

REQUEST FOR PROPOSAL
EVENT #005218
INMATE PHONE/VISITATION SYSTEM
OAKLAND COUNTY, MI



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

An RFP Solution Prepared for:

**Oakland County Compliance Office –
Purchasing Department
Oakland County Department of
Information Technology
Oakland County Sheriff's Office
Event #005218 Inmate Phone/ Visitation
System**

June 7, 2021; 2:00 PM

Presented to:

**Richard Laurence Brower
Buyer
Oakland County, MI
1200 N. Telegraph Road, Bldg. 49W
Pontiac, MI 48341
248-858-0511**

Presented by:

**Russell Roberts
Chief Growth Officer
Securus Technologies, LLC
4000 International Parkway
Carrollton, TX 75007**

TABLE OF CONTENTS

PROPOSAL FORM	1
COVER LETTER	14
EXECUTIVE SUMMARY	19
5.0 RFP REQUIREMENTS	22
5.1 General Business Objectives	23
5.2 Business Model Requirements	30
5.3 Solution Requirements	70
APPENDIX A – SOLUTION REQUIREMENTS RESPONSE TABLE	70
11.0 Rates and Commissions	387
APPENDIX B – TECHNICAL & ARCHITECTURAL REQUIREMENTS RESPONSE TABLE	397
APPENDIX C – IMPLEMENTATION SERVICES RESPONSE TABLES	429
5.4 Licensing Requirements	452
5.5 Other Requirements	452
6.0 PRICE PROPOSAL REQUIREMENTS	454
6.1 Price Proposal Content	455
APPENDIX D – COST RESPONSE TABLES	456
7.0 INSURANCE REQUIREMENTS	462
8.0 CONTRACTOR EMPLOYEES	467
APPENDIX F - ACKNOWLEDGEMENT OF INDEPENDENT EMPLOYMENT STATUS (SAMPLE FORM)	469
9.0 SELECTION CRITERIA	471
10.0 OTHER BACKGROUND INFORMATION	475
10.1 Oakland County Overview	476
10.2 Information Technology Overview	476
10.3 G2G Marketplace Overview	476

APPENDIX E – G2G MARKETPLACE RESPONSE TABLE	479
10.4 Oakland County Sheriff’s Office Overview	479
11.0 VALUE ADDED ALTERNATIVES	480
ATTACHMENTS	493
Attachment A: Equipment, Hardware, and Software	494
Attachment B: Team Resumes	495
Attachment C: Statement of Work	502
Attachment D: Project Plan, Licenses, Sample MSA, and QA Checklists	517
Attachment E: Securus’ Most Recent Financial Statement	518



PROPOSAL FORM



OAKLAND COUNTY EXECUTIVE DAVID COULTER

Compliance Office | Purchasing
 (248) 858-0511 | purchasing@oakgov.com

SOLICITATION FORM

SEALED BID/RFP NON-SEALED BID/RFP ONLINE ONLY

Hard Copy Required Online Online AND additional Hard Copies

(SEE GENERAL SUBMISSION INFORMATION FOR DIRECTIONS ON HOW TO SUBMIT THE ABOVE CHECKED BID/RFP TYPE)

CONTACT INFORMATION

Oakland County Purchasing Division
 Building 41 West - Lower Level
 2100 Pontiac Lake Road
 Waterford, MI 48328

Buyer Brower, Richard Laurence

Phone (248) 858-5483

Email browerr@oakgov.com

Solicitation Event ID 005218

Response Due 6/1/2021 2:00 PM Eastern Time

Event Title Inmate Phone/Visitation System RFP

Category Codes 90669, 91829

Oakland County Purchasing is issuing a Bid/Request for Proposal (RFP) seeking bidders/respondents to provide services or goods as detailed in Attachment (B).

Index


- Solicitation Form (This Form- Bidder/Responder Information and Signature Page)
- Attachment (A) – Mailing Label
- Attachment (B) – Solicitation Specifications

BIDDER/RESPONDERS INFORMATION	
Legal Name	Securus Technologies, LLC
Street Address	4000 International Parkway
City	Carrollton
State/ZIP	Texas/75007
Corporate I.D. or Taxpayer I.D. #	75-2722144
Bidders/Responders Contact Name	Russell Roberts
Contact Phone	972-277-0300
Contact Email	rroberts@securustechnologies.com

This ENTIRE Solicitation packet (ALL Pages) must be included and returned signed with your bid/RFP response.

I have reviewed the TERMS AND CONDITIONS and insurance requirements stated prior to submitting this bid/RFP solicitation.

Vendor's Authorized Agent

Signature		Date	June 1, 2021
Printed Name	Russell Roberts		
Title	Chief Growth Officer		
Phone	972-277-0300		
Date	June 1, 2021		
Email	rroberts@securustechnologies.com		

***To be filled out and used when mailing or dropping off a hard copy**

CUT BELOW THE DOTTED LINE AND AFFIX LABEL TO EXTERIOR OF MAILING ENVELOPE OR PACKAGE



THIS IS A SEALED BID

NA

From

Company Name	
City, State and Zip	
Contact Person	
Phone Number	
Email	
Solicitation Event ID	005218
Event Title	Inmate Phone/Visitation System RFP
Due Date and Time	6/1/2021 2:00 PM Eastern Time
Buyer	Brower, Richard Laurence

DELIVER HARD COPIES TO: (if applicable)
OAKLAND COUNTY PURCHASING
EXECUTIVE OFFICE BUILDING 41W - LOWER LEVEL
2100 PONTIAC LAKE ROAD
WATERFORD MI 48328

*Verify your company information above

GENERAL SUBMISSION INFORMATION:

SEALED BID/RFP ONLINE RESPONSE HARD COPY RESPONSE:

- **Online Response:** It is the bidder's/respondent's responsibility that the responses are entered/uploaded into the MITN system - www.mitn.info, prior to the due date and time specified.
- **Hard Copy Response:** It is the bidder's/respondent's responsibility to insure that hard copy responses are received in Purchasing prior to the due date and time specified. Purchasing's address, due date and time are listed on the first page of this proposal form. The responsibility rests entirely with the bidder/respondent, including delays resulting from postal handling or for any other reasons. The official time clock shall be the date/time stamp machine located at Purchasing's main office located at the address listed above. **NO LATE BIDS/RFPs WILL BE ACCEPTED.**
- Hard Copy responses are accepted at Oakland County Purchasing and are to be delivered to that office.
 - Deliver bid/RFP responses to:

Oakland County Purchasing
Building 41 West – Lower Level
2100 Pontiac Lake Road
Waterford, MI 48328
 - Bid/RFP responses through courier services shall be accepted at Oakland County Purchasing any time during the normal course of business only; said hours being 8:30 A.M. to 5:00 P.M. Eastern Time, Monday through Friday, excluding County holidays.
- All questions regarding this solicitation should be submitted by email to the buyer listed on page one of the proposal form. *Subject line needs to include the solicitation event number listed on page one of the proposal form.*

NON SEALED BID/RFP ONLINE RESPONSE HARD COPY RESPONSE:

- This solicitation event can be accessed at the Michigan Inter-governmental Trade Network (MITN) website: www.mitn.info
- **Online Response:** It is the bidder's/respondent's responsibility that the responses are entered/uploaded into the MITN system - www.mitn.info, prior to the due date and time specified.
- **Hard Copy Response:** It is the bidder's/respondent's responsibility to insure that hard copy responses are received in Purchasing prior to the due date and time specified. Purchasing's address, due date and time are listed on the first page of this proposal form. The responsibility rests entirely with the bidder/respondent, including delays resulting from postal handling or for any other reasons. The official time clock shall be the date/time stamp machine located at Purchasing's main office located at the address listed above. **NO LATE BIDS/RFPs WILL BE ACCEPTED.**
- Hard Copy responses may be emailed or delivered through courier services unless otherwise stated in the specifications.
 - Email bid/RFP solicitation responses to: purchasing@oakgov.com
 - Subject line should state: Oakland County Solicitation Event #:
 - Deliver bid/RFP responses to:

Oakland County Purchasing
Building 41 West – Lower Level

**2100 Pontiac Lake Road
Waterford, MI 48328**

- Bid/RFP responses through courier services shall be accepted at Oakland County Purchasing any time during the normal course of business only; said hours being 8:30 A.M. to 5:00 P.M. Eastern Time, Monday through Friday, excluding County holidays.
- All questions regarding this solicitation should be submitted by email to the buyer listed on page one of the proposal form. *Subject line needs to include the solicitation event number listed on page one of the proposal form.*

Submissions:

- This proposal form must be signed by a person authorized to bind and commit the company to provide such goods and/or services offered to the County should their bid/RFP be accepted by the County.

Public Disclosure:

- The bidder/respondent acknowledges that the County is a public entity and therefore is subject to all public disclosure laws.
- Any information contained in the bid/RFP response, including, but not limited to, trade secrets, commercial information, financial information, or copyrighted material, is considered public information and not exempt from disclosure under the Michigan Freedom of Information Act (FOIA).
- Bidder/Respondent should not include any information in a response that bidder/respondent does not want disclosed by the County in response to a FOIA request.
- Bidder/Respondent shall not bring any claim or action against Oakland County, including its employees, agents, or officials, to prevent the County from disclosing any information in the bid/RFP response to a third party in response to a FOIA request or for damages related to such disclosure.

Modifications:

- Prior to opening the solicitations, clarifications, modifications, or amendments may be made to the solicitation at the discretion of Oakland County Purchasing. Should any such changes be made, an addendum will be issued and posted on the Michigan Inter-governmental Trade Network (MITN) website: www.mitn.info.
- It is the responsibility of the bidder/respondent to check the MITN website for addendums.

Withdrawal:

- Responses may be withdrawn prior to the bid/RFP closing date and time by providing written notice to Purchasing.

Award Information:

- The successful bidder/respondent may be requested to submit a completed, signed Federal W-9 form prior to an award of a contract or purchase order.
- **BIDDER/RESPONDENT MUST PROVIDE DOCUMENTATION OF REQUIRED INSURANCE UPON AWARD**

PURCHASE TYPE (ONLY THE CHECKED BOXES APPLY TO THIS SOLICITATION)

- SERVICE CONTRACT
- BLANKET CONTRACT (PRODUCTS OVER SPECIFIED PERIOD OF TIME)
- PURCHASE ORDER (PO) (A ONE TIME PRODUCT PURCHASE)

SERVICE CONTRACT REQUIREMENTS:

- A copy of the County's Contract boilerplate is included in this bid/RFP package or at https://www.oakgov.com/purchasing/Pages/form_application/Default.aspx. Bidders/Respondents are encouraged to review the contract boilerplate with the proposed terms and conditions. Exhibits checked below will be applicable for the bid/RFP.

Exhibits (Applicable if Checked)

- Exhibit I: Contractor Insurance Requirements
- Exhibit II: Business Associate Agreement (Health Insurance Portability and Accountability Act Requirements)
- Exhibit III: Requirements for Contractors with Access to County PII (Personally Identifiable Information)
- Exhibit IV: Requirements for Contractors with Access to Criminal Justice Information
- Exhibit V: Federally Funded Contract Requirements
- Exhibit VI: Software License(s)
- Exhibit VII: License for Use of County Servicemark
- Exhibit VIII: Acknowledgement of Independent Employment Status
- Exhibit IX: Scope of Contractor Deliverables/Financial Obligations (Generally listed in attachment B of the bid/RFP)
- Review the Primary insurance requirements in Exhibit I listed below. Checkboxes in Exhibit I marked with an "X" in Supplemental Coverages will be in addition to the Primary coverage.
 - Failure to maintain the insurance requirements will be considered a breach of contract.
 - OR A copy of the County's Professional Services Contract boilerplate can be viewed on the Oakland County Purchasing website: https://www.oakgov.com/purchasing/Pages/form_application/Default.aspx. Bidders/Respondents are encouraged to review the Standard Contract Boilerplate with the proposed terms and conditions. Review the Exhibit I Contractor Insurance Requirements starting on page 21 and the

General Insurance Conditions on page 23. The successful bidder/respondent will be required to comply with same. Awarded bidder/respondent shall provide required insurance documentation upon notice of award.

BLANKET CONTRACT REQUIREMENTS:

- A copy of the County's Blanket contract terms and conditions is located on the website: https://www.oakgov.com/purchasing/Pages/form_application/Default.aspx
Bidders/Respondents are encouraged to review the terms and conditions.

PURCHASE ORDER REQUIREMENTS:

- A copy of the County's Blanket contract terms and conditions is located on the website: https://www.oakgov.com/purchasing/Pages/form_application/Default.aspx
Bidders/Respondents are encouraged to review the terms and conditions.

Bid/RFP Specifications for Scope of Contractor Deliverables and Financial Obligations:

- The specification requirements, defined in Attachment B, must be submitted with signed proposal forms.
- Failure to include all required information in the bidder's/respondent's submittal may be cause for rejection of the entire response.

TERMS AND CONDITIONS:

The bidder/respondent shall be responsible for all costs incurred in the development and submission of this response. Each response should be prepared simply and economically, providing a straightforward concise description of the bidder's/respondent's approach and ability to meet the County's needs, as stated in this solicitation.

Submission of a response is a confirmation that the bidder/respondent is familiar with the solicitation, contractual requirements, and specifications. The bidder/respondent understands and agrees to abide by each, and all of the stipulations and requirements contained within this document.

