Proposer Information

Organization Name: Securus Technologies, LLC

Primary Contact Person: Geoffrey M. (Geoff) Boyd   Title: Chief Financial Officer

Address: 4000 International Parkway

City, State, Zip: Carrollton, Texas, 75007

Telephone: (972) 277-0449   Fax: (972) 277-0514   Federal Tax ID# 75-2722144

E-mail Address: gboyd@securustechnologies.com

Name and title of the person(s) authorized to represent the Proposer in any negotiations and sign any Purchase Orders that may result:

Name: Geoffrey M. (Geoff) Boyd   Title: Chief Financial Officer

---

Minimum Proposal Requirements: This Proposal:

-Meets all Minimum Proposal Requirements described in Section 2.3;

-Addresses all Proposal Requirements described in Section 2 and Section 1.5, Scope of Work; and

Regarding Section 4.3, References, provide at least three (3) references with telephone numbers (please verify numbers) **for the organization.** References shall be able to describe and verify the quality of your equipment and customer service.

Name	Business	Phone Number / Email
Lieutenant Ed Vincent	Josephine County, OR	541-474-5119 / evincent@co.josephine.or.us
Captain Chris Moses	Cowlitz County, WA	360-577-3094 ext. 7510 / mosesc@co.cowlitz.wa.us
Lieutenant Thomas Teague	Clatsop County, OR	503-338-3659 / tteague@co.clatsop.or.us
Deputy Robert Vasquez	Mason County, WA	360-427-9670 ext. 372 / rvasquez@co.mason.wa.us

Representations, Attestations, and Certifications: The undersigned further acknowledges, attests and certifies individually and on behalf of the Proposer that:

1.   No attempt has been made or shall be made by the Proposer to induce any other person or organization to submit or not submit a proposal.

2.   Information included in this proposal shall remain valid for sixty (60) days after the proposal due date or until a Contract is approved, whichever comes first.

3.   The undersigned recognizes that this is a public document and open to public inspection.

4.   The Proposer acknowledges receipt of all Addenda issued under the RFP.

5.   Proposer does not discriminate in its employment practices with regard to race, creed, age, religious affiliation, sex, disability, sexual orientation or national origin, nor has Proposer or will Proposer discriminate against a subcontractor in the awarding of a subcontract because the subcontractor is a minority, women or emerging small business enterprise certified under ORS 200.055.

6.   The Proposer, acting through its authorized representative, has read and understands all RFP instructions, specifications, and terms and conditions contained within the RFP and all Addenda, if any;

7. The Proposer agrees to and shall comply with, all requirements, specifications and terms and conditions contained within the RFP, including all Addenda, if any;

8. The proposal submitted is in response to the specific language contained in the RFP, and Proposer has made no assumptions based upon either (a) verbal or written statements not contained in the RFP, or (b) any previously-issued RFP, if any.

9. The Proposer agrees that if awarded the Contract, Proposer shall be authorized to do business in the State of Oregon at the time of the award.

Secretary of State

Securus is authorized to do business in the State of Oregon and a copy of the Certificate issued by the State of Oregon's Secretary of State is provided in Attachment 1, beginning on Page 131.

10. County shall not be liable for any claims or be subject to any defenses asserted by Proposer based upon, resulting from, or related to, Proposer's failure to comprehend all requirements of the RFP.

11. The County shall not be liable for any expenses incurred by Proposer in either preparing and/or submitting its proposal, or in participating in the proposal evaluation/selection or Contract negotiation process, if any.

12. The signatory of this Proposal Cover Sheet is a duly authorized representative of the Proposer, has been authorized by Proposer to make all representations, attestations, and certifications contained in this proposal document and all Addenda, if any, issued, and to execute this proposal document on behalf of Proposer.

13. By signature below, the undersigned Authorized Representative hereby certifies on behalf of Proposer that all contents of this Proposal Cover Sheet and the submitted proposal are truthful, complete and accurate. Failure to provide information required by the RFP may ultimately result in rejection of the proposal.

PROPOSER SHALL PROVIDE A FEDERAL EMPLOYEE IDENTIFICATION NUMBER OR SOCIAL SECURITY NUMBER WITH THE OFFER SUBMISSION (PROPOSAL).

SIGNATURE OF PROPOSER'S DULY AUTHORIZED REPRESENTATIVE FOR ALL SECTIONS:

Authorized Signature: _____

Print Name: _Geoffrey M. (Geoff) Boyd_____

Title: _Chief Financial Officer_____

FEIN ID# or SSN# (required): _75-2722144_____

Contact Person (Type or Print): _Geoffrey M. (Geoff) Boyd_____

Telephone Number: (972) 277-0449_____

Fax Number: (972) 277-0514_____

REQUEST FOR PROPOSAL:

CORRECTIONS COMMUNICATION SERVICE

KLAMATH COUNTY, OREGON

We exist to SERVE and CONNECT to make our world safe.

RFP Solution Prepared for:
Klamath County, Oregon
Corrections Communication Service
February 15, 2021 at 2:00 PM

Presented to:
Brian Bryson, Lieutenant
Klamath County Sheriff's Office
305 Main Street
Klamath Falls, Oregon 97601
(541) 851-3768

Presented by:
Geoffrey M. (Geoff) Boyd
Chief Financial Officer
Securus Technologies, LLC
4000 International Parkway
Carrollton, TX 75007

TABLE OF CONTENTS

COVER LETTER

February 15, 2021

Klamath County Sheriff's Office
Attn: Brian Bryson, Lieutenant
305 Main Street
Klamath Falls, Oregon 97601

Re: Request for Proposals – Klamath County Jail Corrections Communication Service

Dear Lieutenant Bryson,

Securus Technologies, LLC (Securus) is pleased to submit our proposed solution for the provision of Corrections Communication Services by Klamath County (County) for the Klamath County Jail facility. Securus has been fortunate to partner with the County on its corrections communication services for the past 17 years, and we look forward to the opportunity to continue to partner with the County as it awards the next corrections communication services contract. After thoroughly reviewing your Request for Proposal (RFP), Securus is confident that our proposed solution will meet or exceed all of the specifications set forth by the County.

The proposed solution is tailored to meet the County's specific needs. The proposed solution delivers: (1) An upgrade to Securus' state-of-the-art Web-based NextGen Secure Communications Platform™ (NextGen SCP™) inmate telephone system; (2) our advanced Securus Video Connect™ (SVC™) technology for video visits coupled with our ConnectUs™ proprietary software that provides custom inmate applications; and, (3) our powerful Unity table program all in one seamlessly integrated solution. We have also included a wide range of complimentary tools as well as our full suite of industry-leading investigative solutions to help County officers **solve** current investigations and **prevent** future criminal acts.

Securus will furnish all labor, materials, equipment, and services necessary to the installation and maintenance of the new corrections communication services. We will also fully implement and support the ongoing operation of all services. The entire corrections communication service solution, including full training and documentation, will be provided at no cost to the County. Securus understands the challenges county jails face, and we have tailored a solution specific to Klamath County's needs. The County will receive the following benefits by partnering with Securus:

Unmatched Industry Experience – We have over 30 years of experience providing corrections communication services to correctional facilities. Nearly 3,450 corrections and law enforcement agencies currently leverage Securus technology to assist with their secure communications services.

Managed Product Portfolio – We manage, service, and enhance our technologies and services using only Securus associates. Most other providers do not own and service their own product portfolio. Dilution of accountability and service is inevitable when a company outsources their technology. We believe it is important to own and maintain our platforms and services so that we can quickly respond to partner requests without depending on a third party.

Increased Staff Efficiency through Technology and Automation – Securus will continue to deliver Web-based applications designed to enhance and improve staff and facility efficiencies. Securus will provide ongoing training at **no cost** to ensure County personnel benefit from all of Securus' industry-leading technologies and products.

Best Technology in the Industry – Securus is the leading technology innovator in the inmate communication industry. We have developed and currently own over 250 patents, with 80 more pending.

Unmatched Service and Support – Securus understands that the most important differentiator in the corrections communication industry is service. We have one of the largest full-time field service teams in the inmate communications industry, and our commitment to customer service is unmatched. **We focus on what we do so you can focus on what you do – protect and serve your community.**

Over the last 30 years, we have fine-tuned our equipment, technology, support, and service for correctional facilities and law enforcement agencies of all sizes. Our partners' needs have always guided our direction, leading us to provide more impactful technology than any other inmate communications provider.

As Chief Financial Officer of Securus Technologies, 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) 277-0449, or by email at gboyd@securustechnologies.com.

Thank you again for the opportunity to provide this response. We look forward to sharing our inmate communication services solution with the Klamath County Sheriff's Office and the Klamath County Jail as we continue to grow our mutually beneficial partnership.

Sincerely,

Geoffrey M. (Geoff) Boyd
Chief Financial Officer
Securus Technologies, Inc.
4000 International Parkway
Carrollton, Texas 75007
972-277-0449
gboyd@securustechnologies.com

I. SECURUS EXPERIENCE AND QUALIFICATIONS

- **Please provide name and address of the company applying for the Correction Communication System Contract with a brief description of the companies experience and qualifications to fulfill the services outlined within this RFP.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Applicant:	**Securus Technologies, LLC**
Address:	**4000 International Parkway**
	Carrollton, Texas 75007

SECURUS AT A GLANCE

1.1 MILLION inmates served

29 MILLION
inmate calls connected annually

99.9% network uptime

Over **250** patents issued and **80** more pending

More than **1,800** employees

89% customer retention rate

$200,000,000 average investment in new technology each year

Securus Technologies, LLC (Securus) appreciates the opportunity to submit our proposed solution for the provision of a Corrections Communication System by the Klamath County Sheriff's Office for the Klamath County Jail. Our solutions leverage automation to reduce the workload of officers and provide unmatched investigative ability required to effectively manage your facility.

Corporate Background and Expertise

Founded in 1986, Securus and its predecessor organizations have been providing corrections communications solutions to correctional facilities for more than 30 years. Nearly 3,450 safety, law enforcement, and corrections agencies currently use Securus products. Our partners house over 1,100,000 inmates in 50 states nationwide.

In the state Department of Correction (DOC) space, Securus currently serves 38 of the 50 DOCs in the United States. We also serve many "mega-county" facilities that on a daily basis which house thousands of inmates, including the facilities in Multnomah County.

Oregon Presence

Securus is proud of its presence in Oregon. We currently partner with seven counties, including Klamath County. Securus serves most of the counties in the heavily populated northwest corner of the state, including mega-county Multnomah County. Our strong network of facilities allows us to provide extended information sharing capabilities to help support multi-jurisdictional investigations

Specific Industry Experience

Securus had extensive experience delivering all of the primary and secondary solutions described in this proposal:

1. Securus has installed the NextGen Secure Communications Platform (NextGen SCP) and its predecessor Secure Call Platform (SCP) inmate calling solutions at over 2,900 facilities, making them the corrections communication industry's most deployed inmate phone systems.
2. Securus has delivered over 300,000 tablets into the hands of inmates.
3. Securus has deployed more than 22,000 Securus Video Connect terminals nationwide.

Securus provides only single-sourced solutions. We are proud to **install** and **maintain** all of the hardware and software used in our projects.

Patents and Copyrights

Securus is the leading technology innovator in the inmate communications industry. Over the past four years, we have invested over $670 million in technologies, patents, and acquisitions. This is in comparison to less than $50 million invested by the rest of the industry combined.

We also invest heavily in research and development, and employ over 170 software designers. Securus has developed and currently owns over 250 issued patents, with 80 more pending. We have almost twice as many patents as the rest of the industry combined.

Conclusion

By partnering with Securus, Klamath County Sheriff's Office and the Klamath County Jail will have a vendor that has the technology, financial resources, experience, and equipment needed to deliver the industry's leading corrections communication services. Securus couples its industry-leading technologies with exceptional support and attractive financial incentives to deliver corrections communication solutions that are second to none.

II. LIST OF PERSONNEL

- **Please provide a list of personnel and a general description of their duties, experience and certifications.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Securus service and account management team provides support 24 hours per day, seven days per week, and 365 days per year (**24x7x365**). The team of Securus employees have demonstrated their dedication to the counties throughout the Pacific Northwest.

The following in-house Securus teams work together to support our customers' technical needs:

- Your Securus account team
- Network Operations Center
- Technical Support Center
- Field Services team

These teams will ensure Klamath County's system is running at peak performance levels.

Meet Your Securus Account Team

The Securus organizational structure has proven to deliver excellent service and technological innovation. Accountability, standards of excellence and leadership begin at the top of the organization with the Securus executive leadership team and filters down to each associate in the company. Each team member has a personal commitment to delivering outstanding customer care, service excellence and the creation of powerful applications and tools to meet our customers' needs. Our goal is to form long-term partnerships with our customers. We develop new applications to help customers run their business through a deep understanding of their needs.

Key Personnel for the Klamath County Project

The principal personnel for the Klamath County engagement are experienced and qualified professionals that have an unparalleled combination of knowledge, skills, and technical proficiency. Chris Sheil, your Account Manager is your primary point of contact. Chris brings the expertise of the team together to provide a total team approach. He will also provide you with new options and services as they become available. Chris will work with your staff to address core issues such as safety, efficiency, and public relations.

John Phipps III will continue as the Field Service Technician (FST) for Klamath County. 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.

It is our desire that your Account Manager and Field Service Technician become virtual members of Klamath County's team to address your needs and concerns quickly.

The key personnel assigned to the include program are:

Chris Sheil
Account Manager

Summary

Chris Sheil is a strategic minded individual with over 20 years of client relationship and business development experience. He has an in-depth knowledge of managing client's accounts and ensuring total satisfaction at all times. Chris is highly motivated and enjoys building excellent and productive client relationships by working to identify the needs of the customer and quickly resolving any issues to assure business requirements are met.

Experience

- Builds strong relationships with account decision makers and the key influencers.
- Ensures retention and satisfaction of assigned client base through expanded relationships.
- Maintains working knowledge of various business products and services.
- Interfaces with internal and external operations teams to solve client issues/escalations.
- Represents the company in various professional organizations and activities including conferences and meetings.
- Facilitates effective communication between customer and internal associates in order to better service the assigned Securus accounts.
- Evaluates and determines areas within an account where additional product offerings would improve the accounts performance.

Education

- Texas Tech University

Nancy Salisbury
Sales Vice President

Summary

Nancy Salisbury's career includes extensive telecommunications and technology experience with a strong ability to build cohesive successful sales teams in a constantly changing environment. She has exhibited consistent over plan performance with a focus not only on new sales but overall revenue retention.

Experience

- Leads the Acquisitions group for Securus nationally with focus on large accounts (private and public) and new business growth
- Provides strong organizational leadership and active participation in key account sales, retention, and business development. Established sound relationships and negotiated projects with internal and external customers at CEO, CIO, CTO, Senior Vice President, and Director levels
- Develops solutions selling skills throughout the sales group, implementing processes and strategies to drive overall team success
- Provides management and support for sales presentations, RFP responses, and financial offerings to government customers at the local, state, and federal levels
- Assists in business case development and sales processes for new applications
- Manages a team charged with the retention of existing business as well as new business opportunities
- Enhanced operational processes and improved effectiveness, reducing internal costs

Training/Certifications

- Professional Speaking Training
- Sales Training
- Negotiation Training

Education

- University of Nebraska
  - Degree in Criminal Justice

Gregory Wims
Account Management Director

Summary

Greg Wims is an accomplished sales professional with over 25 years of comprehensive sales, management, and business development experience. He has a proven ability to consistently deliver high level client partnerships resulting in substantial revenue and margin growth. Greg's expertise lies in providing leadership, strategic direction, and strategies to leverage organizational resources. He has a positive influence on company performance, revenue growth and client partnership longevity.

Experience

Securus Technologies, LLC   **2017 to Present**

Director of Account Management
Greg is responsible for leading a team of 10 account management professionals in support of Law Enforcement and Corrections clients. He partners with county jails and detention centers to assist with staff productivity, while keeping inmates connected to their families and friends.

T-Mobile US, Inc.   **2010 to 2017**

Sr. Federal Government Account Manager
Greg managed national federal government sales platform of T-Mobile mobility solutions. He was National Account Manager for US Army and US Coast Guard. Greg successfully identified new prospects, developed strategic business relationships, sold solutions, and grew existing account base to over $25.4 million.

Sprint Corporation   **2007 to 2010**

Sr. Public Sector Account Manager
Greg served as the lead sales interface to all federal, state, and local government customers in North and East Texas. His sales distribution channels included direct, indirect, and retail. Greg developed and implemented key business retention strategies. He also led ERT customer engagements in Texas markets. His key accounts included the US Department of Veteran Affairs, Dallas Area Rapid Transit, City of Irving, Dallas County and Tarrant County.

Innovative Mobility Solutions   **2002 to 2007**

Vice President of Sales
Greg managed all aspects of sales and business development efforts for a wireless systems integrator selling mobility platforms to local, state, and federal government accounts. The Public Safety mobility solutions that he sold included hardware, software (field force automation, asset management and other various mobile data applications), networking and professional services.

Damon Martin
Implementation Project Supervisor

Summary

Damon Martin is a high-performing, results driven PMP professional with extensive experience leading complex projects to successful completion at Fortune 200 corporations. He is an effective leader who demonstrates exceptional issue identification, problem-solving, and decision-making skills. Damon has a proven track record leading projects to timely resolution while remaining under budget. He is an expert communicator who works well with clients, stakeholders, and staff to create synergistic efforts that achieve joint goals.

Experience

Securus Technologies, Inc.   **2019 to Present**

Sr. Implementation Project Manager
- Responsible for coordinating the successful planning and execution of implementing all activities required for customer accounts.
- Coordinate cross functionality with IT, Marketing, and other units.

Ingram Micro Mobility   **2013 to 2019**

Program Manager
- Managed specific programs for key accounts for leading global supplier of cloud, mobility, technology lifecycle, supply chain, and other technology solutions. Collaborated with senior management to develop programs.
- Reduced account ramp-up time by 25%.

L-3 Communications   **2008 to 2013**

Program Manager
- Led successful delivery of multiple government contracts for leading defense contractor by achieving project timelines, quality objectives, and customer goals.
- Simultaneously managed 12 new development and sustainment contracts from startup to closure, on time and under budget, with highest valued at $10 million.

Training/Certifications
- Project Management Professional (PMP) #1646749 (2013)

Education
- The University of Phoenix
  - Master of Business Administration
- University of Texas at Arlington
  - Bachelor of Business Administration, Management

Sheryl Freudenberg
Client Manager

Summary

Sheryl Freudenberg is a strategic minded individual with over five years of Securus client relationship experience. Sheryl has an in depth knowledge of managing client's accounts and ensuring total satisfaction at all times. Sheryl is highly motivated and enjoys building excellent and productive client relationships by working to identify their needs and quickly resolving issues to assure business requirements are met.

Experience

- Builds strong relationships with account decision makers and the key influencers.
- Ensures retention and satisfaction of assigned client base through expanded relationships.
- Maintains working knowledge of various business products and services.
- Interfaces with internal and external operations teams to solve client issues/escalations and maintain satisfaction ratings.
- Conducts quarterly account reviews and prepares requested assessments for clients.
- Facilitates effective communication between customer and internal associates in order to better service the assigned Securus accounts.
- Evaluates and determines areas within an account where additional product offerings would improve the accounts performance.

Education

- Certified on all Securus based Training and Courses

John Phipps III
Field Service Technician II

Summary

John Phipps provides service and maintenance at our partners secure location in the states of Washington, Oregon, and Idaho. He has expertise in all Securus technologies, including phones, phone systems, video connect services, and workstations/computers etc. in facilities in jails and prisons.

John currently serves the field service technician for Klamath County.

Experience

Securus Technologies, LLC   **2019 to Present**

t

III. PERTINENT INFORMATION

- **Please provide all the information which Proposer consider pertinent to its qualifications for this project.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus key qualifications for this project is three-fold:

- Our relevant experience
- Our focus
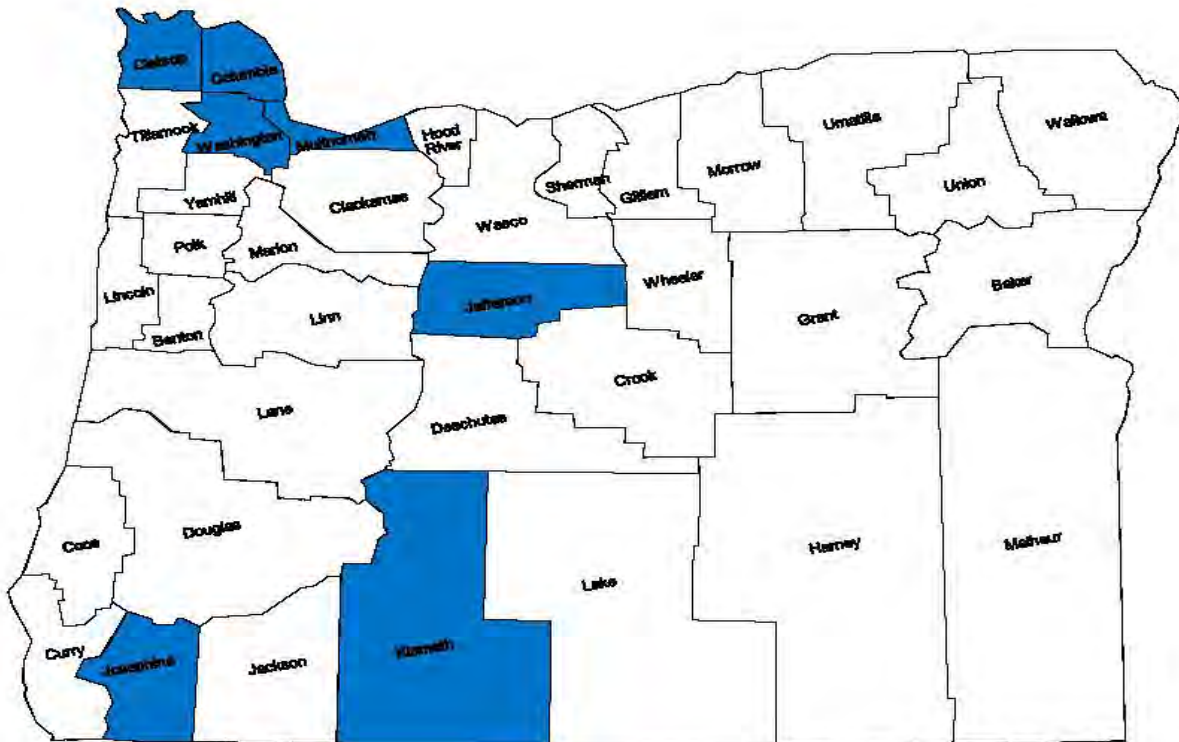- Our long-standing relationship with Klamath County

Experience

Founded in 1986, Securus and its predecessor organizations have been providing corrections communications solutions to correctional facilities for more than 30 years. Nearly 3,450 safety, law enforcement, and corrections agencies currently use Securus products. Our partners house over 1,100,000 inmates in 50 states nationwide.

In the state Department of Correction (DOC) space, Securus currently serves 38 of the 50 DOCs in the United States. We also serve many "mega-county" facilities that on a daily basis which house thousands of inmates, including the facilities in Multnomah County.

Oregon Presence

Securus is proud of its presence in Oregon. We currently partner with seven counties, including Klamath County. Securus serves most of the counties in the heavily populated northwest corner of the state, including mega-county Multnomah County. Our strong network of facilities allows us to provide extended information sharing capabilities to help support multi-jurisdictional investigations.

Specific Industry Experience

Securus had extensive experience delivering all of the primary and secondary solutions described in this proposal:

1. Securus has installed the NextGen Secure Communications Platform (NextGen SCP) and its predecessor Secure Call Platform (SCP) inmate calling solutions at over 2,900 facilities, making them the corrections communication industry's most deployed inmate phone systems.
2. Securus has delivered over 300,000 tablets into the hands of inmates.
3. Securus has deployed more than 22,000 Securus Video Connect terminals nationwide.

Securus provides only single-sourced solutions. We are proud to **install** and **maintain** all of the hardware and software used in our projects.

Patents and Copyrights

Securus is the leading technology innovator in the inmate communications industry. Over the past four years, we have invested over $670 million in technologies, patents, and acquisitions. This is in comparison to less than $50 million invested by the rest of the industry combined.

We also invest heavily in research and development, and employ over 170 software designers. Securus has developed and currently owns over 250 issued patents, with 80 more pending. We have almost twice as many patents as the rest of the industry combined.

Focus

Over the last 30 years, Securus has fine-tuned our equipment, technology, support, and service for correctional facilities and law enforcement agencies of all sizes. Our partners' needs have always guided our direction, leading us to provide more impactful technology than any other inmate communications provider.

Beginning in 2020, many of our partners' needs shifted toward navigating the devastating effects of the COVID-19 pandemic on its inmate population, officer, and community as a whole. As it always has, Securus moved quickly. It installed an emergency program with its correctional partners provide free offerings to support re-entry efforts and help incarcerated individuals stay connected with to loved ones during this challenging time.

Through December 2020, free offerings totaled:

- 34.9 million free call credits for incarcerated individuals and their families, resulting in 279.4 million free minutes of phone connections
- 6.0 million free video connections to friends and families of incarcerated individuals
- 20.0 million free JPay Stamps for electronic messaging
- 216,767 free monthly subscriptions to Newsstand
- 712,123 free game downloads

In addition to this ongoing assistance, Securus is offering compassion credits designed to accommodate incarcerated individuals who fall ill with COVID-19. Those credits, which are uploaded onto prepaid cards and distributed by correctional facilities, allow additional free

access to Securus phone calls and video connections throughout an individual's medical care. The company is also making free calls available to public defenders at many locations.

For those facilities enabled with Securus tablet technology, the company has introduced select free movie and game titles during the COVID-19 pandemic, which have been downloaded almost 2 million times. This expanded assistance is in addition to the no-cost resources, including educational offerings, free eBooks, podcasts, and other self-help tools that are always available free of charge.

Total accommodations were made for 408 agencies and 757 sites across the United States. **As a long-standing partner, we were pleased to provide some of these accommodations to Klamath County. In the event of a further catastrophic spread of the virus, Securus stands ready to work with Klamath County to provide free calls and video visits to the site**

Long-Standing Relationship

Securus Technologies is proud of our 17 year partnership with Klamath County. We believe our longtime partnership has proven we bring technology capabilities that set Securus Technologies apart from any other vendor. Securus has enjoyed working closely with Klamath County to deploy new and existing technologies to meet the needs of Klamath County and its constituents.

We know this RFP is about the future and choosing a supplier that will meet your needs over the next 10 years. We believe our track record and our response to this RFP demonstrate that we will continue to bring value to the partnership going forward. We also ask that you consider the following additional advantages of continuing to work with Securus versus selecting another provider:

1. **Our knowledge of your needs gained from working together for over the past 17 years.** Through our experience in working together, we understand your operation. You know our employees, and we know you. We understand your internal operating procedures and how things get done within your facility. There is no substitute for the experience we have both gained in working together.

2. **Integration with existing processes and vendors.** Through our partnership, we've developed specific ways to handle day-to-day issues. We have integrated processes, systems, and applications. We know how to work with your existing vendors and equipment. By selecting Securus, you will avoid the difficult process of re-mapping, re-engineering, re-developing, and re-training integration links. Vendor continuity prevents system interoperability issues during the transition.

3. **Immediate transitioning to RFP offer.** If you choose Securus as your future vendor, we can immediately transition you to our offer—no need to wait for project plans and installation schedules.

4. **No impact on inmates or their family members and friends.** No need to establish new accounts, no need to arrange for refunds of existing accounts, no need to work through call blocking problems, or answer questions about how to set up new accounts from confused end-users. No two competitors have the same rules or

programs in place for completing calls—stay with Securus and avoid inmate frustration and called party complaints.

5. **Avoid reductions in call revenues.** Since call volume will continue uninterrupted, your commission payments will not be adversely impacted. Realize immediate improvement in your commissions by staying with Securus.

6. **Eliminate unnecessary work by staff.** Staying with Securus means your staff does not need to learn to work with a new vendor. No extra training and no new contacts to establish. Your staff will continue to work with the same account team and field service technicians who already know your operation and already have security clearances for your facility.

7. **Avoid having to work with multiple systems and recordings for investigative work.** Staying with Securus, you gain continuity between current and stored recordings. You avoid losing existing investigative history the need to re-train investigators and do not adversely impact open cases.

8. **Eliminate risk of performance.** Does your RFP address all your needs? Are you sure? Could a potential new provider misinterpret what you are asking for in your requirements? Can they deliver what they promise? Do they have the proper licenses to provide you the technology they claim they can provide—what will happen if they get shut down? Your experience with Securus provides greater certainty that you are going to get what you need—from a company that you know can deliver.

IV. EVALUATION CRITERIA

- ▪ **Please address each item of the evaluation criteria separately, being specific in presenting qualifications.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Cover Page (0 points)

Attachment A – Proposal Cover Page can be found on Page 1 of this response to RFP. The other RFP forms can be found in the RFP Forms chapter of the response, beginning on Page 126.

Vendor experience, commitment to new technology offerings, account support team, financial stability, and current customer references (30 points)

Securus Qualifications and Qualities

Founded in 1986, Securus and its predecessor organizations have been providing corrections communications solutions to correctional facilities for more than 30 years. Nearly 3,450 safety, law enforcement, and corrections agencies currently use Securus products. Our partners house over 1,100,000 inmates in 50 states nationwide.

Oregon Presence

Securus is proud of its presence in Oregon. We currently partner with seven, including Klamath County. Securus serves most of the counties in the heavily populated northwest corner of the state, including mega-county Multnomah County.

Specific Industry Experience

Securus had extensive experience delivering all of the primary and secondary solutions described in this proposal:

- Securus has installed the NextGen Secure Communications Platform (NextGen SCP) and its predecessor Secure Call Platform (SCP) inmate calling solutions at over 2,900 facilities, making them the corrections communication industry's most deployed inmate phone systems.
- Securus has delivered over 300,000 tablets into the hands of inmates.
- Securus has deployed more than 22,000 Securus Video Connect terminals nationwide.

Focus

Over the last 30 years, Securus has fine-tuned our equipment, technology, support, and service for correctional facilities and law enforcement agencies of all sizes. Our partners' needs have always guided our direction, leading us to provide more impactful technology than any other inmate communications provider.

Beginning in 2020, many of our partners' needs shifted toward navigating the devastating effects of the COVID-19 pandemic on its inmate population, officer, and community as a whole. As it always has, Securus moved quickly. It installed an emergency program with its correctional partners provide free offerings to support re-entry efforts and help incarcerated individuals stay connected with to loved ones during this challenging time.

Total accommodations were made for 408 agencies and 757 sites across the United States. As a long-standing partner, we were pleased to provide some of these accommodations to Klamath County.

Long-Standing Relationship

Securus Technologies is proud of our 17 year association with Klamath County. We believe our track record and our response to this RFP demonstrate that we will continue to bring value to the partnership going forward. We also ask that you consider the following additional advantages of continuing to work with Securus versus selecting another provider:

1. **Our knowledge of your needs gained from working together for over the past 17 years.** Through our experience in working together, we understand your operation. You know our employees, and we know you. We understand your internal operating procedures and how things get done within your facility. There is no substitute for the experience we have both gained in working together.

2. **Integration with existing processes and vendors.** Through our partnership, we've developed specific ways to handle day-to-day issues. We have integrated processes, systems, and applications. We know how to work with your existing vendors and equipment. By selecting Securus, you will avoid the difficult process of re-mapping, re-engineering, re-developing, and re-training integration links. Vendor continuity prevents system interoperability issues during the transition.

3. **Immediate transitioning to RFP offer.** If you choose Securus as your future vendor, we can immediately transition you to our offer—no need to wait for project plans and installation schedules.

4. **No impact on inmates or their family members and friends.** No need to establish new accounts, no need to arrange for refunds of existing accounts, no need to work through call blocking problems, or answer questions about how to set up new accounts from confused end-users. No two competitors have the same rules or programs in place for completing calls—stay with Securus and avoid inmate frustration and called party complaints.

5. **Avoid reductions in call revenues.** Since call volume will continue uninterrupted, your commission payments will not be adversely impacted. Realize immediate improvement in your commissions by staying with Securus.

6. **Eliminate unnecessary work by staff.** Staying with Securus means your staff does not need to learn to work with a new vendor. No extra training and no new contacts to establish. Your staff will continue to work with the same account team and field service technicians who already know your operation and already have security clearances for your facility.

7. **Avoid having to work with multiple systems and recordings for investigative work.** Staying with Securus, you gain continuity between current and stored recordings. You avoid losing existing investigative history the need to re-train investigators and do not adversely impact open cases.

8. **Eliminate risk of performance.** Does your RFP address all your needs? Are you sure? Could a potential new provider misinterpret what you are asking for in your requirements? Can they deliver what they promise? Do they have the proper licenses to provide you the technology they claim they can provide—what will happen if they get shut down? Your experience with Securus provides greater certainty that you are going to get what you need—from a company that you know can deliver.

Our Commitment to New Technology Offerings

Securus is the leading technology innovator in the inmate communications industry. Over the past four years, we have invested over $670 million in technologies, patents, and acquisitions. This is in comparison to less than $50 million invested by the rest of the industry combined.

We also invest heavily in research and development, and employ over 170 software designers. Securus has developed and currently owns over 250 issued patents, with 80 more pending. We have almost twice as many patents as the rest of the industry combined.

Account Support Team

The Securus service and account management team provides support 24 hours per day, seven days per week, and 365 days per year (**24x7x365**). The team of Securus employees have demonstrated their dedication to the counties throughout the Pacific Northwest.

The following in-house Securus teams work together to support our customers' technical needs:

- Your Securus account team
  - o Chris Sheil, Account Manager
  - o Nancy Salisbury, Sales Vice President
  - o Gregory Wims, Account Management Director
  - o Damon Martin, Implementation Project Supervisor
  - o Sheryl Freudenberg, Client Manager
  - o John Phipps III, Field Service Technician II
- Network Operations Center (NOC)
- Technical Support Center (TSC)
- Field Services team

Please see short biographies of the Account Team individuals beginning on Page 16. These individuals, along with the NOC and TSC, will ensure Klamath County's system is running at peak performance levels.

The Securus organizational structure has proven to deliver excellent service and technological innovation. Accountability, standards of excellence and leadership begin at the top of the organization with the Securus executive leadership team and filters down to each associate in the company. Each team member has a personal commitment to delivering outstanding customer care, service excellence and the creation of powerful applications and tools to meet our customers' needs. Our goal is to form long-term partnerships with our customers. We develop new applications to help customers run their business through a deep understanding of their needs.

Financial Stability

Please see Attachment 2, beginning on Page 136, for the last two years of our financial statements.

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 Klamath County will get accurate and timely reporting and commission payments from Securus.

Current Customer References

Name	Business	Phone Number / Email
Lieutenant Ed Vincent	Josephine County, OR	541-474-5119 / evincent@co.josephine.or.us
Captain Chris Moses	Cowlitz County, WA	360-577-3094 ext. 7510 / mosesc@co.cowlitz.wa.us
Lieutenant Thomas Teague	Clatsop County, OR	503-338-3659 / tteague@co.clatsop.or.us
Deputy Robert Vasquez	Mason County, WA	360-427-9670 ext. 372 / rvasquez@co.mason.wa.us

Demonstrated ability to meet the technical requirements, based upon the RFP responses and performance evaluation (30 points)

SECTION A

VENDOR QUALIFICATIONS AND EXPERIENCE, FINANCIAL STABILITY, AND COMMITMENT TO NEW TECHNOLOGY

A1. Experience

1. **Due to the complex nature and security concerns of correctional facilities, Vendors must be well experienced in providing this type of service. The Vendor shall demonstrate at least five years of experience providing Corrections Communication Services to counties of similar size.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Founded in 1986, Securus and its predecessor organizations have been providing corrections communications solutions to correctional facilities for more than 30 years. Nearly 3,450 safety, law enforcement, and corrections agencies currently use Securus products. Our partners house over 1,100,000 inmates in 50 states nationwide.

2. **The Vendor should provide an overview of their firm, including years and nature of experience in AIC communication business.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus had extensive experience delivering all of the primary and secondary solutions described in this proposal:

- Securus has installed the NextGen Secure Communications Platform (NextGen SCP) and its predecessor Secure Call Platform (SCP) inmate calling solutions at over 2,900 facilities, making them the corrections communication industry's most deployed inmate phone systems.
- Securus has delivered over 300,000 tablets into the hands of inmates.
- Securus has deployed more than 22,000 Securus Video Connect terminals nationwide.

