' notice if cancellation is for nonpayment of premium).
3. In the event the insurer is unable to accommodate the cancellation notice requirement, it shall be the responsibility of the contractor to provide the proper notice. Such notification shall be in writing by registered mail, return receipt requested, and addressed to the Okaloosa County Purchasing Department at 5479-A Old Bethel Road, Crestview, FL 32536.
4. In the event the contract term goes beyond the expiration date of the insurance policy, the contractor shall provide the County with an updated Certificate of Insurance no later than ten (10) days prior to the expiration of the insurance currently in effect. The County reserves the right to suspend the contract until this requirement is met.
5. The certificate shall indicate if coverage is provided under a claims-made or occurrence form. If any coverage is provided on a claims-made form, the certificate will show a retroactive date, which should be the same date of the initial contract or prior.
6. All certificates shall be subject to Okaloosa County's approval of adequacy of protection and the satisfactory character of the Insurer.
7. All deductibles or SIRs, whether approved by Okaloosa County or not, shall be the Contractor's full responsibility. In particular, the Contractor shall afford full coverage as specified herein to entities listed as Additional Insured.
8. In no way will the entities listed as Additional Insured be responsible for, pay for, be damaged by, or limited to coverage required by this schedule due to the existence of a deductible or SIR.

GENERAL TERMS

Any type of insurance or increase of limits of liability not described above which, the Contractor required for its own protection or on account of statute shall be its own responsibility and at its own expense.

Any exclusions or provisions in the insurance maintained by the contractor that excludes coverage for work contemplated in this contract shall be deemed unacceptable and shall be

considered breach of contract.

The carrying of the insurance described shall in no way be interpreted as relieving the Contractor of any responsibility under this contract.

Should the Contractor engage a subcontractor or sub-subcontractor, the same conditions will apply under this Contract to each subcontractor and sub-subcontractor.

The Contractor hereby waives all rights of subrogation against Okaloosa County and its consultants and other indemnities of the Contractor under all the foregoing policies of insurance.

UMBRELLA INSURANCE

The Contractor shall have the right to meet the liability insurance requirements with the purchase of an umbrella insurance policy. In all instances, the combination of primary and umbrella liability coverage must equal or exceed the minimum liability insurance limits stated in this Contract.

XXIII. Taxes and Assessments

Contractor agrees to pay all sales, use, or other taxes, assessments and other similar charges when due now or in the future, required by any local, state or federal law, including but not limited to such taxes and assessments as may from time to time be imposed by the County in accordance with this Contract. Any taxes assessed on Commission payments, however, are the sole responsibility of the County.

The County is exempt from payment of Florida state sales and use taxes. The Contractor shall not be exempted from paying sales tax to its suppliers for materials used to fulfill contractual obligations with the County, nor is the Contractor authorized to use the County's tax exemption number in securing such materials.

The Contractor shall be responsible for payment of its own and its share of its employees' payroll, payroll taxes, and benefits with respect to this Contract.

XXIV. Compliance with Laws

Contractor shall secure any and all permits, licenses and approvals may be required in order to perform the Work, shall exercise full and complete authority over Contractor's personnel, shall comply with all workers' compensation, employer's liability and all other federal, state, county, and municipal laws, ordinances, rules and regulations required of an employer performing services such as the Work, and shall make all reports and remit all withholdings or other deductions from the compensation paid to Contractor's personnel as may be required by any federal, state, county, or municipal law, ordinance, rule, or regulation.

XXV. Federal Regulations

The contractor agrees to comply with all federal, state and local laws, rules and regulations, including but not limited to, those set forth in Exhibit "B", which is expressly incorporated herein as a part of this contract.

XXVI. Vendors on Scrutinized Companies Lists

By executing this Contract, Securus Technologies, Inc., the Contractor, certifies it is not: (1) listed on the Scrutinized Companies that Boycott Israel List, created pursuant to section 215.4725, Florida Statutes, (2) engaged in a boycott of Israel, (3) listed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, created pursuant to section 215.473, Florida Statutes, or (4) engaged in business operations in Cuba or Syria. Pursuant to section 287.135(5), Florida Statutes, the County may immediately terminate this Contract for cause if the Contractor is found to have submitted a false certification as to the above or if the Contractor is placed on the Scrutinized Companies that Boycott Israel List, is engaged in a boycott of Israel, has been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or has been engaged in business operations in Cuba or Syria, during the term of the Contract. If the County determines the Contractor has submitted a false certification, the County will provide written notice to the Contractor. Unless the Contractor demonstrates in writing, within ninety (90) calendar days of receipt of the notice, that the County's determination of false certification was made in error, the County shall bring a civil action against the Contractor. If the County's determination is upheld, a civil penalty equal to the greater of \$2 million or twice the amount of this Contract shall be imposed on the Contractor, and the Contractor will be ineligible to bid on any Contract with a Florida agency or local governmental entity for three years after the date of County's determination of false certification by Contractor. If federal law ceases to authorize the states to adopt and enforce the contracting prohibition identified in this Section this Section shall be null and void.

IN WITNESS WHEREOF, the parties hereto have made and executed this Contract on the respective dates under each signature.

SECURUS TECHNOLOGIES, INC.

Robert Pinkin CEO
Printed Name/Title

Robert Pinkin
Signature

8-21-19
Date:

OKALOOSA COUNTY, FLORIDA

Charles K. Windes, Jr.
Charles K. Windes, Jr., Chairman

Date: SEP 03 2019

ATTEST:
J.D. Peacock II
J.D. Peacock II, Clerk



Item by Item Responses to Scope of Work

Exhibit "A"

NOTE: In our 40-page response, we truncated some of the Okaloosa requirements to save space and ensure we complied with the page limit. The full requirement is included below as are Securus responses that required explanation as requested by the RFP.

3. SCOPE OF WORK & SERVICES TO BE PROVIDED

- 3.1. The ITS and Related Services proposed for the Okaloosa County Public Safety Department, Corrections Division must meet or exceed the technical requirements outlined in this Section of the RFP. The ITS proposed to meet these technical requirements must be provided to the County Corrections Division including system installation, training, operation and maintenance of the system, equipment and its components.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.2. The Vendor is responsible for replacement of the ITS in its entirety or its individual components regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement will be performed at no cost to the County and will occur immediately upon notification to the Vendor of the system problem by the Okaloosa County Corrections Division facility.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.3. The ITS proposed for the Okaloosa County Corrections Division facility must include the following components:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.3.1. Outgoing only ITS service for the Okaloosa County PS-Corrections Division. Successful vendor must provide and maintain at least two (2) work stations to include: (2) Personal Computers with powered speakers, a secure internet connection provided by vendor, and two (2) Laser Jet Pro Printers M402n in locations designated by the facility;

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.3.2. The ITS user utilities shall also be provided through a secure internet connection available from any PC with internet access;

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.3.3. A Centralized System Database located outside of the Okaloosa County PS-Corrections Division facility and maintained by the Vendor. The Centralized System Database must be located in secure location resistant to local disasters and also include processes to backup and restore data for disaster recovery;

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.3.4. The proposed ITS must be proposed with its own unique Local Area Network (LAN). Use of or integration with the existing Okaloosa County PS-Corrections Division LAN is not permitted including but not limited VPN access; and

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.3.5. The proposed ITS must allow for administrator password levels that restrict Okaloosa County PS-Corrections Division personnel to the ITS within their specified user rights, granted by the Public Safety Director, or Designee, as well as allow certain Okaloosa County PS-Corrections Division personnel to access all telecommunications services usage detail, including financial summaries and sales volume.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.4. All system hardware, software, software level and support systems must be compatible with Okaloosa County PS-Corrections Division inmate software applications and applicable hardware.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.5. The ITS must provide for all telecommunications capabilities for inmate services as well as administrative capabilities for Okaloosa County PS-Corrections Division personnel.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.6. The Vendor must propose an ITS at no cost to the Okaloosa County PS-Corrections Division and include but not be limited to:

- a. full design, programming and installation;
- b. programming of all inmate specific information such as PIN's calling privileges, access times;
- c. post installation maintenance;
- d. all network services (local, long distance, international); and
- e. all network services for administration and investigative reporting of the ITS.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.7. The Vendor must propose an ITS for the Okaloosa County PS-Corrections Division that has the capability of processing inmate calls in a pre-paid, debit and collect depending on the Okaloosa County PS-Corrections Division needs.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.8. The Vendor must propose an ITS that can be shut down quickly and selectively. The Okaloosa County PS-Corrections Division must be able to shut down the system globally and restrict all PIN access within the entire facility and/or within a particular housing unit.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.9. The Vendor must propose an ITS solution that allows the Okaloosa County PS-Corrections Division to completely restrict inmate access to outside network services/housing units/facilities. The Vendor must describe, in its response, how this restriction is accomplished with the proposed ITS.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Although system failure is never expected, in the event that a single component or the entire system fails for any reason, inmates are restricted from access to outside network services or facilities. Additionally, Securus' SCP provides complete flexibility in disabling telephone use at any time of day through manual intervention or preset calling schedules. This can be accomplished either through the user workstation or via the proposed manual "kill switches".

- 3.10. The proposed ITS must be restricted to outgoing calls only. The system must not process incoming calls at any time.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.11. The Vendor must agree, in its response, that it will keep all call processing and call rating information current. This information includes, but is not limited to, local exchanges, area codes, country codes, vertical & horizontal coordinates and any other information necessary to accurately process and rate calls. The Vendor must provide the Okaloosa County PS-Corrections Division with any and all rate information for all calls upon request by the Okaloosa County PS-Corrections Division at any time during the term of this contract.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.12. The ITS must block all calls made to any of the following services whether the system is used in prepaid, debit, or collect call mode. The Vendor shall be responsible for ensuring that the system is programmed for such blocking:
- a. 900, telephone numbers incurring excess charges;
 - b. Long distance carrier access codes (e.g., 101-XXXX);
 - c. Local toll free numbers (e.g., 950-XXXX);
 - d. Directory assistance numbers (e.g., 411, 555-1212, etc.); and
 - e. Toll free numbers (e.g., 800, 888, 877, 866, 855, etc.) unless authorized by

Okaloosa County PS-Corrections Division.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.13. The proposed ITS must not provide a second opportunity to dial a number without the inmate hanging up the telephone receiver after the first call is completed.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.14. The proposed ITS must allow for a maximum “ring time” prior to disconnecting the inmate call.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.15. The proposed ITS must provide notification to an inmate of the call status (e.g., busy, no answer, etc.). This notification must have appropriate recorded messages for each type of call status. This requirement must be implemented for all calling methods and all available languages.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.16. The proposed ITS shall not allow the inmate to speak to the called party until the call has been positively accepted. This requirement must be implemented for all calling methods.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.17. The proposed ITS must not allow the inmate to hear the called party prior to the actual positive acceptance (via touch tone entry) of the call.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.18. The proposed ITS must allow for the Okaloosa County PS-Corrections Division to program times when the system will be available or unavailable to inmate calling.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.19. The proposed ITS must allow Okaloosa County PS-Corrections Division personnel to temporarily restrict service to an individual inmate, inmate telephone, group of phones or entire facility.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.20. The proposed ITS must provide technology that deters an inmate's attempt to initiate a 3-Way or Conference Call with a Third Party and provide the ability to immediately terminate the call. The Vendor must describe, in its response, how this technology operates with regard to the proposed ITS and the options available to the Okaloosa County PS-Corrections Division.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus calling service's patented three-way call prevention system is one of the best three-way call detection systems in the world and is protected by several patents. Independent tests have proven and certified the effectiveness of the Securus three-way call detection feature. With the release of the Securus digitally clean line transmission, our three-way prevention system has increased its capabilities to efficiencies never before achieved.

A facility can direct the system to do one of two things after detecting a three-way event:

- Disconnect the call with messaging to inmate and called party, and note the event in the call record
- Mark the call in the call record with no interruption to the call

This feature prohibits a major fraud practice possible with other automated and live-operator systems. With traditional systems, inmates enlist the aid of an outside accomplice to "conference" them, via three-way calling, to an "unrestricted" line, bypassing system controls.

Without three-way call detection, inmates have unrestricted access to the outside world, defeating the correctional objectives and policies of the institution and subjecting the public to inmate harassment and fraud. NextGen Secure Communications Platform™ (NextGen SCPTM) is unique in its ability to detect and defeat an accomplice's attempt to activate the three-way call feature. NextGen SCP has the unique ability to disable three-way call detection on a particular number or groups of numbers, such as attorneys.

Detecting and preventing three-way or conference calls is a very important aspect of an inmate calling service and Securus leads the industry in this area. We would be pleased to demonstrate these tests and accuracies as needed for the County. With an accurate three-way detection system, The County can retain valuable investigative intelligence while curtailing revenue leakage from calls that should not be connected.

With all three-way call blocking methods, the technology requires "specific usage finessing" as well as science. Securus will customize the configuration to adjust sensitivity parameters and thresholds for optimum performance.

3.21. It is desirable that the proposed ITS provide a function that prevents 3-Way or Conference Calling while minimizing the possibility of "false disconnects". The Vendor must explain, in its response, how this will be accomplished with the proposed ITS.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

With all three-way call blocking methods, the technology requires tuning for specific usage as well as science. Securus has customized and will continue to monitor the County's configuration to adjust sensitivity parameters and thresholds for optimum performance.

3.22. As one of the major problems associated with inmate calling, the use of call forwarding

at the destination telephone number is not permitted by Okaloosa County PS-Corrections Division. The proposed ITS must provide technology that detects real time use of call forwarding by the called party and provide the ability to immediately restrict the call from processing. The Vendor must describe, in its response, how this technology operates with regard to the proposed ITS and the options available to the Okaloosa County PS-Corrections Division.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus leads the industry in fraud detection and prevention through a patented real-time Remote Call Forwarding (RCF) detection. Our RCF solution can immediately terminate a call if it detects that a called party's telephone number is call forwarded to another telephone number.

The NextGen Secure Communications Platform™ (NextGen SCP™) user interface allows authorized users to create Call Detail Reports for those RCF calls by selecting "YES" under the "RCF" attribute, using the specific termination code "Call Forwarding Detected".

3.23. It is a desirable that the proposed ITS provide a function that prevents call forwarding while minimizing the possibility of "false restrictions". The Vendor must explain, in its response, how this will be accomplished with the proposed ITS.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

If false disconnects are a concern, the calling service can also be configured to allow the call to continue with one of the two following options:

- Announce to the inmate and called party that remote forwarded calls are not allowed, and mark the call in the call record
- Mark the call in the call record, without an announcement to the inmate and called party

3.24. The proposed ITS must provide a Call Alert feature. This feature will provide real time live monitoring for Okaloosa County PS-Corrections Division personnel that a designated inmate is simply placing a call or is placing a telephone call to a specific number that has been assigned alert status. E-mail notification is also required as part of this call alert feature.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.25. The Vendor must describe, in its response, how the proposed ITS operates when the inmate call is to a cellular telephone. This description must include how calls are placed to cellular telephones and how billing of the call is processed.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Reports generated from the CDR contain an icon that identifies calls to a wireless number. During call validation Securus accesses various third party databases to determine if when a collect call is made, the telephone company receiving the call has to collect funds from its customer and share them with the telephone company of the person who placed the call. This

involves complex billing arrangements and adds expense. Most telephones today are cell phones, and none of the major cell phone carriers permit calls to be made on a collect basis. This poses a particular problem for anyone who is incarcerated and needs to place a collect call. Securus offers cell phone users an AdvanceConnect Account in order to allow inmates to call their cell phone numbers.

Friends and family members can easily go online or call our toll free number to setup a prepaid AdvanceConnect Account that allows them to receive calls from correctional facilities to their cell phones. They can add other phone numbers to their account as well to ensure they can be reached wherever they are.

AdvanceConnect Single Call

Securus' AdvanceConnect payment product allows family members and friends to pre-pay for calls originating from inmates in correctional facilities. AdvanceConnect is flexible in that it allows consumers to prepay for multiple calls or prepay for a single call just prior to connection using the AdvanceConnect Single Call feature. AdvanceConnect Single Call allows friends and family members to fund the bare minimum to complete the current inbound call.

- AdvanceConnect Single Call transactions are rated at the FCC-regulated fee (\$3 for automated transactions) plus the contracted per-minute rate.
- AdvanceConnect Single Call is commissioned at the agreed-upon percentage of minutes-of-use revenue stated in the contract between the facility and Securus.

Direct Billed

A Direct-billed account allows collect calls to be billed monthly from Securus Correctional Billing Services. The called party creating the account will be subject to a credit check (as allowed by state regulations) to create a Direct Billed account.

- 3.26. The proposed ITS must have the ability to allow for a called party to select an option (via the touch tone pad of their telephone) that automatically restricts his/her number from being called again from the inmate of the Okaloosa County PS-Corrections Division.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.27. Each call placed through the ITS must be electronically identified by the system as being a call originating from an inmate of the Okaloosa County PS-Corrections Division.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.28. If a call is not accepted by the called party, or if no one answers the call, ITS must inform the inmate of the situation prior to disconnecting the call.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.29. The ITS must have the capability to accept the called party's response via Touch Tone

Pad input from the telephone. Calls shall not be billed until positive acceptance by the called party is indicated by the input of a single Touch Tone digit.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.30. The ITS, whether in pre-paid, debit, or collect call mode, shall be capable of announcing to the called party the name of the calling inmate. Vendors must provide a mechanism to record an inmate's name a single time to be used each time this announcement is required. The activation or deactivation of this feature must be controlled by the Okaloosa County PS-Corrections Division.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.31. The ITS shall be capable of announcing to the called party how to accept calls, not accept calls, and also provide an option to block their number real time by pressing a single digit on the telephone keypad.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.32. The proposed ITS must be capable of announcing to the called party the call rate, and available pre-paid balance when a collect call is placed. The Vendor must describe how this is accomplished by the called party.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus calling service includes an Interactive Voice Response (IVR) system that provides Automated Operator Services (AOS). This automated assistance uses clear and concise, professionally recorded voice prompts to establish call acceptance and to assist inmates and called parties throughout the calling process.

When the called party answers the phone, the calling service's advanced answer detection triggers the call acceptance voice prompt. The called party hears, "Hello, you are receiving a collect call from [inmate's name], an inmate at an Okaloosa County Department of Correctional Services. This call is subject to monitoring and recording." SCP then gives the called party 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."

Additional options provided by AOS include:

Options Available to Called Parties

- Request a rate quote
- Hear the name of the facility and inmate calling
- Connect to a live agent to setup a pre-paid account
- Choose to hear the prompts on the

- Accept or reject the call
- Request available balance of an AdvanceConnect account or available credit of the Direct Bill account
- Hear instructions on how to add more money to their prepaid account or pay their Direct Bill Account

system in English, or the language selected by the inmate (if configured for this option)

- Hear optional marketing message (by request of Okaloosa County.
- Block their number prior to accepting a call using the system's Perma Block technology*

3.33. The system must provide a manner for all calls to be “branded” with the standard Okaloosa County PS-Corrections Division message as well as the statement that “All calls are recorded and may be monitored and subject to the Florida Sunshine Law pertaining to public records” unless otherwise marked as a private (non-recorded) call.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.34. The Vendor must propose and implement an ITS that provides telephone reception quality meeting all industry standards for service quality.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.35. The Vendor must provide and install adequate surge protection for the proposed ITS and its components.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.36. The Vendor must provide and install adequate lightning protection equipment on all network services supplied for the proposed ITS.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.37. The Vendor must provide a sufficient number of uninterruptible power supply (UPS) systems that also have surge protection at each telecommunications component requiring power in the Okaloosa County PS-Corrections Division facility, capable of supporting all ITS components including recording devices for a minimum of fifteen (15) minutes.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.38. In the unlikely case of the loss of commercial power and the failure of the UPS, the ITS must automatically restrict or “shut off” all inmate telephones so that no inmate calls can be made until commercial power is restored and access is once again provided by the Okaloosa County PS- Corrections Division. Upon restoration of power, the ITS shall automatically restore all services without the need of human intervention.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.39. The Vendor must provide an ITS in which the Central Processor Unit (CPU) and other critical components are redundant. The Vendor must describe, in its response, those critical components that are redundant with the proposed ITS.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

NextGen Secure Communications Platform™ (NextGen SCP™) transmits all digital voice and data using internet protocol (IP) on both dedicated IP and internet IP connections (data on transmitted via the internet are encrypted). This traffic routes to one of our disaster-resistant data centers. The IP transport cloud is fault tolerant, redundant, and diverse. In the event of the failure of any individual centralized processor or system within the cloud, calls/visitations are handled by redundant equipment or are rerouted to diverse secondary routes within the network so inmate calling and visitations can continue.

The Securus NextGen SCP platform was specifically designed to maximize platform uptime. Every critical element of the platform has at least one redundant element that operates as a failover in the event of an equipment failure. Securus keeps pre-programmed equipment spares on hand for each mission-critical element. Finally, our telecom carriers are required to have fully redundant backbone circuits, and our data centers each have 4-hour battery backup, and 36-hour diesel generator protection in the event of a power failure. No inmate telecommunications provider in the industry can match our level of redundancy or commitment to network uptime.

Securus provides "spare" inmate telephone equipment at each facility to allow for timely replacement of telephones that are not operating for any reason. The inventory of spare critical components will include all critical components associated with the hardware installed at each site (e.g., servers, gateways, etc.) plus an inventory of spare inmate telephone sets equal 5 % of the phones installed at each facility. This inventory will maintained by Securus.

- 3.40. The Vendor must provide standard hardware and software enhancements/upgrades to the proposed ITS at no cost to the Okaloosa County PS-Corrections Division County Detention Center during the term of this contract. The installed ITS for the Okaloosa County PS-Corrections Division facility must always be at the latest general release of the system's available hardware and software including operating systems for the system administration and system reporting function.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.41. Telephone network services provided by the Vendor shall be programmable for calling number identification (Caller ID).

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.42. Monitoring of inmate calls must be provided in "real time". Okaloosa County PS-Corrections Division personnel must be capable of monitoring an inmate's call while

the call is in progress with the ability to disconnect the call at any time. The media player provided by the Vendor must have digital interactive capabilities allowing Okaloosa County PS-Corrections Division personnel to pause, repeat, and resume the listening of a call in progress. The Vendor must describe, in its response, how this will be accomplished with the proposed system.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The NextGen Secure Communications Platform™ (NextGen SCP™) allows authorized users to live monitor calls in progress in “real time” via a browser on an internet-connected device. The feature provides users selectable scanning of all live calls in progress in specific locations, so the user does not have to scan all phones in use.

The feature’s integrated media player has a time-shifting capability allowing the investigator to pause, rewind, and replay even as recording continues. The investigator can replay any part of the conversation even after the call has ended.

NextGen SCP also allows authorized users to forward a call to an investigator and quickly identify calling patterns to the dialed number or phone in use.

- 3.43.** The collect call automated announcement function of the Inmate Telephone System must be capable of processing calls on a selective Multi-lingual basis. The inmate must be able to select the preferred language using no more than a single digit code. The Vendor must list, in its response, the languages available with the proposed ITS.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Inmates select a specific language at the beginning of the call process by dialing a single digit. The Securus automated operator uses clear, concise, professionally recorded voice prompts to assist the inmate through the calling process. By default, the Securus calling service offers language prompts in both English and Spanish.

Securus can provide additional languages on request. Calling services can be configured to provide prompts in as many as nine languages.

After the language prompts are set up in the calling service system, inmates select their language choice at the beginning of the call process by dialing a single digit.

During call acceptance, the called party receives the acceptance instructions in English first followed by an option to continue in the language selected by the inmate. This fraud deterrent feature eliminates inmate attempts to confuse called parties with a language they do not understand.

Securus also provides at each inmate telephone location durable printed dialing instructions in English, Spanish, and the other languages specified by the County. These instructions explain the process in an easy-to-read manner for all inmates.

As a security measure, Securus uses materials and techniques appropriate for the corrections environment.

- 3.44.** The proposed Inmate Telephone System must allow for the Okaloosa County PS-Corrections Division to program times by facility, housing unit, and inmate when the system will be available or unavailable to inmate calling. The Vendor must describe, in

its response, how this is accomplished.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The NextGen Secure Communications Platform™ (NextGen SCP™) calling services has automated calling schedules that allow the system to enforce the scheduling policies of the facility without staff intervention. Calling schedules are used to turn on and off the phones during designated times throughout the day or night.

Calling schedules are flexible and configurable allowing the facility to have multiple on and off times during the day, within a week and by day of the week and then be applied to individual telephones, groups of telephones, individual inmates and/or globally.

Also, holiday overrides can be preset to accommodate anticipated exceptions to the set schedule. Programmable calling schedules are responsive to and overridden by both the manual cut-off switches located within the facility and the Call Settings Disconnect Rule.

3.45. The proposed ITS must be Mobile-friendly (Android and Apple) Applications for Constituents to fund and manage accounts.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.46. The proposed ITS must have the ability to detect 3-way calling via manually bridges / automatic bridges / speaker phones and / or relay messages to identify inmates communicating with inmates within a facility and in facilities across the nation that has this ITS installed.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.47. Personal Identification Numbers (PINs)

3.47.1. It is the intention of the Okaloosa County PS-Corrections Division to implement the proposed ITS with the use of inmate Personal Identification Numbers (PINs). The proposed ITS must adhere to the following requirements for PIN operation for all calling methods.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.47.2. The ITS must restrict use through authorized Personal Identification Numbers (PINs) assigned to each inmate. The length of these PINs must be determined by the Okaloosa County PS-Corrections Division and remain consistent throughout the Okaloosa County PS-Corrections Division facility.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.47.3. The proposed ITS must allow for the cross-referencing of inmate PINs to the Okaloosa County PS-Corrections Division inmate number allowing for Okaloosa

County PS- Corrections Division personnel to search by inmate number for call records and call recordings. The Vendor must describe, in its response, how this will be accomplished with the proposed system.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The NextGen Secure Communications Platform™ (NextGen SCP™) provides authorized personnel and investigators single-point access to research County communication records and recordings.

Users can specify search criteria, such as called party, calling telephone, date, time, PIN, custody account number, duration, and location, and search across a site or group of sites based on their security authorization. NextGen SCP searches communication detail records and can include all call attempts or just completed calls.

Search results provide detailed information about each call and will indicate whether or not the communication detail record (CDR) has an attached recording. If recorded, authorized investigators can listen to the recording using the embedded call player with easy-to-use search capabilities, and features such as, pause and play.

To speed searching of a recording the player shows sound wave activity of the call to identify times of limited talk or to identify a particular event.

NextGen SCP streams call recordings on an investigator's computer to play the recording through the attached speakers. While it is possible to make a recording from the speakers, this is only a copy of the original. Chain of Evidence safeguards are in place to prevent access to the actual digital copy of the recording and to eliminate any chance of manipulation, whether intentional or accidental, that could later challenge the authenticity of the call recording.

3.47.4. Although the ITS installed at the Okaloosa County PS-Corrections Division will primarily operate in collect call mode, the ITS must be capable of utilizing the same PIN for pre- paid and debit calls as well.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.47.5. The ITS must have an option to force each PIN to have a "class of service" assigned. For example, a PIN might have a list of allowable telephone numbers that can be called, the maximum duration of each call, maximum threshold of calls allowed during a specified period, etc.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.47.6. The proposed system must provide call restrictions by PIN that provide the following restrictions at a minimum:

- a. Placing of Calls: Inmates can be either approved or not approved to make phone calls by PIN;
- b. Use of Specific Telephones: Inmates, via the PIN, can be restricted to a specific telephone or group of telephones, at the Okaloosa County PS-Corrections Division's option;

- c. Duration of Call: Maximum call duration can be set globally (all PIN's), by the inmate housing area, by individual inmate's PIN, and by dialed number at the Okaloosa County PS-Corrections Division's option;
- d. Time of Day Calling: An allowed calling schedule can be provided for each specific PIN, by housing unit, by site, and globally (all PIN restrictions) at the Okaloosa County PS-Corrections Division's option;
- e. Specific PIN: Restrict an inmate under disciplinary action from placing all calls assigned to his/her particular PIN with the exception of privileged numbers (e.g., attorney, approved clergy and social work professionals); and
- f. Restriction: Set call duration, set number of calls per day, set only certain numbers per PIN, etc.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.47.7. The ITS's PIN feature must ensure that the automated operator function uses the inmate's pre-recorded name to announce to the called party from whom the call is originating. Identification of the specific inmate and thus the announcement of the inmate's name must be performed by the PIN assignment. This feature will be implemented at the discretion of the Okaloosa County PS-Corrections Division.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.47.8. The ITS's PIN feature must not allow the recording of inmate calls to certain pre-determined telephone numbers such as calls to clergy or an attorney.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.47.9. It is desirable that the proposed ITS provide for an automatic suspension and reactivation (after a set period of time) of the inmate PIN.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

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

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.47.11. The proposed ITS must allow for the deletion or disabling of the PIN of a released inmate while retaining all call records and call recordings associated with that PIN. The Vendor must describe, in its response, how this will be accomplished with the proposed system.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The NextGen SCP system provides the ability to disable an existing PIN using the easy and intuitive SCP web software. While the PIN will show as disabled, all of the data will remain within the system and will be available for investigative, administrative or other reporting purposes.

- 3.47.12. The proposed ITS must allow for the inmate PIN to be associated or linked to the inmate's Okaloosa County PS-Corrections Division inmate number. The Vendor must describe, in its response, how this will be accomplished with the proposed system for both "active" inmates and "inactive" (released) inmates.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The NextGen SCP system provides multiple ways to identify an inmate, whether "active" or "inactive", including both a Custody Account number AND an inmate PIN. While there are occasions when an inmate PIN must be changed due to fraud or theft, the Custody Account number remains consistent and unchanged; think of this as the inmate's permanent account number. This will allow a consistent data point that can be used to connect all data within the system together for each inmate. Additionally, both the inmate Custody Account number and the inmate PIN can be used to search the system for call records and call recordings.

3.48. Calling Methods

- 3.48.1. It is the intention of the Okaloosa County PS-Corrections Division to implement the proposed ITS in collect call mode to all locations within the United States while utilizing pre-paid and debit mode for calls to both United States and International locations. The proposed ITS must allow the Okaloosa County PS-Corrections Division to operate in this combined mode.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.48.2. The Vendor shall provide an Automated Operator for all calling methods. At no time shall an inmate be connected to a "live" operator.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.48.3. The automated announcement function of the ITS must be capable of processing calls on a multi-lingual basis: The inmate must be able to select the preferred language using no more than a single-digit code.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.48.4. Call acceptance by the called party must be accomplished through caller confirmation (positive acceptance). Calls for all calling methods shall not be connected nor shall billing commence until the called party indicates acceptance of the call.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.48.5. The proposed ITS must provide notification to an inmate of the call status or progress (e.g., busy, no answer, etc.). The proposed ITS must not allow the inmate to hear the called party prior to the actual positive acceptance (via touch tone entry) of the call.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.48.6. During the call setup process, the ITS must provide a pre-recorded announcement identifying that the call is coming from a specific inmate at the Okaloosa County PS- Corrections Division and must be heard by the answering party. The announcement must also include: “All telephone calls will be recorded and may be monitored and subject to the Florida Sunshine laws pertaining to public records” unless pre-determined as a privileged call.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.48.7. The proposed ITS must provide an inmate debit based database capability that tracks an inmate’s “telephone usage balance”. Such balances shall be maintained by the IT’S in conjunction with the Okaloosa County PS-Corrections Division Inmate Commissary Accounts.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.48.8. The ITS shall confirm that funds are available in the inmate’s “telephone usage account” after the telephone number is dialed by the inmate, but prior to placing the call. The Vendor must explain, in its response, the options available for an inmate to add more funds to his/her debit account.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Inmates add funds to their accounts through automated trust transfers, such as Commissary Order by Phone, forms, and kiosks.

Friends and family members can add funds to an Inmate Debit account without opening an account. Friends and family members deposit money directly into an inmate’s debit account using several convenient deposit methods:

- Securus Friends and Family Call Center Website
- Customer service representatives
- United States Post Office—Mail the payment to Securus Friends and Family Call Center PO Box.

Friends and family members also have multiple payment options to fund accounts, including

credit or debit cards.

3.48.9. The proposed ITS must provide for true “acceptance supervision” prior to billing of all calling methods. Billing shall begin when the call is accepted by the called party and shall terminate when either the inmate or the called party hang up.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.48.10. The Vendor must provide a list of international locations (outside the North American Dialing Plan) that can be reached via the ITS’ pre-paid and/or debit mode.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus completes as many calls as possible, and provides the inmate with descriptive prompts as to why a call might be blocked.

Securus provides a robust and flexible prepaid calling program, in addition to traditional collect call service to fund international calls:

- Inmate prepaid card—an inmate purchases prepaid calling card at the commissary and uses their PIN to access the card’s funds
- Prepaid account for inmate—friends and family members can fund an inmate prepaid account through any of the Securus funding options
- Inmate trust fund account—inmate funds directly debited from the inmate’s trust fund account (optional, requires trust fund integration)

3.49. General System Management Requirements

3.49.1. The Vendor must propose an ITS that can be accessed from any Windows based PC with access to the internet by authorized Okaloosa County PS-Corrections Division personnel.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.49.2. The Vendor must propose an ITS that allows for changes to be administered in “real time” while the system is in use.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The proposed Securus SCP ICS allows for changes in real time and does not require the system to be taken off line to make additions, changes or retrieve reports.

3.49.3. The proposed system must not require the system to be taken offline to make additions, changes or retrieve reports.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.49.4. The Vendor must propose an ITS that provides a single Graphical User

Interface (e.g., Microsoft Windows™ Internet Explorer) for system administration, investigations and reporting functions.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The NextGen Secure Communications Platform™ (NextGen SCPT™) is a single platform for managing, researching, monitoring, investigating, and exploring information through Securus products and services.

NextGen SCP's user interface is the County's window to all of its features. Because it is entirely web-based, authorized users can access the system at any time, from any location. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from any secure web browser with internet access.

This system is one of the only single-point-access user interfaces in the industry, built to allow our customers complete control over their systems in a simple, reliable, secure environment. All of the integrated features are accessed easily with the click of a mouse. As a result, facilities get the following benefits:

- Increased efficiency for staff
- Increased flexibility
- Quicker "on-demand" access to communication detail records and communication event recordings
- Unequaled investigative access to potential criminal activity

To access the NextGen SCP interface, users open a Chrome™ browser and enter the URL: <https://ngscp.securustech.net/login> and enter a valid username and password.

3.49.5. The ITS proposed for the Okaloosa County PS-Corrections Division must allow for investigation personnel to access the inmate call records at any PC with access to the internet without the need to establish a VPN gateway of direct connectivity from the Okaloosa County PS-Corrections Division network. The Vendor must describe, in its response, how this will be accomplished with the proposed ITS. This description must include what is required with regard to hardware, software, and network services as well as the security procedures involved with this remote access.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' current user interface is heavily utilized by Okaloosa County Investigators and many crimes have been prevented and solved using the Securus system. . Because it is entirely web-based, authorized users can access the system at any time, from any location. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from any secure web browser with internet access. There is no need to establish a VPN gateway.

Securus will provide the equipment necessary to run the NextGen Secure Communications Platform™ (NextGen SCPT™). This equipment typically includes the following components: Adtran, Dell FX726TPN, and PowerWare 5115. For additional details on this equipment, please see Appendix H.

3.50. Restrictions, Fraud Control Options and System Security

3.50.1. In order to limit possible telephone fraud, it is mandatory that a fraud prevention feature be available which will be able to randomly interject pre-recorded announcements throughout the duration of the conversation to the called party indicating the source of the call. The Vendor must describe in its proposal in detail how this is accomplished.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

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.

3.50.2. The Vendor must describe, in its response, all detection and prevention capabilities related to fraudulent, illicit, or unauthorized activity available on the proposed ITS.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

In addition to the core detection and prevention capabilities such as PIN and PAN management, recording and playback of calls, voice overlay to called parties, blocking lists, hardware and software cutoff systems and many, many more. In Appendix H are key detection and prevention capabilities **used by Okaloosa County today** related to fraudulent, illicit or unauthorized call activity.

3.50.3. The Vendor must identify, in its response, specific activities the proposed system capabilities shall detect and/or prevent. The Vendor must also identify, in its response, possible methods inmates may use to circumvent these capabilities.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus helps Okaloosa County combat the significant emerging threats and call diversion schemes that mask the true destination of calls. Securus provides the most advanced fraud detection capabilities in the correction industry. The Securus Secure Calling Platform (SCP) continuously analyzes call data and system parameters to detect any anomalies, hardware failures, fraud indications, or unusual usage patterns. SCP logs all telephone activity and statistically analyzes it to detect attempts at call forwarding, three-way calling, 'hookswitch dialling', 'black boxing', 'hacking', and other fraudulent telephone activities.

The SCP provides, the following fraud prevention aids listed in Appendix H.

- Detection of three-way calls (patented)
- Elimination of secondary dialing
- Prevention of switchhook dialing
- Limits the number of times an inmate can redial a telephone number within a specific period (parameters to be set by the Department)
- Collection and prevention of DTMF
- Detection of call forwarding
- Investigator Pro Voice Biometric Identification

▪ THREADS Data Analytic Software

3.50.4. The Vendor must propose an ITS that is capable of detecting extra dialed digits from the inmate's telephone.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.50.5. The proposed ITS must allow the Okaloosa County PS-Corrections Division to immediately and remotely turn telephones on and off. This shall be capable of being accomplished by individual telephones, groups of telephones, or the entire Okaloosa County PS-Corrections Division facility by Okaloosa County PS-Corrections Division personnel with the appropriate authorization level.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.50.6. The Vendor must describe, in its response, all standard and optional security services employed to protect the proposed ITS in terms of unauthorized access through the installed network of services, unauthorized access through the ITS LAN, unauthorized access to the ITS programming, and unauthorized access through the ITS Wide Area Network (WAN).

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus applies a high level of security to protect against cyber crimes. Applications that transmit data across public networks support SSL, Certs, and encryption. Cisco and Juniper firewalls, used throughout the network to protect SCP and our customers, create DMZ networks. All servers, laptops and workstations require anti-virus and anti-spyware protection and the latest operating system patches. Securus supports both AVG and Symantec anti-virus. Listed in Appendix H are security features provided by Securus at this time.

3.50.7. The Vendor must describe, in its response, how the Okaloosa County PS-Corrections Division will be able to monitor the installed ITS and the ITS WAN network of services for possible security breaches.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

SCP is a turn-key installation and, as such, does not require RIDOC resources to monitor the system. Each system is continuously monitored 24x7 by trained personnel in our Network Operations Center (NOC). However, many activities are able to be monitored and/or audited by authorized users of the system.

Audit & Activity Tracking

Securus will provide Okaloosa with one of the only anywhere, anytime, customer portals in the industry. At any time, 24-hours a day, seven days a week, customers can securely access all system functions through the NextGen Secure Communications Platform™ (NextGen SCP™) Web-based interface, including reporting functions, recordings, live call/visitation monitoring, and all configuration settings. Authorized users only need a PC with Internet Explorer 6.0 or

higher software. The County can control when users log in based on time of day and day of the week, or allow anytime/anywhere access.

The NextGen SCP audit and tracking feature logs each user's specific activities for investigative purposes. This activity log can be accessed by specified site administrators only or by site personnel with authorized security credentials.

The audit and tracking feature logs:

- When a user logs in to the system
- How long a user stays in the system
- Which recordings were monitored or played by a specific user
- What the user did with a recording
- Changes to custody accounts
- Changes to Personal Allowed Number (PAN) lists
- Changes to Global List entries
- Changes to security permissions

Monitoring for Possible Security Breaches

Securus takes the security and access to our software/application very seriously and hence have implemented one of the strongest controls in the industry. Securus access controls for all systems are internally audited for compliance with The Sarbanes–Oxley Act of 2002 (SOX), which set new or enhanced standards for all U.S. public company boards, management and public accounting firms.

The applicability and adherence to access policies are applied across all systems with regular frequency control (daily, weekly, quarterly, semi-annually, and annually) and overall security protocol process flow is audited on a yearly basis.

Our customer-facing applications use a combination of Microsoft Active Directory and databases for authorization and authentication controls. This combination of technologies helps us implement the above mentioned access controls seamlessly in our environment for customer peace of mind.

On intrusions, every incident is evaluated individually and appropriate action is taken based on severity. The escalation process is commensurate to the event, and each event is documented and communicated for review by senior management. Securus administrators adhere to our "Cyber Security Incident Response Plan" when Network anomalies are escalated. The plan is documented within our corporate Information Security policy. Breaches, should they occur, are handled in accordance with our "Data Breach Policy," which is also defined in the Master Information Security Policy.

3.50.8. The proposed ITS must provide technology that deters an inmate's attempt to initiate a 3- Way or Conference Call with a Third Party and provide the ability to immediately terminate the call. The Vendor must describe, in its response, how this technology operates with regard to the proposed ITS and the options available to the Okaloosa County PS-Corrections Division.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus calling service's three-way call prevention system is one of the best three-way call

detection systems in the world and is protected by several patents. Independent tests have proven and certified the effectiveness of the Securus three-way call detection feature. With the release of the Securus digitally clean line transmission, our three-way prevention system has increased its capabilities to efficiencies never before achieved.

A facility can direct the system to do one of two things after detecting a three-way event:

- Disconnect the call with messaging to inmate and called party, and note the event in the call record
- Mark the call in the call record with no interruption to the call

This feature prohibits a major fraud practice possible with other automated and live-operator systems. With traditional systems, inmates enlist the aid of an outside accomplice to “conference” them, via three-way calling, to an “unrestricted” line, bypassing system controls.

Without three-way call detection, inmates have unrestricted access to the outside world, defeating the correctional objectives and policies of the institution and subjecting the public to inmate harassment and fraud. NextGen Secure Communications Platform™ (NextGen SCP™) is unique in its ability to detect and defeat an accomplice’s attempt to activate the three-way call feature. NextGen SCP has the unique ability to disable three-way call detection on a particular number or groups of numbers, such as attorneys.

Detecting and preventing three-way or conference calls is a very important aspect of an inmate calling service and Securus leads the industry in this area. We would be pleased to demonstrate these tests and accuracies as needed for Okaloosa County. With an accurate three-way detection system, the County can retain valuable investigative intelligence while curtailing revenue leakage from calls that should not be connected.

With all three-way call blocking methods, the technology requires “specific usage finessing” as well as science. Securus will customize the configuration to adjust sensitivity parameters and thresholds for optimum performance.

3-Way Call Detection in Securus’ Investigator PRO

When IPRO suspects 3-Way activity on a call it flags it in the call player and in lists of calls.

Investigator Pro has a large database of information about calls, inmates, voices, and telephone numbers. Investigators can search the database by criteria such as inmate name, inmate ID, date range, saved voice sample, custom High Interest Group label, inmate-to-inmate (ICER) calls, 3-Way calls, originating station, and case number.

Securus’ ICER

Inmates have been, and continue to communicate with each other over the telephone systems that have been provided for their controlled contact with the outside world. One of the ways inmates are able to do this is through three-way calling. Before ICER, inmate to inmate communication was essentially undetectable due to the lack of practical technology or uniform networking capability to identify such communications.

Highlights of the inmate-to-inmate communication threat include:

- Inmates use a variety of methods to go undetected when communicating with an inmate, whether that inmate is in a neighboring pod, a separate facility within the same state, or in a different state. Inmates exploit conference bridges, Google Voice™, and other forms of modern telecommunications technology. In addition, they rely on called parties to bridge the calls, place three-way calls, or put two speaker phones in proximity to one another, so that inmates can talk to other inmates without being detected.

- Until recently, ITIC events were only found when accidentally stumbled upon by correctional staff. Events are known to occur with much greater frequency than previously known.
- These illegal communications enable criminal activities to occur, including coordinating gang-related murders, drug trafficking, racketeering, and inmate disturbances at multiple correctional facilities around the country.

Securus' ICER listens to every call to create a uniquely indefinable call signature. It then looks for calls occurring simultaneously or that overlap and using that call signature, identifies if there are any two calls where the same unique call signature is identified. Unlike other vendors, only Securus' ICER™ detects all inmate to inmate communication between separate facilities, which means you are no longer missing half of all of your inmate to inmate call traffic.

3.50.9. The proposed ITS must provide technology that detects real time the use of call forwarding by the called party and provide the ability to immediately restrict the call from processing. The Vendor must describe, in its response, how this technology operates with regard to the proposed ITS and the options available to the Okaloosa County PS- Corrections Division.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Please see the response to item # 3.22.

3.51. General Operational Requirements

3.51.1. The Vendor must describe, in its response, the network of services required to support the proposed ITS. (i.e., ISDN, 56Kbps Circuit, T1, MPLS, etc.).

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

All Securus calling platforms interface with industry standard analog and digital provisioned telephony circuits, such as the following services:

- POTS (plain old telephone service)
- ISDN (Integrated Services Digital Network)
- PRI (Primary Rate Interface)
- DS-1/T-1 (Digital signal 1, also known as T1)
- DS-3 (Digital Signal 3)

The PRIs (Primary Rate Interfaces) provide detailed information for advanced call routing and call progression and enforce outgoing service for our legacy platforms. Our newest centralized, packet-based platform—NextGen SCP—uses MPLS (Multiprotocol Label Switching) circuits, DSL (Digital Subscriber Line), and POTS lines.

3.51.2. The Vendor must describe, in its response, how it will address instances of inadequate outside network plant facilities at the Okaloosa County PS-Corrections Division facility to ensure that the proposed ITS is implemented according to the installation schedule agreed to by the Okaloosa County PS-Corrections Division.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus is extremely familiar infrastructure with Okaloosa County PS- Corrections Division and will execute a site survey early in the project, identifying the quality and suitability of all copper and optical cabling to be used. If necessary we will replace whatever cabling is required for the implementation.

- 3.51.3. The Vendor must describe, in its response, how remote access to the ITS for maintenance and programming by the Contractor will be provided. The Vendor must describe, in its response, all security measures, policies, and procedures in place for this remote access.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Every installation is connected to the Securus data centers by private network infrastructure that is managed and maintained by Securus. This connectivity provides for all maintenance and programming.

Securus continuously monitors all data centers, infrastructure components, platform systems, and communications services using the SolarWinds® suite of network performance monitors. The SolarWinds® performance monitors are highly configurable to provide real-time monitoring, event notification, alert history and statistical information. An alarm condition creates immediate visual alerts and email notifications.

The Securus Network Operations Center (NOC) provides 24x7x365 monitoring for all Securus systems, including the NextGen Secure Communications Platforms™ (NextGenSCP™), network, back-office systems, and data centers. The NOC proactively monitors these systems to ensure performance is optimal and uninterrupted. In addition to system and network-level monitoring, the NOC also monitors real-time video surveillance and environmental alerts for our data centers. Securus maintains a fully redundant backup NOC at a separate physical location, should services be disrupted at the primary location. Please see Appendix H for additional details.

- 3.51.4. The Vendor must provide, in its response, all electrical and environmental requirements of the ITS for the Okaloosa County PS-Corrections Division facility. Such information must be provided for all components of the ITS including the central processor/equipment, call recording equipment, PCs, printers, etc.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

NextGen SCP's user interface is the County's window to all of its features. Because it is entirely web-based, authorized users can access the system at any time, from any location. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from any secure web browser with internet access. There is no need to establish a VPN gateway.

NextGen Secure Communications Platform™ (NextGen SCP™) transmits all digital voice and data using internet protocol (IP) on both dedicated IP and internet IP connections (data on transmitted via the internet are encrypted). This traffic routes to one of our disaster-resistant data centers. The IP transport cloud is fault tolerant, redundant, and diverse. In the event of the failure

of any individual centralized processor or system within the cloud, calls/visitations are handled by redundant equipment or are rerouted to diverse secondary routes within the network so inmate calling and visitations can continue.

The Securus NextGen SCP platform was specifically designed to maximize platform uptime. Every critical element of the platform has at least one redundant element that operates as a failover in the event of an equipment failure. Securus keeps pre-programmed equipment spares on hand for each mission-critical element. Finally, our telecom carriers are required to have fully redundant backbone circuits, and our data centers each have 4-hour battery backup, and 36-hour diesel generator protection in the event of a power failure. No inmate telecommunications provider in the industry can match our level of redundancy or commitment to network uptime. For details on equipment, please see Appendix H.

3.51.5. The ITS proposed by the Vendor must be capable of automatically recovering from a power outage (auto-recovery) to full working order capable of processing inmate telephone calls with all programmed restrictions in place. This “auto recovery” must include all system hardware components, all software including Okaloosa County PS-Corrections Division specific programming and restrictions, and all network services (analog lines, T1 circuits, etc.). The Vendor must describe, in its response, any interaction required by Okaloosa County PS-Corrections Division personnel for this system “auto recovery” to occur.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

NextGen SCP hardware and software is capable of automatically recovering to full working order following a power outage. All program restrictions will remain in place. The process is entirely automatic and no interaction will be required by County personnel for this to occur.

A “reboot” of the NextGen SCP is highly unlikely due to our centralized system which includes redundancy and automatic level loading of the various subsystems. This is a key difference between the Securus system and traditional premises-based systems where such redundancy and fault protection tend to be rather expensive and difficult to implement on a facility-by-facility basis.

Uninterruptible Power Supply Facility Backup

Securus will continue to maintain an uninterruptible power supply (UPS) backup for the equipment installed on County premises. The UPS eliminates spikes, sags, surges, transients, and all other over/under voltage and frequency conditions, providing clean power to connected critical loads.

The rack mount UPS is a high-density backup power protection solution that is ideal for servers, storage systems, network equipment and other critical devices. It also offers the best UPS power protection against five of the nine most common power quality problems. The slim design and wide range of UPS system installation possibilities make this the most versatile UPS power quality solution available.

Calls In Progress

The Integrated Access Device (IAD)s and uninterruptible power supply (UPS) maintain all in-progress telephone calls for up to 30 minutes while blocking additional call attempts after the event. After 30 minutes, the system terminates all calls in progress and powers down to a

quiescent state that allows it to resume full operation automatically after the restoration of commercial power.

Securus operates and maintains two major data centers networked to the equipment installed on DOC premises. Each data center has an uninterruptible power supply (UPS), and a generator to provide maximum network uptime. The traditional data circuits (MPLS, Frame Relay, VoIP) all have dual connectivity feeds to/from the telecommunication carrier to each of our data centers.

The UPS systems in our primary data center have 2N redundancy. Dual source power runs through a static bypass switch. Battery rooms support the UPS systems with gel cell battery banks. Fifteen minutes of battery backup is available at full load (such as 90 watts per square foot). Each battery bank is continuously monitored to ensure optimal operation. Upon loss of commercial power for more than 15 seconds, paralleling switchgear automatically powers all nine generators; generators are shed to cover load as needed. Typically, the transition from UPS to generator power takes 60 seconds.

Data Center Power Conditioning

The uninterruptible power supply (UPS) system filters, spikes, sags, surges, transients, and all other over/under voltage and frequency conditions, providing clean power to connected critical loads. Power distribution units (PDUs) distribute power to individual customer racks via remote power panels. Each rack has redundant power strips (A & B) routed to diverse PDUs. Diverse uninterruptible power supply systems feed each power distribution unit.

- 3.51.6. The Vendor must provide, in its response, the capacities/limits for the proposed ITS. At a minimum, the Vendor must provide the capacity for the following:
- a. Individual Inmate Accounts;
 - b. Call Records;
 - c. Recording Storage;
 - d. Simultaneous Administrative Users;
 - e. Workstations/PCs;
 - f. Simultaneous Access to System User Utilities;
 - g. Inmate Telephones; and
 - h. Simultaneous Telephone Calls.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

There are no limitations. The proposed NextGen SCP system is designed to be scalable, to support anything from a small county or city jail up to the largest DOCs.

3.52. System Call Recording and Live Monitoring

- 3.52.1. The Okaloosa County PS-Corrections Division currently records inmate calls and monitors (in real time) select calls when necessary. This recording and monitoring is performed on all calls with the exception of privileged calls (e.g., attorneys, etc.). The Vendor must address the following specifications regarding the recording of inmate calls.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.52.2. The ITS proposed by the Vendor must be capable of recording all accepted inmate calls simultaneously and at any time. The call recording shall be integrated with the proposed ITS and not a separate recording system.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

SCP is capable of recording all inmate calls simultaneously and at any time a call is placed. The NextGen Secure Call Platform has an integrated recording and monitoring system. The automated system is designed to be a cost-effective solution for all correctional facilities of any size. Multiple levels of security provide that only authorized personnel can access and monitor the inmate recordings. Authorized personnel can listen to live or archived recordings via multi-media PC interfaces connected over local area networks (LANs).

3.52.3. The call recording feature proposed by the Vendor must be capable of allowing call recording to be deactivated for specific telephone numbers globally or assigned to an inmate's PIN. This capability would be utilized for inmate calls to attorneys, etc.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus calling service can automatically bypass monitoring and recording special calls by designating phone numbers, such as those to attorneys, clergy or doctors, as "private."