To best serve the County's interest, Oakland County reserves the right to accept or reject any or all responses and to waive any irregularities and/or formalities. This includes the right to award the contract to respondents other than the lowest priced response.

The County reserves the right to split or abstract any or all bidders/respondents and award multiple contracts from the same solicitation based on price, availability, and services when in its judgment best serves the County.

Oakland County assumes no contractual obligation as a result of the issuance of this solicitation, the preparation or submission of a response by a bidder's/respondent's, the evaluation of an accepted response, or the selection of finalists. Oakland County shall not be contractually bound until the successful bidder(s)/respondent(s) has an executed written contract or Purchase Order.

All prices shall be quoted in U.S. dollars. In case of error in the extension of prices in the response, the unit prices shall govern. Unless notated in the specifications, all quoted prices will be firm for 120 days after the solicitation due date.

Default payment terms are Net 30. Discount payment terms may be offered for earlier payment than 30 days.

Shipping terms must be "**FOB DESTINATION**"

The County reserves the right to request any additional information necessary after the submission of the response. The County reserves the right to conduct interviews, reference checks, and perform any other due diligence necessary to select the vendor(s).

Pursuant to Michigan law, (the Iran Economic Sanctions Act, 2012 PA 517, MCL 129.311 et seq.), before accepting any bid or proposal, or entering into any contract for goods or services with any prospective Vendor, the Vendor must first certify that it is not an "IRAN LINKED BUSINESS", as defined by law. This signed document, with: 1) full knowledge of all of Vendors business activities, 2) full knowledge of the requirements and possible penalties under the law MCL 129.311 et seq. and 3) the full and complete authority to make this certification on behalf of the Vendor, by his/her signature, certifies that: the Vendor is NOT an "IRAN LINKED BUSINESS" as required by MCL 129.311 et seq., and as such that Vendor is legally eligible to submit a bid/RFP and be considered for a possible contract to supply goods and/or services to the County of Oakland.

E-Verify – Prior to contract award all County Contractors are required to comply with Miscellaneous Resolution No.09116 (Board of Commissioners Minutes, July 30, 2009, pp 37-38), unless otherwise exempted, all service contractors and/or vendors who wish to contract with the County to provide services must first certify they have registered with, will participate in, and continue utilize, once registered, the E-Verify Program (or any successor program implemented by the federal government or its departments or agencies) to verify the work authorization status of all newly hired employees employed by the contractors and/or vendors. Breach of this term or conditions is considered a material breach of a contract. Contractors/Vendors submitting bid/RFP responses agree that the contractor/vendor will registered with, and will participate in, and will continue utilize once registered and throughout the term of a contract, if one is offered, the E-Verify Program (or any successor program implemented by the federal government or its departments or agencies) to verify the work authorization status of all newly hired employees employed by the contractors and/or vendors.

All County Contractors are required to comply with all Federal, State, or Local laws. The County reserves the right to cancel the contract for services if the contractor has not done so. Failure to comply with all Federal, State, or Local laws either currently or historically is a consideration in the bid/RFP evaluation process as well. Such compliance shall include, but not be limited to, the contractor and its subcontractors shall not discriminate against an employee or an applicant for employment in hiring, any terms and conditions of employment or matters related to employment regardless of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, genetic information, height, weight, disability, veteran status, familial status, marital status or any other reason, that is unrelated to the person's ability to perform the duties of a particular job or position, in accordance with applicable federal and state laws; prohibition of use of any copyrighted software contrary to the provisions of any applicable Software license agreement or State or Federal law; compliance with all applicable grant requirements if any part of a Contract is supported or paid for with any State or Federal funds granted to the County; compliance with the Immigration Reform and Control Act (IRCA) and I-9 employment verification requirements. Any and all future Federal, State, or Local laws must also be complied with while the contractor is providing services/products to the County.

Vendors that have been found guilty or held civilly liable for violation of any federal or state law, or have been barred and/or declared ineligible from consideration in receiving any federal, state or municipal contract, must provide information as part of their proposal on all such violations / barrings / ineligibilities.

Pursuant to Act 167 of the Public Acts of 1933, the County of Oakland, A Michigan Constitutional Corporation, is exempt from the sales tax provisions of this Act. In addition, the Michigan Department of Treasury has promulgated General and Specific Sales and Use Tax Rules which provide that the County of Oakland is not required to have a sales tax exemption number. (R205.79; Rule 29)

For reporting purposes – County of Oakland Tax I.D # 38-6004876.

THE FOLLOWING INSURANCE EXHIBIT APPLIES TO THIS EVENT IF CHECKED
THE FOLLOWING INSURANCE IS THE COUNTY'S STANDARD REQUIREMENTS, ALONG WITH ADDITIONAL
OPTIONS WHERE CHECKED

Exhibit I
CONTRACT INSURANCE REQUIREMENTS

During this Contract, the Contractor shall provide and maintain, at their own expense, all insurance as set forth and marked below, protecting the County against any Claims, as defined in this Contract. The insurance shall be written for not less than any minimum coverage herein specified. Limits of insurance required in no way limit the liability of the Contractor.

Primary Coverages

Commercial General Liability Occurrence Form including: (a) Premises and Operations; (b) Products and Completed Operations (including On and Off Premises Coverage); (c) Personal and Advertising Injury; (d) Broad Form Property Damage; (e) Broad Form Contractual including coverage for obligations assumed in this Contract;

\$1,000,000 – Each Occurrence Limit

\$1,000,000 – Personal & Advertising Injury

\$2,000,000 – Products & Completed Operations Aggregate Limit

\$2,000,000 – General Aggregate Limit

\$ 100,000 – Damage to Premises Rented to You (formally known as Fire Legal Liability)

Workers' Compensation Insurance with limits statutorily required by any applicable Federal or State Law and Employers Liability insurance with limits of no less than \$500,000 each accident, \$500,000 disease each employee, and \$500,000 disease policy limit by a fully insured or State approved self-insurer.

1. Sole Proprietors only must submit a signed Sole Proprietor form if they do not have a Workers' Compensation Policy.
2. Exempt entities such as Partnerships, LLCs, etc., must submit a State of Michigan form WC-337 Certificate of Exemption if they do not have a Workers' Compensation Policy.

Commercial Automobile Liability Insurance covering bodily injury or property damage arising out of the use of any owned, hired, or non-owned automobile with a combined single limit of \$1,000,000 each accident. This requirement is waived if there are no company owned, hired or non-owned automobiles utilized in the performance of this Contract.

Commercial Umbrella/Excess Liability Insurance with minimum limits of \$2,000,000 each occurrence. Umbrella or Excess Liability coverage shall be no less than following form of primary coverages or broader. This Umbrella/Excess requirement may be met by increasing the primary Commercial General Liability limits to meet the combined limit requirement.

Supplemental Coverages - As Needed

1. **Professional Liability/Errors & Omissions Insurance** (i.e., Consultants, Technology Vendors, Architects, Engineers, Real Estate Agents, Insurance Agents, Attorneys, etc.) with minimum limits of \$1,000,000 per claim and \$1,000,000 aggregate shall be required when the Contractor provides professional services that the County relies upon.
2. **Cyber Liability Insurance** with minimum limits of \$1,000,000 per claim and \$1,000,000 aggregate shall be required when the Contractor has access to County IT systems and/or stores County data electronically.
3. **Commercial Property Insurance.** The Contractor shall be responsible for obtaining and maintaining insurance covering their equipment and personal property against all physical damage.
4. **Liquor Legal Liability Insurance** with a limit of \$1,000,000 each occurrence shall be required when liquor is served and/or provided by Contractor.
5. **Pollution Liability Insurance** with minimum limits of \$1,000,000 per claim and \$1,000,000 aggregate shall be required when storage, transportation and/or cleanup & debris removal of pollutants are part of the services utilized.
6. **Medical Malpractice Insurance** with minimum limits of \$1,000,000 per claim and \$1,000,000 aggregate shall be required when medically related services are provided.
7. **Garage Keepers Liability Insurance** with minimum limits of \$1,000,000 per claim and \$1,000,000 aggregate shall be required when County owned vehicles and/or equipment are stored and/or serviced at the Contractors facilities.
8. **Other Insurance Coverages** as may be dictated by the provided product/service and deemed appropriate by the County Risk Management Department.

General Insurance Conditions

The aforementioned insurance shall be endorsed, as applicable, and shall contain the following terms, conditions, and/or endorsements. All certificates of insurance shall provide evidence of compliance with all required terms, conditions and/or endorsements.

1. All policies of insurance shall be on a primary, non-contributory basis with any other insurance or self-insurance carried by the County;
2. The insurance company(s) issuing the policy(s) shall have no recourse against the County for subrogation (policy endorsed written waiver), premiums, deductibles, or assessments under any form. All policies shall be endorsed to provide a written waiver of subrogation in favor of the County;
3. Any and all deductibles or self-insured retentions shall be assumed by and be at the sole risk of the Contractor;
4. Contractors shall be responsible for their own property insurance for all equipment and personal property used and/or stored on County property;
5. The Commercial General Liability and Commercial Automobile Liability policies along with any required supplemental coverages shall be endorsed to name the County of Oakland and its officers, directors, employees, appointees and commissioners as additional insured where permitted by law and policy form;
6. If the Contractor's insurance policies have higher limits than the minimum coverage requirements stated in this document the higher limits shall apply and in no way shall limit the overall liability assumed by the Contractor under contract.
7. The Contractor shall require its contractors or sub-contractors, not protected under the Contractor's insurance policies, to procure and maintain insurance with coverages, limits, provisions, and/or clauses equal to those required in this Contract;
8. Certificates of insurance must be provided no less than ten (10) Business Days prior to the County's execution of the Contract and must bear evidence of all required terms, conditions and endorsements; and provide 30 days' notice of cancellation/material change endorsement.
9. All insurance carriers must be licensed and approved to do business in the State of Michigan along with the Contractor's state of domicile and shall have and maintain a minimum A.M. Best's rating of A- unless otherwise approved by the County Risk Management Department.

COVER LETTER

June 7, 2021

Richard Laurence Brower
Buyer
Oakland County Purchasing Division
1201 N. Telegraph Road
Pontiac MI 48340



SECURUS
Technologies™

Re: Event #005218 Inmate Phone/Visitation System Request for Proposal (RFP)

Mr. Brower,

Thank you for your time and for permitting us to learn more about your agency's specific needs and requirements in terms of safety, efficiency, funding, and technology. Securus Technologies, LLC. ("Securus") is pleased to submit our proposed solution for the provision of our Inmate Communications System to the Oakland County Sheriff's Office. After thoroughly reviewing your Request for Proposal, Securus is confident that our proposed solution will meet or exceed all of the specifications set forth by Oakland County.

Securus will furnish all labor, supervision, supplies, and materials necessary to the implementation, installation, maintenance and operation of our Inmate Communications System, the NextGen Secure Communications Platform (SCP). We will also establish the proper procedural guidelines for the County to follow to ensure efficient, effective, and accountable use of our Inmate Communications System. The entire solution, including full training and documentation, will be provided at no cost to Oakland County. Securus understands the challenges county jails face, and we have tailored a solution specific to the agency's needs.

The following core technologies and benefits are offered at **NO COST** to the Oakland County Sheriff's Office. With **Option 1** – 3 years at 72% phone commissions and **Option 2** – 5 years at 80% phone commissions, you will clearly see the included value as well as the commission reductions if optional services are selected.

- **INCLUDED Value Add - NextGen Secure Communications Platform (NGSCP)** provides a single log in, web based, Anytime/Anywhere accessible system offering a Secure Call Platform with Securus Video Connect. Our platform offers customizable databases for monitoring, reporting, and historical communication transaction information, as well as the account service history, through the NGSCP user interface.
- **INCLUDED Value Add - NGSCP: With built in value added investigative tools**, those staff members with approved security access will be able to set Covert Alerts (the ability to be notified, live, via phone call – email notification – or both, as a targeted person begins the calling process). Covert Alerts can be placed on an inmate, a specific facility phone or kiosk/terminal, housing unit, or outbound dialed number. Live Call Monitoring and Forwarding (the ability to automatically cycle through live communications for a customized amount of time, and immediately forward a live call to an investigator for instantaneous remote monitoring). Multi Session Live Visitation Monitoring (the ability to monitor a single session or every single session live at the same time) just to name a few features.