Securus provides only single-sourced solutions. We are proud to **install** and **maintain** all of the hardware and software used in our projects.

3. **The Vendor shall provide information describing its client base and the proposed system's position in the counties of Oregon.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus is proud of its presence in Oregon. We currently partner with seven counties, including Klamath County. Securus serves most of the counties in the heavily populated northwest corner

of the state, including mega-county Multnomah County. Our strong network of facilities allows us to provide extended information sharing capabilities to help support multi-jurisdictional investigations.

> 4. **The Vendor must demonstrate a commitment to technology upgrades, including consistent new technology deployment over the last three years or more.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

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 call platform has been continuously upgraded quarterly for the past 12 years.

A2. Financial Stability

Vendor shall provide the County with financial statements, including statements of operations, balance sheets, and statements of cash flows, for the last two fiscal years.
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Please see Attachment 2, beginning on Page 136, for the last two years of our financial statements.

A3. References

The Vendor will provide three customer references of accounts similar in size and scope to Klamath County.
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus has a number of customers in the Pacific Northwest that are similar in size and scope to Klamath County. Four such customers include:

Name	Business	Phone Number / Email
Lieutenant Ed Vincent	Josephine County, OR	541-474-5119 / evincent@co.josephine.or.us
Captain Chris Moses	Cowlitz County, WA	360-577-3094 ext. 7510 / mosesc@co.cowlitz.wa.us
Lieutenant Thomas Teague	Clatsop County, OR	503-338-3659 / tteague@co.clatsop.or.us
Deputy Robert Vasquez	Mason County, WA	360-427-9670 ext. 372 / rvasquez@co.mason.wa.us

A4. New Technology

New technology is important to Klamath County. The system the Vendor is proposing for the County must include frequent technology upgrades.
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

1. **The Vendor will identify the number of currently held patents.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus invests heavily in research and development, and employs over 170 software designers. Securus has developed and currently owns over 250 issued patents, with 80 more pending. We have almost twice as many patents as the rest of the industry combined.

2. **The Vendor further asserts that to the Vendor's knowledge the equipment and software proposed does not infringe on any U.S. patent or copyright.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

To our knowledge, the equipment and software proposed does not infringe on any U.S. patents or copyrights.

3. **The Vendor will hold harmless the County, its officer, and employees against all claims that hardware or software supplied infringe a U.S. patent or copyright.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

4. **The Vendor will demonstrate technology leadership in the industry. State the amount of money reinvested each year in developing and deploying new technology.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus is the leading technology innovator in the inmate communications industry. Over the past four years, we have invested over $670 million in technologies, patents, and acquisitions. This is in comparison to less than $50 million invested by the rest of the industry combined.

SECTION B

TECHNICAL REQUIREMENTS: CORRECTIONS COMMUNICATIONS SERVICE

B1. General Requirements

1. The system shall be a hosted and Internet based application that is securely accessible anywhere at any time, including from mobile devices such as mobile phones and tablets.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

2. The system shall allow outgoing calls only.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

3. The system shall allow user to buy minutes in one-minute increments.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

4. The system shall limit AIC calls to configurable minute increments. Configurations can apply to call duration, location, AIC Account, PIN, or by telephones.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

5. The system will notify the AIC and called party of any limits in advance of the system terminating the call.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

6. The system shall include voice prompts in English and Spanish. Please identify other language capabilities of the system.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

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. NextGen SCP can be configured to provide prompts in as many as nine languages.

After the language prompts are configured 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 durable printed dialing instructions at each inmate telephone location in English, Spanish, and any other languages specified by Klamath County. As a security measure, Securus will use materials and techniques appropriate for the corrections environment that explains the process in a clearly defined and easy to read manner.

The language options supported by NextGen SCP include:

English	Haitian Creole	Somali
Spanish	Vietnamese	Mandarin
Polish	French	Korean
Russian	Navajo	Italian
Portuguese	Hmong	Bengali

7. **The system must have the ability to integrate with third party Vendors to provide the ability to automate the commissary ordering process via kiosk.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

8. **The system must provide active acceptance by the called party.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

9. **The system must provide proactive account set-up for called parties who are not able to accept collect calls. Please describe how this works.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus provides two distinct technologies designed to meet this requirement:

- In the event that the called party does not yet have an account, a voice prompt will direct the called party to press "7" to be transferred to the Securus Family and Friends Call Center to facilitate account setup. This is in lieu of being able to accept the call. For inmates calling phones that cannot accept collect calls, such as cell phones, the SCP includes a First Call Free feature. If activated by WTRJ, the feature allows an inmate to have one free call to alert his loved ones that he is incarcerated. The inmate can then direct the called party to set up a prepaid calling account through the Securus Family and Friends Call Center.
- AdvanceConnect Single Call (ACSC) allows family and friends to connect to their inmate without having an existing Securus AdvanceConnect prepaid account or in the event that their AdvanceConnect account does not have enough funds to complete a call.

Upon receiving an unbillable call from an Inmate, the family or friend will be presented with the opportunity to enter a credit or debit card to pay for the just one call. They will be billed for the time of the call at the facility specific per-minute rate plus government taxes and applicable fees for that facility.

10. **The system must notify the called party when they have reached a set balance of its site or personal credit limit. Describe how this works.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

The Securus call termination warning provides the inmate and the called party notifications of call termination by voice prompt one minute before the end of the pre-programmed call time limit. All call records contain a reason for termination code indicating why each call ended.

Examples of termination reasons are:

- "The prepaid account balance is lower than needed to place this call."
- "You do not have sufficient funds to continue this call. Please hang-up and try your call again at a later time."
- "The number you dialed is blocked from receiving collect calls at this time. Goodbye."
- "Your account has been suspended. Goodbye."

11. The system shall provide capability for Collect, Prepaid, and Debit calls.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

12. The stored call recordings should be maintained at the Vendors central depository and remain uncompressed until the County's authorized personnel requests them to be downloaded.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES 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 centralized, disaster-resistant, carrier-class data centers. All equipment used to store recordings is monitored by the Securus Network Operations Center (NOC) 24x7x365.

The 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.

13. **All call recordings shall be stored online and available through the online user interface for 1 year.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

14. **The Vendor shall provide non-coin, AIC telephones composed of durable equipment suitable for jail environments.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

15. **The system must be able to utilize current PCs that are available at the County without the need for additional PCs.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

16. **All Vendor equipment shall comply with FCC regulations.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

17. **The proposed equipment and system shall be scalable to meet the County's growing needs.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

18. **The system shall allow free calls to attorneys, public defenders and others deemed appropriate by the County.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

19. **The system must have the capability to provide a Video Relay System and other telephone devices for the deaf. The system must comply with the Americans with Disabilities Act (ADA) requirements.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

20. **Vendor must submit a monthly report to the County containing the following information for the previous month:**

a. **All revenue earned**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

---

b.   Any fees charged

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

c.   Any moneys paid to the correctional facility, city or county

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

d.   The number of completed calls

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

e.   The number of dropped calls

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

f.   The number of complaints concerning call quality.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

This information in not reported in a standard report but your Account Manager, Chris Sheil, can provide the information upon request.

21. Vendor must comply with ORS 169.681 and ORS 169.683.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

22. The potential Vendor shall detail its Back-Up or Redundancy Plan, as well as its Disaster Recovery Plan and provide its processes, policies, and procedures relating to the preparation of recovery or continuation of the requirements in the RFP preceding and/or following a natural or human-induced disaster. Contractor's would have to understand that jail operations could impact their movement and time spent in the facility in the event unexpected events take place.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Please see Attachment 3, beginning on Page 165, for the full Securus Disaster Recovery Plan, including redundancy.

B2. Personal Identification Number (PIN)

1.   The system will utilize PINs. Describe your system's use of PINs, including Open PIN, Restricted PIN, and Closed PIN.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

The Securus NextGen SCP enables a facility to set up Personal Identification Numbers (PINs) for each inmate. The system can be configured to require inmates to enter their PIN before making a phone call.

PIN generation can be uploaded from a JMS or Commissary provider using the Securus E-Imports application, web services or a custom integration. PINs can also be manually input through the NextGen SCP user interface.

PIN operations through NextGen SCP are highly flexible. Facilities can enable or disable PIN operations at the facility, inmate account, or phone level. For example, facility personnel may choose to enable PIN operations for maximum security or long-term areas, and disable PIN

operations for overnight, work release, or trustee areas. NextGen SCP has no limit on the number of PIN or non-PIN inmate telephones operating at the facility.

For phones programmed for PIN operations, each inmate must enter their PIN before making a telephone call. By using their PIN, they create an audit trail that that shows the inmate that placed the call, the date and time of the call, and the number that called. PINs also enable facility staff to authorize or restrict specific inmates from calling specific numbers.

PINs can be used to restrict inmate calls at the facility, phone, or inmate account level. For example, facilities can identify and lock PINs to a phone or group of phones within a facility. Site administrators also have the ability to transfer PINS, or a single PIN, when inmates change housing units. Transferring PINs can also be automated through the Securus E-Imports application, web services or a custom integration.

Facilities can choose one of the following three primary modes to a single phone or group of phones in a facility:

- Mode 1, Open PIN
- Mode 1, Open PIN with Restrictions
- Mode 3, Closed PIN

Mode 1, Open PIN

This is the most basic mode of operations, and the simplest to administer. Each inmate is assigned a unique PIN to make a phone call. There are no individual phone number restrictions or calling lists in this mode. NextGen SCP applies global system calling restrictions to every call.

Mode 2, Open PIN with Restrictions

Mode 2 builds on the Mode 1 Open PIN feature and adds the ability to place call restrictions and limits on specific call types, while allowing all other phone numbers to process as they would in an Open PIN system. Mode 2 restrictions can include the recording and alarming of numbers and the use of the facility or global number lists for special circumstance numbers, such as attorneys and external crime tip numbers.

Mode 3, Closed PIN

Mode 3 provides the most restrictive calling privileges. It also requires the most administration of the three modes. Each inmate registers telephone numbers on their calling list. The total number of destination numbers available is unlimited. The facility determines the maximum number of telephone numbers each inmate can register. Telephone number registration includes the number, name of the called party, and their relationship to the inmate. The telephone numbers that each inmate registers are associated with the inmate's PIN and reside in the system. Only that PIN may validate calls to those numbers. Updating calling lists is a continuous process as inmates are booked into, or released from the facility, or as the inmates' request changes to their calling lists. This type of control is usually recommended only for facilities with a low rate of inmate population turnover, or where such extreme security measures are desirable. Note that in a Closed PIN environment, the facility may choose to make certain

telephone numbers commonly available to all inmates. The common numbers may be assigned global or facility accounts.

2. **The system will have the capability to automatically create PINs.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

3. **The system will prevent assigning duplicate PINs and not allow a PIN to be used by two AICs at the same time.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

4. **The system will allow for PIN digits to be at least 4 and not greater than 16.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

5. **Vendor must Develop and implement necessary interface with the County's Jail Management System (EIS) for automatic creation and activation of account at booking and automatic deactivation at release.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus currently integrates our technology with more than 110 different vendors worldwide and more than 60 independent facility-owned systems, and shared databases. We have a dedicated Integration Department that has the expertise and flexibility to work with facility-owned systems, jail management systems (JMS), offender management systems (OMS), commissary providers, inmate account systems, banking services, and kiosk vendors. **As the incumbent at Klamath County, we have already integrated our systems with the County's EIS JMS (October 2019).**

B3. Fraud Management

1. **The system shall be to able detect, notify, and prevent three-way or conference calls, except for those calls to attorneys or other approved numbers. Please provide a description of the process you have deployed on your platform and why you feel the technical approach provides the best 3-way detection solution.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

2. **The system shall prevent the AIC from obtaining a second dial tone, or "chain-dialing."**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

3. **The system shall prevent the AIC or called party from dialing extra digits after the call is accepted unless to authorized destinations.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

4. **The system must be able to allow extra digits to specified dialed numbers by the facility. Please describe process.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

The NextGen SCP calling service provides inmates with the ability to dial extra digits after call connection at a facility's discretion. Authorized users can use the calling service user interface to specify destination numbers to allow extra digits and specify the maximum number of digits

allowed. The system will detect and log the digits that an inmate selects, maintaining a complete record of an inmate's actions.

5. **The system shall be able to remotely monitor AIC calls and be able to transfer calls in progress to investigators.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

6. **The system shall identify the name of the facility and the AIC placing the call to the called party.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

7. **The system shall be able to play prompts randomly or at configurable timed intervals throughout the call.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

8. **The system shall prevent "Hook-switch dialing," and other fraudulent activities. Please describe.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

NextGen SCP prevents any attempt by an inmate to conduct hook-switch dialing (a method of quickly depressing the hook switch to create a new dial tone). NextGen SCP will disconnect a call immediately if the switch hook is pushed down or moved from its idle position. The fraudulent activity then reflected in the Call Detail Reports with a termination reason code noted.

Fraud Detection Data Analysis

Securus provides some of the most advanced fraud detection capabilities in the corrections industry. NextGen SCP continuously analyzes call data and system parameters to detect anomalies, hardware failures, fraud indications, lowered revenue levels, or unusual usage patterns. All logged telephone activity is statistically analyzed to detect attempts at 'Hookswitch Dialing,' 'Black Boxing,' 'Hacking,' or other fraudulent telephone activities.

A significant number of emerging threats are call diversion schemes that mask the true destination of calls. NextGen SCP will provide, at a minimum, the following fraud prevention aids:

- 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)
- Detection of call forwarding
- Collection and prevention of DTMF

9. **The system shall allow call blocking of specific numbers for the entire agency and/ or configurable by each site.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

10. **The system shall provide ability to approve and disapprove specific phone numbers by telephone.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

11. **The system shall permit the called party to block future calls from the facility.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

12. **The system shall have the capability to suspend an AIC privileges from placing a call and set a beginning and end date without the need to manually re-enable privileges.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

13. **The system shall allow the AIC to record their name one time and store this recorded name for all future calls.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

14. **The system shall be able to provide a real time validation of calls that are forwarded.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

15. **The system must allow department personnel to assign surveillance alerts by individual AIC PIN or dialed number. These alerts should include, but not be limited to, the following features:**

a. **Alert to an investigators cell phone or any direct dialed number.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

b. **Allow real time listening of conversation in progress.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

c. **Allow the ability to disconnect the call in progress.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

d. **Allow investigators to assign and enter a PIN when alert call is received.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

e. **Allow the ability to hide the alert from other authorized users that have access to the system.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

f. **Allow investigators to enter optional e-mail address to receive notification of calls by AICs and to dialed numbers that are under surveillance.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

g. **Allow investigators to enter optional cell phone number to receive text notification of calls by AICs and to dialed numbers that are under surveillance.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

16. The System should allow for temporary username and passwords to allow investigators access to AIC recordings. Describe your systems ability to allow authorized user access to system User Utilities from any Windows 10 based PC that has access to the internet.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

NextGen SCP has an integrated recording and monitoring system. With integrated recording and monitoring applications, other agencies, such as local police departments, can also access these functions. Any user that Klamath County approves can easily and remotely access the recording and monitoring function of inmate calls from any computer or device with Internet access. Securus has tested and certified call playbacks and live monitoring on:

- Operating Systems/Devices
  - iOS
  - Android OS
  - OS X
  - Windows

- Browsers
  - Chrome

B4. Call Monitoring & Recording

1. Vendor shall provide detailed information on its data storage locations, data redundancy practices, and the processes used when copying and storing all data for phone and video systems.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus facilitates anywhere, anytime, immediate access to stored recordings online for the contractually-required length of time. Securus stores call recordings in centralized, disaster-resistant, carrier-class data centers. All equipment used to store recordings is monitored by the Securus Network Operations Center (NOC) 24 hours a day, seven days a week, and 365 days a year.

The NextGen SCP provides a unique set of features and advanced technologies to store call recordings. Traditional premises-based calling platforms use local hard drives that may fail and are susceptible to local disasters. Premises-based systems needed manual backup schemes that are no longer necessary with NextGen SCP. NextGen SCP writes all recorded calls 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 any 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 simply 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 call 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 call data with the capability to provide management reports. Securus does not limit the call 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, call detail records are stored for seven years.

2. **The stored call recordings should be maintained at the Vendors central depository and remain uncompressed until the County's authorized personnel requests them to be downloaded.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

3. **All call recordings shall be stored online and available through the online user interface for 1 year.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

4. **Facility personnel must be able to search call recordings by dialed number, date, time, AIC account, or site name.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

5. **Facility personnel must be able to simultaneously live monitor conversations while the system is recording the conversations.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

6. **Facility personnel must be able to monitor, disconnect, and/or barge into a live call.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

7. **The system must provide a call history through live monitoring to allow personnel to see recent activity for phone numbers and phones without navigating away from live monitoring.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

8. **Please describe additional tools available.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Please see Attachment 4, beginning on Page 172, for full descriptions of ICER (Page 172), Investigator Pro (Page 175), THREADS (Page 180), Securus Digital Mail Center (Page184), and Securus Informer (Page 187).

B5. Call Acceptance

1. **The system will not allow communication until the called party until the call has been accepted.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

2. **The system shall detect the difference between an accepted call, and an answering machine, busy signal, and other telephone activity. Please describe.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

For a call between an inmate and a called party to take place, a valid call answer-and-acceptance must occur. It is imperative that the system be able to be able to accurately distinguish between legitimate call acceptance and other telephone activities such as:

- Network ring/busy signals
- Answering machines
- Operator intercepts
- Signal Interface Tones (SIT tones)
- Pagers
- Hacking
- Chain dialing

The NextGen SCP calling service uses call progression technology and other detection techniques to validate each call answer-and-acceptance event. The feature also enables the system to state the specific reason for the call termination when an inmate's call does not complete.

3. **The proposed system shall provide an option for the called party to request rate of the call prior to acceptance.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

4. **The called party must actively accept the call with the option to enable auto accept of designated telephone numbers.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

5. **Billing does not begin until the call is accepted by the called party.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

B6. System Security

1. **The system must be able to be programmed for auto shut-off at times designated by the County.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

2. **County personnel must be able to manually shut down the system in case of emergency and must be capable of being enabled by customer, site, phone group and/or telephone.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

3. **The system shall be password protected to permit only authorized facility personnel access to the system.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

4. **The system must have the capability to enable and disable any phone at the facility from any secured internet capable computer.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

5. **The system's user security must provide restrictive access by public and private IP address. Personnel logging in from an IP address not assigned will not be allowed to access the system remotely.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

B7. Automated Information Services

1. **The systems must be successfully deployed and operating in more than 20 sites.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

2. **The systems must be bilingual for non-English speaking Constituents.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

3. **Systems must use Voice Recognition and Response for interactions.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

The Securus Automated Information Service (AIS) offers an English and Spanish interface, text-to-speech playback of inmate names, and a touchtone and speech recognition interface.

4. **Systems must have the ability to customize settings based on Facility and Constituent needs.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

AIS can be configured to provide callers with the following information:

- Criminal charges
- Bond amounts and types
- Court dates, times, and locations
- Projected release date
- Commissary balance

- Visitation eligibility
- General facility information, including,
  - Facility location
  - Directions
  - Hours
  - Mailing policies
  - Visitation policies
  - Money deposit policies

AIS can also be configured to enable inmate family members and friends to open or fund a prepaid calling account or an inmate's trust using their phone.

B8. Reports

1. **The reports to the County will contain a variety of call information to suit the County's needs.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

2. **The system must be capable of providing web accessible real-time and historical reports with include but are not limited to:**

   a. **Call activity Reports**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

   b. **Frequently Dialed Number Reports**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

   c. **3-Way Call Attempt Report**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

   d. **Dialed Number by More Than One AIC Report**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

   e. **Call Volume by Phone Report**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

3. **The system must be capable of providing other detailed reports which include but are not limited to:**

   a. **Phone Location of originating call**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

   b. **Time of call**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

   c. **Telephone number called**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

   d. **Most frequently called numbers**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

e. **Length of call**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

f. **Identify numbers called from a specific telephone**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

g. **Identify telephone numbers called by a specific AIC**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

4. **Vendor shall attach samples of their reports.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Please see Attachment 5, beginning on Page 190, for a detailed list of our standard reports.

5. **The system shall have the ability to export reports in Excel, Adobe, and comma separated formats.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

6. **Vendor shall provide a secure access to all reports and calling activity within the facility via the internet/web.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

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 the NextGen SCP user interface.

Facility Service Request Portal

The Klamath County Jail can access Securus' service request portal as an alternative to calling Securus Technical Support to create new service requests or to track the status of existing service requests.

Securus' service request portal is an automated ticketing system that logs, tracks, manages, and assures appropriate responses to all service requests for a correctional facility, regardless of whether the request was initiated from a call to Securus Technical Support or entered directly into the service request portal.

The service request portal is one of the major tools in our arsenal to meet service level agreements with confidence, increase overall operational effectiveness, solve problems, streamline repetitive tasks, and improve customer satisfaction.

When a facility requires a service visit for any reason, including routine maintenance, a service ticket is opened and visible within the service request portal to track the event and allow for further analysis of any system issues and/or performance.

As with all service requests, those entered directly into the service request portal include information collected on the issue as gathered by the certified technician(s) to ensure our response is appropriate for the service event. Diagnosis of the event will determine whether the request or repair can be performed remotely or if onsite trouble-shooting assistance with our local field technician, working in conjunction with our Network Operations Center (NOC), is

necessary. All service events, whether resolved remotely or via an onsite visit, are tracked and our customers can provide feedback on how we have performed and if we met their expectations. Further, the service event will be assessed to avoid repetitive service issues, which may indicate a system deficiency issue or fraudulent activity.

The service request ticketing system is used in various departments throughout Securus to provide a current view of any open items. The system automatically generates reports internally that are sent to management for service level reviews and customer status.

Through the Securus service request portal, Klamath County Jail staff can view, track, and open service tickets; the portal also offers Klamath County Jail the advantage of knowing the status of a resolution or viewing comments on any service request, which results in efficient and effective communication through this direct line of communication without needing to place a call.

> 7. **Please list and describe additional investigative tools available with the system.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Please see Attachment 4, beginning on Page 172, for full descriptions of ICER (Page 172), Investigator Pro (Page 175), THREADS (Page 180), Securus Digital Mail Center (Page 184), and Securus Informer (Page 187).

B9. Visitation Room Phone Monitoring and Recording (8 visitation rooms)

> 1. **Vendor will detail the proposed visitation phone recording & monitoring system. This detail shall include but not be limited to the name of the manufacturer/Vendor used, if service and equipment are not provided directly by Vendor, scheduling software, user interface, control/administrator interface, integration requirements and remote network capabilities.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus is the manufacturer/vendor of the visitation room phone monitoring and recording. NextGen SCP provides the user interface, control/administrator interface, and remote network capabilities. There is no unique integration requirement with our solution. If PINs are to be used by the AICs, we will have them through the complete integration with the calling platform. VPM does not include an ability to schedule sessions

> 2. **System should be integrated with AIC calling system.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

> 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 COMPLIES WITH THIS REQUIREMENT

> 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 COMPLIES WITH THIS REQUIREMENT

If recording is turned on then all visitations are recorded. However, NextGen allows select AICs to not be recorded (which can be turned on/off as needed)

5. **System must have the ability to monitor live conversations.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

6. **System must be scalable and easily upgraded remotely.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

The NextGen SCP is fully scalable and remote software upgrades are performed at regulate intervals.

7. **Call details records must be stored of each visitation conversation.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

8. **System must have the ability to specify a phone as private attorney visitation, which conversations will not be recorded**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

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 COMPLIES WITH THIS REQUIREMENT

10. **System must continue to allow visitation calls even in the event the call platform goes down**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

11. **System must allow multiple visitors to visit with a single AIC**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Our solution provides two phones: one for the AIC and one for the visitor. Multiple users can use the visitor phone, but all conversations will always be one-on-one.

12. **System should allow visitation communication to continue in the event the main AIC telephone system is shut down.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

B10. Voice Biometrics

Please describe what is available.
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

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 to identify and prevent illegal 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 communications platform and is hosted in Securus' data centers. No additional hardware is required. The interface for investigators is browser-based and runs on Windows.

Investigator Pro Advantages

Investigator Pro provides these advantages for the agency and its investigators:

- A choice of inmate enrollment methods - supervised or covert - with the ability to mix the two or change from one to the other at any time.
- Real-time initial pre-call PIN check voice biometrics to reduce PIN theft.
- Continuous voice biometrics throughout the call to identify inmates by name no matter how many inmates are on the call or whose PIN was used.
- Ability to identify called parties by name when they are known to the system, to help find calls to released inmates.
- Voice search for inmates and called parties on both sides of calls using voice samples taken from either side.
- Inmate-to-inmate communication reporting through the seamless integration of ICER into IPRO.
- A call player rich in features such as the ability to skip pauses, control playback speed, mute one side, and learn more about the voices on the call.
- Ability to add custom gang information and high-interest group labels to inmates and phone numbers, and to search on that information.

Investigator Pro Capabilities

Inmate Enrollment Method Choices

The agency can choose supervised or covert enrollment to create a voice-ID/PIN pair for each inmate. It can switch from one method to the other at any time. It can also choose to enroll existing inmates covertly and new ones through a supervised process.

Supervised enrollment creates a staff-verified voice sample for each inmate ID/PIN. Investigators then have a known audio file of each inmate to play. In covert enrollment IPRO learns a voice

and associates it with an inmate ID/PIN. There is no staff involved and inmates are not asked to record their voices. Inmates are unaware of when and how covert enrollment occurs.

Pre-call PIN Check Voice Biometrics

IPRO's real-time pre-call PIN check feature, which the agency can elect to enable or not, reduces PIN sharing and theft. When an inmate begins a call IPRO verifies in real time that the inmate's voice matches the sample associated with the ID/PIN used to make the call. If it does, the call goes through. If not, the call is blocked.

Continuous Voice Identification

Investigator Pro does continuous voice identification throughout a call. It identifies all the speakers on the inmate side of the entire call by name, no matter how many there are, which one started the call, or whose PIN was used. It covers 100% of every call without tipping off the inmate(s) or called party. IPRO constantly "learns" and improves its voice identification accuracy. IPRO identifies called party voices by name when the names are known to the system, as in the case of released inmates.

Voice Search

The investigator can search for calls that have a particular voice on the inmate or called party side of the call. He can do a voice search by inmate name, inmate ID, or a voice sample that he saved from either side of a call in the call player. Search results include facts about that voice on those calls. With just a click the investigator can get a listing of the calls, inmates, or phone numbers involved.

IPRO Voice Search

Identification of Likely PIN Abusers/Imposters by Name

Investigator Pro flags calls that are likely cases of PIN sharing/theft. It names the likely imposters and gives the investigator tools to pursue those inmate names, calls, and voices further.

Inmate-to-Inmate Communication Reporting

IPRO detects inmate-to-inmate calls no matter how or where they happen, because ICER, the Inmate Intercommunication Evaluation and Reporting System, is integrated into Investigator Pro. ICER finds these calls whether the inmates are within a facility or in different facilities across the country, and whether the two inmates called the same or different outside numbers to make the connection.

IPRO puts ICER information at the investigator's fingertips on the home screen, in the results of call and inmate searches, and in the call player.

IPRO Quick Find

An inmate search from the home screen gives valuable information, including details about inmate-to-inmate calls.

Call Player

Investigator Pro has a full-featured call player that makes listening to inmate calls quick and easy. Some of the things investigators can do in the call player include skip pauses, mute either side of the call, slow down/speed up playback, create audio clips, create and distribute call and clip notes with case numbers and category assignments, learn about the voices on the call, save voice samples for later voice searches, and learn about any rule violations on the call.

IPRO Call Player

Investigator Pro's call player makes listening easy and efficient. The Fast Facts box beside it has links to more information and actions for the investigator.

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

Database Search
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.

Custom High-Interest Group Labelling
Investigator Pro lets investigators add their own information to the database and find it in searches later. They can tag inmates and phone numbers with their agency's own custom High Interest Group labels. They can also add notes and case numbers to calls, identify and label imposters' voices in cases of PIN abuse, and confirm the voices of PIN owners on calls.
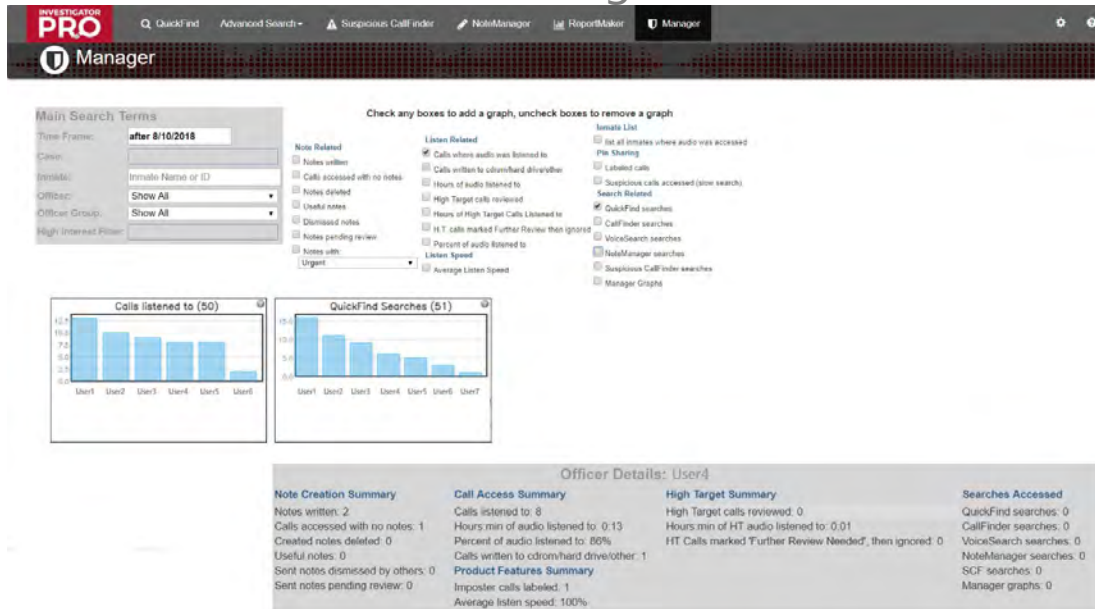
Custom Gang Data Feeds
IPRO can be customized to automatically import the agency's own gang data, removing the need for investigators to manually add High Interest Group labels to inmates and called numbers.

Management Tools

Investigator Pro has management tools such as role-based access permissions, the ability to see officers' use of individual IPRO features, and the ability to create, organize, search for, and forward notes on calls/call clips.

IPRO Management Tools

Agency management can readily see any officer's use of the different features in Investigator Pro.

Reports

Investigator Pro can generate many useful reports with data such as pre-call PIN check results, likely PIN abusers, the most common called party numbers, and IPRO's voice learning results.
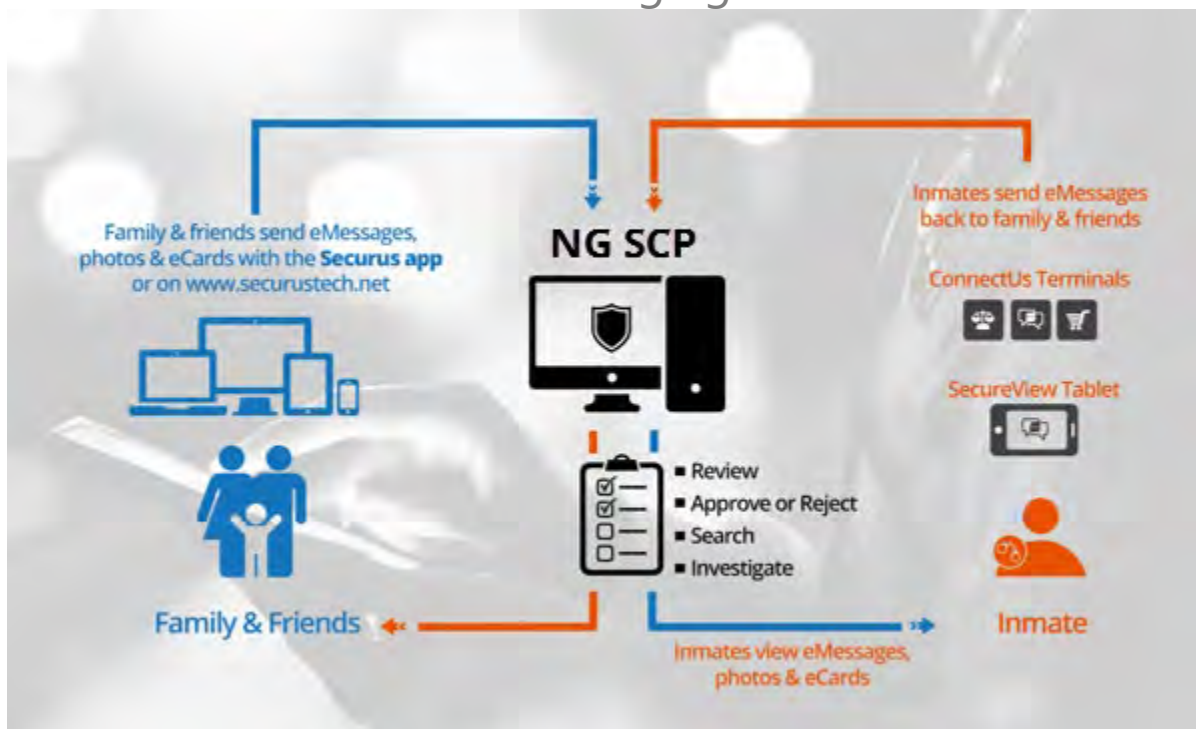
B11. E-mail

Please describe what is available.
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus eMessaging provides facilities with a secure, fully digital two-way messaging solution to help keep constituents and inmates connected during incarceration. eMessaging is provided at no cost to Klamath County and uses existing inmate terminals and Securus tablets.

All eMessages are channeled through the secure facility eMessaging web-based portal for message review, analysis, and processing.

Constituents use Securus' free mobile app or family and friend website to purchase 'stamps' and send eMessages. Photos and eCards can be attached for an additional stamp. Family and friends may also send a photo only or a 30 second VideoGram from the mobile app.

Family members and friends do not require approval to send an eMessage, although it is Klamath County's discretion to approve and allow the delivery of messages and attachments based on Klamath County facility standards and policies.

eMessaging Facility Portal

Leveraging the most widely used messaging platform in the corrections industry, Securus eMessaging provides facilities with an intuitive, easy to use system that provides total control over content assessment. The centralized, proprietary platform is managed wholly within the US. The flexible platform can be configured to match the review approach of each facility. An 'Auto Release' configuration allows messages to be forwarded automatically when certain conditions are met. The 'Manual Release' configuration will enable staff to review each message and manually release to the recipient or reject. If a facility does not use Securus' inmate terminals or Securus tablets, an Inbound eMessaging version can be implemented for staff to print and hand deliver messages. All messages and photos are retained for future review for the life of the contract, even if they are rejected or deleted by recipients.
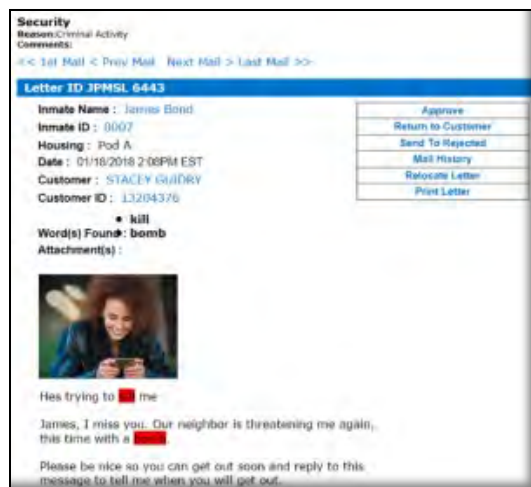
When a message is opened for review additional activities can take place within the screen, such as viewing the mail history for either the family and friend sender or inmate. This helpful feature enables staff to see to whom else the family and friend sender has sent messages and from whom they have received messages in the facility. A convenient translator converts Spanish messages to English for staff review.

Review tools are integrated into the review portal to simplify and decrease staff time reviewing messages. A "view only" access can be created to allow for visibility of messages but without the authorization to reject or approve a message.

Security

Facilities have the flexibility to suspend inmates from participating in eMessaging. Once suspended, family and friends will see a notification before composing a message that the inmate is not eligible for eMessaging at this time. Family and friends can also be blocked from participating in eMessaging with a single inmate or the entire facility and will receive a pop-up notification if they or the inmate are blocked.