As a benefit to the County, Securus imports all known attorney numbers from a list provided by the State Bar Association to the system routinely. The web-based user interface, NextGen SCPTTM makes it easy for administrators to maintain this database and, as always, Technical Support is available 24 hours a day, seven days a week to assist with any service needs in maintaining this data. New numbers added are updated for all facilities within the County network.

To further maintain the integrity of attorney-client and other privileged calls, Securus offers an optional patented service called Two-Party Active Consent. Two-Party Active Consent ensures that both the inmate and called party give their "permission" to record and/or monitor their call.

3.52.4. The call recording feature proposed with the ITS must be fully digital allowing for digital storage of call recordings and the use of mobile digital storage devices for the transfer of recordings, and list all recording formats available to the authorized user.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus is pleased to offer industry-leading digital service. Digital signaling provides vastly superior call quality than the analog signaling used by traditional premised-based telephone systems. With premised-based systems, it can be difficult to hear one or both sides of the conversation, detect and prevent three-way calling, detect call forwarding, or hear background conversations. The centralized NextGen Secure Communications PlatformTM (NextGen SCPTTM) calling service uses private circuits and digital signaling to provide unsurpassed call clarity resulting in a higher accuracy of fraud detection and prevention, voice verification biometrics, and near-perfect sound quality.

Differences between digital and analog call quality are distinct, as are the methods used to

compare their quality:

- In the old analog environment, the sound quality is measured by loss, noise, balance and grade of service metrics. Signal loss of each trunk is measured using a 1000 cycle tone (milliwatt) which identifies the total circuit loss that is usually in proportion to circuit length (mileage) and quality of the circuit itself (analog circuits using copper can be very old and may not perform well in wet environments).
- With digital signaling (used by Securus in our packet-based network), the sound quality is measured based a Mean Opinion Score (MOS). MOS is a subjective measurement derived by averaging ratings given by independent auditors to determine an overall score. Scores range from 1 (bad) to 5 (excellent). The standard for digital telephone quality is considered a score of 3.7 or better. Even though digital signaling allows for better detection of security threats, conversations can still be impaired if there is significant (i.e. greater than 100 milliseconds) packet loss or delays. This can happen if signaling uses the public Internet or a private system that does not have the necessary bandwidth to support the voice traffic.

Our calling service uses private Multi-Protocol Label Switching (MPLS) circuits within our network. MPLS is widely accepted to be the premium service available for transporting digitized voice signals. Further, we use a mixture of G.711 and G.729a signaling protocol and we dedicate enough bandwidth for each conversation over our private network to keep packet delays under 100 milliseconds which provides the ability to achieve an MOS of 4.3 (better than digitized telephone quality). The quality is transferred directly to our recordings as we use only digital recording equipment for playback of calls.

Transferring Recordings

NextGen SCP allows authorized users to copy recorded conversations to any external media device connected to the user's PC, such as CD, DVD, mp3 player, or USB drive. This feature facilitates easy sharing of recordings for investigative or court purposes. To maintain the accuracy of data and recordings during downloading and copying, NextGen SCP stores the files—both audio and CDR information—embedded within an industry-standard read-only format that prevents the possibility of tampering.

File Formats

Securus stores voice recordings in full, linear, compressed format at our data centers in Dallas, Texas, and Atlanta, Georgia. Our technology uses the Speex compression format for call storage. We use OGG file type, designed for efficient streaming of calls and high-quality digital media while maintaining the required chain of evidence for use in court cases.

As a convenience, recorded conversations can be downloaded by authorized users in four additional formats that are compatible with common media players:

1. OGG – Original file creation format
2. WAV – IBM standard that compresses the recording to 50% of original size
3. MP3 – Audio standard that compresses the recording to 50% of original size
4. GSM – Similar playback capabilities as with WAV with maximum compression to 25% of original size

3.52.5. The Contractor must provide storage of all recordings of inmate calls for the Okaloosa County PS-Corrections Division facility off site at the Contractor's data

storage facility for at least one (1) year. The Vendor must describe, in its response, how this will be accomplished with the proposed system.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus facilitates anytime, anywhere, immediate access to stored recordings online for the contractually-required length of time. Securus stores all communication recordings in two, redundant, centralized, disaster-resistant, carrier-class data centers. All equipment used to store recordings is monitored by the Securus Network Operations Center (NOC) 24x7x365. For additional information, please see Appendix H.

3.52.6. The Contractor must allow access to offsite inmate call recordings by Okaloosa County PS-Corrections Division personnel providing the ability for Okaloosa County PS-Corrections Division personnel to download and transfer such recordings to mobile digital storage devices when necessary. The Vendor must describe, in its response, how this is accomplished with the proposed solution for the Okaloosa County PS-Corrections Division.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

NextGen Secure Communications Platform™ (NextGen SCP™) allows authorized users to access and copy recorded conversations and visitation sessions stored offsite to an external media device connected to the user's PC, such as CD, DVD, mp3 player, or USB drive. This feature facilitates easy sharing of recordings for investigative or court purposes. To maintain the accuracy of data and recordings during downloading and copying, NextGen SCP stores the files—both audio and CDR information—embedded within an industry-standard read-only format that prevents the possibility of tampering. Please see Appendix H.

3.52.7. The call recording system proposed by the Vendor must allow access to inmate call recordings from any PC on the ITS network within each facility and from a secure internet connection. The Vendor must describe, in its response, how this is accomplished with the proposed system.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The NextGen Secure Communications Platform™ (NextGen SCP™) is a single platform for managing, researching, monitoring, investigating, and exploring information through Securus products and services.

NextGen SCP's user interface is Okaloosa County's window to all of its features. Because it is entirely web-based, authorized users can access the system at any time, from any location. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from any secure web browser with internet access.

3.52.8. The call recording system proposed by the Vendor must allow access to inmate call recordings at the Okaloosa County PS-Corrections Division facility or by outside law enforcement investigative personnel. The Vendor must describe, in its response, how this is accomplished with the proposed system.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Outside law enforcement investigators currently access the SCP to help prevent and solve crimes. NextGen Secure Communications Platform™ (NextGen SCP™) uses security roles to determine user permissions. They define what actions a user can and cannot do within the system.

NextGen SCP contains default security roles, identified by the eyeball (👁) icon. While these predefined roles cannot be modified, they cover many customers' needs for granting access and denial rights based on common job functions.

NextGen SCP provides more options for Okaloosa to further customize access privileges by allowing authorized administrative users to either create a new user-defined role or create a new role using an existing role as a base and further modifying it. The user-defined role can be customized to meet Okaloosa County's specific needs when a default role does not. These roles are identified by the pencil (✎) icon.

In addition, the County administrator can assign multiple roles to a user to tailor their access to exactly what is needed. This provides virtually unlimited options for customizing users' access.

- 3.52.9. Many times the recorded telephone conversations of inmates are used as evidence in criminal and/or Okaloosa County PS-Corrections Division violation investigations. The system proposed to the Okaloosa County PS-Corrections Division must include the capability of transferring recorded calls to CD or DVD to be played on any industry standard device.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The NextGen Secure Communications Platform™ (NextGen SCP™) provides a patented method for ensuring the authenticity of inmate communication recordings made through the platform. This security feature—the Chain of Evidence—is a key component of NextGen SCP and is automatically included in all installations. The Chain of Evidence prevents tampering with the communication detail record and communication recording. NextGen SCP encrypts, time-stamps, and verifies the authenticity of each recording. Please see Appendix H.

- 3.52.10. The call recording system proposed by the Vendor must allow for the transfer of call recordings to CD or DVD in industry standard formats (e.g., wav, mp3, etc.) allowing for playback on standard PC media drives or industry standard media players. The Vendor must state, in its response, the recording file formats provided by the proposed recording system.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

NextGen Secure Communications Platform™ (NextGen SCP™) allows authorized users to copy recorded conversations and visitation sessions to an external media device connected to the user's PC, such as CD, DVD, mp3 player, or USB drive. This feature facilitates easy sharing of recordings for investigative or court purposes. To maintain the accuracy of data and recordings during downloading and copying, NextGen SCP stores the files—both audio and CDR information—embedded within an industry-standard read-only format that prevents the possibility of tampering. For additional details on file formats, please see response to Item #

3.52.4 above.

3.52.11. The call recording system proposed by the Vendor must allow Okaloosa County PS- Corrections Division personnel to transfer call recordings to CD or DVD in a simplified and efficient manner. The system must allow Okaloosa County PS- Corrections Division to transfer a call without having to fully download the file to the PC at which the staff member is working. The Vendor must describe how the transfer of call recordings is performed with the proposed ITS and call recording system.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

NextGen Secure Communications Platform™ (NextGen SCP™) allows authorized users to copy recorded conversations and visitation sessions to an external media device connected to the user's PC, such as CD, DVD, mp3 player, or USB drive. This feature facilitates easy sharing of recordings for investigative or court purposes. To maintain the accuracy of data and recordings during downloading and copying, NextGen SCP stores the files—both audio and CDR information—embedded within an industry-standard read-only format that prevents the possibility of tampering.

When downloading communication recordings from NextGen SCP, users create a CD image. This allows users to add multiple recordings to an image, select the file type, view file size, and select an email notification when the CD image is ready to download. When a CD image is downloaded, any associated communication Note entries can also be exported to the CD image.

Emailing Recordings

The NextGen Secure Communications Platform™ (NextGen SCP™) provides authorized users with the capability to email access to and/or download a copy of recorded calls and visitation sessions onto a CD/DVD or other storage medium in audio or mp3/data format with tamper-free capabilities. This feature allows the mobility of recordings for transporting the information to investigative personnel, court cases, playback on another windows based PC, or simply to have a personal backup of the conversation.

NextGen SCP allows authorized users to send an email message to selected individuals with a link to download the recorded conversations, or instructions to log in to the NextGen SCP platform to access the recording.

The recording image summary allows investigators to view the size of the selected download and how that compares to the available capacity of a CD or DVD. Once downloaded, the recorded conversations may be copied to an external media device connected to the user's PC.

Tags

The NextGen SCP system uses tags to group items together and mark them to easily recreate the same group of items in the future. This feature is key component in CD image creation and retrieval while maintaining chain of custody.

County investigators can add a tag, such as an investigation name, to the desired recordings to group items within the system; the tags allow investigators to easily search and retrieve recordings in one location. Multiple tags may be applied to communication detail records. In addition, tags can be designated as private to be accessible by the creator or public to be accessible to others.

3.52.12. The call recording system proposed by the Vendor must allow Okaloosa County PS- Corrections Division personnel to locate call recordings in the following manners:

- a. search by inmate PIN;
- b. search by certain time period (date/time); and
- c. search by certain telephone instruments.

The system must allow for the search criteria either individually or in combinations.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus allows access from facilities and its investigators to research calls via NextGen SCP's user interface. The user interface provides a single-point access to all the investigative tools provided in the NextGen SCP. Investigators can specify search criteria for calls, such as those listed in the requirement above. This search is performed across the CDR records and can include a search for either all call attempts or just completed calls.

3.52.13. The Vendor must retain ownership of the proposed recording equipment for the duration of this contract. All responsibility for maintenance and upgrades must be provided by the Vendor at no cost to the Okaloosa County PS-Corrections Division.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.52.14. It is desirable that the call recording feature provide a search capability that allows Okaloosa County PS-Corrections Division personnel to search recordings for certain key words or phrases. The Vendor must provide, in its response, a description of this capability.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Word Spotting is an investigative tool that automatically finds specified keywords and short phrases within inmate conversations. This technology not only speeds up investigations and reduces labor demands, but also increases investigative capabilities.

Because the corrections environment poses several challenges for this technology with loud noises, people speaking in the background, fans, alarms, steel doors, and inmates who talk at low volume, Securus also offers Investigative Support powered by Guarded Exchange (GEX).

Guarded Exchange (GEX) word-spotting solution for the corrections environment takes a different approach. Because trained analysts are reviewing calls, the accuracy percentage is nearly 100%.

This comprehensive suite of investigative products leads the industry in live monitoring of inmate calling. Our solution includes the most advanced technology available integrated into a single, cohesive system whose sole purpose is to help generate Actionable Intelligence™.

Securus' GEX Investigative Support Solution includes:

- Live analyst call monitoring

- Seventy proprietary technologies that allows Securus' skilled Communication and Investigation Analysts to data mine millions of phone calls, emails, financial transactions, and other information sources, providing intelligence that counts
- Nearly 100 highly trained and skilled analysts, with more than 450 years of combined experience. More than 275 years of that is experience in the corrections, law enforcement, and investigative fields.

As calls are processed through the calling service, they are analyzed using Securus' full array of investigative support services, allowing agencies to enhance their investigations while adding efficiency and productivity.

We urge caution when evaluating other vendors' offerings, as the promise of monitoring calls cannot be achieved effectively without experience and full integration with your investigative suite of tools.

3.52.15. It is desirable that the call recording feature provide a manner in which call recordings are encrypted to ensure that no digital modification of the recording has been made or to note if such modifications have been made. The Vendor must describe, in its response, how this encryption function operates and the features provided by such. **SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

The NextGen Secure Communications Platform™ (NextGen SCPT™) provides a patented method for ensuring the authenticity of inmate communication recordings made through the platform. This security feature—the Chain of Evidence—is a key component of NextGen SCP and is automatically included in all installations. The Chain of Evidence prevents tampering with the communication detail record and communication recording. NextGen SCP encrypts, time-stamps, and verifies the authenticity of each recording. For additional details, please see Appendix H.

3.53. Live Monitoring

3.53.1. The proposed ITS must allow Okaloosa County PS-Corrections Division personnel to monitor inmate calls while the call is in process (“real time”). This live monitoring must be allowed by specific inmate telephone within the Okaloosa County PS-Corrections Division facility. **SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

3.53.2. The live monitoring function of the proposed ITS must allow for “real time” monitoring of inmate calls in progress at the Okaloosa County PS-Corrections Division facility. The Vendor must describe, in its response, how this will be accomplished with the proposed system. **SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

The NextGen Secure Communications Platform™ (NextGen SCPT™) allows authorized users to live monitor calls in progress “real time” via a browser on an internet-connected device. The

feature provides users selectable scanning of all live calls in progress in specific locations, so the user does not have to scan all phones in use.

3.53.3. The proposed ITS must allow for Okaloosa County PS-Corrections Division personnel to monitor inmate calls in progress by entering a specified duration prior to auto scanning to the next call with the ability to stop scanning at any time. The Vendor must describe, in its response, how this is accomplished with the proposed system.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

While on the NextGen Secure Communications Platform™ (NextGen SCP™) calling services' Monitor Calls page, County personnel can use the Scan Patrol feature to automatically cycle through live calls at a brief interval, allowing the user to listen to brief portions of each call to determine whether it's a call that they might be interested in for a more detailed analysis.

Users can enter a specific amount of time the system will play each call before moving to the next active call, similar to the scan function on an automobile radio. The scanning begins on the first active call on the first active post and continues to the next active call, looping back to the first active call when reaching the end.

3.53.4. The proposed ITS must allow for alerts or alarms that will notify Okaloosa County PS- Corrections Division personnel when a specific inmate is placing a telephone call thus allowing Okaloosa County PS-Corrections Division personnel to monitor that call while it is in progress. The Vendor must describe, in its response, how this function will operate with the proposed system.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The NextGen Secure Communications Platform™ (NextGen SCP™) includes the Covert Alert feature that will call an investigator at a designated phone number to offer real-time monitoring of a call to a watched number or a call that is placed by a watched inmate.

Covert Alerts can be set through the inmate information page or through the Covert Alerts administration page. It can bridge a call to an authorized remote number for dialed numbers, phones, or inmate PINs are under surveillance by investigators. The Covert Alert feature allows authorized personnel to monitor a call, from any location, while the call is in progress.

When a call is placed by an inmate, or to a phone number that has a Covert Alert trigger, it is automatically sent to the designated investigator phone number(s) in stealth mode. A call can be sent to multiple numbers simultaneously allowing several investigators to listen to the call.

Covert Alert can send calls to any phone number within the facility or across the United States. Investigators can also monitor calls through on-site workstations using the NextGen SCP Monitor Activity page, or remote live call-forwarding feature. This allows facility investigators to monitor potential illicit activities regardless of the investigator's location.

Covert Alert can send emails to the investigator(s) with information about a Covert Alert call including date, time, inmate PIN, originating telephone, and dialed number immediately after the called party accepts the call. The following figure provides a sample e-mail alert:

Investigators can also choose to receive a covert alert via text message. The text message includes the date, time, inmate PIN, originating telephone, dialed number, and an indication if

the call has been recorded. The preceding figure provides a sample text message alert.

3.53.5. It is desirable that the ITS provide the alerts listed above via e-mail address, wireless pager and/or cellular telephone. The Vendor must list, in its response, the devices to which the ITS can send alerts.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Covert Alert can send calls to any phone number within the facility or across the United States. Investigators can also monitor calls through on-site workstations using the NextGen SCP Monitor Activity page, or remote live call-forwarding feature. This allows facility investigators to monitor potential illicit activities regardless of the investigator's location.

Covert Alert can send emails to the investigator(s) with information about a Covert Alert call including date, time, inmate PIN, originating telephone, and dialed number immediately after the called party accepts the call. The following figure provides a sample e-mail alert:

Investigators can also choose to receive a covert alert via text message. The text message includes the date, time, inmate PIN, originating telephone, dialed number, and an indication if the call has been recorded. The preceding figure provides a sample text message alert.

3.53.6. It is desirable that the ITS call monitoring capability provide a form of speech or word recognition Okaloosa County PS-Corrections Division when certain words or phrases were used by an inmate during an outgoing call. The Vendor must provide, in its response, a description of this capability.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Please see the response to 3.52.14.

3.53.7. The proposed ITS must allow for Okaloosa County PS-Corrections Division personnel to monitor inmate calls in progress for a site remote from the Okaloosa County PS- Corrections Division facility from which the call is placed. The Vendor must state, in its response, how this will be accomplished with the proposed system.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

NextGen SCP's user interface is Okaloosa County's window to all of its features. Because it is entirely web-based, authorized users can access the system at any time, from any location. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from any secure web browser with internet access.

3.53.8. It is desirable that the ITS call monitoring capability allow for remote monitoring of the inmate calls in progress from within the facility (e.g., officers in towers, etc.). The Vendor must state, in its response, what is required to provide this remote call monitoring within the Okaloosa County PS-Corrections Division facility.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Because it is entirely web-based, authorized users can access the system at any time, from any location. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from a secure web browser with internet access. To access the NextGen SCP interface, users open a Chrome™ browser and enter the URL: <https://ngscp.securustech.net/login> and enter a valid username and password.

3.54. General Telephone Equipment Requirements

3.54.1. The Inmate Telephone Station Equipment required for the Okaloosa County PS- Corrections Division shall consist of three (3) types of telephones as listed in this section of the RFP

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.54.1.1. Type 1: Wall Mounted Telephones (Indoor)

The first type, which will be the majority of inmate telephones installed, shall be permanently mounted wall telephones meeting the following specifications:

a. All Inmate Telephone Equipment must be of new manufacture and be provided (and installed) with the proposed ITS at no cost to the Okaloosa County PS- Corrections Division.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

b. The Vendor must provide all required materials, hardware, software and telephone cabling (where re-use is unavailable or new locations are required) to install the proposed inmate telephones.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

c. The Vendor is responsible for reimbursing the Okaloosa County PS- Corrections Division for any “construction” costs incurred to facilitate the installation of the inmate telephones.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

d. All inmate telephones must be powered by the ITS system and require no additional power source at the instrument.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

e. The inmate telephone instrument must be standard stainless steel construction. The Vendor must include photographs of the proposed inmate telephones in its response.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' inmate telephones are the strongest and most reliable units available and are designed specifically for the prison environment. Securus is proposing Wintel® brand 7010 phone model. The following information is the manufacturer-provided telephone specifications:

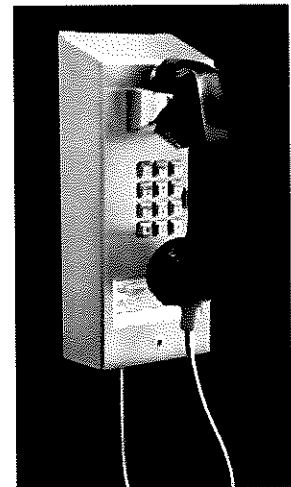
The Industry Standard

These phones are the overwhelming choice for state prison systems, the Federal Bureau of Prisons, county, and city facilities nationwide because of their proven reliability, durability, and flexibility.

Features/Options

The proposed phone models include the following features:

- 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)
- Cold rolled steel provides rugged vandal resistant telephone housing designed for inmate use
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party
- 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.
- Heavy chrome metal keypad bezel, buttons, and hook switch lever withstand abuse and vandalism
- Armored handset cord is equipped with a steel lanyard (1000-pound 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



- f. The inmate telephone instruments must not include coin entry slots or coin return slots regardless of whether these functions are disabled.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- g. The inmate telephone instruments shall not contain card reader capabilities or slots used to identify inmate telephone accounts for purpose of debiting inmate telephone accounts.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- h. The inmate telephones must be capable of reducing or eliminating background noise to the inmate using the telephone. The Vendor must describe, in its response, how this will be accomplished with the proposed inmate telephone instruments (e.g., confidences, phone enclosures, etc.).

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Confidencer technology is built into every dial of the inmate telephones proposed for Okaloosa County. They filter out background noise at the user's location, allowing better sound to the called party.

- i. All inmate telephones shall provide volume controls which allow inmates to amplify the called party's voice.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- j. The Vendor shall provide dialing instructions as well as a "warning" that states "This Call is Being Recorded" to the inmate in English and Spanish on each inmate telephone in a manner which reduces the possibility of being destroyed. Simple labels or other accessible surface instructions will not be acceptable to meet this requirement.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- k. The Vendor shall maintain the above required telephone dialing instructions and warning statements for legibility and accuracy during the course of this contract.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- l. The inmate telephone instrument shall not be capable of being used to program any feature of the proposed ITS.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- m. All of the proposed and currently installed inmate telephones must be compliant with all applicable requirements of the Americans with Disabilities Act (ADA).

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.54.1.2. Type 2: TDD/TTY Devices

- a. The Okaloosa County PS-Corrections Division may house inmates who are deaf or hearing impaired and must place outgoing telephone calls via a TDD/TTY. The Vendor must describe, in its response, how such calls will be conducted in conjunction with the proposed ITS.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will provide accommodations necessary to comply with the Americans with Disabilities Act (ADA). The Securus program for inmates who are deaf or hearing impaired allows those inmates to place outgoing telephone calls using a text telephone (TTY) device integrated with NextGen Secure Communications Platform™ (NextGen SCP™).

The technology provided uses dedicated ports on the NextGen SCP™ calling services and eliminates the need for a correctional officer or staff member initiating the call process. The inmate placing the handset on the TTY device and entering the speed-dial number initiates the call. The inmate then communicates using the TTY device through the Securus Inmate Telephone System (SITS) to the state's telecommunication relay center (TRS). The information includes the option of including the inmate's PIN, along with a pre-set toll-free number that is direct-dialed to the TRS. With TRS, a special operator communicates back to the inmate to confirm the connection and begins the call connection process to the called party who receives the call on a collect basis.

Integrating the TTY call through SITS allows the facility to specify various policy and security measures such as time limits, call recording, redial prevention and more. With TRS, a special operator communicates back to the inmate to confirm the connection and begins the call connection process to the called party. Charges to the called party will be rated and billed by the relay service provider.

- b. The Vendor must describe, in its response, how outgoing inmate calls via the TDD/TTY are conducted in the following circumstances while maintaining all call controls:
 - a standard telephone number on the inmate's call list;
 - toll free number for the deaf relay service; and
 - 711 deaf relay service call.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

TTY calls and devices are integrated within the SCP network, allowing for standard SCP policies, such as call recording, time limits, remote printing of the call contents, redial prevention, and more.

The platform treats a TTY call the same as any other call, and records and can play back the sound of the call "as is," which depends on how the call is placed.

The following shows how outgoing inmate calls are handled in each of the required situations:

- **Calls to a standard telephone number on the inmate's call list**

A hearing-impaired inmate uses a TTY/TDD phone to call a hearing-impaired individual who has access to TTY/TDD. The "language" of the call would be the baudot code—that is, the tones of the two TTY machines. The recording in SCP will contain the tones of the two TTY machines. The DOC can use readily available separate software to convert the tones to text, and then print the resulting conversation.

- **Calls to a toll free number for the deaf relay service**

As a default calling feature for TTY calls, toll free numbers for the deaf relay services are

entered in the SCP Global List allowing relay service dialing for only authorized inmates from any phone that requires the use of a TTY portable device. Typically a speed dial code is created for ease of access such as 711. All time of day controls, call time limits and calling thresholds are also maintained for TDD/TTY users.

▪ **Calls to the 711 deaf relay service call**

As stated above, 711 is the standard speed dial code programmed in the SCP Global list allowing consistency with FCC standards for access to Telecommunications Relay Services. If Inmate calling lists are enabled, then the TRS operator number and speed dial code can be entered directly into the hearing impaired inmate's list instead of allowing global availability from every phone within the facility. All time of day controls, call time limits and calling thresholds are also maintained for TDD/TTY users.

- c. The Vendor must describe, in its response, how outgoing call control for TDD/TTY users is maintained with the proposed ITS.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

TDD/TTY calling is a standard feature of the NextGen SCP providing ease of outgoing service while maintaining call control security. Securus will work with the state Telecommunications Relay Service (TRS) provider to ensure maximum call controls can be implemented when inmate uses a TDD/TTY device to originate a call to the TRS operator. Securus takes call control one step further by enabling a TDD/TTY language within the SCP that also allows direct communications when both the inmate and called party are utilizing TDD/TTY devices. TDD/TTY to TDD to TTY calling allows for time of day controls, call time limits, allowed calling list and calling thresholds are also maintained.

The NextGen SCP system will record the digital transmission of both the inmate and TRS operator side on the TTY call. There is no voice carryover since most calls will be handled by the state Tele-Relay Service. We record only what is heard which is the Teletype data of both sides of the transmission. Any type of background noise will cause invalid characters to display on the TTY device. The portable devices provided by Securus include handset couplers filtering out background noise.

- d. The Vendor must provide adequate TDD/TTY or suitable devices to the Okaloosa County PS-Corrections Division facility, maintain such devices as well as provide additional devices, at no cost, when requested by the Okaloosa County PS-Corrections Division.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- e. The Vendor must provide TDD/TTY or suitable devices which contain a digital display (e.g., LCD, LED, etc.) and a printing device.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- f. The Vendor must provide TDD/TTY or suitable devices that allow the inmate

conversation to be printed in real-time allowing the Okaloosa County PS- Corrections Division to have a hard copy of the inmate conversation with the exception of privileged calls to attorneys, etc.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- g. The Vendor must describe, in its response, how inmate call will be invoiced (and to whom) when the inmate uses the TDD/TTY device to place a call via the State Deaf Relay Service.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

All calls handled in this manner will be billed to the called party by the State Deaf Relay Service.

3.54.1.3 Type 3: Cordless / Mobile Devices

The third type, shall be cordless and/or mobile telephones meeting the following specifications:

- a. All Inmate Telephone Equipment must be of new manufacture and be provided (and installed) with the proposed ITS at no cost to the Okaloosa County PS- Corrections Division.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- b. The Vendor must provide all required materials, hardware, software and telephone cabling (where re-use is unavailable or new locations are required) to install the proposed inmate telephones.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- c. All inmate telephones must be powered by the ITS system and require no additional power source at the instrument.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- d. The inmate telephone instruments must not include coin entry slots or coin return slots regardless of whether these functions are disabled.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- e. The inmate telephone instruments shall not contain card reader capabilities or slots used to identify inmate telephone accounts for purpose of debiting inmate telephone accounts.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- f. The inmate telephones must be capable of reducing or eliminating background noise to the inmate using the telephone. The Vendor must describe, in its response, how this will be accomplished with the proposed inmate telephone instruments (e.g., confidences, phone enclosures, etc.).

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Inmate telephones currently provided by Securus have confidencer technology built into every handset that filters out background noises at the user's location and allows for better sound for voice biometric enrollments and verifications and to the called party.

- g. All inmate telephones shall provide volume controls which allow inmates to amplify the called party's voice.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- h. The Vendor shall provide dialing instructions as well as a "warning" that states "This Call is Being Recorded" to the inmate in English and Spanish on each inmate telephone in a manner which reduces the possibility of being destroyed. Simple labels or other accessible surface instructions will not be acceptable to meet this requirement.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- i. The Vendor shall maintain the above required telephone dialing instructions and warning statements for legibility and accuracy during the course of this contract.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- j. The inmate telephone instrument shall not be capable of being used to program any feature of the proposed ITS.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- k. All of the proposed and currently installed inmate telephones must be compliant with all applicable requirements of the Americans with Disabilities Act (ADA).

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.55. Data Back-Up

- 3.55.1. The Vendor must perform all system and database back-ups and archiving. All archival hardware, supplies, network and recovery procedures which ensure that no data shall be lost must be provided by the Vendor at no cost to the Okaloosa County PS-Corrections Division.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.55.2. The Vendor must be capable of recovering all system data for all locations, to the point of full system operation, using a system backup.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.55.3. The Vendor must describe, in its response, the back-up schedule for:

- a. The central Contractor maintained programming database for the Okaloosa County PS-Corrections Division facility;

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

In order to provide protections that effectively lower the risk of loss of data, all data is stored in a centralized database and backed up offsite at no cost to the County.. Securus maintains the system at the highest level of operability. To ensure against any possible data loss, we also maintain copies of all data with a premier data storage facility for **both** Dallas and Atlanta.

b. All inmate call records for Okaloosa County PS-Corrections Division facility;
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

All inmate call records are backed up real time to multiple data bases within the Securus redundant centralized data center. There are effectively no records stored at any Department facility.

- c. All inmate call records for Okaloosa County PS-Corrections Division facility.
All inmate call recordings for Okaloosa County PS-Corrections Division facility; and

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

All inmate call records are backed up real time to multiple data bases within the Securus redundant centralized data centers.

d. All inmate call recordings for Okaloosa County PS-Corrections Division facility.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

All inmate call recordings are backed up real time to multiple raid 5 disk arrays within the Securus redundant centralized data centers. There are effectively no call recordings stored at any Department facility.

3.55.4. The Vendor must state, in its response, if these system back-ups are performed in real- time (e.g., as the transaction/call completes) or as a pre-scheduled time during the day.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Incremental system backups are scheduled nightly, with full system backups scheduled weekly. Call information, CDRs, and recordings are also scheduled for backup nightly.

- 3.55.5. The Vendor must agree, in its response, that the Okaloosa County PS-Corrections Division has the right to obtain all achieved information, call detail, inmate records, etc. associated with the ITS regardless of the location of such information within the Contractor's organization or site.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.55.6. The Vendor must describe, in its response, how it will provide system security for all data stored locally and at its central storage location. Such security description must include system security as well as how access to such sensitive information will be performed within the Vendor's organization.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

All data within the NextGen SCP system is secured within our redundant centralized data centers. We do not store data onsite in order to provide the utmost security for the information. Securus understands the importance of security, particularly in the corrections industry and takes security concerns seriously.

Securus applies a high level of security to protect against cyber crimes. Applications that transmit data across public networks support SSL, Certs, and encryption. Cisco and Juniper firewalls, used throughout the network to protect SCP and our customers, create DMZ networks. All servers, laptops and workstations require anti-virus and anti-spyware protection and the latest operating system patches. Securus supports both AVG and Symantec anti-virus.

Data Security

Securus has a carrier-class data center that has some of the most comprehensive security measures in the telecommunications industry. Multiple layers of security control physical access to the Securus network facilities.

Security personnel maintain the following procedures for allowing entry into the data centers:

- Security personnel are on premise 24x7x365
- Cardkey reader (electronic badge) access for entry
- All persons having a business need to access company premises must carry identification badges at all times
- Man traps at each entry and exit point in the data center. Man traps use two sets of doors that both require electronic badge entry. The first set of doors must close before the second can open.

Access Procedures

All visitors, customers, contractors, and repair personnel must gain access from the security officer on duty.

Customers, contractors, repair personnel, maintenance personnel, and non-local employees can access buildings and critical areas only with an escort. Vendors may access buildings and critical areas only during working hours and also require an escort.

NextGen SCP Security Roles

NextGen Secure Communications Platform™ (NextGen SCP™) uses security roles to determine user permissions. They define what actions a user can and cannot do within the system. NextGen SCP contains default security roles, identified by the eyeball (👁) icon. While these predefined roles cannot be modified, they cover many customers' needs for granting access and denial rights based on common job functions.

NextGen SCP provides more options for Okaloosa County to further customize access privileges by allowing authorized administrative users to either create a new user-defined role or create a new role using an existing role as a base and further modifying it. The user-defined role can be customized to meet the County's specific needs when a default role does not. These roles are identified by the pencil (✎) icon.

In addition, the County administrator can assign multiple roles to a user to tailor their access to exactly what is needed. This provides virtually unlimited options for customizing users' access.

Audit & Activity Tracking

Securus provides Okaloosa County with one of the only anywhere, anytime, customer portals in the industry. At any time, 24-hours a day, seven days a week, customers can securely access all system functions through the NextGen Secure Communications Platform™ (NextGen SCP™) Web-based interface, including reporting functions, recordings, live call/visitation monitoring, and all configuration settings. Authorized users only need a PC with Internet Explorer 6.0 or higher software. The County can control when users log in based on time of day and day of the week, or allow anytime/anywhere access.

The NextGen SCP audit and tracking feature logs each user's specific activities for investigative purposes. This activity log can be accessed by specified site administrators only or by site personnel with authorized security credentials.

The audit and tracking feature logs:

- When a user logs in to the system
- How long a user stays in the system
- Which recordings were monitored or played by a specific user
- What the user did with a recording
- Changes to custody accounts
- Changes to Personal Allowed Number (PAN) lists
- Changes to Global List entries
- Changes to security permissions

3.56. ITS Management/Administration Requirements

- 3.56.1. The Vendor must propose an ITS that can be administered from any windows based PC with internet access by the Vendor's personnel and authorized Okaloosa County PS- Corrections Division personnel.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.56.2. The Vendor must propose an ITS that allows for changes to be administered in “real time” while the system is in use. The proposed system must not require the system to be taken off line to make additions, changes or retrieve reports.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.56.3. The Vendor must propose an ITS that provides a Graphical User Interface (e.g., Microsoft Windows™) for both system administration and system reporting functions. The Vendor must provide samples of its User Interface screens with it response.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus telecommunications system is the most widely used system in the industry currently installed at over 3,450 agencies While traditional inmate calling systems require significant physical space for hardware, the Secure Call Platform (SCP) serves a facility (and sometimes multiple facilities) from a single 19-inch rack of equipment. When additions to the inmate calling system are necessary, the addition of an additional Integrated Access Device (IAD) is most often all that is needed. The centralized architecture of SCP is designed to accommodate the facility’s current and future needs, including new facilities or additions, rather than requiring the facility to adapt to the inmate calling system’s functionality.

We recognize that the challenges you and your officers face every day never stop evolving. When designed our centralized platform, one of our chief objectives was deploying a system that provided upgrades to all customers at regular intervals with no downtime. We achieved that objective with SCP. Securus provides upgrades to all of our customers three to four times annually through a proven and tested after hours process that allows all sites to immediately realize the benefits each upgrade. Our system delivers proven features driven by input from the most recognized corrections and law enforcement agencies in the nation.

Maintenance events are always preceded by a splash screen displayed at login notifying the facility of the upcoming upgrade and new features are discussed with customers prior to implementation. These system updates are more than simple changes. They provide meaningful features and new capabilities, which drive greater officer and community safety, staff efficiency and improved investigative response times.

The following image shows the sample splash screen that notifies users of upcoming maintenance.

3.56.4. The Vendor must describe, in its response, what system administration functions are available with the proposed ITS (i.e., new account entry, account/record modification, account deletion, etc.).

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

NextGen SCP comes with a full-featured administrative interface giving correctional staff complete control over users, permissions, rules, schedule and more. This includes new account

entry, account/record modification, account deletion, and more. Administrative categories include items facility staff typically set up on a periodic or infrequent basis.

Our industry-leading advanced features provide extremely powerful and flexible tools for controlling inmate calling, reducing fraud, increasing investigative capabilities, and generating valuable administrative reports. Select administrative functions include the ability to:

Facility and Site Settings

Managing the settings of the various components of a facility is important to system setup and usage. Feature defaults and settings can be set at multiple levels to provide more flexibility and control when managing the inmate telephone service and video visitation system.

NextGen SCP provides control at the facility, site, terminal group, and terminal level. Controls include call settings, call schedules, call restrictions, visit schedules, visit rules and other relevant controls.

Phone Number Global List

The global phone number list allows facility staff to manage blocked and allowed phone numbers at the facilities, site, terminal group and inmate level.

Call Settings

Call Settings in NextGen SCP give facility admins control over call forward numbers, call restrictions, call velocities, call schedules, covert alerts and virtual groups, allowing them to craft them to cover the policies and procedures in place at the facility.

Visitor Types

NextGen video visitation simplifies the regular visitor type to three allowing the facility more flexibility and control. The standard constituent visitor types for Home User and Attorney are provided.

For visitors affiliated with the facility, like clergy, nurse or public official, we now include a NextGen Visitor type that allows visitation access via the NextGen SCP platform. These additional visitors will be set up as a NextGen SCP user and given permission to conduct video visitations with inmates.

They will then be able to set up, manage and conduct video visits within the NextGen SCP tool. And, given the appropriate security role, they will have their access limited only to their own video visitations.

Visit Rules

Securus' robust rules engine allows for visitation quotas to be established regarding the frequency of visitation by user, terminal, location, user group and site. Authorized facility personnel can create and enforce rules such as allowing inmates to have a maximum number of visits per week, while also offering the flexibility to selectively override these rules when necessary, allowing your jail additional scheduling flexibility.

Visit Schedules

The Visit Schedules feature gives facility staff on-site control over systematically enforcing inmate video visitation privileges. Schedules are preset and then applied to facility, site, terminal group, inmate or visitor as needed.

Security Roles

The facility has the ability to view preset security roles as well as add additional roles as needed. These roles can then be applied to users in any combination to provide the user with only the

access the facility would like for them to have.

Users

Facility administrators can create, modify, activate or deactivate users who have access to the NextGen SCP system. The admin can also give each user custom access to different functions within the system which they deem sufficient for the user's role.

3.57. System Reporting Function

3.57.1. The proposed ITS must provide a system reporting package accessible by Okaloosa County PS-Corrections Division personnel. This reporting package must allow for the querying of inmate call records and include a secure internet website for ease of use.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.57.2. The proposed ITS must allow for the generation of reports by Okaloosa County PS- Corrections Division personnel based on their user access level.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.57.3. The proposed ITS must provide for on-demand reports to be available by the Okaloosa County PS-Corrections Division and provide for the following standard, at a minimum:

- a. Chronological List of Calls;
- b. Daily Call Volume Summary;
- c. Daily Call Volume Detail;
- d. Weekly Call Volume Summary;
- e. Weekly Call Volume Detail;
- f. Inmate Account Summary;
- g. Inmate Account Detail;
- h. Frequently Dialed Numbers;
- i. Specific Telephone Number Dialed Usage;
- j. Suspended Inmate Account;
- k. Alert Notification;
- l. Telephone Numbers Called by More Than One Inmate;
- m. Telephone Numbers Assigned to More Than One Inmate Account;
- n. Quantity of Calls per Inmate Account;
- o. Quantity of Minutes per Inmate Account;
- p. Blocked Telephone Number List;
- q. Local Exchange Volume (by Exchange);
- r. Area Code Volume (by Area Code);
- s. Fraudulent calls identified and disconnected (3-way, Call Forwarded) ; and
- t. Ease of exporting reports to Excel, Adobe or Comma Separated Text.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

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

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.57.5. It is desirable that the ITS provide Okaloosa County PS-Corrections Division personnel that ability to simply click on the called number and be provided with the name and address of the called party. The Vendor must describe, in its response, how this function is provided and how it operates with the proposed system.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The NextGen Secure Communications Platform™ (NextGen SCP™) reverse lookup feature identifies the billing name and address (BNA) of a dialed phone number captured in a communication detail record (CDR). The system automatically shows this information, if known, in the Details panel. This search process is unique in the industry, providing the most accurate BNA information possible.

Authorized County users select a CDR and the BNA information, if available, appears in the side bar on the right-hand side of the page. The information includes the phone number owner’s billing name, billing address, and the date the number was last verified. Unlike other similar tools in the industry today, Securus’ fully-integrated reverse lookup feature is provided at no additional cost.

Reverse lookup, which is also available as a dashboard widget, allows users to access results from anywhere the number exists in NextGen SCP such as:

- Communication detail reports
- Blocked number lists
- Global allowed lists
- Call frequency reports

Reverse Lookup and Personal Allowed Numbers (PAN)

If using PAN management, NextGen SCP allows authorized users to associate the BNA information to a phone number on the PAN list. This feature allows administrators and investigative staff to view BNA information without an additional search. The Securus reverse lookup feature offers a comprehensive ad hoc search tool giving an authorized user the ability to enter criteria ranging from first name, last name, address, city, state, and ZIP to obtain this information on demand.

3.58. System Implementation and Transition

3.58.1. The Okaloosa County PS-Corrections Division is presently utilizing an ITS provided by Securus Inc. It is therefore of the utmost importance that the Vendor address the issue of transition from the existing system to the new ITS at Okaloosa County PS-Corrections Division facility. The Okaloosa County PS-Corrections Division realizes that some “down time” will occur during this transition but the Vendor must propose an implementation plan that reduces this “down time” and allows for a smooth progression

to the new system. During initial and all future installations of additional equipment and/or software, the responsibility of interoperability with the Okaloosa County PS-Corrections Division Jail Management System will be that of the Vendors.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus has extensive experience installing and maintaining our systems with the Okaloosa County infrastructure over the last 10 years. We have developed installation procedures that minimize disruptions and errors and maximize customer satisfaction. Securus has developed a preliminary implementation plan that includes all of the required components. For additional information, see Appendix H.

3.59. Current County Inmate Communications System

3.59.1. The proposed equipment and system shall be scalable to meet the County's growing needs.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.59.2. Vendor agrees the equipment is scalable and Vendor shall provide at least the following equipment:

Inmate Phone Count	66
Mobile Phone Carts	2
Cordless Inmate Phone	4
Pay Phones	0
Video Visitation Terminals	56
Video Visitor Terminals	15
Video Visitation Carts	6
TTY/TDD Devices	2
Provider Workstations	2

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.59.3. The Vendor is required to provide the Okaloosa County PS-Corrections Division a full implementation plan upon award of contract for the ITS. The Vendor's implementation plan must include a detailed explanation of the following items:

- a. pre-installation procedures for Okaloosa County PS-Corrections Division facility;
- b. pre-installation procedures for the complete system;
- c. network circuits/service coordination requirements;
- d. software programming and preparation;
- e. equipment delivery schedules;
- f. equipment security procedures;
- g. equipment/system installation procedures;

- h. inmate telephone installation procedures;
- i. system testing at the Okaloosa County PS-Corrections Division facility;
- j. system testing of overall system connectivity;
- k. training of Okaloosa County PS-Corrections Division personnel;
- l. actual system cutover to service; and
- m. lists of Okaloosa County PS-Corrections Division responsibilities.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.59.4. The Vendor must work with the Okaloosa County PS-Corrections Division to determine the exact times when Inmate Telephone Equipment can be replaced to reduce "down time".

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.59.5. The Vendor is required to conduct a site visit at Okaloosa County PS-Corrections Division facility prior to installation of the ITS there in order to become familiar with the physical location of the ITS and the inmate telephones as well as to be completely familiar with the installation requirements of each particular facility.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.59.6. The Contractor shall coordinate the removal of the existing inmate telephones throughout Okaloosa County PS-Corrections Division facility. The Contractor is required to meet with the Okaloosa County PS-Corrections Division so that the existing telephones may be used during the transition to the new inmate telephones provided under this contract.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.59.7. The Vendor is allowed to re-use existing station cabling installed at Okaloosa County PS- Corrections Division facility for the inmate telephones once it has "tone and tested" each cable run to ensure that the station cable is capable of supporting the new inmate telephones.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.59.8. In cases where the existing cable is re-used, the Vendor will re-terminate and label the station cabling at the cross connect (main/intermediate distribution frames) to ensure that all cabling is identified correctly and terminated in such a way to simplify future maintenance.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.59.9. In cases where existing station cabling cannot be used, the Vendor will install new station cabling (Category 5e minimum) at no cost to the Okaloosa County PS-Corrections Division. Any new cabling must include required wall plate, cross connection, patch cords, etc. as required by the Vendor and the Okaloosa County PS-Corrections Division to ensure proper operation of the inmate telephones.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.59.10. Although the Okaloosa County PS-Corrections Division does not anticipate that such work will be required, the Vendor must agree in its response to obtain Okaloosa County PS-Corrections Division permission in writing before proceeding with any work that requires cutting into or through girders, beams, concrete or tile floors, partitions or ceilings, or any work that may impair fireproofing or moisture proofing, or potentially cause any structural damage.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.59.11. The Vendor will be responsible for all programming of the ITS including the generation and creation of the system database(s) required to provide a fully operational ITS.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.59.12. The Vendor must transfer the current ITS database information including inmate profiles (PINs) and call records to the new system. The Vendor must state, in its response, how this will be accomplished and what is required of the Okaloosa County PS-Corrections Division to facilitate this transfer of information.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

As the County's incumbent ITS provider, the ITS database information, including inmate profiles (PINs) and call records, is already in place. No other vendor can offer as smooth and seamless a transition, virtually eliminating the risk of disruption to the facility or burden to Okaloosa County staff.

Securus will provide product training for all NextGen Secure Communications Platform™ (NextGen SCP™) features in the agreement with Okaloosa County. Experienced Securus employees conduct all training through online instructor-led classes or on-site, one-on-one and classroom training sessions at no cost. We deliver standard training using both hands-on experiences with your data and using instructor demonstrations to ensure each trainee understands all NextGen SCP functions.

Securus training programs enable facility staff to use all features the first day of installation. Since our products are web-based, after a two or three-hour training session, most facility staff can easily maneuver through the system's features.

In addition to standard training, Securus will develop an online training experience to meet the unique needs of your staff and facility. We offer separate classes focused on different agency functions such as investigations, live call monitoring, and system administration. Securus offers

online instructor-led courses available twice a month throughout the year for product upgrades, new facility staff, or general refreshers. *Securus' ongoing training ensures your staff always "stays on top" of current and newly released NextGen SCP features.*

3.59.13. The Vendor must clean up and remove any and all debris and packaging material resulting from its work at the Okaloosa County PS-Corrections Division facility on a daily basis.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.59.14. Upon completion of installation, the Vendor must leave the Okaloosa County PS- Corrections Division facility clean, orderly, and ready for immediate use.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.59.15. The Vendor shall be completely responsible for replacing, restoring, or bringing to former condition any damage caused by the Vendor's installation personnel to floors, ceilings, walls, furniture, grounds, pavement, etc. Any damage or disfigurements shall be restored to its former condition by the Vendor at no cost to the Okaloosa County PS-Corrections Division.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.59.16. The Vendor must ensure that all of its work and materials comply with all local, State, and Federal laws, ordinances and regulations as well as the direction of any inspectors appointed by proper authorities having jurisdiction over this type of network and equipment installation.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.59.17. The Vendor is responsible for obtaining all necessary permits. Should violation of codes occur relating to this network installation project because necessary permits were not identified and obtained by the Vendor, the Vendor will cease all work at that specific location and correct the situation, immediately, at no cost to the Okaloosa County PS- Corrections Division prior to continuation of system installation.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.59.18. The Vendor is required to adhere to all prevailing wage rate specifications and schedules as determined by the State of Florida and Division of Occupational Safety, and the United States Department of Labor when required.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.60. System Testing

- 3.60.1. The Vendor must describe, in its response, how it performs standard system testing to ensure that the proposed ITS and its network services are fully implemented and ready to accept inmate traffic and Okaloosa County PS-Corrections Division use. This description must include the Vendor and industry standard methodologies, procedures and protocols consistent with the ITS proposed for the Okaloosa County PS-Corrections Division. The Vendor must describe what is required of Okaloosa County PS-Corrections Division personnel during this system testing. All hardware, software, software licensing, etc. required to perform this testing must be provided to the Okaloosa County PS-Corrections Division at no cost.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus has extensive experience installing and maintaining inmate telecommunications systems and has developed installation and cut-over procedures that minimize disruptions and errors and maximize customer satisfaction. Securus has developed a preliminary implementation plan that includes all of the required components. For details, please see response to item 3.58.1 above..

- 3.60.2. The Vendor is required to provide system testing which simulates normal operating conditions of the installed ITS to ensure proper performance after hardware and software configuration is complete. This simulation must include full traffic load representing high traffic situations for inmate calling traffic.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.60.3. The Vendor must agree, in its response, to the Okaloosa County PS-Corrections Division's right to require the replacement of any network service or system component whose failure to meet required performance levels during testing has risen to chronic problem level.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.61. System Acceptance

- 3.61.1. The Okaloosa County PS-Corrections Division defines system acceptance as the "problem-free" operation of the ITS and its network of services for a period of thirty (30) consecutive days commencing with the actual completion of ITS installation and testing.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

- 3.61.2. Should the proposed ITS operate "problem free" during the initial thirty (30)

day acceptance period, the Vendor may consider the ITS installation as complete at that Okaloosa County PS-Corrections Division facility and commence with post installation maintenance and support.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.61.3. Should the ITS fail to operate “problem free” during the thirty (30) day acceptance period, the Vendor shall correct the problem at no cost to Okaloosa County PS- Corrections Division and the thirty (30) day acceptance period will begin again. The Vendor is required to provide all materials and labor to ensure that the installed ITS performs according to manufacturer specifications and the requirements of this RFP. Failure of the Vendor to have the installed ITS installation “accepted” by the Okaloosa County PS-Corrections Division within sixty (60) days of the installation date will result in the replacement of the ITS in its entirety at that specific Okaloosa County PS- Corrections Division facility.

1 **SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

3.61.4. The Vendor must agree, in its response, to negotiate the definition of “problem free” operation with the Okaloosa County PS-Corrections Division prior to system contract. However, for the purposes of this RFP, “problem free” operation during the initial thirty

(30) day period is defined as the following:

- a. Failure of no more than two percent (2%) of the telephone instruments;
- b. Failure of no more than ten percent (10%) of analog network services’;
- c. Failure of no more than one (1) digital trunk (T1, ISDN PRI);
- d. Operation of the system security features including PINs, etc.;
- e. Operation of the system software without major conflicts or feature failure; and
- f. Non- failure of any Central Processing Unit (CPU).

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.62. System Documentation

3.62.1. At the completion of the project, the Vendor must provide access to the complete set of system reference manuals which must include information specific to the operation of the ITS for each Okaloosa County PS-Corrections Division authorized user, determined by the Public Safety Director, or Designee.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.62.2. The Vendor shall supply, in writing, all necessary Okaloosa County PS-Corrections Division personnel with regard to maintenance contact numbers, maintenance reporting procedures, maintenance escalation procedures, etc.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.62.3. The Vendor must provide Okaloosa County PS-Corrections Division facility specific “checklists” allowing trained Okaloosa County PS-Corrections Division personnel to become acquainted with the specific programming of the ITS installed at the Okaloosa County PS-Corrections Division facility.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.62.4. The Vendor must provide written procedures at the Okaloosa County PS-Corrections Division facility that instruct Okaloosa County PS-Corrections Division personnel on how to report system troubles, escalate system troubles within the Vendor’s organization, contract Vendor personnel during weekend shifts, etc. The Vendor must update such written procedures on a quarterly basis during the term of this contract.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.63. Training Requirements

3.63.1. It is instrumental to the success of the installation of the ITS that Okaloosa County PS- Corrections Division personnel be trained in various aspects of the system operation. Therefore, the Vendor must provide a complete training schedule based on the following requirements.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Please see Preliminary Implementation Plan in Appendix A.

3.63.2. The Vendor must provide all end-user training to the Okaloosa County PS-Corrections Division at no cost for all staff who are provided access to the phone system- Training may be Web Based.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.63.3. The Vendor must provide all end-user training on site. If new services are added on-site training may be needed. Otherwise “Annual Refresher Training” may be requested.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.63.4. The vendor must provide training for various levels of Okaloosa County PS-Corrections Division personnel including full-time system administrators, part-time

system administrators, special investigators, and data entry specialists, etc. This will be for all users who are granted access to the system. The number of users can vary. Training may also be Web-based training.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.63.5. The Vendor must provide full training for all assigned system users on how to create, delete and modify inmate programming and profiles.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.63.6. The Vendor must provide full training for all assigned system users on how to generate appropriate system reports.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.63.7. The Vendor must provide full training for all assigned system users on how to maintain inmate alert levels and respond accordingly when these levels are exceeded.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.63.8. The Vendor must provide full training on all components of the Inmate Telephone System.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.63.9. The Vendor must provide full training on the provided call recording function including the live monitoring of inmate calls, playback of calls and the transfer of calls to other media for playback at off-site locations.