- **INCLUDED Value Add - Call Pattern Analysis and Alerting with THREADS:** Securus will provide the only call pattern analysis and alerting solution designed and built exclusively for law enforcement and corrections. While other systems are limited to only inmate calling data, THREADS can accept any data source to allow a more thorough investigative review including cellular chip-off extraction data. THREADS finds the needle in the hay stack of data making the most of your officer's time and providing actionable intelligence. More information sorted with more speed to build stronger cases.
- **INCLUDED Value Add - ICER Inter Communication Evaluation and Reporting Tool:** uncovering and providing alerts on inmate-to-inmate phone communications happening within a facility and in a facility to facility environment.
- **INCLUDED Value Add - ConnectUs Multi-Application Engine Operating System:** allows expanding capabilities delivered through the corrections grade Securus multi-function wall mounted kiosks/terminals to streamline and automate current manual processes. Functions may include Commissary Ordering, Jobview (live listing job search), PREA Reporting, Inmate Handbook, Agency PDFs, Law Library, Video App, Emergency Visits, and many more.
- **INCLUDED Value Add – WordAlert:** An extremely accurate AI assisted investigative and communication record transcription tool. Every single call or visitation session will be automatically transcribed from Speech to Text and these files embedded into the communication record for further review/use. Separating the dialer's speech from the answer's speech into text, WordAlert will utilize automated specific word search algorithms to create notifications and customized reports for statistical tracking and investigations.
- **INCLUDED Value Add – Investigator Pro (IPRO):** Our industry leading voice biometric software will tell you exactly who is on a call no matter which pin number or account was used. Automatically notifying approved staff of High Target Calls for review, you will quickly identify any communications that may require further review. In years past, we had licensed our tool to others for use however recently we ended this licensing availability therefore ONLY Securus customers will have access to enhancements, upgrades, future development, and support.
- **INCLUDED Value Add – Outbound Voicemails:** This system allows Friends and Family to receive a short message via the Securus Application if they are unable to answer the call.
- **INCLUDED Value Add – Inbound Voicemails:** This system allows Friends and Family to create and leave a message for the inmate, if they are an approved contact. Many times this assist in operations as staff do not have to pass messages from the outside. If my loved one is incarcerated and doesn't know my phone number, this provides an option for me to tell them and assist in the communications process.
- **INCLUDED Value Add – Inbound Connect:** Many times, inmate's calls go unanswered because people are not always available to connect at that exact time. Inbound Connect allows the called party to send the inmate a notification that they are ready to be called. Significantly increasing connected call percentages and providing an efficient solution for both parties.

- **INCLUDED Value Add – Guarded Exchange (GEX) Communications Monitoring:** A force multiplier for your operations, our large team of certified investigators are able to monitor your live communications and immediately report back any rule violations or criminal activity of your choosing. Utilizing computer intelligence along with the trained Human Ear and Eye, this service will quickly uncover and identify needles in the haystack. Eliminating the need for your staff to spend hours reviewing calls and videos, we have the ability to monitor all communications and under your direction, specifically targeted names, numbers, locations, etcetera.

Additionally, utilizing our exclusive partnerships with industry leaders, we are able to provide you with significantly discounted services from standard pricing. Building in **optional services** to our offer, adding significant **Value Added** products, at absolutely **NO COST** to you.

- **OPTIONAL Value Add - Automated Information Services (AIS) (3%):** The industry's first and only hosted, interactive voice response (IVR) system that provides general facility and inmate-specific information over the phone to the calling community and inmates.
- **OPTIONAL Value Add – Law Library (0.5%):** Not knowing if your current communications vendor supplies this service to you or if you have your own stand-alone contract with a specific Law Library provider, know that we can provide this to you if needed.
- **OPTIONAL Value Add – Subscription Payment Plan:** Upsetting the industry standard, Securus is pleased to provide an affordable and easy monthly communications subscription plan for the Friends and Family members of those incarcerated. Focused on increasing communications and decreasing costs, our subscription payment plan allows for your constituents to have another option when it comes to staying connected.
- **OPTIONAL Value Add – Guardian RFID (8.2%):** The industry leader in liability reduction for live inmate tracking, med passing, supplies, live movement updates, cell checks, meal, head counts, officer activity, special housing status, keep separates, and cell conditions, Guardian RFID will bring your facility and operations into a new age of facility management. With proven technology and defensible data, the customizable system provides accountability and live updates. Building in the cost of these services, Oakland County will have the option to select GUARDIAN RFID at absolutely NO COST to your agency budgets or line items.
- **OPTIONAL Value Add – LEXIPOL (24%) (Corrections1/Police1 Training Academy, Cordico Wellness, and Policy/Operations Management):** The industry leader in Law Enforcement and Corrections training, we are pleased to offer you the entire Lexipol suite of services as a complete package or as individually selected products and services that fits your needs. Completely customizable, Oakland County will have the most robust and highest quality system at their disposal. Services covering all staff, civilian and sworn, as well as retirees, the full suite of Lexipol services has every angle covered. Building in the costs of these services, Oakland County will have the option to select LEXIPOL at absolutely NO COST to your budgets or line items. If the entire suite of service is not for you, you will see additional options for Training and Cordico itemized separately below.

- **OPTIONAL Value Add – Lexipol Training Academy Only (4%)**
- **OPTIONAL Value Add – Lexipol Cordico Wellness Only (6%)**

We will also provide additional options which **Includes ALL Optional Value Added services as well.**

Option 3 – 3 years at 25.3% phone commission, **Option 4** – 5 years at 33.3% phone commission, and **Option 5** – 3/5 years with reduced calling rate of \$0.07 per minute at 0% commissions.

As Chief Growth 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.

Thank you again for the opportunity to provide this proposal. We look forward to sharing our inmate communication services solution with Oakland County as we begin to build a mutually beneficial partnership.

Sincerely,



Russell Roberts

Chief Growth Officer

Securus Technologies, LLC

4000 International Parkway

Carrollton, Texas 75007

T: (972) 277-0300

E: rroberts@securustechnologies.com

EXECUTIVE SUMMARY



Executive Summary

Founded in 1986, Securus has served the inmate communications industry for more than 35 years. More than 3,450 law enforcement, and corrections agencies currently use Securus services and products in all 50 states. Securus serves 15 state DOC's including JPAY services for Michigan DOC, as well as 43 additional agencies within the State of Michigan.

Our state of the art end user software, NextGen Secure Communications Platform (NGSCP) provides an Anytime/Anywhere accessibility, that is completely customizable in appearance, function, and individualized accessed security levels set by administrators in an all in one single sign-on application. With numerous features built into the platform, you will easily access call records, debit transaction history, visitation sessions, pin management, behavior modification tools, and with over 700 customizations, you will have every single aspect of the communication system at your disposal.

Value in Securus' Comprehensive, Innovative Solutions

As you will find outlined in our response, numerous value added features are built into our proposal as well as value added optional services at your discretion, including LEXIPOL, GEX Monitoring Services, Law Library, and Securus Video Relay services to name a few. We have already included a Force Multiplier in addition to a significant number of other value added investigative features.

Our extensive network of facilities allows us to provide extended information sharing and correlation reporting capabilities, including cellular chip-off extraction (THREADS) database to help support multi-jurisdictional investigations. Included in our proposal you have our industry leading investigative tools at your disposal as well as WordAlert "voice to text" AI assisted and searchable transcription of every call and visitation session. OCSO will now be accessing the most accurate and continuous Voice Biometric System with Investigator Pro (IPRO). Although licensed out in years past, our proprietary system will ONLY be upgraded / updated for SECURUS customers moving forward. (ICER) Inmate Communication Evaluation & Reporting tool will not only advise you of inmates attempting to connect with each other within your facility but also from you facility to another. This is vital tool helps ensure Keep Separates are not only physically separated but also unable to three-way communicate in attempts to circumvent the rules. Our Covert Alert & Live Call Forwarding tools allow any staff member with approved security rights to covertly be notified upon a target's usage of the system. When the call initiates, it forwards to any number and/or email address with the approved rights to listen live, and many more.

Securus is also developing a Facial Recognition capability that will legitimately recognize a human face. Although not available to our customers today, this will be available to OCSO once completed. As a technology company, Securus believes in testing and refining our solution prior to introducing it to the market.

SECURUS AT A GLANCE

1.2 MILLION inmates served

380 MILLION inmate calls connected annually

99.9% network uptime

Over **240** patents issued and **100** pending

More than **380k** tablets in use across the country

89%+ customer retention rate

\$200,000,000 avg. investment in new technology each year

While our competitors have tried and failed in the rush to market of facial recognition; as can be demonstrated many times through the use of a book cover, magazine photo, or even pencil drawings to access those systems. Although, we have mentioned several of our investigative tools that Oakland County will now have in your toolbox, there are many others that are detailed in this response in our complete suite of Investigative Technology Solutions,

As a result, we are confident you will find that Securus delivers the most reliable and efficient inmate communications solutions available, both today and for years to come. Securus is confident that our proposed turnkey solution will meet and exceed the specifications set forth by Oakland County. We have tailored our single-source solution to provide robust technologies that will improve the efficiency of your facilities and ensure the safety and security of staff, inmates, and the public. The solution includes the equipment, connectivity, maintenance, storage, hardware, software, security, training, and all other services needed to ensure the successful installation, implementation, and operation of Oakland County's Inmate Communications System and Services.

As the industry leader in communications, our offer includes a customizable deployment platform from phones and visitation terminals on the walls to phones/visits utilized via our Unity Tablet. Our Unity tablet not only allows for calls and video visitation but also educational content / services, self-help, and betterment programs, including the ability for K-12 learning management systems, GED/HSE preparation, and College Credit Hours. This includes allowing educators from Waterford Schools to directly work with the Children's Village to supplement learning. With the capability to assign a device to every single inmate in your facility, if you desire, the days of sharing communication equipment are over.

Service Excellence and Quality Client Care

Your Securus Account Executive, **Joel Stubblefield**, joined Securus in 2019 from a long and successful career in Jail and Tactical Operations. Residing a short drive away in Noblesville, Indiana; Joel informed perspective and unique insight of the day to day operations, criminal and internal investigations, policies and procedures, training, and most importantly level of service required from vendors, such as 24/7/365 availability. Oakland County will also be supported a carefully selected team of professionals that include an assigned account manager and client manager, and Securus' entire leadership team that includes Securus' Chief Executive Officer and President Dave Able.

Along with your full time on-site Securus repair technician, **Tim Allarding**, who lives less than 40 minutes from your facility, and many other local field service technicians; OCSO will be supporting by the Securus Network Operations Center (NOC). The NOC provides 24/7/365 remote monitoring of all data centers, infrastructure components, platform systems, and inmate phone systems using a suite of network performance monitors. Our Dallas based technical support and customer support teams are available 24/7/365 to your staff and constituents; as well as the family and friends of those incarcerated.

Proven Capabilities

Utilizing the provided reference section, you will find a list of agencies to contact within Michigan including Ingham, St. Clair, and Muskegon; as well as nearby Elkhart, Indiana — Cuyahoga/Cleveland, Ohio, and Davidson/Nashville, Tennessee.

5.0 RFP REQUIREMENTS

5.0 RFP REQUIREMENTS

The requirements set forth in this section of the RFP serve as a minimum guideline for the Department of Information Technology and Oakland County Sheriff's Office in its selection of a solution. The requirements have been grouped into sections: General Business Objectives, Business Model Requirements, Solution Requirements, and Licensing Requirements. **SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.**

5.1 GENERAL BUSINESS OBJECTIVES

Oakland County seeks a solution that satisfies the following business objectives:

- Respondents must address the general business objectives set forth in the RFP.

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

Securus' proposed system will empower Oakland County with a proven investigative and efficiency enhancing technology suite that allows communications to occur without sacrifices to staff or community security. Our NextGen Secure Call Platform (SCP) is scalable to grow with the County and utilizes a centralized architecture that virtually eliminates down time and allows upgrades to occur regularly to ensure the system is never obsolete.

By partnering with Securus, the Oakland County Sheriff's Office 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.

Vast Resources and Innovative Technology

Securus Technologies, LLC (Securus) appreciates the opportunity to submit our proposed solution to provide an Inmate Communication System for the Oakland County Sheriff's Office that includes our innovative NextGen Securus Communications Platform™ (NextGen SCP™), Securus' Video Connect™ system (SVC™), Securus' Wall-Docked ConnectUS Kiosk Platform,

Educational, Mental, Self-help Applications providing access to preparation courses to attain a GED diploma, accredited college courses, specific juvenile-focused courses, religious and spiritual books and material, mental health resources, JobView for career preparation and available opportunities, Law Library, recidivism resources to fight the cycle, and the Lexipol Learning Management System offering the CorrectionsOne Academy and PoliceOne Academy subscription-based learning management systems with a library of corrections and law enforcement training courses and features to streamline training workflow, and Securus' comprehensive investigative suite of technologies.

SECURUS AT A GLANCE

1.1 MILLION inmates served

29 MILLION inmate calls connected annually

99.9% network uptime

Over **240** patents issued and **100** more pending

More than **1,800** employees

89% customer retention rate

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

These solutions all leverage automation to reduce the workload of officers and provide unmatched investigative ability meet Oakland County's evolving needs. As such, Securus will leverage our experience of more than 35 years as a technology company dedicated to servicing the correctional industry and our commitment to shaping the industry as demonstrated through our innovative technology solutions resulting from our more than 230 patents issues and 100 pending.

Founded in 1986, Securus and its predecessor organizations have been providing corrections communications solutions to correctional facilities for more than 35 years. Nearly 3,000 safety, law enforcement, and corrections agencies currently use Securus products. Our partners house over 1,100,000 inmates in 50 states nationwide.

Securus has dedicated professionals in our organization that are designated to specifically serve the unique needs and challenges of agencies of every size and complexity. One team focuses on Department of Corrections (DOC) and Large Market agencies. Likewise, we have carefully selected a group of professionals that are designated as the Middle and Growth Market and have significant experience in serving agencies in the Middle and Growth market size and complexity. They understand that these markets have unique needs and very specific challenges that larger agencies may not face. As such, our team's significant experience and focus on these markets enables us to bring an informed perspective and unique insight that affords us the ability to scale technologies and solutions to needs and scale to achieve the highest possible operational efficiency and service efficiencies that translate to value for Oakland County through a high quality client care experience that we believe our competitors cannot offer. As a result of an association with Securus, Oakland County will have access to these established processes, best-practices, service efficiencies that create a competitive advantage for Oakland County and offer the most efficient path to meeting or exceeding your organizational and performance objectives and goals.