Each suspension and reactivation action for an inmate is logged with staff name, date, and reason for the status change.

A word watch filter can be used to screen messages and separate those that have a word on the word watch list. Facility users can add or change words, and eMessages containing that text will be held in a folder for manual review. These messages display the words on the watch list at the top of the message highlighted in red for easy viewing, allowing staff to quickly determine the context of the communication and decide whether to approve or reject.

The word watch filter is easy to use and flexible to align with trends in coded speech phrases or buzz words in order to quickly identify communication that might cause a security threat and provide context to an ongoing investigation for both incoming and outgoing reply eMessages.

A 'watch list' for inmates and family and friends can be populated by staff to flag messages for people added to the watch list, providing an efficient way to monitor communication of parties of concern. Individuals on the list can be activated and deactivated at any time.

eMessages that are 'clean'—without photos or words on the Klamath County word watch list or inmate/sender watch lists—can be set to automatically be approved and flow to the inmate to view on a ConnectUs terminal or Securus tablet. Each eMessage that is rejected by the facility generates an automatic, free message to the inmate or family and friend sender advising that their message was not forwarded with a stated reason. Rejection reasons can be modified to suit each unique environment.

Photos that are outside of your policy can be removed from the message while allowing the message and any acceptable photos to flow through to the inmate. The sender receives a notification that a photo was removed. All photos that were removed remain associated to the message and accessible anytime. The eMessaging system logs capture both the date and the staff member for each photo that is removed.

eCards are like greeting cards and are selected by family and friends and inmates from our online catalog. eCards are pre-worded and are not editable, so there is no need for staff to review these. They can be used to send an inspirational message or to celebrate special days, like Thanksgiving and December holidays.

Photos can be quickly reviewed with our Photo Review folder. Multiple photos are presented and can be individually rejected or all approved for faster visual assessment.

VideoGrams are 30 second recordings by family and friends using the free Securus app on an Apple or Android device. They can be quickly reviewed in our VideoGram folder in the facility portal. Inmates and the public can be blocked from participating in VideoGrams.

All eMessage photos, eCards, and VideoGrams from the public are retained for analysis, even when rejected due to offensive, dangerous, or out of policy content.
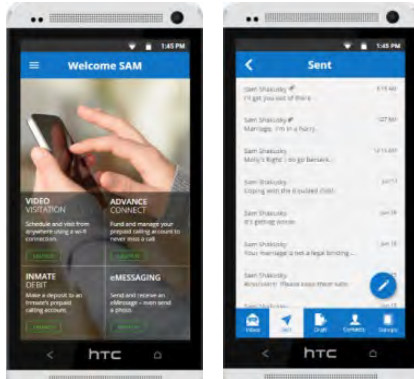
Investigations and Reporting

Facility staff can identify someone from the public who is communicating with multiple inmates easily and take action to suspend the inmate or sender or further investigate.

Intuitive reporting and views provide a complete message history by inmate, and the ability to search messages by inmate, family and friend, date, specific message, and word on word filter list.

eMessages, providing valuable investigative opportunities, contain up to 4,000 characters when sent by the public and up to 2,000 characters when an inmate replies. Subject lines can contain up to 40 characters.

eMessaging Family and Friend Portals

For the utmost security, eMessages may only be sent and received by family and friends using the Securus Mobile app for smartphones and mobile devices, as well as the Securus family and friend website at www.securustech.net. These convenient user interfaces are also used by the public to deposit money into prepaid calling accounts and to enroll, schedule, and participate in a remote Video Connect session. Once eMessaging is added to their free Securus account; the user can purchase a book of stamps used to pay for eMessages by searching for an inmate by name or inmate ID and selecting the state and facility name. Stamps can be purchased using a Visa or MasterCard credit or debit card and the user can save the card for future stamp purchases.

Family and friends can send a text-only message for one stamp and add photos from their photo gallery or take a photo on their mobile device for an additional stamp each. eCards are also an additional stamp.

With our Snap n' Send™ service, constituents using the Securus app can snap a photo or select from their gallery and send just the photo for one stamp, helping inmates and the public stay connected through familiar social media capabilities.

With our VideoGram service the public can take a 30 second video at a baseball game or party or select an existing video that can be automatically cropped to 30 seconds using the Securus app.

Family and friends can transfer stamps or prepay one message at a time for an inmate to reply. The stamp balance is always shown in the app or website inbox and all stamp purchases clearly state the stamp pricing and any associated fees and taxes. A stamp history can be viewed to show stamp purchase and transfer transactions.

If the message is rejected by the facility the sender will receive a free eMessage notification advising that the message was not delivered and the reason. If a reply was prepaid for the inmate and the inmate message is approved, the family and friend will receive the inmate text-based reply message in their eMessaging inbox.
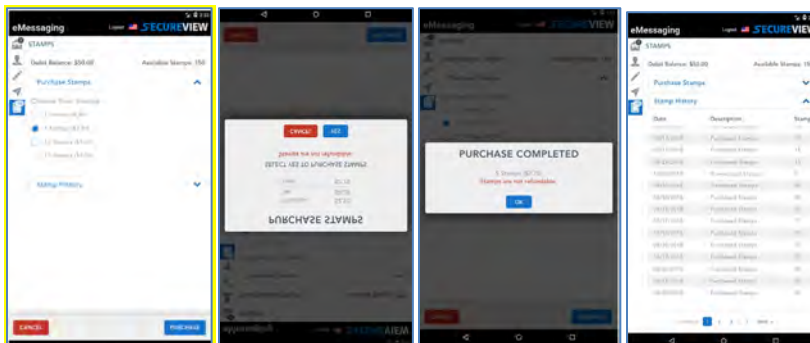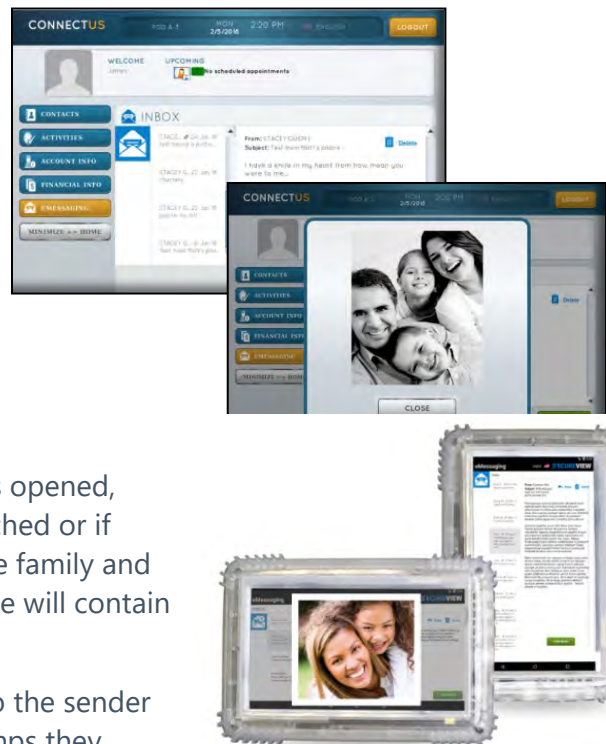
eMessaging Inmate Portal

The inmate can access the eMessaging module on the ConnectUs inmate terminal or on the Securus tablet after authentication.

All eMessages, photos, eCards, and VideoGrams are displayed on the terminal or tablet in an eMessage inbox with no paper distribution. There is no Draft folder for the inmate and the Sent folder can be deactivated if Klamath County wishes.
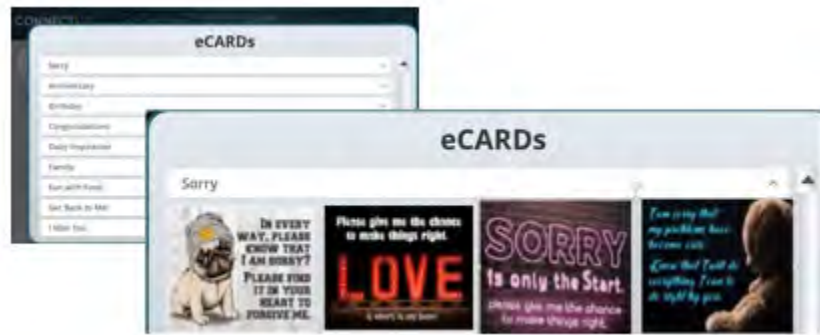
The inmate will see an indication that they have an eMessage in their inbox. Once the eMessage is opened, they will clearly see if photos and eCards are attached or if VideoGrams are awaiting download to view. If the family and friend pre-purchased an inmate reply, the message will contain an indicator that that an inmate can reply for free.

The inmate can reply with a text only eMessage to the sender by using the prepaid reply stamp or by using stamps they purchase or that are transferred to them by the public. Stamps that inmates purchase require Inmate Debit to fund the stamp purchase. The stamp balance is clearly shown, as well as the stamp history of purchases and transfers. Inmates cannot send messages to other inmates at your facility or any other.

If an inmate's message is rejected the inmate will receive a free eMessage notification advising that the message was not delivered and a reason. If the reply was from a prepaid reply, the family or friend will also receive a notification advising that the message was rejected and a reason.

Inmates are able to send an eCard selected from a menu by occasion, helping them to convey feelings or to bring cheer to their loved ones.

B12. Video Visitation System

Hosted Video Visitation - Software Requirements

1. **Vendor must demonstrate software that has been provided consistently over the past 12 months. Software must be updated on a regularly-scheduled plan at a minimum of three times per year.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus acquired Primonics, Inc. in 2012. Primonics, Inc. provided video visitation services to North American clients through a sophisticated centralized packet-based network. Securus has been delivering high performance video services ever since. We upgrade our calling and video software three to four times per year.

2. **The system, which includes visitation scheduling, user management, and policy management software, must be web- based and allow for Klamath County to administer visitation sessions and visitation operations based on Klamath County policies.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

3. **Visitation sessions shall connect automatically, without any intervention from Klamath County.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus Video Connect (SVC) is a web-based visual communication system that allows friends, family members, and attorneys to schedule and participate in video sessions with an inmate's loved ones—from anywhere with internet access—using a smartphone, tablet, or PC with internet access.

Remote Video Sessions

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 -Android and Apple device mobile devices.

Remote visitors access SVC services through the Securus mobile application or the www.videovisitanywhere.net website. Remote users need only a mobile phone, tablet, or computer with a built-in or external webcam and a microphone and speakers, or a headset.

Family and friends can obtain account approval *remotely* by submitting an online request which will include the picture and driver's license images within their account.

From the mobile app or website, visitors select the facility and inmate with whom they would like to visit and submit the request. Once approved, they can:

- Create, reschedule, and/or cancel a video session
- Pay for the video session with a credit or debit card
- Join a video session—no officer intervention is required

How It Works: Remote Video Sessions

An inmate's family, friends, and others—such as attorneys—can access SVC 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 session, and view account activity.

When users log on to the website or mobile app, they select the facility and individual 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 sessions according to the individual's housing location, available terminals at that location, and available video time slots. Remote video 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 Sessions

Onsite video allows visitors to arrive at the facility to engage in video session at a touch-screen terminal with an inmate. When a visitor arrives at the facility, he or she is directed to the designated terminal area after passing through security. Once at the terminal, visitors enter a PIN unique to that video session as validation of the visitor's appointment with the inmate. The PIN is provided to the visitor when scheduling the session. Visitors can schedule their onsite video session in three easy ways:

- Securus mobile app: Visitors can schedule an onsite session using the Android or Apple Securus mobile app
- Onsite terminal: Visitors can schedule using one of the touch-screen terminals configured for scheduling within the lobby
- Securus Online Website: Visiting **www.videovisitanywhere.com** through a mobile device or computer

The facility's needs dictate the scheduling process. By default, onsite sessions are subject to the same scheduling rules as remote video sessions.

When prompted, the inmate identifies himself on the terminal using single- or dual-password authentication and the session starts automatically, requiring no officer intervention.

4. **The system must assign a unique identification number to each AIC and user.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

5. **The AIC interface must have a multi-lingual interface (English and Spanish at a minimum)**

SECURUS HAS READ, UNDERSTANDS, BUT DOES NOT COMPLY WITH THIS REQUIREMENT

The NextGen SCP calling service is multilingual. The SVC video service interface is currently provided in English only, but the Spanish interface is in production and scheduled to be released for the Second Quarter of 2021.

6. **The system should provide web-based visitation scheduling for authorized users (Agency staff, attorneys, the public) utilizing any standard web browser.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

7. **The system must display pending visits to Klamath County staff and to those incarcerated.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

8. **The system must be able to automatically detect if remote visitor's computer system meets minimum requirements for system connectivity.**

SECURUS HAS READ, UNDERSTANDS, BUT DOES NOT COMPLY WITH THIS REQUIREMENT

Securus' system does not do an automatic check of user's connectivity. We provide a link to a speed test.

9. **The system must allow users to easily and simply schedule visitation sessions.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

10. **Remote video visitation sessions must be able to be conducted in both Android and Apple formats for smartphones and tablets.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

11. **The system must require visitors to provide both a photo of themselves and photo of identification (e.g. driver's license) during registration for Agency staff approval prior to a visitation session.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

12. **Visitors must be able to pay for the video visitation session using either a credit card or debit card.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

13. **The system must only display timeslots that meet Klamath County policies.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

14. **The system must conduct conflict checking and only display times which are available when visits are being scheduled.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

15. The system must allow users to easily change their personal information (i.e., password, address, phone number, etc.).

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

16. The system must send an email to a visitor when a visit is scheduled, modified, or cancelled.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

17. The system must assign unique visitation identification numbers for every visit for reporting and tracking purposes.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

18. The system must offer customizable set durations (e.g. 20, 30, 40 minutes) for each visit.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

19. The system must provide a visual warning message to inform the visitor that the session will be ending in "XX" minutes or provide a visual countdown timer.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

20. The system must provide different levels of functionality to facility staff users based on user type. For example:

   a. Administrators: create/manage/edit – users, schedules, visitation rules, download recorded sessions, etc.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

   b. Users: create/manage scheduled video visits, live monitoring sessions, approve/deny visitors

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

   c. Read-only user: can only view scheduled visits

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

21. The system will require a unique username and password that will allow the user their level of functionality.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

22. The system shall provide specific information for tracking AIC and visitor activities and patterns by, at a minimum, the following criteria:

   a. AIC ID number

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

   b. Session ID

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

   c. Appointment ID

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

     d.   AIC first/last name

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

     e.   Visitor name

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

     f.   Date and time of visit.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

     g.   AIC video visitation station; and location/housing unit

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

     h.   Daily, weekly and monthly visit statistics.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

25. The system will provide audit trail/logs of all activity (i.e., user login times and locations, which users have scheduled/modified/cancelled a visit, etc.).

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

26. The system will allow for an interface with or data retrieval from Klamath County Jail Management System.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

     a.   The system must use the same AIC identification number as created by the Jail Management System to identify the AIC on the video visitation system.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

     b.   The system must automatically cancel a visit if the AIC's visitation eligibility status has changed, the AIC is moved to a location which doesn't allow or doesn't have visitation available or the AIC has been released.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

     c.   The system must send an email cancellation notification to the visitor if a visit is cancelled.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

27. The system will provide for an Exclusion List which allows the Klamath County to set visitor exclusions (i.e., Visitor A is allowed to visit with anyone in the jail excluding one or more selected AIC) because they are known gang affiliates, contraband smugglers, etc.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

28. The system will provide Cancellation/Interruption Broadcast capabilities. The Klamath County staff should be able to interrupt ongoing visits and send email and document why the session was cancelled notification that the session was cancelled due to facility visitation policy violations or AIC movement and can later be rescheduled.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

29. The system provides authorized administrative users the ability to do searches and create reports.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

30. The system provides a way to display and filter scheduled visits to Staff so they know where and when an AIC needs to be available for pending video visits.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

31. The system shall allow for visitation recording.

    a. Visits will be recorded by user type

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

    b. Recorded visits will be searchable and viewable

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

    c. Recorded visits will be stored for 90 days

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

    d. Klamath County must be able to lock certain recordings such that they will not be purged as part of the standard retention duration.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

    e. Recorded visits must be able to be downloaded into a standard video format (e.g. MP4)

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

32. Authorized personnel must be able to quickly and easily schedule visitation sessions.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

33. The system will provide Visitation Rules capabilities that allows for configurable rules to be established in order to encourage usage and minimize the number of people in the lobby. Such should be configurable to include at least the following:

    a. AIC is allowed X quantity of on-site visits

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

    b. AIC is allowed X quantity of remote visits

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

    c. AIC location A is allowed X quantity of on-site visits

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

    d. AIC location A is allowed X quantity of remote visits

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

    e. Visitor type A is allowed X quantity of on-site visits

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

    f. Visitor type A is allowed X quantity of remote visits

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

34. The 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 COMPLIES WITH THIS REQUIREMENT

35. The system must have visitation recording capabilities.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

36. All scheduling of video visitation sessions must be able to be performed on the Vendor's website via Windows, Apple Macintosh, or mobile devices (smartphones and tablets).

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

37. The system will provide for commissary ordering via touch screen inputs.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Inmates can place commissary orders from the same devices they use to conduct video visits through Securus' proprietary ConnectUs software. Securus has multiple integration options to display a third-party vendor's application or integrate directly with your jail. Publishing a commissary application can have an immediate impact on your bottom line. Securus works with any willing commissary company to enable the access through our terminals. We have active agreements with many commissary companies.

Benefits

- Eliminate the need to have multiple types of inmate terminals or kiosks
- Increase efficiency by fully automating the commissary ordering process
- Maintain control of the integration and ensure that inmates are not able to access unsecure IP addresses once in the third-party application

38. The system will provide for sick call reporting via touch screen inputs.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Inmates can report an ailment to facility health officials by selecting from a predetermined list through Securus' proprietary ConnectUs software.

Benefits

- Automates manual processes
- Enables staff to focus on security
- Eliminates the unnecessary movement of inmates within the facility
- Allows authorized infirmary staff to access calls anytime/anywhere
- Provides a higher quality of service to inmates, reducing grievances

39. Vendor's video visitation system must have been successfully installed and functional in at least 20 client facilities.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

B13. Applications

B13.1 Video Visitation System

Video visitation will be used by attorneys, County staff, including probation and parole, as well as the public, and will allow for the scheduling and management of on-site and at-home visitation sessions.
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

The Hosted video visitation system proposed for the KLAMATH County must meet or exceed the technical requirements outlined in this RFP. The Hosted video visitation system proposed to meet these technical requirements must be provided for all KLAMATH County facilities at no cost to the KLAMATH County including system installation, training, operation and maintenance of the system and its components.
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

B13.2 AIC Video Visitation Kiosk Requirements

1. **The Vendor must provide a kiosk functionality that allows for multiple capabilities. These capabilities should be available for use at predetermined scheduled times outlined by Klamath County and must be customizable to the exact feature. These functionalities should perform as follows:**

   a. **Ability to place AIC telephone calls.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

   b. **Access to a Law Library.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

   c. **Ability to upload PDF documents such as an AIC handbook or any other documentation deemed necessary by Klamath County.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

   d. **Ability to upload a Video (MP4) files deemed necessary by Klamath County.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

   e. **Kiosk shall allow a drop-down menu from home screen for AICs to access multiple languages(English and Spanish minimum).**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

   f. **Kiosk shall allow access to Commissary Ordering for the AICs.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

   g. **A fully functional Video Visitation Capability fully compliant with the specifications outlined in this RFP.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

h. **Ability for Applications to be configured to be enabled or disabled for periods of time by housing unit or facility (for example the Commissary Application may only be available Tuesdays and Thursdays from 9 to 5 when AICs can order commissary).**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

i. **AIC Forms & Grievance submission capability that will:**
   i. **Allow an AIC to place both anonymous and known grievance requests.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMEN

   ii. **Allow authorized facility staff to review and respond to grievances through the AIC Telephone Platform User Interface.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

   iii. **Allow for assignment to other facility staff.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

   iv. **Track the response time for grievance resolution that can be customized so County Name specifications can be viewed and Staff can view any excessive time periods for grievance resolution.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMEN

   v. **Allow AICs to track and review active and closed grievances through the kiosk.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

   vi. **Provide a method for an AIC to appeal a grievance.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

   vii. **Ability to keep all forms for the life of the contract – even if an AIC is released.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

j. **The kiosk must have a method for conflict resolution which will give both verbal and visual warnings as to pending, approved and scheduled events. Some form of warning should notify an AIC prior to placement of a call as to the time allowed to place a call should it be less than the standard duration allowable. Conflict resolution must be configured such that certain scheduled communication events (i.e. video visitation sessions) take priority over unscheduled communication events (i.e. telephone calls).**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

ConnectUs manages available applications by the time of the day or day of the week. This allows for information applications, such as an inmate handbook, to be available during non-calling hours. ConnectUs automatically prioritizes scheduled communication events higher than non-scheduled communication events. If a video communication is scheduled and another inmate wants to use the same terminal for a telephone call, ConnectUs will limit the call duration to avoid conflict with the video communication session. Similarly, the Telephone Calling

Application is disabled when a video visit is scheduled to begin. We manage usage conflicts, so your staff does not have to.

B13.3 Hosted Video Visitation – Hardware Requirements

1. **The terminal must include a detention-grade hardened steel enclosure**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

2. **Detention grade hardened steel wall mounted enclosure.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

3. **The position of the hook switch must not enable/disable a live visitation session.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

4. **The terminal must prevent spills from entering the enclosure.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

5. **The terminal must be able to access the web-based application and be enabled for touch screen inputs.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

6. **The terminal shall not have any openings exposed to the user. This includes all wiring and ventilation holes.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

7. **The terminal shall not have any external hinges.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

8. **The terminal will have a shatterproof touchscreen LCD display.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

9. **The terminal will have a built-in camera.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

10. **The terminal will have a detention-grade audio handset.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

11. **The terminal will have the option for one or two handsets or a hands-free device.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

12. **The terminal shall be powered by 110VAC or Power-Over-Ethernet.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

13. **The terminal will utilize standards-based videoconferencing CODEC (Encoder/Decoder) based on the H.264 video conferencing compressions.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

14. The terminal must have heat syncs and heat vents.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

15. The terminal must have a minimum of two (2) internal magnetic levitation ventilation fans and internal tachometer output to monitor operation.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

16. The terminal shall have a magnetic on/off switch.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

17. The terminal must be secured to the wall using a mounting bracket with a minimum of four (4) screws/bolts. The terminal must then secure to the mounting bracket using no more or less than two (2) security screws.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

B13.4 Hosted Video Visitation – Technical Requirements

1. The 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 COMPLIES WITH THIS REQUIREMENT

The Securus NextGen SCP is a centralized web-based platform in which the Securus Video Communication (SVC) system is a complete ICP/IP-based system with all video streams being conducted over a TCP/IP Ethernet.

2. The system must consist of AIC terminals connected over a 100 Mbps dedicated Ethernet network so that any terminal can be connected to any other terminal.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

The system will consist of inmate terminals connected over a 100-Mbps dedication Ethernet, enabling each terminal to be connected to any other terminal.

3. The terminal must be able to access the video visitation solution via local area network (LAN) or via a broadband internet connection (DSL, cable, etc.) using a computer or laptop that is web camera and enable headset.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

The visitor can access SVC and schedule a visit, as long as they have the proper internet access, computer, and necessary accessories such as a webcam and headset.

4. The system should utilize:
  a. High quality video using low bandwidth

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

b. Video Standards: H.264

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

SVC uses Video Standards: H.264.

c. Video Transmission Speeds: 64 Kbps – 2 Mbps

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

SVC uses video transmission speeds: 64 Kbps – 2 Mbps.

d. Wide range of video resolutions and bit rates: CIF (352 x 288 pixels), SIF (352 x 240 pixels), QCIF (176 x 144 pixels)

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

SVC offers a wide range of video resolutions and bit rates, including: CIF (352 x 288 pixels), SIF (352 x 240 pixels), QCIF (176 x 144 pixels).

5. **The system must be designed for:**

a. **Up to 30 frames per second of high-quality video at 384+ Kbps**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

SVC supports up to 15 frames per second of high-quality video at 200+ Kbps.

b. **Up to 15 frames per second of high-quality video at 64 – 320 Kbps**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

SVC supports up to 15 frames per second of high-quality video at 200+ Kbps.

c. **Constant or variable bit rate and frame rate**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

SVC supports both a constant or variable bit rate and frame rate.

6. **The system must provide encryption for all visits.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

SVC provides encryption for all visits.

B13.5 Tablets

1. **Tablets shall interface with the County's Jail Management System, commissary, AIC phone system and video visitation system, at no additional cost to the County allowing AICs to access Tablet services. County requires the same PIN requirements for the Tablets as used for the phone and video visitation systems. The County will not be responsible for paying any amount(s) associated with the required interface(s).**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus will integrate our tablets with Klamath County's jail management system (JMS). It is a service we provide with every standard tablet implementation. As the incumbent at Klamath County, we have already integrated our calling system with the County's EIS JMS, and we are confident that the tablet integration will be seamless as well. The telephone function on our

tablets will only work with the Securus calling platform, and we currently only interface with our own SVC.

The lock-screen feature strengthens the security on Unity Tablets by requiring inmates to log in using their account credentials—the same credentials used to make phone calls or sign into other Unity Applications.

Personal Tablet

A Personal Tablet requires the inmate to enter their PIN number to gain access to the tablet. Due to the tablet being assigned to a specific inmate, only that inmate's specific PIN will work on the tablet.

The Personal or Assigned lock screen will display the following:

- Digital display of a clock
- Month, date, year
- Assigned username
- Housing location information
- PIN entry field
- PIN pad
- Log in button
- Agency name
- Barcode
- Tablet AID (unique identifier of tablet)

Community Tablet

A Community Tablet has fields available for the inmate to enter their Account number and their PIN.

The Community Tablet lock screen will display the following:

- Digital display of a clock
- Month, date, year
- Assigned location
- Account entry field
- PIN entry field
- Log in button
- Barcode
- Agency name
- Tablet AID (unique identifier of tablet)

Login Attempts

An inmate may attempt to enter his/her PIN *x* times (configurable by agency). If all login attempts fail, the tablet will be locked for 10 minutes. This feature prevents PIN theft and fraud.

2. **Tablets should be configured to only allow AICs access to the services and applications approved by the County. Additional applications shall be mutually agreed upon by the County and Vendor. AICs shall be prohibited from having any access to any external applications. Tablets must communicate with pre-approved applications and servers only.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

3. **Vendor shall provide the County with remote access to Tablets at no cost to the County for the purposed of administering, monitoring, overseeing and reviewing transactions and activity associated with the applications and services offered. The following reports (at a minimum), shall be made available to the Facility as applicable for monitoring and investigative purposes. Vendor shall provide a sample of the reports.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Please see Attachment 6, beginning on Page 218, for a sample tablet usage report.

In addition to the usage reports requested, the Job Search application can track and measure the job search activity of your agency and provide you with access to detailed reports.

Likewise, the Forms and Grievance Application provides staff supervisors the ability to:

- See reports of the volumes and progress of forms through the workflow
- See pie charts representing age of forms currently in the workflow
- Assign staff members to process specific forms

a. Transactions by AICs

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Klamath County can receive a monthly tablet application usage report for the entire Klamath County population for the previous month. These reports come from Securus and are broken down by application. This can be provided at no cost to the agency. Your Securus Account Manager can provide additional reports related to tablet usage upon request.

b. Application usage by AICs

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Klamath County can receive a monthly tablet application usage report for the entire Klamath County population for the previous month. These reports come from Securus and are broken down by application. This can be provided at no cost to the agency. Your Securus Account Manager can provide additional reports related to tablet usage upon request.

c. Totals by AIC

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Klamath County can receive a monthly tablet application usage report for the entire Klamath County population for the previous month. These reports come from Securus and are broken down by application. This can be provided at no cost to the agency. Your Securus Account Manager can provide additional reports related to tablet usage upon request.

d. **Totals by Tablet**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Klamath County can receive a monthly tablet application usage report for the entire Klamath County population for the previous month. These reports come from Securus and are broken down by application. This can be provided at no cost to the agency. Your Securus Account Manager can provide additional reports related to tablet usage upon request.

e. **Daily, weekly and monthly statistic**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Klamath County can receive a monthly tablet application usage report for the entire Klamath County population for the previous month. These reports come from Securus and are broken down by application. This can be provided at no cost to the agency. Your Securus Account Manager can provide additional reports related to tablet usage upon request.

4. **Tablets shall be provided to the County pre-loaded with the County approved applications offering a variety of games, music and entertainment, as well as free applications/services and educational programs. Tablets provided by the Vendor shall be configured to provide certain "free" services to the AIC population at no charge. Such "free" services shall include:**

a. **Clock**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

b. **Calendar**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

c. **Dictionary**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

d. **Calculator**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

e. **PDF Documents approved by County**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

f. **PDF Viewer**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

g. **Electronic submission of AIC requests**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

h. **Commissary purchases**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

i. **Debit purchases**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

The My Account app on the Securus tablet allows incarcerated individuals to look up their current Securus debit account balance as well as previous transactions

j. Trust/commissary/debit account look-up

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

The My Account application on the Securus tablet allows incarcerated individuals to view the current balance of their Securus Debit account as well as tablet/premium media and eMessaging stamp transactions. The My Account app also allows incarcerated individuals to manage their active premium subscriptions. The commissary look-up typically would be found within Klamath County's commissary application (which is a third party app).

k. AIC handbook

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

l. AIC notices/bulletins

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

5. **The County requires a 10% spare inventory of Tablets be stored at the Facility to allow for the prompt replacement of a broken or malfunctioning Tablet. Vendor shall supply the proper packaging and pre-paid shipping labels to allow the County to ship any broken or malfunctioning Tablets for repair or replacement. County shall not be responsible for any costs associated with replacing the Tablets, including but not limited to, packaging, shipping and insurance.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus automatically maintains inventory levels of Community Tablets for each location. With just-in-time shipping, Securus ensures there are always enough Community Tablets onsite to supply inmates with equal access to critical applications and content, with no need to store large amounts of tablets. Should the threshold of Community Tablets drop below a predefined amount, Securus automatically ships additional Community Tablets to the site. Inventory management is automated by Securus' systems and requires no action by Klamath County Jail staff.

Inventory Process

Community Tablets are **available for all** to use

Residents **convert Community Tablets to Personal Tablets** using Make Mine reducing the number of available Community Tablets

Securus' Automated System monitors inventory levels and **automatically ships** additional tablets when needed

New Tablets arrive. Tablet displays the location where needed.

Distribute new tablet(s) in final location

6. **Tablets shall be suitable for a correctional environment, sturdy, vandal and tamper resistant, and be enclosed in a durable, sealed case.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

7. **Tablets shall be capable of restricting AIC usage to the specific housing unit to which the AIC is assigned.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

8. **Upon completion of the installation and any ongoing installations, Vendor shall provide the County with a list of Tablets, charging stations, equipment specifications, and locations of each device.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

B14. Payment Options & Products

1. **The system shall allow automated operator collect calling.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

2. **All prepaid calls will be subject to the same restrictions and features as standard AIC-collect telephone calls.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

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 COMPLIES WITH THIS REQUIREMENT

4. **The system will allow AIC families and friends to set-up alternate billing methods directly with the vendor. Two of the methods the County would like to see offered are:**

   a. **A system that will allow AIC families and friends to set-up an account directly with the vendor.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus Direct Bill Account is a specific post-paid account available to family and friends or Special Access Groups. A Direct Bill account allows the family or friend to receive collect calls from inmates and have the charges billed directly to them each month from Securus Correctional Billing Services (SCBS).

The account owner controls all the call-to numbers allowed to be used and to receive an itemized bill for services each month. All prospective Direct Bill Account customers must first pass a credit check before the account is activated.

The account owner can also choose to be notified of pending payments due and to even pay just by responding to a text notification.

   b. **A system that provides customers to prepay for calls from the facility.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

An AdvanceConnect™ account is a prepaid account that allows friends and family members or special account groups, such as bail bondsmen and attorneys, to receive collect calls from inmates and have the charges deducted automatically from the prepaid account.

The account holders control what numbers can be called by the inmate and paid for under their specific account. They can also link multiple phone numbers to the account to ensure that their

loved one can connect to them at their various numbers (work, mobile, home) or to specified relatives, neighbors, friends, etc., (subject to facility restrictions).

An AdvanceConnect account can be setup and managed easily from the Securus Online website, the Securus Mobile Application (Android and OIS), at an onsite Kiosk or by phone.

> **c. Provider must offer Constituents various points-of-sale to accept payments for services such as Western Union, MoneyGram, Provider's Customer Service Center, Provider's IVR along with ancillary provider points-of-sale such as Lobby and Booking Kiosks.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

> **5. Vendor shall provide the ability for AIC 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 COMPLIES WITH THIS REQUIREMENT

AdvanceConnect Single Call (ACSC) expands on the Securus AdvanceConnect architecture to connect single calls that previously would not have been completed.

ACSC allows family and friends to connect to their inmate without having an existing Securus AdvanceConnect prepaid account or in the event that their AdvanceConnect account does not have enough funds to complete a call.

Upon receiving an unbillable call from an Inmate, the family or friend will be presented with the opportunity to enter a credit or debit card to pay for the just one call. They will be billed for the time of the call at the facility specific per-minute rate plus government taxes and applicable fees for that facility.

6. **Outline all vendor proposed convenience fees which are passed to family and friends. This includes fees on any products listed in this document.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus' ancillary service charges and other fees to consumers relating to the use of its inmate communications services are as follows:

Fees Vary by Account Types*	Amount
Account Setup Fee	No charge
Refund Fee	No charge
Payments via Mail or Online Banking	No charge
Automated Funding Fee	$3.00
Live Agent Fee	$5.95
Return Check Charge	Up to $25.00
Third-Party Financial Transaction Fee	Based on costs incurred

These fees do not include taxes, regulatory fees, and cost recovery fees that may vary in accordance with state and federal regulatory guidelines.

7. **Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

8. **Vendor 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 COMPLIES WITH THIS REQUIREMENT

AdvanceConnect Single Call (ACSC) expands on the Securus AdvanceConnect architecture to connect single calls that previously would not have been completed.

ACSC allows family and friends to connect to their inmate without having an existing Securus AdvanceConnect prepaid account or in the event that their AdvanceConnect account does not have enough funds to complete a call.

Upon receiving an unbillable call from an Inmate, the family or friend will be presented with the opportunity to enter a credit or debit card to pay for the just one call. They will be billed for the time of the call at the facility specific per-minute rate plus government taxes and applicable fees for that facility.

9. **Vendor must allow constituents deposits/payments of non-fixed amounts.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

B15. Security & Accessibility

1. **The system must be programmed for auto shut-off at times designated by the County and must be capable of being enabled by customer, site phone group and AIC.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

2. **County personnel must be able to manually shut down the system in case of emergency and must be capable of being enabled by customer, site, phone group and/or telephone.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

3. **The system shall be password protected to permit only authorized facility personnel access to the system.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

4. **The system must have the capability to enable and disable any phone at the facility from any secured internet capable computer.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

5. **The system's user security must provide restrictive access by public and private IP address. Personnel logging in from an IP address not assigned will not be allowed to access the system remotely.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

6. **Must be security controllable by IP address.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

7. **Must have security templates that limit access by job role within the department.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

8. **Must be password protected.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

B16. Text messaging devices

Please describe available technology for text or electronic messaging.
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus eMessaging provides facilities with a secure, fully digital two-way messaging solution to help keep constituents and inmates connected during incarceration. eMessaging is provided at no cost to Klamath County and uses existing inmate terminals and Securus tablets.

All eMessages are channeled through the secure facility eMessaging web-based portal for message review, analysis, and processing.

eMessaging

Constituents use Securus' free mobile app or family and friend website to purchase 'stamps' and send eMessages. Photos and eCards can be attached for an additional stamp. Family and friends may also send a photo only or a 30 second VideoGram from the mobile app.

Family members and friends do not require approval to send an eMessage, although it is Klamath County's discretion to approve and allow the delivery of messages and attachments based on Klamath County facility standards and policies.

eMessaging Facility Portal

Leveraging the most widely used messaging platform in the corrections industry, Securus eMessaging provides facilities with an intuitive, easy to use system that provides total control over content assessment. The centralized, proprietary platform is managed wholly within the US. The flexible platform can be configured to match the review approach of each facility. An 'Auto Release' configuration allows messages to be forwarded automatically when certain conditions are met. The 'Manual Release' configuration will enable staff to review each message and manually release to the recipient or reject. If a facility does not use Securus' inmate terminals or Securus tablets, an Inbound eMessaging version can be implemented for staff to print and hand deliver messages. All messages and photos are retained for future review for the life of the contract, even if they are rejected or deleted by recipients.