2 **SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

3.63.10. The Vendor shall provide full training for all assigned Okaloosa County PS-Corrections Division system users on how to change inmate restriction levels (by telephone, suspend PIN, etc.).

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.63.11. The Vendor must provide full training for all assigned system users on how to initiate system restrictions including the shutting down of individual inmate telephones, groups of inmate telephones or the entire facilities systems.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.63.12. The Vendor must provide ongoing system training for existing Okaloosa County PS- Corrections Division personnel when required by the Okaloosa County PS-Corrections Division at no cost.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.63.13. The Vendor must provide additional training for new Okaloosa County PS- Corrections Division personnel when required by the Okaloosa County PS-Corrections Division at no cost.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.63.14. The Vendor must describe, in its response, any advanced system training that may be available to Okaloosa County PS-Corrections Division personnel whether provided on-site at the Okaloosa County PS-Corrections Division facility, off-site at the Vendor's training facilities or via webinar.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus has provided extensive onsite and remote training to Okaloosa County staff over the last 10 years. We provide following training programs for our facility customers:

- Onsite Training Courses—Securus offers customized training at your facility on Securus Investigative Products. This training includes hands-on activities.
- Dedicated Webinars—Online webinar training on Securus Investigative Products. These webinars are coordinated and scheduled during a convenient time for the facility.
- Monthly Webinars—Provide an introduction to Securus Investigative Products. These webinars occur every month, usually around the same time/date of each month.
- Video-Record Webinars – These videos are recordings of live product webinars. Staff who cannot attend scheduled classes can watch a recorded webinar on their own schedule on any shift. They are also convenient for training new officers.
- Regional Investigator's Workshops—Investigators from different regions will meet for customized onsite training on Securus Investigative Products and how to use these products to assist in their investigations
- Regional Administrator Workshops—Administrators from different regions meet for customized onsite training on Securus products. This training focuses on features, processes, and reports that Administrators need to understand to support their Facility using Securus Products.

3.63.15. The Vendor must in its proposal include the name, title and qualifications of the Vendor staff member who will have the overall responsibility for training.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Senior Instructor for Securus is Dean Ramsey. Please see his resume in Appendix F.

3.63.16. The proposed ITS must provide for integrated help function for system operation, administration, reporting and management functions.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.63.17. The Vendor must provide a “live” Help Desk support function to Okaloosa County PS- Corrections Division at no cost to the Okaloosa County PS-Corrections Division during the term of this contract. This Help Desk function must be capable of providing support via telephone to the Okaloosa County PS-Corrections Division ITS personnel for the functions of the ITS. This “live” Help Desk must be available twenty-four (24) hours a day, seven (7) days a week including holidays.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.63.18. The “live” Help Desk support function provided by the Contractor must be located within the continental United States.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.64. Equipment/System Maintenance

3.64.1. The Vendor must provide an ITS at the Okaloosa County PS-Corrections Division facility that is fully functional in regards to all labor, materials, programming, system hardware and software.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.64.2. The Vendor must warrant that the ITS installed for the Okaloosa County PS-Corrections Division facility shall be free of defects, irregularities, unprofessional installation, code violations and shall operate as designed and proposed. Should the system not operate as designed and proposed or violate any local, state or federal code, the Vendor shall immediately correct the defect or irregularity or bring the system within code and performance specifications at no cost to the Okaloosa County PS-Corrections Division.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.64.3. The Vendor must provide all post installation system programming and maintenance services at no cost to the Okaloosa County PS-Corrections Division.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.64.4. The Vendor must agree in its response that maintenance service is available on its ITS seven days per week, twenty-four (24) hours a day.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.64.5. The Vendor must propose an ITS that provides for remote diagnose ITS and maintenance.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.64.6. The Vendor is responsible for replacement of the ITS in its entirety or its individual components regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement will be performed at no cost to the Okaloosa County PS-Corrections Division and will occur immediately upon notification to the Vendor of the system problem by the Okaloosa County PS-Corrections Division facility.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.64.7. The Vendor is responsible for replacing of inmate telephones in their entirety regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. The Contractor must replace inmate telephones requiring repair and not repair components of the inmate telephone on site at the Okaloosa County PS-Corrections Division.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.64.8. Should any critical component of the ITS provided by the Vendor fail, the Vendor must respond to ITS maintenance/repair calls from the Okaloosa County PS-Corrections Division in the manner outlined in this section.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.64.9. For the purpose of this RFP, a "Major Emergency" shall be defined as an occurrence of any one of the following conditions. The Vendor is required to further negotiate with the Okaloosa County PS-Corrections Division prior to system installation to determine additional specific criteria for a "Major Emergency".

- a. A failure of the ITS processor, its common equipment or power supplies which render the system incapable of performing its normal functions;
- b. A failure of the recording function or any of its components that affects the full recording operation;
- c. A failure of fifty-percent (50%) or more of the inmate telephones at any one area within a Okaloosa County PS-Corrections Division facility;
- d. A failure of any of the ITS functions that result in the ability of inmates to place calls without the use of assigned PINs;
- e. A failure of any of the ITS functions that results in the ability of inmates to

- make direct dialed calls when the system is operating in collect call mode;
- f. A failure of any of the system functions that results in the ability of inmates to reach a “live” operator; and
- g. A failure of the system “kill switches” or similar ITS disabling function proposed by the Vendor.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.64.10. For a “Major Emergency” the Vendor must respond to the service problem within thirty (30) minutes of initial trouble report by the Okaloosa County PS-Corrections Division facility through the use of remote testing or access. Should the ITS not be accessible for remote access, the Vendor must have a qualified technician, suitably equipped for the installed ITS, on site at the Okaloosa County PS-Corrections Division within two (2) hours from the time of initial trouble report.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.64.11. Should the problem not be resolved via remote access, the Vendor must have a qualified technician, suitably equipped for the installed system, on site at the Okaloosa County PS- Corrections Division facility within two (2) hours from the time of initial trouble report.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.64.12. Response to “Major Emergency” conditions must be performed on a twenty-four (24) Hours-a-Day/Seven (7) Days-a-Week/365 Days-a-Year basis throughout the term of this contract.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.64.13. For the purpose of this RFP, Routine Service shall be defined as an ITS failure or problem other than a “Major Emergency” item as listed above or defined by the Okaloosa County PS-Corrections Division.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.64.14. For a “Routine Service” the Vendor must respond to the service problem within four (4) hours of the initial trouble report by the Okaloosa County PS-Corrections Division facility through the use of remote testing or access. Should the ITS not be accessible for remote access, the Vendor must have a qualified technician, suitably equipped for the installed system, on site at the Okaloosa County PS-Corrections Division facility within twelve (12) business hours from the time of initial trouble report. Business hours are defined as 8:00 a.m. to 4:00 p.m., Monday through Friday.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.64.15. Should the problem not be resolved via remote access, the Vendor must have a qualified technician, suitably equipped for the installed system, on site at the Okaloosa County PS- Corrections Division facility within six (6) hours from the time of initial trouble report.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.64.16. The Vendor must ensure and state, in its response, that all maintenance calls from the Okaloosa County PS-Corrections Division shall be answered by a “live” operator/service representative at all times.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.64.17. It is required that all maintenance calls from the Okaloosa County PS- Corrections Division be answered by a “live” service representative who is local located within the continental United States at all times.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.65. Critical Component Availability

3.65.1. The Vendor must guarantee to the Okaloosa County PS-Corrections Division that all parts and materials necessary to repair the proposed ITS are readily available to on-site service personnel twenty-four (24) hours per day, seven (7) days per week, 365 days per year. The Okaloosa County PS-Corrections Division will not accept the delay of any ITS repair based on the fact that service personnel cannot access a system parts warehouse, office, or similar Vendor facility because the facility not being opened “after hours”, or on weekends or holidays.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.65.2. It is desirable that the Contractor provide “spare” inmate telephone equipment Okaloosa County PS-Corrections Division facility to allow for timely replacement of telephones that are not operating for any reason. The Vendor must provide onsite a minimum number of spare sets equal to five percent (5%) of the total number of inmate telephones installed at Okaloosa County PS-Corrections Division facility.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.66. Escalation Procedures during Service Maintenance

3.66.1. The Vendor must provide, in its response, escalation procedures to address inadequate maintenance service of the ITS. These escalation procedures must include multiple levels of management personnel. Access to additional management personnel

must be made available to the Okaloosa County PS-Corrections Division upon request.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus has provided below a listing of the management personnel for both the assigned Securus Account and Service Teams. At any point during the contract, Okaloosa County may request the names and contact information for any Securus management personnel.

First Escalation Level

Each technician is required to follow a structured technical process to resolve all issues. When it becomes apparent that the issue cannot be remedied within the required period of time, or when the technician requires additional resources to resolve the issue, the FIRST ESCALATION LEVEL is initiated.

Bobby Folsom – Sr. Technical Support Manager
Johnny Hagins, Regional Manager-Field Services

Second Escalation Level

If the problem persists, or first escalation level personnel are unable to provide the resolution, the issue is moved to the SECOND ESCALATION LEVEL. At this level, the Technical Support Director, Mr. Ankur Desai, and the Regional Field Service Manager, Mr. Aaron Bacher are involved with the previous Securus resources to diagnose and resolve the issue.

Ankur Desai, Sr. Director Technical Support and Client Management
Aaron Bacher, Director of Field Operations

Third Escalation Level

In the unlikely event that the issue persists beyond the Second Level, the issue is moved to the THIRD ESCALATION LEVEL. At this level, the Vice president of Service and Technical Support, Mr. Danny De Hoyos is entered into the communication and resolution chain, bringing with him any other senior level executive that is required in order to resolve the issue and maintain the highest level of customer satisfaction.

Danny De Hoyos – VP Service and Technical Operations

Securus understands that the SCP escalation procedures will be subject to County approval and all Securus staff identified in the escalation plan will be capable of being contacted by the authorized County staff.

3.66.2. The Vendor must provide, in its response, a complete list of its maintenance service escalation procedures including:

- a. a list of personnel at each level of escalation;
- b. contact telephone, fax, pager, cellular numbers;
- c. methods by which escalation is initiated; and
- d. criteria for escalation at each level.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

When a service ticket reaches the halfway point of the allotted timeframe of the service level agreement (SLA), the Technical Support Manager, and assigned Field Service Managers are automatically notified. For example, if a P1 priority level has a 2-hour response time, the

Technical Support Manager and Field Service Managers are notified if the issue has not been resolved one hour after the ticket is opened.

If the ticket reaches the maximum SLA timeframe, another notification is sent to the Technical Support Director and Field Service Director who can then further escalate resolution procedures.

The table below shows the escalations for each priority level and the corresponding personnel who are contacted:

Service Response Times and Escalations

Priority Level	Service Priority Description	Response Time	Customer Communication Guideline	Escalations
P1	A P1 is our highest service level defined as 30% or more of the functionality of the System being adversely affected by the System Event. Examples of P1 service assignments would include items such as no voice prompts, features not operating appropriately, inability to burn CD's, issues with listening to live calls, inability to access NextGen Secure Communications Platform™ UI, all phones down.	2 hours	<ul style="list-style-type: none"> ▪ Securus Technical Support Center notifies the facility when the service issue is resolved ▪ If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> ▪ If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request ▪ Technical Support Manager & Field Service Manager ▪ Technical Support Director & Field Service Director ▪ VP Service & Operations
P2	A P2 assignment defined as 5% to 29% of the functionality of the System being adversely affected by the System Event. Examples of a P2 service assignments would include items such as workstation, specific system ports, LEC circuits, unblocks, block numbers, missing CDRs, call searching.	24 hours	<ul style="list-style-type: none"> ▪ Securus Technical Support Center notifies the facility when the service issue is resolved ▪ If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> ▪ If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request ▪ Technical Support Manager & Field Service Manager ▪ Technical Support Director & Field Service Director

P3

A P3 assignment defined as less the 5% of the functionality of the System being adversely affected by the System Event.

Single and multiple phones related issues. Examples of P3 service assignments would include items such as static on the phone, a party not being able to hear, unable to dial, a broken phone, dial pad not working, cutoff switches not working, and inability to generate reports.

72 hours

- Securus Technical Support Center notifies the facility when the service issue is resolved
- If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival

- VP Service & Operations
- If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request
- Technical Support Manager & Field Service Manager
- Technical Support Director & Field Service Director
- VP Service & Operations

Below is the contact information in the assigned order of escalation:

Bobby Folsom – Manager, Technical Support

Office: 214-775-4936

bfolsom@securustechnologies.com

Johnny Hagins – Regional Manager, Field Services

Office/Cell: 240-527-9812

jhagins@securustechnologies.com

Ankur Desai – Sr. Director, Technical Support & Client Management

Office: 972-277-0409

adesai@securustechnologies.com

Aaron Bacher – Director, Field Operations

Office: 972-277-0451

Email: abacher@securustechnologies.com

Danny DeHoyos – VP Service and Technical Operations

Office: 972-277-0474

Email: ddehoyos@securustechnologies.com

3.66.3. The Vendor must agree, in its response, that the Okaloosa County PS-Corrections Division has the right to initiate these escalation procedures at its discretion based on diminished service or non-performance of the Vendor. The vendor shall update the escalation contacts shall on an "as needed" basis as contact information changes.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.67. Payment Options

3.67.1. The proposed system shall allow automated operator collect calling.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.67.2. All prepaid calls will be subject to the same restrictions and features as standard inmate collect calls.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.67.3. The called party shall be provided an option to request cost of the call prior to accepting the charges.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.67.4. The proposed Contractor shall have a system in place that will allow inmate families and friends to set-up alternate billing methods directly with the Contractor. Two (2) of the methods the Okaloosa County PS-Corrections Division would like to see offered are:

- a. The Contractor should have a system in place that will allow inmate families and friends to set-up an account directly with the Contractor; and
- b. The Contractor should have an advance payment system. This system should allow customers to prepay for calls from the facility.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.67.5. The proposed Contractor shall provide the ability for inmate families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.67.6. The proposed Contractor must allow calls to cell phones and have an ability to establish accounts for such customers.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.67.7. The proposed Contractor must have the ability to provide promotional calls to

cell phones and text messaging information on how to establish an account.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.68. Visitation Phone Monitoring and Recording

3.68.1. Detail of the proposed visitation phone recording & monitoring system. This detail shall include but not be limited to the name of the manufacturer/Contractor used, if service and equipment are not provided directly by Contractor, scheduling software, user interface, control/administrator interface, integration requirements and remote network capabilities.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus is the manufacturer of Securus Video Visitation (SVV) and we provide this directly to Okaloosa County. For details, please see Appendix H.

3.68.2. System should be integrated with inmate calling system.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.68.3. System should include anti-tamper screws on a stainless steel wall plate, spiral-sound stainless steel armored cable, and anti-tamper transmitter/receiver installed in a small encasement.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.68.4. System must have the ability to record all visitation conversations, or if PINs are applied be able to record specific conversations.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.68.5. System must have the ability to monitor live conversations.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.68.6. System must be scalable and easily upgraded remotely.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.68.7. Call details records must be stored of each visitation conversation.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.68.8. System must have the ability to specify specific visitation phones as private

attorney visitation phones, which conversations will not be recorded.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.68.9. System must provide the capability to disable and enable visitation recording by PIN, on demand, and in real time.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.68.10. System must continue to allow visitation calls even in the event the call platform goes down.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.68.11. System must allow multiple visitors to visit with a single inmate.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.68.12. System should allow visitation calls to continue in the event main inmate telephone systems is shut down.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.68.13. The system shall allow for eight (8) public defenders to participate in free video visits with their clients.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.68.14. All call video session recordings shall be stored online and available through the online user interface for 180 days.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.69. Automated Information

3.69.1. The proposed system must offer an Interactive Voice Response (IVR) solution. This IVR must provide inmates and outside callers with the ability to access inmate specific and general facility information over the phone. Inmates must be able to access the system by dialing a speed dial on any designated inmate phone, while outside callers access the system by dialing the main facility telephone number. The system must have a hosted architecture and use the existing telephones.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.69.2. The IVR must be available with an English and Spanish interface and must also have touch tone and speech recognition capabilities.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.69.3. The IVR must be available twenty-four (24) hours a day.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.69.4. During the call, outside callers must have the option to transfer to a customer service center for further assistance.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.69.5. Information that must be available to inmates must include but not be limited to the following: inmate charges, inmate court dates, visitation eligibility, and bond amount.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.69.6. Information that must be available to outside callers must include, but not be limited to, the following: facility address and direction, visitation policies, inmate charges, inmate court dates, inmate visitation eligibility, and inmate bond amount.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.69.7. In addition, the IVR solution must be currently deployed to at least fifty (50) correctional facilities that are willing to provide written references.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Designed specifically for the Corrections industry, Securus' Automated Information Services, (AIS), is currently deployed in over 200 agencies in the United States. Securus has provided this unique service to the County since 2010, and in that time AIS has saved countless hours for the Okaloosa Correctional Facility staff and County constituents by providing information in a quick and efficient manner. AIS has created happier County constituents through simple automated information access and a safer jail by allowing inmates to access important information through the phone system as opposed to distracting officers with repetitive questions.

In 2018 alone, Okaloosa County and Correctional staff saved **373 Hours, 49 minutes, and 37 seconds** through incoming phone call automation, and Correctional staff saved **1,267 Hours, 48 Minutes, and 46 seconds** by not answering repetitive inmate questions. This allows them to focus on their core job duties creating a safer environment **Securus is the only company to provide the inmate facing information access.** While other inmate communication vendors provide a simple IVR, Securus uses AIS to help solve real world problems for Okaloosa County.

3.69.8. The system will not be required to provide trust account funding. This may be listed as an option for discussion.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.69.9. The system must provide family and friends the option to create and fund prepaid phone accounts.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.69.10. The system allows for voicemail communications between friends and family and inmates.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.69.11. System must allow Constituents to fund phone service accounts with an automatic notification to the inmate or inmate application.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.69.12. System must have the ability to customize settings based on facility and constituent needs.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.69.13. System must average at least a monthly automation rate of seventy-five percent (75%). Eighty percent (80%) is preferred.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.69.14. System must be able to block certain inmates' records from being shared.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.70. In-pod Kiosk Description and Requirements

3.70.1. The kiosk system is capable of supporting several web-based applications including but not limited to video visitation, inmate information, sick call request w/two-way communication, grievances w/two-way communication, inmate handbook, orientation videos, law library, employment opportunity research, notification banners and commissary ordering (If all or part of these services are not included, list them as

options).

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.70.2. The video visitation system shall be a complete TCP/IP-based system. All video and audio streams between the terminals, visitors, and management equipment (servers) shall

be transmitted over TCP/IP Ethernet. Systems that utilize analog audio/video matrix switching systems are not acceptable.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.70.3. The video visitation scheduling, user management, and policy management, must be web-based and allow for Okaloosa County PS-Corrections Division to administer visitation sessions and visitation operations based on Okaloosa County PS-Corrections Division policies.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.70.4. The video visitation scheduling process must be available via an on-site scheduling kiosk and remotely online.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.70.5. Authorized personnel must be able to quickly and easily schedule visitation, reassign visitation sessions from one terminal to another, override set visitation schedules as required.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.70.6. The scheduling and management system must be able to communicate with the video hardware at the time of a scheduled visit so that the visitation session will automatically commence without staff involvement.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.70.7. The video visitation system must have visitation recording capabilities.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.70.8. The kiosk must be able to access the web-based application and be enabled for touch screen inputs.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Authorized users will have the ability to immediately disconnect and suspend visitation terminal use from the NextGen SCP User Interface by accessing the Admin/Facility and Sites module, They can select the terminal or terminal group and then select “Yes” to suspend access. A date range is provided for the system to automatically restore the visitation terminal use once the end date has been reached.

SUSPEND TERMINAL GROUP

Start Suspension (CDT) Required 04-11-2019 02:25 PM

End Suspension (CDT) MM-DD-YYYY HH:MM AM

Cancel Suspend Terminal Group

3.70.9. The kiosk will provide the inmate with standard information that is retrieved from the facility’s jail management system. Archonix/Securus XJail is our current Jail Management System. Standard information would include such things as current charges, bond amounts, etc.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.70.10. The kiosk will notify ~~the~~ inmates of pending visits and will distinguish between home and remote visits.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.70.11. The kiosk has the ability to provide commissary ordering via touch screen inputs.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.70.12. The kiosk will provide for inmate requests, grievances, sick call reporting & the ability to review responses provided to inmates via touch screen inputs.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.71. Required Software and Solution Features

3.71.1. The video visitation solution shall consist of inmate kiosks connected over a 100 Mbps dedicated Ethernet network so that any kiosk can be connected to any

other kiosk.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.71.2. The visitor terminal shall be able to access the video visitation solution via LAN or via a broadband internet connection (DSL, cable, etc.) using a computer or laptop that is web camera and headset enabled.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.71.3. The video visitation solution shall include the following scheduling, automation, policy management, and usability functionality:

- a. Multi-lingual inmate interface (English and Spanish at a minimum);
- b. A single system must be able to support multiple facilities in multiple locations with multiple housing units;
- c. Web-based visitation scheduling;
- d. Inmate kiosk must display pending visits;
- e. Web-based scheduling system must allow users to easily and simply schedule a visitation session;
- f. Web-based scheduling system must only display timeslots that meet Okaloosa County PS-Corrections Division's policies;
- g. Web-based scheduling system must conduct all conflict checking and only display times that are available; and
- h. If a scheduled visit is cancelled, the timeslot should become available for scheduling.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.71.4. The system shall provide a visual warning message to inform the visitor that the visit will be ending in one (1) minute.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.71.5. The system shall notify both the inmate and the caller that video visitation is subject to recording and monitoring.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.71.6. The system shall provide different levels of functionality to users based on their user type. For example:

- a. Administrators: create/manage/edit – users, schedules, etc.;
- b. Users: create/manage/edit their own schedules; and

c. Read-only user: can only view scheduled visits.

3.71.7. Each user will require a unique username and password that will dictate their level of functionality.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.71.8. It is desirable the facility has a simple and time-efficient way to end video terminal use from a main control room or remote location in the event an emergency exists.

Please explain possible to accomplish this request.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.71.9. Provides an audit trail of all system activity (i.e., user login times and locations, which users have scheduled/modified/cancelled a visit, etc.).

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.71.10. The system shall allow for integration with or data retrieval from Okaloosa County PS- Corrections Division Jail/Offender/Inmate Management System:

- a. The system shall use the same inmate identification number as created by the Jail/Offender/Inmate Management System to identify the inmate on the video visitation system;
- b. The system shall automatically cancel a visit if the inmate's status has changed or the inmate has been released; and
- c. The system shall send an email cancellation notification to the visitor if a visit is cancelled.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.71.11. The system provides authorized users the ability to do searches and create reports.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.71.12. The system provides a way to display scheduled visits to staff so they know where and when an inmate needs to be available for pending video visits.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.71.13. The system will provide for an exclusion list to allow the county to set visitor exclusions preventing a certain visitor from visiting with a selected inmate or multiple inmates.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.71.14. The system must require visitors to provide a photo of themselves and photo of identification during registration for agency staff approval prior to a visitation session.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.71.15. The system must be able to automatically detect if remote visitor's computer system meets minimum requirements for system connectivity.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.71.16. The system must allow for Okaloosa County PS-Corrections Division to view up to twelve (12) concurrent live video sessions.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.71.17. It is desirable the system require new users to read and acknowledge the terms and conditions / visitation rules as part of the registration process.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.71.18. The system must offer customizable set time durations for each visit.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.71.19. The system shall allow for visitation recording:

- a. Visits will be recorded ad-hoc, by user type, or selected when scheduling the visit; and
 - b. Recorded visits will be searchable and viewable.
- SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

3.72. Equipment Requirements Inmate and Visitor Terminals

Detention grade hardened steel wall mounted enclosure.

Outside dimensions not to exceed 21" x 17" x 6" (H x W x D) with rounded top and corners.

The terminal must prevent spills from entering the enclosure.

The enclosure shall not have any openings exposed to the user. This includes all wiring and ventilation holes.

The terminal will have a shatterproof touchscreen LCD display.

The display should be at least a fifteen (15)-inch LCD touch screen monitor

The terminal will have a built-in camera.

The terminal will have built-in lighting.
The terminal will have a detention grade audio handset.
The terminal shall be powered by 110VAC.
The terminal will utilize standards based videoconferencing CODEC Encoder/Decoder) based on the H.264 video conferencing compressions.
The terminal must be assembled from non-proprietary, off-the-shelf computer components.
All of the proposed and currently installed visitation terminals must be made compliant with all applicable requirements of the ADA.
All vendor equipment and services shall comply with FCC and local regulations.
The proposed equipment and system shall be scalable to meet the County's growing needs.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3.73. Remote Visitor Workstations

Standard Windows / Apple PC's/Windows & Apple Laptops/Mobile Devices (Android/IOS)
Windows XP and Higher / MAC OS C Leopard & Higher
Integrated or USB webcam with digital microphone and powered desktop speakers
Encoder/Decoder
High quality video using low bandwidth
Video Standards: H.264
Video Transmission Speeds: 64 Kbps – 2 Mbps
Wide range of video resolutions and bit rates: CIF (352 x 288 pixels), SIF (352 x 240 pixels), QCIF (176 x 144 pixels)
Designed for:
Up to thirty (30) frames per second of high quality video at 384+ Kbps; and
Up to fifteen (15) frames per second of high quality video at 64 – 320 Kbps.
Constant or variable bit rate and frame rate
Must provide encryption for all visits.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The table below shows the escalations for each priority level and the corresponding personnel who are contacted:

Service Response Times and Escalations

Priority Level	Service Priority Description	Response Time	Customer Communication Guideline	Escalations
P1	A P1 is our highest service level defined as 30% or more of the functionality of the System being adversely affected by the System Event. Examples of P1 service assignments would include items such as no voice prompts, features not operating appropriately, inability to burn CD's, issues with listening to live calls, inability to access NextGen Secure Communications Platform™ UI, all phones down.	2 hours	<ul style="list-style-type: none"> ▪ Securus Technical Support Center notifies the facility when the service issue is resolved ▪ If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> ▪ If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request ▪ Technical Support Manager & Field Service Manager ▪ Technical Support Director & Field Service Director ▪ VP Service & Operations
P2	A P2 assignment defined as 5% to 29% of the functionality of the System being adversely affected by the System Event. Examples of a P2 service assignments would include items such as workstation, specific system ports, LEC circuits, unblocks, block numbers, missing CDRs, call searching.	24 hours	<ul style="list-style-type: none"> ▪ Securus Technical Support Center notifies the facility when the service issue is resolved ▪ If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> ▪ If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request ▪ Technical Support Manager & Field Service Manager ▪ Technical Support Director & Field Service Director ▪ VP Service & Operations

P3

A P3 assignment defined as less the 5% of the functionality of the System being adversely affected by the System Event. Single and multiple phones related issues. Examples of P3 service assignments would include items such as static on the phone, a party not being able to hear, unable to dial, a broken phone, dial pad not working, cutoff switches not working, and inability to generate reports.

72 hours

- Securus Technical Support Center notifies the facility when the service issue is resolved
- If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival
- If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request
- Technical Support Manager & Field Service Manager
- Technical Support Director & Field Service Director
- VP Service & Operations

Below is the contact information in the assigned order of escalation:

Bobby Folsom – Manager, Technical Support

Office: 214-775-4936

bfolsom@securustechnologies.com

Johnny Hagins – Regional Manager, Field Services

Office/Cell: 240-527-9812

jhagins@securustechnologies.com

Ankur Desai – Sr. Director, Technical Support & Client Management

Office: 972-277-0409

adesai@securustechnologies.com

Aaron Bacher – Director, Field Operations

Office: 972-277-0451

Email: abacher@securustechnologies.com

Danny DeHoyos – VP Service and Technical Operations

Office: 972-277-0474

Email: ddehoyos@securustechnologies.com

3.68. Visitation Phone Monitoring and Recording

3.68.1. Detail of the proposed visitation phone recording & monitoring system. This detail


Securus is the manufacturer of Securus Video Visitation (SVV) and we provide this directly to Okaloosa County. For details, please see Appendix H.

3.69.7. In addition, the IVR solution must be currently deployed to at least fifty (50)

Designed specifically for the Corrections industry, Securus' Automated Information Services, (AIS), is currently deployed in over 200 agencies in the United States. Securus has provided this unique service to the County since 2010, and in that time AIS has saved countless hours for the Okaloosa Correctional

Ancillary Products & Services Provided at No Charge:

Products & Services Included in Our Offer at NO CHARGE to Okaloosa County	
Education Training Grant / Summit / User Workshops (Value of \$5K)	No Cost
GovPayNet - Securus' GovPayNet® is a category leader and a solution-oriented processor of credit and debit card payments to government agencies. Our customers rely on us to handle more than 2.1 million payments annually to over 2,600 agencies in 36 states reaching more than 26% of all U.S. counties. Over twenty years of service to government agencies demonstrates our commitment to superior and innovative payment solutions.	No Cost to the County
(SVV) ConnectUs Applications: Law Library	Installed No Cost to the County
(SVV) ConnectUs Applications: Forms, PDF's, JobView, & MP4	Installed No Cost to the County
Investigator Pro / Continuous Voice Biometrics Investigator Pro (IPRO) with PIN Check – A powerful evidence-gathering and investigative analysis tool. It uses unprecedented state-of-the-art technology to “recognize” the voices of inmates over telephone calls and exposes inmates who try to beat the system by hiding their identities to engage in criminal activity.	Installed No Cost to the County
Threads – Our newly designed, easy to navigate, powerful investigative platform providing law enforcement with focused leads. This software analyzes corrections and communications data such as inmate information in order to generate focused and targeted investigative leads for investigators.	Installed No Cost to the County
Automated Information Services (AIS) - uses the latest in voice response technology to automatically handle internal inquiries from inmates as well as outside calls from friends, family members and other agencies. AIS automates upwards of 80% of standard inquiries freeing staff to perform their core tasks of running a secured facility.	Installed No Cost to the County
1 Full Time Site Administrator in addition the Part Time Site Administrator already provided to the County by Securus.	No Cost to the County
Comprehensive Training Programs	No Cost to

<p>As has always been in the past, Securus will provide on-site and web training on all system functionality throughout the contract term at no cost to Okaloosa County with enhanced training provided for all investigative and security technologies.</p>	<p>the County</p>
<p>Correctional Officer Memorial Fund We are very proud to be the first vendor in our industry to launch our own program to assist Correctional Officer's families in the time of need. The fund provides financial assistance to the families of those corrections officers who lose their lives in the line of duty.</p>	<p>No Cost to the County</p>
<p>Securus Word Spotting technology – An investigative tool to assist investigators at picking out keywords in a recorded call.</p>	<p>No Cost to the County</p>
<p>Securus Video Relay Services for hearing impaired and County compliance Securus currently provides deaf and hard-of-hearing inmates with TTY/TDD devices, which requires inmates to be able to type in the spoken language in order to communicate with their loved ones. These devices do not accommodate inmates needing to communicate using American Sign Language (ASL), which has become essential for most correctional institutions across the country. Basic Video Relay Service allows inmates that are fluent in ASL to connect to an interpreter or directly to the called party and communicate using sign language. This basic service is available from some providers but agencies lose security controls that are necessary to maintain within the corrections environment. Note: Securus VRS is fully integrated through Securus' Secure Call Platform (SCP) allowing critical call controls to be maintained and all calls are recorded which other providers systems do not provide.</p>	<p>No Cost to the County</p> 



Standard Contract Clauses

Exhibit "B"

Title VI Clauses for Compliance with Nondiscrimination Requirements

Compliance with Nondiscrimination Requirements

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

Compliance with Regulations: The contractor (hereinafter includes consultants) will comply with the Title VI List of Pertinent Nondiscrimination Acts And Authorities, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.

Non-discrimination: The contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Nondiscrimination Acts and Authorities, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR part 21.

Solicitations for Subcontracts, Including Procurements of Materials and Equipment: In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor's obligations under this contract and the Nondiscrimination Acts And Authorities on the grounds of race, color, or national origin.

Information and Reports: The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the sponsor or the Federal Aviation Administration to be pertinent to ascertain compliance with such Nondiscrimination Acts And Authorities and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the sponsor or the Federal Aviation Administration, as appropriate, and will set forth what efforts it has made to obtain the information.

Sanctions for Noncompliance: In the event of a contractor's noncompliance with the Non-discrimination provisions of this contract, the sponsor will impose such contract sanctions as it or the Federal Aviation Administration may determine to be appropriate, including, but not limited to:

- a. Withholding payments to the contractor under the contract until the contractor complies; and/or
- b. Cancelling, terminating, or suspending a contract, in whole or in part.

Incorporation of Provisions: The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the sponsor or the Federal Aviation Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the sponsor to enter into any litigation to protect the interests of the sponsor. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

Title VI List of Pertinent Nondiscrimination Acts and Authorities

Title VI List of Pertinent Nondiscrimination Acts and Authorities

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees to comply with the following non-discrimination statutes and authorities; including but not limited to:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- 49 CFR part 21 (Non-discrimination In Federally-Assisted Programs of The Department of Transportation—Effectuation of Title VI of The Civil Rights Act of 1964);
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 *et seq.*), as amended, (prohibits discrimination on the basis of disability); and 49 CFR part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq.*), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act of 1990, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 – 12189) as implemented by Department of Transportation regulations at 49 CFR parts 37 and 38;

The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);

Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;

Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);

Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

FEDERAL FAIR LABOR STANDARDS ACT (FEDERAL MINIMUM WAGE)

All contracts and subcontracts that result from this solicitation incorporate by reference the provisions of 29 CFR part 201, the Federal Fair Labor Standards Act (FLSA), with the same force and effect as if given in full text. The FLSA sets minimum wage, overtime pay, recordkeeping, and child labor standards for full and part time workers.

The [*contractor / consultant*] has full responsibility to monitor compliance to the referenced statute or regulation. The [*contractor / consultant*] must address any claims or disputes that arise from this requirement directly with the U.S. Department of Labor – Wage and Hour Division

OCCUPATIONAL SAFETY AND HEALTH ACT OF 1970

All contracts and subcontracts that result from this solicitation incorporate by reference the requirements of 29 CFR Part 1910 with the same force and effect as if given in full text. Contractor must provide a work environment that is free from recognized hazards that may cause death or serious physical harm to the employee. The Contractor retains full responsibility to monitor its compliance and their subcontractor's compliance with the applicable requirements of the Occupational Safety and Health Act of 1970 (20 CFR Part 1910). Contractor must address any claims or disputes that pertain to a referenced requirement directly with the U.S. Department of Labor – Occupational Safety and Health Administration.

E-VERIFY

Enrollment and verification requirements.

- (1) If the Contractor is not enrolled as a Federal Contractor in E-Verify at time of contract award, the Contractor shall-
 - a. Enroll. Enroll as a Federal Contractor in the E-Verify Program within thirty (30) calendar days of contract award;

- b. Verify all new employees. Within ninety (90) calendar days of enrollment in the E-Verify program, begin to use E-Verify to initiate verification of employment eligibility of all new hires of the Contractor, who are working in the United States, whether or not assigned to the contract, within three (3) business days after the date of hire (but see paragraph (b)(3) of this section); and,
 - c. Verify employees assigned to the contract. For each employee assigned to the contract, initiate verification within ninety (90) calendar days after date of enrollment or within thirty (30) calendar days of the employee's assignment to the contract, whichever date is later (but see paragraph (b)(4) of this section.)
- (2) If the Contractor is enrolled as a Federal Contractor in E-Verify at time of contract award, the Contractor shall use E-Verify to initiate verification of employment eligibility of
 - a. All new employees.
 - a. Enrolled ninety (90) calendar days or more. The Contractor shall initiate verification of all new hires of the Contractor, who are working in the United States, whether or not assigned to the contract, within three (3) business days after the date of hire (but see paragraph (b)(3) of this section); or
 - b. Enrolled less than ninety (90) calendar days. Within ninety (90) calendar days after enrollment as a Federal Contractor in E-Verify, the Contractor shall initiate verification of all new hires of the contractor, who are working in the United States, whether or not assigned to the contract, within three (3) business days after the date of hire (but see paragraph (b)(3) of this section); or
 - c. Employees assigned to the contract. For each employee assigned to the contract, the Contractor shall initiate verification within ninety (90) calendar days after date of contract award or within thirty (30) days after assignment to the contract, whichever date is later (but see paragraph (b)(4) of this section.)
- (3) If the Contractor is an institution of higher education (as defined at 20 U.S.C. 1001(a)); a State or local government or the government of a Federally recognized Indian tribe, or a surety performing under a takeover agreement entered into with a Federal agency pursuant to a performance bond, the Contractor may choose to verify only employees assigned to the contract, whether existing employees or new hires. The Contractor shall follow the applicable verification requirements of (b)(1) or (b)(2), respectively, except that any requirement for verification of new employees applies only to new employees assigned to the contract.
- (4) Option to verify employment eligibility of all employees. The Contractor may elect to verify all existing employees hired after November 6, 2009 (after November 27, 2009, in the Commonwealth of the Northern Mariana Islands), rather than just those employees assigned to the contract. The Contractor shall initiate verification for each existing

employee working in the United States who was hired after November 6, 1986 (after November 27, 2009, in the Commonwealth of the Northern Mariana Islands), within one hundred eighty (180) calendar days of-

- a. Enrollment in the E-Verify program; or
- b. Notification to E-Verify Operations of the Contractor's decision to exercise this option, using the contract information provided in the E-Verify program Memorandum of Understanding (MOU)

(5) The Contractor shall comply, for the period of performance of this contract, with the requirements of the E-Verify program MOU.

- a. The Department of Homeland Security (DHS) or the Social Security Administration (SSA) may terminate the Contractor's MOU and deny access to the E-Verify system in accordance with the terms of the MOU. In such case, the Contractor, will be referred to a suspension or debarment official.
- b. During the period between termination of the MOU and a decision by the suspension or debarment official whether to suspend or debar, the contractor is excused from its obligations under paragraph (b) of this clause. If the suspension or debarment official determines not to suspend or debar the Contractor, then the Contractor must reenroll in E-Verify.
- c. Web site. Information on registration for and use of the E-Verify program can be obtained via the Internet at the Department of Homeland Security Web site: <http://www.dhs.gov/E-Verify>.
- d. Individuals previously verified. The Contractor is not required by this clause to perform additional employment verification using E-Verify for any employee
 - i. Whose employment eligibility was previously verified by the Contractor through the E-Verify program;
 - ii. Who has been granted and holds an active U.S. Government security clearance for access to confidential, secret, or top secret information in accordance with the National Industrial Security Program Operating Manual; or
 - iii. Who has undergone a completed background investigation and been issued credentials pursuant to Homeland Security Presidential Directive (HSPD)-12. Policy for a Common Identification Standard for Federal Employees and Contractors.

Subcontracts. The Contractor shall include the requirements of this clause, including this paragraph € (appropriately modified for identification of the parties in each subcontract that-

(1) Is for-

- i. Commercial and noncommercial services (except for commercial services that are part of the purchase of a COTS item (or an item that would be a COTS item, but for minor

modifications), performed by the COTS provider, and are normally provided for that COTS item); or

ii. Construction;

(2) Has a value of more than \$3,500; and

(3) Includes work performed in the United States.

Exhibit "C"



REQUEST FOR PROPOSALS ("RFP") &

RESPONDENT'S ACKNOWLEDGEMENT

RFP TITLE:
Inmate Telecommunication Services

RFP NUMBER:
RFP PS 52-19

ISSUE DATE:	March 18, 2019	8:00 A.M. CST
PRE-PROPOSAL MEETING:	April 4, 2019	10:00 A.M. CST
LAST DAY FOR QUESTIONS:	April 11, 2019	3:00 P.M. CST
RFP OPENING DATE & TIME:	April 18, 2019	3:00 P.M. CST

NOTE: PROPOSALS RECEIVED AFTER THE PROPOSAL OPENING DATE & TIME WILL NOT BE CONSIDERED.

Okaloosa County, Florida solicits interested parties to submit a proposal on the above referenced Inmate Telecommunications Services proposal. All terms, specifications and conditions set forth in this RFP must be incorporated into your response. A proposal will not be accepted unless all conditions have been met. All proposals must have an authorized signature in the space provided below. All envelopes containing sealed proposals must reference the "RFP Title," "RFP Number," and the "RFP Due Date & Time." Okaloosa County is not responsible for lost or late delivery of proposals by the U.S. Postal Service or other delivery services used by the Respondent. Neither faxed nor electronically submitted proposals will be accepted. Proposals may not be withdrawn for a period of ninety (90) days after the proposal opening unless otherwise specified.

RESPONDENT ACKNOWLEDGEMENT FORM BELOW MUST BE COMPLETED, SIGNED, AND RETURNED AS PART OF YOUR PROPOSAL. PROPOSALS WILL NOT BE ACCEPTED WITHOUT THIS FORM, SIGNED BY AN AUTHORIZED AGENT OF THE RESPONDENT.

COMPANY NAME Securus Technologies, Inc.

MAILING ADDRESS 4000 International Parkway


CITY, STATE, ZIP Carrollton, TX 75007

FEDERAL EMPLOYER'S IDENTIFICATION NUMBER (FEIN): 75-2722144

TELEPHONE NUMBER: 972-277-0300 EXT: NA FAX: 972-277-0699

EMAIL: bpickens@securustechnologies.com

I CERTIFY THAT THIS PROPOSAL IS MADE WITHOUT PRIOR UNDERSTANDING, AGREEMENT, OR CONNECTION WITH ANY OTHER RESPONDENT SUBMITTING A PROPOSAL FOR THE SAME MATERIALS, SUPPLIES, EQUIPMENT OR SERVICES, AND IS IN ALL RESPECTS FAIR AND WITHOUT COLLUSION OR FRAUD. I AGREE TO ABIDE BY ALL TERMS AND CONDITIONS OF THIS PROPOSAL AND CERTIFY THAT I AM AUTHORIZED TO SIGN THIS PROPOSAL FOR THE RESPONDENT.

AUTHORIZED SIGNATURE:  TYPED: Robert E. Pickens
OR PRINTED NAME

TITLE: Chief Executive Officer DATE: April 19, 2019

RFP RESPONSE

“Securus has read, understands, and complies with all requirements of Okaloosa County RFP PS 52-19 for Inmate Communications Services. On the following pages, we have provided a response to those requirements where a response was requested. For convenient reference, we’ve included the requirement number and first line of each requirement, but were unable to include the entire requirement because of the 40-page limit.

In order to comply with the required page limitation, we have provided concise responses here. Per Section 11 of the RFP, additional information and materials which may be helpful to the evaluators has been provided in Appendix H.

3.9. The Vendor must propose an ITS solution that allows the Okaloosa County PS-

Although system failure is never expected, in the event that a single component or the entire system fails for any reason, inmates are restricted from access to outside network services or facilities. Additionally, Securus’ SCP provides complete flexibility in disabling telephone use at any time of day through manual intervention or preset calling schedules. This can be accomplished either through the user workstation or via the proposed manual “kill switches”.

3.20. The proposed ITS must provide technology that deters an inmate’s attempt to initiate a 3-

The Securus calling service’s patented three-way call prevention system is one of the best three-way call detection systems in the world and is protected by several patents. Independent tests have proven and certified the effectiveness of the Securus three-way call detection feature. With the release of the Securus digitally clean line transmission, our three-way prevention system has increased its capabilities to efficiencies never before achieved.

A facility can direct the system to do one of two things after detecting a three-way event:

- Disconnect the call with messaging to inmate and called party, and note the event in the call record
- Mark the call in the call record with no interruption to the call

This feature prohibits a major fraud practice possible with other automated and live-operator systems. With traditional systems, inmates enlist the aid of an outside accomplice to “conference” them, via three-way calling, to an “unrestricted” line, bypassing system controls. Without three-way call detection, inmates have unrestricted access to the outside world, defeating the correctional objectives and policies of the institution and subjecting the public to inmate harassment and fraud. NextGen Secure Communications Platform™ (NextGen SCP™) is unique in its ability to detect and defeat an accomplice’s attempt to activate the three-way call feature. NextGen SCP has the unique ability to disable three-way call detection on a particular number or groups of numbers, such as attorneys.

Detecting and preventing three-way or conference calls is a very important aspect of an inmate calling service and Securus leads the industry in this area. We would be pleased to demonstrate these tests and accuracies as needed for the County. With an accurate three-way detection system, The County can retain valuable investigative intelligence while curtailing revenue leakage from calls that should not be connected.

With all three-way call blocking methods, the technology requires “specific usage finessing” as well as science. Securus will customize the configuration to adjust sensitivity parameters and thresholds for optimum performance.

3.21. It is desirable that the proposed ITS provide a function that prevents 3-Way or Conference

With all three-way call blocking methods, the technology requires tuning for specific usage as well as science. Securus has customized and will continue to monitor the County’s configuration to adjust sensitivity parameters and thresholds for optimum performance.

3.22. As one of the major problems associated with inmate calling, the use of call forwarding at

Securus leads the industry in fraud detection and prevention through a patented real-time Remote Call Forwarding (RCF) detection. Our RCF solution can immediately terminate a call if it detects that a called party’s telephone number is call forwarded to another telephone number.

The NextGen Secure Communications Platform™ (NextGen SCP™) user interface allows authorized users to create Call Detail Reports for those RCF calls by selecting “YES” under the “RCF” attribute, using the specific termination code “Call Forwarding Detected”.

3.23. It is a desirable that the proposed ITS provide a function that prevents call forwarding

If false disconnects are a concern, the calling service can also be configured to allow the call to continue with one of the two following options:

- Announce to the inmate and called party that remote forwarded calls are not allowed, and mark the call in the call record
- Mark the call in the call record, without an announcement to the inmate and called party

3.25. The Vendor must describe, in its response, how the proposed ITS operates when the inmate

Reports generated from the CDR contain an icon that identifies calls to a wireless number.

During call validation Securus accesses various third party databases to determine if when a collect call is made, the telephone company receiving the call has to collect funds from its customer and share them with the telephone company of the person who placed the call. This involves complex billing arrangements and adds expense. Most telephones today are cell phones, and none of the major cell phone carriers permit calls to be made on a collect basis. This poses a particular problem for anyone who is incarcerated and needs to place a collect call. Securus offers cell phone users an AdvanceConnect Account in order to allow inmates to call their cell phone numbers.

Friends and family members can easily go online or call our toll free number to setup a prepaid AdvanceConnect Account that allows them to receive calls from correctional facilities to their cell phones. They can add other phone numbers to their account as well to ensure they can be reached wherever they are.

AdvanceConnect Single Call

Securus’ AdvanceConnect payment product allows family members and friends to pre-pay for calls originating from inmates in correctional facilities. AdvanceConnect is flexible in that it allows consumers to prepay for multiple calls or prepay for a single call just prior to connection using the AdvanceConnect Single Call feature. AdvanceConnect Single Call allows friends and family members to fund the bare minimum to complete the current inbound call.

- AdvanceConnect Single Call transactions are rated at the FCC-regulated fee (\$3 for automated transactions) plus the contracted per-minute rate.
- AdvanceConnect Single Call is commissioned at the agreed-upon percentage of minutes-of-use revenue stated in the contract between the facility and Securus.

Direct Billed

A Direct-billed account allows collect calls to be billed monthly from Securus Correctional Billing Services. The called party creating the account will be subject to a credit check (as allowed by state regulations) to create a Direct Billed account.

3.32. The proposed ITS must be capable of announcing to the called party the call rate, and

The Securus calling service includes an Interactive Voice Response (IVR) system that provides Automated Operator Services (AOS). This automated assistance uses clear and concise, professionally recorded voice prompts to establish call acceptance and to assist inmates and called parties throughout the calling process.

When the called party answers the phone, the calling service's advanced answer detection triggers the call acceptance voice prompt. The called party hears, "Hello, you are receiving a collect call from [inmate's name], an inmate at an Okaloosa County Department of Correctional Services. This call is subject to monitoring and recording." SCP then gives the called party 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."

Additional options provided by AOS include:

Options Available to Called Parties

- | | |
|--|---|
| <ul style="list-style-type: none">▪ Request a rate quote▪ Hear the name of the facility and inmate calling▪ Accept or reject the call▪ Request available balance of an AdvanceConnect account or available credit of the Direct Bill account▪ Hear instructions on how to add more money to their prepaid account or pay their Direct Bill Account | <ul style="list-style-type: none">▪ Connect to a live agent to setup a pre-paid account▪ Choose to hear the prompts on the system in English, or the language selected by the inmate (if configured for this option)▪ Hear optional marketing message (by request of Okaloosa County.▪ Block their number prior to accepting a call using the system's Perma Block technology* |
|--|---|

3.39. The Vendor must provide an ITS in which the Central Processor Unit (CPU) and other

NextGen Secure Communications Platform™ (NextGen SCP™) transmits all digital voice and data using internet protocol (IP) on both dedicated IP and internet IP connections (data on transmitted via the internet are encrypted). This traffic routes to one of our disaster-resistant data centers. The IP transport cloud is fault tolerant, redundant, and diverse. In the event of the failure of any individual centralized processor or system within the cloud, calls/visitations are handled by redundant equipment or are rerouted to diverse secondary routes within the network so inmate calling and visitations can continue.

The Securus NextGen SCP platform was specifically designed to maximize platform uptime. Every critical element of the platform has at least one redundant element that operates as a failover in the event of an equipment failure. Securus keeps pre-programmed equipment spares on hand for each mission-critical element. Finally, our telecom carriers are required to have fully redundant backbone circuits, and our data centers each have 4-hour battery backup, and 36-hour diesel generator protection in the event of

a power failure. No inmate telecommunications provider in the industry can match our level of redundancy or commitment to network uptime.

Securus provides "spare" inmate telephone equipment at each facility to allow for timely replacement of telephones that are not operating for any reason. The inventory of spare critical components will include all critical components associated with the hardware installed at each site (e.g., servers, gateways, etc.) plus an inventory of spare inmate telephone sets equal 5 % of the phones installed at each facility. This inventory will be maintained by Securus.

3.42. Monitoring of inmate calls must be provided in “real time”. Okaloosa County PS-

The NextGen Secure Communications Platform™ (NextGen SCP™) allows authorized users to live monitor calls in progress in “real time” via a browser on an internet-connected device. The feature provides users selectable scanning of all live calls in progress in specific locations, so the user does not have to scan all phones in use.

The feature’s integrated media player has a time-shifting capability allowing the investigator to pause, rewind, and replay even as recording continues. The investigator can replay any part of the conversation even after the call has ended.

NextGen SCP also allows authorized users to forward a call to an investigator and quickly identify calling patterns to the dialed number or phone in use.

3.43. The collect call automated announcement function of the Inmate Telephone System must

Inmates select a specific language at the beginning of the call process by dialing a single digit. The Securus automated operator uses clear, concise, professionally recorded voice prompts to assist the inmate through the calling process. By default, the Securus calling service offers language prompts in both English and Spanish.

Securus can provide additional languages on request. Calling services can be configured to provide prompts in as many as nine languages.

After the language prompts are set up in the calling service system, inmates select their language choice at the beginning of the call process by dialing a single digit.

During call acceptance, the called party receives the acceptance instructions in English first followed by an option to continue in the language selected by the inmate. This fraud deterrent feature eliminates inmate attempts to confuse called parties with a language they do not understand.

Securus also provides at each inmate telephone location durable printed dialing instructions in English, Spanish, and the other languages specified by the County. These instructions explain the process in an easy-to-read manner for all inmates.

As a security measure, Securus uses materials and techniques appropriate for the corrections environment.

3.44. The proposed Inmate Telephone System must allow for the Okaloosa County PS-

The NextGen Secure Communications Platform™ (NextGen SCP™) calling services has automated calling schedules that allow the system to enforce the scheduling policies of the facility without staff intervention. Calling schedules are used to turn on and off the phones during designated times throughout the day or night.

Calling schedules are flexible and configurable allowing the facility to have multiple on and off times during the day, within a week and by day of the week and then be applied to individual telephones, groups of telephones, individual inmates and/or globally.

Also, holiday overrides can be preset to accommodate anticipated exceptions to the set schedule.

Programmable calling schedules are responsive to and overridden by both the manual cut-off switches located within the facility and the Call Settings Disconnect Rule.

3.47.3. The proposed ITS must allow for the cross-referencing of inmate PINs to

The NextGen Secure Communications Platform™ (NextGen SCP™) provides authorized personnel and investigators single-point access to research County communication records and recordings.

Users can specify search criteria, such as called party, calling telephone, date, time, PIN, custody account number, duration, and location, and search across a site or group of sites based on their security authorization. NextGen SCP searches communication detail records and can include all call attempts or just completed calls.

Search results provide detailed information about each call and will indicate whether or not the communication detail record (CDR) has an attached recording. If recorded, authorized investigators can listen to the recording using the embedded call player with easy-to-use search capabilities, and features such as, pause and play.

To speed searching of a recording the player shows sound wave activity of the call to identify times of limited talk or to identify a particular event.

NextGen SCP streams call recordings on an investigator's computer to play the recording through the attached speakers. While it is possible to make a recording from the speakers, this is only a copy of the original. Chain of Evidence safeguards are in place to prevent access to the actual digital copy of the recording and to eliminate any chance of manipulation, whether intentional or accidental, that could later challenge the authenticity of the call recording.