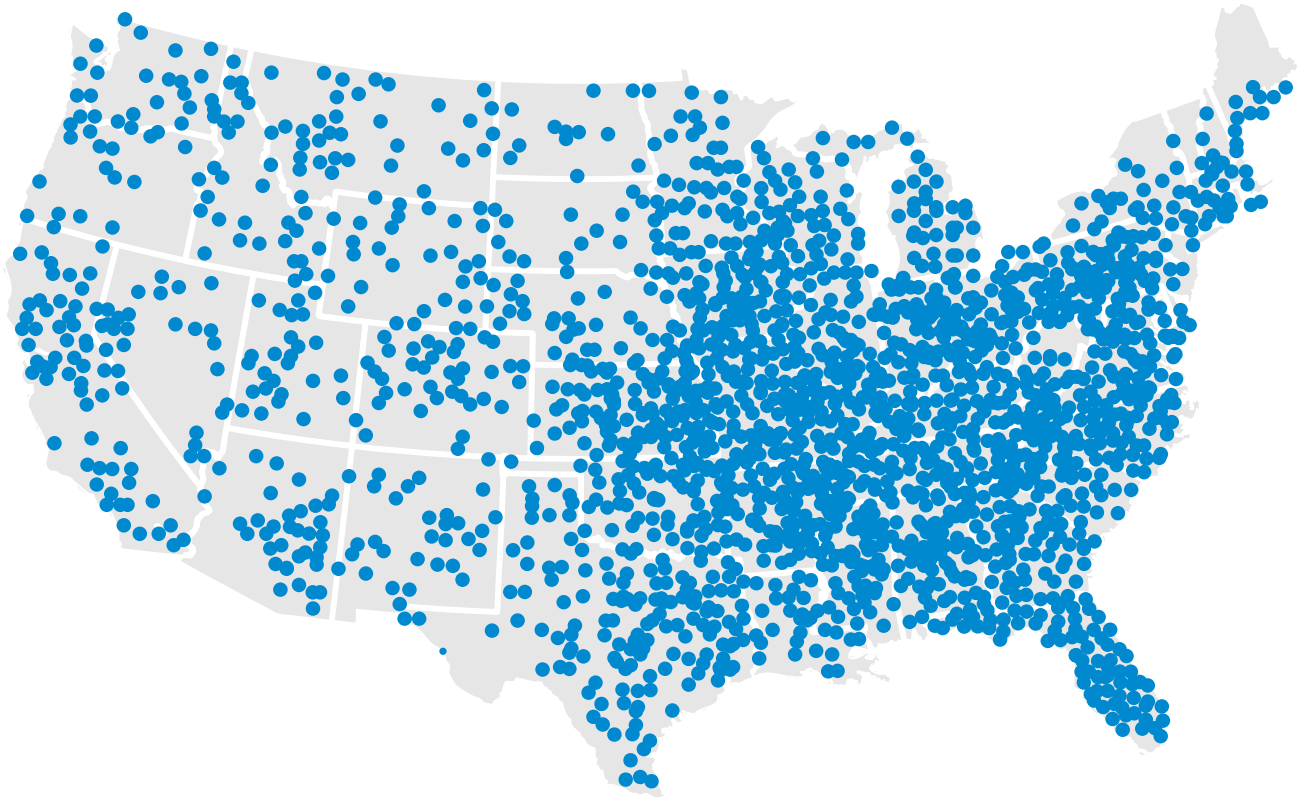
Industry Leadership and Experience

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

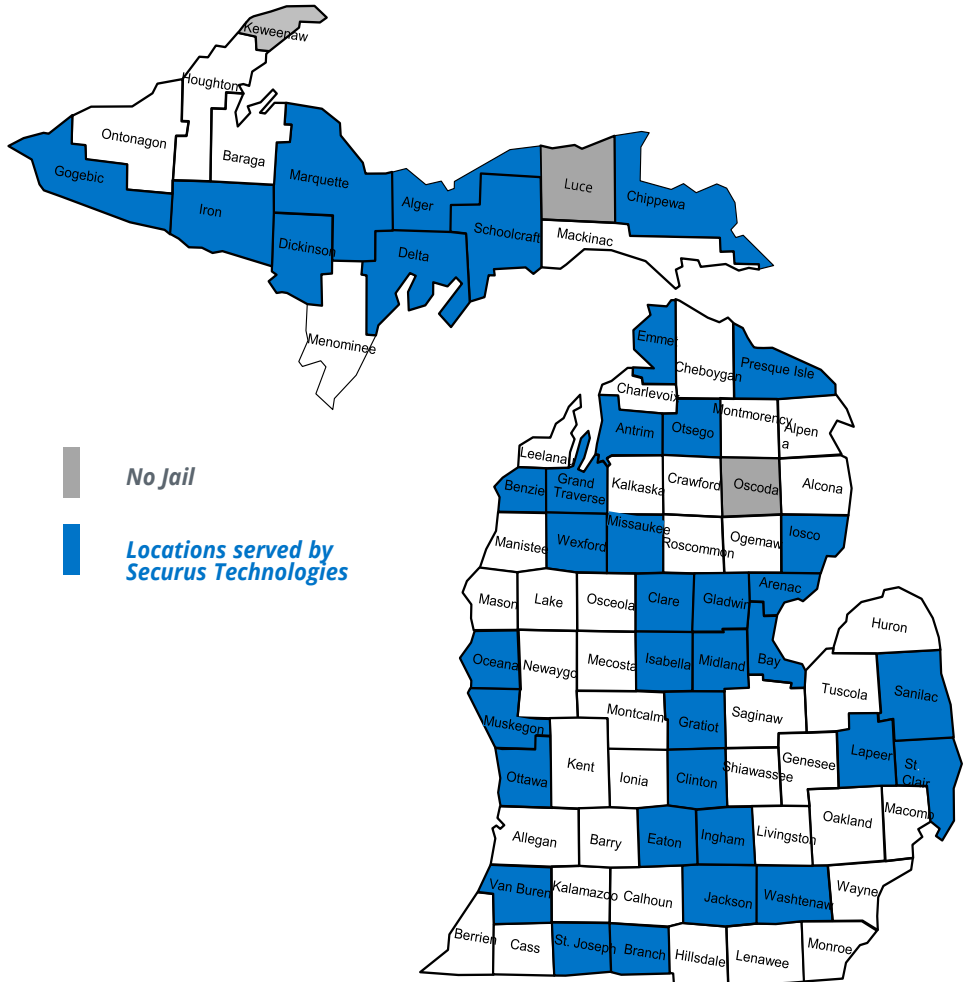
- Securus has installed the NextGen Securus Communications Platform™ (NextGen SCP™) and its predecessor Secure Call Platform (SCP) inmate calling solutions at over 2,900 facilities, making them the corrections communication industry's most deployed inmate phone systems.
- Securus has deployed more than 22,000 Securus Video Connect terminals nationwide.
- Securus has delivered over 300,000 tablets into the hands of inmates.
- Securus provides only single-sourced solutions and maintains all of the hardware and software used in our projects
- Video Connect Applications and Automated Processes consisting of Inmate Forms and Grievances for agencies, education, religion, self-help, mental health, re-entry, and entertainment applications
- Securus is proud to maintain an 89% customer retention rate
- Securus will provide access to the Lexipol Learning Management System that offers CorrectionsOne Academy and PoliceOne Academy, subscription-based learning management systems that provide a library of corrections and law enforcement training courses and features to streamline training workflow.

Our Secure Call Platform (SCP) is the leading platform in the industry with more than **2,900 installations** nationwide. Securus has **over 22,000 video kiosks deployed** that delivers communication services such as Phone Calls and Video Connect for the incarcerated community; while providing automated processes like Inmate Forms and Grievances for agencies. Securus has **over 290,500 tablets in service** across the nation providing inmates educational, religious, self-help, re-entry, and entertainment applications. With our commitment to provide state-of-the-art technology coupled with our dedication to client support and satisfaction, we are proud to maintain an 89% customer retention rate.

Our U.S. Presence



Our Michigan Presence



Securus Patents

Every company has a source of significant pride. For Securus, our pride comes from our growing patent portfolio because it is a tangible representation of our leadership in innovation.



Emerging technologies are those technical innovations that represent progressive development. Securus has a long history of providing progressive solutions to its customers, as evidenced by its impressive intellectual property portfolio. Securus has had more than 235 issued and 110 pending patents.

Securus serves all customers from a single, Securus-owned technology platform built from the ground up. The number of patents and which specific piece of our Secure Call Platform which are protected by them is too voluminous to delineate in this RFP response. Among Securus' many patents, the following protect the technologies that are inherent in SCP - 5,539,812, 7,042,992, 6,560,323, 7,899,167.

Rest assured that the requests from correctional and law enforcement professionals guided the development of the platform's features and functionality. We heard our customers, and we created a user experience based on their feedback. We manage, service, and enhance our platform using only Securus associates. Most other providers do not own and service their entire platform. **Dilution of accountability and service is inevitable when a company outsources their technology.** We believe it is important to own and maintain our communications platform so that **we can quickly respond to customer requests without depending on a third party.** We lead the industry in available features today, and we are continuously developing more.

We believe it is important to own and maintain our communications platform so that we can quickly respond to customer requests without depending on a third party.

- **Contractor must be able to provide the complete system without a third-party application.**

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

Securus will provide all services without the use of sub-contractors. Our proposed system was designed, developed, deployed and will be supported by Securus associates.

Securus does not intend to sub-contract the installation and maintenance of the collect-only inmate telephones because we have our own implementation team and technicians. Securus' extensive experience installing and maintaining inmate telephone systems have helped us develop installation and cut-over procedures that will minimize disruptions and errors, and maximize Oakland County's satisfaction.

Securus Technologies 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 three years, our team has completed more than 1,700 quality installations of our Secure Call Platform (SCP), and has averaged a 4.6 (out of 5) customer satisfaction rating every year.

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

Recent customer testimonials include:

"I could not be more pleased with the quality and professionalism of the SECURUS personnel associated with the installation of our inmate telephone system."

- ***Captain John Donegan – Suffolk County Jail, Riverhead, NY***

"Securus delivered on the promises made in the Request for Proposal response and contract negotiations with a cutover that was seamless and efficient for everyone involved. The transition for friends and family of inmates has been very easy with few, if any, serious complaints over Securus service or response."

-- ***Armando "Eddie" Valeriano, Deputy Warden, Connecticut DOC***

"The Securus installation team is the most professional group of people that I have ever had the pleasure of working with on this type of project. Their attention to detail and dedication to customer satisfaction allowed them to complete a statewide, multi-location installation well under the projected completion date with virtually no unforeseen problems. I would love to work with them on another project."

-- ***Karl Prince, IT Manager, Louisiana DOC***

Securus uses our own billing system and does not contract with outside billing contractors, which might expose call records to tampering or corruption. Because the SCP is a centralized system, there is no need to download call records as there would be with a traditional premises-based system. Call records are entered directly into the billing system for rating and billing on a near real-time basis. High-level data security measures prevent tampering of call records in all hardware and software systems used by Securus to rate and store call records.

Serving so many correctional facilities requires Securus to have the best internal controls and processes in the industry. Securus is proud to be the only inmate telecommunications provider in the U.S. that is Sarbanes-Oxley Section 404 compliant. Being Sarbanes-Oxley compliant means that an independent accounting and auditing firm has completed a comprehensive, in-depth evaluation and testing of our internal controls for financial reporting. Their unqualified audit opinion, or compliance, confirms that Securus has effective controls and safeguards in place to manage critical financial information.

- **Contractors must be established providers of IT solutions, products, and services for government with a proven, demonstrable record of successful government implementations.**

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

For over 35 years, corrections industry constituents—facilities, inmates, and the family and friends of inmates—have relied on Securus Technologies and our predecessor organizations for communication solutions designed to fulfill their specialized needs.

In 2009, Securus made a strategic move. Understanding how advanced technologies could radically change the civil and criminal justice industries, Securus executed a plan to leverage our technical expertise and expand our portfolio with complementary products and services that go beyond communications.

Today, we are the fastest growing provider in the industry because we offer compelling products and services. We continue to expand our reach while remaining focused on the civil and criminal justice industry to offer our client the most advanced and innovative technologies and scalability to meet your growing and evolving needs, both today and for many years to come.

Securus Technologies 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. Our team has completed more than 1,700 quality installations of our flagship Secure Call Platform (SCP), and has averaged a 4.6 (out of 5) customer satisfaction rating every year.

- **Respondents must describe how their system supports these business objectives as well as highlight the realizable tangible and intangible benefits Oakland County could expect to gain from selecting their solution.**

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

Securus' proposed system will empower Oakland County with a proven investigative and efficiency enhancing tool that allows communications to occur without sacrifices to staff or community security. Our Secure Call Platform (SCP) is scalable to grow with the County and utilizes a centralized architecture that virtually eliminates down time and allows upgrades to occur regularly to ensure the system is never obsolete.

Securus has discussed several **Value Added Technologies and Optional Services** that have been detailed in the **Value Added Alternatives** and **Pricing Sections** of this proposal response document, as well as in the **Executive Summary**.