When a message is opened for review additional activities can take place within the screen, such as viewing the mail history for either the family and friend sender or inmate. This helpful feature enables staff to see to whom else the family and friend sender has sent messages and from whom they have received messages in the facility. A convenient translator converts Spanish messages to English for staff review.

Review tools are integrated into the review portal to simplify and decrease staff time reviewing messages. A "view only" access can be created to allow for visibility of messages but without the authorization to reject or approve a message.

Security

Facilities have the flexibility to suspend inmates from participating in eMessaging. Once suspended, family and friends will see a notification before composing a message that the inmate is not eligible for eMessaging at this time. Family and friends can also be blocked from participating in eMessaging with a single inmate or the entire facility and will receive a pop-up notification if they or the inmate are blocked.

Each suspension and reactivation action for an inmate is logged with staff name, date, and reason for the status change.

A word watch filter can be used to screen messages and separate those that have a word on the word watch list. Facility users can add or change words, and eMessages containing that text will be held in a folder for manual review. These messages display the words on the watch list at the top of the message highlighted in red for easy viewing, allowing staff to quickly determine the context of the communication and decide whether to approve or reject.

The word watch filter is easy to use and flexible to align with trends in coded speech phrases or buzz words in order to quickly identify communication that might cause a security threat and provide context to an ongoing investigation for both incoming and outgoing reply eMessages.

A 'watch list' for inmates and family and friends can be populated by staff to flag messages for people added to the watch list, providing an efficient way to monitor communication of parties of concern. Individuals on the list can be activated and deactivated at any time.

eMessages that are 'clean'—without photos or words on the Klamath County word watch list or inmate/sender watch lists—can be set to automatically be approved and flow to the inmate to view on a ConnectUs terminal or Securus tablet. Each eMessage that is rejected by the facility generates an automatic, free message to the inmate or family and friend sender advising that their message was not forwarded with a stated reason. Rejection reasons can be modified to suit each unique environment.

Photos that are outside of your policy can be removed from the message while allowing the message and any acceptable photos to flow through to the inmate. The sender receives a notification that a photo was removed. All photos that were removed remain associated to the message and accessible anytime. The eMessaging system logs capture both the date and the staff member for each photo that is removed.

eCards are like greeting cards and are selected by family and friends and inmates from our online catalog. eCards are pre-worded and are not editable, so there is no need for staff to review these. They can be used to send an inspirational message or to celebrate special days, like Thanksgiving and December holidays.

Photos can be quickly reviewed with our Photo Review folder. Multiple photos are presented and can be individually rejected or all approved for faster visual assessment.

VideoGrams are 30 second recordings by family and friends using the free Securus app on an Apple or Android device. They can be quickly reviewed in our VideoGram folder in the facility portal. Inmates and the public can be blocked from participating in VideoGrams.

All eMessage photos, eCards, and VideoGrams from the public are retained for analysis, even when rejected due to offensive, dangerous, or out of policy content.

Investigations and Reporting

Facility staff can identify someone from the public who is communicating with multiple inmates easily and take action to suspend the inmate or sender or further investigate.

Intuitive reporting and views provide a complete message history by inmate, and the ability to search messages by inmate, family and friend, date, specific message, and word on word filter list.

eMessages, providing valuable investigative opportunities, contain up to 4,000 characters when sent by the public and up to 2,000 characters when an inmate replies. Subject lines can contain up to 40 characters.

eMessaging Family and Friend Portals

For the utmost security, eMessages may only be sent and received by family and friends using the Securus Mobile app for smartphones and mobile devices, as well as the Securus family and friend website at www.securustech.net. These convenient user interfaces are also used by the public to deposit money into prepaid calling accounts and to enroll, schedule, and participate in a remote Video Connect session. Once eMessaging is added to their free Securus account; the user can purchase a book of stamps used to pay for eMessages by searching for an inmate by name or inmate ID and selecting the state and facility name.

Stamps can be purchased using a Visa or MasterCard credit or debit card and the user can save the card for future stamp purchases.

Family and friends can send a text-only message for one stamp and add photos from their photo gallery or take a photo on their mobile device for an additional stamp each. eCards are also an additional stamp.

With our Snap n' Send service, constituents using the Securus app can snap a photo or select from their gallery and send just the photo for one stamp, helping inmates and the public stay connected through familiar social media capabilities.

With our VideoGram service the public can take a 30 second video at a baseball game or party or select an existing video that can be automatically cropped to 30 seconds using the Securus app.

Family and friends can transfer stamps or prepay one message at a time for an inmate to reply. The stamp balance is always shown in the app or website inbox and all stamp purchases clearly state the stamp pricing and any associated fees and taxes. A stamp history can be viewed to show stamp purchase and transfer transactions.

If the message is rejected by the facility the sender will receive a free eMessage notification advising that the message was not delivered and the reason. If a reply was prepaid for the inmate and the inmate message is approved, the family and friend will receive the inmate text-based reply message in their eMessaging inbox.

eMessaging Inmate Portal

The inmate can access the eMessaging module on the ConnectUs inmate terminal or on the Securus tablet after authentication.

All eMessages, photos, eCards, and VideoGrams are displayed on the terminal or tablet in an eMessage inbox with no paper distribution. There is no Draft folder for the inmate and the Sent folder can be deactivated if Klamath County wishes.

The inmate will see an indication that they have an eMessage in their inbox. Once the eMessage is opened, they will clearly see if photos and eCards are attached or if VideoGrams are awaiting download to view. If the family and friend pre-purchased an inmate reply, the message will contain an indicator that that an inmate can reply for free.

The inmate can reply with a text only eMessage to the sender by using the prepaid reply stamp or by using stamps they purchase or that are transferred to them by the public. Stamps that inmates purchase require Inmate Debit to fund the stamp purchase. The stamp balance is clearly shown, as well as the stamp history of purchases and transfers. Inmates cannot send messages to other inmates at your facility or any other.

If an inmate's message is rejected the inmate will receive a free eMessage notification advising that the message was not delivered and a reason. If the reply was from a prepaid reply, the family or friend will also receive a notification advising that the message was rejected and a reason.

Inmates are able to send an eCard selected from a menu by occasion, helping them to convey feelings or to bring cheer to their loved ones.

SECTION C

CUSTOMER SERVICE

Describe Vendor facility and family and friends' operations and customer support capabilities.

C1. Family and Friends Customer Service

> 1. **Please describe your family and friend's customer service operations and services.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus is unique among its national competitors in offering an in-sourced, US-based call center (Securus Friends and Family Call Center, SFFCC) to provide customer service to friends and family members of inmates. Our 200+ seat call center employs customer service representatives who are Securus employees, trained and managed to Securus' standards.

Live agent support is available to friends and family members seven days a week, 24 hours a day, and 365 days a year.

Customers can use our toll-free number (1-800-844-6591) to either speak to a live agent or use an intuitive, automated interactive bilingual voice response system to help them with their needs. For added convenience, we also offer personal account access via our website (www.securustechnologies.com). End-users can also now access SFFCC via online "chat" 24 hours a day, seven days a week.

Our friendly and knowledgeable agents can help customers with:

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

Our customer service agents are highly trained on ITS issues and in satisfying the specific needs of called parties. We offer both English speaking and Spanish speaking agents.

We diligently survey our customers and measure satisfaction ratings to find ways to improve our service levels. Our customer satisfaction scores for our call center are 20 percent higher than the industry standard.

Securus offers friends and family members of inmates a wide variety of options to set up and fund prepaid accounts. Convenience drives account creation, and account creation drives more calling; so, Securus has made the funding process easy. To create and fund a prepaid calling account, friends and family members can:

- Call SFFCC and speak with a live operator
- Use our automated interactive voice response system
- Use our mobile-friendly website
- Fund accounts by mail
- Visit one of more than 35,000 MoneyGram locations such as Walmart and CVS Pharmacy
- Visit one of more than 58,000 Western Union locations.

Securus offers direct billing as an option to our end user customers. The two main forms of billing including direct bill are:

- A direct-billed account allows collect calls to be billed monthly from Securus 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
- An AdvanceConnect prepaid account allows the inmate's friend or family to fund an account in advance and manage how much money they would like to spend on collect calls. If the inmate's friend or family member wishes to receive more calls, he or she may simply add more funds.

2. **Do you out source any of your customer service operations? If so, to whom and identify the**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus does not outsource any of its customer service operations.

3. **Vendor must provide live domestic CSR & IVR support to the County 24 hours a day, year-round, for issues.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

4. **Vendor must provide live domestic CSR & IVR support to constituents 24 hours a day, year-round, without exception allowing constituents to set up accounts, make payments, access account information, and resolve issues.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

C2. AIC Account Funding

1. **Vendor shall provide the ability for AIC 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 COMPLIES WITH THIS REQUIREMENT

2. **Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

3. **Vendor must allow constituents deposits/payments of non-fixed amounts.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

4. **Vendor must apply constituent and AIC electronic deposits/payments to calling accounts in real-time upon receipt of payment.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

5. **Vendor must offer pre-paid products for constituents and ACI, post-paid constituent accounts**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

6. **Vendor must offer an AIC-owned debit calling account solution with flexibility to be integrated with numerous commissary providers should Facility change commissary providers.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

7. **The system will allow AIC families and friends to set-up alternate billing methods directly with the Vendor.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

8. **A system that will allow AIC families and friends to set-up an account directly with the Vendor.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

9. **A system that provides customers to prepay for calls from the facility.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

10. **Provider must offer Constituents various points-of-sale to accept payments for services such as Western Union, MoneyGram, Provider's Customer Service Center, Provider's IVR along with ancillary provider points-of-sale such as Lobby and Booking Kiosks.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

11. **Vendor shall provide the ability for AIC 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 COMPLIES WITH THIS REQUIREMENT

12. **Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

13. **Vendor must allow constituents deposits/payments of non-fixed amounts.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

14. **Vendor must apply constituent and AIC electronic deposits/payments to calling accounts in real-time upon receipt of payment.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

15. **Vendor must offer pre-paid products for constituents and AIC, post-paid constituent accounts**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

16. **Vendor must offer an AIC-owned debit calling account solution with flexibility to be integrated with numerous commissary providers should Facility change commissary providers.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

SECTION D

INSTALLATION AND CUTOVER, MAINTENANCE AND TRAINING

Vendor shall submit a preliminary implementation plan which shall include a proposed installation schedule for the Facilities AIC phone system, video visitation system and tablets. The Vendor will be responsible for all costs of installation or disconnection throughout the term of the Contract. The Vendor will be required to furnish and install equipment, dedicated lines and any other item necessary to make this service functional.
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Please see Attachment 7, beginning on Page 241, for the preliminary implementation plan for the Klamath County correction communication service engagement.

D1. Installation and Cut-Over

1. **The potential Vendor shall also provide any ancillary equipment deemed necessary for the monitoring, recording, archiving, or retrieval of AIC calls. The potential Vendor shall also provide the telecommunications network designed to provide (on-site and/or remote) administration of the CCS. The Workstation constitutes a component of the CCS.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

2. **The potential Vendor will be responsible for paying for and installing any additional physical plant requirements (power, security, data, cabling and/or wiring, physical space, HVAC, etc.). Any cabling, wiring, or conduit installed becomes the property of the County. The potential Vendor shall be responsible for obtaining, developing, and implementing the interface requirements required to implement the CCS and associated services (i.e. PINs, Debit, etc.). The potential Vendor shall bear all costs of required interface(s).**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

3. **Vendor will provide AIC phones, remote administration station, the automated AIC call control system and other proposed products and/or features to be completed within sixty (60) days after contract award and full execution.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

4. **The system must be installed in an expert manner and under a time-frame designed to minimize disruption of the normal functioning of the facilities.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

5. **If the County's schedule cannot be met within the 60 days stated above, Vendor must propose an installation schedule of events. Failure to state installation time in the bid will obligate the Vendor to complete installation so as required in the bid. Extended installation time may be considered when in the best interest of the County.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

6. **Any delay in the implementation of the Vendors' schedule that is caused by the County will increase the Vendor's time allowance to complete installation but the Vendor must submit a complete and detailed schedule of additional time required.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

7. **The risk of loss and or damage will be assumed by the Vendor during shipment, unloading, and installation.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

8. **The Vendor must have a plan to provide planned technology upgrades. Please describe.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

We recognize that the challenges you and your officers face every day never stop evolving. When we 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 NextGen 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 preceded by an announcement displayed at login notifying the facility of the upcoming upgrade and new features are announced to 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 announcement widget, which appears for all users on the NextGen SCP dashboard, and notifies users of upcoming maintenance and upgrades.

Announcement Widget
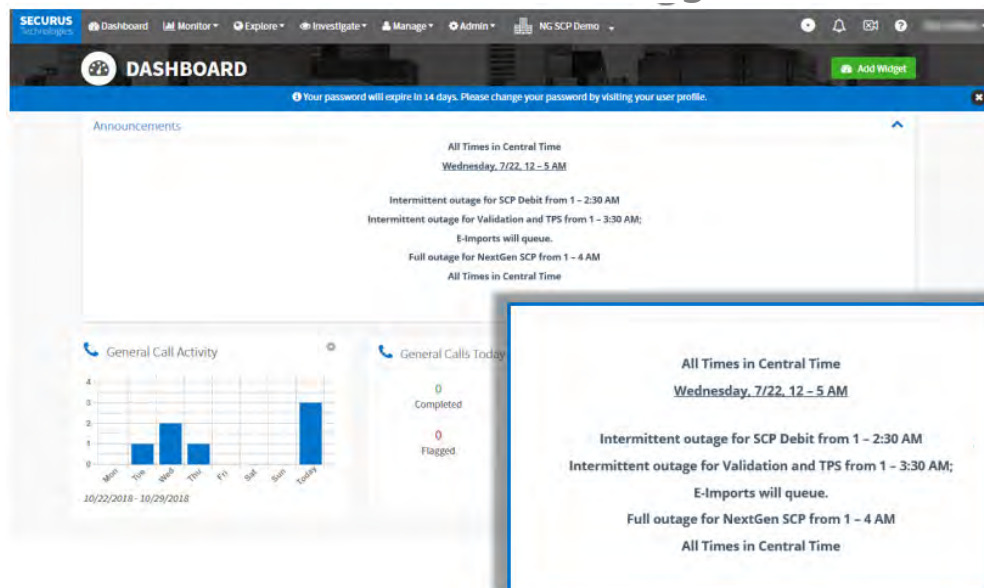
9. **Develop and implement necessary interface with the County's Jail Management System (EIS) for automatic creation and activation of account at booking and automatic deactivation at release, and to access necessary data.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus currently integrates our technology with more than 110 different vendors worldwide and more than 60 independent facility-owned systems, and shared databases. We have a dedicated Integration Department that has the expertise and flexibility to work with facility-owned systems, jail management systems (JMS), offender management systems (OMS), commissary providers, inmate account systems, banking services, and kiosk vendors. **As the incumbent at Klamath County, we have already integrated our systems with the County's EIS JMS (October 2019).**

10. **Provide training, operational instruction and guides/manuals to the County staff, in a form acceptable to the County and County IT for the System Administrator and other authorized County Designees.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

11. **Meet or exceed minimum required Maintenance and Service Levels.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

12. **Coordinate with current provider as necessary to ensure seamless transition of services.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus is the current provider.

D2. Video Visitation System-Specific Installation Requirements

1. **The Vendor must work with Klamath County to determine the exact times when Hosted Video Visitation equipment can be replaced to reduce "down time".**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

2. **The Vendor must describe, in its response, how it performs standard system testing to ensure that the proposed Hosted Video Visitation Solution and its network services are fully implemented and ready to accept visitation traffic and Klamath County use. This description must include the Vendor and industry standard methodologies, procedures and protocols consistent with the Hosted Video Visitation Solution proposed for the Klamath County. The Vendor must describe what is required of Klamath County personnel during this system testing. All hardware, software, software licensing, etc. required to perform this testing must be provided to Klamath County at no cost.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

3. **The Vendor is required to provide system testing which simulates normal operating conditions of the installed Hosted Video Visitation Solution to ensure proper performance after hardware and software configuration is complete. This simulation must include full traffic load representing high traffic situations for visitation traffic.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

4. **The Vendor must agree, in its response, to Klamath County'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 COMPLIES WITH THIS REQUIREMENT

Securus agrees that Klamath County has the 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.

D3. Tablets (Optional)

1. **Vendor shall provide a detailed description of its Tablets, including security feature for the corrections industry, screen size, device size, battery specifications, and charging options.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus offers the following tablet hardware specifications.

Inmate Tablet JP6

The Securus JP6 tablet hardware incorporates the following features and specifications.

Features:

- Ruggedized Casing
- High strength, impact-resistant security glass w/ integrated screen protector
- Barrel charge port
- Pogo pin connector
- Secure Wi-Fi
- Built-in FM Radio Receiver

Specifications:

- Internal Storage: 32 GB
- CPU: MT8163 - Quad core cortex A53
  Frequency 1.3G, 64bit CPU
- Resolution: 1280 x 800
- Dimensions: (L x W x H) 7.8" x 5" x 0.61"
- Weight: 17.2 Oz
- Battery: Lithium - 500 cycles, includes temperature sensor
- Dual Wi-Fi Bands (2.4GHz and 5GHz)

Environmental Conditions:

- Operating Temperature Range: 50o F to 110o F (10o C to 43o C)
- Storage Temperature Range: -40o F to 150o F (-40o C to 65o C)
- Humidity: 95% RH (relative humidity), non-condensing

The following figure identifies the available ports and physical buttons.

JP6 Ports and Physical Buttons

The following table lists the complete JP6 specifications.

Item	JP6
OS	Android 8.1
CPU	MT8163 - Quad core cortex A53, Frequency 1.3G, 64bit CPU
GPU (Graphics Processing Unit)	Mali-T720 MP2 GPU
DDR	2G - 512*4
Battery	8000mAh
LCD	Resolution: 800*1280
Boot On - mA during boot on	500-750 mA (LCD on)
Stand by: Stand by current on main window	300-400 mA (LCD on)
Music: Listen to music w/ ear bud plug in	380-400 mA (LCD on)
Movie: Play movie w/ ear bud plugged in	450-550 mA (LCD on)

Item	JP6
FM: Listen to FM w/ ear bud plugged in	300-400 mA (LCD on)
Back Light	380 mA
USB (OTG)	400 mA
Stand by time	About 22hrs with LCD on About 350hrs with LCD off
Play MP3	About 20hrs with LCD on About 140hrs with LCD off
Play Video	About 13-14hrs
Storage	32GB
Buttons	Power, volume up, volume down
5G	Dual support for 2.4G and 5G
Camera	2 Mega Pixel
POGO PIN	Yes – charging and mounting

Officer Tablet Nexus 7

The Nexus 7 offers the following features:

- Red protective rubber skin casing
- Corning, scratch-resistant screen
- Micro USB port for charging—it cannot be used to transfer information
- Enabled camera for inmate tablet activation
- Secure Wi-Fi

Headphone Jack

The Nexus 7 has the following specifications:

- 8 GB internal storage, 1 GB RAM
- Quad Core 1.2 GHz Cortex-A9
- Resolution: 800 x 1200
- Dimensions: 7.81 x 4.72 x 0.41 inches
- Weight: 11.99 ounces
- 7-inch LED-backlit touchscreen
- Lithium battery up to 14-hour charge, depending on use
- 4-7-hour charge time

Officer Tablet Specifications

Specification	Command & Control Officer Tablet
Screen Size	7 inches
Storage	8 GB
Memory	1 GB RAM
Resolution	800 x 1280
Buttons	Power, volume up, volume down
Accessories	Case, gummy ear buds
Battery	Lithium
Dimensions	7.81 x 4.72 x 0.41 inches
Weight	11.99 ounces
Secure Wi-Fi	Yes
Speaker	Yes
Camera	Disabled

2. **Vendor shall specify if the speakers on the Tablets can be disabled/enabled at Customer's discretion.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

The JP6S does not have any speakers.

3. **Vendor shall indicate how Tablets work for hearing impaired AICs.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

When enabled on a JP6, inmates will be able to use the Text-to-Talk feature on their JP6 tablet for the Secure Messaging and Music applications.

In order to make the Text-to-Talk functionality available to offenders, a new app package must be deployed that includes this configuration change.

D4. Service & Maintenance

1. **Vendor must provide live domestic CSR & IVR support to the County 24 hours a day, year-round, for issues.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

2. **Vendor must provide live domestic CSR & IVR support to constituents 24 hours a day, year-round, without exception allowing constituents to set up accounts, make payments, access account information, and resolve issues.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

3. **Vendor must provide constituents full service online support including ability to set up accounts, make payments, access account information, calculate call rates, and resolve issues (including online CSR chat and email support) via company website.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

a. **Constituents must have the ability to manage phone services, video visitation services, and email services from one centralized Web-based portal.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

b. **Vendor's Website must dynamically display available products to constituents based on previous calling history.**

SECURUS HAS READ, UNDERSTANDS, BUT DOES NOT COMPLY WITH THIS REQUIREMENT

Constituents can view all products from Securus Online—our all-in-one account management portal for friends and family—or our Securus mobile app. The ability to dynamically display products is on the Securus development road map.

c. **Vendor's Website and constituent portal must be accessible enhanced to support mobile devices such as cell phones and tablets.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

d. **Vendor's Website must allow constituents to configure text and email low balance notifications.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

e. **Vendor's Website must allow constituents to subscribe to text payment services, specifically the ability to fund accounts and pay invoices via text messages.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

f. **Vendor's Website must allow constituents to subscribe to automatic payment services, specifically the ability to automatically fund accounts or pay invoices.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

g. **Vendor must support customizable service and courtesy notification campaigns to constituents via various methods (phone dialer, text message, email) to alert friends and family of bills due, bills past due, low account balances, account blocks, etc.).**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus sends low-balance AdvanceConnect account notifications via text to a mobile device or an email address provided by the user. Securus also sends direct bill invoice-due notifications via text or email.

Securus also has outgoing message phone dialers for low-balance and invoice-due notifications. When they receive one of these calls, users can either fund an account or pay their bill via our interactive voice response system. If an account has been blocked because funds are low, or a bill is due, users can unblock their account through this convenient payment method. Users can also access Securus Online to pay bills and fund accounts.

4. **Vendor shall respond to all major service outages within two hours. Major outage is defined as 30% or more of the functionality of the system.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

5. **Vendor shall provide service policies and procedures as an attachment to this proposal.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Please see Attachment 8, beginning on Page 244, for Securus' service policies and procedures.

6. **Describe the maintenance and quality assurance programs for telephones to be installed.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

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 Klamath 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 Klamath 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 Klamath 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 Klamath 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 Klamath County team. Resolution of any outstanding deliverables or service issues occurs before completing the Customer Acceptance checkpoint.

7. **Describe the maintenance and quality assurance programs for telephones to be installed.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Duplicate question.

8. **Detail the method of determining service interruptions and service call priorities. List response time for each priority and the level of expertise devoted to each priority.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

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

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	2 hours	Securus Technical Support Center notifies the facility when the service issue is resolved	If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are

	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.		If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival	allocated to resolve the service request Technical Support Manager & Field Service Manager Director, Customer Success & Director, Field Operations Chief Operating Officer
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 assignment would include items such as workstation, specific system ports, LEC circuits, unblocks, block numbers, missing CDRs, call searching.	24 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 Director, Customer Success & Director, Field Operations Chief Operating Officer
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 Director, Customer Success & Director, Field Operations Chief Operating Officer

9. **Provide a contact person who will be responsible for ongoing account management and support.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Chris Sheil, your Account Manager, will be responsible for ongoing account management and support. He can be reached by email at csheil@securustechnologies.com, or by telephone at (972) 277-0744.

10. System shall have the capability for remote diagnostic to minimize facility visits by Vendor. Describe your system diagnostic process and tools.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

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 SCP, 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.

D5. Disaster Recovery

1. Describe your disaster recovery system.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Please see Attachment 3, beginning on Page 165, for our full Disaster Recovery plan.

2. Vendor shall provide redundant data centers. How many data centers do you have? Describe them.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus maintains a presence in three data centers in three geographically diverse locations. Our data centers are designed to withstand worst-case events and maintain 99.95% availability. The data centers, managed and staffed by a carrier-class data center host, meet, or exceed the Telecommunications Industry Association's (TIA) standard number 942 for Tier IV (highest availability) data centers including:

- Ability to withstand a 96-hour power event
- Two-hour fire protection
- Multi-layer physical security
- Multiple power delivery paths

Also, Securus data centers have redundant uninterrupted power systems, N+1 generator redundancy, and N+1 cooling redundancy. All systems and network equipment have redundant power paths. Multiple telecommunications carriers also serve each data center for load balancing and path diversity. Securus data centers are staffed 24x7x365 for immediate physical assistance inside the data center.

Multiple checks ensure data center physical security, including guarded, photo-verified check-in; dual-door authentication (card and biometric); and a mantrap (interlocking door controller) at the data center suite entrance.

Redundancy

Redundancy is a key component of NextGen SCP. While operating on a single platform, Securus' NextGen SCP runs on duplicate environments in separate data centers in Atlanta, Georgia, and Dallas, Texas. Each component has N+1 redundancy, meaning that a failure of any one component does not result in downtime because there is a backup available to resume its function. In addition to the inherent redundancy of NextGen SCP, Securus has also designed redundancy into all support systems, either through N+ 1 configuration, database clusters, virtual machines, load balancing, or other failover methods. All network transport has redundant network equipment and routing to allow traffic to reroute in the event of a failure.

The NextGen SCP platforms in Dallas and Atlanta were designed and built to the same specifications. This standardization allows re-homing of systems from their primary data center to an alternate data center in the event of a failure.

All circuits coming into Securus data centers use multiple diverse carriers, including the interconnections between data centers. In the event of a failure, traffic will reroute across a redundant circuit or path. In addition, Securus uses multiple carriers for inmate calls from the NextGen SCP platform. Calls to family and friends will immediately reroute upon failure of any carrier.

Securus uses multiple methods of storage to minimize the risk of data loss. All critical systems and data are backed up at regularly scheduled intervals and stored offsite for retrieval, if needed. In addition to offsite storage, Securus replicates voice clips, call recordings, and validation data between the data centers.

Securus uses industry-leading vendors for all platform and network hardware, including Dell, Cisco, Oracle, EMC, Big IP, and Intel. In addition to the redundancy designed into the platform and network, Securus also maintains a spare parts inventory onsite at each of our data centers to expedite repair of a failed component. Securus also maintains premium-level support contracts with each vendor that define stringent service level agreements in case of a failure.

3. **How many staff do you have dedicated to managing and operating your data centers?**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus currently has 45 associates that are dedicated to managing and operating our data centers (and to monitoring all platforms contained within).

D6. Training

1. **Vendor shall provide initial installation training to the County staff in system administration, operation, and reporting. Upgrade and refresher training is also required for the length of the contract at no cost to the County.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

2. **The Vendor must have the ability to provide initial and ongoing training through multiple options such as live training and Web-casting, as well as having an online help system integrated into the system.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

3. **Describe your training program; include description of course(s) and any applicable documents.**

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus provides product training for all NextGen SCP features in the agreement with Klamath 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" current and newly released NG SCP features.

NextGen SCP Training Course Modules

Securus is committed to providing your staff with training that will maximize the potential of the features implemented at your facility. Training courses are in a offered in a user-friendly, task-oriented format to teach your staff what they need to know to do their job. We present courses in separate modules based on the types of duties officers tend to perform using the NG SCP inmate telephone system while focusing on the unique features of our applications.

The following table presents the standard NG SCP training course modules and associated learning objectives.

NextGen SCP Course Modules:
Inmate Telephone System

Course Module	Objective
Overview and Navigation	- Logging-in - Navigating through the features - Managing user password - Managing user profile - Manage system utility icons
Dashboard	- Review system announcements - Manage widgets
Monitor	- Monitor live calls - Forward Live Calls - Add Notes to Live Calls
Explore	- Review Inmate Activity - Review Communication Records - Control Covert Alerts - Review System Logs - Review PAN Frequency
Investigate	- Open Investigator Pro - Open THREADS - Open ICER - Open WCS
Manage	- Inmates - Inmate PAN - eMessaging
Administration	- Control Facility and Sites - Control Phone Numbers - Control Call Settings - Create Security Roles - Manage Users

NextGen SCP Online Help

Securus also provides online self-help available, at all times, from a convenient Help menu accessible through NextGen SCP. Trainees use this PDF document to find quick answers to their questions about NextGen SCP. Keyword searching offers immediate access to the information or users can follow the table of contents for a full learning experience. Step-by-step instructions are designed to help the user complete tasks.

Officers can print one topic or the entire help system if a full user manual is preferred. Securus continuously upgrades and enhances NextGen SCP, so we recommend only printing the section needed to ensure all printed material is current.

The following figure illustrates the NextGen SCP online PDF document.

NextGen SCP Online Help
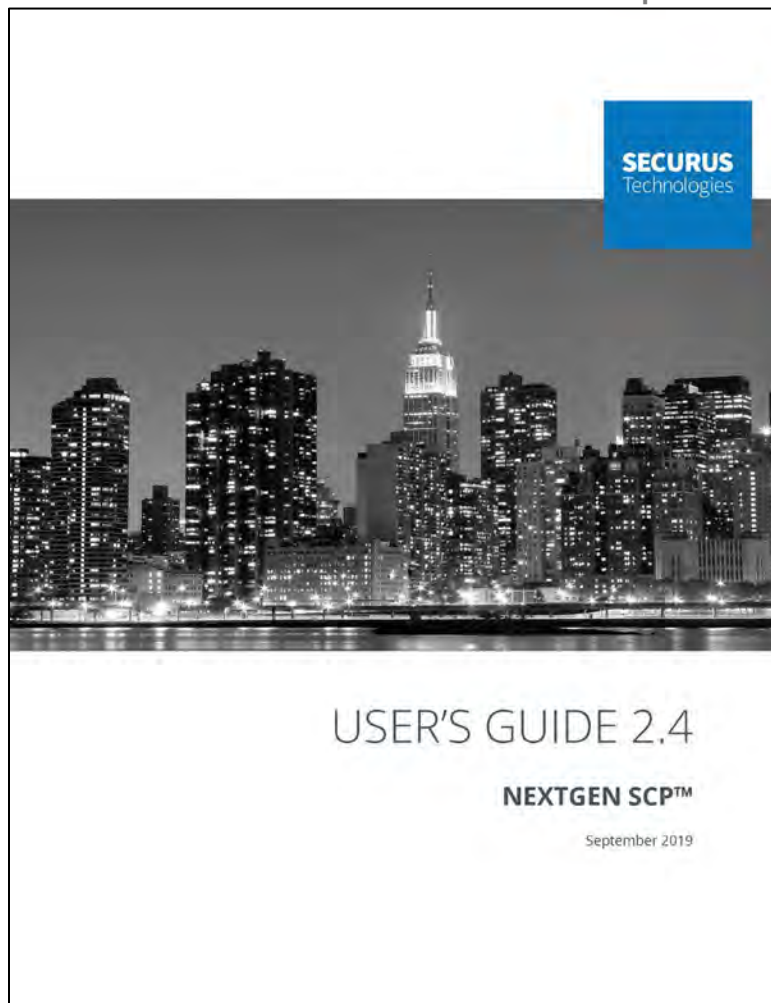
SECTION E

FEES, RATES AND BILLING

E1. Fees, Rates, & Billing

As published in the Federal Register, Provider will charge calling rates in accordance with the new Order.

1. **The system must inform the called party of the call cost prior to acceptance.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

2. **The rates and fees charged to users shall not exceed the tariffs as mandated by the Public Utilities Commission and Federal Communication Commission for all services. Provide Vendor proposed calling rates for local, IntraLATA, InterLATA, and interstate calls.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Securus has provided two distinct calling rate plans:

- **Option 1:**
  - In-state (including local, IntraLATA, and InterLATA): $0.25 per minute
  - Interstate: $0.21 per minute

- **Option 2:**
  - In-state (including local, IntraLATA, and InterLATA): $0.17 per minute
  - Interstate: $0.17 per minute

3. **The Vendor shall be responsible for the collection of charges for fraudulent or otherwise uncollectible calls.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

4. **The Vendor shall be responsible for any and all billing disputes, claims, or liabilities that may arise in regard to its provisions of this contract.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

5. **Vendor billing to called parties must include the Vendor information and a toll-free telephone number to resolve billing disputes.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

6. **Billing charges begin at the time of the call connection when the calling party is connected to the called party and shall be terminated when either party hangs up. Network intercepts, recordings, busy signals, no answers, refusals of calls, answering machine pick-ups, etc. shall not be billed.**
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

7. **Assignability.** The successful respondent shall not assign, transfer, subcontract, or otherwise dispose of its rights or duties under this Agreement to any other person, firm, partnership, company, or corporation without the previous written consent of Klamath County.

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Installation and cut over, maintenance, and training (5 points)

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 Securus Project Teams have completed more than 2,800 quality installations of our calling

The Securus Project Teams consistently demonstrate project management expertise that simply cannot be matched by any other service provider. We look forward to the opportunity to provide Klamath County with industry-leading project support and services.

Project Description

The Klamath 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 Klamath County needs efficiencies first. Securus proposes a preliminary implementation plan that transitions all inmate telecommunications services within 60 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 Klamath County designated location to kick-off our implementation plan within days of contract execution.

Degree of Involvement from Klamath 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 Klamath County team on site at a Klamath County location. These well-organized meetings introduce project team members and review the project plan and timetables with the Klamath County team in person to ensure a successful project kick-off.

Our project managers work with the Klamath 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 Klamath County service interruptions.

After each facility transitions to our NextGen SCP, our project manager and field service technician review our quality checklists with the team.

The Securus project team hosts weekly stakeholder meetings with participation from the Klamath County team.

At the beginning of the implementation project, the Securus project management team will work with the Klamath 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 Klamath 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 Klamath 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 Klamath 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 Klamath County team.

Project Execution Phase (Cut Over)
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 Klamath 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 Klamath 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 Klamath County team to review all installation documentation and checklists. The Securus project management team hosts a customer acceptance review meeting with the Klamath 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 Klamath County.

The Securus project management team maintains frequent communication with the Klamath 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 Klamath 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.

Securus Maintenance Services

Securus provides superior customer service from a state-of-the-art operations center located in Carrollton, Texas. More than 50 technicians staff the Securus Technical Support Center (TSC) to ensure prompt problem resolution. The average tenure of our technicians is 8 years and the average tenure for our technical support management is 10 years.

The Securus TSC serves as a single point of contact for facility staff to request service **24 hours a day, seven days a week, 365 days per year.** There are three ways to contact the TSC:

- **Telephone:** 866-558-2323
- **E-Mail:** technicalsupport@securustech.net
- **Fax:** 800-368-3168

The TSC uses a call distribution system to manage the flow of inbound customer calls automatically routing calls directly to our support technicians in a skills-based, platform specific manner. Securus establishes response times and service level agreements that accomplish our objective of providing timely resolution to each request.

Technicians assign each service request one of three initial priority levels, each with resolution and escalation timelines. Every effort is made to resolve the problem remotely within the

designated timeframes, and Securus resolves most service requests during the initial request. If necessary, a field service technician is dispatched to the facility to expedite resolution.

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

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	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 Director, Customer Success & Director, Field Operations Chief Operating Officer

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 assignment would include items such as workstation, specific system ports, LEC circuits, unblocks, block numbers, missing CDRs, call searching.	24 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 Director, Customer Success & Director, Field Operations Chief Operating Officer
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 Director, Customer Success & Director, Field Operations Chief Operating Officer

Training

Securus provides product training for all NextGen SCP features in the agreement with Securus provides product training for all NextGen SCP features in the agreement with Klamath 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" current and newly released NG SCP features.

NextGen SCP Training Course Modules

Securus is committed to providing your staff with training that will maximize the potential of the features implemented at your facility. Training courses are in a offered in a user-friendly, task-oriented format to teach your staff what they need to know to do their job. We present courses in separate modules based on the types of duties officers tend to perform using the NG SCP inmate telephone system while focusing on the unique features of our applications.

The following table presents the standard NG SCP training course modules and associated learning objectives.