3.47.11. The proposed ITS must allow for the deletion or disabling of the PIN of a released

The NextGen SCP system provides the ability to disable an existing PIN using the easy and intuitive SCP web software. While the PIN will show as disabled, all of the data will remain within the system and will be available for investigative, administrative or other reporting purposes.

3.47.12. The proposed ITS must allow for the inmate PIN to be associated or linked to the

The NextGen SCP system provides multiple ways to identify an inmate, whether "active" or "inactive", including both a Custody Account number AND an inmate PIN. While there are occasions when an inmate PIN must be changed due to fraud or theft, the Custody Account number remains consistent and unchanged; think of this as the inmate's permanent account number. This will allow a consistent data point that can be used to connect all data within the system together for each inmate. Additionally, both the inmate Custody Account number and the inmate PIN can be used to search the system for call records and call recordings.

3.48.8. The ITS shall confirm that funds are available in the inmate's "telephone usage

Inmates add funds to their accounts through automated trust transfers, such as Commissary Order by Phone, forms, and kiosks.

Friends and family members can add funds to an Inmate Debit account without opening an account. Friends and family members deposit money directly into an inmate's debit account using several convenient deposit methods:

- Securus Friends and Family Call Center Website
- Customer service representatives
- United States Post Office—Mail the payment to Securus Friends and Family Call Center PO Box.

Friends and family members also have multiple payment options to fund accounts, including credit or debit cards.

3.48.10. The Vendor must provide a list of international locations (outside the North

Securus completes as many calls as possible, and provides the inmate with descriptive prompts as to why a call might be blocked.

Securus provides a robust and flexible prepaid calling program, in addition to traditional collect call service to fund international calls:

- Inmate prepaid card—an inmate purchases prepaid calling card at the commissary and uses their PIN to access the card’s funds
- Prepaid account for inmate—friends and family members can fund an inmate prepaid account through any of the Securus funding options
- Inmate trust fund account—inmate funds directly debited from the inmate’s trust fund account (optional, requires trust fund integration)

3.49.2. The Vendor must propose an ITS that allows for changes to be administered

The proposed Securus SCP ICS allows for changes in real time and does not require the system to be taken off line to make additions, changes or retrieve reports.

3.49.4. The Vendor must propose an ITS that provides a single Graphical User

The NextGen Secure Communications Platform™ (NextGen SCP™) is a single platform for managing, researching, monitoring, investigating, and exploring information through Securus products and services.

NextGen SCP’s user interface is the County’s window to all of its features. Because it is entirely web-based, authorized users can access the system at any time, from any location. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from any secure web browser with internet access.

This system is one of the only single-point-access user interfaces in the industry, built to allow our customers complete control over their systems in a simple, reliable, secure environment. All of the integrated features are accessed easily with the click of a mouse. As a result, facilities get the following benefits:

- Increased efficiency for staff
- Increased flexibility
- Quicker “on-demand” access to communication detail records and communication event recordings
- Unequalled investigative access to potential criminal activity

To access the NextGen SCP interface, users open a Chrome™ browser and enter the URL: <https://ngscp.securustech.net/login> and enter a valid username and password.

3.49.5. The ITS proposed for the Okaloosa County PS-Corrections Division must allow

Securus’ current user interface is heavily utilized by Okaloosa County Investigators and many crimes have been prevented and solved using the Securus system. . Because it is entirely web-based, authorized users can access the system at any time, from any location. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from any secure web browser with internet access. There is no need to establish a VPN gateway.

Securus will provide the equipment necessary to run the NextGen Secure Communications Platform™ (NextGen SCP™). This equipment typically includes the following components: Adtran, Dell FX726TPN, and PowerWare 5115. For additional details on this equipment, please see Appendix H.

3.50.1. In order to limit possible telephone fraud, it is mandatory that a fraud prevention

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.

3.50.2. The Vendor must describe, in its response, all detection and prevention

In addition to the core detection and prevention capabilities such as PIN and PAN management, recording and playback of calls, voice overlay to called parties, blocking lists, hardware and software cutoff systems and many, many more. In Appendix H are key detection and prevention capabilities used by Okaloosa County today related to fraudulent, illicit or unauthorized call activity.

3.50.3. The Vendor must identify, in its response, specific activities the proposed system

Securus helps Okaloosa County combat the significant emerging threats and call diversion schemes that mask the true destination of calls. Securus provides the most advanced fraud detection capabilities in the correction industry. The Securus Secure Calling Platform (SCP) continuously analyzes call data and system parameters to detect any anomalies, hardware failures, fraud indications, or unusual usage patterns. SCP logs all telephone activity and statistically analyzes it to detect attempts at call forwarding, three-way calling, 'hookswitch dialling', 'black boxing', 'hacking', and other fraudulent telephone activities.

The SCP provides, the following fraud prevention aids listed in Appendix H.

- Detection of three-way calls (patented)
- Elimination of secondary dialing
- Prevention of switchhook dialing
- Limits the number of times an inmate can redial a telephone number within a specific period (parameters to be set by the Department)
- Collection and prevention of DTMF
- Detection of call forwarding
- Investigator Pro Voice Biometric Identification
- THREADS Data Analytic Software

3.50.6. The Vendor must describe, in its response, all standard and optional security

Securus applies a high level of security to protect against cyber crimes. Applications that transmit data across public networks support SSL, Certs, and encryption. Cisco and Juniper firewalls, used throughout the network to protect SCP and our customers, create DMZ networks. All servers, laptops and workstations require anti-virus and anti-spyware protection and the latest operating system patches. Securus supports both AVG and Symantec anti-virus. Listed in Appendix H are security features provided by Securus at this time.

3.50.7. The Vendor must describe, in its response, how the Okaloosa County PS-

SCP is a turn-key installation and, as such, does not require County resources to monitor the system. Each system is continuously monitored 24x7 by trained personnel in our Network Operations Center (NOC). However, many activities are able to be monitored and/or audited by authorized users of the system.

Audit & Activity Tracking

Securus will provide Okaloosa with one of the only anywhere, anytime, customer portals in the industry. At any time, 24-hours a day, seven days a week, customers can securely access all system functions

through the NextGen Secure Communications Platform™ (NextGen SCP™) Web-based interface, including reporting functions, recordings, live call/visitation monitoring, and all configuration settings. Authorized users only need a PC with Internet Explorer 6.0 or higher software. The County can control when users log in based on time of day and day of the week, or allow anytime/anywhere access.

The NextGen SCP audit and tracking feature logs each user's specific activities for investigative purposes. This activity log can be accessed by specified site administrators only or by site personnel with authorized security credentials.

The audit and tracking feature logs:

- When a user logs in to the system
- How long a user stays in the system
- Which recordings were monitored or played by a specific user
- What the user did with a recording
- Changes to custody accounts
- Changes to Personal Allowed Number (PAN) lists
- Changes to Global List entries
- Changes to security permissions

Monitoring for Possible Security Breaches

Securus takes the security and access to our software/application very seriously and hence have implemented one of the strongest controls in the industry. Securus access controls for all systems are internally audited for compliance with The Sarbanes–Oxley Act of 2002 (SOX), which set new or enhanced standards for all U.S. public company boards, management and public accounting firms.

The applicability and adherence to access policies are applied across all systems with regular frequency control (daily, weekly, quarterly, semi-annually, and annually) and overall security protocol process flow is audited on a yearly basis.

Our customer-facing applications use a combination of Microsoft Active Directory and databases for authorization and authentication controls. This combination of technologies helps us implement the above mentioned access controls seamlessly in our environment for customer peace of mind.

On intrusions, every incident is evaluated individually and appropriate action is taken based on severity. The escalation process is commensurate to the event, and each event is documented and communicated for review by senior management. Securus administrators adhere to our “Cyber Security Incident Response Plan” when Network anomalies are escalated. The plan is documented within our corporate Information Security policy. Breaches, should they occur, are handled in accordance with our “Data Breach Policy,” which is also defined in the Master Information Security Policy.

3.50.8. The proposed ITS must provide technology that deters an inmate's attempt to

The Securus calling service's three-way call prevention system is one of the best three-way call detection systems in the world and is protected by several patents. Independent tests have proven and certified the effectiveness of the Securus three-way call detection feature. With the release of the Securus digitally clean line transmission, our three-way prevention system has increased its capabilities to efficiencies never before achieved.

A facility can direct the system to do one of two things after detecting a three-way event:

- Disconnect the call with messaging to inmate and called party, and note the event in the call record
- Mark the call in the call record with no interruption to the call

This feature prohibits a major fraud practice possible with other automated and live-operator systems. With traditional systems, inmates enlist the aid of an outside accomplice to “conference” them, via three-way calling, to an “unrestricted” line, bypassing system controls. Without three-way call detection, inmates have unrestricted access to the outside world, defeating the correctional objectives and policies of the institution and subjecting the public to inmate harassment and fraud. NextGen Secure Communications Platform™ (NextGen SCP™) is unique in its ability to detect and defeat an accomplice’s attempt to activate the three-way call feature. NextGen SCP has the unique ability to disable three-way call detection on a particular number or groups of numbers, such as attorneys.

Detecting and preventing three-way or conference calls is a very important aspect of an inmate calling service and Securus leads the industry in this area. We would be pleased to demonstrate these tests and accuracies as needed for Okaloosa County. With an accurate three-way detection system, the County can retain valuable investigative intelligence while curtailing revenue leakage from calls that should not be connected.

With all three-way call blocking methods, the technology requires “specific usage finessing” as well as science. Securus will customize the configuration to adjust sensitivity parameters and thresholds for optimum performance.

3-Way Call Detection in Securus’ Investigator PRO

When IPRO suspects 3-Way activity on a call it flags it in the call player and in lists of calls.

Investigator Pro has a large database of information about calls, inmates, voices, and telephone numbers. Investigators can search the database by criteria such as inmate name, inmate ID, date range, saved voice sample, custom High Interest Group label, inmate-to-inmate (ICER) calls, 3-Way calls, originating station, and case number.

Securus’ ICER

Inmates have been, and continue to communicate with each other over the telephone systems that have been provided for their controlled contact with the outside world. One of the ways inmates are able to do this is through three-way calling. Before ICER, inmate to inmate communication was essentially undetectable due to the lack of practical technology or uniform networking capability to identify such communications.

Highlights of the inmate-to-inmate communication threat include:

- Inmates use a variety of methods to go undetected when communicating with an inmate, whether that inmate is in a neighboring pod, a separate facility within the same state, or in a different state. Inmates exploit conference bridges, Google Voice™, and other forms of modern telecommunications technology. In addition, they rely on called parties to bridge the calls, place three-way calls, or put two speaker phones in proximity to one another, so that inmates can talk to other inmates without being detected.
- Until recently, ITIC events were only found when accidentally stumbled upon by correctional staff. Events are known to occur with much greater frequency than previously known.
- These illegal communications enable criminal activities to occur, including coordinating gang-related murders, drug trafficking, racketeering, and inmate disturbances at multiple correctional facilities around the country.

Securus’ ICER listens to every call to create a uniquely undefinable call signature. It then looks for calls occurring simultaneously or that overlap and using that call signature, identifies if there are any two calls where the same unique call signature is identified. Unlike other vendors, only Securus’ ICER™

detects all inmate to inmate communication between separate facilities, which means you are no longer missing half of all of your inmate to inmate call traffic.

3.50.9. The proposed ITS must provide technology that detects real time the use of call

Please see the response to item # 3.22.

3.51. General Operational Requirements

3.51.1. The Vendor must describe, in its response, the network of services required to

All Securus calling platforms interface with industry standard analog and digital provisioned telephony circuits, such as the following services:

- POTS (plain old telephone service)
- ISDN (Integrated Services Digital Network)
- PRI (Primary Rate Interface)
- DS-1/T-1 (Digital signal 1, also known as T1)
- DS-3 (Digital Signal 3)

The PRIs (Primary Rate Interfaces) provide detailed information for advanced call routing and call progression and enforce outgoing service for our legacy platforms. Our newest centralized, packet-based platform—NextGen SCP—uses MPLS (Multiprotocol Label Switching) circuits, DSL (Digital Subscriber Line), and POTS lines.

3.51.2. The Vendor must describe, in its response, how it will address instances of

Securus is extremely familiar infrastructure with Okaloosa County PS- Corrections Division and will execute a site survey early in the project, identifying the quality and suitability of all copper and optical cabling to be used. If necessary we will replace whatever cabling is required for the implementation.

3.51.3. The Vendor must describe, in its response, how remote access to the ITS for

Every installation is connected to the Securus data centers by private network infrastructure that is managed and maintained by Securus. This connectivity provides for all maintenance and programming. Securus continuously monitors all data centers, infrastructure components, platform systems, and communications services using the SolarWinds® suite of network performance monitors. The SolarWinds® performance monitors are highly configurable to provide real-time monitoring, event notification, alert history and statistical information. An alarm condition creates immediate visual alerts and email notifications.

The Securus Network Operations Center (NOC) provides 24x7x365 monitoring for all Securus systems, including the NextGen Secure Communications Platforms™ (NextGenSCP™), network, back-office systems, and data centers. The NOC proactively monitors these systems to ensure performance is optimal and uninterrupted. In addition to system and network-level monitoring, the NOC also monitors real-time video surveillance and environmental alerts for our data centers. Securus maintains a fully redundant backup NOC at a separate physical location, should services be disrupted at the primary location. Please see Appendix H for additional details.

3.51.4. The Vendor must provide, in its response, all electrical and environmental

NextGen SCP's user interface is the County's window to all of its features. Because it is entirely web-based, authorized users can access the system at any time, from any location. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from any secure web browser with internet access. There is no need to establish a VPN gateway.

NextGen Secure Communications Platform™ (NextGen SCP™) transmits all digital voice and data using internet protocol (IP) on both dedicated IP and internet IP connections (data on transmitted via the internet are encrypted). This traffic routes to one of our disaster-resistant data centers. The IP transport cloud is fault tolerant, redundant, and diverse. In the event of the failure of any individual centralized processor or system within the cloud, calls/visitations are handled by redundant equipment or are rerouted to diverse secondary routes within the network so inmate calling and visitations can continue. The Securus NextGen SCP platform was specifically designed to maximize platform uptime. Every critical element of the platform has at least one redundant element that operates as a failover in the event of an equipment failure. Securus keeps pre-programmed equipment spares on hand for each mission-critical element. Finally, our telecom carriers are required to have fully redundant backbone circuits, and our data centers each have 4-hour battery backup, and 36-hour diesel generator protection in the event of a power failure. No inmate telecommunications provider in the industry can match our level of redundancy or commitment to network uptime. For details on equipment, please see Appendix H.

3.51.5. The ITS proposed by the Vendor must be capable of automatically recovering

NextGen SCP hardware and software is capable of automatically recovering to full working order following a power outage. All program restrictions will remain in place. The process is entirely automatic and no interaction will be required by County personnel for this to occur.

A “reboot” of the NextGen SCP is highly unlikely due to our centralized system which includes redundancy and automatic level loading of the various subsystems. This is a key difference between the Securus system and traditional premises-based systems where such redundancy and fault protection tend to be rather expensive and difficult to implement on a facility-by-facility basis.

Uninterruptible Power Supply Facility Backup

Securus will continue to maintain an uninterruptible power supply (UPS) backup for the equipment installed on County premises. The UPS eliminates spikes, sags, surges, transients, and all other over/under voltage and frequency conditions, providing clean power to connected critical loads.

The rack mount UPS is a high-density backup power protection solution that is ideal for servers, storage systems, network equipment and other critical devices. It also offers the best UPS power protection against five of the nine most common power quality problems. The slim design and wide range of UPS system installation possibilities make this the most versatile UPS power quality solution available.

Calls In Progress

The Integrated Access Device (IAD)s and uninterruptible power supply (UPS) maintain all in-progress telephone calls for up to 30 minutes while blocking additional call attempts after the event. After 30 minutes, the system terminates all calls in progress and powers down to a quiescent state that allows it to resume full operation automatically after the restoration of commercial power.

Securus operates and maintains two major data centers networked to the equipment installed on DOC premises. Each data center has an uninterruptible power supply (UPS), and a generator to provide maximum network uptime. The traditional data circuits (MPLS, Frame Relay, VoIP) all have dual connectivity feeds to/from the telecommunication carrier to each of our data centers.

The UPS systems in our primary data center have 2N redundancy. Dual source power runs through a static bypass switch. Battery rooms support the UPS systems with gel cell battery banks. Fifteen minutes of battery backup is available at full load (such as 90 watts per square foot). Each battery bank is continuously monitored to ensure optimal operation. Upon loss of commercial power for more than 15 seconds, paralleling switchgear automatically powers all nine generators; generators are shed to cover load as needed. Typically, the transition from UPS to generator power takes 60 seconds.

Data Center Power Conditioning

The uninterruptible power supply (UPS) system filters, spikes, sags, surges, transients, and all other over/under voltage and frequency conditions, providing clean power to connected critical loads. Power distribution units (PDUs) distribute power to individual customer racks via remote power panels. Each rack has redundant power strips (A & B) routed to diverse PDUs. Diverse uninterruptible power supply systems feed each power distribution unit.

3.51.6. The Vendor must provide, in its response, the capacities/limits for the proposed

There are no limitations. The proposed NextGen SCP system is designed to be scalable, to support anything from a small county or city jail up to the largest DOCs.

3.52.2. The ITS proposed by the Vendor must be capable of recording all accepted

SCP is capable of recording all inmate calls simultaneously and at any time a call is placed. The NextGen Secure Call Platform has an integrated recording and monitoring system. The automated system is designed to be a cost-effective solution for all correctional facilities of any size. Multiple levels of security provide that only authorized personnel can access and monitor the inmate recordings. Authorized personnel can listen to live or archived recordings via multi-media PC interfaces connected over local area networks (LANs).

3.52.3. The call recording feature proposed by the Vendor must be capable of

The Securus calling service can automatically bypass monitoring and recording special calls by designating phone numbers, such as those to attorneys, clergy or doctors, as “private.”

As a benefit to the County, Securus imports all known attorney numbers from a list provided by the State Bar Association to the system routinely. The web-based user interface, NextGen SCP™ makes it easy for administrators to maintain this database and, as always, Technical Support is available 24 hours a day, seven days a week to assist with any service needs in maintaining this data. New numbers added are updated for all facilities within the County network.

To further maintain the integrity of attorney-client and other privileged calls, Securus offers an optional patented service called Two-Party Active Consent. Two-Party Active Consent ensures that both the inmate and called party give their “permission” to record and/or monitor their call.

3.52.4. The call recording feature proposed with the ITS must be fully digital allowing for

Securus is pleased to offer industry-leading digital service. Digital signaling provides vastly superior call quality than the analog signaling used by traditional premised-based telephone systems. With premised-based systems, it can be difficult to hear one or both sides of the conversation, detect and prevent three-way calling, detect call forwarding, or hear background conversations. The centralized NextGen Secure Communications Platform™ (NextGen SCP™) calling service uses private circuits and digital signaling to provide unsurpassed call clarity resulting in a higher accuracy of fraud detection and prevention, voice verification biometrics, and near-perfect sound quality.

Differences between digital and analog call quality are distinct, as are the methods used to compare their quality:

- In the old analog environment, the sound quality is measured by loss, noise, balance and grade of service metrics. Signal loss of each trunk is measured using a 1000 cycle tone (milliwatt) which identifies the total circuit loss that is usually in proportion to circuit length (mileage) and quality of the circuit itself (analog circuits using copper can be very old and may not perform well in wet environments).

- With digital signaling (used by Securus in our packet-based network), the sound quality is measured based a Mean Opinion Score (MOS). MOS is a subjective measurement derived by averaging ratings given by independent auditors to determine an overall score. Scores range from 1 (bad) to 5 (excellent). The standard for digital telephone quality is considered a score of 3.7 or better. Even though digital signaling allows for better detection of security threats, conversations can still be impaired if there is significant (i.e. greater than 100 milliseconds) packet loss or delays. This can happen if signaling uses the public Internet or a private system that does not have the necessary bandwidth to support the voice traffic.

Our calling service uses private Multi-Protocol Label Switching (MPLS) circuits within our network. MPLS is widely accepted to be the premium service available for transporting digitized voice signals. Further, we use a mixture of G.711 and G.729a signaling protocol and we dedicate enough bandwidth for each conversation over our private network to keep packet delays under 100 milliseconds which provides the ability to achieve an MOS of 4.3 (better than digitized telephone quality). The quality is transferred directly to our recordings as we use only digital recording equipment for playback of calls.

Transferring Recordings

NextGen SCP allows authorized users to copy recorded conversations to any external media device connected to the user's PC, such as CD, DVD, mp3 player, or USB drive. This feature facilitates easy sharing of recordings for investigative or court purposes. To maintain the accuracy of data and recordings during downloading and copying, NextGen SCP stores the files—both audio and CDR information—embedded within an industry-standard read-only format that prevents the possibility of tampering.

File Formats

Securus stores voice recordings in full, linear, compressed format at our data centers in Dallas, Texas, and Atlanta, Georgia. Our technology uses the Speex compression format for call storage.

We use OGG file type, designed for efficient streaming of calls and high-quality digital media while maintaining the required chain of evidence for use in court cases.

As a convenience, recorded conversations can be downloaded by authorized users in four additional formats that are compatible with common media players:

1. OGG – Original file creation format
2. WAV – IBM standard that compresses the recording to 50% of original size
3. MP3 – Audio standard that compresses the recording to 50% of original size
4. GSM – Similar playback capabilities as with WAV with maximum compression to 25% of original size

3.52.5. The Contractor must provide storage of all recordings of inmate calls for the

Securus facilitates anytime, anywhere, immediate access to stored recordings online for the contractually-required length of time. Securus stores all communication recordings in two, redundant, centralized, disaster-resistant, carrier-class data centers. All equipment used to store recordings is monitored by the Securus Network Operations Center (NOC) 24x7x365. For additional information, please see Appendix H.

3.52.6. The Contractor must allow access to offsite inmate call recordings by Okaloosa

NextGen Secure Communications Platform™ (NextGen SCP™) allows authorized users to access and copy recorded conversations and visitation sessions stored offsite to an external media device connected to the user's PC, such as CD, DVD, mp3 player, or USB drive. This feature facilitates easy sharing of


recordings for investigative or court purposes. To maintain the accuracy of data and recordings during downloading and copying, NextGen SCP stores the files—both audio and CDR information—embedded within an industry-standard read-only format that prevents the possibility of tampering. Please see Appendix H.


3.52.7. The call recording system proposed by the Vendor must allow access to inmate

The NextGen Secure Communications Platform™ (NextGen SCP™) is a single platform for managing, researching, monitoring, investigating, and exploring information through Securus products and services.

NextGen SCP's user interface is Okaloosa County's window to all of its features. Because it is entirely web-based, authorized users can access the system at any time, from any location. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from any secure web browser with internet access.

3.52.8. The call recording system proposed by the Vendor must allow access to inmate call

Outside law enforcement investigators currently access the SCP to help prevent and solve crimes. NextGen Secure Communications Platform™ (NextGen SCP™) uses security roles to determine user permissions. They define what actions a user can and cannot do within the system. NextGen SCP contains default security roles, identified by the eyeball () icon. While these predefined roles cannot be modified, they cover many customers' needs for granting access and denial rights based on common job functions.

NextGen SCP provides more options for Okaloosa to further customize access privileges by allowing authorized administrative users to either create a new user-defined role or create a new role using an existing role as a base and further modifying it. The user-defined role can be customized to meet Okaloosa County's specific needs when a default role does not. These roles are identified by the pencil () icon.

In addition, the County administrator can assign multiple roles to a user to tailor their access to exactly what is needed. This provides virtually unlimited options for customizing users' access.

3.52.9. Many times the recorded telephone conversations of inmates are used as evidence

The NextGen Secure Communications Platform™ (NextGen SCP™) provides a patented method for ensuring the authenticity of inmate communication recordings made through the platform. This security feature—the Chain of Evidence—is a key component of NextGen SCP and is automatically included in all installations. The Chain of Evidence prevents tampering with the communication detail record and communication recording. NextGen SCP encrypts, time-stamps, and verifies the authenticity of each recording. Please see Appendix H.

3.52.10. The call recording system proposed by the Vendor must allow for the transfer of

NextGen Secure Communications Platform™ (NextGen SCP™) allows authorized users to copy recorded conversations and visitation sessions to an external media device connected to the user's PC, such as CD, DVD, mp3 player, or USB drive. This feature facilitates easy sharing of recordings for investigative or court purposes. To maintain the accuracy of data and recordings during downloading and copying, NextGen SCP stores the files—both audio and CDR information—embedded within an industry-standard read-only format that prevents the possibility of tampering. For additional details on file formats, please see response to Item # 3.52.4 above.

3.52.11. The call recording system proposed by the Vendor must allow Okaloosa County

NextGen Secure Communications Platform™ (NextGen SCP™) allows authorized users to copy recorded conversations and visitation sessions to an external media device connected to the user's PC, such as CD, DVD, mp3 player, or USB drive. This feature facilitates easy sharing of recordings for investigative or court purposes. To maintain the accuracy of data and recordings during downloading and copying, NextGen SCP stores the files—both audio and CDR information—embedded within an industry-standard read-only format that prevents the possibility of tampering.

When downloading communication recordings from NextGen SCP, users create a CD image. This allows users to add multiple recordings to an image, select the file type, view file size, and select an email notification when the CD image is ready to download. When a CD image is downloaded, any associated communication Note entries can also be exported to the CD image.

Emailing Recordings

The NextGen Secure Communications Platform™ (NextGen SCP™) provides authorized users with the capability to email access to and/or download a copy of recorded calls and visitation sessions onto a CD/DVD or other storage medium in audio or mp3/data format with tamper-free capabilities. This feature allows the mobility of recordings for transporting the information to investigative personnel, court cases, playback on another windows based PC, or simply to have a personal backup of the conversation.

NextGen SCP allows authorized users to send an email message to selected individuals with a link to download the recorded conversations, or instructions to log in to the NextGen SCP platform to access the recording.

The recording image summary allows investigators to view the size of the selected download and how that compares to the available capacity of a CD or DVD. Once downloaded, the recorded conversations may be copied to an external media device connected to the user's PC.

Tags

The NextGen SCP system uses tags to group items together and mark them to easily recreate the same group of items in the future. This feature is key component in CD image creation and retrieval while maintaining chain of custody.

County investigators can add a tag, such as an investigation name, to the desired recordings to group items within the system; the tags allow investigators to easily search and retrieve recordings in one location. Multiple tags may be applied to communication detail records. In addition, tags can be designated as private to be accessible by the creator or public to be accessible to others.

3.52.12. The call recording system proposed by the Vendor must allow Okaloosa

Securus allows access from facilities and its investigators to research calls via NextGen SCP's user interface. The user interface provides a single-point access to all the investigative tools provided in the NextGen SCP. Investigators can specify search criteria for calls, such as those listed in the requirement above. This search is performed across the CDR records and can include a search for either all call attempts or just completed calls.

3.52.14. It is desirable that the call recording feature provide a search capability that

Securus Word Spotting is an investigative tool that automatically finds specified keywords and short phrases within inmate conversations. This technology not only speeds up investigations and reduces labor demands, but also increases investigative capabilities.

Because the corrections environment poses several challenges for this technology with loud noises, people speaking in the background, fans, alarms, steel doors, and inmates who talk at low volume, Securus also offers Investigative Support powered by Guarded Exchange (GEX).

Guarded Exchange (GEX) word-spotting solution for the corrections environment takes a different approach. Because trained analysts are reviewing calls, the accuracy percentage is nearly 100%.

This comprehensive suite of investigative products leads the industry in live monitoring of inmate calling. Our solution includes the most advanced technology available integrated into a single, cohesive system whose sole purpose is to help generate Actionable Intelligence™.

Securus' GEX Investigative Support Solution includes:

- Live analyst call monitoring
- Seventy proprietary technologies that allows Securus' skilled Communication and Investigation Analysts to data mine millions of phone calls, emails, financial transactions, and other information sources, providing intelligence that counts
- Nearly 100 highly trained and skilled analysts, with **more than 450 years of combined experience**. More than 275 years of that is experience in the corrections, law enforcement, and investigative fields.

As calls are processed through the calling service, they are analyzed using Securus' full array of investigative support services, allowing agencies to enhance their investigations while adding efficiency and productivity.

We urge caution when evaluating other vendors' offerings, as the promise of monitoring calls cannot be achieved effectively without experience and full integration with your investigative suite of tools.

3.52.15. It is desirable that the call recording feature provide a manner in which call

The NextGen Secure Communications Platform™ (NextGen SCP™) provides a patented method for ensuring the authenticity of inmate communication recordings made through the platform. This security feature—the Chain of Evidence—is a key component of NextGen SCP and is automatically included in all installations. The Chain of Evidence prevents tampering with the communication detail record and communication recording. NextGen SCP encrypts, time-stamps, and verifies the authenticity of each recording. For additional details, please see Appendix H.

3.53.2. The live monitoring function of the proposed ITS must allow for “real time”

The NextGen Secure Communications Platform™ (NextGen SCP™) allows authorized users to live monitor calls in progress “real time” via a browser on an internet-connected device. The feature provides users selectable scanning of all live calls in progress in specific locations, so the user does not have to scan all phones in use.

3.53.3. The proposed ITS must allow for Okaloosa County PS-Corrections Division

While on the NextGen Secure Communications Platform™ (NextGen SCP™) calling services' Monitor Calls page, County personnel can use the Scan Patrol feature to automatically cycle through live calls at a brief interval, allowing the user to listen to brief portions of each call to determine whether it's a call that they might be interested in for a more detailed analysis.

Users can enter a specific amount of time the system will play each call before moving to the next active call, similar to the scan function on an automobile radio. The scanning begins on the first active call on

the first active post and continues to the next active call, looping back to the first active call when reaching the end.

3.53.4. The proposed ITS must allow for alerts or alarms that will notify Okaloosa County

The NextGen Secure Communications Platform™ (NextGen SCP™) includes the Covert Alert feature that will call an investigator at a designated phone number to offer real-time monitoring of a call to a watched number or a call that is placed by a watched inmate.

Covert Alerts can be set through the inmate information page or through the Covert Alerts administration page. It can bridge a call to an authorized remote number for dialed numbers, phones, or inmate PINs are under surveillance by investigators. The Covert Alert feature allows authorized personnel to monitor a call, from any location, while the call is in progress.

When a call is placed by an inmate, or to a phone number that has a Covert Alert trigger, it is automatically sent to the designated investigator phone number(s) in stealth mode. A call can be sent to multiple numbers simultaneously allowing several investigators to listen to the call.

Covert Alert can send calls to any phone number within the facility or across the United States. Investigators can also monitor calls through on-site workstations using the NextGen SCP Monitor Activity page, or remote live call-forwarding feature. This allows facility investigators to monitor potential illicit activities regardless of the investigator's location.

Covert Alert can send emails to the investigator(s) with information about a Covert Alert call including date, time, inmate PIN, originating telephone, and dialed number immediately after the called party accepts the call. The following figure provides a sample e-mail alert:

Investigators can also choose to receive a covert alert via text message. The text message includes the date, time, inmate PIN, originating telephone, dialed number, and an indication if the call has been recorded. The preceding figure provides a sample text message alert.

3.53.5. It is desirable that the ITS provide the alerts listed above via e-mail address,

Covert Alert can send calls to any phone number within the facility or across the United States. Investigators can also monitor calls through on-site workstations using the NextGen SCP Monitor Activity page, or remote live call-forwarding feature. This allows facility investigators to monitor potential illicit activities regardless of the investigator's location.

Covert Alert can send emails to the investigator(s) with information about a Covert Alert call including date, time, inmate PIN, originating telephone, and dialed number immediately after the called party accepts the call. The following figure provides a sample e-mail alert:

Investigators can also choose to receive a covert alert via text message. The text message includes the date, time, inmate PIN, originating telephone, dialed number, and an indication if the call has been recorded. The preceding figure provides a sample text message alert.

3.53.6. It is desirable that the ITS call monitoring capability provide a form of speech or word recognition Okaloosa County PS-Corrections Division when certain words or phrases were used by an inmate during an outgoing call. The Vendor must provide, in its response, a description of this capability.

Please see the response to 3.52.14.

3.53.7. The proposed ITS must allow for Okaloosa County PS-Corrections Division personnel to monitor inmate calls in progress for a site remote from the Okaloosa County PS- Corrections Division facility from which the call is placed. The

Vendor must state, in its response, how this will be accomplished with the proposed system.

NextGen SCP's user interface is Okaloosa County's window to all of its features. Because it is entirely web-based, authorized users can access the system at any time, from any location. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from any secure web browser with internet access.

3.53.8. It is desirable that the ITS call monitoring capability allow for remote monitoring

Because it is entirely web-based, authorized users can access the system at any time, from any location. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from a secure web browser with internet access. To access the NextGen SCP interface, users open a Chrome™ browser and enter the URL: <https://ngscp.securustech.net/login> and enter a valid username and password.

3.54. General Telephone Equipment Requirements

3.54.1. The Inmate Telephone Station Equipment required for the Okaloosa County PS-

3.54.1.1. Type 1: Wall Mounted Telephones (Indoor)

e. The inmate telephone instrument must be standard

Securus' inmate telephones are the strongest and most reliable units available and are designed specifically for the prison environment. Securus is proposing Wintel® brand 7010 phone model. The following information is the manufacturer-provided telephone specifications:

The Industry Standard

These phones are the overwhelming choice for state prison systems, the Federal Bureau of Prisons, county, and city facilities nationwide because of their proven reliability, durability, and flexibility.

Features/Options

The proposed phone models include the following features:

- 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)
- Cold rolled steel provides rugged vandal resistant telephone housing designed for inmate use
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party
- 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.
- Heavy chrome metal keypad bezel, buttons, and hook switch lever withstand abuse and vandalism
- Armored handset cord is equipped with a steel lanyard (1000-pound 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



h. The inmate telephones must be capable of reducing or eliminating background

Confidencer technology is built into every dial of the inmate telephones proposed for Okaloosa County. They filter out background noise at the user's location, allowing better sound to the called party.

3.54.1.2. Type 2: TDD/TTY Devices

a. The Okaloosa County PS-Corrections Division may house inmates who are

Securus will provide accommodations necessary to comply with the Americans with Disabilities Act (ADA). The Securus program for inmates who are deaf or hearing impaired allows those inmates to place outgoing telephone calls using a text telephone (TTY) device integrated with NextGen Secure Communications Platform™ (NextGen SCP™).

The technology provided uses dedicated ports on the NextGen SCP™ calling services and eliminates the need for a correctional officer or staff member initiating the call process. The inmate placing the handset on the TTY device and entering the speed-dial number initiates the call. The inmate then communicates using the TTY device through the Securus Inmate Telephone System (SITS) to the state's telecommunication relay center (TRS). The information includes the option of including the inmate's PIN, along with a pre-set toll-free number that is direct-dialed to the TRS. With TRS, a special operator communicates back to the inmate to confirm the connection and begins the call connection process to the called party who receives the call on a collect basis.

Integrating the TTY call through SITS allows the facility to specify various policy and security measures such as time limits, call recording, redial prevention and more. With TRS, a special operator communicates back to the inmate to confirm the connection and begins the call connection process to the called party. Charges to the called party will be rated and billed by the relay service provider.

b. The Vendor must describe, in its response, how outgoing inmate calls via the

TTY calls and devices are integrated within the SCP network, allowing for standard SCP policies, such as call recording, time limits, remote printing of the call contents, redial prevention, and more.

The platform treats a TTY call the same as any other call, and records and can play back the sound of the call "as is," which depends on how the call is placed.

The following shows how outgoing inmate calls are handled in each of the required situations:

● **Calls to a standard telephone number on the inmate's call list**

A hearing-impaired inmate uses a TTY/TDD phone to call a hearing-impaired individual who has access to TTY/TDD. The "language" of the call would be the baudot code—that is, the tones of the two TTY machines. The recording in SCP will contain the tones of the two TTY machines. The DOC can use readily available separate software to convert the tones to text, and then print the resulting conversation.

▪ **Calls to a toll free number for the deaf relay service**

As a default calling feature for TTY calls, toll free numbers for the deaf relay services are entered in the SCP Global List allowing relay service dialing for only authorized inmates from any phone that requires the use of a TTY portable device. Typically a speed dial code is created for ease of access such as 711. All time of day controls, call time limits and calling thresholds are also maintained for TDD/TTY users.

▪ **Calls to the 711 deaf relay service call**

As stated above, 711 is the standard speed dial code programmed in the SCP Global list allowing consistency with FCC standards for access to Telecommunications Relay Services. If Inmate calling lists are enabled, then the TRS operator number and speed dial code can be entered directly into the

hearing impaired inmate's list instead of allowing global availability from every phone within the facility. All time of day controls, call time limits and calling thresholds are also maintained for TDD/TTY users.

c. The Vendor must describe, in its response, how outgoing call control for

TDD/TTY calling is a standard feature of the NextGen SCP providing ease of outgoing service while maintaining call control security. Securus will work with the state Telecommunications Relay Service (TRS) provider to ensure maximum call controls can be implemented when inmate uses a TDD/TTY device to originate a call to the TRS operator. Securus takes call control one step further by enabling a TDD/TTY language within the SCP that also allows direct communications when both the inmate and called party are utilizing TDD/TTY devices. TDD/TTY to TDD to TTY calling allows for time of day controls, call time limits, allowed calling list and calling thresholds are also maintained.

The NextGen SCP system will record the digital transmission of both the inmate and TRS operator side on the TTY call. There is no voice carryover since most calls will be handled by the state Tele-Relay Service. We record only what is heard which is the Teletype data of both sides of the transmission. Any type of background noise will cause invalid characters to display on the TTY device. The portable devices provided by Securus include handset couplers filtering out background noise.

g. The Vendor must describe, in its response, how inmate call will be invoiced

All calls handled in this manner will be billed to the called party by the State Deaf Relay Service.

3.54.1.3 Type 3: Cordless / Mobile Devices

f. The inmate telephones must be capable of reducing or eliminating

Inmate telephones currently provided by Securus have confidencer technology built into every handset that filters out background noises at the user's location and allows for better sound for voice biometric enrollments and verifications and to the called party.

3.55.3. The Vendor must describe, in its response, the back-up schedule for:

a. The central Contractor maintained programming database for the Okaloosa

In order to provide protections that effectively lower the risk of loss of data, all data is stored in a centralized database and backed up offsite at no cost to the County.. Securus maintains the system at the highest level of operability. To ensure against any possible data loss, we also maintain copies of all data with a premier data storage facility for both Dallas and Atlanta.

b. All inmate call records for Okaloosa County PS-Corrections Division facility;

All inmate call records are backed up real time to multiple data bases within the Securus redundant centralized data center. There are effectively no records stored at any Department facility.

c. All inmate call records for Okaloosa County PS-Corrections Division

All inmate call records are backed up real time to multiple data bases within the Securus redundant centralized data centers.

d. All inmate call recordings for Okaloosa County PS-Corrections Division facility.

All inmate call recordings are backed up real time to multiple raid 5 disk arrays within the Securus redundant centralized data centers. There are effectively no call recordings stored at any Department facility.

3.55.4. The Vendor must state, in its response, if these system back-ups are performed

Incremental system backups are scheduled nightly, with full system backups scheduled weekly. Call information, CDRs, and recordings are also scheduled for backup nightly.

3.55.5. The Vendor must agree, in its response, that the Okaloosa County PS-SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY.

3.55.6. The Vendor must describe, in its response, how it will provide system security for

All data within the NextGen SCP system is secured within our redundant centralized data centers. We do not store data onsite in order to provide the utmost security for the information. Securus understands the importance of security, particularly in the corrections industry and takes security concerns seriously. Securus applies a high level of security to protect against cyber crimes. Applications that transmit data across public networks support SSL, Certs, and encryption. Cisco and Juniper firewalls, used throughout the network to protect SCP and our customers, create DMZ networks. All servers, laptops and workstations require anti-virus and anti-spyware protection and the latest operating system patches. Securus supports both AVG and Symantec anti-virus.

Data Security

Securus has a carrier-class data center that has some of the most comprehensive security measures in the telecommunications industry. Multiple layers of security control physical access to the Securus network facilities.

Security personnel maintain the following procedures for allowing entry into the data centers:

- Security personnel are on premise 24x7x365
- Cardkey reader (electronic badge) access for entry
- All persons having a business need to access company premises must carry identification badges at all times
- Man traps at each entry and exit point in the data center. Man traps use two sets of doors that both require electronic badge entry. The first set of doors must close before the second can open.

Access Procedures

All visitors, customers, contractors, and repair personnel must gain access from the security officer on duty.

Customers, contractors, repair personnel, maintenance personnel, and non-local employees can access buildings and critical areas only with an escort. Vendors may access buildings and critical areas only during working hours and also require an escort.

NextGen SCP Security Roles

NextGen Secure Communications Platform™ (NextGen SCP™) uses security roles to determine user permissions. They define what actions a user can and cannot do within the system. NextGen SCP contains default security roles, identified by the eyeball (👁️) icon. While these predefined roles cannot be modified, they cover many customers' needs for granting access and denial rights based on common job functions.

NextGen SCP provides more options for Okaloosa County to further customize access privileges by allowing authorized administrative users to either create a new user-defined role or create a new role using an existing role as a base and further modifying it. The user-defined role can be customized to meet the County's specific needs when a default role does not. These roles are identified by the pencil (✎) icon.

In addition, the County administrator can assign multiple roles to a user to tailor their access to exactly what is needed. This provides virtually unlimited options for customizing users' access.

Audit & Activity Tracking

Securus provides Okaloosa County with one of the only anywhere, anytime, customer portals in the industry. At any time, 24-hours a day, seven days a week, customers can securely access all system functions through the NextGen Secure Communications Platform™ (NextGen SCP™) Web-based interface, including reporting functions, recordings, live call/visitation monitoring, and all configuration settings. Authorized users only need a PC with Internet Explorer 6.0 or higher software. The County can control when users log in based on time of day and day of the week, or allow anytime/anywhere access. The NextGen SCP audit and tracking feature logs each user's specific activities for investigative purposes. This activity log can be accessed by specified site administrators only or by site personnel with authorized security credentials.

The audit and tracking feature logs:

- When a user logs in to the system
- How long a user stays in the system
- Which recordings were monitored or played by a specific user
- What the user did with a recording
- Changes to custody accounts
- Changes to Personal Allowed Number (PAN) lists
- Changes to Global List entries
- Changes to security permissions

3.56.3. The Vendor must propose an ITS that provides a Graphical User Interface (e.g.,

Securus telecommunications system is the most widely used system in the industry currently installed at over 3,450 agencies While traditional inmate calling systems require significant physical space for hardware, the Secure Call Platform (SCP) serves a facility (and sometimes multiple facilities) from a single 19-inch rack of equipment. When additions to the inmate calling system are necessary, the addition of an additional Integrated Access Device (IAD) is most often all that is needed. The centralized architecture of SCP is designed to accommodate the facility's current and future needs, including new facilities or additions, rather than requiring the facility to adapt to the inmate calling system's functionality.

We recognize that the challenges you and your officers face every day never stop evolving. When designed our centralized platform, one of our chief objectives was deploying a system that provided upgrades to all customers at regular intervals with no downtime. We achieved that objective with SCP. Securus provides upgrades to all of our customers three to four times annually through a proven and tested after hours process that allows all sites to immediately realize the benefits each upgrade. Our system delivers proven features driven by input from the most recognized corrections and law enforcement agencies in the nation.

Maintenance events are always preceded by a splash screen displayed at login notifying the facility of the upcoming upgrade and new features are discussed with customers prior to implementation. These system updates are more than simple changes. They provide meaningful features and new capabilities, which drive greater officer and community safety, staff efficiency and improved investigative response times.

The following image shows the sample splash screen that notifies users of upcoming maintenance.

3.56.4. The Vendor must describe, in its response, what system administration

NextGen SCP comes with a full-featured administrative interface giving correctional staff complete control over users, permissions, rules, schedule and more. This includes new account entry, account/record modification, account deletion, and more. Administrative categories include items facility staff typically set up on a periodic or infrequent basis.

Our industry-leading advanced features provide extremely powerful and flexible tools for controlling inmate calling, reducing fraud, increasing investigative capabilities, and generating valuable administrative reports. Select administrative functions include the ability to:

Facility and Site Settings

Managing the settings of the various components of a facility is important to system setup and usage. Feature defaults and settings can be set at multiple levels to provide more flexibility and control when managing the inmate telephone service and video visitation system.

NextGen SCP provides control at the facility, site, terminal group, and terminal level. Controls include call settings, call schedules, call restrictions, visit schedules, visit rules and other relevant controls.

Phone Number Global List

The global phone number list allows facility staff to manage blocked and allowed phone numbers at the facilities, site, terminal group and inmate level.

Call Settings

Call Settings in NextGen SCP give facility admins control over call forward numbers, call restrictions, call velocities, call schedules, covert alerts and virtual groups, allowing them to craft them to cover the policies and procedures in place at the facility.

Visitor Types

NextGen video visitation simplifies the regular visitor type to three allowing the facility more flexibility and control. The standard constituent visitor types for Home User and Attorney are provided.

For visitors affiliated with the facility, like clergy, nurse or public official, we now include a NextGen Visitor type that allows visitation access via the NextGen SCP platform. These additional visitors will be set up as a NextGen SCP user and given permission to conduct video visitations with inmates.

They will then be able to set up, manage and conduct video visits within the NextGen SCP tool. And, given the appropriate security role, they will have their access limited only to their own video visitations.

Visit Rules

Securus' robust rules engine allows for visitation quotas to be established regarding the frequency of visitation by user, terminal, location, user group and site. Authorized facility personnel can create and enforce rules such as allowing inmates to have a maximum number of visits per week, while also offering the flexibility to selectively override these rules when necessary, allowing your jail additional scheduling flexibility.

Visit Schedules

The Visit Schedules feature gives facility staff on-site control over systematically enforcing inmate video visitation privileges. Schedules are preset and then applied to facility, site, terminal group, inmate or visitor as needed.

Security Roles

The facility has the ability to view preset security roles as well as add additional roles as needed. These roles can then be applied to users in any combination to provide the user with only the access the facility would like for them to have.

Users

Facility administrators can create, modify, activate or deactivate users who have access to the NextGen SCP system. The admin can also give each user custom access to different functions within the system which they deem sufficient for the user's role.

3.57. System Reporting Function

3.57.5. It is desirable that the ITS provide Okaloosa County PS-Corrections Division

The NextGen Secure Communications Platform™ (NextGen SCP™) reverse lookup feature identifies the billing name and address (BNA) of a dialed phone number captured in a communication detail record (CDR). The system automatically shows this information, if known, in the Details panel. This search process is unique in the industry, providing the most accurate BNA information possible.

Authorized County users select a CDR and the BNA information, if available, appears in the side bar on the right-hand side of the page. The information includes the phone number owner's billing name, billing address, and the date the number was last verified. Unlike other similar tools in the industry today, Securus' fully-integrated reverse lookup feature is provided at no additional cost.

Reverse lookup, which is also available as a dashboard widget, allows users to access results from anywhere the number exists in NextGen SCP such as:

- Communication detail reports
- Blocked number lists
- Global allowed lists
- Call frequency reports

Reverse Lookup and Personal Allowed Numbers (PAN)

If using PAN management, NextGen SCP allows authorized users to associate the BNA information to a phone number on the PAN list. This feature allows administrators and investigative staff to view BNA information without an additional search. The Securus reverse lookup feature offers a comprehensive ad hoc search tool giving an authorized user the ability to enter criteria ranging from first name, last name, address, city, state, and ZIP to obtain this information on demand.

3.58. System Implementation and Transition

3.58.1. The Okaloosa County PS-Corrections Division is presently utilizing an ITS

Securus has extensive experience installing and maintaining our systems with the Okaloosa County infrastructure over the last 10 years. We have developed installation procedures that minimize disruptions and errors and maximize customer satisfaction. Securus has developed a preliminary implementation plan that includes all of the required components. For additional information, see Appendix H.

3.59.12. The Vendor must transfer the current ITS database information including inmate

As the County's incumbent ITS provider, the ITS database information, including inmate profiles (PINs) and call records, is already in place. No other vendor can offer as smooth and seamless a transition, virtually eliminating the risk of disruption to the facility or burden to Okaloosa County staff.

Securus will provide product training for all NextGen Secure Communications Platform™ (NextGen SCP™) features in the agreement with Okaloosa County. Experienced Securus employees conduct all training through online instructor-led classes or on-site, one-on-one and classroom training sessions at no cost. We deliver standard training using both hands-on experiences with your data and using instructor demonstrations to ensure each trainee understands all NextGen SCP functions.

Securus training programs enable facility staff to use all features the first day of installation. Since our products are web-based, after a two or three-hour training session, most facility staff can easily maneuver through the system's features.

In addition to standard training, Securus will develop an online training experience to meet the unique needs of your staff and facility. We offer separate classes focused on different agency functions such as investigations, live call monitoring, and system administration. Securus offers online instructor-led courses available twice a month throughout the year for product upgrades, new facility staff, or general refreshers. *Securus' ongoing training ensures your staff always "stays on top" of current and newly released NextGen SCP features.*

3.60. System Testing

3.60.1. The Vendor must describe, in its response, how it performs standard system

Securus has extensive experience installing and maintaining inmate telecommunications systems and has developed installation and cut-over procedures that minimize disruptions and errors and maximize customer satisfaction. Securus has developed a preliminary implementation plan that includes all of the required components. For details, please see response to item 3.58.1 above..

3.63. Training Requirements

3.63.1. It is instrumental to the success of the installation of the ITS that Okaloosa County

Please see Preliminary Implementation Plan in Appendix A.

3.63.14. The Vendor must describe, in its response, any advanced system training that

Securus has provided extensive onsite and remote training to Okaloosa County staff over the last 10 years. We provide following training programs for our facility customers:

- Onsite Training Courses—Securus offers customized training at your facility on Securus Investigative Products. This training includes hands-on activities.
- Dedicated Webinars—Online webinar training on Securus Investigative Products. These webinars are coordinated and scheduled during a convenient time for the facility.
- Monthly Webinars—Provide an introduction to Securus Investigative Products. These webinars occur every month, usually around the same time/date of each month.
- Video-Record Webinars – These videos are recordings of live product webinars. Staff who cannot attend scheduled classes can watch a recorded webinar on their own schedule on any shift. They are also convenient for training new officers.
- Regional Investigator's Workshops—Investigators from different regions will meet for customized onsite training on Securus Investigative Products and how to use these products to assist in their investigations
- Regional Administrator Workshops—Administrators from different regions meet for customized onsite training on Securus products. This training focuses on features, processes, and reports that Administrators need to understand to support their Facility using Securus Products.

3.63.15. The Vendor must in its proposal include the name, title and qualifications of the

The Senior Instructor for Securus is Dean Ramsey. Please see his resume in Appendix F.

3.66. Escalation Procedures during Service Maintenance

3.66.1. The Vendor must provide, in its response, escalation procedures to address

Securus has provided below a listing of the management personnel for both the assigned Securus Account and Service Teams. At any point during the contract, Okaloosa County may request the names and contact information for any Securus management personnel.

First Escalation Level

Each technician is required to follow a structured technical process to resolve all issues. When it becomes apparent that the issue cannot be remedied within the required period of time, or when the technician requires additional resources to resolve the issue, the FIRST ESCALATION LEVEL is initiated.

Bobby Folsom – Sr. Technical Support Manager
Johnny Hagins, Regional Manager-Field Services

Second Escalation Level

If the problem persists, or first escalation level personnel are unable to provide the resolution, the issue is moved to the SECOND ESCALATION LEVEL. At this level, the Technical Support Director, Mr. Ankur Desai, and the Regional Field Service Manager, Mr. Aaron Bacher are involved with the previous Securus resources to diagnose and resolve the issue.

Ankur Desai, Sr. Director Technical Support and Client Management
Aaron Bacher, Director of Field Operations

Third Escalation Level

In the unlikely event that the issue persists beyond the Second Level, the issue is moved to the THIRD ESCALATION LEVEL. At this level, the Vice president of Service and Technical Support, Mr. Danny De Hoyos is entered into the communication and resolution chain, bringing with him any other senior level executive that is required in order to resolve the issue and maintain the highest level of customer satisfaction.

Danny De Hoyos – VP Service and Technical Operations

Securus understands that the SCP escalation procedures will be subject to County approval and all Securus staff identified in the escalation plan will be capable of being contacted by the authorized County staff.

3.66.2. The Vendor must provide, in its response, a complete list of its maintenance

When a service ticket reaches the halfway point of the allotted timeframe of the service level agreement (SLA), the Technical Support Manager, and assigned Field Service Managers are automatically notified. For example, if a P1 priority level has a 2-hour response time, the Technical Support Manager and Field Service Managers are notified if the issue has not been resolved one hour after the ticket is opened.

If the ticket reaches the maximum SLA timeframe, another notification is sent to the Technical Support Director and Field Service Director who can then further escalate resolution procedures.