- **Contractor products and solutions must be pre-packaged or bundled as complete implemented solutions with associated pricing.**

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

- **Oakland County will consider alternative proposals from any Respondent who desires to propose a business model or technology solution that differs from that defined in the RFP, but still allows Oakland County to achieve the objectives set forth in this section of the RFP.**

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

Securus has discussed several Value-Added Alternatives, some that are included in our offer and others that are optional as indicated in the **Value-Added Alternatives section** and the **Pricing Section** of this proposal response document.

5.2 BUSINESS MODEL REQUIREMENTS

At a minimum, Respondents must define in their proposals how their business models will address the following (please respond inline below):

The provision of existing IT products and/or services for government that could be made available as cloud computing solutions. Include free and fee-based (subscription and one-time) offerings within this description.

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

Headquartered in Carrollton, Texas, and serving more than 3,450 public safety, law enforcement and corrections agencies and over 1,200,000 incarcerated individuals across North America, Securus Technologies is committed to serve and connect by providing incident management, public information, investigation communication, information management, residents self-service, and monitoring products and services in order to make our world a safer place to live.

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

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

- 1. The provision of existing cloud-based IT products and/or services for government. Include free and fee-based (subscription and one-time) offerings within this description.**

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

2. Description of future or planned IT products and/or services for government (local installations or cloud solutions) for government. Include free and fee-based (subscription and one-time) offerings within this description.

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

Securus is constantly evolving both our product/services portfolio as well as features/capabilities within existing products/services

These will be made available to Oakland County as they are available – at no cost to the agency

Specific examples include:

- Securus Text Connect
- ITS Subscriptions
-
-

3. The provision of a sustainable business model supporting use of the Respondent's products and/or services through a five-year period. Include any proposed changes in offerings that will occur over this period within this description.

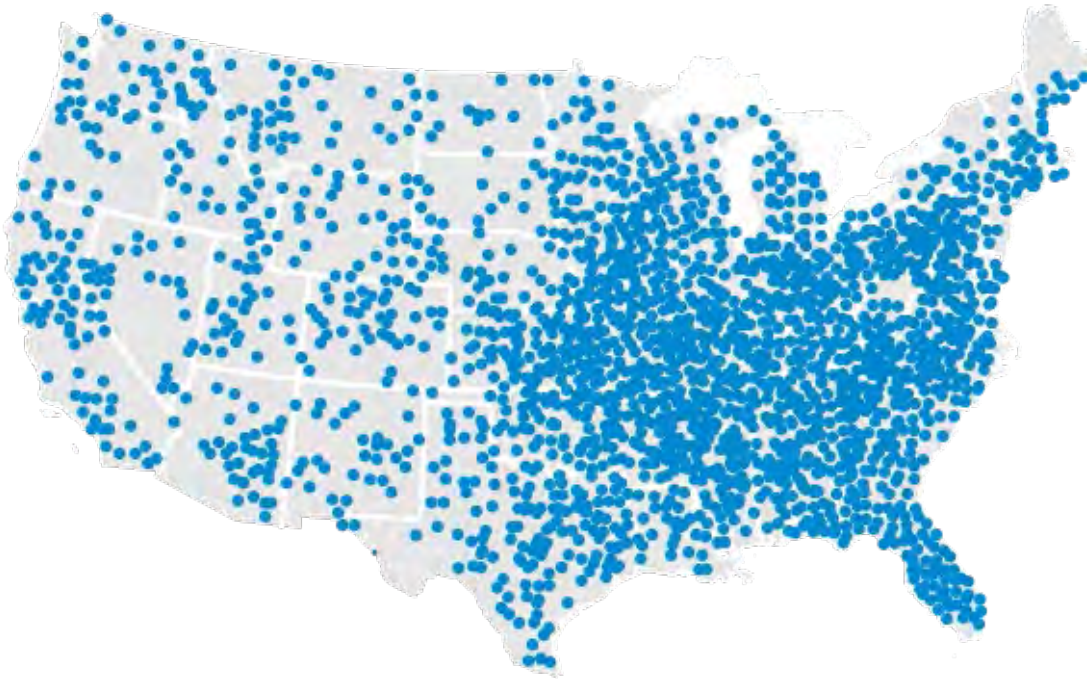
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

For over 35 years, corrections industry constituents—facilities, inmates, and the family and friends of inmates—have relied on Securus Technologies and our predecessor organizations for communication solutions designed to fulfill their specialized needs.

In 2009, Securus made a strategic move. Understanding how advanced technologies could radically change the civil and criminal justice industries, Securus executed a plan to leverage our technical expertise and expand our portfolio with complementary products and services that go beyond communications.

Today, we are the fastest growing provider in the industry because we offer compelling products and services. We continue to expand our reach while remaining focused on the civil and criminal justice industry to offer our client the most advanced and innovative technologies and scalability to meet your growing and evolving needs, both today and for many years to come.

Securus has the resources to install and operate large prison facility telecommunications systems. Only Securus provides services to four of the top five mega county facilities in the United States. We serve multiple DOCs and other very large facilities that house thousands of inmates, including Florida DOC; Louisiana DOC; New Mexico DOC; Missouri DOC; Illinois DOC; Kentucky DOC; Pennsylvania DOC; Connecticut DOC; New York City DOC; Boston, Massachusetts; Denver, Colorado; Dallas, Texas; Seattle, Washington; and Portland, Oregon. We are uniquely equipped to handle any inmate population, and community population.



Locations served by Securus Technologies

Patents

Every company has a source of significant pride. For Securus, our pride comes from our growing patent portfolio because it is a tangible representation of our leadership in innovation.

Emerging technologies are those technical innovations that represent progressive development. Securus has a long history of providing progressive solutions to its customers, as evidenced by its impressive intellectual property portfolio. Securus has had more than 230 patents issued and 100 pending patents.

Securus serves all customers from a single, Securus-owned technology platform built from the ground up. The requests from correctional and law enforcement professionals guided the development of the platform's features and functionality. We heard our customers, and we created a user experience based on their feedback. We manage, service, and enhance our platform using only Securus associates. Most other providers do not own and service their entire platform. Dilution of accountability and service is inevitable when a company outsources their technology.

We believe it is important to own and maintain our communications platform so that we can quickly respond to customer requests without depending on a third party. We lead the industry in available features today, and we are continuously developing more.

4. Respondents must identify if they currently provide products and/or services to Oakland County or State of Michigan Departments, Divisions or Agencies, or cities, villages or townships located within the State of Michigan.

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

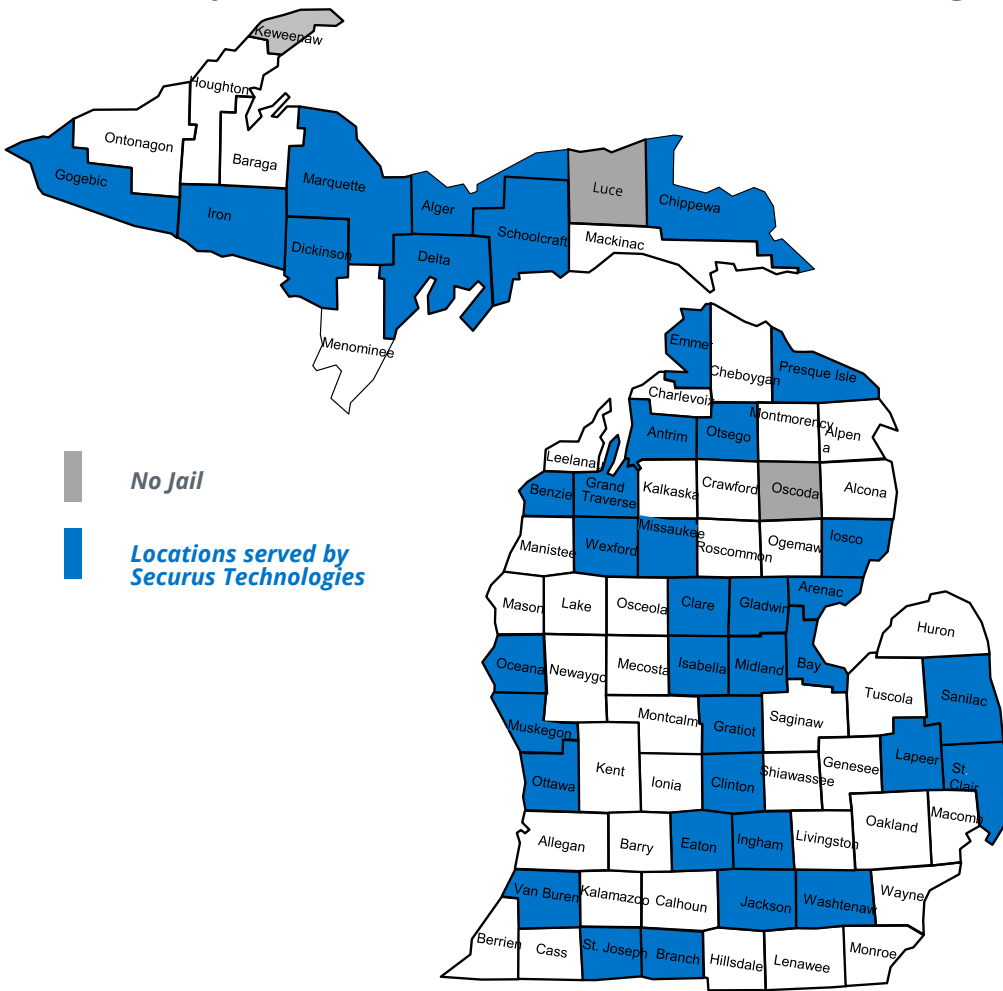
Securus is currently providing our technology and services to the following State of Michigan Departments, Divisions, Agencies, Cities, Villages, or Townships located within the State of Michigan.

Account Name	ITS	Tablets	SVC	AIS	Public Safety
ALGER COUNTY SHERIFF'S DEPT	Yes	Yes	Yes		
ANTRIM COUNTY SHERIFF'S OFFICE	Yes				
ARENAC COUNTY JAIL	Yes				
OAKLAND COUNTY SHERIFF'S DEPT	Yes				
DETROIT MADISON CENTER	Yes				
GOGEBIC COUNTY SHERIFF'S DEPT	Yes	Yes	Yes		
GROSSE POINTE PARK CITY	Yes				
HOLLAND POLICE DEPT	Yes				
IOSCO COUNTY SHERIFF'S DEPT	Yes				
IRON COUNTY SHERIFF'S DEPT	Yes				
MISSAUKEE COUNTY SHERIFF'S OFFICE	Yes				
NILES LAW ENFORCEMENT COMPLEX	Yes				
OCEANA COUNTY JAIL	Yes		Yes		
OTSEGO COUNTY JAIL	Yes				
PRESQUE ISLE COUNTY JAIL	Yes				
SCHOOLCRAFT COUNTY JAIL	Yes				
US PROBATIONS - EASTERN DISTRICT OF MICHIGAN	Yes				
MI DOC		Yes			
BAY COUNTY LAW ENFORCEMENT CENTER	Yes	Yes	Yes	Yes	
BRANCH COUNTY JAIL	Yes	Yes	Yes	Yes	
CHIPPEWA COUNTY JAIL	Yes		Yes	Yes	
CLARE COUNTY JAIL	Yes		Yes	Yes	
CLINTON COUNTY JAIL	Yes	Yes	Yes	Yes	
DELTA COUNTY CORRECTIONAL FACILITY	Yes	Yes	Yes	Yes	
DICKINSON COUNTY JAIL	Yes	Yes	Yes		
EATON COUNTY SHERIFF'S DEPT	Yes	Yes	Yes	Yes	
EMMET COUNTY SHERIFF'S OFFICE	Yes	Yes	Yes		
FLINT POLICE DEPT	Yes				
GLADWIN COUNTY JAIL	Yes	Yes		Yes	
GRAND TRAVERSE COUNTY	Yes		Yes	Yes	
GRATIOT COUNTY JAIL	Yes		Yes		
ISABELLA COUNTY JAIL	Yes	Yes	Yes	Yes	
JACKSON COUNTY	Yes	Yes	Yes	Yes	
LANSING POLICE DEPT	Yes			Yes	
LAPEER COUNTY	Yes			Yes	Yes

Account Name	ITS	Tablets	SVC	AIS	Public Safety
MARQUETTE COUNTY	Yes	Yes	Yes		
MIDLAND COUNTY JAIL	Yes	Yes	Yes	Yes	
MONTCALM COUNTY	Yes		Yes	Yes	
MUSKEGON COUNTY JAIL	Yes	Yes	Yes	Yes	
OTTAWA COUNTY JAIL	Yes			Yes	
SANILAC COUNTY JAIL	Yes		Yes	Yes	
ST CLAIR COUNTY JAIL	Yes	Yes	Yes	Yes	
ST JOSEPH COUNTY JAIL	Yes	Yes	Yes	Yes	
VAN BUREN COUNTY JAIL	Yes	Yes	Yes	Yes	
WASHTENAW COUNTY SHERIFFS DEPT	Yes	Yes	Yes	Yes	
WEXFORD COUNTY JAIL	Yes		Yes	Yes	
INGHAM COUNTY JAIL	Yes		Yes	Yes	

Our Michigan Presence

Securus currently serves facilities in **38 counties in the State of Michigan**.