NextGen SCP Course Modules:
Inmate Telephone System

Course Module	Objective
Overview and Navigation	▪ Logging-in ▪ Navigating through the features ▪ Managing user password ▪ Managing user profile ▪ Manage system utility icons
Dashboard	▪ Review system announcements ▪ Manage widgets
Monitor	▪ Monitor live calls ▪ Forward Live Calls ▪ Add Notes to Live Calls

Explore	▪ Review Inmate Activity ▪ Review Communication Records ▪ Control Covert Alerts ▪ Review System Logs ▪ Review PAN Frequency
Investigate	▪ Open Investigator Pro ▪ Open THREADS ▪ Open ICER ▪ Open WCS
Manage	▪ Inmates ▪ Inmate PAN ▪ eMessaging
Administration	▪ Control Facility and Sites ▪ Control Phone Numbers ▪ Control Call Settings ▪ Create Security Roles ▪ Manage Users

NextGen SCP Online Help

Securus also provides online self-help available, at all times, from a convenient Help menu accessible through NextGen SCP. Trainees use this PDF document to find quick answers to their questions about NextGen SCP. Keyword searching offers immediate access to the information or users can follow the table of contents for a full learning experience. Step-by-step instructions are designed to help the user complete tasks.

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" current and newly released NextGen SCP features.

Call quality (35 points)

It is in everyone's interest to complete more, high quality calls. Facilities, inmates, and family members and friends benefit when more calls complete. As the leader in the corrections communication industry, Securus focuses on addressing the four key factors that affect call completion and how we can address them to drive higher revenues, leading to higher commissions:

Rates

Lower rates generate more calls. We work with facilities to develop financial options that differ in terms of solution features, call rates and commission percentages. The options will allow you to continue to choose the cost model that best meets Klamath County's financial objectives. The Securus Regulatory department also stays up to date on ever-evolving rules and regulations regarding call rates—both locally and nationally— and services to relieve our partners of that task and ensure applicable rate and service compliance throughout the term of the agreement.

Technology

The calling platform must be stable and reliable. That is why we continue to re-invest in and upgrade our platform more than anyone else in the industry. Since 2012, Securus has invested $700 million to introduce and improve inmate communication technologies to deliver the best solutions in corrections. We have also been upgraded our premier calling solutions quarterly for the past 12 years. Technologies we have leveraged include:

Voice Quality

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 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.

Line Capacity

The Securus calling system and network maintain twice the capacity of normal calling volume to prevent blocking of outbound calls and busy signals. The central processing system and its network can scale to many times their current capacity within the current architecture and design.

Securus monitors the system **24x7x365**. When concurrent telephone call volumes reach a predetermined threshold (not at the limit), additional capacity is added. Since the system capacity is managed to keep ahead of call growth, the maximum number of inmate calls is limited only by the connectivity delivered to the facility. Securus adds additional circuit bandwidth to each site and the central data center when necessary.

Line Supervision

The Securus calling service line supervision feature detects answer, hang up, acceptance, anti-hook switch dialing, anti-chain dialing, and loop current, and can isolate talk paths. The system controls the call from end-to-end, using separate conference bridges for each leg, producing higher quality detection than traditional systems.

Security

We work with our facility customers to determine what screening parameters to apply to each call, understanding that higher levels of security result in fewer completed calls. Other vendors will ignore this variable implying their lower level of security is a benefit because it creates higher call volume.

Call Validation

Securus employs the most sophisticated intelligence validation network in the industry. As a real-time, computer telephony-based switching system, the Securus calling service never connects an inmate to a conventional dial tone. All dialed numbers, whether prepaid or collect, are thoroughly analyzed prior to processing the call. This includes determining the validity of area code and exchange by checking the number against any restrictions. These include customer requested blocks, confirmation of payer's available funds or credit worthiness, and phone number attributes by accessing national database information. The system will only dial a number after passing all of these tests.

We screen all calls to eliminate fraudulent activity and ensure only authorized individuals receive calls. The real-time validation process, as shown in the following graphic, outlines the elimination of unauthorized activity.

Call Validation Process

Inmate Call Validation System

Call Rates

Web Interface for Management and Research

Secure Call Platform (SCP)

Validation Access Points

Validation Engine

Cell Phone versus Land Line Lookup Services

Line Information Data Base (LIDB) Lookup Service

Audit Data Base

Validation Rules Database
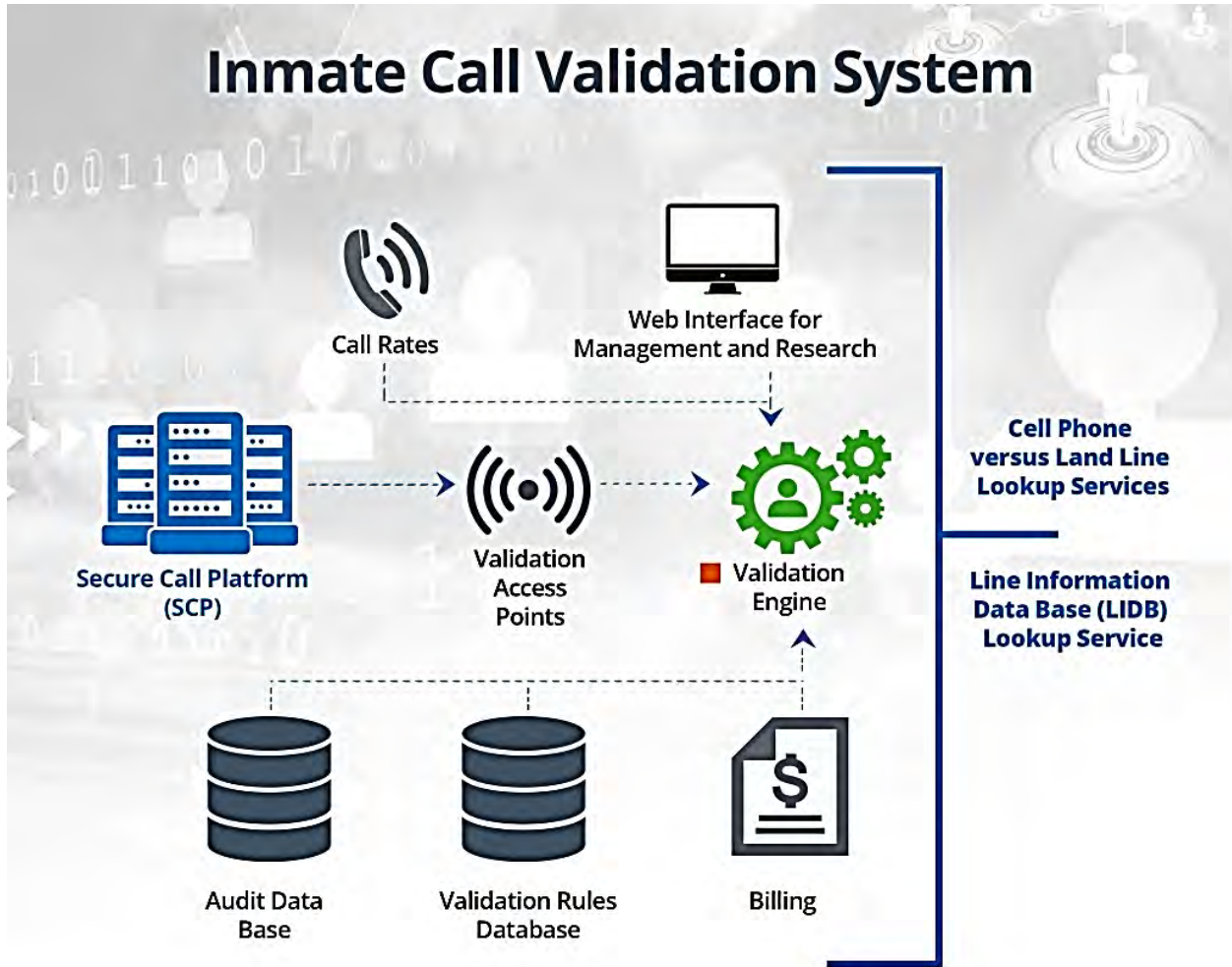
Billing

BUSINESS RULES

- Local Exchange Carrier (LEC) Billing relationship
- Billing Arrangements
- Inmate Restrictions
- Phone number Restrictions
- Cell Phone Allow / Deny

- Payment Funded Availability
- Facility Restrictions
- Global Dialing Plan and Restrictions
- Promotion Eligibility
- Available Talk Time
- Audit Logging

The following checks are performed during the validation process:

- When personal allowed number (PAN) lists are used by a facility, the first check ensures the number dialed is included on the inmate's PAN list.
- All calls are verified to determine if the payer has requested a block.
- All calls are compared to system and administration blocks to ensure numbers that are not allowed will not be called.
- All collect calls are validated through a national line information database (LIDB) to determine if any calling restrictions exist for the number.

Funding Options

Calls cannot happen without funds. That is why we offer the broadest set of funding options available to the industry.

Securus Funding Option	Why it Drives Call Completion
Funding at Western Union and MoneyGram — only provider to offer funding at Walmart and CVS locations	Funding option for consumers who do not have access to credit or may be far from a payment Kiosk
Optional promotional calling programs that allow "on the go" call completion for single-occasion calling	Allows calls to go through without the need to set up an account and allows inmates to bond out faster
Comprehensive and fully mobile-enabled web-site for customer service and funding activities	Convenient, wait-free, and always available — the most widely utilized web platform in the industry according to Google Analytics
Automated fund replenishment programs through our Text Pay and Auto Pay programs	If an account balance gets get low, funds can be automatically transferred from a bank account or added via a simple text message
Full integration with commissary and Jail Management software providers — more than any other inmate telephone provider	Allows us to provide both pre-paid calling cards and debit accounts to fund calls
Securus provides 24x7x365 days access to our call center with full disaster recovery capabilities	We are always available when customers need us

SECURUS FINANCIAL OFFER

Securus Technologies has carefully designed a solution-based proposal to support and serve Klamath County and the Klamath County Sheriff's Office for all the technologies required. The Securus solution is designed to generate the highest cost savings through automation, deliver proven efficiency improvements, and provide advanced **investigative capabilities and efficiencies.**

Securus will deliver a turnkey solution backed by more than **33 years** of experience in serving Law Enforcement. Our project management team and specialized support team will ensure that Klamath County reaps all the benefits of its updated system. We are committed to delivering all of the hardware, software, and Law Enforcement tools in the required timeframe and with proper training to ensure Klamath County can utilize the most advanced systems available in the marketplace today to drive greater efficiency and call completions to increase Klamath County revenues.

Provided below is a summary highlighting the key financial incentives of our offer. Securus' complete solution includes all of the software and hardware required by Klamath County, as well as a number of advanced value-added solutions and services at **no additional cost to Klamath County** to help further improve security and efficiency. All of these technologies are proven in our partner facilities, and will serve to drive greater efficiencies, deliver higher returns on investigative activities, and provide additional revenue streams to Klamath County.

Financial Summary

Proposal for Securus' Inmate Communication Services: Inmate Phone, Tablets, Video Visitation and Related Services	Option 1	Option 2
New contract Term, with one five year auto renewal	60 months	60 months
ITS Commission Rate (Intrastate and Interstate) on Phone Calls	16% ($.04 cents per billed minute)	0%
Remote Video Visitation Commission Rate	20%	20%
eMessaging Commission Rate	20%	20%
Tablet (Premium Content) Commission Rate	20%	20%
Remote Video Visitation Inmate Terminals	8	8
Remote Video Visitation Terminal – Mobile Cart	1	1
Replacement Phones	Refresh all existing ITS terminals	Refresh all existing ITS terminals
VPM Phones	6 (3 sets)	6 (3 sets)
Call rates – In-state*	$0.25/min	$0.17/min
Call rates - Interstate	$0.21/min	$0.17/min
Forecasted commissions per year – not guaranteed	$19,098	$5,596
Inmate Debit Account	Included	Included
AIS	Included	Included
VRS	Included	Included
ICER	Included	Included
Voice Biometrics (IPRO)	Included	Included
THREADS	Included	Included
Digital Mail Center – Facility Managed	Included	Included
Informer	Included	Included

Video Visitation ConnectUs applications: Inmate Handbook, Forms/ Grievances, eMessaging, Job Search, Inmate Requests, Law Library, Commissary Interface	Included	Included
Installation, service, mounting hardware & termination, Maintenance, training, and network wiring, includes Licensed Electrical Contractor	Included	Included

*In-state ITS usage includes all terminating jurisdictions (Local, IntraLATA and InterLATA).

Conclusion

Securus has worked hard to develop an offer that fully serves the needs of Klamath County, the Klamath County Sheriff's Office, and your constituents. We are committed to providing an offer that incorporates all of your technical requirements while also providing the funds required to support your revenue goals.

We recognize that Klamath County may wish to propose modifications to our offer and we are willing to be flexible in any negotiations to best support your operational goals today and going forward. Securus respectfully requests the privilege of continuing to serve Klamath County's inmate communication needs and looks forward to growing our long-term, mutually beneficial relationship with the County and the community you serve.

RFP FORMS

Independent Contractor Certification Statement
[as required by OAR 125-246-0333]

Klamath County Departmental Certification

In order to comply with the provisions of ORS 670.600, an individual or business entity performing labor or services for remuneration shall be considered to perform the labor or services as an "Independent Contractor" if the following standards are met:

1. The individual or business entity providing the labor or services is free from direction and control over the means and manner of providing the labor or services, subject only to the right of the person for whom the labor or services are provided to specify the desired results;
2. The individual or business entity providing the labor or services is responsible for obtaining all assumed business registrations or professional occupational licenses required by state law or local government ordinance for the individual or business to conduct the business;
3. The individual or business entity providing labor or services furnishes the tools or equipment necessary for the performance of the contracted labor or services;
4. The individual or business entity providing labor or services has the authority to hire and fire employees to perform the labor or services;
5. Payment for the labor or services is made upon completion of the performance of specific portions of the project or is made on the basis of an annual or periodic retainer.

In hereby certify that the contracted work or intended contracted work meets these standard.

Geoffrey M. (Geoff) Boyd   February 10, 2021
Department Head   Date

(Contractor/Proposed Contractor is to complete the next page)

To establish status as an "Independent contractor" as defined in ORS 670.600, certain standards must be met by the individual or business entity performing that work.

The undersigned certifies that he/she/the business entity meets the following standards:

1. The individual or business entity providing labor or services is registered under ORS Chapter 701, "construction Contractors", if the individual or business entity provides labor or services for which such registration is required; and,
2. Federal and state income tax returns in the name of the business or business Schedule C or farm Schedule F as part of the person income tax return were filed for the previous year if the individual or business entity performed labor or services as an independent contractor in the previous year; and,
3. The individual or business entity represents to the public that the labor or services are to be provided by an independently established business. Except when individual or business entity files a Schedule F as part of the person income tax returns and the individual or business entity performs farm labor or services that are reportable on Schedule C, an individual or business entity is considered to be engaged in an independently established business when four or more of the following circumstances exist.

Contractor is to check four or more of the following:

✔ The labor or services are primarily carried out at a location that is separate from the residence of an individual who performs the labor or services, or are primarily carried out in a specific portion of the residence, which portion is set aside as the location of the business;

✔ Commercial advertising or business cards are customary in operating similar businesses, are for the business, or the individual or business entity has a trade association membership;

✔ Telephone listing and service are used for the business that is separate from the personal residence listing and service used by an individual who performs the labor or service;

✔ Labor or services are performed only pursuant to written contracts.

✔ Labor or services are performed for two or more different persons within a period of one year; or,

✔ The individual or business entity assumes financial responsibility for defective workmanship or for service not provided as evidenced by the ownership or performance bonds, warranties, errors and omission insurance or liability insurance relating to the labor or services to be performed.

Contractor Signature   February 10, 2021
             Date

Geoffrey M. (Geoff) Boyd   75-2722144
Printed Name   Federal Tax ID #

BIDDER/PROPOSER RESIDENCY STATEMENT

Pursuant to ORS 279A.120, Oregon's Reciprocal Preference Law, public contracting agencies shall, for the purposes of determining the lowest responsible bidder/Proposer and the awarding of a contract, add a percent increase on the bid of a non-resident bidder/Proposer equal to the percent, if any, of the preference given to that bidder/Proposer in the state in which the bidder/Proposer resides.

As defined in ORS 279A.120, "Resident Bidder/Proposer" means a bidder/Proposer that has paid unemployment taxes or income taxes in this state in the twelve calendar months immediately preceding submission of the bid, has a business address in this state, and has stated in the bid whether the bidder/Proposer is a "Resident Bidder/Proposer". A "Non-resident Bidder/Proposer" is a bidder/Proposer who does not meet the definition of a "Resident Bidder/Proposer" as stated above.
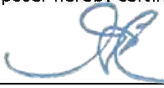
1.   Bidder/Proposer   ☐ IS   ☑ IS NOT a "Resident Bidder/Proposer" as set forth above.

2.   If a Resident Bidder/Proposer, enter your Oregon Business address below:

_____

_____

3.   If a Non-resident Bidder/Proposer, enter state of residency:

   Texas _____

_____

Bidder/Proposer hereby certifies that the information provided is true and accurate.

Signature: _____   Date: February 10, 2021

Printed or Typed Name: Geoffrey M. (Geoff) Boyd

Title: Chief Financial Officer

Firm: Securus Technologies, LLC

Telephone: (972) 277-0449

CONTRACTOR'S CERTIFICATION REGARDING DRUG TESTING PROGRAM

(1) Pursuant to OAR 137-049-0200, contractor certifies by its signature on this document that it has a Qualifying Drug Testing Program in place for its employees that includes, at a minimum, the following:

(a) A written employee drug testing policy, (b) Required drug testing for all new Subject Employees or, alternatively, required testing of all Subject Employees every 12 months on a random selection basis, and

(b) Required testing of a Subject Employee when the contractor has reasonable cause to believe the Subject Employee is under the influence of drugs.

(2) A drug testing program that meets the above requirements will be deemed a "Qualifying Employee Drug Testing Program." An employee is a "Subject Employee" only if that employee will be working on the Project job site.

(3) Contractor agrees that by signing this certification it represents and warrants to the County that its Qualifying Employee Drug Testing Program is in place and will continue in full force and effect for the duration of the Contract. The County's performance obligation (which includes, without limitation, the County's obligation to make payment) shall be contingent on Contractor's compliance with this representation and warranty.

(4) Contractor also agrees that, as a condition to County's performance obligation (which includes, without limitation, the County's obligation to make payment), contractor shall require each Sub-Contractor providing labor for the project to:

(a) Demonstrate to the Contractor that it has a Qualifying Employee Drug Testing Program for the Sub-Contractor's Subject Employees, and represent and warrant to the Contractor that the Qualifying Employee Drug Testing Program is in place at the time of subcontract execution and will continue in full force and effect for the duration of the subcontract; or (b) Require that the Sub-Contractor's Subject Employees participate in the Contractor's Qualifying Employee Drug Testing Program for the duration of the subcontract.

CERTIFICATE OF NON-DISCRIMINATION

Pursuant to ORS 279A.110, discrimination in subcontracting is prohibited. Any contractor who contracts with a public contracting agency shall not discriminate against minority, women or emerging small business enterprises or a business enterprise that is owned or controlled by or that employs a disabled veteran in the awarding of contracts.

By signature of the authorized representative of the bidder/Proposer, the bidder/Proposer hereby certifies to Klamath County that this bidder/Proposer has not discriminated against minority, women, or emerging small business enterprises will not discriminate against minority, women or against a business enterprise that is owned or controlled by or that employs a disabled veteran in obtaining any subcontracts; and, further, that if awarded the contract for which this bid or proposal is submitted, shall not so discriminate.

COMPLIANCE WITH OREGON TAX LAWS

The undersigned is authorized to act on behalf of Contractor and that Contractor is, to the best of the undersigned's knowledge, not in violation of any Oregon Tax Laws.

The undersigned certifies under penalty of perjury both individually and on behalf of Contractor that:

The undersigned is a duly authorized representative of Contractor, has been authorized by Contractor to make all representations, attestations, and certifications contained in this Contract and to execute this Contract on behalf of Contractor.

CERTIFICATE OF COMPLIANCE WITH ORS 305.380 AND 305.385

The undersigned, as provider or potential provider of goods, services or real estate space to Klamath County, hereby certifies under penalty of perjury that to the best of my knowledge, the undersigned is not in violation of any Oregon tax described in ORS 305.380(4).

CONTRACTOR'S REPRESENTATIONS AND WARRANTIES

Contractor represents and warrants to Klamath County that:

1. Contractor has the power and authority to enter into and perform this Contract.
2. This Contract, when executed and delivered, is a valid and binding obligation of Contractor, enforceable in accordance with its terms.
3. Contractor (to the best of Contractor's knowledge, after due inquiry), for a period of no fewer than six calendar years preceding the effective date of this Contract, faithfully has complied with:
   a. All tax laws of this state, including but not limited to ORS 305.620 and ORS Chapters 316, 317, and 318;
   b. Any tax provisions imposed by a political subdivision of this state that applied to Contractor, to Contractor's property, operations, receipts, or income, or to Contractor's performance of or compensation for any work performed by Contractor;
   c. Any tax provisions imposed by a political subdivision of this state that applied to Contractor, or to goods, services, or property, whether tangible or intangible, provided by Contractor; and
   d. Any rules, regulations, charter provisions, or ordinances that implemented or enforced any of the foregoing tax laws or provisions.
4. Any Goods/Items/Equipment/Components/Hardware/Software/Intellectual Property Rights, etc. delivered to/granted to Klamath County under this Contract, and Contractor's Services rendered in the performance of Contractor's obligations under this Contract, shall be provided to Klamath County free and clear of any and all restrictions on or conditions of use, transfer, modification, or assignment, and shall be free and clear of any and all liens, claims, mortgages, security interests, liabilities, charges, and encumbrances of any kind.

Printed or Typed Name: Geoffrey M. (Geoff) Boyd   Signature: _____

Name of Firm and Tax ID #: Securus Technologies, LLC (75-2722144)   Date: February 10, 2021

ATTACHMENTS

Attachment 1. Oregon Secretary of State Certificate

Secretary of State
Corporation Division
255 Capitol Street NE, Suite 151
Salem, OR 97310-1327

Phone:(503)986-2200
www.filinginoregon.com

Registry Number: 1633222-91
Type: FOREIGN LIMITED LIABILITY COMPANY

Next Renewal Date: 01/13/2021

SECURUS TECHNOLOGIES, LLC
4000 INTERNATIONAL PKWY
CARROLLTON TX 75C07

Acknowledgment Letter

The document you submitted was recorded as shown below. Please review and verify the information listed for accuracy.

Document
APPLICATION FOR AUTHORITY

Filed On
01/13/2020

Jurisdiction
DELAWARE

Name
SECURUS TECHNOLOGIES, LLC

Principal Place of Business
4000 INTERNATIONAL PKWY
CARROLLTON TX 75007

Registered Agent
C T CORPORATION SYSTEM
780 COMMERCIAL ST SE STE 100
SALEM OR 97301

Mailing Address
4000 INTERNATIONAL PKWY
CARROLLTON TX 75007

JENGRA
ACK
01/13/2020

Application for Authority to Transact Business - Foreign Limited Liability Company

Secretary of State - Corporation Division - 255 Capitol St. NE, Suite 151 - Salem, OR 97310-1327 — sos.oregon.gov/business - Phone: (503) 986-2200

FILED

JAN 13 2020

OREGON
SECRETARY OF STATE

REGISTRY NUMBER: _1633222-91_

For office use only

In accordance with Oregon Revised Statute 192.410-192.490, the information on this application is public record. We must release this information to all parties upon request and it will be posted on our website.

For office use only

Please Type or Print Legibly in Black Ink. Attach Additional Sheet If Necessary.

1) NAME: Securus Technologies, LLC

NOTE: (Must contain the words "Limited Liability Company" or the abbreviations "LLC" or "L.L.C.") Must be identical to the name of record in home jurisdiction.

2) REGISTRY NUMBER IN HOME JURISDICTION

OR: CERTIFICATE OF EXISTENCE [x] (ATTACHED)

(Please provide a web-verifiable registry number from the entity's home jurisdiction. Certain states, such as Delaware and New Jersey, do not provide status information online. Entities from such places must instead attach an official certificate of existence, current within 60 days of delivery to this office.)

3) DATE OF ORGANIZATION: DURATION, IF NOT PERPETUAL:

08/22/1997

4) STATE OR COUNTRY OF ORGANIZATION:

Delaware

5) THIS FOREIGN LIMITED LIABILITY COMPANY SATISFIES THE REQUIREMENTS OF ORS 63.714(3).

6) NAME OF OREGON REGISTERED AGENT:

C T Corporation System

7) REGISTERED AGENT'S PUBLICLY AVAILABLE ADDRESS:

(Must be an Oregon Street Address, which is identical to the registered agent's business office.)

780 Commercial Street SE, Ste 100

Salem, OR 97301

8) ADDRESS OF PRINCIPAL OFFICE OF THE BUSINESS:

4000 International Parkway, Carrollton, TX 75007

9) ADDRESS WHERE THE DIVISION MAY MAIL NOTICES:

4000 International Parkway, Carrollton, TX 75007

10) HOW WILL THIS LIMITED LIABILITY COMPANY BE MANAGED?

☐ This LLC will be member-managed by one or more members.

☒ This LLC will be manager-managed by one or more managers.

11) EXECUTION: (At least one member or manager must sign.)

I declare as an authorized signer, under penalty of perjury, that this document does not fraudulently conceal, fraudulently obscure, fraudulently alter or otherwise misrepresent the identity of the person or any members, managers, employees or agents of the limited liability company. This filing has been examined by me and is, to the best of my knowledge and belief true, correct, and complete. Making false statements in this document is against the law and may be penalized by fines, imprisonment or both.

Signature:

Printed Name: Justin Maroldi

Title: Authorized Person

CONTACT NAME: (To resolve questions with this filing.)

n/a

PHONE NUMBER: (Include area code.)

n/a

FEES

Receipt Processing Fee $275

‡ Processing Fees are nonrefundable. Please make check payable to "Corporation Division."

Free copies are available at sos.oregon.gov/business using the Business Name Search program.

110 - Application for Authority to Transact Business - Foreign Limited Liability Company (11/17)

Delaware

The First State

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "SECURUS TECHNOLOGIES, LLC" IS DULY FORMED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE SECOND DAY OF JANUARY, A.D. 2020.

AND I DO HEREBY FURTHER CERTIFY THAT THE ANNUAL TAXES HAVE BEEN PAID TO DATE.

Jeffrey W. Bullock, Secretary of State

2788631 8300

SR# 20200003614

You may verify this certificate online at corp.delaware.gov/authver.shtml

Authentication: 202101186

Date: 01-02-20

Delaware

The First State

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF
DELAWARE, DO HEREBY CERTIFY THAT THE ATTACHED IS A TRUE AND
CORRECT COPY OF THE CERTIFICATE OF CONVERSION OF A DELAWARE
CORPORATION UNDER THE NAME OF "SECURUS TECHNOLOGIES, INC." TO A
DELAWARE LIMITED LIABILITY COMPANY, CHANGING ITS NAME FROM
"SECURUS TECHNOLOGIES, INC." TO "SECURUS TECHNOLOGIES, LLC", FILED
IN THIS OFFICE ON THE SEVENTEENTH DAY OF DECEMBER, A.D. 2019, AT
11:35 O`CLOCK A.M.

AND I DO HEREBY FURTHER CERTIFY THAT THE EFFECTIVE DATE OF THE
AFORESAID CERTIFICATE OF CONVERSION IS THE THIRTY-FIRST DAY OF
DECEMBER, A.D. 2019 AT 11:59 O'CLOCK P.M.

Jeffrey W. Bullock, Secretary of State

2788631 8100V
SR# 20198685030

Authentication: 204239478
Date: 12-17-19

You may verify this certificate online at corp.delaware.gov/authver.shtml

STATE OF DELAWARE

CERTIFICATE OF CONVERSION

FROM A CORPORATION TO A

LIMITED LIABILITY COMPANY PURSUANT TO

SECTION 18-214 OF THE LIMITED LIABILITY COMPANY ACT

FIRST: The jurisdiction where the corporation first formed is Delaware.

SECOND: The jurisdiction immediately prior to filing this Certificate is Delaware.

THIRD: The date the corporation first formed is August 22, 1997.

FOURTH: The name of the Corporation immediately prior to filing this Certificate is SECURUS TECHNOLOGIES, INC.

FIFTH: The name of the Limited Liability Company as set forth in the Certificate of Formation is SECURUS TECHNOLOGIES, LLC.

SIXTH: This certificate of conversion is to become effective on December 31, 2019 at 11:59:59 P.M.

IN WITNESS WHEREOF, the undersigned has executed this Certificate of Conversion on the /3ᵀᴴ day of December, 2019.

By: _____
Name: Justin Maroldi
Title: Assistant Secretary

DOC ID - 32805449.2

State of Delaware
Secretary of State
Division of Corporations
Delivered 11:35 AM 12/17/2019
FILED 11:35 AM 12/17/2019
SR 20198685030 - File Number 2788631

3

Attachment 2. Financial Stability

SECURUS
Technologies

February 15, 2021

Klamath County Sheriff's Office
Attn: Brian Bryson, Lieutenant
305 Main Street
Klamath Falls, Oregon 97601

Re: Request for Proposals – Klamath County Jail Corrections Communication Service

Dear Lieutenant Bryson,

Per RFP requirements, attached are the audited financial statements of Securus Technologies, LLC (Securus). Based on our strong record of financial success and stability, we have the utmost confidence in our ability to serve your facility.

To provide you with further comfort regarding our capabilities:

1. Our past majority equity sponsors have all indicated that "Securus was the best managed company in their investment portfolio."

2. We invest many times more capital into our business than our competitors, which ensures that we are on the leading edge of technology development for the corrections sector. We have created the largest inmate calling platform that exists in the world carrying one of three of all outbound inmate calls in the entire United States.

3. We pay commissions promptly according to contractual terms to over 2,800 prisons and jails each month and have extensive software and accounting controls to ensure accurate commissions payments.

If you have any questions or would like to discuss our financial results, please let me know. Our auditors are also available to answer any questions upon request, as is our President and CEO David Abel. Depending upon the nature of your questions, we are open to arranging discussion with Platinum Equity and/or our lead bank Deutsche Bank as well.

Thank you for considering Securus for your technology and communications needs. We are confident that if you choose us you will be happy with your decision and we look forward to the possibility of a long and prosperous relationship.

Sincerely,

Geoffrey M. ("Geoff") Boyd
Chief Financial Officer
Securus Technologies, LLC
(972) 277-0449
gboyd@securustechnologies.com

Attachment 3. Disaster Recovery

Securus has designed and implemented a robust network architecture that provides for quick disaster recovery, minimizing downtime for the Securus platform and its customers. Securus has demonstrated its ability to recover efficiently under extreme circumstances, restoring service to our customers with no data loss.

Risk Mitigation

Securus has implemented a platform and infrastructure designed to minimize potential outages and protect customer data. Multiple data centers, diverse network paths, redundant platform systems, and proactive monitoring mitigate the majority of risks.

Data Centers

Securus maintains a presence in three data centers in three geographically diverse locations. Our data centers are designed to withstand worst-case events and maintain 99.95% availability. The data centers, managed and staffed by a carrier-class data center host, meet, or exceed the Telecommunications Industry Association's (TIA) standard number 942 for Tier IV (highest availability) data centers including:

Tier 1 – Basic Small Business	Tier 2 – Redundant Medium Business
• 99.671% availability • Susceptible to disruptions • Single path for power • No redundant components	• 99.741% availability • Less susceptible to disruptions • Single path for power • Redundant components
Tier 3 Large Business	**Tier 4** Multi-Million $ Business
• 99.982% Availability • Planned activity without disruption • Multiple paths for power • Redundant components	• 99.95% Availability • Can withstand at least one worst-case event • Multiple paths for power • Redundant components

TIA-942 Infrastructure standards for data centers
Telecommunications Industry Association

- ▪ Ability to withstand a 96-hour power event
- ▪ Two-hour fire protection
- ▪ Multi-layer physical security
- ▪ Multiple power delivery paths.

Also, Securus data centers have redundant uninterrupted power systems, N+1 generator redundancy, and N+1 cooling redundancy. All systems and network equipment have redundant power paths. Multiple telecommunications carriers also serve each data center for load balancing and path diversity. Securus data centers are staffed 24x7x365 for immediate physical assistance inside the data center.

Multiple checks ensure data center physical security, including guarded, photo-verified check-in; dual-door authentication (card and biometric); and a mantrap (interlocking door controller) at the data center suite entrance.

Redundancy

Redundancy is a key component of the NextGen Secure Communications Platform (NextGen SCP). While operating on a single platform, Securus' NextGen SCP runs on duplicate environments in separate data centers in Atlanta, Georgia, and Dallas, Texas. Each component has N+1 redundancy, meaning that a failure of any one component does not result in downtime because there is a backup available to resume its function. In addition to the inherent redundancy of NextGen SCP, Securus has also designed redundancy into all support systems, either through N+ 1 configuration, database clusters, virtual machines, load balancing, or other

failover methods. All network transport has redundant network equipment and routing to allow traffic to reroute in the event of a failure.

The NextGen SCP platforms in Dallas and Atlanta were designed and built to the same specifications. This standardization allows re-homing of systems from their primary data center to an alternate data center in the event of a failure.

All circuits coming into Securus data centers use multiple diverse carriers, including the interconnections between data centers. In the event of a failure, traffic will reroute across a redundant circuit or path. In addition, Securus uses multiple carriers for inmate calls from the NextGen SCP platform. Calls to family and friends will immediately reroute upon failure of any carrier.

Securus uses multiple methods of storage to minimize the risk of data loss. All critical systems and data are backed up at regularly scheduled intervals and stored offsite for retrieval, if needed. In addition to offsite storage, Securus replicates voice clips, call recordings, and validation data between the data centers.

Securus uses industry-leading vendors for all platform and network hardware, including Dell, Cisco, Oracle, EMC, Big IP, and Intel. In addition to the redundancy designed into the platform and network, Securus also maintains a spare parts inventory onsite at each of our data centers to expedite repair of a failed component. Securus also maintains premium-level support contracts with each vendor that define stringent service level agreements in case of a failure.

Securus maintains an inventory of spare parts for our facility-based components at our headquarters in Dallas, Texas, and has distribution agreements with multiple vendors to provide expedited national delivery service. The corporate headquarters maintains a standardized emergency recovery package of frequently used spare parts and equipment that will be available for shipment to support restoration efforts at our customer sites. Our technical field representatives located throughout the country also carry an inventory of the most commonly needed spare parts. With spare parts on board our service vehicles, most facility-based equipment malfunctions can be resolved with a single site visit.

Proactive Monitoring

Data Centers and Network

Securus continuously monitors all data centers, infrastructure components, platform systems, and inmate telephone systems (ITS) 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 NextGen SCP and all associated services, 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.

SolarWinds® Typical Monitored System and Application Elements

Securus Primary Network Operations Center

Securus Network Operations Center

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 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® Device Monitoring Example (Bandwidth & Network Latency)

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.

Restoration

Platform and Network

In the event of a disaster impacting NextGen SCP or our network, Securus immediately assembles a team of engineers to begin investigation and restoration of services. Securus maintains a schedule of on-call personnel for immediate response to service-impacting events and will also engage third party vendors, if required. If a state of emergency is declared, the Securus Business Continuity Plan will be activated.

Facility-Installed Systems

Securus prioritizes recovery of premise-based equipment by facility type and equipment location. Maximum-security institutions and institutions with high inmate phone usage receive priority. Prioritization also considers customer requirements and preferences. Securus has developed procedures and checklists to protect personnel and equipment in the event of an emergency situation. Securus will combine headquarters and field staff efforts to expedite service recovery wherever possible. Securus coordinates each checklist to ensure compliance with each facility's guidelines.

Securus has a field support department with more than 165 field service associates supported by a centralized field dispatch team. The Field Service Technicians (FST) are strategically located to support ongoing maintenance, as well as any disaster recovery situations. The FSTs are supported by senior technical support resources and engineering to expedite repairs and minimize customer downtime.

Reporting

Upon confirmation of a service-impacting event, the NOC will issue an internal service interruption report (SIR). The SIR will include the nature of the outage, impact to facilities, and estimated time of restoration, if known. Each incident is assigned an urgency level based on the level of customer impact.

Customer contact personnel receive SIRs, so they can communicate with customer facilities proactively or reactively as required by the facility. In addition, technical support may communicate a service-impacting event via a splash screen on the SCP user interface introductory page, whenever possible. Regular updates ensure that the information provided is always current. Securus executives also receive all SIRs, so they are aware of all customer-impacting events.