The table below shows the escalations for each priority level and the corresponding personnel who are contacted:

Service Response Times and Escalations

Priority Level	Service Priority Description	Response Time	Customer Communication Guideline	Escalations
P1	A P1 is our highest service level defined as 30% or more of the functionality of the System being adversely affected by the System Event. Examples of P1 service assignments would include items such as no voice prompts, features not operating appropriately, inability to burn CD's, issues with listening to live calls, inability to access NextGen Secure Communications Platform™ UI, all phones down.	2 hours	<ul style="list-style-type: none"> ▪ Securus Technical Support Center notifies the facility when the service issue is resolved ▪ If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> ▪ If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request ▪ Technical Support Manager & Field Service Manager ▪ Technical Support Director & Field Service Director ▪ VP Service & Operations
P2	A P2 assignment defined as 5% to 29% of the functionality of the System being adversely affected by the System Event. Examples of a P2 service assignments would include items such as workstation, specific system ports, LEC circuits, unblocks, block numbers, missing CDRs, call searching.	24 hours	<ul style="list-style-type: none"> ▪ Securus Technical Support Center notifies the facility when the service issue is resolved ▪ If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> ▪ If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request ▪ Technical Support Manager & Field Service Manager ▪ Technical Support Director & Field Service Director ▪ VP Service & Operations

P3	<p>A P3 assignment defined as less the 5% of the functionality of the System being adversely affected by the System Event. Single and multiple phones related issues. Examples of P3 service assignments would include items such as static on the phone, a party not being able to hear, unable to dial, a broken phone, dial pad not working, cutoff switches not working, and inability to generate reports.</p>	72 hours	<ul style="list-style-type: none"> ▪ Securus Technical Support Center notifies the facility when the service issue is resolved ▪ If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> ▪ If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request ▪ Technical Support Manager & Field Service Manager ▪ Technical Support Director & Field Service Director ▪ VP Service & Operations
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Below is the contact information in the assigned order of escalation:

Bobby Folsom – Manager, Technical Support

Office: 214-775-4936
 bfolson@securustechnologies.com

Johnny Hagins – Regional Manager, Field Services

Office/Cell: 240-527-9812
 jhagins@securustechnologies.com

Ankur Desai – Sr. Director, Technical Support & Client Management

Office: 972-277-0409
 adesai@securustechnologies.com

Aaron Bacher – Director, Field Operations

Office: 972-277-0451
 Email: abacher@securustechnologies.com

Danny DeHoyos – VP Service and Technical Operations

Office: 972-277-0474
 Email: ddehoyos@securustechnologies.com

3.68. Visitation Phone Monitoring and Recording

3.68.1. Detail of the proposed visitation phone recording & monitoring system. This detail

Securus is the manufacturer of Securus Video Visitation (SVV) and we provide this directly to Okaloosa County. For details, please see Appendix H.

3.69.7. In addition, the IVR solution must be currently deployed to at least fifty (50)

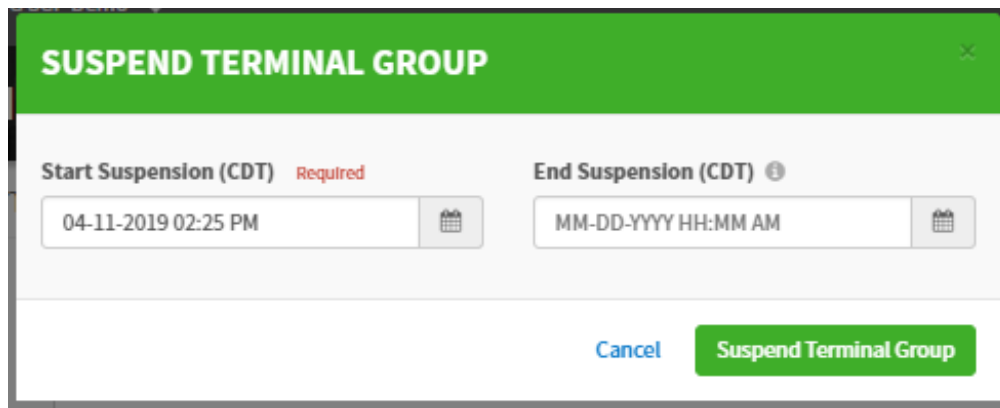
Designed specifically for the Corrections industry, Securus' Automated Information Services, (AIS), is currently deployed in over 200 agencies in the United States. Securus has provided this unique service to the County since 2010, and in that time AIS has saved countless hours for the Okaloosa Correctional

Facility staff and County constituents by providing information in a quick and efficient manner. AIS has created happier County constituents through simple automated information access and a safer jail by allowing inmates to access important information through the phone system as opposed to distracting officers with repetitive questions.

In 2018 alone, Okaloosa County and Correctional staff saved **373 Hours, 49 minutes, and 37 seconds** through incoming phone call automation, and Correctional staff saved **1,267 Hours, 48 Minutes, and 46 seconds** by not answering repetitive inmate questions. This allows them to focus on their core job duties creating a safer environment **Securus is the only company to provide the inmate facing information access.** While other inmate communication vendors provide a simple IVR, Securus uses AIS to help solve real world problems for Okaloosa County.

3.71.8. It is desirable the facility has a simple and time-efficient way to end video

Authorized users will have the ability to immediately disconnect and suspend visitation terminal use from the NextGen SCP User Interface by accessing the Admin/Facility and Sites module, They can select the terminal or terminal group and then select “Yes” to suspend access. A date range is provided for the system to automatically restore the visitation terminal use once the end date has been reached.



4. FEES, RATES & FACILITY COMMISSIONS

4.2. Commission Structure

4.1.Fees & Commission (Must be submitted with “Cost Proposal.”)

4.1.2. The rates charged to users shall not exceed the tariffs as mandated by the FCC

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

For a detailed breakdown of commissions, please see response to 4.2.1.a below.

4.2.1. Please provide information on the commission structure (Must be submitted

Please see responses below as well as the Financial Offer Summary provided in Appendix H.

a. What is the percentage of commission you will pay Okaloosa County? Failure

Securus is pleased to offer the Okaloosa County the following gross commission offerings:

Calls: Option 1: **94.2%**; Option 2: **93.1%**; Option 3: **92%**

Voicemail: Inbound Voicemail 20% / Outbound voicemail is paid at the same commission rate as the chosen for phone calls based on minutes of usage. (max 2 minutes)

Remote Visitation: **50%**

Calling Card Sales: Same as for calls above.

Tablets: **15%** on all purchased content (no spending limits must be reached before commissions paid.)

E-messaging: 20%

Please see the detailed financial offer Appendix H.

b. Explain in detail the method used to calculate revenue to the Okaloosa

Securus will pay commissions to Okaloosa County based on gross revenue. Gross revenues include all gross billed revenues directly relating to completed collect or prepaid calls, except for interstate calls, generated by and through the inmate telecommunications system. Customer revenue excludes required regulatory fees and other items such as federal, state and local charges, taxes and fees, including transaction funding fees, transaction fees, credits, billing recovery fees, charges billed by non-LEC third parties, and promotional programs.

c. State applicable deductions from Gross Revenue before calculating the

There will be no deductions from gross revenues; however, regulatory required and other items, such as federal, state and local charges, taxes and fees, including transaction funding fees, credits, and billing recovery fees are excluded from revenue to Securus. Also, in accordance with the FCC ruling, no commissions will be paid on revenues earned through the completion of interstate calls of any type placed from the facility.

d. What is your method of reporting the calculation of the Okaloosa

Securus provides commission payments and summary reports no later than 30 days after the last day of the month of traffic. Traffic detail reports, such as call and visitation detail reports, can be viewed through our Facility Portal.

Securus access controls for all systems are internally audited for compliance with The Sarbanes–Oxley Act of 2002 (SOX), which set new or enhanced standards for all U.S. public company boards, management and public accounting firms. This internal audit ensures Okaloosa County will get accurate and timely reporting and commission payments from Securus.

e. Provide samples of proposed reports.

A Sample Commission Summary Report has been provided in Appendix B.

f. Is there a charge for customized reports? If yes, provide amounts.

The NextGen Secure Communications Platform™ (NextGen SCP™) is very flexible and easy to use, and allows the user to create almost limitless reporting. Should customized reports be needed, Securus will provide them to Okaloosa County at no charge except in those cases where the customized report would require a significant allocation of resources or material changes to Securus systems and procedures.

In the small number of instances where development is needed (e.g. capturing additional information from other systems), Securus will provide the development free of charge unless the request involves significant cost to Securus. In such cases, the County will be given the option to pay for the additional services without markup by Securus.

4.2.2. Describe collection procedures:

Uncollectable revenue does not reduce the Okaloosa County commission.

Calls are categorized as uncollectible when of the following events prevents collection of an amount billed to an end user's account, using valid billing records:

- Post-billing adjustment
- Credit to end user's bill
- Bad debt write-off when a customer fails to pay a bill.

The LEC and Securus write off the bad debt. Larger LECs may refer accounts to outside collection agencies.

Fraudulent calls are calls where end user intends to defraud, deceive, or cheat, usually for the purposes of causing financial loss to another, or bringing financial gain to oneself. We use our best efforts to collect on fraudulent calls. Fraudulent calling does not affect the calculation of the County's commissions.

a. What types of reports are available to Okaloosa County PS-Corrections

A Sample Commission Summary Report has been provided in Appendix B.

b. Okaloosa County PS-Corrections Division requires detailed reports of

The NextGen Secure Communications Platform™ (NextGen SCP™) retains communication detail records on all communication attempts and events. Authorized users can quickly run reports to spot calling/visitation trends, assess monitoring efforts, investigate suspicious activities, and manage phone/terminal usage.

Okaloosa County users can customize reports by changing search criteria such as date, time, inmate identifier, dialed number (calls), visitor contact number (video visitation), destination, termination reason, and much more.

The following steps show the ease of producing valuable, customized reports:

1. Verify that the correct "Facility" and "Site" levels are selected or make changes as necessary. (This setting allows you to select the facilities, sites, phone groups, or phones you want to search.)
2. Click the **Explore** menu.
3. Select **Communication Records**. Also, County users can select **Inmate Activity**, **Covert Alerts**, **System Logs**, or **PAN Frequency** to generate reports within these categories.
4. Select the search criteria for a simple (dynamic) search or click the **Advanced Search** link to perform a more detailed search based on additional criteria.
6. Enter your search criteria in the appropriate fields and click **Search**.

The records matching the search criteria appear. With a single click, the data can be exported to Excel, CSV (Comma Separated Values), or Adobe PDF format.

Authorized County users can sort the results within the NextGen SCP user interface on the following criteria, while exporting a result to Excel allows the user to sort the results based on any of the communication event details.

- Inmate Name (IS)
- Other Party
- Start Date/Time
- Duration

The resulting report can easily be saved, printed out, or emailed to others.

4.2.3. Describe the procedure for handling uncollectible revenue. State whether this

Uncollectable revenue does not reduce the commission for Okaloosa County.

Calls are categorized as uncollectible when of the following events prevents collection of an amount billed to an end user's account, using valid billing records:

- Post-billing adjustment
- Credit to end user's bill

- Bad debt write-off when a customer fails to pay a bill.

The LEC and Securus write off the bad debt. Larger LECs may refer accounts to outside collection agencies.

Fraudulent calls are calls where end user intends to defraud, deceive, or cheat, usually for the purposes of causing financial loss to another, or bringing financial gain to oneself. We use our best efforts to collect on fraudulent calls. Fraudulent calling does not affect the calculation of the County’s commissions.

4.2.4. Describe the procedure for billing:

a. Describe your billing process and who handles billing.

Securus provides all billing services internally through Securus Friends and Family Call Center (SFFCC). We produce billing and use local exchange carriers for collect billing, allowing us to offer the most robust collect call program in the industry. Securus has more billing arrangements in place with local carriers than any other inmate telephone provider. This means we can place more calls without requiring called parties to set up prepaid accounts. More calls mean more revenue and commissions.

Collect calls normally are billed directly by Securus and not a third party to ensure accurate billing and to control bad debt. The monthly bill statement includes a detail description of calls received, debits, credits, fees and taxes. Taxes are calculated and assessed after call completion to ensure accurate tax assessment by jurisdiction and individually documented on the payer’s invoice during the billing cycle. Securus and Wolters Kluwer, a leading provider of tax software, upgraded the Securus taxing software on April 15, 2015, ensuring the accurate assessment of all Federal and State taxes.

Direct-billed account:

- Calls are rated and sorted prior to distribution
- Rated calls are distributed to Securus billing system
- Charges appear on a bill generated by SFFCC. Called parties are subject to credit checks (as allowed by state regulations) to set up a direct billed account.

AdvanceConnect™ prepaid account:

- Called parties fund these accounts in advance and charges are deducted from an account as calls are made.

b. Will there be any handling fees charged to the Okaloosa County PS-

No handling fees will be charged to Okaloosa County.

c. Are there any deductions from revenues?

There will be no deductions from gross revenues.

4.2.5. Provide Contractor proposed calling rates for local, intraLATA, interLATA, and SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY.

Securus has provided 3 call rate offers for the County to choose from:

	All Local and In-state Calls	Interstate Calls	International calls
Option#1	\$0.23 per minute	\$0.21 per minute	\$0.50 per minute
Option#2	\$0.16 per minute	\$0.16 per minute	\$0.50 per minute
Option#3	\$0.11 per minute	\$0.11 per minute	\$0.50 per minute

4.3.22. Vendor must outline fee structure in the cost proposal. (If Option is chosen)

Community tablets, no fees. Inmate personal tablets \$5 for the first day, then the next 28-30 days free.

Average tablet costs:

Songs - \$0.65 - \$2.30

Games - \$0.99 – \$19.99

Movies - \$0.99 - \$14.99

Please see the detailed SecureView Tablet fee structure outlined in our financial offer.

4.3.23. Vendor shall provide three (3) references where tablets have been implemented for

Securus is pleased to offer the following references to Okaloosa County:

1. Lexington County, SC
Lt. Jeremy Vetter, CCS
Alpha Shift Lieutenant,
PREA Coordinator Lexington County Sheriff's
Department
JVetter@LCSD.SC.GOV
803-785-2704 Office
803-785-2705 Fax
803-513-1525 Mobile

2. Kankakee County, IL
Chad Kolitwenzew
Chief of Corrections
ckolitwenzew@k3county.net
Jerome Combs Detention Center
Kankakee County Sheriff's Office
[815-802-7215](tel:815-802-7215)

3. Bell County, TX
Officer Quentin A. Samuel
Quentin.Samuel@bellcounty.texas.gov
512-781-9750
Bell County Jail
2405 S Loop 121
Belton TX 76513
ADP 904

4.4. Video Relay Services

4.4.1. County desires the ability to provide newer ADA services beyond TTY/TDD

SCP provides support for hearing-impaired inmates through both Video Relay Service (VRS) and TTY/TDD. The Securus VRS solution is a complete solution for correctional grade VRS services that incorporate FCC regulations, as well as the inmate call controls, management, and investigative abilities expected for inmate calls.

VRS offers unique challenges to the correctional industry due to its reliance on American Sign Language (ASL), which requires visual communication, the automatic insertion of an ASL interpreter when needed, and adherence to FCC regulations that prohibit VRS service providers from interfering with or recording the communication.

Securus VRS addresses all of these challenges so as to provide Okaloosa County with a VRS solution that does more than meet the requirements of ADA compliance—Securus VRS meets these challenges through a high-level integration with SCP. The high level of integration between Securus VRS and SCP provides hearing-impaired inmates with “equal access” to communication services while allowing Okaloosa County to provide, manage, and investigate inmate VRS calls in a manner consistent with traditional inmate calls.

Securus VRS provides equal access by allowing the County to:

- Provide VRS-capable inmate call devices that fully conform to the rigorous needs of the correctional environment
- Manage VRS calls using the same controls as are used for traditional inmate calls
- Record VRS calls in accordance with the same recording controls that govern whether or not to record traditional inmate calls
 - Securus VRS can record VRS calls due to the fact that Securus is not a “VRS Provider”. Instead, Securus is partnered with ZVRS/Purple to be the “VRS Provider”. The nature of this relationship, along with the proprietary integration of technologies, allows SCP to record VRS calls while still remaining compliant with FCC regulations.
- Include VRS call recordings in investigations including inclusion in CD images and individual downloads.

Securus VRS call recordings include the visual component of the inmate call for both the inmate and the other end of the video portion of the VRS call. The other end of the VRS call might be the inmate’s called party (if they are a registered subscriber to the public VRS service) or the VRS interpreter (if the called party is not a registered subscriber to the public VRS service). Since the public VRS service automatically bridges in a VRS interpreter when necessary, Securus VRS fully accommodates the various scenarios the public VRS service may encounter. These scenarios include the potential that a VRS Service provider supports Voice Carry-Over (VCO). When VCO is supported, the Securus VRS call recording will include the audio component of the VRS call.

Securus VRS uses SCP’s the same standard inmate call management control structures as for traditional inmate calls, including the following call controls:

- Calling schedules
- Max call duration controls
- Calling Restrictions
- Calling Velocity
- Called party phone number control—both globally and on inmate PAN lists
- Call recording
- Collecting VRS calls in inmate calls for investigations and evidence

This level of integration between Securus VRS and SCP means that the County can set inmate calling policies that apply equally to all inmate calls, including VRS calls, or set unique policies for VRS calls.

Inmate access to Securus VRS is provided as an application available through ConnectUs—the controlled inmate interface provided on inmate kiosks. ConnectUs can be configured to present numerous applications to County inmates, which allows inmates to use the same multi-function terminal for Securus VRS calls as for standard inmate calling, Securus Video Visitation, Inmate Forms, and more.

Because VRS calls are required by the FCC to be free, all inmate VRS calls will be provided at no cost to the inmate. To ensure Okaloosa County can prevent the unauthorized use of Securus VRS to place free calls, the Securus VRS is also integrated with SCP to allow the County to designate which inmates are allowed to place VRS calls. The Securus VRS ConnectUs application requires inmates to enter their designated inmate ID and their calling PIN before placing calls. To accommodate the needs of the hearing-impaired, Securus VRS can be configured to work without PINs in designated booking and/or

intake areas. With these controls, the County has security over VRS calling as well as the flexibility to allow VRS calls in situations where detainees have not yet been issued a PIN.

Securus VRS represents the ultimate solution for accommodating conformance to ADA compliance and FCC regulations, and the necessary call controls and investigative abilities to ensure safe communications.

4.5. Recidivism and Reentry Programs Offered by Provider

4.5.1. County desires a provider that offers Recidivism and Reentry solutions to find

Securus has continued to strengthen its focus to combat recidivism and increase public safety by supporting and *connecting what matters* to our communities as it relates to reentry for justice involved families. The most common barriers to reentry are:

- **Undiagnosed and diagnosed mental health challenges**
- Substance abuse
- Housing and Homelessness (Pre and post incarceration)
- Physical health limitations
- Limited Education
- Restricted employment opportunities
- Limited family support structure (re/unification)

Through our product offering, we proudly help public safety professionals, local community partners, and inmates overcome some of these barriers to reentry. Our core products enable family reunification contact by connection phone calls, emails, and video visitation. We also offer other products that assist with health, mental health, education, employment, and work release barriers to increase an inmate's chances to get out and stay out of the correctional environment.

In late 2016, Securus made a five-year funding commitment to the Prison Entrepreneurship Program (PEP), a nonprofit organization based in Texas. PEP's vision is to expand their community of accountability and encouragement until every inmate who is committed to change has the chance to reboot his or her life. PEP graduates have an exceptionally low three-year recidivism rate—less than 7 percent compared to the national average of nearly 50 percent. One hundred percent of their release graduates are employed within 90 days of release from prison and more than 200 businesses have been by launched by PEP graduates post release.

In 2017, Securus announced the creation of The Securus Foundation, a 501(c)3 organization whose mission it is to connect justice agencies to their communities with technology and processes that provide a demonstrable reduction in recidivism. The Securus Foundation partners with agencies and local community resources directly to identify processes and resources, which are county and state specific, to address the needs of the community, regardless of the average length of stay of an agency.

Securus Technologies believes that we have a moral, ethical, and economic obligation to address the national epidemic to reduce recidivism and to ensure the public safety for all. We provide more access to communication points than any other company for inmates and loved ones so they can communicate whenever allowed. This in itself has shown to impact the rates of recidivism for the better.

Also, provided on Securus tablets at no charge to inmates:

Mental Health Resources:

- Anxiety Relief

- Depression Assistance
- Relationship Guidance
- Guided Meditation
- Breathing Exercises
- Self-Reflection

Job Search

The SecureView Job Search application has made searching for a job simple for Okaloosa County inmates. This application allows inmates to perform job searches and view current local and nationwide jobs in numerous fields. Job Search application will assist in meeting one of the objectives of your facility in preparing inmates for life on the outside. As you know, having a job on the outside is one of the primary ways to reduce recidivism rates. The Job Search application provides full access to inmates to complete job searches without the need for transporting inmates to a facility library or special computer. The inmates can remain in their housing unit and research employment options through this SecureView application.

Inmates will have a head-start in their job search by having secure and electronic access to over 2 million available job opportunities, in hundreds of fields, so they can be better prepared once they leave incarceration. The Job Search application is never out of date and receives updates nightly.

This secure Job Search software, used by this SecureView application, is currently utilized by correctional facilities (including the Federal Bureau of Prisons), probation offices and halfway houses to allow individuals returning to the community to search for current jobs without direct access to the Internet. This service is easily accessible through the SecureView tablet. The application is completely intuitive and self-service so it requires no staff intervention, freeing up staff to increase focus on the safety and security of your correctional facility.

Securus can provide Job Search access to all the SecureView tablets at your facility or customize your system and allow you to control the access to Job Search if you wish by using the SecureView Command & Control Officer tablet. This easy-to-use application is flexible and can accommodate all of your facility's specific needs.

Facility Benefits

- Minimize job-seeker training costs because the terminal is self-explanatory
- Provide job listings in cities nationwide for all types of jobs and levels of experience
- Eliminate the need for additional hardware, network, or electrical equipment because the application rides on Securus' SecureView tablets
- Reduce costly and time-consuming inmate movement by hosting job search resources in-house rather than issue passes for off-site job searches
- Track and measure the job search activity with detailed reports
- Receive turnkey service; Securus takes care of everything

Inmate Benefits

- Inmates are better prepared at the time of release so they may transition easier to successful community living
- Jobs are always current as listings are updated nightly
- Search over 2 million job openings around the country
- Apply for open positions even before being released

- Robust search capabilities can even be used by inmates to find jobs for family
- Simple touch screen user interface that requires no training or prior computer experience
- Obtain familiarity with conducting electronic job searches

4.6. Investigative Support

4.6.1. The County desires options for either a part-time or full-time dedicated

In addition to the part time administrator Securus currently provides, Securus would provide Okaloosa County Department of Corrections with a full time, onsite Administrator who is available to assist with any needs the Correctional Facility requires.

5. STATEMENT OF QUALIFICATIONS

5.1. Each Offeror must demonstrate its firm’s competence, qualifications, and ability to

For the past ten (10) years, Securus has served the County’s inmate communications needs. We highly value our partnership with Okaloosa County, and are dedicated to continuing to grow our mutually beneficial relationship built on trust, high quality products, and superior customer service.

5.1.1. Must be licensed to do business in the State of Florida.

Securus is certified to do business in the State of Florida from the Florida Department of State and a copy of the certification is provided as Appendix C.

Securus is authorized to provide Inmate Telephone Service to correctional facilities in the State of Florida and a copy of the certificate issued by the Florida PSC is provided as Appendix D.

5.1.3. Certification from the Offeror that he has the ability to commence full

Securus hereby certifies that we have the ability to commence full operations within thirty (30) days after notification of award.

6. REFERENCES

6.1. Provide listing of all agencies at which the Offeror has or has had a valid contract for

A 5-Year list of agencies for which Securus provides similar services is provided as Appendix E. Securus is also pleased to provide the following five references for Okaloosa County:

1. Marion County Sheriff’s Office, FL

1,430 ADP
 700 NW 30th Avenue
 Ocala FL 34475
 Captain Ron Burnett
rburnett@marionso.com
 352-843-4214

Securus Inmate Telephone since 2005 and Securus Video Visitation Since 2012

2. Broward Sheriff’s Office, FL

5,011 ADP
 2421 NW 26th Street
 Pompano Beach, FL 33069
 Detention Supervisor Kathleen Casey
Kathleen_Casey@sheriff.org
 954-831-0225

Securus inmate Telephone Services since 2002- Video Visitation since 2017

3. Northern Neck Regional Jail, VA

594 ADP
 3908 Richmond Rd
 Warsaw, VA 22572
 Superintendent Ted Hull
ted@nnrj.state.va.us
 (804) 333-6419

Securus inmate Telephone System since 2003 and

4. Baker County Sheriff’s Office, FL

475 ADP
 1 Sheriff’s Office Drive
 Macclenny, FL 32063
 Sgt. Brad Harvey
bharvey@bakerso.com
 904-259-3311

Securus inmate Telephone System since 2012 and

Securus Video visitation since 2012

Securus Video Visitation since 2015

5. Travis County TX

2,400 ADP

3614 Bill Price Road

Austin, TX 78617

Lt. Valerie Whitney

Valerie.whitney@traviscountytexas.gov

(512) 854-5461

Securus inmate Telephone System since 2008 and

Securus Video Visitation Since 2012

PLEASE NOTE: Securus has also provided a listing of all agencies at which we have or have had a valid contract for similar service during the past five (5) years in a sealed envelope provided in Appendix E. This information is provided for the evaluation of this proposal by Okaloosa County. This list is a **Trade Secret and Confidential** and therefore Securus respectfully requests that it be removed from our proposal prior to making it publicly available after opening.

Please also see Appendix G for a reference letter from Alachua County, Florida.

7. PERSONNEL

7.1. Offeror must identify in this section, each member of its staff who will participate in the

The principal personnel for Okaloosa County are experienced and qualified professionals that have an unparalleled combination of knowledge, skills, and technical proficiency. Paul Cappiello, your Account Manager, is your primary point of contact. He brings the expertise of the team together to provide a total team approach. Paul will also provide you with new options and services as they become available. He will work with your staff to address core issues such as safety, efficiency, and public relations.

Steven Bagwell is the Field Service Technician (FST) for Okaloosa County. He lives about 75 minutes from your facility. All Securus FSTs receive training on all of the Securus equipment and products including 40 hours of training on Securus platforms. Training takes place at our training labs in Carrollton, Texas. Additionally, all technicians undergo annual training on OSHA requirements, ESD, and safety in facilities.

Paul Cappiello, John Parson, Steve Bagwell, and Jerimy Thompson have built solid relationships and have become virtual members of the County's team to address your needs and concerns quickly over the last 10 years

Securus proposes the following additional personnel, by title, who will accomplish this project:

The key personnel assigned to the County program are:

Paul Cappiello, Senior Account Manager

Paul has more than 10 years of sales management experience from inception to successful conclusion. He has developed a reputation for consistently exceeding targets and demonstrates a strong work ethic. Paul thrives on challenges to overcome obstacles with solutions that are sound and financially feasible. His exceptional interpersonal and communication skills (network, collaborate, negotiate) help to build positive, effective business relationships.

Johnny Hagins, Regional Field Service Manager

Johnny has more than 18 years of experience in the telecommunications industry. His current management responsibilities include overseeing all managers, field technicians and field site administrators who service and maintain state DOCs, county jails, and other private prisons and jails in the Eastern Region of the United States.

Jerimy Thompson, Field Service Manager

Jerimy joined Securus in 2007 and has more than 18 years of experience of telecommunications experience.

Steven Bagwell, Field Service Technician

Steven brings more than twenty years of telecommunications experience to Okaloosa County. He provides maintenance, installation, and trouble-shooting of equipment (SCP, DCM, DCB, Adtrans, work stations, modems, printers, and all associated cable/wiring (cat 5 & cat3), punch work), as well as, trouble shooting of T-1 & MPLS Circuit issues from smart jack back to equipment, to include cable installation, looping, circuit identification, and interior wiring, punch work.

John Parson, Field Service Technician

John is a Field Services Technician for Securus Technologies, Inc. where he supports the inmate telecommunications system for 18 correctional facilities across north-western Florida. With over 15 years of technical experience ranging from low voltage cable installation, computer programming, and computer network support, John can quickly grasp the needs of his customers and deliver results that can be relied upon.

Roy Thomas, Client Manager

Roy has extensive expertise in Custody Operations and Client Relationship Management. He will ensure the timely and successful delivery of Securus solutions according to Okaloosa County's needs and objectives.

James LeBoeuf, Lead Sales Engineer

Mr. LeBoeuf has supported inmate systems and correctional facility accounts for over 17 years in Operations Management and Technical Sales. He has directly supported the Installation and Maintenance of more than 300 correctional facilities and has managed teams at more than 1,000 facilities throughout the Continental US and Alaska.

Cassandra Kemp – PT Site Administrator currently provided by Securus to Okaloosa County DOC.

Cassandra provides quality and timely *Customer Service* to various audiences associated with Correctional Facilities, Securus Personnel and Partners. They are to provide *Administrative Services* of Inmate Calling accounts and systems. Service Administrators insure data integrity and proper system functionality of Inmate Calling system. Service Administrators assist Tech Support in the *maintenance* of computer hardware, software, and telephony equipment by providing troubleshooting results to appropriate parties.

A Full Time Site Administrator – To Be Hired

Securus prides ourselves on the customer services we provide to Okaloosa County and the Industry as a whole. In addition to 24/7/365 Technical Support and Customer Service, Florida Account Manager, Paul Cappiello, Client Manager, Roy Thomas, and more Field Services Technicians in the state than any competitor, Securus would provide Okaloosa County Department of Corrections with a full time, onsite Administrator who is available to assist with any needs the Correctional Facility requires.

Resumes for the above personnel have been provided in Appendix F.

7.3. The proposal shall list the names and telephone numbers of the principals authorized

The following people are authorized to negotiate with Okaloosa County on behalf of Securus:

Robert E. Pickens
Chief Executive Officer
972-277-0300

Paul Cappiello
Senior Account Manager
954-803-1605

8. UNDERSTANDING OF THE PROJECT

8.1. In this section, the Offeror shall discuss the requirements, item by item, as outlined in

Securus has read understands, and complies with all items listed in the Scope of Work as well as the rest of the RFP. Securus has responded directly to all requirements requesting information. Due to page limitations, the item by item response to the Scope of Work has been provided as Appendix N.

9.2. Submit a cost/fee schedule for resource, professional, software, hardware, maintenance

As always, Securus imposes no costs to the County for hardware, software, maintenance, service, etc. The only additional fees are the FCC defined phone account funding fees of \$3.00 (Web) or \$5.95 (live agent). Funding can be done via US Mail for no charge.

E-messaging stamps cost \$0.25 each at a minimum The County may opt to charge more.

Video Visitation Remote Visitation costs – Determined by the County and County DOC.

Voicemail – Inbound Voicemail - \$1.99 / Outbound Voicemail is charged the same rate as the call rate chosen. (max 2 minutes)

Any Securus Cost/Fees are also detailed in the Financial Offer in Appendix H.

10.1. The Offeror will describe the organization structure, listing all key personnel functions.

The principal personnel for Okaloosa County are experienced and qualified professionals that have an unparalleled combination of knowledge, skills, and technical proficiency. Paul Cappiello, your Account Manager, is your primary point of contact. He brings the expertise of the team together to provide a total team approach. Paul will also provide you with new options and services as they become available. He will work with your staff to address core issues such as safety, efficiency, and public relations.

Steven Bagwell is the Field Service Technician (FST) for Okaloosa County. He lives about 75 minutes from your facility. All Securus FSTs receive training on all of the Securus equipment and products including 40 hours of training on Securus platforms. Training takes place at our training labs in Carrollton, Texas. Additionally, all technicians undergo annual training on OSHA requirements, ESD, and safety in facilities.

Paul Cappiello, John Parson, Steve Bagwell, and Jerimy Thompson have built solid relationships and have become virtual members of the County's team to address your needs and concerns quickly over the last 10 years.

For details, please see Appendix H.

FORMS

The forms listed below have been filled in and signed and have been inserted into this proposal immediately following this page:

- Drug-Free Workplace Certification Form
- Conflict of Interest
- Federal E-Verify
- Cone of Silence
- Indemnification and Hold Harmless
- Company Data
- System of Awards Management
- Addendum Acknowledgement
- Certification Regarding Lobbying
- Governmental Debarment & Suspension

DRUG-FREE WORKPLACE CERTIFICATION

THE BELOW SIGNED RESPONDENT CERTIFIES that it has implemented a drug-free workplace program. In order to have a drug-free workplace program, a business shall:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under quote a copy of the statement specified in subsection 1.
4. In the statement specified in subsection 1, notify the employees that, as a condition of working on the commodities or contractual services that are under quote, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893, Florida Statutes, or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in, drug abuse assistance or rehabilitation program if such is available in employee's community, by any employee who is convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign this statement, I certify that this firm complies fully with the above requirements.

DATE: April 19, 2019

SIGNATURE: 

COMPANY: Securus Technologies, Inc.

NAME: Robert E. Pickens
(Typed or Printed)

ADDRESS: 4000 International Parkway
Carrollton, TX 75007

TITLE: Chief Executive Officer

E-MAIL: bpickens@securustechnologies.com

PHONE
NO.: 972-277-0300

CONFLICT OF INTEREST DISCLOSURE FORM

For purposes of determining any possible conflict of interest, all Respondents, must disclose if any Okaloosa Board of County Commissioner, employee(s), elected officials(s), or if any of its agencies is also an owner, corporate officer, agency, employee, etc., of their business.

Indicate either "yes" (a county employee, elected official, or agency is also associated with your business), or "no." If yes, give person(s) name(s) and position(s) with your business.

YES: _____

NO: X

NAME(S)

POSITION(S)

FIRM NAME: Securus Technologies, Inc.

BY (PRINTED): Robert E. Pickens

BY
(SIGNATURE): 

TITLE: Chief Executive Officer

ADDRESS: 4000 International Parkway, Carrollton, TX 75007

PHONE NO.: 972-0300

E-MAIL : bpickens@securustechnologies.com

DATE: April 19, 2019

FEDERAL E-VERIFY COMPLIANCE CERTIFICATION

In accordance with Okaloosa County Policy and Executive Order Number 11-116 from the office of the Governor of the State of Florida, Respondent hereby certifies that the U.S. Department of Homeland Security's E-Verify system will be used to verify the employment eligibility of all new employees hired by the Respondent during the contract term, and shall expressly require any subcontractors performing work or providing services pursuant to the contract to likewise utilize the U.S. Department of Homeland Securities E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor during the contract term; and shall provide documentation such verification to the COUNTY upon request.

As the person authorized to sign this statement, I certify that this company complies/will comply fully with the above requirements.

DATE: April 19, 2019

SIGNATURE: 

COMPANY: Securus Technologies, Inc.

NAME: Robert E. Pickens

ADDRESS: 4000 International Parkway
Carrollton, TX 75007

TITLE: Chief Executive Officer

E-MAIL: bpickens@securustechnologies.com

PHONE NO.: 972-277-0300

CONE OF SILENCE

The Board of County Commissioners have established a solicitation silence policy (Cone of Silence) that prohibits oral and written communication regarding all formal solicitations for goods and services (ITB, RFP, ITQ, ITN, and RFQ) or other competitive solicitation between the bidder (or its agents or representatives) or other entity with the potential for a financial interest in the award (or their respective agents or representatives) regarding such competitive solicitation, and any County Commissioner or County employee, selection committee member or other persons authorized to act on behalf of the Board including the County's Architect, Engineer or their sub-consultants, or anyone designated to provide a recommendation to award a particular contract, other than the Purchasing Department Staff.

The period commences from the time of advertisement until contract award.

Any information thought to affect the committee or staff recommendation submitted after bids are due, should be directed to the Purchasing Manager or an appointed representative. It shall be the Purchasing Manager's decision whether to consider this information in the decision process.

Any violation of this policy shall be grounds to disqualify the Respondent from consideration during the selection process.

All Respondents must agree to comply with this policy by signing the following statement and including it with their submittal.


I RT Lewis representing Securus Technologies, Inc.
Signature Company Name

On this 19th day of April 2019 hereby agree to abide by the County's "Cone of Silence Clause" and understand violation of this policy shall result in disqualification of my proposal/submittal.

INDEMNIFICATION AND HOLD HARMLESS

Respondent shall indemnify and hold harmless the County, its officers and employees from liabilities, damages, losses, and costs including but not limited to reasonable attorney fees, to the extent caused by the negligence, recklessness, or intentional wrongful conduct of the Respondent and other persons employed or utilized by the Respondent in the performance of this Agreement.

Securus Technologies, Inc.
Respondent's Company Name


Authorized Signature – Manual

4000 International Parkway, Carrollton, TX 75007
Physical Address

Robert E. Pickens
Authorized Signature – Typed

Same as above
Mailing Address

Chief Executive Officer
Title

972-272-0300
Phone Number

972-277-0699
FAX Number

954-803-1605
Cellular Number

954-806-1605
After-Hours Number(s)

April 19, 2019
Date

bpickens@securustechnologies.com
Email

COMPANY DATA

Respondent's Company Name:	Securus Technologies, Inc.
Physical Address & Phone #:	4000 International Parkway Carrollton, TX 75007
Contact Person (Typed-Printed):	Robert E. Pickens
Phone #:	972-277-0300
Cell #:	954-803-1605
Email:	bpickens@securustechnologies.com
Federal ID or SS #:	75-2722144
Respondent's License #:	78-8011956101-9 Sales Tax Certificate Number 9580010315257 Communications Services Tax Certificate Number
Respondent's DUNS #:	19-285-8954
Fax #:	972-277-0699
Emergency #'s After Hours, Weekends & Holidays:	954-803-1605

(a) Definitions. As used in this provision.

“Electronic Funds Transfer (EFT) indicator” means a four-character suffix to the unique entity identifier. The suffix is assigned at the discretion of the commercial, nonprofit, or Government entity to establish additional System for Award Management records for identifying alternative EFT accounts (see [subpart 32.11](#)) for the same entity.

“Registered in the System for Award Management (SAM) database” means that.

(1) The Offeror has entered all mandatory information, including the unique entity identifier and the EFT indicator, if applicable, the Commercial and Government Entity (CAGE) code, as well as data required by the Federal Funding Accountability and Transparency Act of 2006 (see [subpart 4.14](#)) into the SAM database;

(2) The offeror has completed the Core, Assertions, and Representations and Certifications, and Points of Contact sections of the registration in the SAM database;

(3) The Government has validated all mandatory data fields, to include validation of the Taxpayer Identification Number (TIN) with the Internal Revenue Service (IRS). The offeror will be required to provide consent for TIN validation to the Government as a part of the SAM registration process; and

(4) The Government has marked the record “Active”.

“Unique entity identifier” means a number or other identifier used to identify a specific commercial, nonprofit, or Government entity. See www.sam.gov for the designated entity for establishing unique entity identifiers.

(b)(1) By submission of an offer, the offeror acknowledges the requirement that a prospective awardee shall be registered in the SAM database prior to award, during performance, and through final payment of any contract, basic agreement, basic ordering agreement, or blanket purchasing agreement resulting from this solicitation.

(2) The Offeror shall enter, in the block with its name and address on the cover page of its offer, the annotation “Unique Entity Identifier” followed by the unique entity identifier that identifies the Offeror’s name and address exactly as stated in the offer. The Offeror also shall enter its EFT indicator, if applicable. The unique entity identifier will be used by the Contracting Officer to verify that the Offeror is registered in the SAM database.

(c) If the Offeror does not have a unique entity identifier, it should contact the entity designated at www.sam.gov for establishment of the unique entity identifier directly to obtain one. The Offeror should be prepared to provide the following information:

- (1) Company legal business name.
- (2) Tradestyle, doing business, or other name by which your entity is commonly recognized.
- (3) Company Physical Street Address, City, State, and Zip Code.
- (4) Company Mailing Address, City, State and Zip Code (if separate from physical).
- (5) Company telephone number.
- (6) Date the company was started.
- (7) Number of employees at your location.
- (8) Chief executive officer/key manager.
- (9) Line of business (industry).
- (10) Company Headquarters name and address (reporting relationship within your entity).

(d) If the Offeror does not become registered in the SAM database in the time prescribed by the Contracting Officer, the Contracting Officer will proceed to award to the next otherwise successful registered Offeror.

(e) Processing time, which normally takes 48 hours, should be taken into consideration when registering. Offerors who are not registered should consider applying for registration immediately upon receipt of this solicitation.

(f) Offerors may obtain information on registration at <https://www.acquisition.gov> .

Offerors SAM information:

Entity Name:	<u>Securus Technologies, Inc.</u>
Entity Address:	<u>4000 International Parkway, Carrollton, TX 75007</u>
Duns Number:	<u>19-285-8954</u>
CAGE Code:	<u>4X9H4</u>

APPENDIX A, 49 CFR PART 20--CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

(To be submitted with each bid or offer exceeding \$100,000)


The undersigned [Contractor] certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form--LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96). Note: Language in paragraph (2) herein has been modified in accordance with Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, *et seq.*)]
3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

[Note: Pursuant to 31 U.S.C. § 1352(c)(1) -(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such expenditure or failure.]

The Contractor, Securus Technologies, Inc., certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. A 3801, *et seq.*, apply to this certification and disclosure, if any.

 Signature of Contractor's Authorized Official
Robert E. Pickens, CEO Name and Title of Contractor's Authorized Official
April 19, 2019 Date

Government Debarment & Suspension

Instructions

1. By signing and submitting this form, the prospective lower tier participant is providing the certification set out in accordance with these instructions.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person(s) to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Orders 12549, at Subpart C of OMB 2 C.F.R. Part 180 and 3000.332. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this form that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this form that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the System for Award Management (SAM) database.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized under paragraph (5) of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

**Certification Regarding Debarment, Suspension,
Ineligibility and Voluntary Exclusion
Lower Tier Covered Transactions**

The following statement is made in accordance with the Privacy Act of 1974 (5 U.S.C. § 552(a), as amended). This certification is required by the regulations implementing Executive Orders 12549, Debarment and Suspension, and OMB 2 C.F.R. Part 180, Participants' responsibilities. The regulations were amended and published on August 31, 2005, in 70 Fed. Reg. 51865-51880.

**[READ INSTRUCTIONS ON PREVIOUS PAGE BEFORE COMPLETING
CERTIFICATION]**

1. The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal or State department or agency;
2. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal

Robert Pickens, Chief Executive Officer

Printed Name and Title of Authorized Representative



Signature

April 19, 2019

Date

APPENDICES

Appendix A:
Preliminary Implementation Plan

Appendix B:
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Appendix A

Preliminary Implementation Plan

Okaloosa County , FL_RENEWAL_ITS_SVV_NEW_Tablets_50 Days

ID	Task Name	Duration	Start	Finish
1	1 SECURUS Implementation Project Plan Okaloosa County, FL	44 days	Thu 7/18/19	Tue 9/17/19
2	1.1 Renewel Inmate Telephone System	29 days	Thu 7/18/19	Tue 8/27/19
3	1.1.1 Project Initiation Phase	1 day	Thu 7/18/19	Thu 7/18/19
4	1.1.1.1 Create ticket assignments for necessary departments	2 hrs	Thu 7/18/19	Thu 7/18/19
5	1.1.1.2 Create project in the Install Portal and setup notifications/alerts	2 hrs	Thu 7/18/19	Thu 7/18/19
6	1.1.1.3 Securus Project Team Project Plan and schedule review	2 hrs	Thu 7/18/19	Thu 7/18/19
7	1.1.1.4 Securus internal project review and kick-off meeting	0.25 days	Thu 7/18/19	Thu 7/18/19
8	1.1.1.4.1 Identify resources needed to complete tasks and objectives	1 hr	Thu 7/18/19	Thu 7/18/19
9	1.1.1.4.2 Internal discussions for video visitation inspection strategies	1 hr	Thu 7/18/19	Thu 7/18/19
10	1.1.2 Project Planning Phase	1 day	Fri 7/19/19	Fri 7/19/19
11	1.1.2.1 Securus Implementation Team to host kick-off call with Okaloosa County, FL Project Team	1 day	Fri 7/19/19	Fri 7/19/19
12	1.1.2.1.1 Review updated project plan with Okaloosa County, FL Project Team and make necessary adjustments	1 day	Fri 7/19/19	Fri 7/19/19
13	1.1.2.1.2 Discussion around required Site Survey for any updated requirements from RFP	1 day	Fri 7/19/19	Fri 7/19/19
14	1.1.2.1.3 Engineering review of Bill of Materials to make necessary adjustments	1 day	Fri 7/19/19	Fri 7/19/19
15	1.1.3 Project Execution Phase	6 days	Thu 7/18/19	Thu 7/25/19
16	1.1.3.1 Hardware requirements	3 days	Mon 7/22/19	Wed 7/24/19
17	1.1.3.1.1 Process hardware orders for any new additional hardware requirements	2 days	Mon 7/22/19	Tue 7/23/19
18	1.1.3.1.2 Scheduled field technician to be onsite for deployment procedures and hardware receipt	1 day	Wed 7/24/19	Wed 7/24/19
19	1.1.3.2 Agency Touchpoint	1 day	Thu 7/25/19	Thu 7/25/19
20	1.1.3.2.1 Verify Securus resources for installation procedures	1 day	Thu 7/25/19	Thu 7/25/19
21	1.1.3.2.2 Verify with Okaloosa County, FL Project team the installation schedule and Agency resources required	1 day	Thu 7/25/19	Thu 7/25/19
22	1.1.3.3 OMS / JMS Integration / E-imports Activities	1 day	Thu 7/18/19	Thu 7/18/19
23	1.1.3.3.1 Inmate PIN account creation and management	1 day	Thu 7/18/19	Thu 7/18/19
24	1.1.3.3.2 Configure Personal Allowed Numbers within Secure Call Platform	1 day	Thu 7/18/19	Thu 7/18/19
25	1.1.3.3.3 Configure Automated Information System	1 day	Thu 7/18/19	Thu 7/18/19
26	1.1.3.3.4 Configure Inmate Debit within Secure Call Platform	1 day	Thu 7/18/19	Thu 7/18/19
27	1.1.4 Project Controlling and Monitoring Phase	24 days	Wed 7/24/19	Mon 8/26/19
28	1.1.4.1 Installation - Okaloosa County, FL	24 days	Wed 7/24/19	Mon 8/26/19
29	1.1.4.1.1 Installation of hardware requirements outlined in the necessary locations	21 days	Fri 7/26/19	Fri 8/23/19
30	1.1.4.1.2 Customer training provided as necessary	1 day	Mon 8/26/19	Mon 8/26/19
31	1.1.5 Project Closing Phase	1 day	Tue 8/27/19	Tue 8/27/19
32	1.1.5.1 Quality Control / Checklist Reviews	1 day	Tue 8/27/19	Tue 8/27/19
33	1.1.5.1.1 Re-Verify all Features working properly	1 day	Tue 8/27/19	Tue 8/27/19
34	1.1.5.1.2 Post Cutover QA Checklist & Testing Completion Validations	1 day	Tue 8/27/19	Tue 8/27/19
35	1.1.5.1.3 Notify Agency of completion - system is functioning correctly	1 day	Tue 8/27/19	Tue 8/27/19
36	1.1.5.1.4 Documentation approval provided by Okaloosa County, FL	1 day	Tue 8/27/19	Tue 8/27/19
37	1.2 Tablet Installation Project Plan	44 days	Thu 7/18/19	Tue 9/17/19
38	1.2.1 Installation and Software Configurations for Tablet	44 days	Thu 7/18/19	Tue 9/17/19

Okaloosa County , FL_RENEWAL_ITS_SVV_NEW_Tablets_50 Days

ID	Task Name	Duration	Start	Finish
39	1.2.1.1 Initial Kick-Off Meeting with Okaloosa County, FL Project Team	3 days	Thu 7/18/19	Mon 7/22/19
40	1.2.1.1.1 Host internal project review and kick-off meeting	1 day	Thu 7/18/19	Thu 7/18/19
41	1.2.1.1.2 Sales Account Manager to host kick-off call with SECURUS and Agency Project Teams	1 day	Fri 7/19/19	Fri 7/19/19
42	1.2.1.1.3 Complete Tablet inspection for inmate locations	1 day	Mon 7/22/19	Mon 7/22/19
43	1.2.1.2 Identify Locations of Tablet WAP hardware	2 days	Tue 7/23/19	Wed 7/24/19
44	1.2.1.2.1 Verify Network Cabling and Power	1 day	Tue 7/23/19	Tue 7/23/19
45	1.2.1.2.2 Schedule network and power installation	1 day	Wed 7/24/19	Wed 7/24/19
46	1.2.1.3 Telecom Provisioning for the Okaloosa County, FL	29 days	Wed 7/24/19	Mon 9/2/19
47	1.2.1.3.1 Telecom delivery lead time	25 days	Wed 7/24/19	Tue 8/27/19
48	1.2.1.3.2 Confirm Telecom Test & Turn-up (T&T) schedule	1 day	Wed 8/28/19	Wed 8/28/19
49	1.2.1.3.3 Confirm Installation Technical Support schedule for T&T activity	1 day	Thu 8/29/19	Thu 8/29/19
50	1.2.1.3.4 Confirm Field Service Installation Team schedules for T&T activity	1 day	Fri 8/30/19	Fri 8/30/19
51	1.2.1.3.5 Review Site schedule and activities with Okaloosa County, FL Project Team	1 day	Mon 9/2/19	Mon 9/2/19
52	1.2.1.4 Process Hardware Orders for Tablet WAP Installations	23 days	Tue 7/23/19	Thu 8/22/19
53	1.2.1.4.1 Verify Site Survey Details for terminal/WAP equipment requirements	1 day	Tue 7/23/19	Tue 7/23/19
54	1.2.1.4.2 Create BOM for equipment orders	5 days	Wed 7/24/19	Tue 7/30/19
55	1.2.1.4.3 Process equipment orders and submit to purchasing	3 days	Wed 7/31/19	Fri 8/2/19
56	1.2.1.4.4 Monitor delivery of hardware orders for site location	14 days	Mon 8/5/19	Thu 8/22/19
57	1.2.1.5 Electrical and Cabling Installation	23 days	Thu 8/1/19	Mon 9/2/19
58	1.2.1.5.1 Monitor installation of the Electrical and Cabling for locations	23 days	Thu 8/1/19	Mon 9/2/19
59	1.2.1.6 Instance Setup	14 days	Mon 8/5/19	Thu 8/22/19
60	1.2.1.6.1 Add site - Provisioning of facility configurations	4 days	Mon 8/5/19	Thu 8/8/19
61	1.2.1.6.2 Create admin user and additional users	4 days	Fri 8/9/19	Wed 8/14/19
62	1.2.1.6.3 Create locations	4 days	Thu 8/15/19	Tue 8/20/19
63	1.2.1.6.4 Add terminals and enable modules	2 days	Wed 8/21/19	Thu 8/22/19
64	1.2.1.7 Create Flat File	21 days	Mon 8/5/19	Mon 9/2/19
65	1.2.1.7.1 Produce flat file and test import	18 days	Mon 8/5/19	Wed 8/28/19
66	1.2.1.7.2 Automate flat file export and upload	3 days	Thu 8/29/19	Mon 9/2/19
67	1.2.1.8 Terminal and Tablet WAP Installations	7 days	Fri 8/23/19	Mon 9/2/19
68	1.2.1.8.1 Mount terminals in designated locations	7 days	Fri 8/23/19	Mon 9/2/19
69	1.2.1.8.2 Mount Tablet WAPs in designated locations	7 days	Fri 8/23/19	Mon 9/2/19
70	1.2.1.8.3 Connect network cable and power on unit	7 days	Fri 8/23/19	Mon 9/2/19
71	1.2.1.9 Terminal Setup	7 days	Fri 8/23/19	Mon 9/2/19
72	1.2.1.9.1 Terminal Setup	7 days	Fri 8/23/19	Mon 9/2/19
73	1.2.1.9.2 Configure config file	1 day	Mon 9/2/19	Mon 9/2/19
74	1.2.1.9.3 Change IP (if necessary)	1 day	Mon 9/2/19	Mon 9/2/19
75	1.2.1.10 Quality Control / Checklist Reviews	3 days	Tue 9/3/19	Thu 9/5/19
76	1.2.1.10.1 Controlling and monitoring of terminals and sessions	2 days	Tue 9/3/19	Wed 9/4/19

Okaloosa County , FL_RENEWAL_ITS_SVV_NEW_Tablets_50 Days

ID	Task Name	Duration	Start	Finish
77	1.2.1.10.2 Training for users for comprehensive understanding of the portals	1 day	Thu 9/5/19	Thu 9/5/19
78	1.2.1.11 Go Live for Tablet sessions	9 days	Thu 9/5/19	Tue 9/17/19
79	1.2.1.11.1 Configure T & C and web services for F & F account creation	1 day	Fri 9/6/19	Fri 9/6/19
80	1.2.1.11.2 Turn up Okaloosa County, FL for live Tablet sessions	4 days	Wed 9/11/19	Mon 9/16/19

Appendix B

Sample Commission Summary Report

Securus Technologies, Inc.