AllPaid, Inc. (formerly GovPayNet, AllPaid)

Aventiv Technologies is a diversified technology company that provides innovative solutions to customers in the corrections and government services sectors. Aventiv is the parent company to Securus Technologies and AllPaid (formerly GovPayNet, now known as AllPaid), are leading providers of innovative products and services. The collective power of these unified organizations deliver superior value and service to all of our customers nationwide. AllPaid is an Indiana-based company that has served the public industry sector, government agencies, and their constituents for more than 23 years, providing card processing and payment services, including court fines, traffic violations, bond payments, taxes, and utilities, to more than 3,000 government agencies across the U.S.

The following is a list of agencies in the state of Michigan are current clients of AllPaid. These agencies include:

Agency	Description	County
FRIEND OF THE COURT MANISTEE COUNTY	CHILD SUPPORT PAYMENTS	MANISTEE
CLERK OF 24TH CIRCUIT COURT - FAMILY DIVISION - SANILAC COUNTY	JUVENILE ASSESSMENTS & RESTITUTION	SANILAC
SANILAC COUNTY ROAD COMMISSION	FEES	SANILAC
23rd Circuit Court Arenac County	FINES & COSTS	ARENAC
34TH CIRCUIT COURT ROSCOMMON	34TH Felony/Civil	ROSCOMMON
36TH JUDICIAL CIRCUIT COURT FRIEND OF THE COURT	FRIEND OF THE COURT PAYMENTS	VAN BUREN
43RD DISTRICT COURT	FINES & COSTS - Ferndale	OAKLAND
43RD DISTRICT COURT	FINES & COSTS - Hazel Park	OAKLAND
46TH DISTRICT COURT OAKLAND COUNTY	FINES & COSTS	OAKLAND
54th Circuit Court Tuscola County	FINES & COSTS	TUSCOLA
BARRY COUNTY, 56-B DISTRICT COURT	FINES & COSTS	BARRY
71 B DISTRICT COURT TUSCOLA COUNTY	FINES & COSTS	TUSCOLA
73A DISTRICT COURT SANILAC COUNTY	FINES & COSTS	SANILAC
78TH DISTRICT COURT - NEWAYGO COUNTY	FINES & COSTS	NEWAYGO
85TH DISTRICT COURT - MANISTEE COUNTY	FINES & COSTS	MANISTEE
88TH DISTRICT COURT DIVISION 1 ALPENA COUNTY	FINES & COSTS	ALPENA
81st District Court Alcona County	FINES	ALCONA
81ST DISTRICT COURT ARENAC COUNTY	FINES & COSTS	ARENAC
BARRY COUNTY CLERK	COP - FINES & FEES	BARRY
BARRY COUNTY CLERK	VITAL RECORDS & SERVICES	BARRY
BARRY COUNTY FRIEND OF THE COURT	PAYMENTS	BARRY
BARRY COUNTY PLANNING OFFICE	FEES	BARRY
BARRY COUNTY REGISTER OF DEEDS	FEES & COSTS	BARRY
BARRY COUNTY TREASURER	DELINQUENT PROPERTY TAXES	BARRY

Agency	Description	County
BARRY COUNTY TRIAL COURT - FAMILY DIVISION	JUVENILE FEES	BARRY
BRANCH COUNTY FRIEND OF THE COURT	CHILD SUPPORT	BRANCH
BRANCH COUNTY JUVENILE COURT	JUVENILE FEES	BRANCH
Branch County Sheriff's Office	REIMBURSEMENTS	BRANCH
CALHOUN COUNTY CORRECTIONAL FACILITY	CASH BAIL	CALHOUN
Delta County 94th District Court	FINES & COSTS	DELTA
DICKINSON COUNTY 95-B DISTRICT COURT	FINES & COSTS	DICKINSON
EATON COUNTY FRIEND OF THE COURT	FRIEND OF THE COURT PAYMENTS	EATON
28TH JUDICIAL DISTRICT COURT	FINES & COSTS	WAYNE
GOGEBIC COUNTY SHERIFFS DEPARTMENT	Cash Bond - remote	GOGEBIC
GROSSE POINTE PARK MUNICIPAL COURT	FINES & COSTS	WAYNE
HILLSDALE COUNTY FRIEND OF THE COURT	FRIEND OF COURT PAYMENTS	HILLSDALE
HOUGHTON COUNTY SHERIFFS OFFICE	CASH BOND	HOUGHTON
INGHAM COUNTY FRIEND OF THE COURT	FRIEND OF THE COURT PAYMENTS	INGHAM
81ST DISTRICT COURT IOSCO COUNTY	FINES & COSTS	IOSCO
95B DISTRICT COURT IRON COUNTY	FINES & COSTS	IRON
21ST CIRCUIT COURT ISABELLA COUNTY	FINES & COSTS	ISABELLA
Isabella County Corrections Facility	CASH BAIL	ISABELLA
76TH DISTRICT COURT ISABELLA COUNTY	FINES & COSTS	ISABELLA
ISABELLA COUNTY TRIAL COURT FRIEND OF THE COURT	CHILD SUPPORT	ISABELLA
ISABELLA COUNTY TRIAL COURT PROBATE AND FAMILY	FINES & COSTS	ISABELLA
JACKSON COUNTY FRIEND OF THE COURT	CHILD SUPPORT	JACKSON
59TH DISTRICT COURT GRANDVILLE	FINES & COSTS - GRANDVILLE	KENT
59TH DISTRICT COURT WALKER	FINES & COSTS - WALKER	KENT
LAKE COUNTY TRIAL COURT	FINES & COSTS	LAKE
71A DISTRICT COURT LAPEER COUNTY	FINES & COURT COSTS	LAPEER
92ND DISTRICT COURT	FINES & COSTS	LUCE
92ND DISTRICT COURT MACKINAC COUNTY	FINES & COSTS	MACKINAC
MACKINAC COUNTY CLERK	CLERK'S FEES	MACKINAC
MACOMB COUNTY PROBATE COURT- WILLS & ESTATE DIVISION	PROBATE FEES	MACOMB
42ND DISTRICT COURT DIVISION 1 MACOMB COUNTY	FINES, COSTS & BONDS	MACOMB
MACOMB COUNTY FRIEND OF THE COURT	CHILD SUPPORT	MACOMB
MACOMB COUNTY JUDICIAL AIDE	Judicial Aide Payments	MACOMB
MACOMB COUNTY REIMBURSEMENT DEPARTMENT	Reimbursement	MACOMB
MACOMB COUNTY JAIL	CASH BOND	MACOMB
MARQUETTE COUNTY SHERIFF'S DEPARTMENT	HOUSING REIMBURSEMENT	MARQUETTE
96TH DISTRICT COURT MARQUETTE	CASH BOND	MARQUETTE

Agency	Description	County
84TH DISTRICT COURT - MISSAUKEE COUNTY	FINES, COSTS & TRAFFIC	MISSAUKEE
MONROE COUNTY 1ST DISTRICT COURT	FINES & COSTS	MONROE
MONROE COUNTY ERIE COURT	FINES & COSTS	MONROE
MONTCALM COUNTY CLERK	VITAL RECORDS FEES	MONTCALM
MONTCALM COUNTY FRIEND OF THE COURT	CHILD SUPPORT	MONTCALM
OAKLAND COUNTY SHERIFFS DEPARTMENT	CASH BOND	OAKLAND
Orleans Township Treasurer	TAXES	IONIA
OSCODA COUNTY 81ST DISTRICT COURT	FINES	OSCODA
OSCODA COUNTY SHERIFF'S DEPARTMENT	CASH BAIL	OSCODA
SAGINAW COUNTY FRIEND OF THE COURT	CHILD SUPPORT & FEES	SAGINAW
SANILAC COUNTY PROBATE COURT	FEES	SANILAC
SANILAC COUNTY SHERIFF'S DEPARTMENT	CASH BOND	SANILAC
SANILAC COUNTY CLERK	VITAL REC & FILING/APPLIC FEES	SANILAC
SANILAC COUNTY TREASURER'S OFFICE	DELINQUENT PROPERTY TAXES	SANILAC
ST CLAIR COUNTY SHERIFFS OFFICE	CASH BOND	ST CLAIR
ST CLAIR COUNTY SHERIFFS OFFICE	FINES & COSTS	ST CLAIR
ST CLAIR COUNTY SHERIFFS OFFICE	REIMBURSEMENTS	ST CLAIR
3B DISTRICT COURT ST JOSEPH COUNTY	FINES & COSTS	ST JOSEPH
ST JOSEPH COUNTY FRIEND OF THE COURT	CHILD SUPPORT PAYMENTS	ST JOSEPH
TUSCOLA COUNTY FRIEND OF THE COURT	CHILD SUPPORT, COURT COSTS & FEES	TUSCOLA
TUSCOLA COUNTY HEALTH DEPARTMENT	FEES	TUSCOLA
VAN BUREN COUNTY 7TH DISTRICT CT SOUTH HAVEN	FINES & COSTS	VAN BUREN
WAYNE COUNTY SHERIFFS DEPT DICKERSON FACILITY	CASH BOND	WAYNE
WAYNE COUNTY SHERIFFS DEPT JAIL DIVISION 1 and 2	CASH BOND	WAYNE
84TH DISTRICT COURT - WEXFORD COUNTY	FINES, COSTS & FEES	WEXFORD
WEXFORD COUNTY SHERIFF'S DEPARTMENT	CASH BOND - IN COUNTY	WEXFORD
24TH JUDICIAL CIRCUIT COURT	SEARCH FEES	SANILAC
29TH DISTRICT COURT	CASH BOND	WAYNE
CRAWFORD COUNTY SHERIFFS OFFICE 46TH CIRCUIT COURT	CASH BOND	CRAWFORD
29TH DISTRICT COURT	FINES & COSTS	WAYNE
41A DISTRICT COURT SHELBY TOWNSHIP	CASH BOND	MACOMB
41B DISTRICT COURT	FINES & COSTS	MACOMB
27TH DISTRICT COURT	FINES & COSTS	WAYNE
LAKE COUNTY TREASURER	PROPERTY TAXES	LAKE
CALHOUN CO SHERIFF BATTLE CREEK	SHERIFF FEES	CALHOUN
WEXFORD COUNTY SHERIFF'S DEPARTMENT	CASH BOND - OUT OF COUNTY	WEXFORD
KENT COUNTY SHERIFFS DEPARTMENT	CASH BOND	KENT
KENT COUNTY SHERIFFS DEPARTMENT	FINES & COSTS	KENT

Agency	Description	County
10th District Court	FINES & COSTS	CALHOUN
KENT COUNTY SHERIFFS DEPARTMENT	ROOM & BOARD BILLS	KENT
OAKLAND COUNTY SHERIFF'S OFFICE	CASH BOND	OAKLAND
OAKLAND COUNTY SHERIFFS OFFICE 85TH DISTRICT COURT	FINES & COSTS	OAKLAND
OAKLAND COUNTY SHERIFF'S OFFICE	INMATE HOUSING & MEDICAL FEES	OAKLAND
LAKE COUNTY SHERIFF'S DEPARTMENT	CASH BOND	LAKE
39th District Court	CASH BOND	MACOMB
CRAWFORD COUNTY TREASURER	DELINQUENT PROPERTY TAXES	CRAWFORD
BRANCH COUNTY COMMUNITY HEALTH AGENCY	ENVIRONMENTAL HEALTH FEES	BRANCH
HILLSDALE COUNTY COMMUNITY HEALTH AGENCY	ENVIRONMENTAL HEALTH FEES	HILLSDALE
ST. JOSEPH COUNTY COMMUNITY HEALTH AGENCY	ENVIRONMENTAL HEALTH FEES	ST JOSEPH
BRANCH COUNTY COMMUNITY HEALTH AGENCY	CLINIC SERVICE FEES	BRANCH
HILLSDALE COUNTY COMMUNITY HEALTH AGENCY	CLINIC SERVICE FEES	HILLSDALE
ST. JOSEPH COUNTY COMM HEALTH AGENCY - THREE RIVERS	CLINIC SERVICE FEES	ST JOSEPH
ST. JOSEPH COUNTY COMMUNITY HEALTH AGENCY - STURGIS	CLINIC SERVICE FEES	ST JOSEPH
CALHOUN COUNTY TREASURER	DELINQUENT REAL PROPERTY TAXES	CALHOUN
10TH CIRCUIT FAMILY DIVISION	JUVENILE COURT FEES	SAGINAW
IONIA COUNTY SHERIFFS DEPARTMENT	CASH BOND	IONIA
LAKE TOWNSHIP TREASURER	PROPERTY TAXES	LAKE
39TH DISTRICT COURT ROSEVILLE	TRAFFIC & CRIMINAL FINES	MACOMB
39TH DISTRICT COURT FRASER	TRAFFIC & CRIMINAL FINES	MACOMB
MUSKEGON COUNTY FAMILY COURT DIVISION	DOMESTIC DIVISION PAYMENTS	MUSKEGON
MUSKEGON COUNTY FAMILY COURT DIVISION	JUVENILE DIVISION PAYMENTS	MUSKEGON
54th Circuit Court Tuscola County	FAMILY COURT COSTS	TUSCOLA
65 A District Court Clinton County	Fines, Costs & Traffic Tickets	CLINTON
IONIA COUNTY TREASURER'S OFFICE	PROPERTY TAXES	IONIA
30TH CIRCUIT COURT GENERAL TRIAL DIVISION INGHAM	Criminal and Copy Court Fees	INGHAM
MANISTEE COUNTY SHERIFFS OFFICE 85th District Court	CASH BOND - ONSITE	MANISTEE
MANISTEE COUNTY SHERIFF'S OFFICE	CASH BOND - Remote	MANISTEE
64B DISTRICT COURT MONTCALM COUNTY	FINES & COSTS	MONTCALM
MONTCALM COUNTY JAIL	HOUSING REIMBURSEMENT & MED COSTS	MONTCALM
WEXFORD COUNTY SHERIFF'S DEPARTMENT	PAYMENTS	WEXFORD