The NOC will issue a final SIR upon issue resolution. Securus investigates each incident and completes a root-cause analysis (RCA) following all service-impacting events. After the root cause is determined, Securus makes RCA documents available to customers upon request.

Performance for Secure Call Platform
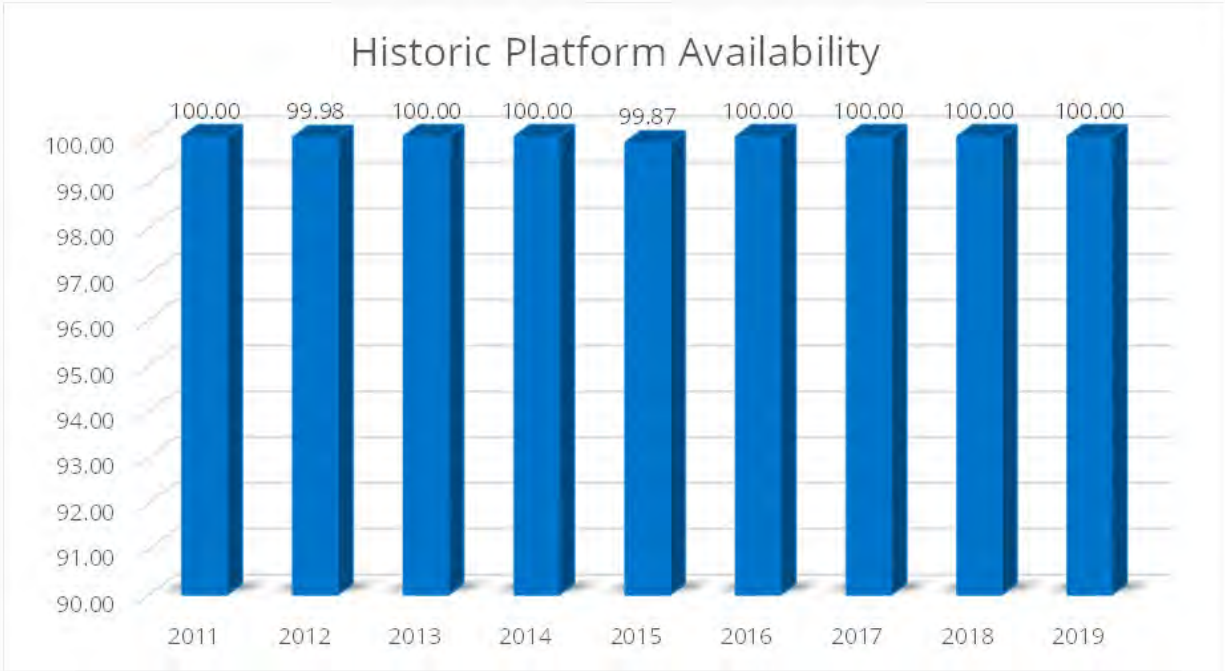
The Secure Call Platform (SCP)'s reliability will extend to NextGen SCP, as they are based on the same centralized infrastructure, proven efficient and reliable over the past 12 years.

NextGen SCP is a redesigned version of our existing Secure Call Platform (SCP)—one the most stable calling platforms in the industry, with nearly perfect, 100% availability. Through design, proactive monitoring, and rapid-response procedures, Securus minimizes customer-impacting outages. Data storage with multiple layers of redundancy minimizes the risk of losing critical data and recordings.

When disasters strike, Securus responds quickly and methodically to ensure the fastest restoration of service possible. And we have been tested.

In the spring of 2015, the Dallas, Texas, area, home to two Securus data centers, was impacted by weeks of significant storms, resulting in 27 deaths and more than one billion dollars of property damage due to flooding. Early one morning, lighting struck a Securus data center, damaging cooling units. Normally, this cooling would have been restored within minutes, but the roads leading to the data center were closed due to flooding, which caused a longer response time for service technicians. Securus' equipment rapidly overheated and began to fail. More than a quarter million dollars of components suffered fatal damage and needed replacement. Even with this once-in-a-lifetime series of compounding events, calling services were restored the same day for most facilities, and there was no loss of customer data, investigative data, or recordings.

Attachment 4. Investigative Technologies and Products

ICER (Inmate Communications Evaluation and Reporting System)

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.

The Threat

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.

Before ICER, ITIC was essentially undetectable due to no 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, human trafficking, drug trafficking, racketeering, and inmate disturbances at multiple correctional facilities around the country.

How ICER Events Occur

ICER events can occur in any of the following ways:

- Three-way calling
- Manually bridged calls
- Automatic bridges
- Speaker phones
- Relaying messages in real time
- Using Google Voice

How ICER Works

ICER uses advanced voice analysis technology to generate a call signature—a representation of the call that does not involve any of the original audio—for each completed inmate telephone call. Call signatures are then automatically encrypted and transmitted to the central data center for analysis. Because none of the original audio is used in a call signature, the ICER system is in full compliance with state laws regarding the transmission of call recordings. Under normal operations, call signatures are created, transmitted, and received at the data center for each completed call. Upon arrival, the call signature is immediately analyzed and checked against other call signatures. If an ITIC event is detected, it is logged in the ICER system database and investigators from the participating corrections administration are automatically alerted via email to log into the ICER system for the detailed report. To protect certain elements of inmate data from being displayed to participating agencies, both parties must provide online consent before details of the full report are made available. The ICER system doesn't require correctional facilities to transmit audio files and each agency is always in complete control of the level of sensitivity of any data transferred.

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.

ICER Event Report

Event Identified On: Sep 02, 2019
03:45 am (CDT)

An Inmate Inter-Communications Event has been detected involving an inmate at your facility. The details of which follows below:

Inmate	,	JUSTICE, LYNSAY
Agency	AMADOR COUNTY JAIL CA	MASON COUNTY JAIL WA
Site	Amador Co. Sheriff Coroners Office, CA	Mason County Sheriff Office, WA
Inmate ID		187379
Called Number	15306227000	13604389999
Station Name	Intake TDD	D3_pod_T12826
Call ID	12730752546	12730741155
Call Start Time	Sep 01, 2019 12:10 pm (CDT)	Sep 01, 2019 12:13 pm (CDT)
Time into Recording (H:M:S)	04m:01s (241 sec)	01m:40s (100 sec)
Duration of Event (H:M:S)	01m:35s (95 sec)	01m:35s (95 sec)

Investigator Pro (IPRO)

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 to identify and prevent illegal 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 communications platform and is hosted in Securus' data centers. No additional hardware is required. The interface for investigators is browser-based and runs on Windows.

Investigator Pro Advantages

Investigator Pro provides these advantages for the agency and its investigators:

- A choice of inmate enrollment methods - supervised or covert - with the ability to mix the two or change from one to the other at any time.
- Real-time initial pre-call PIN check voice biometrics to reduce PIN theft.
- Continuous voice biometrics throughout the call to identify inmates by name no matter how many inmates are on the call or whose PIN was used.
- Ability to identify called parties by name when they are known to the system, to help find calls to released inmates.
- Voice search for inmates and called parties on both sides of calls using voice samples taken from either side.
- Inmate-to-inmate communication reporting through the seamless integration of ICER into IPRO.
- A call player rich in features such as the ability to skip pauses, control playback speed, mute one side, and learn more about the voices on the call.
- Ability to add custom gang information and high-interest group labels to inmates and phone numbers, and to search on that information.

Investigator Pro Capabilities

Inmate Enrollment Method Choices

The agency can choose supervised or covert enrollment to create a voice-ID/PIN pair for each inmate. It can switch from one method to the other at any time. It can also choose to enroll existing inmates covertly and new ones through a supervised process.

Supervised enrollment creates a staff-verified voice sample for each inmate ID/PIN. Investigators then have a known audio file of each inmate to play. In covert enrollment IPRO learns a voice and associates it with an inmate ID/PIN. There is no staff involved and inmates are not asked to record their voices. Inmates are unaware of when and how covert enrollment occurs.

Pre-call PIN Check Voice Biometrics

IPRO's real-time pre-call PIN check feature, which the agency can elect to enable or not, reduces PIN sharing and theft. When an inmate begins a call IPRO verifies in real time that the inmate's voice matches the sample associated with the ID/PIN used to make the call. If it does, the call goes through. If not, the call is blocked.

Continuous Voice Identification

Investigator Pro does continuous voice identification throughout a call. It identifies all the speakers on the inmate side of the entire call by name, no matter how many there are, which one started the call, or whose PIN was used. It covers 100% of every call without tipping off the inmate(s) or called party. IPRO constantly "learns" and improves its voice identification accuracy. IPRO identifies called party voices by name when the names are known to the system, as in the case of released inmates.

Voice Search

The investigator can search for calls that have a particular voice on the inmate or called party side of the call. He can do a voice search by inmate name, inmate ID, or a voice sample that he saved from either side of a call in the call player. Search results include facts about that voice on those calls. With just a click the investigator can get a listing of the calls, inmates, or phone numbers involved.

IPRO Voice Search

Identification of Likely PIN Abusers/Imposters by Name

Investigator Pro flags calls that are likely cases of PIN sharing/theft. It names the likely imposters and gives the investigator tools to pursue those inmate names, calls, and voices further.

Inmate-to-Inmate Communication Reporting

IPRO detects inmate-to-inmate calls no matter how or where they happen, because ICER, the Inmate Intercommunication Evaluation and Reporting System, is integrated into Investigator Pro. ICER finds these calls whether the inmates are within a facility or in different facilities across the country, and whether the two inmates called the same or different outside numbers to make the connection.

IPRO puts ICER information at the investigator's fingertips on the home screen, in the results of call and inmate searches, and in the call player.

IPRO Quick Find

An inmate search from the home screen gives valuable information, including details about inmate-to-inmate calls.

Call Player

Investigator Pro has a full-featured call player that makes listening to inmate calls quick and easy. Some of the things investigators can do in the call player include skip pauses, mute either side of the call, slow down/speed up playback, create audio clips, create and distribute call and clip notes with case numbers and category assignments, learn about the voices on the call, save voice samples for later voice searches, and learn about any rule violations on the call.

IPRO Call Player

Investigator Pro's call player makes listening easy and efficient. The Fast Facts box beside it has links to more information and actions for the investigator.

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

Database Search
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.

Custom High-Interest Group Labelling
Investigator Pro lets investigators add their own information to the database and find it in searches later. They can tag inmates and phone numbers with their agency's own custom High Interest Group labels. They can also add notes and case numbers to calls, identify and label imposters' voices in cases of PIN abuse, and confirm the voices of PIN owners on calls.

Custom Gang Data Feeds
IPRO can be customized to automatically import the agency's own gang data, removing the need for investigators to manually add High Interest Group labels to inmates and called numbers.

Management Tools

Investigator Pro has management tools such as role-based access permissions, the ability to see officers' use of individual IPRO features, and the ability to create, organize, search for, and forward notes on calls/call clips.

IPRO Management Tools

Agency management can readily see any officer's use of the different features in Investigator Pro.

Reports

Investigator Pro can generate many useful reports with data such as pre-call PIN check results, likely PIN abusers, the most common called party numbers, and IPRO's voice learning results.

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 ACSO can access data remotely from any location that provides internet access.

THREADS Brings Big Data Capability to the Corrections Industry

CUSTOMIZABLE DASHBOARD

COMMON CONTACT
SPECIFIC LIST OF INDIVIDUALS
ENTITY LINKAGE
COMMON CONTACT
CONCURRENT COMMON CONTACT

SUSPICIOUS ACTIVITY

BOUNCE LIST
ENTITY LINKAGE
ENTITY LIST

HERE WE CAN CALL OUT
ANY OTHER TYPE OF REPORTS
OR INTELLIGENCE

THREADS™

SECURUS

THREADS WORKSPACE
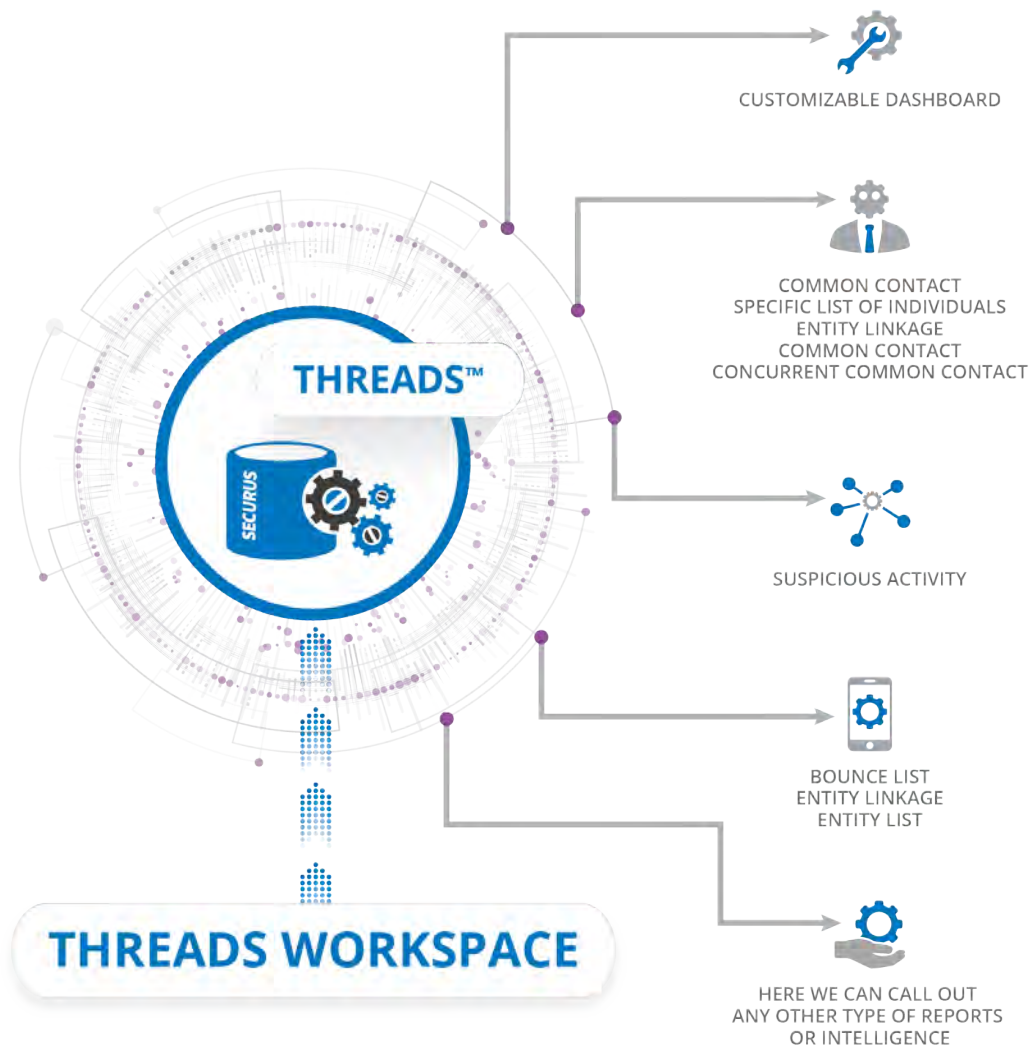
THREADS Applies Big Data Search Algorithms to Investigative Support

THREADS brings the power of Big Data Analytics to the investigative capabilities of correctional facilities, thereby reducing demands on Investigative personnel, while increasing their ability to identify potential criminal behavior. THREADS gathers and analyzes facility data, identifying actionable data that can be used as the basis of targeted criminal investigations.

Data Pulled from Multiple Databases
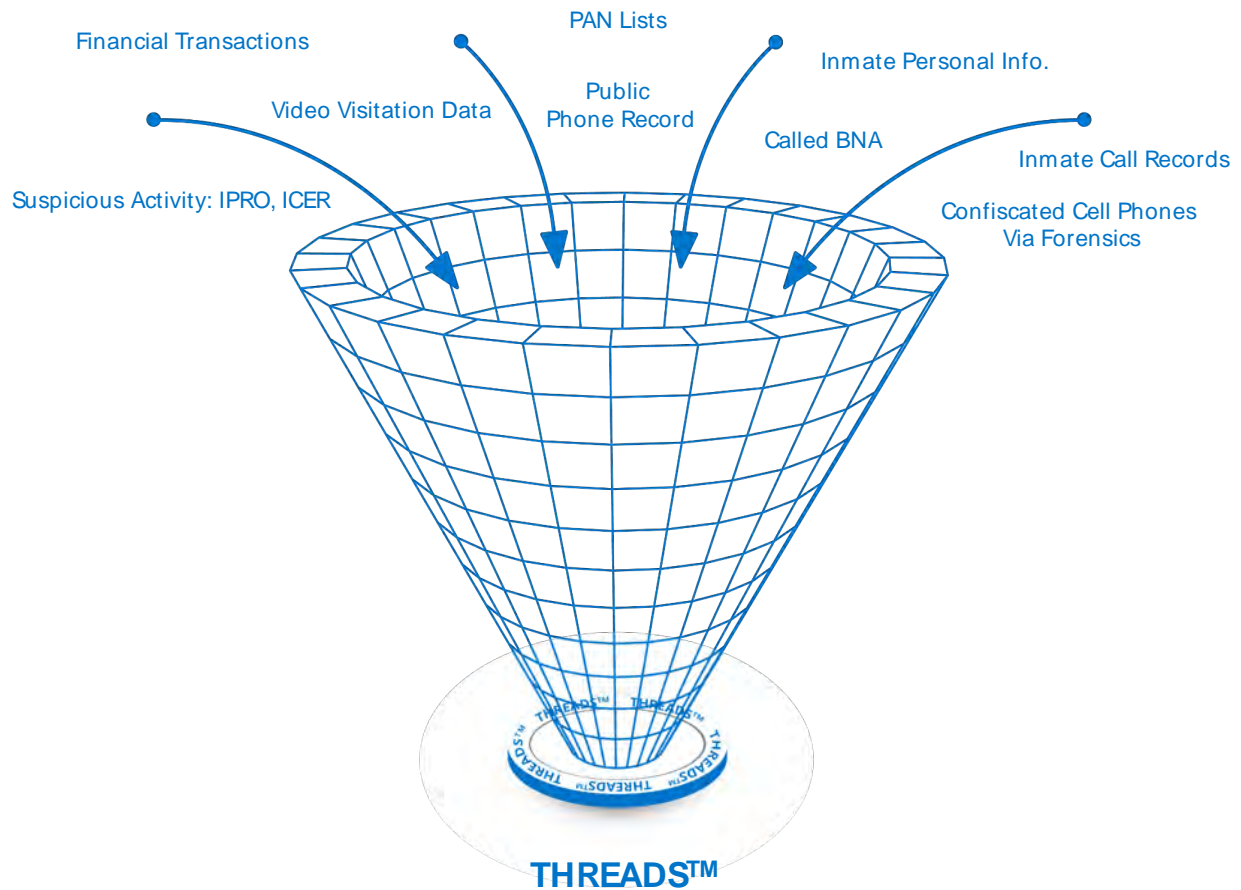
THREADS automatically imports information from NextGen SCP's telecommunications database, inmate information from JMS, and financial data. Multiple sources of data and databases are combined into the THREADS' analytic framework to reduce the time required for investigators to find suspicious patterns. Such patterns may be an indication of planning or commissioning crimes.

Widely-Used Investigative Telecommunications Platform

THREADS is the most widely used investigative telecommunications platform in the industry today, with more than 1.5 million inmates served, multiple petabytes of aggregated intelligence data, and more than 2 million phone calls processed per day. THREADS' powerful data analytics engine analyzes multiple types of facility data, such as inmate communication records, public phone records, billing name and address, data from confiscated cell phones, financial data, and more to automatically generate focused leads for investigators. THREADS' robust and accurate analytics engine is intuitive and easy to use, making it the ideal tool for any investigative officer operating within a correctional institution.

THREADS Was Developed Specifically for the Corrections Industry

Unlike other investigational software, which requires users to manually upload facility data, THREADS automatically consumes facility data on a nightly basis and does not require any equipment to reside on site. The unique algorithms within THREADS were designed in conjunction with high-profile investigators, bringing more than 50 years of combined experience in communications, data, and training. What can take an entire day with multiple officers working eight-hour shifts now takes just moments.

Primary Benefits of THREADS to the Prison Community

The primary benefits of THREADS to the prison community include:

- Visually-based linkage reports that make the identification of communication patterns and the identification of inmate activities and communications quick and easy to understand.
- Significant reductions in the amount of investigative time required to produce documented and actionable results.
- Community Data Sharing that allows facilities to run reports on a much larger data set to expand their investigative reach.
- Discovery and disruption of inmate-based criminal activities.
- Importing Information

THREADS will automatically import the following types of corrections information:

- Inmate call records
- Inmate personal information, such as name, account number, PIN, DOB, SSN, and more
- PAN lists
- Called party billing name and address information
- Video visitation data
- Suspicious activity, through IPRO and ICER for example
- Financial transaction metrics

THREADS can also import information from external data sources, such as:

- Confiscated cell phones—calls, text messages, emails, videos, contacts, etc.
- Public phone records
- Events and places of interest
- Mail
- LexisNexis

THREADS Communities

THREADS further seperates itself from other inmate telephone service providers by providing a national community database where facilities can choose to share their data to expand and identify more investigative opportunities and leads. Facilities can choose to share data with other local, regional, or national agencies depending on their investigative needs.

Through this community of data sharing, THREADS users can leverage the resources of other agencies to understand the breadth of their investigations and, therefore, close cases faster. By joining the THREADS community, users can run reports, uncover data correlations, and gather contact information unlike any other data analytics solution.

THREADS Communities Share Data Between Multiple Jurisdictions
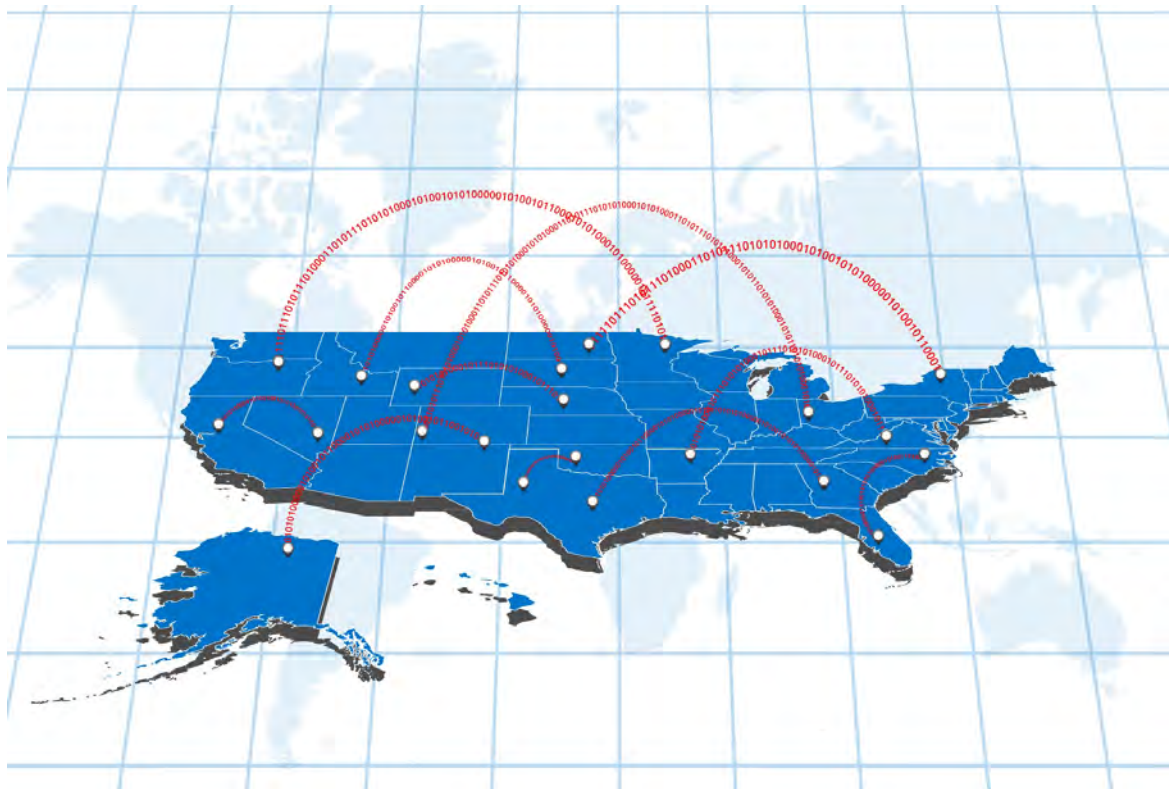
Securus' Digital Mail Center

Contraband is one of the many items that plague today's correctional facilities. Ensuring that contraband stays outside of facility walls allows for a safer environment for both facility staff and inmates. With Securus' Digital Mail Center solution, facilities help prevent contraband introduction through the postal mail delivered to your facility.

Converting physical postal mail into electronic communications creates measurable results:

- Eliminates contraband entering through postal mail
- Eliminates operational burden on corrections staff from processing postal mail
- Removes risk of drug, Disease, and/or chemical exposure to agency staff
- Immediate notifications to staff and investigators when particular inmates receive mail creates timely intelligence
- Reduction in staffing costs or ability to relocate staff to other critical areas

The Securus Digital Mail Center eliminates contraband entering correctional agencies through the postal service by scanning physical mail and delivering it electronically to inmates through Securus' ConnectUs inmate terminals and Tablets. The Securus Digital Mail Center Dashboard provides the authorized provider staff or correctional agency staff with the following capabilities and information:

- Ability to view, approve, reject, delete, and manage scanned mail
- Ability to set alerts when specific inmates receive mail
- Audit logs of activity associated with the Securus Digital Mail Center for increased administrative oversight
- Ability to place and remove mail suspension or "holds" on the delivery of mail to select individuals

After the mail has been scanned and reviewed, Digital Mail Center delivers a scanned copy of the mail electronically that can then be delivered to and viewed by the incarcerated individuals through ConnectUs phone terminals and/or Tablets.

Digital Mail Center is agency managed. Securus will deploy the software only, allowing existing agency mailroom staff to scan and electronically deliver mail to inmate terminals running both ConnectUs inmate terminals and tablets.

All mail is received within the Digital Mail Center Dashboard. The Digital Mail Dashboard provides facility staff with a full suite of capabilities:

- View, approve, reject, delete, and manage all scanned mail.
- Ability to create text and email notifications when specific inmates receive mail.
- Full audit logs of all activity for increased administrative oversight.
- Easily configurable to automatically release scanned mail to inmates, allow for administrative approval for all mail prior to being electronically released and delivered, or require administrative approval for inmate-specific mail.

- Manual Transcription creates a database of all messages that can be searched for specific words or phrases. NOTE: Manual transcription can be performed by agency staff and will not be performed by Securus staff.
- Custom Watch Word List automatically identifies when content is inappropriate. NOTE: Custom Word Watch List is active only if agency uses Manual Transcription feature

Process Details

1. The Agency continues to receive '*privileged*' mail at the existing location/address. Examples of privileged mail are:

   a. Legal
   b. Financial
   c. Medical

2. Securus will establish P.O. Boxes for appropriate facility mail to be directly sent in the Securus' Processing Center, while the facility will provide updates for outward facing mailing instructions with new addresses.

3. The Facility will need to update outward facing mailing instructions stating that inmate non-privileged mail should be mailed to the new Digital Mail Center P.O. Box address.

   a. Any non-privileged mail that arrives at the facility may be sent to the P.O. Box for processing.

      i. Any envelope that contains traditional 8.5 x 11 paper sizing can be processed. Manilla legal style envelopes are included with this as well. We will receive and scan most mail packaging as long as the packaging can be scanned and is not comprised of cardboard or other rigid parchment incapable of running through our scanner. For example, USPS postal rigid express envelopes that lay flat but do not bend without creasing would not be accepted and magazines will not be accepted.

   b. Mailing costs will be the responsibility of the facility.

4. Securus processing center receives mail

5. Within 48 hours of receipt, the processing center will open the mail and inspect for contraband or any suspicious material.

   a. If contraband is found: Suspicious material will be given to local law enforcement and mail will not be scanned. The Agency will be notified by Guarded Exchange that contraband was found. If contraband was discovered after mail is scanned, then the letter will be "revoked", and a notification will be sent to the agency.

6. Approved mail, including envelop and content, will be scanned into the DMC system

7. Contents of mail will be placed back in envelope to be stored for a period of 30 or 60 days, after which the mail will be returned to the agency. The agency may also elect to have the mail destroyed after a period of 30 days.

Storage and Contraband

All information associated with the letter, including sender name, time, date, address, and content, are stored for the life of the contract. This creates permanent investigative intelligence that is impossible to achieve through standard physical mail processing. The facility may also determine whether physical mail that has been processed will be returned back to the facility or destroyed. Contraband will be delivered to local law enforcement for processing and facilities may request that a case be opened for senders of contraband material.

Protecting Privileged Communications

If mail originating from an attorney's office or other private/privileged establishments is received, it is immediately sent back to the correctional agency for physical delivery in order to ensure attorney/client privilege is maintained.

Securus Informer

Securus Informer is a powerful speech-to-text transcription and keyword search tool for corrections agency investigators. It automatically transcribes all telephone and video calls to text. Investigators can search the transcripts for words and phrases either interactively or by setting up automated, continuous scans that send them alerts when matches occur.

Securus Informer helps investigators quickly zero in on the calls most likely to have investigative value. Investigators can save time by skimming a transcript or jumping to matching search terms rather than listening to the whole call. They can quickly get an English translation of a non-English call. They can uncover individuals who are talking about topics of investigative interest. Intelligent analytics reveal topics now being talked about in the facility more than in the past, uncovering problems before investigators know to look for them.

Securus Informer is a Securus solution and Securus manages the solution roadmap. It is integrated with the Securus NextGen Secure Communications Platform. No additional hardware is required. The interface for investigators is browser-based and runs on Windows.

Securus Informer Advantages

Securus Informer provides these advantages for the agency and its investigators:

- A transcript of each telephone and video call is available in minutes in its original language.
- An English translation can be requested and displayed in seconds in line with the original language text.
- Investigators can view a transcript alone or aligned with the call player while the call plays. Search term matches are highlighted in the transcript. A button click jumps to the next or previous match in the transcript, moving the call player automatically as well.
- Investigators can manage a dictionary of word and phrase search terms, in any language, and create categories of search terms.
- Interactive, ad hoc searches let investigators find words and phrases in past calls.
- Automated scans constantly search new calls for target words and phrases and send alerts to investigators when matches occur.
- Call snippets of matches appear when the investigator's mouse hovers over a list of calls. Mouse clicks jump to those locations in the call player and transcript.
- The call player can control playback speed, and to mute and set the volume of each side of the call independently.
- Search results can be exported to downloadable reports.
- Analytics include search term category frequency graphs and totals.
- Securus Informer's intelligent, behind-the-scenes analysis uncovers trending topics of conversation on calls in the facility. This can reveal illicit activity before investigators realize it exists.

Securus Informer Capabilities

Securus Informer capabilities include the following features:

- Automatic speech-to-text call transcription
- Rapid translation to English
- Transcript aligned with the call player
- Dictionary of search terms
- Interactive searches of past calls
- Automated searches of new calls with user alerts
- Search results with call snippets and highlighted matches
- Integrated call player
- Reports
- Analytics

Automatic Speech-to-text Call Transcription

Telephone and video calls are automatically transcribed to text within minutes after they end. There is no need to select calls for transcription. Each text transcript is in the language the inmate used when making the call. Transcripts are stored in accordance with the agency's call retention policy.

Rapid Translation to English

The investigator can request an English translation of a non-English transcript with just a button click. The translation appears in seconds with each line under the original language line in the transcript. The English translation is stored with the original transcript for future reference.

Transcript Aligned with the Call Player

A transcript can be viewed alone or aligned with Securus Informer's call player. Any search term matches are highlighted in the transcript. The investigator can jump to a section of interest in either the call player or transcript and the two will move in tandem to that section. In the transcript they can jump from any search match to the next or previous match, and the call player will move to that location in the call.

Dictionary of Search Terms

Securus Informer has an editable dictionary of words and phrases that can be used as search terms. Investigators can add terms in any language and create categories of terms. Individual terms, or entire categories, can be used in searches.

Interactive Searches of Past Calls

Securus Informer makes it easy to do one-time, interactive searches of past calls using a date range and words, phrases, and categories of terms in any language. The search can be narrowed by inmate name or ID and communication type, i.e., telephone calls and/or video visits. Results are displayed as a list of calls, each with clickable icons to show the transcript alone or with the call player.

Automated Searches of New Calls with User Alerts

Securus Informer lets investigators set up automated searches that continuously monitor new calls as they come into the system. An alert is sent each time a search term match occurs in a call. The investigator configures an automated search with search terms in any language and optionally with an inmate's name or ID, as well as the communication type. They can also include an end date if they choose.

At any time the investigator can see the total number of alerts so far for the search. They can review the calls that triggered the alerts and then clear any of them from the list of results. They can stop an automated search at any time interactively.

Search Results with Call Snippets and Highlighted Matches

Calls with matching search terms are listed with their call record information: name of the inmate, dialed telephone number, call start date and time, and call duration. Each record also shows a call player icon and a transcript icon. Hovering over the transcript icon brings up call snippets. The snippets show the search term matches in the call. The investigator can quickly decide whether to bypass that call or investigate it further. They can click on the transcript icon to open the full transcript, or the player icon to see the transcript with the call player. The matching search terms are highlighted in the call transcript.

Integrated Call Player

The integrated call player has user controls to regulate playback speed and volume, and to mute either side of the call independently. The call transcript and call player are aligned when they are displayed together. The investigator can play any portion of the call and read its transcript as they listen. Changing the location in either the player or the transcript changes it in both simultaneously.

Reports

The results of an interactive or automated search can be exported to a report and then downloaded. The report lists calls that had matches, with call record information for each one.

Analytics

Intelligent analytics reveal what people in the facility are talking about on calls without investigators having to do searches. The Keyword Categories screen shows how many times, and on which calendar days, words in each of the dictionary's categories occurred on calls. The Top Keyword Trends screen shows additional words that Securus Informer discovered on its own that are occurring in calls more often now than in the recent past. This trend information can uncover problems in the facility before investigators suspect they exist.

Attachment 5. NextGen Secure Communication Platform Sample Reports

SECURUS
NEXTGEN SECURE COMMUNICATIONS PLATFORM

WELCOME

Welcome to the **SECURUS NextGen Secure Communications Platform (NextGen SCP)**. If you have a Secure Communications Platform account, login on the right.

To sign up for a SECURUS NextGen Secure Communications Platform account, please contact your Securus Account Manager or call Securus Technical Support at 1.866.558.2323.

PLEASE LOGIN

USERNAME

PASSWORD

LOGIN

Forgot your password?

Authorized users enter username and password for anytime, anywhere access.

SECURUS
Technologies

Selected Sample NextGen SCP Reports

- Widgets
- Communication Detail Search Criteria Page
- Communication Detail Report, Advanced Search
- Communication Detail Results Page
- Three-Way Call Report
- PAN Frequency Report

- Inmate Activity
- Covert Alert Report
- Personal Allowed Number Report
- Inmate Debit Transactions Report
- Inmate Debit Balance Report
- Crime Tip Report
- Informant Line Report
- Comprehensive System Log Report

Widgets

The NextGen SCP dashboard provides an overview of activity within the facility. Each capsule of information on the dashboard is referred to as a widget. A variety of widgets are available for each product and provides valuable at-a-glance information that can be opened for further details and to interact with the functionality.
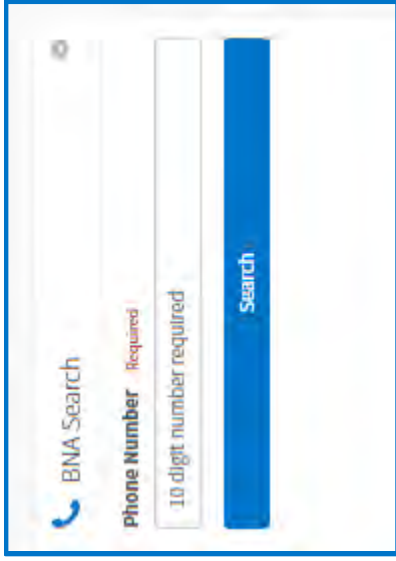
General Call Activity — Provides counts of call activity within the facility for a rolling seven-day period. Hover over a column to see the counts.
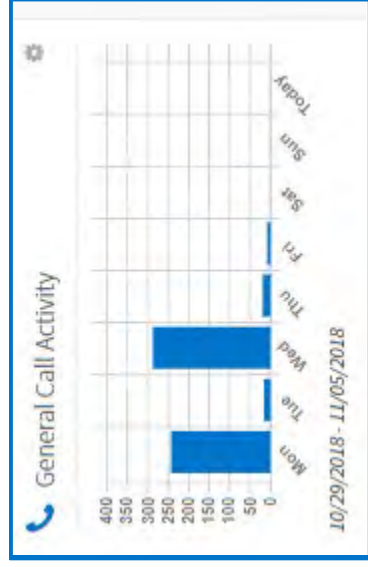
General Calls Today — Summary information about call activity displays. This includes current calls and calls that were forwarded, flagged, terminated, or completed today.