COM-001 Call Commission Report - September, 2018

RUN DATE: 10/23/2018 10:57:30 AM

Process Date: 10/25/2018 9:54:35 AM

Site: Customer Name

Contract ID: I-123456

Site ID: 1234

Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5755557938	\$14.25	95	18	\$1,649.10	10994	1276	\$0.00	0	0	\$90.51	431	42	\$0.00	0	0	\$0.00	0	0	\$1,753.86	11520	1336	\$0.00
Total:	\$14.25	95	18	\$1,649.10	10994	1276	\$0.00	0	0	\$90.51	431	42	\$0.00	0	0	\$0.00	0	0	\$1,753.86	11520	1336	\$0.00

Inmate Debit

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5755557938	\$100.80	672	144	\$1,748.70	11658	1663	\$0.00	0	0	\$34.23	163	31	\$0.00	0	0	\$0.00	0	0	\$1,883.73	12493	1838	\$0.00
Total:	\$100.80	672	144	\$1,748.70	11658	1663	\$0.00	0	0	\$34.23	163	31	\$0.00	0	0	\$0.00	0	0	\$1,883.73	12493	1838	\$0.00
Grand Total:	\$115.05	767	162	\$3,397.80	22652	2939	\$0.00	0	0	\$124.74	594	73	\$0.00	0	0	\$0.00	0	0	\$3,637.59	24013	3174	\$0.00

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VMail			\$0.00	\$0.00
Coin-operated Pay Telephones			\$0.00	\$0.00
GTL Dialaround		0	\$0.00	\$0.00
Instant Pay - Pay Now		0		\$0.00
Instant Pay - Text2Connect		0		\$0.00
Legacy Operator Assistant		0	\$0.00	\$0.00
Outbound Voicemail (Interstate)		0	\$0.00	\$0.00
Outbound Voicemail (NonInterstate)		4	\$0.75	\$0.00
SIM		0		\$0.00
Tablets			\$0.00	\$0.00
Video Visitation		0		\$0.00
Video Visitation Subscription		0		\$0.00
VMail		0	\$0.00	\$0.00
Total:			\$0.75	\$0.00

eMESSAGING	Stamps Used	Purchase Price of Stamp	Revenue	Commission
	0	\$0.00	\$0.00	\$0.00
Total:	0		\$0.00	\$0.00

Total Revenue: \$3,638.34

Calculated Commission: \$0.00

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Prepaid Collect	\$1,753.86	11,520	1,336	\$0.00
Interlata	\$0.00	0	0	\$0.00
International	\$0.00	0	0	\$0.00
Interstate	\$90.51	431	42	\$0.00
Intralata	\$1,649.10	10,994	1,276	\$0.00
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$14.25	95	18	\$0.00
Inmate Debit	\$1,883.73	12,493	1,838	\$0.00
Interlata	\$0.00	0	0	\$0.00
International	\$0.00	0	0	\$0.00
Interstate	\$34.23	163	31	\$0.00
Intralata	\$1,748.70	11,658	1,663	\$0.00
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$100.80	672	144	\$0.00

Totals: **\$3,637.59** **24,013** **3,174** **\$0.00**

Appendix C

Certificate of Authority



August 25, 2010

FLORIDA DEPARTMENT OF STATE
Division of Corporations

SECURUS TECHNOLOGIES, INC.
14651 DALLAS PARKWAY
SUITE 600
DALLAS, TX 75254US

Re: Document Number F97000004630

The Amendment to the Application of a Foreign Corporation for EVERCOM SYSTEMS, INC. which changed its name to SECURUS TECHNOLOGIES, INC., a Delaware corporation authorized to transact business in Florida, was filed on August 24, 2010.

The certification you requested is enclosed. To be official, the certification for a certified copy must be attached to the original document that was electronically submitted and filed under FAX audit number H10000190006.

Should you have any questions regarding this matter, please telephone (850) 245-6050, the Amendment Filing Section.

Tracy L Lemieux
Regulatory Specialist II
Division of Corporations

Letter Number: 710A00020416

State of Florida



Department of State

I certify the attached is a true and correct copy of the Amendment to the Application of a Foreign Corporation, filed on August 24, 2010, for EVERCOM SYSTEMS, INC. which changed its name to SECURUS TECHNOLOGIES, INC., a Delaware corporation authorized to transact business in Florida, as shown by the records of this office.

I further certify the document was electronically received under FAX audit number H10000190006, and this certificate issued in accordance with section 15.16, Florida Statutes, and authenticated by the code noted below

The document number of this corporation is F97000004630.

Authentication Code: 710A00020416-082510-F97000004630-1/1

Given under my hand and the
Great Seal of the State of Florida,
at Tallahassee, the Capital, this the
Twenty-fifth day of August, 2010



Dawn K. Roberts
Dawn K. Roberts
Secretary of State

PROFIT CORPORATION
APPLICATION BY FOREIGN PROFIT CORPORATION TO FILE AMENDMENT TO
APPLICATION FOR AUTHORIZATION TO TRANSACT BUSINESS IN FLORIDA
(Pursuant to s. 607.1504, F.S.)

SECTION I
(1-3 MUST BE COMPLETED)

F97000004630

(Document number of corporation (if known))

- 1. Evercom Systems, Inc.
(Name of corporation as it appears on the records of the Department of State)
- 2. Delaware
(Incorporated under laws of)
- 3. September 3, 1997
(Date authorized to do business in Florida)

SECTION II
(4-7 COMPLETE ONLY THE APPLICABLE CHANGES)

4. If the amendment changes the name of the corporation, when was the change effected under the laws of its jurisdiction of incorporation? August 2, 2010

5. Securus Technologies, Inc.
(Name of corporation after the amendment, adding suffix "corporation," "company," or "incorporated," or appropriate abbreviation, if not contained in new name of the corporation)

(If new name is unavailable in Florida, enter alternate corporate name adopted for the purpose of transacting business in Florida)

6. If the amendment changes the period of duration, indicate new period of duration.

(New duration)

7. If the amendment changes the jurisdiction of incorporation, indicate new jurisdiction.

(New jurisdiction)

8. Attached is a certificate or document of similar import, evidencing the amendment, authenticated not more than 90 days prior to delivery of the application to the Department of State, by the Secretary of State or other official having custody of corporate records in the jurisdiction under the laws of which it is incorporated.



(Signature of a director, president or other officer - if in the hands of a receiver or other court appointed fiduciary, by that fiduciary)

Dennis J. Reinhold
(Typed or printed name of person signing)

VP, Gen Counsel and Secretary
(Title of person signing)

Delaware

The First State

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THAT THE SAID "EVERCOM SYSTEMS, INC.", FILED A CERTIFICATE OF AMENDMENT, CHANGING ITS NAME TO "SECURUS TECHNOLOGIES, INC.", THE SECOND DAY OF AUGUST, A.D. 2010, AT 4:13 O'CLOCK P.M.

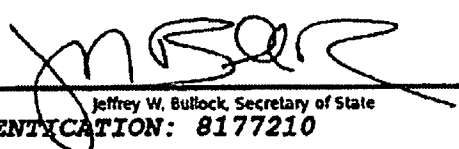
AND I DO HEREBY FURTHER CERTIFY THAT THE AFORESAID CORPORATION IS DULY INCORPORATED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL CORPORATE EXISTENCE NOT HAVING BEEN CANCELLED OR DISSOLVED SO FAR AS THE RECORDS OF THIS OFFICE SHOW AND IS DULY AUTHORIZED TO TRANSACT BUSINESS.

2788631 8320

100835889

You may verify this certificate online
at corp.delaware.gov/authvar.shtml




Jeffrey W. Bullock, Secretary of State
AUTHENTICATION: 8177210

DATE: 08-17-10

H10000190006 3

Delaware

PAGE 1

The First State

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE CERTIFICATE OF AMENDMENT OF "EVERCOM SYSTEMS, INC.", CHANGING ITS NAME FROM "EVERCOM SYSTEMS, INC." TO "SECURUS TECHNOLOGIES, INC.", FILED IN THIS OFFICE ON THE SECOND DAY OF AUGUST, A.D. 2010, AT 4:13 O'CLOCK P.M.

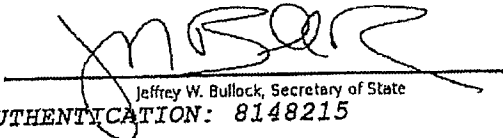
A FILED COPY OF THIS CERTIFICATE HAS BEEN FORWARDED TO THE KENT COUNTY RECORDER OF DEEDS.



2788631 8100

100793626

You may verify this certificate online
at corp.delaware.gov/authver.shtml


Jeffrey W. Bullock, Secretary of State
AUTHENTICATION: 8148215

DATE: 08-02-10

State of Delaware
Secretary of State
Division of Corporations
Delivered 04:12 PM 08/02/2010
FILED 04:13 PM 08/02/2010
SRV 100793626 - 2788631 FILE

CERTIFICATE OF AMENDMENT OF CERTIFICATE OF INCORPORATION
OF
EVERCOM SYSTEMS, INC.

(hereinafter called the "corporation"), a corporation organized and existing under and by virtue of the General Corporation Law of the State of Delaware, does hereby certify:

1. The name of the corporation is Evercom Systems, Inc.

2. The certificate of incorporation of the corporation is hereby amended by changing the First Article thereof so that, as amended, said Article shall be and read as follows:

First: The name of the corporation is Securus Technologies, Inc.

3. The amendment of the certificate of incorporation herein certified has been duly adopted in accordance with the provisions of Sections 228 and 242 of the General Corporation Law of the State of Delaware.

Executed on this 28th day of July, 2010.

/s/ Dennis J. Reinhold
Dennis J. Reinhold, Vice President, General
Counsel and Secretary

Appendix D

Public Service Commission

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Acknowledgment of name change on IXC Registration No. TJ054 from Evercom Systems, Inc. d/b/a Correctional Billing Services to Securus Technologies, Inc., and on PATS Certificate No. 5541 from Evercom Systems, Inc. to Securus Technologies, Inc., effective September 16, 2010.

DOCKET NO. 100401-TP
ORDER NO. PSC-10-0645-FOF-TP
ISSUED: October 28, 2010

ORDER ACKNOWLEDGING NAME CHANGE

BY THE COMMISSION:

By letter dated September 16, 2010, Evercom Systems, Inc., holder of Pay Telephone Certificate of Public Convenience and Necessity No. 5541, requested that Certificate No. 5541 be amended to reflect the new corporate name, Securus Technologies, Inc. Upon review of the Department of State, Division of Corporations' records, it appears that Evercom Systems, Inc. has properly registered the new corporate name. Accordingly, we find it appropriate to amend Certificate No. 5541 to reflect the new corporate name.

This Order will serve as the amended Pay Telephone Certificate of Public Convenience and Necessity No. 5541 for Securus Technologies, Inc. Securus Technologies, Inc. should retain this Order as evidence of the name change. We are vested with jurisdiction over this matter pursuant to Section 364.335, Florida Statutes.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that the request by Evercom Systems, Inc. to change the name on Certificate No. 5541 from Evercom Systems, Inc. to Securus Technologies, Inc. is hereby approved. It is further

ORDERED that this Order will serve as Securus Technologies, Inc.'s amended certificate and that this Order should be retained as evidence of the name change. It is further

ORDERED that this change will be effective upon issuance of this Order. It is further

ORDERED that because there are other pending actions for the IXC portion of the Docket, this Docket should remain open.

DOCUMENT NUMBER DATE

08973 OCT 28 2010

FPSC-COMMISSION CLERK

By ORDER of the Florida Public Service Commission this 28th day of October, 2010.



ANN COLE
Commission Clerk

(S E A L)

VSM

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Any party adversely affected by the Commission's final action in this matter may request:

- 1) reconsideration of the decision by filing a motion for reconsideration with the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or
- 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water and/or wastewater utility by filing a notice of appeal with the Office of Commission Clerk, and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.

Appendix E

5-Year List of Agencies

Proprietary and Confidential
Trade Secret

Please refer to the hard copy binders for this attachment.

Securus considers this information highly confidential and proprietary. This information has been submitted for review and Securus respectfully requests that it be removed from our proposal prior to public display of proposals after opening.

Appendix F

Resumes of Key Personnel

Cassandra Kemp

Field Service Administrator

Summary

Cassandra provides quality and timely *Customer Service* to various audiences associated with Correctional Facilities, Securus Personnel and Partners. They are to provide *Administrative Services* of Inmate Calling accounts and systems. Service Administrators insure data integrity and proper system functionality of Inmate Calling system. Service Administrators assist Tech Support in the *maintenance* of computer hardware, software, and telephony equipment by providing troubleshooting results to appropriate parties

Experience

- Primary representative between on-site facility personal, Securus Management & Personnel.
 - Maintain a high level of ongoing effective communication with Management to assure quality customer service is being provided to all customers and issues are being resolved in a timely manner.
 - Dress neatly and wear proper attire based upon the surroundings and the facility guidelines.
 - Report to work and remain on-site as scheduled.
 - Follow-up with the facility to insure all systems are operational and work is completed thoroughly and accurately.
 - Administration of IPIN data entry, blocks and unblocks, debit & prepaid transactions, investigations of Inmate and Facility complaints, processing of internal documents, and generate reports as requested.
 - Keeping accurate logs and documentation conveying messages and information in writing and/or via e-mail.
 - Advise Management and open Heat tracking ticket for all facility service affecting issues.
 - Maintain effective operation of Inmate Calling system components including hardware, software, and telephony equipment.
-

Skills

Windows, Microsoft Office, Outlook, type 40 wpm, 10-key, detail oriented, ability to perform multiple tasks and meet deadlines, quick learner, telephone etiquette, able to work within a team or individually, able to follow rules/guidelines, organizational and customer service skills.

Education

- Aug. 2015 Pensacola State College Pensacola, FL
- Associate in Arts Degree in Business



Daniel Niedzielski

Senior Implementation Project Manager

Summary

Daniel is a Certified Project Management Professional (PMP) and an experienced technical project manager working with external clients by managing project scope, schedule and timelines, costs and budget, risk mitigation, and change control from pre-sale activities through implementation and transition to support.

Experience

- Senior Implementation Project Manager responsible for delivering projects for Securus within time and budget constraints.
 - Mitigate escalations and provide project assistance to ensure quality deliverables of all implementation projects.
 - Identify and deliver according to surrounding milestones, quality assurance and project SLA to ensure superior project delivery.
-

Education/Training/Certification

- Bachelor of Arts (BA), International Business University of Connecticut, Storrs, CT
- Associate of Arts and Science (AASE), Electronics DeVry University, Los Angeles, CA
- Certified Project Management Professional (PMP) Project Management Institute - 2004
- Certificate of Management "Mini-MBA" UT Dallas Business School of Management- 2016
- Cloud Certification Ericsson – 2016



Dean Ramsey

Senior Instructor

Dean brings 35 years of experience continuously managing government contracts for telecommunications solutions at AT&T and Securus. For 31 years he has specialized in designing and implementing complex technology solutions for the corrections market in 44 states.

Experience

- Serving as Senior Instructor, Customer Training
- Served as Regional Support and Training for Account Managers in Louisiana, Texas, Oklahoma, Kansas, New Mexico, and Arizona
- Served as Territory Manager – account management and sales in Oklahoma, Arkansas, and Texas
- Served as Securus Sales Vice-President/Corrections Market – account management and solutions for state departments of corrections in Texas, Oklahoma, Kansas, Kentucky, New Mexico, Maryland, and Massachusetts
- Marketed Voice Biometric Verification of identity and inmate prepaid cards to the corrections market for T-NETIX, Inc.
- AT&T - Served government customers with inmate telephone services and public pay telephones, as well as large national hotel chains and airlines who provided public pay telephones and airport lounge telephones for their customers
- Managed large long-distance operator service offices in Dallas and Fort Worth, supervising 150 union employees and developing union/labor relations; responsible for scheduling, training, productivity, and personnel matters
- Special Education Teacher, Fort Worth Public Schools, responsible for 32 emotionally disturbed students in a 3,000-acre residential ranch setting; classroom instruction, family and personal life skills training, recreation and counseling

Education

- Bachelor of Science
University of Texas, Arlington, Texas
Course of Studies: Majors in Biology and Physical Education; Minor in Chemistry



James LeBoeuf

Senior Sales Engineer

Summary

James has supported inmate systems and correctional facility accounts for more than 25 years in operations management and technical sales. He has been directly involved with the installation and maintenance of more than 400 correctional facilities and indirectly involved with more than 1000 facilities throughout the Continental US and Alaska.

Experience

- Supports the sales organization within their assigned regions or territories to assist with technical sales and technical deployments of complex accounts
 - Responsible for field training of sales associates on product capabilities and how they solve customer problems
 - Responsible for coordination of communication to the Sales Engineering team, and training of the Sales Engineering team on new products, processes, etc
 - Produces multi-media customer and sales presentations
 - Implements application sales team learning programs
 - Implements customer help program
 - Creates feature functionality documentation on all applications and offerings for sales team members
 - Provides technical expertise for sales team members
 - Assists with the development and delivery of customer demos
 - Supports the development of customer proposals with technical specifications and innovative solutions
 - Prepares accurate technical order information and assist with implementation as necessary
-

Training/Certification

- Presenting What Matters
- SPIN (Situation, Problem, Implication, Need-payoff)
- Practical Skills for Managers and Supervisors

- Tandem Switching and SS7
- Fujitsu EMMML and Centigram Voicemail
- Basic Automatic Route Selection for SL-1
- Intellicall I-Star
- Cutover from XY to Digital Central Office

Education

- Associates Degree Electronics Technology, Lake Charles, Louisiana



Jerimy "Bennie" Thompson

Field Service Manager

Bennie brings more than 10 years of experience in the inmate telecommunications industry. His current management responsibilities include overseeing all field technicians and field site administrators at state DOCs, county jails, and other private prisons and jails in the northern Florida region.

Experience

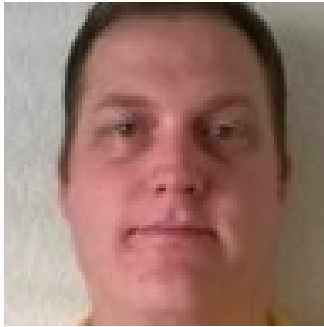
Securus Technologies, Inc.

12/2007 – Present

- Manage Securus field service technicians in providing maintenance, installation, care, and trouble-shooting of equipment (SCP, DCM, DCB, Adtrans, work stations, modems, printers, and all associated cable/wiring (cat 5 & cat3), punch work)
 - Trouble Shooting of T-1 & MPLS Circuit issues from smart jack back to equipment, to include cable installation, looping, circuit identification, and interior wiring, punch work
 - Installation, maintenance, care, and trouble shooting of phones in 14 Florida Department of Corrections Facilities Institutions, and numerous county jails to include PBX, cordless, visitation and TDD phones
 - Installation, maintenance, troubleshooting, care of coin-operated phones
 - Assist site personnel (officers, investigators) with all workstation issues (relocations, monitoring, burning and downloading calls)
 - Daily interaction with site contacts
 - Complete monthly and weekly reports for supervisors to include timesheets, coin reports, expense reports, fleet reports, and inventory reports.
-

Education

- Certification, North Florida Community College – Corrections Certification



John Parsons

Field Service Technician

For the past year and a half, John is a Field Services Technician for Securus Technologies, Inc. where he supports the inmate telecommunications system for 18 correctional facilities across north-western Florida. With over 15 years of technical experience ranging from low voltage cable installation, computer programming, and computer network support, John can quickly grasp the needs of his customers and deliver results that can be relied on. John received his BS degree in Computer Information Systems (CIS) from DeVry Institute of Technology in 1999.

Experience

- Ensures assigned accounts are satisfied with the Securus service and product offerings
- Installed, repaired, and supported the inmate phone system at 18 correctional institutes across north western, Florida.
- Creates and maintains detailed sales and service records regarding account history, activity, performance, and specifications
- Identifies and communicates product and technology offerings that would improve our customer's performance and revenues

Training/Certification

- Languages: Html, PHP, ASP, JavaScript
- Tools: FTP, Office, Photoshop
- Operating Systems: Windows XP/7/8, Windows NT/2003/2008, IOS

Education

- **University of Brockport, Brockport, NY** Bachelor of Science/Business Administration
1991



Johnny Hagins

Regional Field Service Manager

Summary

Johnny has more than 20 years of experience in the telecommunications industry. His current management responsibilities include overseeing all managers, field technicians and field site administrators who service and maintain state DOCs, county jails, and other private prisons and jails in the Eastern Region of the United States.

Experience

- Oversaw all field technicians and field site administrators at State DOCs, county jails, and private prisons in a six-state region
- Coordinates, plans, budgets, and directs field service activities in the region
- Assists in the training and development of field service technicians
- Served as SME on Securus equipment and train technicians on new/existing products
- Mentored new hires and other techs in region to ensure they meet Securus standards
- Trained new hires on all applications and technical tasks
- Helped current field service managers and regional service managers with projects such as: creating new hire documents, new hire screening and training, and current Equipment Assignment Record/Overview form.
- Installed inmate phone systems in new and existing facilities
- Responsible for the efficiency and quality of installation as prescribed by customer contract
- Served more than 10 years in the U.S. Army supporting numerous communications equipment in various parts of the world including Saudi Arabia, Korea, Germany, and Bosnia.

Training/Certification

- CompTia A+
- Comptia Network+
- Certified Field Service Manager, SCP

Education

- Midlands Technical College
- University of Maryland, Europe
- Pikes Peak Community College, Pikes Peak, Colorado
- Western Governors University



Paul Cappiello

Account Manager

Paul has more than 15 years of sales management experience from inception to successful conclusion. He has developed a reputation for consistently exceeding targets and demonstrates a strong work ethic. Paul thrives on challenges to overcome obstacles with solutions that are sound and financially feasible. His exceptional interpersonal and communication skills (network, collaborate, negotiate) help to build positive, effective business relationships.

Experience

- Identifies and communicates product and technology offerings that would improve our customer's performance and revenues
- Creates and maintains detailed sales and service records regarding account history, activity, performance, and specifications
- Ensures assigned accounts are satisfied with the Securus service and product offerings
- Conducts customer meetings on a regularly scheduled basis with our field service team to ensure customer system and service needs are met and exceeded.
- Conduct training sessions and sales presentations with assigned accounts to help achieve maximum performance with Securus solutions.
- Marketed and sold quality health insurance products to individuals, families, and the self-employed while managing 16 insurance brokers throughout Florida
- Achieved as high as 114% of plan for individual health, ranked #1 for sales, and placed in the top 5 for the region during the same year
- Attained ranking as Representative of the Quarter, and Team of the Year Member
- Managed five territories throughout Florida and achieved as much as a 23% growth for new territory within eight months exceeding projections and achieving 103% of plan

Training/Certification

- Huthwaite SPIN Selling Course completed 2011.

Education

- University of Brockport, Brockport, NY
Bachelor of Science/Business Administration 1991



Roy Thomas

Client Manager

Summary

Roy has extensive expertise in Custody Operations and Client Relationship Management.

Experience

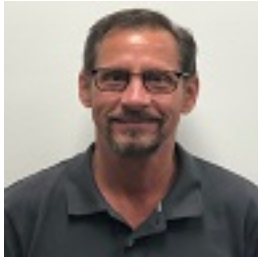
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
 - Identify and grow revenue within territory/assigned area and collaborate with sales teams to ensure growth attainment
 - Assist with high severity requests or issue escalations as needed to build & manage strong relationships with assigned account's decision maker & key influencers and/or stakeholders.
 - Maintaining a high level of client satisfaction through outstanding customer service as measured by periodic client surveys and feedback, i.e., CSAT process.
 - Understanding & gauging loyalty levels, create strategic plans as needed (define problems, define success criteria, create corrective action plans with due dates after working with SME's, keep customer updated & escalate if due dates will be missed).
 - Ensuring retention and satisfaction of assigned client base/area.
 - Maintain records on statistics and trends that may assist in determining account behavior
-

Skills

Windows, Microsoft Office, Outlook, type 40 wpm, 10-key, detail oriented, ability to perform multiple tasks and meet deadlines, quick learner, telephone etiquette, able to work within a team or individually, able to follow a set of rules/guidelines, organizational and customer service skills.

Education

- University of Phoenix, Phoenix, AZ, Bachelor of Science, Business Administration



Steven Bagwell

Field Service Technician

Steve has served as a Field Services Technician for Securus Technologies, Inc. for the past three years where he supports the inmate telecommunications system.

Experience

- Identifies and communicates product and technology offerings that would improve our customer's performance and revenues
- Creates and maintains detailed sales and service records regarding account history, activity, performance, and specifications
- Ensures assigned accounts are satisfied with the Securus service and product offerings
- Conducts customer meetings on a regularly scheduled basis with our field service team to ensure customer system and service needs are met and exceeded.
- Conduct training sessions and sales presentations with assigned accounts to help achieve maximum performance with Securus solutions.
- Marketed and sold quality health insurance products to individuals, families, and the self-employed while managing 16 insurance brokers throughout Florida
- Achieved as high as 114% of plan for individual health, ranked #1 for sales, and placed in the top 5 for the region during the same year
- Attained ranking as Representative of the Quarter, and Team of the Year Member
- Managed five territories throughout Florida and achieved as much as a 23% growth for new territory within eight months exceeding projections and achieving 103% of plan

Training/Certification

Bicsi Registered Installer, TrueNet Certified Technician/Installer. Valcom Certificate of Achievement for Technical Training, Fluke Certificate of Completion for Fluke Network, Cable Test and Certification Workshop, Certificate of Completion for Unique Fire Stop- Factory Certification Training, Certificate of Continuing Education for the Essentials of OSHA Compliance, Certificate For The Completion of Terex Utilities' "The Edge" Aerial Platform Operator Training Course, Certificate Of Completion for the Intermediate Level Access Control Seminar for Continental Access, LLC. Bosch Certificate of Training for the Technical e- Learning Seminar G Series Control Panels (GV2).


Education

- B.S, Psychology
Troy State University —Troy, AL
Psychology Criminal justice, Social science GPA: 3.0
- Computer Networking
Lone Star Community College —Cypress, TX

Appendix G

Reference Letter

ALACHUA COUNTY SHERIFF'S OFFICE



Sheriff Sadie Darnell
Post Office Box 5489 • Gainesville, FL 32627

March 8, 2019

Roy D. Thomas
Client Manager
Securus Technologies, Inc.
4000 International Parkway
Carrollton, TX 75007

Dear Mr. Thomas,

At the Alachua County Sheriff's Office Department of the Jail in Gainesville, Florida, we utilize the Securus Technologies Secure Call Platform. In October of 2018, while monitoring the calls of an inmate, it became clear that the inmate talking on the phone was not the person whose PAN (Personal Access Number) was being used. In cross referencing the phone numbers that were being called, we were able to figure out who was placing the calls. The inmate placing the calls, Williams, has a very long history of identity thefts, credit card fraud and fraud in general.

During the calls, Williams was speaking with co-conspirators in other states that were assisting him in obtaining stolen credit card numbers from "dark web" sites. He was then utilizing the stolen credit cards to purchase commissary, pay Securus and make dozens of purchases for friends not incarcerated to include cell phones, trips, pizza's and hotel rooms.

Williams also successfully paid a \$935,000.00 bond to have another inmate released from the jail. The inmate that was released, was being held on four counts of attempted first degree murder. He was only free for three days before the bondsman realized he wasn't getting his money and recaptured him.

After numerous interviews with Williams, he began cooperating with law enforcement and began providing information about "hacks" he and others had committed. Some of these hacks were given national attention. The United States Secret Service (USSS) and the Federal Bureau of Investigations (FBI) were notified about Williams. The USSS sent some of their Cyber Crimes experts from Washington D.C. to speak with Williams. They have been able to verify that these individuals did commit the hacks in which hundreds of millions of credit card numbers and personal identities were stolen. The case has now gone international and the Federal Government is continuing to track suspects and money across the world.

(352) 367-4000

With the assistance, intelligence and technology of the Securus Technologies Secure Call Platform the Alachua County Sheriff's Office was able to establish the connection with the inmate and tracking the calls in order to link him to the crime.

Regards,

Michael Lynch / *ML*

Investigator Michael Lynch
Jail Intelligence
Alachua County Sheriff's Office
2621 SE Hawthorne Rd.
Gainesville, FL 32641
352-264-7081
mlynch@alachuasheriff.org

Appendix H

Additional Information

Appendix H – Additional Information

3.49.5. The ITS proposed for the Okaloosa County PS-Corrections Division (continued)

Equipment Located at the County Facility

Securus will provide the equipment necessary to run the NextGen Secure Communications Platform™ (NextGen SCP™). This equipment typically includes the following components:

- Adtran
- Dell FX726TPN
- PowerWare 5115

Adtran

The following information identifies the manufacturer-provided specifications.

Physical and Power

- Chassis
 - o Wallmount
 - o 1U Rackmount
 - o Desktop metal enclosure
- Dimensions:
 - o Total Access 904/908 – 1.72-inches high x 12.5-inches wide x 7.5-inches deep
 - o Total Access 912/916/924 – 1.72-inches high x 17.2-inches wide x 8.5-inches deep
 - o Total Access 900e Series – 1.72-inches high x 17.2-inches wide x 10.5-inches deep
- Weight:
 - o Total Access 904/908 – 3.5 pounds
 - o Total Access 912/916/924 – 5.5 pounds
 - o Total Access 900e Series – 6.5 pounds

Environment

The following temperatures are necessary for optimal function:

- Operating Temperature: 32° to 122 °Fahrenheit (0° to 50 °Celsius)
- Storage Temperature: -4° to 158 ° Fahrenheit (-20° to 70 ° Celsius)
- Relative Humidity: Up to 95 percent, non-condensing

Dell FX726TPN

The following information identifies the manufacturer-provided specifications.

Physical Specifications

- Dimensions: 17.8-inches wide x 8.1-inches deep x 1.6-inches high (440 mm x 205 mm x 43 mm)
- Weight: 5.5 pounds (2.5 kilograms)

Power Supply

- Power consumption: 13-watt maximum
- 100-240 volts AC/50-60 Hertz universal input

Environment

The following environmental conditions are necessary for optimal function:

- Operating temperature: 32° to 104° Fahrenheit (0° to 40° Celsius).
- Operating humidity: 90 percent

PowerWare 5115

Dimensions: 7.6 inches high x 5.9 inches wide x 15.4 inches deep (193mm x 150 mm x 390 mm)

Environment

The following environmental conditions are necessary for optimal function:

- Operating Temperature: 32 to 104° Fahrenheit (0 to 40° Celsius); UL tested 77° Fahrenheit (25° Celsius)
- Relative Humidity: 5 to 95 percent non-condensing

Inmate Telephones

The telephone units are line-powered and require no external wiring, backup batteries, or electrical outlets at the telephone locations.

3.50.2. The Vendor must describe, in its response, all detection and (continued)

Three Way Call Detection

The Securus SCP 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 will terminate the call before connection to the called party or as soon as the transfer or detection is detected. The Securus SCP will be configured to allow the DOC to determine whether to use the capability to terminate three-way or conference calls in progress.

Remote Call Forwarding Detection

Our solution provides the ability to immediately terminate a call in real time if it detects that a called party's telephone number is call forwarded to another telephone number.

SCP Constant Fraud Controls

Securus provides the most advanced fraud detection capabilities in the correction industry. Securus' SCP continuously analyzes call data and system parameters to detect any system anomalies, hardware failures, fraud indications, lowered revenue levels, or unusual usage patterns. All telephone activity is logged and statistically analyzed to detect any attempts at call forwarding, three-way calling, 'hookswitch dialing', 'black boxing', 'hacking', or any other fraudulent telephone activities. SCP fraud controls also offer:

- Elimination of secondary dialing
- Prohibition of switch hook dialing
- Limitation on the number of times a telephone number may be redialed by the offender within a specific period of time (parameters to be set by the Department)
- Collection and prevention of DTMF

Frequently Called Number (FCN) Feature

FCN feature allows investigators to generate a report by entering a threshold number that instructs the system to search for only those numbers that have been called a certain number of times within a

specific timeframe. For example, by entering “50” in the parameter field, the system will show only those numbers that have been called 50 or more times within a designated timeframe.

Line Supervision

SCP controls the call from end to end, using separate talk paths for each side of the call. This allows the platform to control and supervise the call at a higher quality than traditional systems.

Dial to Number (DTN) Limit

A DTN restriction controls the amount of time allowed between phone calls. For example, this restriction can limit calls to 15 minutes (configurable to any number of minutes) restricting an inmate’s ability to continuously call a single number. Also, this feature is configurable to exclude certain phone calls, such as calls to private numbers.

Incoming Call Prevention

To assure the Securus system provides maximum security, the trunks in the SCP data center are provisioned outgoing-only, ensuring that no incoming calls can reach the inmate. Securus has performed full testing of these trunks, verifying compliance with this requirement.

Covert Alert

Covert Alert has the capability to bridge a call to an authorized remote number for those dialed numbers, phones, or inmates PIN, that are under surveillance by the investigative unit. The Covert Alert feature allows authorized personnel to monitor a call, from any designated remote location, while the call is in progress. After a dialed number, phone, or inmate PIN, is assigned a “covert” status, the user simply enters a telephone number (such as cellular, home, or office), which is where he or she wants the call sent to for live monitoring. When a call is placed by an inmate, or to a phone number, or on a phone that has a covert alert trigger, it is then automatically sent to the pre-designated investigator phone number(s). A call can be sent to multiple numbers simultaneously allowing several investigators to listen into the call.

Informant Line

The Informant Line provides investigators the ability to set up any phone, a voice mail box or answering machine to be called by “informants” / offenders 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.

Scan Patrol

Authorized DOC personnel who are monitoring calls can use our Scan Patrol feature to scan through live calls via the existing live monitoring that is available today. 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 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.

Reverse Lookup

SCP’s reverse lookup feature provides staff with the ability to identify the billing name and address (BNA) of a dialed phone number captured in a call detail record. Users can easily point, click, and initiate a BNA search that looks for the number in both private and external sources of data. This search process is unique in the industry, providing the most accurate BNA information possible.

Live Call Monitoring

SCP allows authorized users to monitor calls in progress from any Windows-based multi-media PC connected to the Internet. Users are provided with the efficient, easy-to-use tools they need to find,

monitor, scan, forward, barge-in, or disconnect calls in progress. Covert Alerts can be set to automatically forward calls or send emails containing details about the calls to investigators. Monitoring is silent—the parties are unaware when a call is being monitored. Call recording is never affected and several investigators can monitor the same call at the same time.

Audit & Activity Tracking

Securus will provide Okaloosa County with one of the only anywhere, anytime, customer portals in the industry. At any time, 24-hours a day, seven days a week, customers can securely access all system functions through the NextGen Secure Communications Platform™ (NextGen SCP™) Web-based interface, including reporting functions, recordings, live call/visitation monitoring, and all configuration settings. Authorized users only need a PC with Internet Explorer 6.0 or higher software. The County can control when users log in based on time of day and day of the week, or allow anytime/anywhere access.

The NextGen SCP audit and tracking feature logs each user’s specific activities for investigative purposes. This activity log can be accessed by specified site administrators only or by site personnel with authorized security credentials.

The audit and tracking feature logs:

- When a user logs in to the system
- How long a user stays in the system
- Which recordings were monitored or played by a specific user
- What the user did with a recording
- Changes to custody accounts
- Changes to Personal Allowed Number (PAN) lists
- Changes to Global List entries
- Changes to security permissions

Inmate Group

The NextGen Secure Communications Platform™ (NextGen SCP™) allows Okaloosa County to manage and track inmates based on an alternate inmate ID, alternate group, and/or alternate information. This allows the County to add inmates to a special threat group (STG) to which they belong. This feature is referred to as the “Alternate Group” within NextGen SCP.

Gang Management

The combined capabilities of NextGen SCP and THREADS identify and track STG calls and their call patterns.

Tailored for the individual needs of each correctional facility, authorized personnel can associate the inmate with their respective STG and search NextGen SCP for the following information:

- All inmates associated with the same STG
- STG member calls and their call patterns
- Calls made by STG members, and indicate gang affiliation by facility
- Phone numbers that STG members call and indicate whether other inmates are calling the same numbers

Only authorized users are allowed to edit and/or see the STG fields. In addition, Okaloosa County users can identify unknown STG inmates using THREADS and NextGen SCP data.

How it Works

The NextGen SCP inmate record includes an “Other Information” section that includes options for Alternate ID, Alternate Group, and Alternate Information that identifies the applicable STG, such as the “Bloods.”

THREADS™ Analytic Data Platform

Securus understands that during an investigation, the law enforcement community is inundated with tasks and gathering intelligence. Identifying relevant data can be a challenge at times when new data are identified. This results from numerous different sources, formats, and potential leads that require identification. **Through Securus’ data analytics platform—THREADS™—facility data is automatically ingested the moment THREADS is enabled.** Additional external data sources can be imported and analyzed to build an investigation. **All of this takes place without purchasing any additional equipment, and can be managed remotely at any time through an assigned web-based portal.** This means that Okaloosa County can access data remotely from any location that provides internet access.

Investigator Pro

Investigator Pro™ (IPRO) is the most powerful voice biometrics solution in the corrections industry. It is currently installed at several hundred state, county, and local agencies across the United States. IPRO was initially developed by JLG Technologies, which Securus acquired in 2014.

IPRO includes a wide range of tools that identify voices by name, deter inmate PIN abuse, and provide leads for investigators pursuing illicit activity carried out over the inmate telephone system.

Investigator Pro is a Securus solution and Securus manages the solution roadmap. It is fully integrated with the Securus call platform and is hosted in Securus' data centers. No additional hardware is required. The interface for investigators is browser-based and runs on Windows.

ICER™ - Uncovering Intra-and Inter-Facility Inmate-to-Inmate Telephone Communications

Inmate-to-inmate communication (ITIC) is a long-standing problem of which the frequency and severity has been nearly impossible to determine. Correctional facilities understand this problem, but have no means to solve it. Others believe the problem doesn't even exist. The reality is: **inmate-to-inmate communication is real, happening all over the country, and can now be identified.**

Every day, we learn about instances of major crimes being solved because of the increasingly cooperative efforts among state and federal agencies that are beginning to share case-critical data around the United States. In the world of inmate phone calls, we offer cutting-edge technology based on state-of-the-art, patent-pending, call-matching technology that identifies ITIC even when it's between two different correctional facilities across the country.

Although illegal ITIC events are identified in this scenario and details are provided to each agency regarding their leg of the call, the details of the other agency's event, such as names and telephone numbers, remain confidential unless both correctional facilities agree to share such information on an event-by-event basis. This unique information-sharing model ensures data remains secure while also providing enhanced information when needed. Securus serves more than 1,200 correctional facilities around the country where ICER events can be identified, and we have identified ITIC events within all 1,200 facilities.

Inmates are continually finding creative ways to speak to each other using the inmate phone system, and ICER listens to and identifies all of these illegal communication events. Whether two inmates are calling an accomplice on the outside who is verbally relaying messages, or the accomplice has two speakerphones to coordinate gang conference calls, ICER identifies all of these scenarios and

proactively notifies all authorized corrections staff of the event and provides details that can quickly and easily be traced back to a specific call. This call can then be listened to through Securus' industry-leading platform—SCP.

Guarded Exchange - Monitoring Services

Guarded Exchange (GEX), LLC, is an integrated Investigative Solutions Company providing highly specialized turn-key investigative solutions to corrections and law enforcement agencies. Securus Technologies acquired Guarded Exchange in October 2015 as a primary resource to bring to bear the full potential of Securus' comprehensive suite of investigative and security products and services. Guarded Exchange aids corrections agencies in maintaining a high level of security by developing investigative tools and strategies which identify pattern changes in inmates' behaviors that may signal suspicious activity. Through the use of GEX, users can expect to leverage an extensive list of proprietary technologies that sift through all facility data types to produce investigative opportunities. Call data records and call recordings can be reviewed and correlated against disparate facility data, live call monitoring and cellular data extraction. This investigation management component allows for Investigators and Intelligence Analysts to leverage investigative products from Securus to allow for data from inmate telephone monitoring and cellular forensics to be paired together to provide additional opportunities of interest. These investigative software products are:

- THREADS
- Investigator Pro
- ICER

Through the use of GEX services leads are chosen based on Securus' Actionable Intelligence Potential (AIP™) scoring system. This platform can also leverage additional technologies to mine through phone calls, emails, financial transactions, and other information sources. This service is also used to identify and report variations in offender calling patterns and information based on proven tools and statistical methods. These services on their own will provide investigative leads that can be curated and presented to facilities, allowing them to spend time focusing their efforts on data that is substantiated without spending additional man hours leveraging resources to identify focused leads. Collectively, Guarded Exchange staffing, resources and expertise, coupled with Securus unsurpassed suite of integrated investigative and security tools, provide Okaloosa County with unparalleled solutions to combat fraud and enhance security and safety of staff, inmates and the public at large.

3.50.3. The Vendor must identify, in its response, specific activities the (continued)

The system, by default, does not allow the inmate to press additional digits. SCP uses our patented DTMF collection techniques to collect and only act upon digits that the system is expecting. Unlike traditional premises-based systems, SCP controls the call and buffers digits between pressing and sending. For instance, when SCP asks for language selection it expects a one-digit answer; when asking for a PIN it expects the maximum PIN length. SCP does not expect digits after call connection and will not accept any extra pressed digits. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after call connection. This patented feature is only available on SCP.

Another capability to detect and prevent fraudulent, illicit or unauthorized call activity is the THREADS analytical software. THREADS analyzes data for investigators and provides interactive visualization tools to produce easy-to-understand analytical reports, charts, interactive graphs, maps, and builds a case and presentation view that is used to prevent fraud.

Investigative Capabilities

- Cell Forensics Analysis
- Identify Accomplices
- Inmates contact people on the outside indirectly, Identify who they are “really” contacting
- Identify linkages
- Identify an inmate’s inner circle
- Identify associated gang members
- Identify inmates communication within the facility
- Find unique patterns in communication data
- Combine all the data into a single system to analyze
- Harvest all of this information with enhanced reporting tools
- The only true voice biometric identification capabilities in Investigator Pro (IPRO), together with our Inmate Intercommunications Evaluation & Reporting (ICER) capabilities

Securus’ THREADS is an exclusive investigative technology that no other provider can offer to the correctional industry.

Three-Way Conference Calling Fraud Detection

The Securus three-way call prevention system is one of the best three-way call detection systems in the world and is protected by several patents. Independent tests have proven and certified the effectiveness of the Securus three-way call detection feature. With the release of the Securus digitally clean line transmission, our three-way prevention system has increased its capabilities to efficiencies never before achieved.

A facility can direct the system to do one of two things after detecting a three-way event:

- Disconnect the call with messaging to inmate and called party, and note the event in the call record
- Mark the call in the call record with no interruption to the call

This feature prohibits a major fraud practice possible with other automated and live-operator systems. With traditional systems, inmates enlist the aid of an outside accomplice to “conference” them, via three-way calling, to an “unrestricted” line, bypassing system controls. Without three-way call detection, inmates have unrestricted access to the outside world, defeating the correctional objectives and policies of the institution and subjecting the public to inmate harassment and fraud. SCP is unique in its ability to detect and defeat an accomplice’s attempt to activate the three-way call feature. SCP has the unique ability to disable three-way call detection on a particular number or groups of numbers, such as attorneys.

Detecting and preventing three-way or conference calls is a very important aspect of an inmate calling system and Securus leads the industry in this area. We would be pleased to demonstrate these tests and accuracies as needed for the Okaloosa County. With an accurate three-way detection system, the County can retain valuable investigative intelligence while curtailing revenue leakage from calls that should not be connected.

With all three-way call blocking methods, the technology requires “specific usage finessing” as well as science. Securus will customize the configuration to adjust sensitivity parameters and thresholds for optimum performance.

Remote Call Forwarding Detection

Securus leads the industry in fraud detection and prevention and is pleased to offer real-time Remote Call Forwarding Detection (RCFD). Our RCFD solution can immediately terminate a call if it detects that a called party's telephone number is call forwarded to another telephone number.

SCP can also allow the call to continue with one of the two following options if false disconnects are a concern:

- Announce to the inmate and called party that remote forwarded calls are not allowed, and mark the call in the call record
- Mark the call in the call record, without an announcement to the inmate and called party

Frequently Called Number (FCN) Feature

FCN feature allows investigators to generate a report by entering a threshold number that instructs the system to search for only those numbers that have been called a certain number of times within a specific timeframe. For example, by entering "50" in the parameter field, the system will show only those numbers that have been called 50 or more times within a designated timeframe.

Line Supervision

SCP controls the call from end to end, using separate talk paths for each side of the call. This allows the platform to control and supervise the call at a higher quality than traditional systems.

Dial to Number (DTN) Limit

A DTN restriction controls the amount of time allowed between phone calls. For example, this restriction can limit calls to 15 minutes (configurable to any number of minutes) restricting an inmate's ability to continuously call a single number. Also, this feature is configurable to exclude certain phone calls, such as calls to private numbers.

Solutions in SCP

Solutions in SCP is found in the Help Menu and documents different types of suspicious and illegal activities inmates have engaged in and the ability to use the SCP system to identify. Securus uses this section of our automated to share scams and illegal activity and the solutions correctional officers have been successfully using to eliminate this activity. Facilities' are encouraged to share their experiences and the information is available to all SCP users.



3.50.6. The Vendor must describe, in its response, all standard and (continued)

Data Security

Securus has a carrier-class data center that has some of the most comprehensive security measures in the telecommunications industry. Multiple layers of security control physical access to the Securus network facilities.

Security personnel maintain the following procedures for allowing entry into the data centers:

- Security personnel are on premise 24x7x365
- Cardkey reader (electronic badge) access for entry
- All persons having a business need to access company premises must carry identification badges at all times

- Man traps at each entry and exit point in the data center. Man traps use two sets of doors that both require electronic badge entry. The first set of doors must close before the second can open.

All visitors, customers, contractors, and repair personnel must gain access from the security officer on duty.

Customers, contractors, repair personnel, maintenance personnel, and non-local employees can access buildings and critical areas only with an escort. Vendors may access buildings and critical areas only during working hours and also require an escort.

ITS and Workstation Management

The Information Security team performs network scans across Securus' infrastructure to reduce the associated risks with having servers and systems vulnerable to malicious attacks. Scans are completed on a quarterly basis and remediation applied within the disclosed timeframe below. The results of these scans are sent to the Manager of Information Security and the Director of IT Enterprise Operations for review.

Scope targets for quarterly vulnerability scans include:

- Production servers (with financial impact – “SOX” servers)
- Employee workstations

Scan Tools production servers are scanned using Tenable's Nessus Vulnerability Scanner and employee workstations are scanned with Symantec Anti-Virus software.

Target dates for remediation are applied based on the criticality of the identified vulnerability:

- “Critical” (CVSS score of 7.0 – 10) vulnerabilities are addressed and remediated within 30 days
- “High” (CVSS score of 4.0 – 6.9) vulnerabilities are addressed and remediation within 60 days
- Other vulnerabilities are addressed as needed.
- If any employee workstations do not comply with the Symantec Anti-Virus settings, remediation will occur ASAP.

Unauthorized or unnecessary software is identified using our inventory control system and uninstalled by system administrators as required.

Securus employs strong access control policies to prevent unauthorized data access. Securus enforces the practice of separation of duties and the concept of least privilege. Our Active Directory access control system enforces the use of strong passwords with failed attempt lockouts and forces users to change passwords every 90 days. In addition, Securus uses two-factor authentication.

Detection of Intrusion

Securus takes the security and access to our software/application very seriously and hence have implemented one of the strongest controls in the industry. Securus access controls for all systems are internally audited for compliance with The Sarbanes–Oxley Act of 2002 (SOX), which set new or enhanced standards for all U.S. public company boards, management and public accounting firms.

The applicability and adherence to access policies are applied across all systems with regular frequency control (daily, weekly, quarterly, semi-annually, and annually) and overall security protocol process flow is audited on a yearly basis.

Our customer-facing applications use a combination of Microsoft Active Directory and databases for authorization and authentication controls. This combination of technologies helps us implement the above mentioned access controls seamlessly in our environment for customer peace of mind.

On intrusions, every incident is evaluated individually and appropriate action is taken based on severity. The escalation process is commensurate to the event, and each event is documented and communicated for review by senior management. Securus administrators adhere to our “Cyber Security Incident Response Plan” when Network anomalies are escalated. The plan is documented within our corporate Information Security policy. Breaches, should they occur, are handled in accordance with our “Data Breach Policy,” which is also defined in the Master Information Security Policy.

Encryption & Security Standards

Access to all Securus server information is done through HTTPS (HTTP over TLS). HTTPS is the use of Transport Layer Security (TLS) as a sub-layer under regular HTTP application layering. The NextGen SCP dashboard encrypts and decrypts user page requests, as well as the pages that are returned by the Web server. The use of HTTPS protects against eavesdropping and man-in-the-middle attacks (an attack where the attacker secretly relays and possibly alters the communication between two parties who believe they are directly communicating with each other). Applications that transmit data across public networks support TLS, Certs, and encryption. Sensitive data is encrypted both at rest and in motion. Securus provides supporting TLS encryption at the application network layer. All web sessions and services are executed via HTTPS using AES 256 encryption. Securus uses both GoDaddy and Entrust SSL certificates for external connections and Microsoft Active Directory Certificate Services for internal SSL connections where needed.

As far as individual users within the County’s network, NextGen SCP enforces strong password policies, such as:

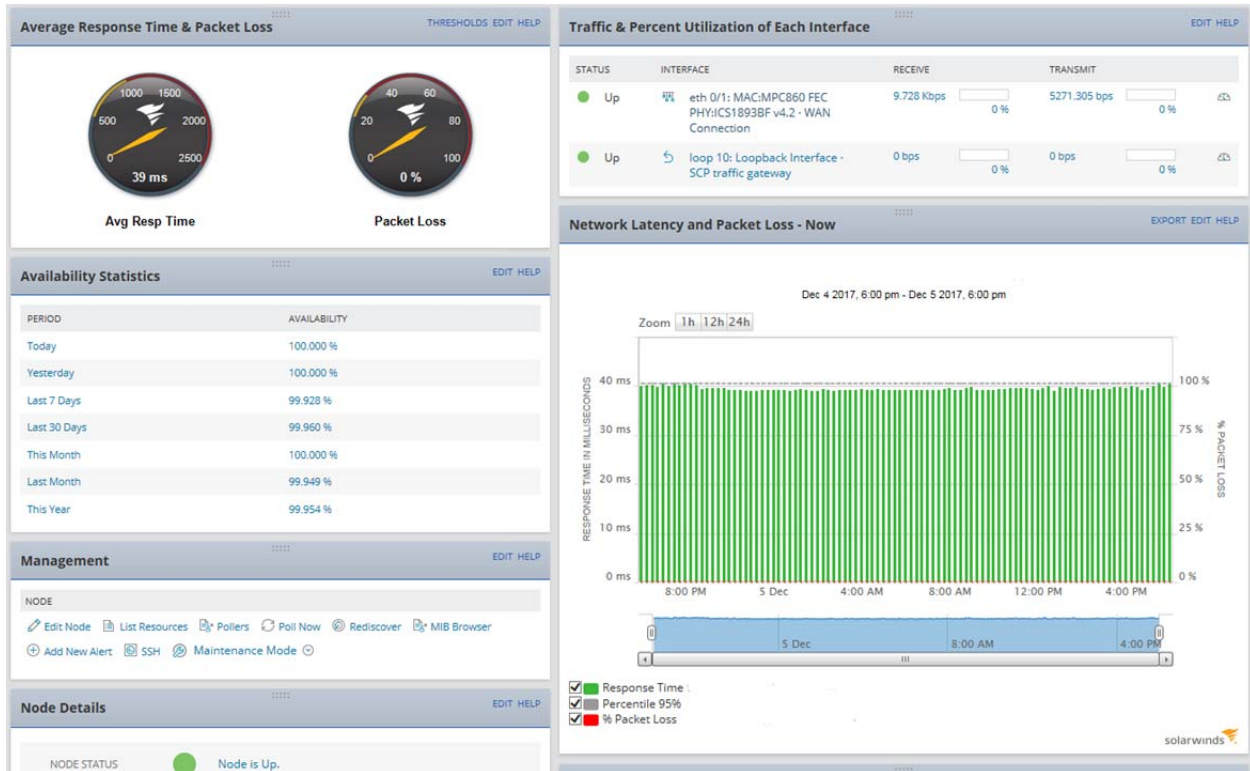
- Minimum password length
- 30/60/90 day expirations requiring user to change password
- Both upper- and lower-case letters (case sensitivity)
 - Inclusion of one or more numerical digits
 - Inclusion of special characters, such as @, #, \$, etc.