Agency	Description	County
WAYNE COUNTY SHERIFFS DEPT JAIL DIVISION 1 and 2	FINES & COSTS	WAYNE
CLERK OF 24TH CIRCUIT COURT - SANILAC COUNTY	FINES & COSTS	SANILAC
CLERK OF 24TH CIRCUIT COURT - SANILAC COUNTY	COURT RECORDS	SANILAC
78TH DISTRICT COURT - NEWAYGO COUNTY	CASH BOND	NEWAYGO
MONTCALM COUNTY 8TH CIRCUIT COURT CLERK	FEES	MONTCALM
BARRY COUNTY JAIL - 56B DISTRICT COURT	CASH BOND - 56B DISTRICT COURT	BARRY
BARRY COUNTY JAIL - 5TH CIRCUIT - CRIMINAL	CASH BOND - 5TH CIRCUIT CRIMINAL	BARRY
BARRY COUNTY JAIL - 5TH CIRCUIT COURT FOC	CASH BOND - 5TH CIRCUIT COURT FOC	BARRY
BARRY COUNTY JAIL - PROBATE COURT	CASH BOND - PROBATE COURT	BARRY
Isabella County Corrections Facility	HOUSING PAYMENTS	ISABELLA
MACOMB COUNTY JAIL	REIMBURSEMENTS-PRISONER PAY TO STAY	MACOMB
MONTCALM COUNTY TREASURER	Cremation Fees	MONTCALM
MUSKEGON COUNTY JAIL	Jail Bonding, Medical Reimburse & Misc Costs	MUSKEGON
OAKLAND COUNTY SHERIFFS DEPARTMENT	FINES & COSTS	OAKLAND
ROSCOMMON COUNTY SHERIFF'S DEPARTMENT	JAIL REIMBURSEMENT	ROSCOMMON
SANILAC COUNTY SHERIFFS DEPARTMENT	FINES & COSTS	SANILAC
NEWAYGO COUNTY SHERIFF'S DEPARTMENT	FINES & COSTS	NEWAYGO
50TH DISTRICT COURT	FINES & COSTS	OAKLAND
LAPEER COUNTY FAMILY COURT - JUVENILE DIVISION	FEES	LAPEER
SANILAC COUNTY TREASURER'S OFFICE	PROPERTY SALES	SANILAC
NEWAYGO COUNTY FRIEND OF THE COURT	SPECIAL INSTRUCTION PAYMENTS	NEWAYGO
JUVENILE DIVISION 27TH CIRCUIT COURT NEWAYGO COUNTY	JUVENILE PROBATION PAYMENTS	NEWAYGO
CRAWFORD COUNTY BUILDING AND ZONING DEPARTMENT	PERMIT FEES	CRAWFORD
38th District Court	FINES & COSTS	MACOMB
EASTPOINTE POLICE DEPARTMENT	CASH BOND	MACOMB
45 District Court Oak Park	FINES & COSTS	OAKLAND
BARRY COUNTY JAIL - 5TH CIRCUIT COURT - FOC	FINES & COSTS - 5TH CIRCUIT CT FOC	BARRY
41A DISTRICT COURT SHELBY TOWNSHIP	FINES & COSTS	MACOMB
OAKLAND COUNTY 48TH DISTRICT COURT	FINES & COSTS	OAKLAND
SHIAWASSEE COUNTY FRIEND OF THE COURT	Friend of the Court	SHIAWASSEE
ROSEVILLE POLICE DEPARTMENT	ONSITE BOND - 39TH DC	MACOMB
21ST DISTRICT COURT	FINES & COSTS	WAYNE
38th District Court	CASH BOND	MACOMB
23RD CIRCUIT COURT IOSCO COUNTY	FINES & COSTS	IOSCO
44TH DISTRICT COURT	FINES & COSTS	OAKLAND

Agency	Description	County
23rd Circuit Court Alcona County	FINES & COSTS	ALCONA
MICHIGAN COURT ADMINISTRATION ASSOCIATION	ANNUAL DUES CONFERENCE FEES	KALAMAZOO
SAGINAW COUNTY SHERIFFS DEPARTMENT	ELECTRONIC MONITORING FEES	SAGINAW
79TH DISTRICT COURT	FINES & COSTS	MASON
MASON COUNTY SHERIFF'S DEPARTMENT	CASH BOND	MASON
79TH DISTRICT COURT	FILING FEES	MASON
30TH CIRCUIT COURT JUVENILE and FAMILY DIVISION	FINES, COSTS & BOND	INGHAM
MONTCALM COUNTY 8TH CIRCUIT COURT CLERK	FINES, COSTS & RESTITUTION	MONTCALM
SANILAC COUNTY TREASURER'S OFFICE	DOG LICENSES	SANILAC
VILLAGE OF SARANAC	PROPERTY TAXES	IONIA
VILLAGE OF SARANAC	WATER, SEWER & REFUSE PAYMENTS	IONIA
IONIA COUNTY FRIEND OF THE COURT	CHILD SUPPORT	IONIA
Clinton County Treasurer	Property Taxes	Clinton
Clinton County Treasurer	Dog Licenses	Clinton
Clinton County Treasurer	Miscellaneous Payments	Clinton
Croton Township	Property Taxes	Newaygo
67th District Court	Cash Bail	Genesee
67th District Court	Fines, Costs and Fees - Web and Phone	Genesee
67th District Court	Fines, Costs and Fees - Office	Genesee
67th District Court	Civil Payments	Genesee
City of White Cloud	Cemetery Lots & Miscellaneous Payments	Newaygo
Royal Oak Police Department	Cash Bail	Oakland
Royal Oak Police Department	Impound/Tow Fees	Oakland
Royal Oak Police Department	Records Fees	Oakland
30TH CIRCUIT COURT GENERAL TRIAL DIVISION INGHAM	General Trial	INGHAM
City of Grant	Utilities	Newaygo
City of Grant	Property Taxes	Newaygo
City of Grant	Police Department Payments	Newaygo
City of White Cloud	Water Utility	Newaygo
Clare County Veterans Affairs	Veterans Donations/Freedom Park	CLARE
White Cloud Sherman Utilities	Sewer Utility	Newaygo
Alcona County Building Department	Building Permits	ALCONA
Claybanks Township	Property Taxes	Oceana
Riley Fire Department, Inc.	Ambulance Fees	Vigo
Southwestern Michigan Community Ambulance Services	Ambulance Service	Berrien and Cass

Agency	Description	County
23RD CIRCUIT COURT IOSCO COUNTY	General Payments	IOSCO
KENT COUNTY SHERIFFS DEPARTMENT	Booking Fees	KENT
City of White Cloud	Property Taxes	Newaygo
City of White Cloud	Zoning & Permits	Newaygo
MARQUETTE COUNTY TREASURER	Utility Payments	MARQUETTE
44TH DISTRICT COURT	Counter - Berkley	OAKLAND
Otsego County Wide Jail Civil	Civil Process	OTSEGO
96TH DISTRICT COURT ISHPEMING	CASH BOND - remote	MARQUETTE
96TH DISTRICT COURT MARQUETTE	CASH BOND - remote	MARQUETTE
SANILAC COUNTY ROAD COMMISSION	FEES	SANILAC
City of St. Johns Michigan - Municipal	City Fees	CLINTON
City of Wakefield	Utility Payments	Gogebic
City of Wakefield	Miscellaneous Office Payments	Gogebic
95B District Court- Dickinson County	Fines & Costs- Onsite	DICKINSON
Village of Sparta	Property Taxes	
Village of Sparta	Utilities	
Village of Sparta	Village Fees	
City of Wakefield	Property Tax	Gogebic
ST JOSEPH COUNTY TREASURER	Parks and Recreation-Cade Lake	ST. JOSEPH
Muskegon Consolidated Reimbursement Unit	Muskegon County Jail Room and Board	Muskegon
City of Munising	Utility Payments - Remote	Alger
City of Munising	Tax Payments - Remote	Alger
CASS COUNTY FRIEND OF THE COURT	FRIEND OF THE COURT PAYMENTS	CASS
FRASER DEPARTMENT OF PUBLIC SAFETY	CASH BOND - FRASER 39TH DC	MACOMB
22ND DISTRICT COURT	CIVIL/TRAFFIC/FINES/COSTS	WAYNE
ALPENA COUNTY CLERK	FINES & COURT COSTS	ALPENA
54th Circuit Court Tuscola County	FEES	TUSCOLA
ODESSA TOWNSHIP TREASURER	PROPERTY TAXES	IONIA
42nd 2 District Court Macomb County	FINES & COSTS	MACOMB
CASS COUNTY TREASURER	DELINQUENT PROPERTY TAXES	CASS
WEXFORD COUNTY TREASURER	DELINQUENT PROPERTY TAXES	WEXFORD
28TH CIRCUIT COURT FAMILY DIVISION	FAMILY DIVISION FEES	WEXFORD
WEXFORD COUNTY PROBATE COURT	PROBATE FILING & SUPPORT FEES	WEXFORD
80th District Court Gladwin County	FINES & COSTS	GLADWIN
IONIA COUNTY CLERK	FINES & COSTS	IONIA
IONIA COUNTY CLERK	SERVICE FEES	IONIA
CHERRY GROVE TOWNSHIP	PROPERTY TAXES	WEXFORD

Agency	Description	County
GROSSE POINTE WOODS MUNICIPAL COURT	Fines & Costs - Remote payments	MACOMB
MUSKEGON COUNTY CIRCUIT COURT	FEES	MUSKEGON
MUSKEGON COUNTY CLERKS OFFICE	FEES	MUSKEGON
37TH DISTRICT COURT CENTER LINE	FINES & COSTS	MACOMB
37TH DISTRICT COURT WARREN	FINES & COSTS	MACOMB
GLADWIN COUNTY CLERK	FEES I.E. VITAL RECORDS	GLADWIN
GLADWIN COUNTY CLERK	FINES & COSTS	GLADWIN
14th Circuit Court Muskegon County	CIRCUIT COURT FEES, RESTITUTION & COSTS	MUSKEGON
MENOMINEE COUNTY SHERIFF'S OFFICE	PRISONER BOARD REIMBURSEMENT	MENOMINEE
GRATIOT COUNTY CLERK	GENERAL FEES	GRATIOT
50TH DISTRICT COURT	PROBATION FEES	OAKLAND
GROSSE POINTE WOODS DEPARTMENT OF PUBLIC SAFETY	CASH BOND	MACOMB
ALLEGAN COUNTY 57TH DISTRICT COURT	FINES & COSTS	ALLEGAN
ALLEGAN COUNTY 57TH DISTRICT COURT	CIVIL CASE FEES	ALLEGAN
PLEASANT PLAINS TOWNSHIP TREASURERS OFFICE	CURRENT PROPERTY TAXES	LAKE
Antrim County Treasurers Office	DELINQUENT PROPERTY TAXES	ANTRIM
ANTRIM COUNTY TREASURER'S OFFICE	Animal Control Fees	ANTRIM
GROSSE POINTE MUNICIPAL COURT	FINES & COSTS	WAYNE
VAN BUREN COUNTY CLERK	FINES, COSTS & RESTITUTION	VAN BUREN
VAN BUREN COUNTY CLERK	FEES	VAN BUREN
36th Circuit Court	RESTITUTION	VAN BUREN
36TH CIRCUIT COURT FAMILY DIVISION	Juvenile Court Fees.	VAN BUREN
MENOMINEE COUNTY SHERIFF'S OFFICE	CASH BOND	MENOMINEE
GLADWIN COUNTY REGISTER OF DEEDS	PLAT BOOKS	GLADWIN
GLADWIN COUNTY REGISTER OF DEEDS	USER SUBSCRIPTION FEES	GLADWIN
GLADWIN COUNTY REGISTER OF DEEDS	RECORDING FEES	GLADWIN
GLADWIN COUNTY REGISTER OF DEEDS	COPY FEES	GLADWIN
OTTAWA COUNTY SHERIFF'S OFFICE	CASH BOND	OTTAWA
GROSSE POINTE POLICE DEPARTMENT	CASH BOND	WAYNE
SILVER CREEK TOWNSHIP TREASURER	TAXES	CASS
HILLSDALE COUNTY REGISTER OF DEEDS	COPY FEES	HILLSDALE
24TH DISTRICT COURT	FINES & COSTS	WAYNE
WAYNE COUNTY CLERK	FINES & FEES	WAYNE
TUSCOLA COUNTY TREASURER'S OFFICE	Tax Payment	TUSCOLA
TUSCOLA COUNTY TREASURER'S OFFICE	DOG LICENSES	TUSCOLA
53RD DISTRICT COURT	FINES & COSTS	LIVINGSTON
43RD DISTRICT COURT	FINES & COSTS - Madison Heights	OAKLAND