BNA Search — Obtain billing name and address information for a specific phone number, as long as that number is in the system. Enter a 10-digit number to see the results.

Crime Tips — Provides counts of Crime Tip activity within the facility for a rolling seven-day period. Hover over a column to see the counts.
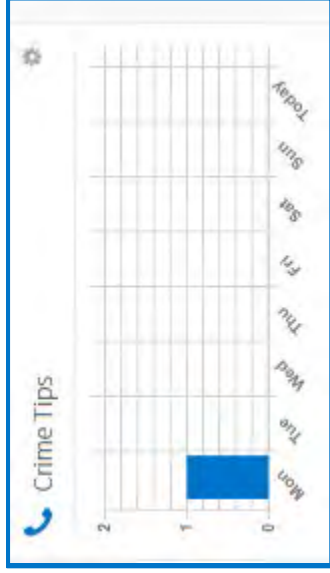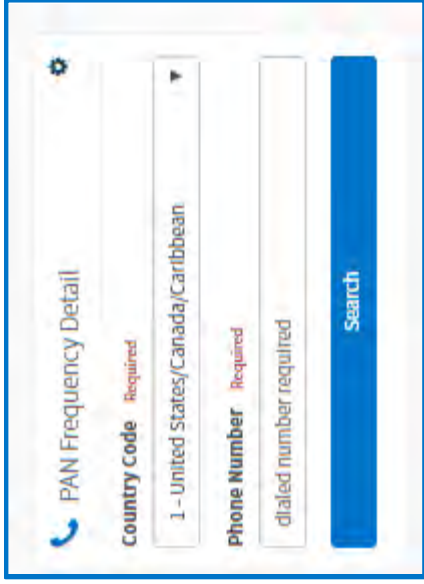
Emergency Calls — Provides counts of emergency call activity within the facility for a rolling seven-day period. Hover over a column to see the counts.
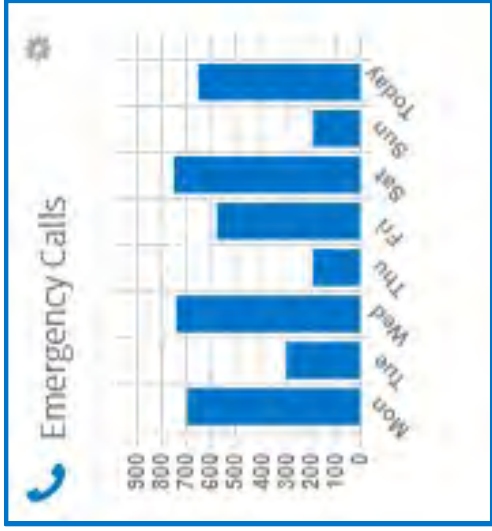
Informant Line — Provides counts of Informant Line activity within the facility for a rolling seven-day period. Hover over a column to see the counts.
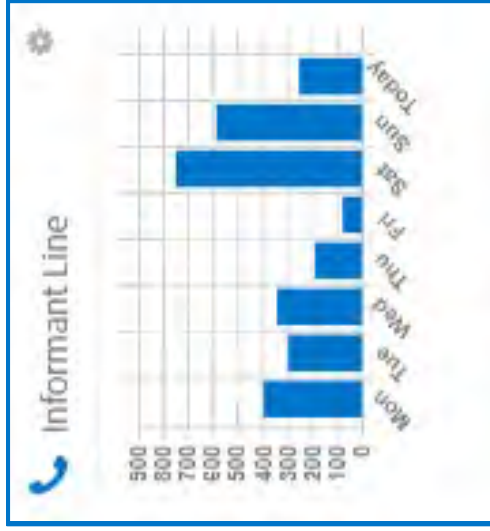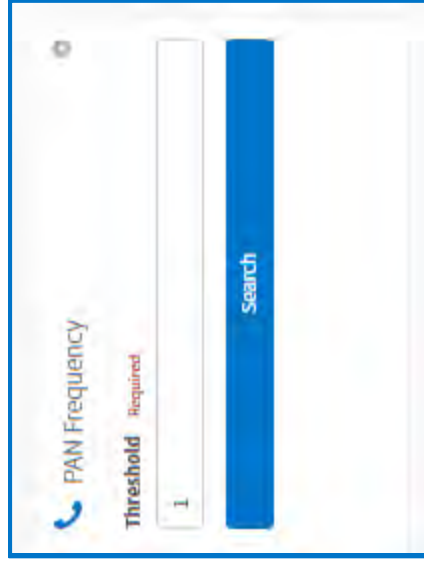
PAN Frequency Detail — Quickly enter a phone number to see a list of PANs containing that number. Includes an option to limit the results using a threshold; for example, if you enter 25 in the field, it will only show results for phone numbers that appear on 25 or more PAN lists.

PAN Frequency — Quickly enter a threshold number to see a list of PANs containing the same phone number at or above the threshold; for example, if you enter 25 in the field, it will only show results for phone numbers that appear on 25 or more PAN lists. Includes an option to include a phone number in the search parameters.

Sample Communication Detail Search Criteria Page

Communication Detail Report (CDR), Dynamic Search – Provides users with an intuitive and user-friendly report that enables them to view or search on virtually anything related to an inmate communication. NextGen SCP provides industry-leading investigative, fraud prevention, and administrative capabilities to all approved users from anytime, anywhere.

Communication Detail Report (CDR), Advanced Search – The Advanced Search page provides more detailed search options for all types of communication activities. A user can select specific search criteria to produce more focused search results.

Sample Communication Detail Results Page

Communication Detail Result Screen – After criteria have been selected and a user selects the "search" button, CDR results are shown. From these results, users can select a record, playback recorded calls, add a note, access audit logs for the record(s), save the record(s) to another medium, and much more.

Please refer to the following page.

Sample Communication Detail Results Screen

Blue column titles allow you to sort the records in the results grid.

Determine if the call record was accessed or downloaded; add/view notes to the call record; determine if the communication triggered a flag, such as a three-way call

Communication details, with options to add notes or view the activity history associated with this communication record.

Options to further refine the search results

Three-Way Call Report

Three-Way Call Report – Investigators can run a comprehensive three-way report to display calls that have been flagged as having three-way activity. They can also use additional features to understand what happened to the call, make notes on the call, (and much more) – to uncover why the inmate attempted to "hide" the number. SCP can then be used to correct the behavior or flag the inmate or dialed number for further investigation.

Please refer to the following page.

Three-Way Call Report

SECURUS Technologies

ADVANCED SEARCH

Dynamic Search

Communication Date Range (PT) 10-01-2018 04:46 PM – 11-01-2018 11:59 PM

Advanced Search Criteria Common: 0

Call: 1

Edit Search | New Search

Refine by   Expand All

- General Call Types ›
- Inmate Terminal Group ›
- Inmate Terminal ›
- Termination Category ›
- Wireless ›

Apply Filters

5 Results

Tag   Create CD Image   Export Results ▾

	Type	Inmate Name (ID)	Other Party	Start Date/Time (PT) ▾	Duration	Notes	Flag
☐	🗲	Huynh, Helen (88889)	1 (214)	10-31-2018 1:21:25 PM	00:34	📋	📌
☐	🗲	Huynh, Helen (88889)	1 (214)	10-31-2018 1:17:49 PM	00:21	📋	📌
☐	🗲	Huynh, Helen (88889)	1 (214)	10-31-2018 1:11:40 PM	01:07	📋	📌
☐	🗲	Huynh, Helen (88889)	1 (214)	10-31-2018 1:04:37 PM	01:13	📋	📌
☐	📞	SHETTY, SHRUTHA (2008)	1 (469)	10-02-2018 12:07:19 PM	01:13	📋	📌

Further refine the search results, if needed.

Details | Notes | History ❶

SHETTY, SHRUTHA

Custody Account:	2008
PIN:	2008
Record expired: 11-01-2018	
Call to: 1 (469)	
Start Time:	10-02-2018 12:07:19 pm PDT
End Time:	10-02-2018 12:08:32 pm PDT 01:13 duration
Destination Zone:	Intralata/Intrastate
BNA Info:	Information not yet available

Additional Call Details

Site:	Securus Demo Site
Terminal Group:	General
Terminal:	LP 1
Call Type:	Debit
Call Status:	Complete
CDR ID:	View
Termination Category:	Called party hangup
Debit Call Amount:	$0.00 (+$0.12 taxes and fees)
Language:	English
Flagged for:	3-way calling

Tags

Private   Enter a tag   Add

Identifies calls flagged for three-way calling.

Sample PAN Frequency Report

PAN Frequency Report – an essential investigative report. The report allows users to look up phone numbers in the system that have been called a certain number of times, within a given time frame by using criteria, such as threshold (of the number of times a number was called), or dialed number.

Sample PAN Frequency Report

Options to enter a dialed number or leave it blank to see all communication events.

Enter a threshold for the number of times a number was called to initiate the report.

Click an entry on the results grid to view details about the calls to this number, or see the inmates that dialed this number.

Inmate Activity

Inmate Activity – Search for inmate records, add inmates, or get specific details on the inmate. There are options to further refine the search results through filtering before viewing the Inmate Activity.

Please refer to the following page.

Inmate Activity Page

View call usage or Covert Alerts associated with the inmate's communication activities.

View or add notes.

View full details on each visit or call.

Options to view the inmate profile, PAN, and PVL entries

SECURUS Technologies

@ Dashboard | Monitor ▾ | Explore ▾ | Investigate ▾ | Manage ▾ | Admin ▾ | NG SCP Demo ▾

🔲 HARVEY SMITH

👁 View Profile

Custody Account: 989898
PIN: 989898
Housing Unit: Inmate Housing Unit
Terminal Group: Inmate Terminal Group
TX Drivers License:
PAN: 5 active entries
PVL: 2 active entries

Inmate Activity

October 2018

Expand All

Visit with PETER — October 25, 2018
Date/Time: 10-25-2018 8:30:00 am PDT
Duration: 5 min
View full visit details →

Visit with Dina — October 24, 2018
Date/Time: 10-24-2018 8:30:00 am PDT
Duration: 60 min
View full visit details →

Call to (817) — October...
Start time: 10-18-2018 1:14:23...
End time: 10-18-2018 1:14:56 pm PDT · 00:00 duration
BNA Info: PETER
Last visit from 04-24-2017 8:20:50 pm PDT
View full call details →

Call to (817) — October 18, 2018
Start time: 10-18-2018 1:14:23 pm PDT
End time: 10-18-2018 1:14:56 pm PDT · 00:00 duration
BNA Info: PETER
View full call details →

Call Usage (Last 30 Days)

Total usage | Non-private | Private
00:00:00 | 00:00:00 | 00:00:00

Covert Alerts

3 active covert alerts

Notes

📝 Add Note

09-10-2018 10:47:53 am PDT
By
Smurf is a happy guy

06-13-2018 11:31:00 am PDT
By
the man

05-03-2018 7:40:53 am PDT
By
cool inmate

← Go to Inmate Activity

SECURUS Technologies

Sample Covert Alert Report

NextGen SCP's Cover Alert Report—shows investigators the triggered Covert Alerts by useful criteria such as communication type, alertee name, termination category, alert start date/time, called number, duration, and whether the investigator listened to the call (PIN accepted). Reports can be exported into Excel, PDV, and CSV formats.

Please refer to the following page.

Sample Covert Alert Report

Sample Personal Allowed Number (PAN) Report

Inmate PAN Report – Lists all PAN numbers by inmate, and allows for a search for a specific inmate to identify each of their PANs and when they were last modified. All reports are exportable to Excel, CSV, and PDF.

Please refer to the following page.

Personal Allowed Number (PAN) Report

Sample Inmate Debit Transactions Report

Inmate Debit Transactions Report – The Debit Transaction section can display a complete list of all transactions related to a specific inmate at a selected facility or site.

Inmate Debit Transactions Report

Sample Inmate Debit Balance Report

Inmate Debit Balance Report – This report shows all inmate debit account activity and account balances. In one single report, users can quickly search for and view real time inmate debit balances, saving valuable time and even improving debit balance related investigations.

Inmate Debit Balance Report

Sample Crime Tip Report

Crime Tip – The Crime Tip Report shows detailed results for all Crime Tip calls. Results can be narrowed by applying additional filters. Users can select to listen to, extend, download, view/add notes to, or audit each call record to manage the safety and security of their facility.

Please refer to the following page.

Sample Crime Tip Report

Sample Informant Line Report

SCP's Informant Line – is an investigative tool that allows inmates to communicate directly and anonymously with investigators. The call can be routed to a specific investigator, voicemail box, or answering machine. The Informant Line Report allows investigators to research and view details about these calls.

Please refer to the following page.

Sample Informant Line Report

Sample Comprehensive System Log Report

Comprehensive System Log – Shows an audit trail of all user activity within the NextGen SCP system.

Sample Comprehensive System Log Search

Sample Comprehensive System Log Report

Attachment 6.Tablet Usage Report

Customer	ABC COUNTY CORRECTIONAL FACILITY - STATE
StartDate	10/25/2020
EndDate	11/02/2020

41001, ABC COUNTY CORRECTIONAL FACILITY - STATE

App Name	Total Duration (min	Average Per Day Duration	Total Number of Ini	Total Number of Tablets
Agent Paws	108.17	3.49	9	9
Air Strike	212.72	6.86	1	1
Airport Simulator	55.72	1.80	1	3
Aladin and the Enchanted	116.47	3.76	1	1
Alice in Wonderland	0.60	0.02	1	1
Android Keyboard (AOSP)	4.02	0.13	2	2
Basketball King 3D	70.88	2.29	1	1
Best Sniper I	652.33	21.04	9	6
Black Jack	298.40	9.63	3	3
Blast Mania	480.40	15.50	1	1
bloc party	1336.18	43.10	1	1
Bus Tycoon	37.80	1.22	1	1
Calculator	860.55	27.76	284	165
Candy Drop	15.48	0.50	1	1
Candy Match	680.92	21.97	1	1
Candy Thieves	1.53	0.05	1	1
Car Transform Racing	189.13	6.10	2	2
Chasing the Dragon	3087.73	99.60	193	214
Chess&Mate	837.12	27.00	5	8
Chomping Chaz	14134.57	455.95	322	259
ChristmasCandySmash	607.02	19.58	3	3
Clock	767.52	24.76	116	113
Combat King	671.00	21.65	3	5
Constantine	6905.68	222.76	20	30
Critter Escape	0.42	0.01	1	1
Cursed Treasure 2	736.02	23.74	1	1
Dead Earth	1054.15	34.00	8	9
Deadly Desert	1376.88	44.42	5	5
Demolition Derby 2	933.80	30.12	3	3
Devils & Demons	1888.73	60.93	2	5
DMC	6164.32	198.85	416	551
Documents	8.92	0.29	12	13
Dominoes	69.58	2.24	1	1
Drag Racing Pro	4.60	0.15	1	1
eBook Reader	9406.97	303.45	157	267
eMessaging	34091.07	1099.71	474	408
EndlessMissiles	17.47	0.56	1	1
Evoland	76.42	2.47	3	5
Fantastic Solitarie	116.65	3.76	1	1
Farm Country	415.73	13.41	1	1
Flamingo Bingo	123.97	4.00	2	2
FootballMasterLeague	12.15	0.39	2	2

Forms	1559.07	50.29	294	148
Gem Legends	311.33	10.04	2	2
Houdini's Castle	241.40	7.79	2	2
Hunt Or Be Hunted	11.60	0.37	2	2
JellyGarden	279.25	9.01	2	3
Jewel Tree	442.90	14.29	2	2
Jewels Galaxy Legend	4.13	0.13	1	1
Job Search	1462.25	47.17	215	205
Junk Norris' Challenges	3.22	0.10	1	1
KA Lite	744.43	24.01	278	244
Kingdom Defense	225.22	7.27	2	2
Klondike Solitaire	235.92	7.61	1	1
Law Library	14391.03	464.23	246	327
MakeMine	3428.65	110.60	746	580
Media Storage	0.53	0.02	0	1
Media Store	25981.92	838.13	439	538
Monster Truck Legends	327.83	10.58	1	1
Music	17309.42	558.37	621	519
Need For Racing	558.23	18.01	6	5
OK Golf	87.65	2.83	1	1
Pacific Front	1553.25	50.10	5	5
Phone	4544.32	146.59	178	105
PitInRacing	3.53	0.11	1	1
Podcasts	40764.08	1314.97	565	525
Poker Games	2223.60	71.73	15	12
Pool	334.85	10.80	3	6
Quiz Islands Game	13.73	0.44	1	1
Racing 3D	769.25	24.81	6	5
Racing Xtreme	716.55	23.11	6	5
Radio	16495.23	532.10	538	408
Road Racing	449.28	14.49	5	5
Roulette Pro	5.53	0.18	1	1
SecureServices	4.40	0.14	0	3
Services	577.93	18.64	439	269
Settings Storage	1.73	0.06	0	1
Sick Beatz	550.75	17.77	6	3
Soda Dungeon	532.30	17.17	1	1
Solitaire8in1	97.90	3.16	1	1
Speed Street Racing	45.27	1.46	3	3
Strike Master	39.85	1.29	3	3
SubManager	892.48	28.79	0	9
Subscriber	399.80	12.90	156	153
Subway Dash	101.25	3.27	1	1
Subway Runners	931.25	30.04	5	8
Sudoku	15788.03	509.29	98	158
Tappy ZOO	31.92	1.03	1	1
THE CREW	42.02	1.36	2	2
The King Of Fighters '98	3526.90	113.77	13	13

The road	130.42	4.21	1	1
TiltMazes	5029.52	162.24	188	177
Toby: The Secret Mine	37.07	1.20	2	2
Townsmen	2849.50	91.92	12	15
Trinity	17223.50	555.60	699	580
Tumble Tiles	48.37	1.56	1	1
Video Poker Deuces Wild	489.92	15.80	2	2
Viewer	454.72	14.67	156	172
We Are Under Siege	4.37	0.14	1	1
WL Africa	8.50	0.27	2	2
Wonder Wood	674.10	21.75	1	1
Wonky Words	384.82	12.41	2	3
XOXOXO	4245.52	136.95	242	147
Z-Force	93.32	3.01	1	1
ZONE 2137	6.22	0.20	1	1
ZoomBug	156.53	5.05	3	3

Site: 41001, Location: 01-INFIRMARY

App Name	Total Duration (min	Average Per Day Duration	Total Number of In	Total Number of Tablets
Calculator	0.05	0.00	0	1
Clock	354.82	11.45	0	3
Media Storage	0.53	0.02	0	1
SecureServices	4.40	0.14	0	3
Settings Storage	1.73	0.06	0	1
SubManager	641.00	20.68	0	8
Subscriber	1.02	0.03	0	3
Viewer	0.87	0.03	0	2

Site: 41001, Location: 1 EAST-L

App Name	Total Duration (min	Average Per Day Duration	Total Number of In	Total Number of Tablets
Calculator	12.78	0.41	8	6
Chasing the Dragon	123.85	4.00	13	18
Chomping Chaz	1561.72	50.38	13	16
Clock	8.97	0.29	9	8
Constantine	157.40	5.08	1	1
Deadly Desert	279.95	9.03	1	1
DMC	314.90	10.16	25	34
eBook Reader	124.33	4.01	19	14
eMessaging	3014.97	97.26	29	32
FootballMasterLeague	6.15	0.20	1	1
Forms	575.15	18.55	18	22
Job Search	45.03	1.45	9	9
KA Lite	52.85	1.70	21	21
Law Library	877.52	28.31	18	24
MakeMine	281.62	9.08	38	43
Media Store	1586.98	51.19	19	23
Music	1098.47	35.43	19	23
Pacific Front	106.77	3.44	1	1

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Inm	Total Number of Tablets
Phone	385.40	12.43	13	15
Podcasts	1907.10	61.52	24	28
Poker Games	28.05	0.90	1	1
Radio	374.43	12.08	28	31
Services	37.23	1.20	24	18
Subscriber	94.72	3.06	15	28
Sudoku	374.03	12.07	8	8
TiltMazes	76.10	2.45	11	12
Townsmen	65.38	2.11	2	2
Trinity	1266.30	40.85	30	30
Viewer	47.73	1.54	23	22
WL Africa	7.60	0.25	1	1
XOXOXO	358.08	11.55	12	13

Site: 41001, Location: 1 EAST-R

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Inm	Total Number of Tablets
Best Sniper I	10.60	0.34	1	1
Calculator	41.40	1.34	6	6
Chasing the Dragon	166.27	5.36	8	12
Chomping Chaz	857.85	27.67	15	26
Clock	15.85	0.51	9	13
Constantine	562.72	18.15	1	1
Dead Earth	13.02	0.42	1	1
DMC	149.78	4.83	14	26
Documents	1.33	0.04	0	1
eBook Reader	181.92	5.87	13	18
eMessaging	1382.52	44.60	16	30
Evoland	20.15	0.65	1	1
Farm Country	379.48	12.24	1	1
Forms	20.32	0.66	8	11
Job Search	27.78	0.90	6	9
KA Lite	8.85	0.29	9	13
Law Library	73.77	2.38	8	13
MakeMine	322.27	10.40	19	31
Media Store	1171.77	37.80	17	27
Music	529.55	17.08	16	22
Phone	689.00	22.23	15	18
Podcasts	713.72	23.02	16	27
Poker Games	418.77	13.51	2	2
Radio	547.03	17.65	19	31
Services	26.13	0.84	10	20
Subscriber	21.97	0.71	9	16
Sudoku	110.67	3.57	8	11
The King Of Fighters '98	354.87	11.45	1	1
TiltMazes	389.83	12.58	9	13
Townsmen	120.30	3.88	1	1
Trinity	311.20	10.04	15	27
Viewer	24.15	0.78	10	18

| XOXOXO | 208.02 | 6.71 | 13 | 12 |

Site: 41001, Location: 1 WEST-L

App Name	Total Duration (min	Average Per Day Duration	Total Number of Ini	Total Number of Tablets
Calculator	2.50	0.08	6	5
Candy Drop	15.48	0.50	1	1
Candy Thieves	1.53	0.05	1	1
Chasing the Dragon	104.77	3.38	5	3
Chomping Chaz	347.70	11.22	15	12
Clock	41.58	1.34	8	9
Constantine	1316.88	42.48	3	3
Deadly Desert	421.92	13.61	1	1
Devils & Demons	2.38	0.08	0	1
DMC	289.87	9.35	21	18
Documents	0.82	0.03	2	2
eBook Reader	181.37	5.85	13	12
eMessaging	2471.18	79.72	16	15
Forms	49.27	1.59	12	12
Houdini's Castle	2.80	0.09	1	1
Job Search	42.78	1.38	5	8
KA Lite	136.95	4.42	14	12
Law Library	1514.45	48.85	14	11
MakeMine	224.48	7.24	24	18
Media Store	1831.83	59.09	18	18
Music	1005.62	32.44	13	18
Phone	586.55	18.92	11	9
Podcasts	3592.93	115.90	19	15
Poker Games	2.40	0.08	1	1
Pool	47.68	1.54	1	2
Racing 3D	89.88	2.90	1	1
Radio	301.90	9.74	13	11
Services	12.25	0.40	10	9
Subscriber	2.67	0.09	5	6
Subway Runners	64.57	2.08	1	1
Sudoku	603.70	19.47	5	5
TiltMazes	232.95	7.51	9	9
Toby: The Secret Mine	3.97	0.13	1	1
Townsmen	33.50	1.08	1	2
Trinity	736.68	23.76	21	15
Viewer	31.63	1.02	11	9
XOXOXO	168.90	5.45	10	13
ZoomBug	33.35	1.08	1	1

Site: 41001, Location: 1 WEST-R

App Name	Total Duration (min	Average Per Day Duration	Total Number of Ini	Total Number of Tablets
Calculator	16.67	0.54	8	9
Chasing the Dragon	254.10	8.20	8	9
Chomping Chaz	1277.32	41.20	9	8

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Inmates	Total Number of Tablets
Clock	4.57	0.15	2	2
Combat King	120.07	3.87	1	1
Dead Earth	78.03	2.52	1	1
DMC	238.13	7.68	20	15
Dominoes	69.58	2.24	1	1
eBook Reader	207.83	6.70	10	9
eMessaging	1215.43	39.21	20	16
Forms	41.50	1.34	8	10
Job Search	114.53	3.69	8	8
KA Lite	29.65	0.96	8	12
Law Library	379.05	12.23	17	13
MakeMine	152.03	4.90	24	17
Media Store	1980.27	63.88	20	17
Music	620.48	20.02	24	14
Need For Racing	139.77	4.51	1	1
Phone	251.10	8.10	9	9
Podcasts	1065.30	34.36	17	13
Radio	218.83	7.06	20	12
Services	12.52	0.40	12	7
Subscriber	2.92	0.09	6	8
Sudoku	931.23	30.04	3	6
The King Of Fighters '98	104.62	3.37	2	2
TiltMazes	193.95	6.26	8	8
Trinity	717.73	23.15	24	17
Viewer	3.77	0.12	5	6
XOXOXO	406.73	13.12	9	9

Site: 41001, Location: 2 EAST-L

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Inmates	Total Number of Tablets
Airport Simulator	6.53	0.21	0	1
Calculator	51.00	1.65	9	9
Chasing the Dragon	37.82	1.22	5	8
Chomping Chaz	1528.83	49.32	8	9
ChristmasCandySmash	3.22	0.10	1	1
Clock	25.32	0.82	3	3
DMC	273.30	8.82	17	18
eBook Reader	110.47	3.56	6	9
eMessaging	1421.37	45.85	12	18
EndlessMissiles	17.47	0.56	1	1
Evoland	28.47	0.92	1	1
Fantastic Solitarie	116.65	3.76	1	1
Forms	20.13	0.65	6	9
Job Search	1.80	0.06	5	6
KA Lite	12.83	0.41	6	8
Law Library	994.82	32.09	8	13
MakeMine	200.48	6.47	19	20
Media Store	1416.48	45.69	13	13
Music	1136.87	36.67	9	12

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Ins	Total Number of Tablets
Need For Racing	10.47	0.34	1	1
Phone	988.63	31.89	9	9
Podcasts	1201.25	38.75	13	17
Pool	214.67	6.92	1	2
Racing 3D	18.50	0.60	1	1
Racing Xtreme	413.87	13.35	1	1
Radio	383.62	12.37	15	13
Services	10.95	0.35	8	12
Sick Beatz	7.83	0.25	1	1
Subscriber	1.65	0.05	6	8
Sudoku	84.07	2.71	5	8
TiltMazes	120.22	3.88	5	12
Townsmen	2548.12	82.20	2	2
Trinity	736.45	23.76	13	18
Viewer	6.00	0.19	9	13
We Are Under Siege	4.37	0.14	1	1
XOXOXO	62.67	2.02	2	5

Site: 41001, Location: 2 EAST-R

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Ins	Total Number of Tablets
Calculator	0.23	0.01	1	2
Clock	7.45	0.24	1	1
Documents	0.17	0.01	1	1
Forms	3.58	0.12	3	3
MakeMine	36.25	1.17	5	3
Media Store	3.00	0.10	1	1
Music	0.75	0.02	1	1
Phone	46.88	1.51	2	2
Podcasts	84.67	2.73	2	2
Radio	0.03	0.00	0	1
Subscriber	1.43	0.05	2	2
TiltMazes	0.45	0.01	0	1
Viewer	6.57	0.21	2	2
XOXOXO	5.67	0.18	1	1

Site: 41001, Location: 2 WEST-L

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Ins	Total Number of Tablets
Basketball King 3D	70.88	2.29	1	1
Calculator	10.85	0.35	5	5
Chasing the Dragon	180.58	5.83	8	6
Chess&Mate	42.60	1.37	1	1
Chomping Chaz	405.07	13.07	12	12
Clock	20.20	0.65	8	6
Combat King	197.47	6.37	1	1
Constantine	302.33	9.75	1	1
DMC	124.42	4.01	19	22
Documents	0.35	0.01	1	1
eBook Reader	667.68	21.54	5	6

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Inmates	Total Number of Tablets
eMessaging	440.27	14.20	16	13
Evoland	17.18	0.55	1	1
Forms	23.13	0.75	11	8
Hunt Or Be Hunted	5.55	0.18	1	1
Job Search	32.63	1.05	8	5
KA Lite	1.38	0.04	8	6
Law Library	89.48	2.89	9	8
MakeMine	53.83	1.74	20	19
Media Store	810.17	26.13	16	15
Music	711.17	22.94	18	14
Phone	18.83	0.61	2	5
Podcasts	1342.43	43.30	17	19
Radio	1845.27	59.52	18	18
Services	36.85	1.19	9	8
Speed Street Racing	0.53	0.02	1	1
Strike Master	3.08	0.10	1	1
Subscriber	18.38	0.59	9	8
Subway Runners	65.73	2.12	0	1
Sudoku	39.12	1.26	5	6
The King Of Fighters '98	13.38	0.43	1	1
TiltMazes	29.58	0.95	8	8
Trinity	346.08	11.16	23	15
Viewer	12.38	0.40	9	8
XOXOXO	170.63	5.50	6	8

Site: 41001, Location: 2 WEST-R

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Inmates	Total Number of Tablets
Agent Paws	27.70	0.89	1	2
Android Keyboard (AOSP)	3.13	0.10	1	1
Best Sniper I	20.22	0.65	2	2
Calculator	41.58	1.34	9	9
Chasing the Dragon	13.27	0.43	6	6
Chomping Chaz	167.47	5.40	12	13
Clock	22.82	0.74	6	6
Constantine	0.35	0.01	1	1
DMC	187.52	6.05	18	16
eBook Reader	64.08	2.07	8	6
eMessaging	1200.75	38.73	18	18
Forms	46.07	1.49	8	8
Gem Legends	21.82	0.70	1	1
Job Search	11.75	0.38	6	8
KA Lite	14.93	0.48	8	9
Law Library	284.02	9.16	12	15
MakeMine	123.20	3.97	18	18
Media Store	1204.27	38.85	18	18
Music	1123.63	36.25	18	18
Phone	262.97	8.48	6	8
Podcasts	1209.87	39.03	13	16

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Individuals	Total Number of Tablets
Poker Games	143.03	4.61	1	1
Radio	60.35	1.95	13	12
Road Racing	32.00	1.03	1	1
Services	10.23	0.33	11	12
Strike Master	1.50	0.05	1	1
Subscriber	0.90	0.03	5	5
Subway Runners	7.97	0.26	1	1
Sudoku	297.02	9.58	8	8
TiltMazes	20.58	0.66	9	8
Trinity	493.53	15.92	18	18
Viewer	42.17	1.36	8	6
Wonky Words	359.73	11.60	1	1
XOXOXO	46.88	1.51	8	8

Site: 41001, Location: 3 EAST-L

App Name	Total Duration (min	Average Per Day Duration	Total Number of Ini	Total Number of Tablets
Calculator	71.28	2.30	6	6
Chasing the Dragon	15.23	0.49	6	8
Chess&Mate	109.38	3.53	2	2
Chomping Chaz	359.57	11.60	12	13
Clock	3.12	0.10	3	5
Constantine	68.62	2.21	1	1
DMC	255.87	8.25	18	20
eBook Reader	160.05	5.16	9	9
eMessaging	1488.00	48.00	17	20
Forms	21.80	0.70	8	11
Hunt Or Be Hunted	6.05	0.20	1	1
JellyGarden	29.27	0.94	0	1
Job Search	2.40	0.08	9	9
KA Lite	12.32	0.40	9	11
Law Library	495.28	15.98	13	14
MakeMine	209.52	6.76	24	27
Media Store	1485.18	47.91	18	27
Music	1678.95	54.16	18	27
Phone	329.23	10.62	13	18
Podcasts	718.90	23.19	18	21
Poker Games	438.20	14.14	1	1
Radio	177.68	5.73	16	21
Services	15.47	0.50	12	14
Sick Beatz	0.05	0.00	1	1
Speed Street Racing	5.40	0.17	1	1
Subscriber	2.77	0.09	6	9
Subway Runners	52.65	1.70	1	1
Sudoku	499.07	16.10	8	8
The King Of Fighters '98	155.33	5.01	2	2
TiltMazes	48.12	1.55	9	13
Trinity	883.72	28.51	20	24
Video Poker Deuces Wild	61.68	1.99	1	1

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Int	Total Number of Tablets
Viewer	24.47	0.79	8	9
XOXOXO	211.05	6.81	11	13

Site: 41001, Location: 3 EAST-R

App Name	Total Duration (min	Average Per Day Duration	Total Number of Int	Total Number of Tablets
Agent Paws	45.22	1.46	2	2
Airport Simulator	49.18	1.59	1	2
Best Sniper I	25.15	0.81	1	1
Bus Tycoon	37.80	1.22	1	1
Calculator	22.62	0.73	5	11
Candy Match	680.92	21.97	1	1
Car Transform Racing	65.78	2.12	1	1
Chasing the Dragon	363.63	11.73	8	9
Chess&Mate	444.92	14.35	2	2
Chomping Chaz	561.35	18.11	10	19
Clock	11.57	0.37	8	9
Combat King	265.88	8.58	2	2
Constantine	672.55	21.70	5	3
Deadly Desert	671.78	21.67	1	1
DMC	270.50	8.73	28	30
eBook Reader	119.63	3.86	12	17
eMessaging	2109.47	68.05	23	32
Forms	46.07	1.49	9	11
Job Search	38.45	1.24	10	12
KA Lite	15.92	0.51	13	12
Law Library	793.02	25.58	23	24
MakeMine	176.62	5.70	28	33
Media Store	1419.15	45.78	20	37
Music	1737.52	56.05	20	33
Need For Racing	254.45	8.21	2	2
Phone	138.43	4.47	9	18
Podcasts	199.60	6.44	17	26
Racing 3D	130.82	4.22	1	1
Racing Xtreme	125.73	4.06	1	1
Radio	319.65	10.31	19	25
Road Racing	308.07	9.94	1	1
Services	76.65	2.47	11	15
Sick Beatz	128.40	4.14	1	1
Subscriber	8.42	0.27	9	7
Sudoku	962.05	31.03	5	9
THE CREW	6.72	0.22	1	1
The King Of Fighters '98	654.02	21.10	3	3
TiltMazes	256.73	8.28	12	17
Trinity	1118.98	36.10	28	37
Viewer	20.02	0.65	17	14
XOXOXO	144.83	4.67	14	18

Site: 41001, Location: 4 EAST-4 EAST

App Name	Total Duration (min	Average Per Day Duration	Total Number of Int	Total Number of Tablets
DMC	100.57	3.24	6	2
Law Library	1756.43	56.66	8	2
MakeMine	0.67	0.02	1	1
Subscriber	0.47	0.02	3	1
Trinity	18.97	0.61	6	1
Viewer	0.05	0.00	0	1

Site: 41001, Location: 5 EAST-L

App Name	Total Duration (min	Average Per Day Duration	Total Number of Int	Total Number of Tablets
Services	0.37	0.01	1	1

Site: 41001, Location: 5 WEST-L CUBE 2

App Name	Total Duration (min	Average Per Day Duration	Total Number of Int	Total Number of Tablets
DMC	3.03	0.10	1	1
eBook Reader	2.40	0.08	1	1
eMessaging	0.18	0.01	0	1
Job Search	8.48	0.27	1	1
Law Library	94.97	3.06	1	1
MakeMine	6.38	0.21	1	1
Podcasts	61.22	1.97	1	1
Radio	7.88	0.25	0	1
Trinity	9.57	0.31	1	1

Site: 41001, Location: 6 EAST-L

App Name	Total Duration (min	Average Per Day Duration	Total Number of Int	Total Number of Tablets
Chomping Chaz	95.60	3.08	1	1
DMC	36.48	1.18	1	1
KA Lite	2.12	0.07	1	1
MakeMine	0.60	0.02	1	1
Media Store	164.88	5.32	1	1
Music	0.37	0.01	1	1
Radio	1.75	0.06	1	1
Sudoku	1.10	0.04	1	1
TiltMazes	5.52	0.18	1	1