3.51.3. The Vendor must describe, in its response, how remote access to the (continued)

Premise Equipment

The Securus Technical Support team provides 24x7x365 monitoring of all facility-based equipment and directly supports facility installations via telephone and email. Technical Support monitors connectivity for all installations and all installed equipment including Integrated Access Devices (IADs), Visitation Phone Monitoring (VPM) units, switches, and Uninterrupted Power Supply (UPS) systems. The systems are polled every two minutes to ensure proper operation, and their vital operating statistics sent every 10 minutes. Upon receiving an alert indicating network failure, Securus will open a trouble ticket with the appropriate circuit provider. In the case of a premise-based equipment failure, a Securus Field Technician is dispatched to the facility for on-site repair.

SolarWinds® Facility Monitoring Example



Bandwidth & Network Latency Monitoring Example

In addition to real-time monitoring and alerting, Securus Technical Support also leverages the SolarWinds® network performance monitor to gather and evaluate historical data for network alerts, bandwidth usage, packet loss, and hardware performance. The detailed level of monitoring available via our network performance monitor allows the Technical Support group to take proactive steps to prevent or mitigate facility outages and to ensure the correct resources are engaged if dispatch is necessary.

Infrastructure Inspections

System Administrators make scheduled inspections of all systems and routinely perform preventive maintenance and software enhancements as directed by a Production Change Control steering group. Additionally, change control practices have been reviewed and are compliant with Sarbanes-Oxley.

Securus Calling Platform Provisioning Standards

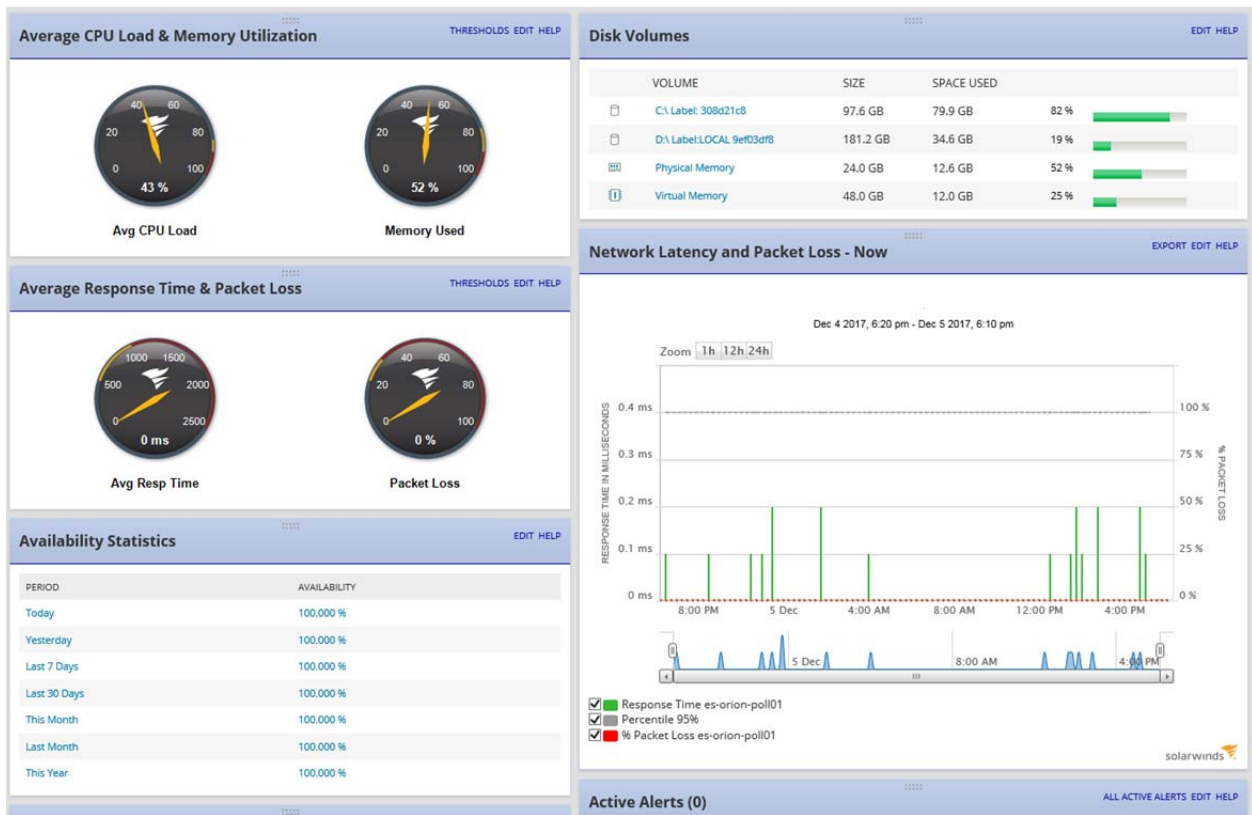
All Securus calling platforms interface with industry standard analog and digital provisioned telephony circuits, such as the following services:

- POTS (plain old telephone service)
- ISDN (Integrated Services Digital Network)
- PRI (Primary Rate Interface)
- DS-1/T-1 (Digital signal 1, also known as T1)
- DS-3 (Digital Signal 3)

The PRIs (Primary Rate Interfaces) provide detailed information for advanced call routing and call progression and enforce outgoing service for our legacy platforms. Our newest centralized, packet-based

platform—NextGen SCP—uses MPLS (Multiprotocol Label Switching) circuits, DSL (Digital Subscriber Line), and POTS lines.

Additional NOC-Monitoring View



3.51.4. The Vendor must provide, in its response, all electrical and (continued) Equipment Located at the County Facility

Securus will provide the equipment necessary to run the NextGen Secure Communications Platform™ (NextGen SCP™). This equipment typically includes the following components:

- Adtran
- Dell FX726TPN
- PowerWare 5115

Adtran

The following information identifies the manufacturer-provided specifications.

Physical and Power

- Chassis
 - Wallmount
 - 1U Rackmount
 - Desktop metal enclosure
- Dimensions:
 - Total Access 904/908 – 1.72-inches high x 12.5-inches wide x 7.5-inches deep

- Total Access 912/916/924 – 1.72-inches high x 17.2-inches wide x 8.5-inches deep
- Total Access 900e Series – 1.72-inches high x 17.2-inches wide x 10.5-inches deep
- Weight:
 - Total Access 904/908 – 3.5 pounds
 - Total Access 912/916/924 – 5.5 pounds
 - Total Access 900e Series – 6.5 pounds

Environment

The following temperatures are necessary for optimal function:

- Operating Temperature: 32° to 122 °Fahrenheit (0° to 50 °Celsius)
- Storage Temperature: -4° to 158 ° Fahrenheit (-20° to 70 ° Celsius)
- Relative Humidity: Up to 95 percent, non-condensing

Dell FX726TPN

The following information identifies the manufacturer-provided specifications.

Physical Specifications

- Dimensions: 17.8-inches wide x 8.1-inches deep x 1.6-inches high (440 mm x 205 mm x 43 mm)
- Weight: 5.5 pounds (2.5 kilograms)

Power Supply

- Power consumption: 13-watt maximum
- 100-240 volts AC/50-60 Hertz universal input

Environment

The following environmental conditions are necessary for optimal function:

- Operating temperature: 32° to 104° Fahrenheit (0° to 40° Celsius).
- Operating humidity: 90 percent

PowerWare 5115

Dimensions: 7.6 inches high x 5.9 inches wide x 15.4 inches deep (193mm x 150 mm x 390 mm)

Environment

The following environmental conditions are necessary for optimal function:

- Operating Temperature: 32 to 104° Fahrenheit (0 to 40° Celsius); UL tested 77° Fahrenheit (25° Celsius)
- Relative Humidity: 5 to 95 percent non-condensing

Inmate Telephones

The telephone units are line-powered and require no external wiring, backup batteries, or electrical outlets at the telephone locations.

3.52.5. The Contractor must provide storage of all recordings of inmate (continued)

The NextGen Secure Communications Platform™ (NextGen SCP™) provides a unique set of features and advanced technologies to store communication recordings. Traditional premises-based platforms use

local hard drives that may fail and are susceptible to local disasters. Premises-based systems needed manual backup schemes that are unnecessary with NextGen SCP. NextGen SCP writes all recorded communication events to a Network Attached Storage array (NAS) in our primary data center. Each NAS array is also replicated to the secondary data center for redundancy and failover. All recordings created on the platform reside in at least two of our data centers. Recordings can be downloaded from NextGen SCP in various, widely-used formats and copied to a CD, DVD, or other portable media.

The NAS architecture makes all storage available to all servers on the network. The NAS solution delivers complete scalability for a facility's storage requirements and supports data migration from one storage device to another and the sharing of data among different servers in a network. The NAS devices can scale by adding another node of dense SATA disk to the storage array. Within the NAS, NextGen SCP uses a software-defined storage platform of very dense disk nodes. Even if three individual hard disk drives fail or one node fails during the disk or node recovery process, the system will continue to operate without data loss.

The Securus NAS has more than seven petabytes of storage space in each carrier-class data center and is continuously monitored and managed through automated processes and storage policies. When these very large storage systems approach designated thresholds, Securus expands capacity to ensure all authorized communication records and recordings are retained in secure, disaster-resistant locations.

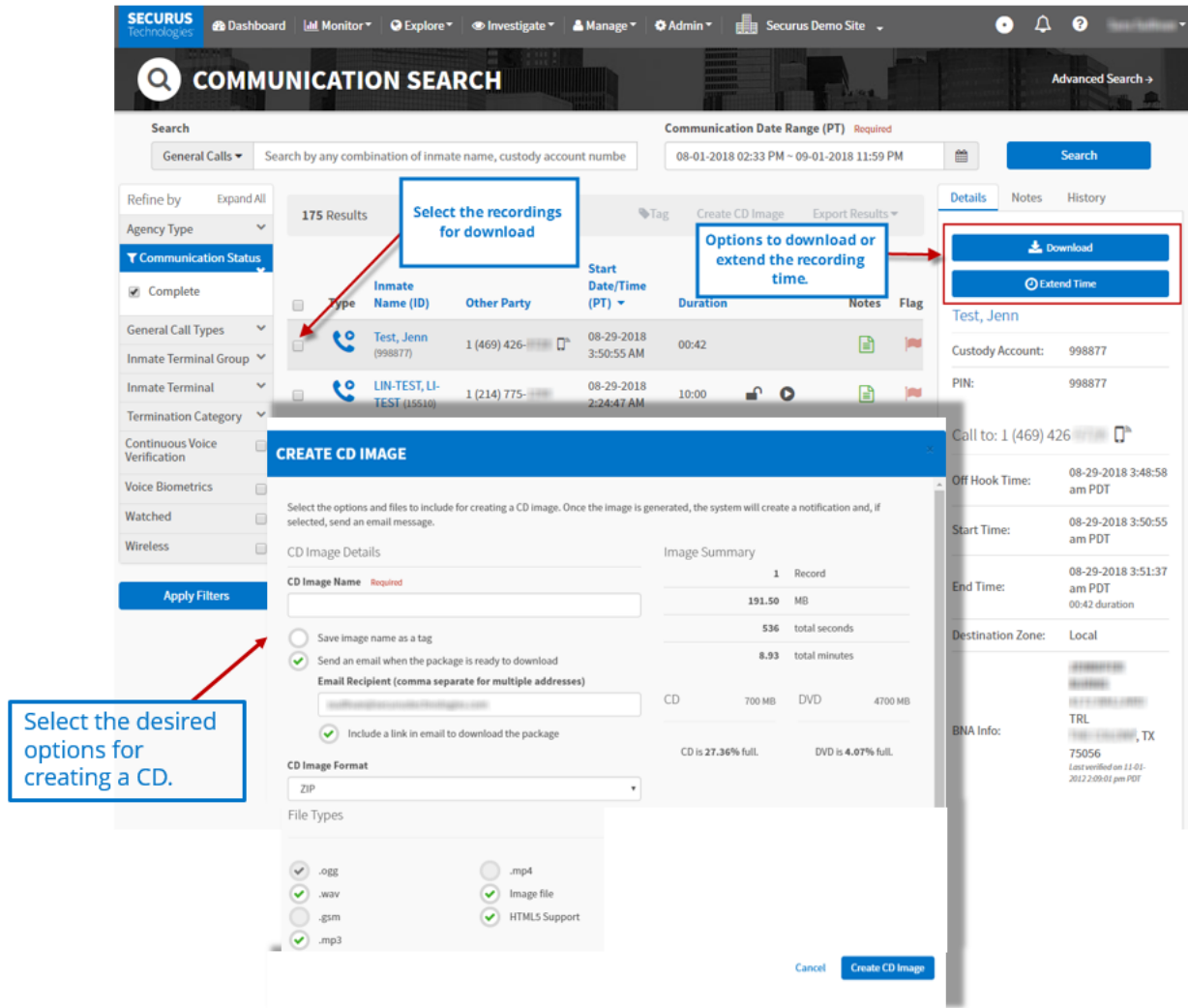
The Securus data center storage solutions provide facilities with technology that is:

- **Scalable** to meet any facility's contractually required storage demands
- **Resistant** to local disasters through multiple copies stored within the data centers and off-site
- **Highly available** through the unique architecture and design of the data storage model
- **Partitioned and compressed** to run queries faster
- **Secure, protected, and monitored** to enable total recall of data

NextGen SCP records and stores basic communication data with the capability to provide management reports. Securus does not limit the communication data storage time. Since every site's requirements are different, Securus works with each facility customer to define their optimal data storage timeframe. All recordings are stored online within both carrier-class data centers. Typically, communication detail records are stored for seven years.

3.52.6. The Contractor must allow access to offsite inmate call recordings by (continued)

Downloading Communication Events to External Media



When downloading communication recordings from NextGen SCP, users create a CD image. This allows users to add multiple recordings to an image, select the file type, view file size, and select an email notification when the CD image is ready to download. When a CD image is downloaded, any associated communication Note entries can also be exported to the CD image.

Securus allows investigators to access to all investigative tools via the NextGen SCP user interface. Investigators can search for calls using criteria such as called party, calling phone, date, time, PIN, account, duration, and locations. Searches can be across a single site or group of sites based on the user's security authorization. Searches can include all call attempts or just completed calls. The search results provide detailed information about the call and indicate the presence of a recording.

Okaloosa Investigators listen to recordings, within the limits of their security access, using the powerful call player integrated within the NextGen SCP system. The player includes easy-to-use search capabilities, and features such as pause and fast-forward. A visual waveform helps investigators bypass areas of limited talk time and to quickly identify particular events.

When listening to a recording, the audio is “streamed” to the user’s computer. This safeguards the original recording. Chain of Evidence safeguards prevent access to the original recording to eliminate any chance of intentional or accidental manipulation or deletion.

3.52.9. Many times the recorded telephone conversations of inmates are (continued)

NextGen SCP meets or exceeds the Rules of Evidence used in state and federal courts for the admissibility and authenticity required in a court of law.

In addition to the Chain of Evidence provided through NextGen SCP, Securus will provide expert staff to testify, at no cost to the County, to the authenticity of the call recordings made on NextGen SCP.

Chain of Evidence

A phone call made on the NextGen SCP creates a record, known as a communication detail record (CDR), which includes—at a minimum—the following information:

- Customer name
- Facility name
- Originating station
- Destination number
- Start and stop time of the call
- PIN, if used by the facility

This information provides context information about the call. It is this context that differentiates a typical recording from one that can survive an evidentiary challenge to its authenticity. NextGen SCP combines this contextual information with the audio data in memory and writes the information to disk as a continuous data stream. It is not possible to modify the recording after recording to disk, and each recording contains the critical information about the authenticity of the data.

Storing this data in one combined unit creates a strong audit trail for identifying and proving the origin of the recorded call.

Creating the Audio Data

The recording process starts as soon as the called party answers the phone. This provides a record of the entire interaction between NextGen SCP and the called party before the called party accepts the call. This interaction includes everything the called party says and all voice-over announcements, including the following information:

- Location of the originating call
- Inmate name
- Call rates
- Call acceptance
- Notification messages, such as the standard announcement that the call is subject to monitoring and recording

The recording is “complete” in real time and does not depend on the inmate and called party ending the call to have a “header” or other information written into the CDR. This feature is significant because the recording package is constructed real-time throughout the call and is un-editable, or locked, with all of the required data to identify the call. This guarantees that any recording produced for legal purposes is the original data (recording and call details) and cannot be modified.

Downloading Calls as Evidence

NextGen SCP allows authorized users to copy recorded conversations to any external media device connected to the user's PC, such as CD, DVD, mp3 player, or USB drive. This feature facilitates easy sharing of recordings for investigative or court purposes. To maintain the accuracy of data and recordings during downloading and copying, NextGen SCP stores the files—both audio and CDR information—embedded within an industry-standard read-only format that prevents the possibility of tampering.

"I estimate that I request phone records for eight out of every ten subjects I investigate, and of the 100 subjects that I have helped convict over the past four years, probably half of those were because of telephone recordings provided by the Securus platform. Securus has been so successful in assisting with my cases that the US Attorney's Office has asked me to get inmate calls for all cases."

- Master Police Detective Michael Wachsmuth, a Tactical Field Officer working with the Alcohol, Tobacco, and Firearms division of the Federal Justice Department.

3.52.15. It is desirable that the call recording feature provide a manner in (continued)

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3.58.1. The Okaloosa County PS-Corrections Division is presently utilizing (continued)

Implementation Plan

Securus has a proven track record of providing successful turnkey installations for mega-county, county, and city agencies, as well as large state department of corrections agencies. Over the last several years, our team has completed more than 2,800 quality installations of our calling service and has averaged a 4.6 (out of 5) customer satisfaction rating every year.

Recent customer testimonials include:

“I could not be more pleased with the quality and professionalism of the SECURUS personnel associated with the installation of our inmate telephone system.”

- Captain John Donegan – Suffolk County Jail, Riverhead, NY

“The Securus installation team is the most professional group of people that I have ever had the pleasure of working with on this type of project. Their attention to detail and dedication to customer satisfaction allowed them to complete a statewide, multi-location installation well under the projected completion date with virtually no unforeseen problems. I would love to work with them on another project.”

-- Karl Prince, IT Manager, Louisiana DOC

The Securus Project Team consistently demonstrates project management expertise that simply cannot be matched by any other service provider. We look forward to the opportunity to provide Okaloosa County with industry-leading project support and services.

Project Description

The Okaloosa County implementation project includes a complete, turnkey installation of all equipment, facilities, and connectivity for inmate telecommunications services.

Project Plan Overview

The project plan identifies the deployment of specific technologies under a phased-in schedule that delivers efficiencies where the County needs efficiencies first. Securus proposes a preliminary implementation plan that transitions all inmate telecommunications services within the agreed upon number of calendar days from the date of award. This includes complete, turn-key installation of all hardware, software, and configurations for the inmate telecommunications system.

The project begins with Securus representatives on-site at a designated Okaloosa County location to kick-off our implementation plan within days of contract execution.

Degree of Involvement from the County

Securus makes every effort to limit the administrative burden that can occur during a transition of service providers. We have experience installing our system at more than 2,800 customer locations. This level of experience ensures that we do not waste any of your time.

At the beginning of the project, the Securus Project Team will meet with the Okaloosa County team on site at a County location. These well-organized meetings introduce project team members and review the project plan and timetables with the County team in person to ensure a successful project kick-off. Our project managers work with the County team to coordinate equipment deliveries and facility access. When Securus technicians arrive on site, they may require escorts to the phone/terminal and equipment locations. The majority of project activity will occur during normal business hours. However, Securus can accommodate late-night/overnight cut-over activities. Some customers choose this method to eliminate service interruptions.

After each facility transitions to our NextGen Secure Communications Platform™ (NextGen SCP™), our project manager and field service technician review our quality checklists with the County team.

The Securus project team hosts weekly stakeholder meetings with participation from the County team. At the beginning of the implementation project, the Securus project management team will work with the County team to identify key stakeholders and primary points of contact. The team defines roles and responsibilities for the duration of the project.

The Securus project management team will establish regular meeting forums and communication protocols that accommodate the requirements of the County team.

Throughout the project, our project management team will provide weekly installation progress reports. The reports will include updates on all active, completed, and pending installation activities.

In addition to the personal communication from our project managers, Securus can set-up automated email notifications for the County team. The automated email notifications the communication of updates and status changes for major milestones and other tasks.

Implementation Procedures

The project plan consists of:

- Project Initiation Phase
- Project Planning Phase
- Project Execution Phase
- Project Monitoring/Controlling Phase
- Project Closure Phase

Project Initiation Phase

Immediately after contract award, the Securus project management team hosts a meeting with the County team to review project scope, critical success factors, and the implementation timeline. Site survey activities are coordinated to ensure project information matches the latest physical characteristics of each location.

Project Planning Phase

During the Project Planning Phase, the Securus project management team coordinates material and human resources required for the project. This phase includes the coordination of travel, facility access, deliveries, and customer training. Securus works directly with all interstate, intrastate, and local exchange carriers (LECs) to coordinate the installation of network services and equipment required for the project. The Securus project management team coordinates all activities and timelines with the County team.

Project Execution Phase

During the Project Execution Phase, Securus technicians will travel to each location and complete pre-installation activities in preparation for the cut-over. The pre-installation activities include pre-wiring, hardware staging, and telecom test and turn-up activities that can be done in advance to reduce the time and complexity of the actual cut-over.

The Securus project management team coordinates cut-over activities with the County team and the current service provider to ensure a seamless transition of service. The transition of service can be coordinated after hours or during inmate lockdown to limit service interruptions. If a service interruption is required, the activity will be coordinated with the County team at least five business days in advance.

During the cut-over, the Securus team performs a thorough inspection of the installation and resolves any issues before finalizing the implementation. The installation technicians perform a walk-through with the County team to review all installation documentation and checklists. The Securus project management team hosts a customer acceptance review meeting with the County team after finalizing the cut-over at each location.

Onsite training and web-based training activities (if applicable) occur during this phase of the project.

Project Monitoring/Controlling Phase

During the Project Monitoring/Controlling Phase, the Securus project management team focuses on completing any outstanding action items. The Securus installation and site engineering team will conduct daily diagnostic checks and monitoring to ensure the installed equipment works and meets the requirements of County.

The Securus project management team maintains frequent communication with the County team through the resolution of all outstanding action items and final receipt of customer acceptance for the implementation project.

Project Closure Phase

During the Project Closure Phase, the Securus project management team ensures there are no outstanding action items or deliverables. Securus reviews the full implementation project with the County team to obtain final acceptance.

The Securus project management team transitions support responsibilities to the Securus account management team for long-term, ongoing account support. The Securus project management team completes all internal updates and project closure activities.

Project Quality Management Plan

The implementation project plan 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 implementations. The Securus installation support team uses a Six Sigma quality measurement technique that 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 measure that is important to our customers. The current process sigma is 4.12 (meaning less than five errors per 1,000 checks), with first-pass quality scores exceeding 90 percent.

Securus truly provides a level of quality assurance unmatched in our industry.

Quality Control Checkpoint 1: Customer Provisioning

Securus installation support technicians provision the system before any onsite installation activity. Provisioning prepares our system to support the County inmate calling or video traffic, and ensures the configuration of all necessary applications and calling features. After customer provisioning is complete, the installation technician submits a quality control review form to the engineer, project manager, and account manager for the Okaloosa County project. Each of these Securus associates must review the customer provisioning “pre-cut” record, and provide verification and approval.

Quality Control Checkpoint 2: Customer Pre-Installation

While onsite, the Securus field service technicians will complete a checklist to ensure that the physical installation characteristics meet or exceed Securus’ standards. A review of equipment inventory, equipment location, electrical, network, telecommunication, and telephone/terminal installation standards occurs at this checkpoint.

Quality Control Checkpoint 3: Equipment Testing / Functional Validation

At this stage of the project, the system is online, and test calls performed. This quality control checkpoint ensures that all system options are set up to meet the requirements of the County. Technicians test call scenarios and phone labels, call durations, on/off times, administrative terminals, and verify other customer configurations.

Quality Control Checkpoint 4: Customer Acceptance

The final quality control checkpoint involves a review by the Okaloosa County team. During this review, the Securus project management team provides copies of all quality control documents, equipment inventory records, and network diagrams. The Securus project management team hosts a review of these documents with the County team. Resolution of any outstanding deliverables or service issues occurs before completing the Customer Acceptance checkpoint.

Implementation Plan

Please refer to Appendix A for a detailed preliminary implementation timeline.

3.68.1. Detail of the proposed visitation phone recording & monitoring (continued)

Securus is the manufacturer of Securus Video Visitation (SVV) and we provide this directly to Okaloosa County.

Scheduling Software

Securus Video Visitation is the most robust scheduling software available to the corrections market. The easy-to-use interface allows friends, family members, attorneys and other visitors to easily schedule visits from any mobile device or PC connected to the Internet. Before being able to schedule a visit, the user must first electronically submit user information and photo identification. This allows your staff to have full control over who is allowed to schedule a visit – and also gives you the ability to restrict users based on behavioral issues. In addition, the scheduling platform is completely integrated with your Jail Management System ensuring that a visit is only scheduled during available timeslots.

User Interface

Securus Video Visitation (SVV) is a web-based visitation system that allows friends, family members, attorneys, and public officials to schedule and participate in video visitation sessions with an inmate—from anywhere with internet access—using a smartphone, tablet or PC. Remote video visitation provides family and friends limitless opportunities to connect with an inmate by sharing everyday events like birthdays, reviewing homework, watching cartoons with their kids, attending a concert, and opening presents on Christmas. Many studies have shown a link between inmates maintaining relationships with their loved ones reduces recidivism.

The SVV service enables safe, secure visitations with fewer burdens on facility staff. This advanced solution provides multiple benefits, including:

- Enhanced facility security by reducing the possibility of inmate confrontation
- Reduction in inmate and visitor movement through a facility
- Improved inmate communication with legal representation, bail-bondsmen, family, and any other persons authorized by County administration
- Reduction in contraband infiltration
- Increased security for visitors
- Increased inmate and visitor morale with increased opportunities to visit
- Reduced man-hours needed to escort inmates and visitors to visiting areas
- New revenue stream for the facility through paid visitation sessions

Anywhere Video Visitation

This method allows remote visitors, such as family and friends, bail bondsmen, probation officers, and attorneys secure communication with inmates from outside the facility via a broadband internet connection on any device, including both Android and Apple mobile devices.

Remote visitors access SVV services through the Securus mobile application or the www.videovisitanywhere.net website. Remote users need only a tablet, computer, or mobile phone with a built-in or external webcam and a microphone and speakers, or a headset.

Family and friends can obtain an approved account profile *remotely* by sending their picture and driver's license. *Securus is the only company that offers this feature.*

From the mobile app or website, visitors select the facility and inmate with whom they would like to visit and then can:

- Create, reschedule, and/or cancel a scheduled video visit session

- Pay for the scheduled session with a credit or debit card
- Apply for remote video visitation privileges from the facility
- Join a visitation session with inmates—no officer intervention is required

How It Works: Anywhere Video Visitation

An inmate’s family, friends, and others—such as attorneys—can access SVV services through the mobile app or by going to www.videovistanywhere.net using any standard internet browser on a computer or mobile device. This website allows users to establish an account, schedule and pay for a remote video visitation session, and view account activity.

When a user logs on to the video visitation website or mobile app, they select the facility and inmate they wish to visit. The system shows the available dates and times from which they can pick; through an integration with the jail management system, the application automatically schedules visits according to the inmate’s housing location, available terminals at that location, and available visitation time slots. Remote video visitation sessions are charged on a per-session rate, and friend and family can pay using a debit or credit card.

How It Works: On-Site Video Visitation

Onsite visitation allows visitors to arrive at the facility to video visit at a touch-screen terminal with an inmate. When a visitor arrives at the facility, he/she is directed to the designated terminal area after passing through security. Once at the terminal, visitors enter a PIN unique to that visit as validation of the visitor’s appointment with the inmate. The PIN is provided to the visitor after scheduling the onsite visit. Visitors can schedule their onsite visitation in three easy ways:

- Securus mobile app: Visitors can schedule an onsite visit by downloading the Securus mobile app to schedule the next onsite visit
- Onsite terminal: Visitors can schedule using one of the touch-screen terminals configured for scheduling the next onsite visit
- Visiting www.videovisitanywhere.com through a mobile device or computer

The facility’s needs dictate the scheduling process. By default, onsite visitation is subject to the same scheduling rules as anywhere/remote video visitation.

When prompted, the inmate identifies himself on the terminal using single- or dual-password authentication and the session starts automatically, requiring no officer intervention.

Efficiency-Driving Services

The SVV service is just one of many applications available on Securus’ inmate-facing ConnectUs platform. ConnectUs is the inmate user interface on the video visitation terminals. ConnectUs provides limitless opportunities for inmates to self- perform tasks that reduce facility involvement and to help automate facility processes. These inmate opportunities include:

- Making phone calls
- Reading PDFs (i.e. Inmate handbook)
- Listening to MP4 videos (i.e. PREA)
- Displaying dynamic facility notifications



Frequent Technology Updates

The Securus Video Visitation (SVV) service on NextGen Secure Communications Platform™ (NextGen SCP™) receives regular technology and feature upgrades as needed to keep up with advancements through our NextGen SCP system. Securus enables new features and modules through the centralized system, even after installation.

Summary

NextGen SCP is a **100%** web-based platform with a video visitation solution specifically designed for correctional facilities.

Our SVV system provides Securus clients the very best in video visitation without the burden and costs of managing the system. Securus maintains the SVV system so family and friends will not be directed to a third-party site to create or manage their visitations. The system is operational 24x7x365, so that Okaloosa County benefits from a quality of service that is fast, accessible, and secure.

Control/Administrator Interface

SVV comes with a full-featured administrative interface giving correctional staff complete control over users, permissions, rules, schedule and more. Admin categories include items facility staff typically set up on a periodic or infrequent basis.

Facility and Site Settings

Managing the settings of the various components of a facility is important to system setup and usage. Feature defaults and settings can be set at multiple levels to provide more flexibility and control when managing the inmate telephone service and video visitation system.

NextGen SCP provides control at the facility, site, terminal group, and terminal level. Controls include call settings, call schedules, call restrictions, visit schedules, visit rules and other relevant controls.

Visitor Types

NextGen video visitation simplifies the regular visitor type to three allowing the facility more flexibility and control. The standard constituent visitor types for Home User and Attorney are provided.

For visitors affiliated with the facility, like clergy, nurse or public official, we now include a NextGen Visitor type that allows visitation access via the NextGen SCP platform. These additional visitors will be set up as a NextGen SCP user and given permission to conduct video visitations with inmates.

They will then be able to set up, manage and conduct video visits within the NextGen SCP tool. And, given the appropriate security role, they will have their access limited only to their own video visitations.

Visit Rules

Securus' robust rules engine allows for visitation quotas to be established regarding the frequency of visitation by user, terminal, location, user group and site. Authorized facility personnel can create and enforce rules such as allowing inmates to have a maximum number of visits per week, while also offering the flexibility to selectively override these rules when necessary, allowing your jail additional scheduling flexibility.

Visit Schedules

The Visit Schedules feature gives facility staff on-site control over systematically enforcing inmate video visitation privileges. Schedules are preset and then applied to facility, site, terminal group, inmate or visitor as needed.

Security Roles

The facility has the ability to view preset security roles as well as add additional roles as needed. These roles can then be applied to users in any combination to provide the user with only the access the facility would like for them to have.

Users

Facility administrators can create, modify, activate or deactivate users who have access to the NextGen SCP system. The admin can also give each user custom access to different functions within the system which they deem sufficient for the user's role.

Integration Requirements

When a user logs on to the video visitation website or mobile app, they select the facility and inmate they wish to visit. The system shows the available dates and times from which they can pick; through an integration with the jail management system, the application automatically schedules visits according to the inmate's housing location, available terminals at that location, and available visitation time slots.

Securus has proven experience with Integration. Securus currently integrates with more than 110 different vendors worldwide and more than 60 independent, facility-owned systems and shared databases.

Securus has a dedicated integration department that integrates various systems and products in the corrections environment. This dedicated integration department allows Securus to deliver fast and flexible solutions for our customers. The Securus technology has the flexibility to work with facility-owned systems, jail management system (JMS), commissary, banking, and kiosk vendors. Securus will fully cooperate with your facility and your vendors to automate systems.

The most common technologies Securus uses include SOAP Web Services, HTTP, FTP push or pull of files in any textual format, JSON, XML-RPC, and TCP Sockets. All of these methods integrate over secure connections.

Securus can modify your data format for migration into our platform, without costly code modifications. Securus integration engineers consult with facilities' IT departments or system providers to determine the best integration strategy for each specific application.

Securus Integration Process

Securus' dedicated integration team designs, develops, tests, and implements all custom integrations with corrections industry vendors and banking systems to deliver fast and flexible solutions for our customers. This process is part of the overall project plan for the installation of the NextGen Secure Communications Platform™ (NextGen SCP™). Major milestones include:

- Collect preliminary needs/requirements
- Contract signed
- Finalized requirements document
- Approved scope statement
- Finalize design document
- Schedule customer implementation
- Develop custom integration solution
- Test custom integration solution
- Implement custom integration solution
- Customer approval and sign-off

Remote Network Capabilities

Anywhere visitation (also referred to as “remote”) allows consumers to participate in video visits from an Apple iPhone®, iPad®, or iPod Touch®, Android™ smartphone or tablet, or a computer equipped with high speed internet access and a web camera. This type of visitation carries a charge to our remote users and is often commissioned to our correctional facility customers.

If a facility requires either only remote visitation or a combination of on-site and remote, Securus will deploy a fully hosted solution. See network diagram for more details.

On-site visitation is also available. It requires consumers to travel to the jail and participate in video visitation using terminals located in the visitation centers. Most correctional facilities that are moving towards a video-based visitation solution require at least a small component of on-site visitation.

10.1. The Offeror will describe the organization structure, listing all key (continued).

The principal personnel for Okaloosa County are experienced and qualified professionals that have an unparalleled combination of knowledge, skills, and technical proficiency. Paul Cappiello, your Account Manager, is your primary point of contact. He brings the expertise of the team together to provide a total team approach. Paul will also provide you with new options and services as they become available. He will work with your staff to address core issues such as safety, efficiency, and public relations.

Steven Bagwell is the Field Service Technician (FST) for Okaloosa County. He lives about 75 minutes from your facility. All Securus FSTs receive training on all of the Securus equipment and products including 40 hours of training on Securus platforms. Training takes place at our training labs in Carrollton, Texas. Additionally, all technicians undergo annual training on OSHA requirements, ESD, and safety in facilities.

Paul Cappiello, John Parson, Steve Bagwell, and Jerimy Thompson have built solid relationships and have become virtual members of the County’s team to address your needs and concerns quickly over the last 10 years

Securus proposes the following additional personnel, by title, who will accomplish this project:

The key personnel assigned to the County program are:

Paul Cappiello, Senior Account Manager

Paul has more than 10 years of sales management experience from inception to successful conclusion. He has developed a reputation for consistently exceeding targets and demonstrates a strong work ethic. Paul thrives on challenges to overcome obstacles with solutions that are sound and financially feasible. His exceptional interpersonal and communication skills (network, collaborate, negotiate) help to build positive, effective business relationships.

Daniel Niedzielski, Implementation Project Manager

Daniel is a Certified Project Management Professional (PMP) and an experienced technical project manager working with external clients by managing project scope, schedule and timelines, costs and budget, risk mitigation, and change control from pre-sale activities through implementation and transition to support.

Johnny Hagins, Regional Field Service Manager

Johnny has more than 18 years of experience in the telecommunications industry. His current management responsibilities include overseeing all managers, field technicians and field site administrators who service and maintain state DOCs, county jails, and other private prisons and jails in the Eastern Region of the United States.

[Jerimy Thompson, Field Service Manager](#)

Jerimy joined Securus in 2007 and has more than 18 years of experience of telecommunications experience.

[Steven Bagwell, Field Service Technician](#)

Steven brings more than twenty years of telecommunications experience to Okaloosa County. He provides maintenance, installation, and trouble-shooting of equipment (SCP, DCM, DCB, Adtrans, work stations, modems, printers, and all associated cable/wiring (cat 5 & cat3), punch work), as well as, trouble shooting of T-1 & MPLS Circuit issues from smart jack back to equipment, to include cable installation, looping, circuit identification, and interior wiring, punch work.

[John Parsons, Field Service Technician](#)

John is a Field Services Technician for Securus Technologies, Inc. where he supports the inmate telecommunications system for 18 correctional facilities across north-western Florida. With over 15 years of technical experience ranging from low voltage cable installation, computer programming, and computer network support, John can quickly grasp the needs of his customers and deliver results that can be relied upon.

[Roy Thomas, Client Manager](#)

Roy has extensive expertise in Custody Operations and Client Relationship Management. He will ensure the timely and successful delivery of Securus solutions according to Okaloosa County's needs and objectives.

[James LeBoeuf, Lead Sales Engineer](#)

Mr. LeBoeuf has supported inmate systems and correctional facility accounts for over 17 years in Operations Management and Technical Sales. He has directly supported the Installation and Maintenance of more than 300 correctional facilities and has managed teams at more than 1,000 facilities throughout the Continental US and Alaska.

[Cassandra Kemp – Part Time Site Administrator currently provided by Securus to Okaloosa County DOC.](#)

Cassandra maintains existing accounts through excellence in customer relations, account management and support.

[A Full Time Site Administrator – To Be Hired](#)

Securus prides ourselves on the customer services we provide to Okaloosa County and the Industry as a whole. In addition to 24/7/365 Technical Support and Customer Service, Florida Account Manager, Paul Cappiello, Client Manager, Roy Thomas, and more Field Services Technicians in the state than any competitor, Securus would provide Okaloosa County Department of Corrections with a full time, onsite Administrator who is available to assist with any needs the Correctional Facility requires.

Resumes for the above personnel have been provided in Appendix F.

Appendix I

Letter to Okaloosa County



April 19, 2019

Department of Public Safety Corrections Division
RFP PS 52-19
Okaloosa County Purchasing Department
5479A Old Bethel Road
Crestview, FL 32536
ATTN: Jeffrey Hyde, Purchasing Manager

Re: Inmate Telecommunication Services

Dear Mr. Hyde:

Securus Technologies, Inc. appreciates the opportunity to submit our proposed solutions for Inmate Telecommunication Systems. We are pleased that the County has reached out to us as we are eager for the the opportunity to continue to provide your current inmate telecommunications solutions, while including the addition of our tablet solutions. We have thoroughly reviewed your (RFP No. PS 52-19) and we are confident that our proposed solution financial and technology offerings will exceed your specifications for years to come.

For the past ten (10) years, Securus has served the County's inmate communications needs. We highly value our partnership with Okaloosa County, and are dedicated to continuing to grow our mutually beneficial relationship built on trust, high quality products, and superior customer service. We understand the County's objective to increase revenues while delivering fair and equitable fees to its constituents. We believe we have successfully offered options to achieve that goal. Further, we continually improve our technology capabilities in order to create greater staff and facility efficiencies, thus saving the County money and allowing for the continued ability to provide outstanding service to your community. We highlight these products and services are many are included in our offer.

Further, the Securus Foundation, <https://www.theseurusfoundation.org/> was created to address mental health and recidivism issues with our partners and is in line with the County's Forensic Diversion Program. We also focus heavily on inmate betterment programs including mental health through our tablet applications.

Securus is committed to continuing to aid the County in meeting its objectives. We focus on serving our partners with integrity and transparency, and we have enjoyed our position as a trusted partner to Okaloosa County and its constituents. Our highly competent and professional employees have assisted the County both onsite and remotely to ensure services always run smoothly and securely, and we will continue to do so.

Some highlights of our relationship include:

- 2010: Securus installed the industry's first fully hosted and centralized inmate calling platform, the Secure Call Platform (SCP) at the Okaloosa County Department of Correctional Services. Along with the SCP, our state-of-the-art solution includes 24x7x365 Network that is constantly monitored for maximum efficiency. SCP has been an extremely stable platform for the county since deployed compared to previous vendors, thus greatly reducing time and cost burdens on the staff, while increasing inmate satisfaction.
- 2013: Securus added our Video Visitation capabilities to the County Department of Corrections thus reducing inmate movement, and the flow of contraband, creating a safer environment for all. Our mobile enabled remote visitation allows County constituents the convenience of visiting their incarcerated loved ones from virtually anywhere on a smartphone, tablet, or computer. While other vendors deploy cheap video calling services, Securus' (SVV) is a true visitation and integrated platform build around security first.
- December 2014: Launched Securus Online to update and enhance the Okaloosa County constituent user interface experience. Coupled with other Securus solutions including video visitation and e-messaging, this makes Securus online a true one stop shop for Okaloosa County constituents. Securus online is an extremely user friendly website that allows inmate friends and family members access to valuable information, as well as the ability to communicate with Securus by telephone, text, email, or IVR system. Securus Online has provided County constituents much easier access to aid in communicating with incarcerated loved ones over the last five years.
- February 2014: **Your Trusted Advisor**, Securus has worked closely with Okaloosa County in transitioning through the uncertainties of the FCC inmate call rate rulings to ensure the County could make well informed decisions.
- September 2016: Deployed ICER, (Inmate Communications, Evaluation & Reporting), at the County Dept. of Corrections at no cost to aid in identifying inmate to inmate communications. This solution has proven to be instrumental for Okaloosa County Investigators and jail staff in providing critical information on inmate communication, thus reducing incidents of crimes inside the jail and out.
- July 2017: Deployed Securus Investigator PRO, (IPRO), Continuous Voice Identification and Verification Voice Biometrics at no cost to aid investigators in preventing and identifying crimes inside and outside the jail facilities. Securus is the only vendor who provides true Voice Biometric inmate identification and to know every inmate on every call and has exclusively provided this technology to Okaloosa County.
- 2018-2019: Working with Correctional Center staff to provide the County Public Defender's Office the ability to visit with inmates remotely, increasing efficiencies, safety, and convenience for jail staff, inmates, and the Public Defender's Office.
- 2010-2019: Securus has deployed onsite Securus system training to over 100 investigators and other staff from the County, Corrections, and surrounding area agencies. This Securus system accessibility and training provides the County with a level of access to interagency cooperation and information sharing with inmate

communications like never before, helping to create a safer Okaloosa County. (See attachment success story from 2019 training)

- May 2019: Upgrade to **Securus NEXTGEN SCP Telecommunications platforms** which will combine many Securus systems including inmate telephone, video visitation, investigative solutions, and much more onto one single system. The convenience and efficiency for staff to track, investigate, generate reports, and provide overall ease of use with this new configuration.

Additionally, over the last seven (10) years, Securus has deployed on average **four (4) major upgrades** per year ensuring that systems provide additional ease of use and flexibility for staff, constituents and inmates. We reinvest more than any other vendor back into our technology development to ensure our customers are always at the forefront of the inmate communications industry. (More than \$670M over the last 5 years). We have also worked with and set up detailed integrations with other County vendors, as well as help set up specialized calling options, to further assist the County in increasing efficiencies and revenues. We are proud to have deployed these new products and services to support our growing partnership with Okaloosa County.

As Chief Executive Officer, I am authorized to contractually commit Securus to the terms of this proposal and any resulting contract. Please do not hesitate to contact me with any additional questions, or to request supporting information. You may contact me by telephone at (972) 277-0300, or by email at bpickens@securustechnologies.com.

We thank you for your consideration of the attached solution and look forward to the opportunity to grow our partnership with Okaloosa County. **What you do is important to us, and we are grateful for the opportunity to serve when called.**

Sincerely,



Robert E. Pickens
Chief Executive Officer
Securus Technologies, Inc.
4000 International Parkway
Carrollton, Texas 75007
972-277-0300
bpickens@securustechnologies.com

Appendix J

Proposal Overview



Connecting What
MATTERS

Proposal Overview

Securus Technologies, Inc. appreciates the opportunity to submit our proposed solution to our current partner, Okaloosa County, FL for Inmate Telecommunication Services. You will see that our response to this RFP shows we meet and exceed all of the requirements set forth Okaloosa County.

Headquartered in Dallas, Texas, and serving more than 3,400 public safety, law enforcement and corrections agencies and over 1,000,000 inmates across North America, Securus is committed to serving and connecting Okaloosa County families with their incarcerated loved one. SECURUS Technologies focuses on connecting what matters®. To learn more about our full suite of civil and criminal justice technology solutions, please visit <http://www.SecurusTechnologies.com>.

MISSION AND VISION

At Securus, we exist “To Serve and Connect” to make our world safe. We envision a continued successful relationship with Okaloosa County and we are very grateful to have provided services and products in your County jail for the last 10 years.

We are committed to continue to provide the very best in technology, equipment and services for your jail, and provide the most services that keep your constituents in constant communication with their incarcerated loved ones.

Our goal is to ensure we balance the best in technology we know you deserve, with the best revenue package to meet the County needs.

OUR MISSION
We exist to
SERVE and
CONNECT
to make our
world safe.

Approach to Scope of Services Required

Our proposal meets 100% of your RFP requirements. In fact, all of the requirements in this RFP, are standard in the existing Securus platform already being used by your County Jail. We are **upgrading the County Department of Correctional Services to our enhanced NEXTGEN SCP platform which will only increase ease of use, safety, and efficiencies.** . You will see that in the answers to the questions outlined in the RFP.

Securus is much more than just an inmate phone provider. We are the largest Inmate Communications Company in the Industry. Our product portfolio allows us to provide not only telephone service, and video visitation, but tablets, enhanced investigative tools, but also automation of paper processes such as Grievances, Law Library access, Inmate Request forms, and e-messaging services. We also provide tools to ensure compliance such as Video Relay Services (VRS) as well as payment and monitoring services.

We release new features in the platforms every quarter and Okaloosa County can continue to expect what you have become accustomed to, more solutions to generate revenue, more solutions to save staff time, more solutions to create investigative efficiency, and that will always provide quality and ongoing training at no charge thru the term of the contract whenever requested.

When implementing new products and services, Securus makes every effort to limit the administrative burden that can occur. We have more Field technicians in FL than all of our competitors combined and do not outsource our service. We have the extensive experience of installing our solutions in Okaloosa County, throughout Florida, and in over 3,400 customer locations nationally. This level of experience ensures that we do not waste any time. Our teams arrive at your facilities ready to get the job done.

Pricing / Financial Offer

Securus has provided an aggressive commission offer in its Proposal, but there is so much more involved than just a percentage. Securus provides a commission level well in line with our competitors, coupled with unparalleled call initiatives that increase the size of the “pie”. Clearly, the more calls connected increase the revenue and therefore commission. The following outlines some of the initiatives Securus employs and has shown to consistently increase call revenues vs. our competitors at a number of different facilities.

Outbound Voicemail, Advanced Connect/Single call, Low Balance Text Alerts, Inmate Voicemail, Smart Phone Apps and Integrations, E-messaging services, and Tablet revenue share, are just some initiatives that have and will continue to increase revenues and commissions for Okaloosa County. This proactive approach by Securus will ensure the County can utilize the funds for County projects as needed.

You can be sure that your commissions will continue to be paid correctly and on time. It means that we are confident in the way we pay commissions, that we allow an outside auditing firm to review our internal controls and financial reporting. This certification confirms that the company has effective controls and safeguards in place to manage critical information and data belonging to our customers.

Becoming Sarbanes-Oxley compliant in 2009 meant that an independent accounting and auditing firm completed a comprehensive and in-depth evaluation and testing of Securus’ internal

controls over financial reporting reinforcing that our financial statements provide the necessary depth and accuracy required.

Further, unlike many of our competitors, Securus is also committed to keeping costs low to Okaloosa County constituents. We have a very low fee structure outlined in our response and never charge multiple fees to fund inmate accounts.

Staff and Staff Qualifications

For more than 29 years, corrections industry facilities, inmates, and the constituents of the County have relied on Securus organizations for communication solutions designed to fulfill their specialized needs. No one is more experienced and qualified to work at your facility, than Securus.

Since Okaloosa is a current partner customer, there will be minimal, if any, disruption to the day to day operations of the jail. If the County chooses to add additional equipment or services, we will provide an Implementation Team that will meet with the County on site to assess the new requirements.

These well-organized meetings will provide us with the opportunity to review the new project plan and timetables with the County team in person and ensure a successful kick-off of the new project. The Securus team will work with the County to identify key stakeholders, primary points of contacts, and roles/responsibilities for the duration of the project

Our Project Managers will work with the County to coordinate equipment deliveries and facility access. All activity will be coordinated with you in advance to ensure we eliminate service interruptions.

As the current vendor we have worked extensively with your staff such as Director Vaughn, Chief Esmond, Tammy Matthews, and Christina Rogers, over the course of 10 years, providing support and service on a day to day basis.

Okaloosa County is familiar with the staff that currently supports you and this same team will continue to support and provide the excellent service that you deserve.

Our local Field Technicians, John Parson, Jerimy Thompson, and Steve Bagwell have been working in your jail for years and are familiar with your staff and jail layout. They very familiar with the jail operations, jail staff, and the equipment on site. It is his job to ensure that service is never compromised and to minimize the length of time that phones are in need of repair. Our Field Technicians always have spare parts on hand and are always quick to respond to the needs of the jail.

Also working closely with Jail staff, is our Client Relations Manager, Roy Thomas. Roy, and Jail staff have worked very closely over the last year to ensure tickets are opened quickly and resolved quickly. Roy supports Okaloosa County in the following areas:

- Day-to-Day Service & Support
- Product Utilization Programs
- Pro-Active & Re-Active Communications

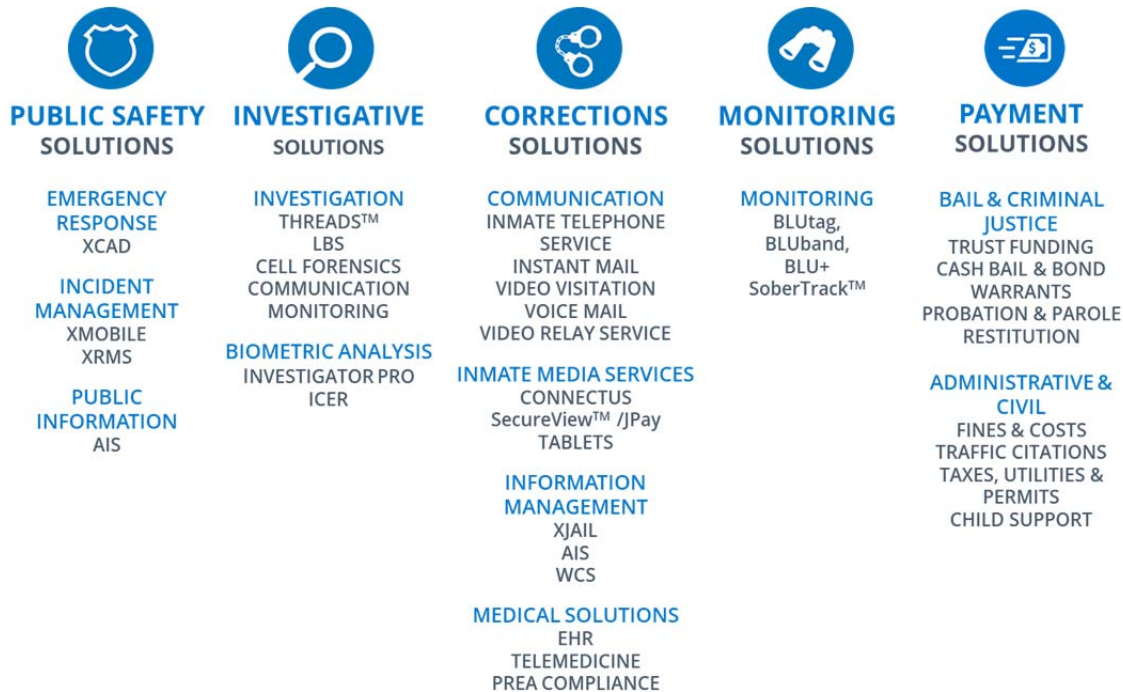
- Customer Satisfaction & Value
- Training Support for jail staff and County Investigators
- Account Review

Paul Capiello is your Senior Account Manager and will continue to provide overall support in the account. Not only does he work with Tammy Matthews, Paul also works with several key people in the jail including, Chief Esmond and Christina Rogers. Paul provides updates on any regulatory issues, commissions, contract discussions, demonstrates new products and services, and has overall responsibility for the relationship and service.

All of this coupled with the Securus Corporate support of over 100 Tech Support and 150 Customers Service Representative based in Dallas, provides the staff support needed for growth and change that Okaloosa County experiences.

Company background and qualifications

Securus was founded in 1986 as an inmate telephone provider and has since grown into the undisputed industry leader for inmate telecommunications and beyond. We service more agencies, have more employees, have more experience, and have had much more organic growth than any competitor, **PERIOD!**



Securus employs a strategy of reinvestment in technology, coupled with strategic acquisitions. With over 240 patents issued and pending, we develop and own 100% percent of our technology. This gives us a high level of control for our customers. When we update and upgrade systems, all Securus customer's benefit. Unlike many of our competitors, we don't have to wait on 3rd party vendors to service or update our partner customers like Okaloosa.

Securus also routinely looks for companies that provide real world solutions to our customer's challenges. We have acquired over 20 companies since 2012, spending over \$670 Million to build the best solution set in the industry to aid our partners. This has helped us improve public safety and modernize the incarceration experience in the industry.

Some data to consider:

Serving Our Customers:

- 500+ Service & Support associates
- 1,300+ Associates
- 24x7x365 Customer Service & Technical Support
- 24x7x365 Network Operations Center
- <10 seconds average time to response
- 99.6% first contact resolution
- Customer Satisfaction score: 4.8 of 5
- 65+ Sales Associates
- Mobile-enabled website

Serving Our Industry:

- \$2M + supporting industry issues
- Met with multiple inmate advocacy groups
- 20+ filings to FCC in support of Industry
- Met with 1,000 Jails and Prisons on FCC order
- \$600k spent on studies on behalf of industry

Serving Our Communities

- \$500k donated to United Way by Securus employees in 2018

Details of telecommunications services for similar inmate, incarcerated populations.

More than 3,450 safety, law enforcement, and corrections agencies currently use Securus Telecommunication services and products in all 50 states. Securus serves 15 state Departments of Corrections, scores of “mega-county” facilities with thousands of inmates, and hundreds of smaller facilities. **We serve over 25 County facilities in Florida and 120+ facilities with the FL DOC** and we are uniquely equipped to handle any inmate population, and community population.

The bottom line? In the United States, Securus provides connects more inmate phone calls, and has the most video visitation units and tablets deployed in the industry.

By developing the broadest solution set in the industry, Securus is poised to be continue to be the best partner for Okaloosa County now and into the future.

WHY SECURUS IS THE BEST CHOICE

We understand you have a choice when selecting providers. Our focus for a partnership with Okaloosa County is to ensure we continue to supply you with excellence service and products giving the highest total customer satisfaction, confidence, and enthusiasm. We build trust through honesty and integrity to ensure healthy long-term alliances with your County. We hope we have done that over the years.

We are recognized as a technological leader in our industry, and are committed to developing products, systems, and equipment in our quest for excellence. We believe that our company has a responsibility to mankind.

Just one example is our Correctional Officer Memorial Fund. Since 2014, this Securus initiative will donate a year's salary to the family of a fallen Correctional Officer in the line of duty at any Securus partner account. Any Securus customer is automatically enrolled in the program.

At Securus, we believe in best in class solutions that make a difference for our customers and which serve the world. We are different; here are a few reasons why we are a premier choice:

- ✓ Broad portfolio
- ✓ Patented products
- ✓ Call Completion
- ✓ Technology ownership
- ✓ Top customer service
- ✓ Nationwide adoption
- ✓ Corporate Strength
- ✓ Competitive Advantage

Our commitment to Okaloosa County is that not only will we deliver the very best service and support, but we will do so with the highest level of ethical standards. We, respectfully, request the privilege of continuing to serve Okaloosa County. Thank you for being a great partner and customer. We look forward to working with you in the coming years.

Appendix K

Financial Offer Summary

Securus Financial Proposal

The value of a continued partnership with Securus

- Securus single sign-on Inmate Call and Video Visitation – The most widely used Inmate Telecommunications platform in corrections.
 - Over 200,000 deployed Securus Tablets to aid inmate betterment and increase County revenue.
 - Industry leading investigative tools, hardware, and software.
 - No down time or disruption associated with pre or post installation activities
 - **We can initiate this offer upon contract signature rather than waiting for the end of the current contract.**
 - 24/7/365 customer service support for over 30 years
 - Cutting edge technology leader now and in the future – continuous investment in Okaloosa County
- * Historically, switching phone and visitation vendors for can cost Counties/Agencies approximately \$250k in downtime due to hardware transition, staff impact, and training time.**
- Securus Technologies, investing in our customers and technology since 1986.

Inmate Telephone Service

Securus Option 1: Per-Minute Call Rates

All Options Changed to flat calling rates for convenience for ALL calls made in U.S.A.

*Commissions Percentages are for Both Collect and Prepaid Card/ Debit calls.

Minimal Annual Guarantee (MAG): \$700,000.00

Revenue Producing Services to the County	Commission
Inmate Phone Services Local @ \$0.23 min IntraLATA @ \$0.23 min InterLATA @ \$0.23min Interstate @ \$0.21 min International @ \$0.50 min	94.2 % of Gross Call Revenue

Securus Option 2: Reduced Per-Minute Call Rates

Minimal Annual Guarantee (MAG): \$600,000.00	
Revenue Producing Services to the County	Commission
Inmate Phone Services Local @ \$0.16 min IntraLATA @ \$0.16 min InterLATA @ \$0.16 min Interstate @ \$0.16 min International @ \$0.50 min	93.1% of Gross Call Revenue

Securus Option 3: Reduced Per-Minute Call Rates

Minimal Annual Guarantee (MAG): \$500,000	
Revenue Producing Services to the County	Commission
Inmate Phone Services Local @ \$0.11 min IntraLATA @ \$0.11 min InterLATA @ \$0.11min Interstate @ \$0.11 min International @ \$0.50 min	92% of Gross Call Revenue

*Securus has always been committed to fee transparency. The only additional fees are the FCC defined phone account funding fees of \$3.00 (Web) or \$5.95 (live agent). Funding can be done via US Mail for no charge.

(Note) Unlike our competitors, Securus is sensitive to keeping fees low to Okaloosa County constituents. Thus, we allow multiple phone numbers to be added to a single phone account with a single fee and never charge multiple fees on one account.

Video Visitation Service



Securus Video Visitation (Currently Deployed)

Gross Commissions on Remote Video Visitation

50% Commission paid on any gross revenue brought in for paid remote visitation plans.

Note: If Desired, Securus Guarded Exchange will Monitor Remote Video Visits for a cost a reduction in commissions of \$2 per visit.

Public Defender - No Charge

Onsite Visitation- No Charge

To meet the evolving needs of our customers, Securus has provided additional capabilities to help drive greater staff and facility efficiency, automation, and County Revenue



**Securus Tablets
A Tablet will be available to every inmate**

Gross Commissions on Tablet Premium Content

15% of all Premium Content Purchased. **No requirement of monthly revenue amounts to be reached before commissions paid.
\$5 low subscription charge to the Inmate. (non-commissionable)
(\$5 for the first day and free access for the remainder of the month, based on 30 day cycle)

Average Costs:

Songs - \$0.65 - \$2.30

Games - \$0.99 - \$19.99

Movies - \$0.99 - \$14.99

Securus E-Messaging Services (Currently Deployed)

Gross Commissions on E – Messaging to Okaloosa County
20%

Stamps:

\$0.25 each minimum: The County has the option to adjust the price per stamp based on what is most important to Jail and the County.

Inbound and Outbound Voicemail

Gross Commissions on Voicemail

Inbound Voicemail **20%**

Outbound Voicemail is paid at the selected Inmate Telephone Commission rate above and based on minutes of usage. (2 minutes max)

\$1.99 per message for Inbound VM


Outbound VM is charged the same as the selected phone call rate.



***The Securus Foundation** works to combat recidivism and increase public safety by supporting and connecting what matters to our communities as it relates to mental health and reentry for justice involved families. Securus is happy to discuss the foundations benefits with the County as it relates to the **County Forensic Diversion Program**.

Ancillary Products & Services Provided at No Charge:

Products & Services Included in Our Offer at NO CHARGE to Okaloosa County	
Education Training Grant / Summit / User Workshops (Value of \$5K)	No Cost
GovPayNet - Securus' GovPayNet® is a category leader and a solution-oriented processor of credit and debit card payments to government agencies. Our customers rely on us to handle more than 2.1 million payments annually to over 2,600 agencies in 36 states reaching more than 26% of all U.S. counties. Over twenty years of service to government agencies demonstrates our commitment to superior and innovative payment solutions.	No Cost to the County
(SVV) ConnectUs Applications: Law Library	Installed No Cost to the County
(SVV) ConnectUs Applications: Forms, PDF's, JobView, & MP4	Installed No Cost to the County
Investigator Pro / Continuous Voice Biometrics Investigator Pro (IPRO) with PIN Check – A powerful evidence-gathering and investigative analysis tool. It uses unprecedented state-of-the-art technology to “recognize” the voices of inmates over telephone calls and exposes inmates who try to beat the system by hiding their identities to engage in criminal activity.	Installed No Cost to the County
Threads – Our newly designed, easy to navigate, powerful investigative platform providing law enforcement with focused leads. This software analyzes corrections and communications data such as inmate information in order to generate focused and targeted investigative leads for investigators.	Installed No Cost to the County
Automated Information Services (AIS) - uses the latest in voice response technology to automatically handle internal inquiries from inmates as well as outside calls from friends, family members and other agencies. AIS automates upwards of 80% of standard inquiries freeing staff to perform their core tasks of running a secured facility.	Installed No Cost to the County
1 Full Time Site Administrator in addition the Part Time Site Administrator already provided to the County by Securus.	No Cost to the County
Comprehensive Training Programs	No Cost to

<p>As has always been in the past, Securus will provide on-site and web training on all system functionality throughout the contract term at no cost to Okaloosa County with enhanced training provided for all investigative and security technologies.</p>	<p>the County</p>
<p>Correctional Officer Memorial Fund We are very proud to be the first vendor in our industry to launch our own program to assist Correctional Officer’s families in the time of need. The fund provides financial assistance to the families of those corrections officers who lose their lives in the line of duty.</p>	<p>No Cost to the County</p>
<p>Securus Word Spotting technology - An investigative tool to assist investigators at picking out keywords in a recorded call.</p>	<p>No Cost to the County</p>
<p>Securus Video Relay Services for hearing impaired and County compliance Securus currently provides deaf and hard-of-hearing inmates with TTY/TDD devices, which requires inmates to be able to type in the spoken language in order to communicate with their loved ones. These devices do not accommodate inmates needing to communicate using American Sign Language (ASL), which has become essential for most correctional institutions across the country. Basic Video Relay Service allows inmates that are fluent in ASL to connect to an interpreter or directly to the called party and communicate using sign language. This basic service is available from some providers but agencies lose security controls that are necessary to maintain within the corrections environment. Note: Securus VRS is fully integrated through Securus’ Secure Call Platform (SCP) allowing critical call controls to be maintained and all calls are recorded which other providers systems do not provide.</p>	<p>No Cost to the County</p> 



Optional Services Available

To meet the evolving needs of our customers, Securus has added capabilities to help drive greater staff and facility efficiency and automation. Any of these technologies can be added to the agreement at any time by the request of Okaloosa County.

Securus GUARDED EXCHANGE Services

Securus Guarded Exchange Service is an additional service provided to many correctional agencies. Optional services include:

- Live phone call monitoring
- Live video visitation monitoring
- Targeted investigation assistance
- Cell Phone Forensics
- ICER alert monitoring
- Investigative reporting

Since start of operations in 2011, Guarded Exchange has Achieved Industry Leading Milestones.

Guarded Exchange has:

- Analyzed over 400,000,000 Call Records
- Monitored over 8,800,000 Calls
- Reviewed over 120,000 Video Visits
- Generated over 19,800 Suspicious Activity Reports

Securus GPS monitoring Services-

- First commercially-proven one-piece GPS tracking device
- GPS jamming and shielding detection
- Tamper resistant fiber optic strap and clips
- Receives one GPS location point every minute



Conclusion

Securus has worked hard to develop an offer that continues to meet and exceed the goals and objectives of the Okaloosa County for Inmate Telecommunications Services. Securus is uniquely positioned to offer **low rates and fees** to your constituents, an **increased and robust revenue stream to the County** while maintaining **advancing technology at the Okaloosa County Department of Corrections** and **outstanding service** for inmates, Family, and Friends.

We recognize that Okaloosa County may wish to propose modifications to our offers and we are willing to be flexible in any negotiations to continue to best support your operational goals today and into the future.

Securus respectfully requests the privilege of continuing our solid partnership we have built over the past ten years. We look forward to the opportunity to keep Okaloosa County up to date with the world class technology to keep County Constituents connected to incarcerated loved ones; to automate manual process so officers can focus on the core responsibility of maintaining a secured facility; and providing investigators the tools and resources to help solve more crime and to keep our communities safe.

We welcome the opportunity to discuss and review our proposal to ensure that we provide the most beneficial offering and solutions to the County and Okaloosa County Department of Corrections.

Thank you for your time and consideration of our proposal.

Appendix L

Addenda



ADDENDUM 1

April 11, 2019

RFP PS 52-19

Inmate Telecommunication Services

This addendum is extend the opening date to allow the respondents more time with the question and answer addendum which will be posted next week:

The opening date will be **April 23, 2019 at 3:00 P.M. CST.**



ADDENDUM 1

April 15, 2019

RFP PS 52-19

Inmate Telecommunications Services for Okaloosa County Department of Public Safety
Corrections Division

This addendum is provide answers to questions asked by potential vendors:

Note: The proposal due date remains April 23, 2019 at 3:00 P.M.

1. The RFP states "...respondents are limited to forty (40) pages, excluding the required forms." Please confirm that this number of allowed pages is intended to be above/beyond the 85 pages of the original RFP document. **The total page count is to be 40, excluding the required forms.**
2. NCIC is requesting copies of the Revenue / Commission statements from the current Inmate Telephone Provider, covering the most recent 6-month period. Such reports should provide a breakdown of revenue and commission by Bill Type and Call Type. **See attached.**
3. Is the County open to changing the remote video visitation process from a unlimited plan with one time charge, to a per remote session charge? **We are open to changes from our current commission structure. Section 4. (4.2 Commission Structure) of the RFP outlines the information the proposal needs to include.**
4. Is the County open to changing the remote video visitation process from a unlimited plan with one time charge, to a per remote session charge? **We are open to changes from our current commission structure. Section 4. (4.2 Commission Structure) of the RFP outlines the information the proposal needs to include.**
5. Q: On page 36, 8. Understanding of the Project, the RFP references, Section V. Scope of Work. Section V. later in the RFP (page 44) is Modification & Withdrawal of Proposal. Does page 36 refer to the Scope of Work & Services to be provided on beginning on page 2? **Yes**

6. Please Provide current call rates for all call types.

Product Utilization: 3 rd Qtr - 2018	
Call Type	Total Calls
Advance Connect	39,882
Instant Pay – PayNow	2,892
Instant Pay – Text2Connect	1,440
Direct Billed	433
SVV	646
Grand Total	45,293

7. Please provide a detailed call report for the last 6 months that states all the type of calls placed (example: interstate calls, intrastate calls, etc.) and the minutes behind each of these call types.

Product Utilization: 3 rd Qtr - 2018	
Call Type	Total Calls
Advance Connect	39,882
Instant Pay – PayNow	2,892
Instant Pay – Text2Connect	1,440
Direct Billed	433
SVV	646
Grand Total	45,293

8. Please provide the current commission rate the County is receiving for inmate telephone service. **Commission rate details are provided in the current contract C14-2102-COR. The contract may be found on the County Purchasing website under Current Contract.**
9. All system hardware, software, software level and support systems must be compatible with Okaloosa County PS-Corrections Division inmate software applications and applicable hardware. Would the County please specify what software applications and hardware the vendor’s system must be compatible with? Please clarify if the purpose of the compatibility is for integration for commissary, inmate PIN, trust and/or JMS vendor software or other? **The applications requiring compatibility are the Jail Management System, Securus is the software provider and the Inmate Commissary and financial database, Lockdown Resident Banking System is the software provided by Oasis.**
10. The Vendor must transfer the current ITS database information including inmate profiles (PINs) and call records to the new system. The Vendor must state, in its response, how this will be accomplished and what is required of the Okaloosa County PS-Corrections Division to facilitate this transfer of information. The requirement asks for the vendor to transfer the previous vendor’s call records to the new system which requires the cooperation of the previous vendor. Would the County confirm that the previous vendor will cooperate with the new vendor in transferring the existing call records at no cost to

the new vendor? **The County owns the inmate records of the existing ITS vendor. However, the ability to transfer the records in the format the existing vendor gives to the County for the new vendor's system is between the vendors to facilitate, not the County. Current vendor will likely know if there is a cost to convert the data to a format compatible with a new system.**

11. The Vendor is responsible for replacement of the ITS in its entirety or its individual components regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement will be performed at no cost to the Okaloosa County PS-Corrections Division and will occur immediately upon notification to the Vendor of the system problem by the Okaloosa County PS-Corrections Division facility. Normally the maintenance or repair and replacement of system components will fall under the established service level agreement (SLA). Would the County please clarify what is meant by "immediately" regarding replacement/repair of system equipment since it appears to fall outside of normal SLA time frames? **Please refer to 3.64.14 through 3.66 of the RFP.**
12. System should include anti-tamper screws on a stainless-steel wall plate, spiral-sound stainless-steel armored cable, and anti-tamper transmitter/receiver installed in a small encasement. Since this requirement is in the Monitoring and Recording section of the RFP, can the County please confirm this requirement is referring to inmate phone hardware? **Confirmed.**
13. Visitation Phone Monitoring and Recording
Section 3.68 is titled Visitation Phone Monitoring and Recording. Can the County please clarify if section 3.68 requirements are for standard face-to-face visitation or video visitation? The first 12 requirements in this section appear to relate to standard face-to-face visitation and 13 and 14 appear to relate to video visitation. Can the County please verify that this is a correct assumption? **The County only allows video visitation from family and friends. Section 3.68 is referring to the video visitation terminals.**
14. The system allows for voicemail communications between friends and family and inmates. Since this requirement is for voicemail, which is a separate feature from the facility IVR, please confirm the above requirement relates to inmate phone services. 3.69.13 System must average at least a monthly automation rate of seventy-five percent (75%). Eighty percent (80%) is preferred. **Confirmed**
15. Can the County provide the current volume of inquiries? **3,442 per quarter on the public side. 15,800 per quarter on the inmate side.**
16. In addition, the IVR solution must be currently deployed to at least fifty (50) correctional facilities that are willing to provide written references. As few vendors can meet this requirement, will the County remove this requirement to create a more competitive playing field, with the expectation that vendors clearly demonstrate their experience providing the IVR solution? **We are agreeable to lower the requirement from 50 correctional facilities to 30 correctional facilities.**

17. Equipment Requirements Inmate and Visitor Terminals
The display should be at least a fifteen (15)-inch LCD touch screen monitor
Would the County allow the vendor to offer a smaller size monitor for the inmate station to allow for wall space restrictions? **Only with approval from the on-site County Program Manager.**
18. Certification from the Offeror that he has the ability to commence full operations within thirty (30) days after notification of award. Can the County please clarify the number of days to full operation/transition completion? Section 5.1.3 states thirty (30) days, while the Time Schedule on page 37 of the RFP indicates a sixty (60) day period. **The project must be started within thirty (30) days and completed within sixty (60) day period.**
19. On page 36, in "8.1 In this section, the Offeror shall discuss the requirements, item by item, as outlined in Section V, Scope of Work." As we read Section V (on page 44) to be the MODIFICATION & WITHDRAWAL OF PROPOSAL section and the Scope of Work (on page 2) as labeled as Section 3. Please clarify or if this is a misprint and should read as Section 3, Scope of Work. **Yes, it is a misprint and should read as Section 3. Scope of Work.**
20. Please provide 12 months of call data broken down by call type that shows call volume information for all call types: local, intralata, interlata, interstate, international for all calling methods collect, prepaid, debit, single call, Text2Connect, Collect2Card, Collect2Phone, QuickConnect, advanced calls, convenience calls, premium calls or credit card calls and inmate voicemail.

Product Utilization: 3 rd Qtr - 2018	
Call Type	Total Calls
Advance Connect	39,882
Instant Pay – PayNow	2,892
Instant Pay – Text2Connect	1,440
Direct Billed	433
SVV	646
Grand Total	45,293

21. Does the County currently receive commission for all call types - local, intralata, interlata, interstate, international for all calling methods - collect, prepaid, debit, single call, Text2Connect, Collect2Card, Collect2Phone, QuickConnect, advanced calls, convenience calls, premium calls or credit card calls and inmate voicemail? **All services except voicemail which was added with a contract renewal.**
22. Does the County currently allow “premium” calls – calls where the called party may make a one-time charge to a credit or debit card or charge to a mobile device bill to accept the call? If so, is it acceptable to eliminate this type of call and only charge the standard rates? **Yes**

23. Q: During the pre-bid meeting the county mentioned adding an addition to the current facility in approximately 3 to 5 years. How many new beds will be added in this addition? **Estimated to be over 350 beds.**
24. Regarding the Law Library Application references for both kiosks and tablets, does the County currently have a Law Library Service that the selected vendor will interface with? Or does the County expect the selected vendor to provide the Law Library Service subscription. **The County expects the selected vendor to provide the Law Library Service subscription to include Florida statutes and Case Lookup.**
25. The County is currently using county resources to monitor Video Visits. Would the county be opposed to an automated Video Visitation monitoring system for both on-site and remote video visits? **Not a consideration at this time, but will consider it if it does not affect the commission rate.**
26. Would the county be favorable to having vendors do a presentation/demo prior to making a final decision? **Selected vendors who make the short-list may be required to make presentations in front of the review committee.**
27. Does the revenue from the inmate telephone system go into the Inmate Welfare or the County General Fund? **Both**

Securus Technologies, Inc.

COM-001 Call Commission Report - September, 2018

RUN DATE: 10/23/2018 12:15:30 PM

Process Date: 10/25/2018 9:50:51 AM

Site: OKALOOSA COUNTY DEPT OF CORRECTIONS - FL

I-003033

Site ID: 06725

Contract ID:

Direct Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
8503984341	\$249.48	609	137	\$0.00	0	0	\$0.00	0	0	\$1.25	5	1	\$0.00	0	0	\$0.00	0	0	\$250.73	614	138	\$202.83
Total:	\$249.48	609	137	\$0.00	0	0	\$0.00	0	0	\$1.25	5	1	\$0.00	0	0	\$0.00	0	0	\$250.73	614	138	\$202.83

Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
8503984341	\$14,798.91	92945	8326	\$2,592.51	5655	533	\$2,247.79	4737	490	\$7,523.46	35826	3988	\$1.47	7	1	\$0.00	0	0	\$27,164.14	139170	13338	\$15,966.73
Total:	\$14,798.91	92945	8326	\$2,592.51	5655	533	\$2,247.79	4737	490	\$7,523.46	35826	3988	\$1.47	7	1	\$0.00	0	0	\$27,164.14	139170	13338	\$15,966.73
Grand Total:	\$15,048.39	93554	8463	\$2,592.51	5655	533	\$2,247.79	4737	490	\$7,524.71	35831	3989	\$1.47	7	1	\$0.00	0	0	\$27,414.87	139784	13476	\$16,169.55

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VMail			\$123.38	\$24.68
Coin-operated Pay Telephones			\$0.00	\$0.00
GTL Dialaround		0	\$0.00	\$0.00
Instant Pay - Pay Now		590		\$944.00
Instant Pay - Text2Connect		278		\$83.40
Legacy Operator Assistant		0	\$0.00	\$0.00
Outbound Voicemail (Interstate)		30	\$7.35	\$0.00
Outbound Voicemail (NonInterstate)		79	\$171.54	\$139.46
SIM		0		\$0.00
Tablets			\$0.00	\$0.00
Video Visitation		212		\$0.00
Video Visitation Subscription		392		\$0.00
VMail		0	\$0.00	\$0.00
Total:			\$302.27	\$1,191.54

eMESSAGING	Stamps Used	Purchase Price of Stamp	Revenue	Commission
	0	\$0.00	\$0.00	\$0.00
Total:	0		\$0.00	\$0.00

Total Revenue: \$27,717.14

Calculated Commission: \$17,361.09

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	\$250.73	614	138	\$202.83
Interlata	\$0.00	0	0	\$0.00
International	\$0.00	0	0	\$0.00
Interstate	\$1.25	5	1	\$0.00
Intralata	\$0.00	0	0	\$0.00
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$249.48	609	137	\$202.83
Prepaid Collect	\$27,164.14	139,170	13,338	\$15,966.68
Interlata	\$2,247.79	4,737	490	\$1,827.45
International	\$0.00	0	0	\$0.00
Interstate	\$7,523.46	35,826	3,988	\$0.00
Intralata	\$2,592.51	5,655	533	\$2,107.71
Intralata/Interstate	\$1.47	7	1	\$0.00
Local	\$14,798.91	92,945	8,326	\$12,031.51

Totals: **\$27,414.87** **139,784** **13,476** **\$16,169.51**

Securus Technologies, Inc.

COM-001 Call Commission Report - October, 2018

RUN DATE: 11/21/2018 9:40:47 AM

Process Date: 11/26/2018 10:31:11 AM

Site: OKALOOSA COUNTY DEPT OF CORRECTIONS - FL

I-003033

Site ID: 06725

Contract ID:

Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
8503984341	\$17,805.80	111067	10015	\$2,783.66	6044	577	\$2,984.78	6282	652	\$9,612.54	45774	5049	\$18.90	90	8	\$2.10	27	3	\$33,207.78	169284	16304	\$19,167.59
Total:	\$17,805.80	111067	10015	\$2,783.66	6044	577	\$2,984.78	6282	652	\$9,612.54	45774	5049	\$18.90	90	8	\$2.10	27	3	\$33,207.78	169284	16304	\$19,167.59

Direct Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
8503984341	\$305.12	587	167	\$14.62	20	5	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$319.74	607	172	\$259.95
Total:	\$305.12	587	167	\$14.62	20	5	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$319.74	607	172	\$259.95

Grand Total: \$18,110.92 111654 10182 \$2,798.28 6064 582 \$2,984.78 6282 652 \$9,612.54 45774 5049 \$18.90 90 8 \$2.10 27 3 \$33,527.52 169891 16476 \$19,427.54

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VMail			\$117.41	\$23.48
Coin-operated Pay Telephones			\$0.00	\$0.00
GTL Dialaround		0	\$0.00	\$0.00
Instant Pay - Pay Now		0	\$0.00	\$0.00
Instant Pay - Text2Connect		0	\$0.00	\$0.00
Legacy Operator Assistant		0	\$0.00	\$0.00
Outbound Voicemail (Interstate)		84	\$23.52	\$0.00
Outbound Voicemail (NonInterstate)		122	\$262.54	\$213.45
SIM		0	\$0.00	\$0.00
Tablets			\$0.00	\$0.00
Video Visitation		214	\$0.00	\$0.00
Video Visitation Subscription		395	\$0.00	\$0.00
VMail		0	\$0.00	\$0.00
Total:			\$403.47	\$236.93

eMESSAGING	Stamps Used	Purchase Price of Stamp	Revenue	Commission
	0	\$0.00	\$0.00	\$0.00
Total:	0		\$0.00	\$0.00

Total Revenue: \$33,930.99

Calculated Commission: \$19,664.46

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	\$319.74	607	172	\$259.95
Interlata	\$0.00	0	0	\$0.00
International	\$0.00	0	0	\$0.00
Interstate	\$0.00	0	0	\$0.00
Intralata	\$14.62	20	5	\$11.89
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$305.12	587	167	\$248.06
Prepaid Collect	\$33,207.78	169,284	16,304	\$19,167.53
Interlata	\$2,984.78	6,282	652	\$2,426.62
International	\$2.10	27	3	\$1.71
Interstate	\$9,612.54	45,774	5,049	\$0.00
Intralata	\$2,783.66	6,044	577	\$2,263.11
Intralata/Interstate	\$18.90	90	8	\$0.00
Local	\$17,805.80	111,067	10,015	\$14,476.09

Totals: \$33,527.52 169,891 16,476 \$19,427.48

Securus Technologies, Inc.

COM-001 Call Commission Report - November, 2018

RUN DATE: 12/21/2018 6:02:29 PM

Process Date: 12/27/2018 8:18:00 AM

Site: OKALOOSA COUNTY DEPT OF CORRECTIONS - FL

I-003033

Site ID: 06725

Contract ID:

Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
8503984341	\$15,502.13	99178	8728	\$2,026.60	4359	427	\$3,340.52	7184	704	\$8,196.51	39031	4102	\$17.85	85	11	\$2.81	36	4	\$29,086.42	149873	13976	\$16,969.01
Total:	\$15,502.13	99178	8728	\$2,026.60	4359	427	\$3,340.52	7184	704	\$8,196.51	39031	4102	\$17.85	85	11	\$2.81	36	4	\$29,086.42	149873	13976	\$16,969.01

Direct Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
8503984341	\$142.11	335	78	\$56.44	85	18	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$198.55	420	96	\$161.42
Total:	\$142.11	335	78	\$56.44	85	18	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$198.55	420	96	\$161.42

Grand Total: \$15,644.24 99513 8806 \$2,083.04 4444 445 \$3,340.52 7184 704 \$8,196.51 39031 4102 \$17.85 85 11 \$2.81 36 4 \$29,284.97 150293 14072 \$17,130.43

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VMail			\$81.59	\$16.32
Coin-operated Pay Telephones			\$0.00	\$0.00
GTL Dialaround		0	\$0.00	\$0.00
Instant Pay - Pay Now		0	\$0.00	\$0.00
Instant Pay - Text2Connect		0	\$0.00	\$0.00
Legacy Operator Assistant		0	\$0.00	\$0.00
Outbound Voicemail (Interstate)		44	\$11.34	\$0.00
Outbound Voicemail (NonInterstate)		77	\$167.37	\$136.07
SIM		0	\$0.00	\$0.00
Tablets			\$0.00	\$0.00
Video Visitation		236	\$0.00	\$0.00
Video Visitation Subscription		366	\$0.00	\$0.00
VMail		0	\$0.00	\$0.00
Total:			\$260.30	\$152.39

eMESSAGING	Stamps Used	Purchase Price of Stamp	Revenue	Commission
	0	\$0.00	\$0.00	\$0.00
Total:	0		\$0.00	\$0.00

Total Revenue: \$29,545.27

Calculated Commission: \$17,282.82

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	\$198.55	420	96	\$161.42
Interlata	\$0.00	0	0	\$0.00
International	\$0.00	0	0	\$0.00
Interstate	\$0.00	0	0	\$0.00
Intralata	\$56.44	85	18	\$45.89
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$142.11	335	78	\$115.54
Prepaid Collect	\$29,086.42	149,873	13,976	\$16,968.96
Interlata	\$3,340.52	7,184	704	\$2,715.84
International	\$2.81	36	4	\$2.28
Interstate	\$8,196.51	39,031	4,102	\$0.00
Intralata	\$2,026.60	4,359	427	\$1,647.62
Intralata/Interstate	\$17.85	85	11	\$0.00
Local	\$15,502.13	99,178	8,728	\$12,603.21

Totals: \$29,284.97 150,293 14,072 \$17,130.38

Securus Technologies, Inc.

COM-001 Call Commission Report - January, 2019

RUN DATE: 2/21/2019 8:40:46 PM

Process Date: 2/25/2019 2:28:33 PM

Site: OKALOOSA COUNTY DEPT OF CORRECTIONS - FL

I-003033

Site ID: 06725

Contract ID:

Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
8503984341	\$18,984.80	120668	10686	\$2,077.33	4180	486	\$4,721.28	10213	985	\$9,188.34	43754	4866	\$24.36	116	13	\$0.00	0	0	\$34,996.11	178931	17036	\$20,961.89
Total:	\$18,984.80	120668	10686	\$2,077.33	4180	486	\$4,721.28	10213	985	\$9,188.34	43754	4866	\$24.36	116	13	\$0.00	0	0	\$34,996.11	178931	17036	\$20,961.89

Direct Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
8503984341	\$155.05	334	85	\$2.92	4	1	\$8.77	12	3	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$166.74	350	89	\$135.56
Total:	\$155.05	334	85	\$2.92	4	1	\$8.77	12	3	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$166.74	350	89	\$135.56

Grand Total: \$19,139.85 121002 10771 \$2,080.25 4184 487 \$4,730.05 10225 988 \$9,188.34 43754 4866 \$24.36 116 13 \$0.00 0 0 \$35,162.85 179281 17125 \$21,097.45

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VMail			\$95.52	\$19.10
Coin-operated Pay Telephones			\$0.00	\$0.00
GTL Dialaround		0	\$0.00	\$0.00
Instant Pay - Pay Now		0	\$0.00	\$0.00
Instant Pay - Text2Connect		0	\$0.00	\$0.00
Legacy Operator Assistant		0	\$0.00	\$0.00
Outbound Voicemail (Interstate)		58	\$15.75	\$0.00
Outbound Voicemail (NonInterstate)		116	\$250.96	\$204.03
SIM		0	\$0.00	\$0.00
Tablets			\$0.00	\$0.00
Video Visitation		223	\$0.00	\$0.00
Video Visitation Subscription		385	\$0.00	\$0.00
VMail		0	\$0.00	\$0.00
Total:			\$362.23	\$223.13

eMESSAGING	Stamps Used	Purchase Price of Stamp	Revenue	Commission
	0	\$0.00	\$0.00	\$0.00
Total:	0		\$0.00	\$0.00

Total Revenue: \$35,525.08

Calculated Commission: \$21,320.59

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	\$166.74	350	89	\$135.56
Interlata	\$8.77	12	3	\$7.13
International	\$0.00	0	0	\$0.00
Interstate	\$0.00	0	0	\$0.00
Intralata	\$2.92	4	1	\$2.37
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$155.05	334	85	\$126.06
Prepaid Collect	\$34,996.11	178,931	17,036	\$20,961.85
Interlata	\$4,721.28	10,213	985	\$3,838.39
International	\$0.00	0	0	\$0.00
Interstate	\$9,188.34	43,754	4,866	\$0.00
Intralata	\$2,077.33	4,180	486	\$1,688.86
Intralata/Interstate	\$24.36	116	13	\$0.00
Local	\$18,984.80	120,668	10,686	\$15,434.60

Totals: **\$35,162.85** **179,281** **17,125** **\$21,097.41**

Securus Technologies, Inc.

COM-001 Call Commission Report - February, 2019

RUN DATE: 3/25/2019 9:25:53 AM

Process Date: 3/25/2019 4:28:43 PM

Site: OKALOOSA COUNTY DEPT OF CORRECTIONS - FL

I-003033

Site ID: 06725

Contract ID:

Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	International Revenue	International Mins.	International Calls	Total Revenue	Total Mins.	Total Calls	Commission
8503984341	\$17,467.96	110392	9830	\$1,900.33	3869	437	\$3,700.29	7736	817	\$8,617.77	41037	4501	\$7.98	38	5	\$0.00	0	0	\$31,694.33	163072	15590	\$18,754.72
Total:	\$17,467.96	110392	9830	\$1,900.33	3869	437	\$3,700.29	7736	817	\$8,617.77	41037	4501	\$7.98	38	5	\$0.00	0	0	\$31,694.33	163072	15590	\$18,754.72

Direct Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	International Revenue	International Mins.	International Calls	Total Revenue	Total Mins.	Total Calls	Commission
8503984341	\$124.22	241	68	\$3.80	7	1	\$3.51	6	1	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$131.53	254	70	\$106.93
Total:	\$124.22	241	68	\$3.80	7	1	\$3.51	6	1	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$131.53	254	70	\$106.93

Grand Total: \$17,592.18 110633 9898 \$1,904.13 3876 438 \$3,703.80 7742 818 \$8,617.77 41037 4501 \$7.98 38 5 \$0.00 0 0 \$31,825.86 163326 15660 \$18,861.66

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VMail			\$57.71	\$11.54
Coin-operated Pay Telephones			\$0.00	\$0.00
GTL Dialaround		0	\$0.00	\$0.00
Instant Pay - Pay Now		0	\$0.00	\$0.00
Instant Pay - Text2Connect		0	\$0.00	\$0.00
Legacy Operator Assistant		0	\$0.00	\$0.00
Media - Music			\$0.00	\$0.00
Outbound Voicemail (Interstate)		38	\$9.87	\$0.00
Outbound Voicemail (NonInterstate)		120	\$261.20	\$212.36
SIM		0	\$0.00	\$0.00
Tablets			\$0.00	\$0.00
Video Visitation		205	\$0.00	\$0.00
Video Visitation Subscription		388	\$0.00	\$0.00
VMail		0	\$0.00	\$0.00
Total:			\$328.78	\$223.90

eMESSAGING	Stamps Used	Purchase Price of Stamp	Revenue	Commission
	55	\$0.50	\$27.50	\$5.50
Total:	55		\$27.50	\$5.50

Total Revenue: \$32,182.14

Calculated Commission: \$19,091.05

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	\$131.53	254	70	\$106.93
Interlata	\$3.51	6	1	\$2.85
International	\$0.00	0	0	\$0.00
Interstate	\$0.00	0	0	\$0.00
Intralata	\$3.80	7	1	\$3.09
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$124.22	241	68	\$100.99
Prepaid Collect	\$31,694.33	163,072	15,590	\$18,754.68
Interlata	\$3,700.29	7,736	817	\$3,008.32
International	\$0.00	0	0	\$0.00
Interstate	\$8,617.77	41,037	4,501	\$0.00
Intralata	\$1,900.33	3,869	437	\$1,544.96
Intralata/Interstate	\$7.98	38	5	\$0.00
Local	\$17,467.96	110,392	9,830	\$14,201.40

Totals: **\$31,825.86** **163,326** **15,660** **\$18,861.62**

Appendix M

Tablet Overview

Securus Inmate Tablet Program: SecureView

The SecureView Tablet Program is the industry's only comprehensive design built on 6 fundamental beliefs:

- **Tablets should be affordable:** Securus provides free applications and content that is available to all inmates through the Community Tablets. Inmates subscribing for the low \$5 one-day fee will have unlimited access to their purchased media for the next 29 (or 30) days.
- **Tablets should be used:** The SecureView Tablet Program offers applications and content that is beneficial and accessible to all inmates. These applications provide inmate betterment, keep inmates occupied and streamline facility processes. Once purchased, premium content is available for the inmate to utilize without any additional fees for as long as their subscription is active.
- **Tablets should be easy to administer:** The SecureView Tablet Program was designed with ease of use in mind, while still allowing staff to maintain complete control over tablets in the hands of inmates. The Officer Tablet puts tools like Availability Restrictions and Behavior Modification directly in the hands of staff.
- **Tablets should be educational:** Securus makes several educational applications and programs available for inmates through the SecureView Tablet. By offering a vast range of educational opportunities through tablets, the SecureView Tablet meets the needs of inmates.
- **Tablets should offer inexpensive purchases:** The SecureView Media Store offers inexpensive premium content delivering inmates with a large variety of affordable entertainment options through their tablet.
- **Tablets should not be one-size-fits-all:** Securus developed the SecureView Tablet Program to be flexible to meet the needs of multiple agencies.



With over 200,000 tablets deployed nationally, our solution is “turnkey,” requiring minimal Okaloosa facility administration and will allow for the expansion and customization of content and capabilities without risking security. Best of all, the SecureView tablet offers full control by your approved staff over what each tablet may access using the SecureView Command & Control Officer tablet.

The SecureView tablets are provided to the facility with each of the applications already on the tablet and ready for use.

On the Community Tablets, inmates can read books, access educational and self-improvement information and programs, play games, listen and watch pod casts, research the law library and even look for a job, all without incurring any additional costs. For a small fee, an inmate can use the “Make Mine” feature to convert the Community Tablet into a Personal Tablet, which gives the inmate access to premium content as well as the free and critical content available on all Community Tablets.

The SecureView tablet offers facilities the flexibility of a safe and secure personal device for inmates to assist in re-entry programs, job search, law library requirements, communication with family, and education. All these applications, plus books, music, religion, games, and podcasts, will promote positive inmate productivity - keeping your facility staff safer to focus on real security issues - while saving your staff time by not conducting risky, expensive inmate movement



Before the tablets, I would walk past a unit and there would be 5-6 guys acting up; yelling, spitting, and pushing each other around.

After the tablets, I walked past the same unit and it was so quiet I didn't think anyone was in there. Everyone was quietly sitting around with the tablets.

They are doing very well in my facility.



Major – Fort Bend County, TX

to get inmates to these costly services.

One of many benefits of our SecureView Tablet program is to streamline how inmates communicate not only with friends and family but also with detention officers. Many of the inmate applications available on SecureView tablets – such as Education, Forms & Grievances, Commissary Ordering, eBooks, Law Library, Document Viewer, etc. – are capable of replacing many traditional manual paper processes. These features reduce the need to use paper to submit grievances, make requests, order commissary, or even to read such items as the inmate handbook or religious materials.

SecureView Tablets software, network, servers and content have the highest levels of security and have even been field tested by cybercrime experts to ensure your protection.

Types of Tablets

The SecureView Tablet Program is flexible and combines the accessibility of free Community Tablets with an ability to maximize premium content and usage through Personal Tablets. Securus is the only provider that offers Command & Control Officer Tablets that allow facility staff to control inmate tablets.

The image displays three tablets side-by-side, each representing a different type of SecureView Tablet. The first tablet, labeled 'FREE COMMUNITY', has a green background and shows a time of 11:00. The second tablet, labeled 'PERSONAL', has a blue background and also shows 11:00. The third tablet, labeled 'COMAND & CONTROL OFFICER', has a purple background and shows 3:17. Below each tablet is a descriptive text box. To the right of the tablets, the text 'Not a "One Size Fits All" Solution' is written in white against a dark background.

FREE COMMUNITY
Equal access to critical content

PERSONAL
Constant access to their own personal tablet and customized content

COMAND & CONTROL OFFICER
Gives your staff complete control over the tablet program

Not a "One Size Fits All" Solution

Community Tablet

With a free Community Tablet, Okaloosa inmates have equal access to essential applications such as phone, education, mental health, commissary ordering, inmate forms and grievances and much more. Inmates simply log in and begin using the tablets at no cost. Unlimited usage of these critical applications drives operational efficiencies, safety, and user betterment. Community Tablets are wiped of all downloaded content each night.

FREE COMMUNITY TABLETS

THE PURPOSE OF FREE TABLETS

Free Community Tablets allow all inmates equal access to essential applications. Simply log in and begin using the tablets at no cost.

- Education
- Communication
- Mental Health
- Religion
- Handbooks and Videos
- Forms and Grievances
- Commissary Access

ALL for FREE



Assigned/Unassigned Community Tablets

Community Tablets can be assigned or unassigned:

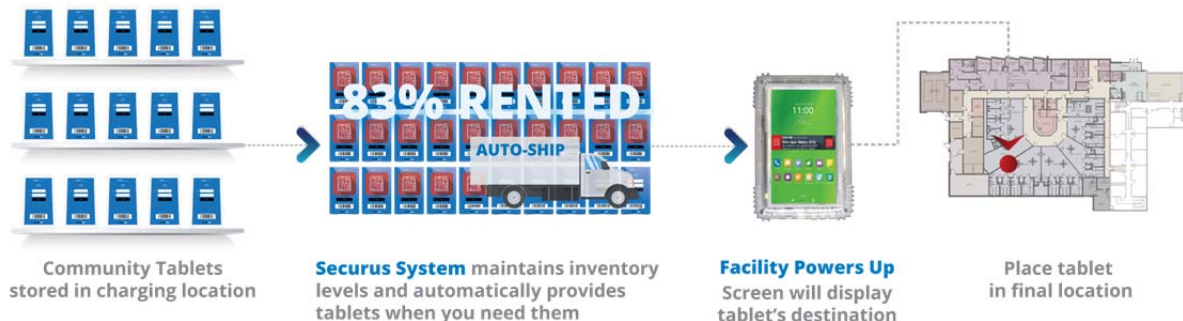
- Unassigned Community Tablet: Any inmate can log in to an Unassigned Community Tablet. The wallpaper will be green.
- Assigned Community Tablet: Only an assigned inmate will be able to log in to an Assigned Community Tablet. The wallpaper updates to orange to indicate the tablet is assigned to a specific inmate.

Colored wallpaper is useful for easy identification.



Maintaining Tablet Inventory

Securus automatically maintains inventory levels of Community Tablets. With just in time shipping, Securus ensures there are always enough Community Tablets on site to supply inmates with equal access to critical applications and content, with no need to store a large amount of tablets. When the threshold of Community Tablets goes below a predefined amount, Securus automatically will ship additional Community Tablets to the site.



Personal Tablets

In addition to the assigned or unassigned community tablets, inmates can rent a tablet for their sole use.

Securus allows users to instantly rent their own Personal Tablets at \$5 for the first day and receive an additional 29 days free.

Make Mine Feature



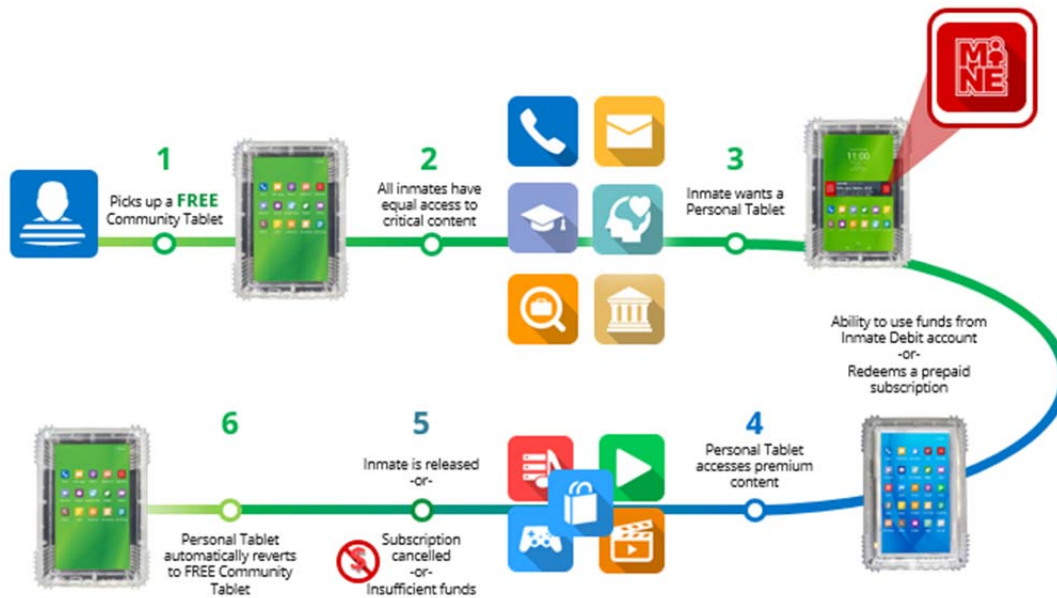
The "Make Mine" feature gives the Inmate the option to immediately convert a Community Tablet into a Personal Tablet. This feature will benefit the facility staff by eliminating the task of distributing tablets to inmates. This will allow an inmate to start their subscription to access premium content, either on their own or one started by the friend or family member. Once the inmate successfully completes the "Make Mine" process, all premium applications are automatically downloaded to the tablet.

MAKE MINE FEATURE

TABLET RENTAL PROCESS



SECUREVIEW TABLET FLOW



The Make Mine process is simple:

1. Securus will deploy Free Community Tablets to meet the needs of all users throughout your agency to ensure equal access to essential applications
2. A user can easily transform a Free Community Tablet into a Personal Tablet by entering their credentials
3. Securus' Make Mine feature automatically checks the user's balance to ensure there are funds to pay for the subscription
4. All premium applications are automatically downloaded without any involvement from agency staff

When the user's subscription ends after 30 days or upon release, the Personal Tablet is automatically transformed back into a Free Community Tablet; again with no agency involvement.

PERSONAL TABLET RETURNS TO FREE COMMUNITY TABLET



From a Personal Tablet, users have unlimited access to critical applications as well as additional applications. Using a Personal Tablet allows the user to purchase and

use premium media content including the latest releases in Music, Movies, and Games. Once purchased, the user has unlimited access to their premium content on his or her Personal Tablet.

The Purpose of Personal Tablets:

- Through a low-monthly rental fee, inmate gains access to premium media that's always available without ongoing, per minute usage charges or expensive monthly subscription fees
- Reduces conflicts by not forcing inmates to share a device
- Maximizes opportunities for inmates to purchase and use premium media
- Reduces incentive for inmates to hide or dominate inmate tablets
- Maximizes amount of time an inmate can spend on a tablet
- Allows premium media to reside on the physical device; providing the best user experience
- Eliminates wait time to use premium media unlike shared only model
- Eliminates wait time for content to be downloaded to the device each time it is used
- Unlimited access to purchased and downloaded media for a one-time fee

PERSONAL TABLETS

WHY PERSONAL TABLETS?

Combines critical applications with an ability to access premium content

- Low-monthly rental fee gives access to **PREMIUM MEDIA**
- Not shared, reducing the need to hide or dominate the tablet
- **MAXIMIZES OPPORTUNITY** to use premium media with no waiting for content to download
- Purchased music and games are stored on device for **UNLIMITED OFFLINE USAGE**

TABLETS GET USED!



Personal Tablet Applications

The following list provides a summary of the applications available on the personal tablets:

- **Phone** – Allows the tablet to function as a fully integrated extension of the SCP platform. All features and restrictions of SCP will still apply.
- **Job Search** – Real-time job search database allowing inmates to perform millions of up-to-date local and nationwide job searches in numerous fields so they can make a plan for a successful re-entry into society
- **Law Library** – Provides inmates with up-to-date legal information allowing them to perform comprehensive legal research
- **Commissary** – Provide access to commissary ordering (with vendor agreement)
- **Education / KA Lite** – Self-paced preloaded educational platform with access to thousands of videos and exercises providing the complete education experience

- **Forms and Grievance** – Fully automate the process of inmates submitting requests/forms via an easy to use interface with real-time access to both current and past forms and updates
- **Viewer** – Display all facility documents and videos (e.g. Handbooks and PREA)
- **eMessaging** – Two-way, corrections-grade digital messaging platform with facility regulated monitoring and control capabilities, as well as intelligence gathering opportunities
- **Podcasts** – Daily updated programming providing access to educational, mental health, self-help, addiction recovery, and more inmate betterment resources, as well as entertainment options that can keep inmates occupied for hours each day
- **Religion** – Religious books and podcasts providing sermons, teachings, and practices for wide range of faiths and beliefs
- **Books** – The largest library available - access to over 50 thousand titles
- **Mental Health & Addiction Recovery – Dozens of resources designed to assist with anxiety relief, depression assistance, guided meditation, thriving after addiction, Alcoholics Anonymous, opiate addiction, 12 Step Programs, and much more**
- **Music** – Over 15 million songs available, in multiple genres of music such as Country, Gospel, Rock, Pop, and more
- **Games** – 850+ games and growing – wide selection of titles at a low cost to inmates
- **Movies** – Non-explicit content only and many popular movies and TV shows available
- **Services** – Staff to inmate communication tool allowing Facility Administration to post real time notices, policies, procedures, and messages to one, group of, or all inmate tablets
- **FM Receiver** – Provides the ability to listen to facility audio broadcasts
- **Chasing the Dragon Movie** – Documentary developed as a resource to educate on the dangers of opiate addiction and how it can destroy lives
- **Clock**
- **Calculator**
- **Unlimited Possibilities!**

Upgrades and Updates

Securus is committed to making the tablet process as hassle free as possible for Okaloosa County with over the air updates. Software updates are automatic and on-going in order to ensure that the inmate maintains access to the latest and greatest content that Securus can provide.

OVER THE AIR (OTA) UPDATES

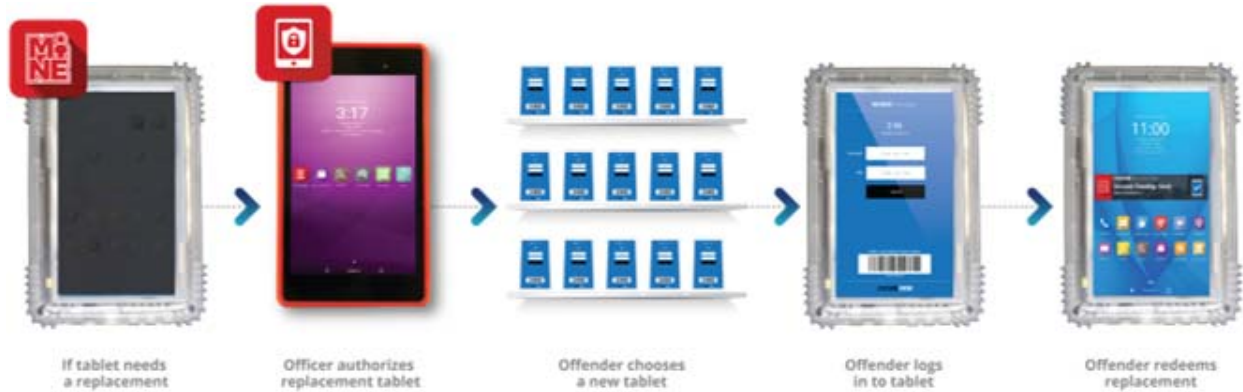
SEAMLESS AND SYSTEMATIC

- All updates are OTA, – connected to Securus Wi-Fi
- All software updates and tablet upgrades are automatic OTA
- No need to download content every session
- No staff involvement
- No shipping tablets for fulfillment and repairs



Easy Tablet Replacement

The personal tablet replacement process is immediate, easy and hassle free. Using an authorized officer tablet, facility staff can easily approve a replacement tablet. Inmate simply picks up a community tablet, enters his or her credentials, redeems the replacement and regains access to purchased content.



Appendix N

Item by Item Response

This Appendix moved and is referenced as Exhibit "A" within the Contract between Securus Technologies, Inc. and Okaloosa County BCC