Site: 41001, Location: 6 EAST-R

App Name	Total Duration (min	Average Per Day Duration	Total Number of Int	Total Number of Tablets
Calculator	2.73	0.09	2	2
Chasing the Dragon	0.02	0.00	1	1
Chomping Chaz	530.30	17.11	2	2
DMC	89.52	2.89	2	2
eBook Reader	0.90	0.03	1	1
eMessaging	11.22	0.36	2	2
Forms	0.05	0.00	1	1
Job Search	0.02	0.00	1	1
Law Library	7.65	0.25	3	3
MakeMine	20.02	0.65	5	3

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Inr	Total Number of Tablets
Media Store	323.72	10.44	3	3
Music	144.75	4.67	3	3
Phone	79.85	2.58	1	1
Radio	9.80	0.32	3	3
Services	2.27	0.07	1	1
Soda Dungeon	532.30	17.17	1	1
Subway Runners	445.97	14.39	1	1
Tappy ZOO	31.92	1.03	1	1
The King Of Fighters '98	3.00	0.10	1	1
TiltMazes	1.78	0.06	1	1
Trinity	19.53	0.63	3	3
XOXOXO	17.47	0.56	1	1

Site: 41001, Location: 6 WEST-L1

App Name	Total Duration (min	Average Per Day Duration	Total Number of Inr	Total Number of Tablets
Clock	0.02	0.00	1	1
DMC	89.35	2.88	1	1
eMessaging	0.53	0.02	1	1
Forms	5.65	0.18	1	1
KA Lite	0.02	0.00	1	1
MakeMine	5.07	0.16	1	1
Media Store	113.23	3.65	1	1
Music	25.65	0.83	1	1
Radio	4.23	0.14	1	1
Subscriber	0.02	0.00	1	1
Trinity	46.80	1.51	1	1
Viewer	0.02	0.00	1	1
Wonder Wood	674.10	21.75	1	1

Site: 41001, Location: 6 WEST-L2

App Name	Total Duration (min	Average Per Day Duration	Total Number of Inr	Total Number of Tablets
Calculator	32.67	1.05	3	3
Chasing the Dragon	48.53	1.57	1	1
Chomping Chaz	80.58	2.60	6	5
Clock	3.32	0.11	3	2
DMC	78.90	2.55	12	8
eBook Reader	36.13	1.17	8	5
eMessaging	1050.02	33.87	9	8
Forms	6.30	0.20	5	5
Job Search	35.22	1.14	3	3
KA Lite	10.18	0.33	9	6
Law Library	28.38	0.92	3	3
MakeMine	26.35	0.85	9	8
Media Store	20.82	0.67	3	3
Music	8.47	0.27	8	8
Phone	3.77	0.12	1	2
Podcasts	160.03	5.16	8	5
Radio	142.47	4.60	9	6

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Inr	Total Number of Tablets
Services	4.65	0.15	6	3
Subscriber	0.62	0.02	2	3
Sudoku	346.12	11.17	6	5
TiltMazes	22.47	0.72	5	5
Trinity	500.67	16.15	18	9
Tumble Tiles	48.37	1.56	1	1
Viewer	7.28	0.23	3	3
XOXOXO	58.38	1.88	6	5

Site: 41001, Location: 6 WEST-L3

App Name	Total Duration (min	Average Per Day Duration	Total Number of Inr	Total Number of Tablets
Calculator	0.32	0.01	1	1
Chasing the Dragon	29.23	0.94	1	1
Chomping Chaz	86.43	2.79	3	3
Clock	16.73	0.54	1	1
DMC	148.45	4.79	5	6
eBook Reader	266.62	8.60	5	5
eMessaging	1.62	0.05	3	3
Forms	0.07	0.00	0	1
Job Search	0.25	0.01	1	1
KA Lite	4.83	0.16	3	3
Law Library	68.77	2.22	2	2
MakeMine	11.43	0.37	5	8
Media Store	135.57	4.37	3	3
Music	88.42	2.85	3	6
Phone	1.18	0.04	1	1
Podcasts	232.30	7.49	3	5
Radio	110.82	3.57	6	6
Services	0.60	0.02	1	1
Subscriber	0.42	0.01	1	1
Sudoku	3.42	0.11	2	2
TiltMazes	24.17	0.78	3	3
Trinity	159.72	5.15	6	8
Viewer	1.33	0.04	2	2
XOXOXO	18.00	0.58	3	3

Site: 41001, Location: 6 WEST-L4

App Name	Total Duration (min	Average Per Day Duration	Total Number of Inr	Total Number of Tablets
Blast Mania	480.40	15.50	1	1
Calculator	8.22	0.27	5	6
Chasing the Dragon	203.85	6.58	3	3
Chomping Chaz	96.20	3.10	6	5
Clock	4.17	0.13	3	8
DMC	144.80	4.67	6	9
eBook Reader	69.47	2.24	5	6
eMessaging	648.57	20.92	6	13
Forms	49.67	1.60	6	5
Job Search	30.62	0.99	3	5

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Inmates	Total Number of Tablets
KA Lite	3.03	0.10	3	3
Law Library	113.58	3.66	5	6
MakeMine	33.90	1.09	9	13
Media Store	27.70	0.89	5	6
Music	48.67	1.57	5	8
Podcasts	247.50	7.98	5	5
Radio	335.33	10.82	8	13
Services	8.52	0.27	3	5
Subscriber	1.42	0.05	2	3
Sudoku	6.33	0.20	3	3
TiltMazes	14.92	0.48	3	3
Trinity	262.45	8.47	8	13
Viewer	21.08	0.68	2	3
XOXOXO	25.92	0.84	5	3

Site: 41001, Location: 6 WEST-L5

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Inmates	Total Number of Tablets
Calculator	1.17	0.04	1	1
Chomping Chaz	3.45	0.11	1	1
ChristmasCandySmash	268.07	8.65	2	2
Clock	12.62	0.41	2	2
DMC	45.77	1.48	5	3
eMessaging	277.60	8.95	5	3
KA Lite	0.03	0.00	2	2
Law Library	0.13	0.00	1	1
MakeMine	1.40	0.05	5	3
Media Store	16.17	0.52	3	3
Music	13.92	0.45	2	2
Podcasts	57.93	1.87	1	1
Quiz Islands Game	13.73	0.44	1	1
Radio	5.05	0.16	1	1
Services	0.15	0.00	1	1
TiltMazes	1.05	0.03	1	1
Trinity	88.33	2.85	5	5
Viewer	17.32	0.56	2	2
WL Africa	0.90	0.03	1	1
XOXOXO	1.65	0.05	1	1

Site: 41001, Location: 6 WEST-R1

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Inmates	Total Number of Tablets
Calculator	0.08	0.00	1	1
Chasing the Dragon	0.43	0.01	2	2
Chomping Chaz	4.10	0.13	2	2
Clock	1.32	0.04	2	3
DMC	18.55	0.60	5	3
eBook Reader	2.55	0.08	1	1
eMessaging	0.77	0.02	2	2
Forms	3.48	0.11	3	3

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Inmates	Total Number of Tablets
Job Search	6.37	0.21	1	2
KA Lite	1.10	0.04	3	2
Law Library	7.53	0.24	2	3
MakeMine	3.83	0.12	5	3
Media Store	28.45	0.92	3	3
Music	0.45	0.01	2	2
Phone	0.37	0.01	0	1
Podcasts	10.13	0.33	2	2
Radio	92.48	2.98	3	2
Services	4.13	0.13	5	3
Subscriber	0.58	0.02	2	2
Sudoku	7.60	0.25	2	2
TiltMazes	1.13	0.04	1	2
Trinity	34.58	1.12	5	3
Viewer	0.47	0.02	1	2
XOXOXO	5.77	0.19	2	2

Site: 41001, Location: 6 WEST-R2

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Inmates	Total Number of Tablets
Calculator	4.80	0.15	3	3
Chasing the Dragon	52.47	1.69	3	3
Chomping Chaz	126.80	4.09	3	5
Clock	0.33	0.01	2	2
DMC	90.65	2.92	6	8
eBook Reader	63.98	2.06	3	3
eMessaging	752.22	24.27	6	6
Forms	27.73	0.89	5	3
Gem Legends	58.55	1.89	1	1
Job Search	4.45	0.14	3	5
KA Lite	1.67	0.05	3	3
Law Library	14.97	0.48	3	3
MakeMine	12.67	0.41	6	8
Media Store	158.42	5.11	5	5
Music	112.75	3.64	5	6
Phone	0.75	0.02	1	1
Podcasts	174.75	5.64	5	6
Radio	105.63	3.41	5	5
Services	3.00	0.10	3	3
Subscriber	0.58	0.02	3	3
Sudoku	401.23	12.94	3	3
TiltMazes	4.87	0.16	3	3
Trinity	300.58	9.70	8	9
Viewer	0.02	0.00	1	1
XOXOXO	20.78	0.67	3	3

Site: 41001, Location: 7 WEST-DORM

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Inmates	Total Number of Tablets
Calculator	38.47	1.24	2	2

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Inr	Total Number of Tablets
Chasing the Dragon	20.88	0.67	2	2
Chomping Chaz	16.93	0.55	1	1
Clock	0.03	0.00	1	1
DMC	312.43	10.08	6	6
eBook Reader	0.80	0.03	3	3
eMessaging	145.67	4.70	8	8
Forms	46.43	1.50	3	3
Job Search	33.55	1.08	2	2
KA Lite	0.32	0.01	1	1
MakeMine	12.12	0.39	5	5
Media Store	5.82	0.19	2	2
Music	0.20	0.01	1	1
Phone	1.77	0.06	1	1
Podcasts	18.30	0.59	3	3
Radio	200.08	6.45	5	5
Services	6.63	0.21	1	1
Subscriber	0.65	0.02	3	3
Sudoku	303.30	9.78	1	1
TiltMazes	1.73	0.06	1	1
Trinity	259.83	8.38	6	6
Viewer	7.00	0.23	5	3
XOXOXO	12.28	0.40	1	1

Site: 41001, Location: 7 WEST-L

App Name	Total Duration (min	Average Per Day Duration	Total Number of Inr	Total Number of Tablets
Calculator	3.13	0.10	6	6
Chasing the Dragon	96.15	3.10	5	5
Chomping Chaz	846.90	27.32	13	16
ChristmasCandySmash	335.73	10.83	1	1
DMC	319.47	10.31	12	19
eBook Reader	17.15	0.55	5	6
eMessaging	241.82	7.80	13	19
Flamingo Bingo	0.42	0.01	1	1
Forms	101.05	3.26	11	13
Gem Legends	230.97	7.45	1	1
JellyGarden	213.55	6.89	1	1
Job Search	73.62	2.37	5	5
KA Lite	6.35	0.20	8	9
Klondike Solitaire	235.92	7.61	1	1
Law Library	165.28	5.33	5	5
MakeMine	40.53	1.31	24	20
Media Store	622.70	20.09	16	16
Music	1023.53	33.02	13	16
Phone	4.68	0.15	2	3
Podcasts	190.10	6.13	12	11
Radio	104.28	3.36	9	8
Services	9.27	0.30	7	9
Subscriber	10.05	0.32	1	5

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Inmate	Total Number of Tablets
Sudoku	1066.77	34.41	6	8
TiltMazes	3.13	0.10	2	2
Trinity	565.97	18.26	24	21
Viewer	1.57	0.05	3	5
XOXOXO	27.02	0.87	9	9

Site: 41001, Location: 7 WEST-R

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Inmate	Total Number of Tablets
Calculator	13.15	0.42	2	3
Chasing the Dragon	117.97	3.81	3	3
Chomping Chaz	294.00	9.48	3	5
DMC	192.05	6.20	5	9
eBook Reader	95.67	3.09	3	6
eMessaging	10.80	0.35	3	6
Forms	64.60	2.08	3	6
Job Search	45.88	1.48	2	3
KA Lite	0.20	0.01	1	1
Law Library	43.12	1.39	3	6
MakeMine	35.77	1.15	6	8
Media Store	302.60	9.76	5	6
Music	88.10	2.84	6	8
Phone	3.05	0.10	0	1
Podcasts	2080.37	67.11	5	8
Radio	138.32	4.46	5	6
Services	0.95	0.03	2	2
Subscriber	2.00	0.06	1	1
Sudoku	183.18	5.91	3	3
TiltMazes	31.27	1.01	1	1
Trinity	206.82	6.67	6	9
Viewer	6.37	0.21	3	5
XOXOXO	39.03	1.26	3	3

Site: 41001, Location: A BLD-NORTH

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Inmate	Total Number of Tablets
Agent Paws	1.03	0.03	1	1
Aladin and the Enchanted	116.47	3.76	1	1
Best Sniper I	394.18	12.72	1	1
Calculator	171.73	5.54	53	25
Chasing the Dragon	443.68	14.31	31	20
Chess&Mate	152.50	4.92	1	1
Chomping Chaz	1651.72	53.28	56	29
Clock	39.93	1.29	19	17
Constantine	2315.90	74.71	2	2
Dead Earth	71.13	2.29	1	1
Deadly Desert	3.23	0.10	1	1
Devils & Demons	794.57	25.63	2	2
DMC	499.33	16.11	57	41
eBook Reader	2141.43	69.08	30	27

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Inmates	Total Number of Tablets
eMessaging	3938.33	127.04	57	45
Forms	58.30	1.88	25	21
Houdini's Castle	238.60	7.70	1	1
Job Search	72.52	2.34	22	30
KA Lite	283.12	9.13	28	30
Law Library	356.28	11.49	30	33
MakeMine	238.10	7.68	61	44
Media Store	2752.02	88.77	42	44
Music	1383.82	44.64	55	49
Need For Racing	153.55	4.95	1	1
Phone	34.08	1.10	13	19
PitInRacing	1.92	0.06	1	1
Podcasts	5453.10	175.91	59	44
Racing 3D	7.62	0.25	1	1
Radio	2470.23	79.68	55	33
Services	57.20	1.85	38	25
Solitaire8in1	97.90	3.16	1	1
SubManager	251.48	8.11	0	1
Subscriber	11.75	0.38	32	22
Sudoku	2162.10	69.75	29	21
The King Of Fighters '98	442.15	14.26	3	3
TiltMazes	1712.22	55.23	41	20
Townsmen	19.82	0.64	1	1
Trinity	1589.35	51.27	47	47
Viewer	28.70	0.93	23	16
XOXOXO	1529.33	49.33	35	21

Site: 41001, Location: A BLD-WEST

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Inmates	Total Number of Tablets
Agent Paws	13.35	0.43	1	1
Best Sniper I	138.08	4.45	1	1
Calculator	87.38	2.82	27	24
Chasing the Dragon	37.20	1.20	17	21
Chomping Chaz	1416.33	45.69	24	22
Clock	45.47	1.47	16	18
Constantine	1109.95	35.80	3	3
Dead Earth	170.17	5.49	2	2
Devils & Demons	1091.63	35.21	1	1
DMC	281.58	9.08	31	32
eBook Reader	587.50	18.95	18	18
eMessaging	3287.35	106.04	40	30
Evoland	10.62	0.34	1	1
Forms	111.08	3.58	23	24
JellyGarden	36.43	1.18	1	2
Job Search	134.43	4.34	28	29
KA Lite	29.07	0.94	15	15
Kingdom Defense	67.07	2.16	1	1
Law Library	2895.18	93.39	31	25

App Name	Total Duration (min)	Average Per Day Duration	Total Number of Instances	Total Number of Tablets
MakeMine	427.92	13.80	48	36
Media Store	2226.82	71.83	34	26
Monster Truck Legends	327.83	10.58	1	1
Music	738.32	23.82	29	30
Phone	304.57	9.82	16	13
PitInRacing	1.62	0.05	1	1
Podcasts	7321.08	236.16	44	36
Poker Games	147.20	4.75	3	5
Pool	72.50	2.34	1	1
Racing 3D	16.12	0.52	1	1
Radio	2759.47	89.02	50	33
Road Racing	102.63	3.31	1	1
Services	52.32	1.69	16	12
Sick Beatz	3.83	0.12	1	1
Speed Street Racing	39.33	1.27	2	2
Subscriber	17.48	0.56	27	28
Subway Runners	151.65	4.89	1	2
Sudoku	5466.75	176.35	20	19
The King Of Fighters '98	1730.90	55.84	3	3
TiltMazes	993.30	32.04	31	32
Townsmen	21.67	0.70	1	1
Trinity	1581.23	51.01	55	35
Viewer	19.45	0.63	20	18
XOXOXO	420.55	13.57	24	24
Z-Force	93.32	3.01	1	1

Site: 41001, Location: B BLD-NORTH

App Name	Total Duration (min	Average Per Day Duration	Total Number of In	Total Number of Tablets
Agent Paws	3.97	0.13	1	1
Android Keyboard (AOSP)	0.88	0.03	1	1
Calculator	65.98	2.13	15	29
Chasing the Dragon	298.60	9.63	9	8
Chomping Chaz	486.48	15.69	13	9
Clock	12.23	0.39	8	15
Constantine	357.52	11.53	3	5
Dead Earth	673.00	21.71	2	2
Demolition Derby 2	576.47	18.60	1	1
DMC	494.82	15.96	19	34
eBook Reader	38.25	1.23	10	8
eMessaging	2863.13	92.36	16	46
Farm Country	36.25	1.17	1	1
Forms	93.78	3.03	9	15
Jewels Galaxy Legend	4.13	0.13	1	1
Job Search	52.00	1.68	9	17
Junk Norris' Challenges	3.22	0.10	1	1
KA Lite	15.58	0.50	16	18
Law Library	55.90	1.80	12	19
MakeMine	176.77	5.70	24	48

Media Store	1363.23	43.98	15	33
Music	1026.12	33.10	21	29
Phone	0.85	0.03	0	1
Podcasts	2790.12	90.00	18	48
Poker Games	53.33	1.72	3	3
Racing Xtreme	134.33	4.33	1	1
Radio	1232.27	39.75	22	38
Road Racing	6.58	0.21	1	1
Roulette Pro	5.53	0.18	1	1
Services	69.73	2.25	11	16
Strike Master	35.27	1.14	1	1
Subscriber	42.17	1.36	8	6
Sudoku	272.90	8.80	9	5
The road	130.42	4.21	1	1
TiltMazes	239.30	7.72	9	13
Townsmen	7.82	0.25	1	1
Trinity	1183.02	38.16	24	48
Viewer	10.38	0.33	9	9
Wonky Words	25.03	0.81	1	1
XOXOXO	81.38	2.63	11	9
ZoomBug	1.20	0.04	1	1

Site: 41001, Location: B BLD-WEST

App Name	Total Duration (min	Average Per Day Duration	Total Number of In	Total Number of Tablets
Agent Paws	0.18	0.01	1	1
Air Strike	212.72	6.86	1	1
Best Sniper I	64.10	2.07	1	1
Black Jack	269.30	8.69	2	2
Calculator	131.47	4.24	24	18
Car Transform Racing	123.35	3.98	1	1
Chasing the Dragon	147.45	4.76	11	8
Chess&Mate	87.72	2.83	1	1
Chomping Chaz	847.98	27.35	20	19
Clock	96.88	3.13	31	19
Constantine	41.47	1.34	1	1
Critter Escape	0.42	0.01	1	1
Dead Earth	45.15	1.46	2	2
Demolition Derby 2	357.33	11.53	2	2
DMC	749.42	24.17	31	24
Documents	3.33	0.11	2	2
eBook Reader	2091.37	67.46	31	23
eMessaging	5104.58	164.66	43	37
Flamingo Bingo	123.55	3.99	1	1
FootballMasterLeague	6.00	0.19	1	1
Forms	42.80	1.38	22	18
Jewel Tree	442.90	14.29	2	2
Job Search	103.68	3.34	18	24
KA Lite	81.47	2.63	21	15

App Name	Total Duration (min)	Average Per Day Duration	Total Number of In	Total Number of Tablets
Kingdom Defense	158.15	5.10	1	1
Law Library	761.20	24.55	18	17
MakeMine	376.50	12.15	52	36
Media Store	2491.00	80.35	40	26
Music	1764.67	56.92	35	28
OK Golf	87.65	2.83	1	1
Pacific Front	951.13	30.68	2	2
Phone	381.65	12.31	24	18
Podcasts	6461.68	208.44	45	36
Poker Games	722.40	23.30	5	3
Racing 3D	506.32	16.33	2	2
Racing Xtreme	42.62	1.37	2	2
Radio	2643.45	85.27	41	36
Services	66.93	2.16	30	21
Subscriber	21.68	0.70	13	10
Subway Dash	101.25	3.27	1	1
Subway Runners	142.72	4.60	0	1
Sudoku	985.98	31.81	15	14
THE CREW	35.30	1.14	1	1
The King Of Fighters '98	35.88	1.16	1	1
TiltMazes	521.72	16.83	18	18
Trinity	2525.65	81.47	45	46
Video Poker Deuces Wild	428.23	13.81	1	1
Viewer	14.53	0.47	18	15
Wonky Words	0.05	0.00	0	1
XOXOXO	166.03	5.36	19	13
ZONE 2137	6.22	0.20	1	1
ZoomBug	121.98	3.93	1	1

Site: 41001, Location: INFIRMARY-INFIRMARY

App Name	Total Duration (min	Average Per Day Duration	Total Number of In	Total Number of Tablets
Chasing the Dragon	0.37	0.01	1	1
Chomping Chaz	8.32	0.27	1	1
Dead Earth	3.65	0.12	1	1
DMC	0.37	0.01	1	1
MakeMine	0.05	0.00	1	1
Podcasts	1.12	0.04	1	1
Radio	7.13	0.23	2	2
Subscriber	0.83	0.03	1	1
Trinity	0.02	0.00	0	1

Site: 41001, Location: LIMBO

App Name	Total Duration (min	Average Per Day Duration	Total Number of In	Total Number of Tablets
Chasing the Dragon	0.07	0.00	1	1
Forms	5.92	0.19	1	2
Services	1.80	0.06	1	2
Subscriber	0.13	0.00	1	1
Viewer	13.00	0.42	1	2

Site: 41001, Location: M.H. ANNEX-NORTH

App Name	Total Duration (min	Average Per Day Duration	Total Number of Inr	Total Number of Tablets
Agent Paws	16.72	0.54	1	1
Alice in Wonderland	0.60	0.02	1	1
Black Jack	29.10	0.94	1	1
Calculator	18.97	0.61	9	9
Chasing the Dragon	228.90	7.38	9	12
Chomping Chaz	264.28	8.53	12	13
Clock	8.80	0.28	6	5
DMC	195.70	6.31	15	19
Documents	0.62	0.02	3	3
Drag Racing Pro	4.60	0.15	1	1
eBook Reader	1236.68	39.89	12	14
eMessaging	43.62	1.41	15	15
Forms	87.52	2.82	9	11
Job Search	520.03	16.78	6	8
KA Lite	14.62	0.47	13	10
Law Library	2239.20	72.23	13	18
MakeMine	126.97	4.10	24	24
Media Store	1905.45	61.47	23	17
Music	933.82	30.12	21	19
Pacific Front	495.35	15.98	1	1
Phone	19.68	0.63	5	10
Podcasts	1039.75	33.54	16	18
Radio	1731.23	55.85	22	24
Services	39.00	1.26	13	12
Subscriber	7.02	0.23	8	5
Sudoku	470.35	15.17	8	10
TiltMazes	57.70	1.86	9	13
Trinity	810.00	26.13	22	20
Viewer	52.12	1.68	11	9
XOXOXO	35.58	1.15	11	10

Site: 41001, Location: M.H. ANNEX-SOUTH

App Name	Total Duration (min	Average Per Day Duration	Total Number of Inr	Total Number of Tablets
bloc party	1336.18	43.10	1	1
Calculator	9.32	0.30	3	3
Chasing the Dragon	102.42	3.30	5	3
Chomping Chaz	211.28	6.82	11	9
Clock	0.48	0.02	2	2
Combat King	87.58	2.83	1	1
Cursed Treasure 2	736.02	23.74	1	1
Devils & Demons	0.15	0.00	0	1
DMC	125.30	4.04	21	15
eBook Reader	938.70	30.28	11	6
eMessaging	969.08	31.26	16	15
Forms	3.70	0.12	5	6

App Name	Total Duration (min	Average Per Day Duration	Total Number of Ins	Total Number of Tablets
Job Search	23.97	0.77	6	6
KA Lite	5.05	0.16	6	9
Law Library	12.62	0.41	2	2
MakeMine	85.17	2.75	32	24
Media Store	414.23	13.36	17	14
Music	264.42	8.53	14	11
Phone	11.03	0.36	3	5
Podcasts	2428.83	78.35	28	14
Poker Games	270.22	8.72	1	1
Radio	155.60	5.02	12	15
Services	12.13	0.39	9	6
Sick Beatz	410.63	13.25	1	1
Subscriber	0.98	0.03	5	5
Sudoku	209.93	6.77	3	3
The King Of Fighters '98	32.75	1.06	1	1
TiltMazes	24.73	0.80	5	5
Toby: The Secret Mine	33.10	1.07	1	1
Townsmen	32.90	1.06	2	2
Trinity	444.85	14.35	32	19
Viewer	11.52	0.37	8	9
XOXOXO	2.87	0.09	2	2

Site: 41001, Location: TEMPORARY

App Name	Total Duration (min	Average Per Day Duration	Total Number of Ins	Total Number of Tablets
Radio	7.82	0.25	1	1

Site: 41001, Location: TRINITY

App Name	Total Duration (min	Average Per Day Duration	Total Number of Ins	Total Number of Tablets
Clock	8.93	0.29	1	1
DMC	43.50	1.40	6	2
Documents	2.30	0.07	1	1
Forms	3.92	0.13	1	1
Law Library	268.43	8.66	5	1
MakeMine	5.73	0.18	6	1
Subscriber	0.30	0.01	1	1
Trinity	4.88	0.16	5	1
Viewer	22.77	0.73	3	1

Attachment 7: Implementation Plan

Task Name	Duration	Start On	Due On
BD_Single Site Opportunity Installation Project Plan	60 Days	3/15/21	6/7/21
TAB-Tablets Phase for Deployment of Services	60 Days	3/15/21	6/7/21
TAB-Securus Planning Activities	12 Days	3/15/21	3/30/21
TAB-Scope Overview	3 Days	3/15/21	3/17/21
TAB-Submit Policy Prep Training Request for Agency	1 Day	3/18/21	3/18/21
TAB-Host Internal Project Review and Kick-off Meeting	2 Days	3/18/21	3/19/21
TAB-Initial Project Plan Build & Document Updates for Agency External Kick-off	3 Days	3/22/21	3/24/21
TAB-Request to Telecom for Transport Evaluation	7 Days	3/22/21	3/30/21
TAB-Agency Initiation Procedures	6 Days	3/29/21	4/5/21
TAB-Kick-Off Meeting with Agency	2 Days	3/29/21	3/30/21
TAB-Update Documents and Project Plan and Distribute to Project Sponsors/Stakeholders	2 Days	3/31/21	4/1/21
TAB-Agency Integration Meeting	1 Day	4/5/21	4/5/21
TAB-Surveys, Orders, and Designs - Stage Tracking	12 Days	4/2/21	4/19/21
TAB-Site Survey by Field Service - Equipment Inspection for Services	1 Day	4/2/21	4/2/21
TAB-Post Site Survey Project Plan Updates	2 Days	4/5/21	4/6/21
TAB-Review Site Survey/BoM Scrub	6 Days	4/7/21	4/14/21
TAB-Create NDS & Port Term form	7 Days	4/7/21	4/15/21
TAB-Upload NDS & Port Term form to WF & SP	7 Days	4/7/21	4/15/21
TAB-Schedule and Conduct Network Design Review Meeting	1 Day	4/15/21	4/15/21
TAB-Process Hardware Orders - SO Created and Submitted	2 Days	4/15/21	4/19/21
TAB-Provisioning by Implementation Specialist	40 Days	3/31/21	5/26/21
TAB-Phase 1 Initiate Facility and Site Creation in SPP	3 Days	3/31/21	4/2/21
TAB-Phase 2 Software Provisioning	10 Days	4/7/21	4/20/21
TAB-Phase 3 Network and Hardware Configurations	15 Days	5/5/21	5/26/21
TAB-Order Management and Service Configurations	30 Days	3/31/21	5/11/21
TAB-Telecom Order & Delivery Lead Time	30 Days	3/31/21	5/11/21
TAB-Material Tracking & Delivery Lead Time	12 Days	4/20/21	5/5/21
TAB-Integration Tracking & Delivery Lead Time	20 Days	4/6/21	5/3/21
TAB-Touchpoint - Confirmation of Onsite Incoming Activity for Hardware and Telecom; Schedule Onsite Install	1 Day	4/29/21	4/29/21
TAB-Tablet Deployment Activities	28 Days	3/31/21	5/7/21
TAB-Tablet Scheduler Cut Sheet Review Meeting	2 Days	3/31/21	4/1/21
TAB-Upload Importer Sheet, Enter Agency info in PROTOSS, get ICT approval	1 Day	4/2/21	4/2/21
TAB-Tablet Agency Apps Provisioning Setup	15 Days	4/5/21	4/23/21
TAB-Create and Submit Tablet Sales Order to Warehouse	1 Day	4/26/21	4/26/21
TAB-SLP Configuration and Network - Highstate complete	2 Days	5/6/21	5/7/21
TAB-Tablet Warehouse Flashing & Delivery to Agency	24 Days	5/4/21	6/7/21

Task Name	Duration	Start On	Due On
TAB-OMS/JMS/Commissary Integration Activities	16 Days	5/4/21	5/26/21
TAB-Configurations for Integration Features Within Systems	2 Days	5/4/21	5/5/21
TAB-Sr. INT - Phase 1 Validation	2 Days	5/6/21	5/7/21
TAB-Final Testing and Push to Production - Files for Service	2 Days	5/10/21	5/11/21
TAB-Approvals of Data Conversions by All Parties	1 Day	5/14/21	5/14/21
TAB-Onsite Activities Performed and Completed	15 Days	5/5/21	5/26/21
TAB-Onsite Hardware Installation Activity Performed	15 Days	5/5/21	5/26/21
TAB-Transport Test & Turn Up	1 Day	5/12/21	5/12/21
TAB-Touchpoint - Final Implementation Review (BTM/REG, Go/No Go, Go Live Scheduling)	1 Day	5/21/21	5/21/21
TAB-Sr. INT - Phase 2 Validation	2 Days	5/12/21	5/13/21
TAB-Activation of Scope with Agency	14 Days	5/18/21	6/7/21
TAB-Tablet Application Testing	1 Day	5/27/21	5/27/21
TAB-Training Resources Scheduled (onsite or web)	2 Days	5/18/21	5/19/21
TAB-Marketing Material Ordered and Shipped	1 Day	5/20/21	5/20/21
TAB-Go Live - Distro & Wifi Activation	1 Day	6/7/21	6/7/21
TAB-Touchpoint - Agency Notification of Activation of Services and Functionality	1 Day	6/7/21	6/7/21
SVC-SVC Phase for Deployment of Services	60 Days	3/15/21	6/7/21
SVC-Securus Planning Activities	12 Days	3/15/21	3/30/21
SVC-Scope Overview	3 Days	3/15/21	3/17/21
SVC-Host Internal Project Review and Kick-off Meeting	2 Days	3/18/21	3/19/21
SVC-Initial Project Plan Build & Document Updates for Agency External Kick-off	3 Days	3/22/21	3/24/21
SVC-Request to Telecom for Transport Evaluation	7 Days	3/22/21	3/30/21
SVC-Agency Initiation Procedures	6 Days	3/29/21	4/5/21
SVC-Kick-Off Meeting with Agency	2 Days	3/29/21	3/30/21
SVC-Update Documents and Project Plan and Distribute to Project Sponsors/Stakeholders	2 Days	3/31/21	4/1/21
SVC-Agency Integration Meeting	1 Day	4/5/21	4/5/21
SVC-Surveys, Orders, and Designs - Stage Tracking	12 Days	4/2/21	4/19/21
SVC-Site Survey by Field Service - Equipment Inspection for Services	1 Day	4/2/21	4/2/21
SVC-Post Site Survey Project Plan Updates	2 Days	4/5/21	4/6/21
SVC-Review Site Survey/BoM Scrub	6 Days	4/7/21	4/14/21
SVC-Create NDS & Port Term form	7 Days	4/7/21	4/15/21
SVC-Upload NDS & Port Term forms to WF & SP	7 Days	4/7/21	4/15/21
SVC-Process Equipment Orders - SO Created and Submitted	2 Days	4/15/21	4/19/21
SVC-Provisioning by Implementation Specialist	35 Days	4/7/21	5/26/21
SVC-Evaluation of Product and Feature Functionality Requirements - SVV Cut Sheet	2 Days	4/7/21	4/8/21
SVC-Phase 1 Initiate Facility and Site Creation in SPP	3 Days	4/12/21	4/14/21
SVC-Phase 2 Software Provisioning	10 Days	4/15/21	4/28/21
SVC-Phase 3 Network and Hardware Configurations	15 Days	5/5/21	5/26/21
SVC-Order Management and Service Configurations	30 Days	3/31/21	5/11/21

Task Name	Duration	Start On	Due On
SVC-Telecom Order & Delivery Lead Time	30 Days	3/31/21	5/11/21
SVC-Equipment Tracking & Delivery Lead Time	12 Days	4/20/21	5/5/21
SVC-Integration Tracking & Delivery Lead Time	20 Days	4/6/21	5/3/21
SVC-Touchpoint - Confirmation of Onsite Incoming Activity for Equipment and Telecom; Schedule Onsite Install	1 Day	4/29/21	4/29/21
SVC-Onsite Activities Performed and Completed	15 Days	5/5/21	5/26/21
SVC-Onsite Equipment Installation Activity Performed	15 Days	5/5/21	5/26/21
SVC-Transport Test & Turn Up	1 Day	5/12/21	5/12/21
SVC-Touchpoint - Final Implementation Review (BTM/REG, Go/No Go, Go Live Scheduling)	1 Day	5/21/21	5/21/21
SVC-OMS/JMS/Commissary Integration Activities	9 Days	5/4/21	5/14/21
SVC-Configurations for Integration Features Within Systems	2 Days	5/4/21	5/5/21
SVC-Sr. INT - Phase 1 Validation	2 Days	5/6/21	5/7/21
SVC-Final Testing and Push to Production - Files for Service	2 Days	5/10/21	5/11/21
SVC-Sr. INT - Phase 2 Validation	2 Days	5/12/21	5/13/21
SVC-Approvals of Data Conversions by All Parties	1 Day	5/14/21	5/14/21
SVC-Activation of Scope with Agency	14 Days	5/18/21	6/7/21
SVC-Training Resources Scheduled (onsite or web)	2 Days	5/18/21	5/19/21
SVC-Marketing Material Ordered and Shipped	1 Day	5/20/21	5/20/21
SVC-Go Live - Terminal Activation	1 Day	6/7/21	6/7/21
SVC-Touchpoint - Agency Notification of Activation of Services and Functionality	1 Day	6/7/21	6/7/21

Attachment 8. Securus Service: Policies and Procedures

Securus provides superior customer service from a state-of-the-art operations center located in Carrollton, Texas. More than 50 technicians staff the Securus Technical Support Center (TSC) to ensure prompt problem resolution. The average tenure of our technicians is 8 years and the average tenure for our technical support management is 10 years.

The Securus TSC serves as a single point of contact for facility staff to request service **24 hours a day, seven days a week, 365 days per year.** There are three ways to contact the TSC:

- **Telephone:** 866-558-2323
- **E-Mail:** technicalsupport@securustech.net
- **Fax:** 800-368-3168

The TSC uses a call distribution system to manage the flow of inbound customer calls automatically routing calls directly to our support technicians in a skills-based, platform specific manner. Securus establishes response times and service level agreements that accomplish our objective of providing timely resolution to each request.

Technicians assign each service request one of three initial priority levels, each with resolution and escalation timelines. Every effort is made to resolve the problem remotely within the designated timeframes, and Securus resolves most service requests during the initial request. If necessary, a field service technician is dispatched to the facility to expedite resolution.

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

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	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 Director, Customer Success & Director, Field Operations Chief Operating Officer
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	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 Director, Customer Success & Director, Field Operations Chief Operating Officer

| 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

Director, Customer Success & Director, Field Operations

Chief Operating Officer |