Agency	Description	County
CALHOUN COUNTY CIRCUIT FAMILY COURT	Fines,Costs,Fees, Forfeitures	CALHOUN
CALHOUN COUNTY CIRCUIT FAMILY COURT	FEES	CALHOUN
Sister Lakes Area Utilities Authority	UTILITY PAYMENTS	CASS
LIVINGSTON COUNTY SHERIFFS OFFICE	FINES & COSTS - INTAKE	LIVINGSTON
BARRY COUNTY CLERK	FILING, JUDGMENT & MOTION FEES	BARRY
LIVINGSTON COUNTY SHERIFFS OFFICE	CASH BOND - INTAKE	LIVINGSTON
OSCEOLA COUNTY EMS	EMERGENCY SERVICES	OSCEOLA
Iron County Clerk	FINES, COSTS & RESTITUTION	IRON
IRON COUNTY CLERK	PLAT BOOKS	IRON
IRON COUNTY CLERK	VITAL RECORDS	IRON
DEPARTMENT OF EQUALIZATION	COPIES	CRAWFORD
REGISTER OF DEEDS	COPIES OR RECORDING FEES	CRAWFORD
CIRCUIT COURT CLERK	FINES, COSTS & RESTITUTION	CRAWFORD
CLERK OF THE COURT	VITAL RECORDS	CRAWFORD
OGEMAW COUNTY TREASURER	DELINQUENT PROPERTY TAXES	OGEMAW
OGEMAW COUNTY TREASURER	DOG LICENSES	OGEMAW
MONTCALM COUNTY JUVENILE COURT	FINES & WARRANTS	MONTCALM
MONTCALM COUNTY JUVENILE COURT	COURT COSTS	MONTCALM
MONTCALM COUNTY JUVENILE COURT	SUPPORT	MONTCALM
OGEMAW COUNTY BUILDING AND ZONING	INSPECTION & PERMIT FEES	OGEMAW
OGEMAW COUNTY BUILDING AND ZONING	HEARINGS	OGEMAW
OGEMAW COUNTY CLERK	VITALS	OGEMAW
OGEMAW COUNTY CLERK	FINES, COSTS & FEES	OGEMAW
CASS COUNTY JUVENILE COURT	FINES & COSTS	CASS
Jackson County Jail	INCARCERATION FEES	JACKSON
OGEMAW COUNTY REGISTER OF DEEDS	RECORDING FEES & TRANSFER TAX	OGEMAW
46TH CIRCUIT COURT KALKASKA COUNTY	FINES/COSTS/FEES - FAMILY/PROB/JUVE	KALKASKA
87 B DISTRICT COURT KALKASKA COUNTY	FINES/COSTS/FEES	KALKASKA
87C DISTRICT OR 46TH CIRCUIT TRIAL COURT CRAWFORD COUNTY	FINES/COSTS/FEES - DISTRICT COURT	CRAWFORD
GOGEBIC COUNTY JUVENILE COURT	FINES & COSTS	GOGEBIC
40TH DISTRICT COURT	FINES & COSTS	MACOMB
ORANGE TOWNSHIP	TAX PAYMENTS	IONIA
OGEMAW COUNTY TREASURER	NON SUFFICIENT FUNDS	OGEMAW
DELTA COUNTY TREASURER	DELINQUENT PROPERTY TAXES	DELTA
37TH DISTRICT COURT	PROBATION FEES	MACOMB
SCHOOLCRAFT COUNTY EQUALIZATION	COPIES	SCHOOLCRAFT
93RD DISTRICT COURT	FINES & COSTS	SCHOOLCRAFT
SCHOOLCRAFT COUNTY TREASURER	DELINQUENT PROPERTY TAXES	SCHOOLCRAFT

Agency	Description	County
SCHOOLCRAFT COUNTY SHERIFF	CASH BOND	SCHOOLCRAFT
SCHOOLCRAFT COUNTY SHERIFF	FEES, HOUSING & MEDICAL REIMBURSEMENT	SCHOOLCRAFT
SCHOOLCRAFT COUNTY CLERK	CLERK'S FEES	SCHOOLCRAFT
SCHOOLCRAFT COUNTY REGISTER OF DEEDS	RECORDING FEES & COPIES	SCHOOLCRAFT
OGEMAW COUNTY RV PARK	RECREATIONAL FEES	OGEMAW
Iosco County Sheriffs Office	FEES	IOSCO
YATES TOWNSHIP	TAXES	LAKE
OCEANA COUNTY SHERIFFS OFFICE	CHARGES FOR SERVICE	OCEANA
MUSKEGON COUNTY PROBATE COURT	PROBATE COURT FEES	MUSKEGON
39TH DISTRICT COURT	TRAFFIC & CRIMINAL FINES	MACOMB
39th District Court	CASH BAIL	MACOMB
39th District Court	TRAFFIC & CRIMINAL FINES - COUNTER PAYMENTS	MACOMB
11TH JUDICIAL CIRCUIT COURT	FINES & COPIES	SCHOOLCRAFT
WAYNE COUNTY CLERK JUVENILE DIVISION	TRAFFIC & CRIMINAL FEES	WAYNE
SCHOOLCRAFT COUNTY PROBATE COURT	PROBATE & JUVENILE FEES	SCHOOLCRAFT
OGEMAW COUNTY FRIEND OF THE COURT	CHILD SUPPORT	OGEMAW
OGEMAW COUNTY FRIEND OF THE COURT	FEES	OGEMAW
Iosco County Sheriffs Office	CASH BAIL	IOSCO
Iosco County Sheriffs Office	FINES & CHILD SUPPORT	IOSCO
CALHOUN CO SHERIFF BATTLE CREEK	CIVIL PROCESS	CALHOUN
WAYNE COUNTY CLERK CIVIL DIVISION	CIVIL FEES	WAYNE
ONTONAGON COUNTY JAIL	CASH BOND	ONTONAGON
98B DISTRICT COURT ONTONAGON COUNTY	FINES	ONTONAGON
OTSEGO COUNTY EMS RESCUE	FEES	OTSEGO
WAYNE COUNTY CLERK JUVENILE DIVISION	ADOPTION & GUARDIAN FEES	WAYNE
WAYNE COUNTY CLERK JUVENILE DIVISION	MISCELLANEOUS FEES	WAYNE
Iosco County Sheriffs Office	FINES & COSTS	IOSCO
VAN BUREN COUNTY 7TH DISTRICT COURT	FINES, COSTS & FEES, TRAFFIC & CRIMINAL	VAN BUREN
GROSSE POINTE FARMS MUNICIPAL COURT	CASH BOND	WAYNE
GROSSE POINTE FARMS MUNICIPAL COURT	FINES, COSTS & FEES	WAYNE
OGEMAW COUNTY PROBATE COURT	PROBATE & FAMILY COURT FEES	OGEMAW
25TH DISTRICT COURT WAYNE COUNTY	LINCOLN PARK: FINES & COSTS	WAYNE
Wayne County Clerk Civil Division Funeral Home	Funeral Home Fees	Wayne
EATON COUNTY CIRCUIT JUVENILE DIVISION	FINES, FEES & RESTITUTION	EATON
BRANCH COUNTY SHERIFFS DEPARTMENT	CASH BAIL	BRANCH
80TH DISTRICT COURT CLARE COUNTY	FINES & COSTS	CLARE
23RD CIRCUIT COURT OSCODA COUNTY	FINES & COSTS	OSCODA

Agency	Description	County
CITY OF WALKER INCOME TAX DEPARTMENT	SMALL CLAIMS PAYMENTS	KENT
CITY OF WALKER INCOME TAX DEPARTMENT	TAX ASSESSMENT	KENT
28TH DISTRICT COURT	CASH BOND - COURT	WAYNE
28TH DISTRICT COURT	CASH BOND - PD	WAYNE
BAY COUNTY PROBATE COURT	FINES, FEES, REIMBURSEMENT, RESTITUTION	BAY
WEXFORD COUNTY EQUALIZATION	GIS SERVICES	WEXFORD
Cass County Clerk Register	FINES, COSTS, RESTITUTION, ATTY FEE REMIBURSE	CASS
ALGER COUNTY TREASURER	DELINQUENT TAXES	ALGER
ALGER COUNTY TREASURER	Limestone Summer/or Grand Island Taxes	ALGER
ALGER COUNTY PROBATE	FINES, FILING FEES, REST, ATTY REIM, PLACE REIM	ALGER
ALGER COUNTY CLERK	VITAL RECS, MARRIAGE LICENSES, DBA & COPIES	ALGER
ALGER COUNTY REGISTER OF DEEDS	RECORD FEES, TRANS TAX, COPIES & TRACT INDEX	ALGER
ALGER COUNTY CIRCUIT CLERK	FINES, COSTS, REST, COPIES, FILING	ALGER
ALGER COUNTY SHERIFF OFFICE/911	PAYMENTS	ALGER
93RD DISTRICT COURT - ALGER COUNTY	CASH BOND	ALGER
93RD DISTRICT COURT - ALGER COUNTY	FINES AND COSTS AND CIVIL	ALGER
44th DISTRICT COURT	CASH BOND	OAKLAND
PLAINFIELD TOWNSHIP	BUILDING FEES	IOSCO
PLAINFIELD TOWNSHIP	TAXES	IOSCO
PLAINFIELD TOWNSHIP	WASTE	IOSCO
PLAINFIELD TOWNSHIP	SEWER	IOSCO
HURON COUNTY HEALTH DEPARTMENT	FEES	HURON
OTSEGO COUNTY SHERIFF'S DEPARTMENT	CASH BOND	OTSEGO
OTSEGO COUNTY SHERIFF'S DEPARTMENT	RECEIVABLES	OTSEGO
43RD DISTRICT COURT	CASH BAIL - Ferndale	OAKLAND
HARPER WOODS POLICE DEPARTMENT	CASH BOND/ BAIL, WARRANTS, & SENTENCING FEES	WAYNE
HARPER WOODS POLICE DEPARTMENT	MPOUNDS, PBT'S & RECORDS	WAYNE
CALHOUN COUNTY TREASURER	TAXES - COUNTER PAYMENTS	CALHOUN
NEWAYGO COUNTY CLERK	COURT FEES	NEWAYGO
3A DISTRICT COURT BRANCH COUNTY	FEES, FINES & COSTS TRAFFIC/CRIMINAL	BRANCH
28TH JUDICIAL DISTRICT COURT	FINES & COSTS - COUNTER PAYMENTS	WAYNE
84TH DISTRICT COURT - WEXFORD	FINES, COSTS & FEES - COUNTER TRANSACTIONS	WEXFORD
COLONIAL DIVERSIFIED LLC	IMPORTED PRODUCT DEVANNING/RELOADING FEES	ST CLAIR

Agency	Description	County
KALKASKA COUNTY REGISTER OF DEEDS	Register of Deeds Fees	KALKASKA
KALKASKA COUNTY CLERK	FINES	KALKASKA
KALKASKA COUNTY CLERK	COPIES	KALKASKA
KALKASKA COUNTY CLERK	FILING FEES	KALKASKA
GOGEBIC COUNTY TREASURER	TAXES	GOGEBIC
CASS COUNTY TREASURER	PROPERTY TAXES	CASS
46TH CIRCUIT TRIAL COURT	FINES & COSTS - COUNTER PAYMENTS	OAKLAND
SAGINAW COUNTY ROAD COMMISSION	FEES & PERMITS	SAGINAW
EATON COUNTY 56 A DISTRICT COURT	FINES	EATON
20TH DISTRICT COURT DEARBORN HEIGHTS	FINES & COSTS	WAYNE
ANTRIM COUNTY BUILDING DEPARTMENT	FEES	ANTRIM
ALLEGAN COUNTY 48TH CIRCUIT COURT	FAMILY COURT PAYMENT	ALLEGAN
OGEMAW COUNTY CLERK	VITALS - COUNTER PAYMENTS	OGEMAW
OGEMAW COUNTY CLERK	ASSUME NAME - COUNTER PAYMENT	OGEMAW
OGEMAW COUNTY CLERK	CIRCUIT COURT - COUNTER PAYMENT	OGEMAW
OGEMAW COUNTY CLERK	CLERKS FEES...#157 - COUNTER PAYMENT	OGEMAW
OGEMAW COUNTY CLERK	NOTARY - COUNTER PAYMENT	OGEMAW
65B JUDICIAL DISTRICT COURT	BAIL	GRATIOT
65B JUDICIAL DISTRICT COURT	FINES & FEES	GRATIOT
MACOMB COUNTY JAIL	INMATE FUNDS	MACOMB
BESSEMER TOWNSHIP	UTILITY BILL	GOGEBIC
ALLEGAN COUNTY 48TH CIRCUIT COURT	FINES, COSTS & FEES	ALLEGAN
BARRY COUNTY CLERK	LICENSES, COPIES & MISCELLANEOUS FEES	BARRY
CRAWFORD COUNTY AIR TERMINAL	AIRCRAFT STORAGE	CRAWFORD
MENOMINEE COUNTY PROSECUTING ATTORNEY	PAYMENTS	MENOMINEE
MENOMINEE COUNTY JUVENILE FAMILY COURT	FINES, COSTS & FEES	MENOMINEE
MENOMINEE COUNTY TREASURER	MISCELLANEOUS ITEMS & FEES - COUNTER ONLY	MENOMINEE
MENOMINEE COUNTY CLERK	COURT DOCUMENTS & CCW FEES	MENOMINEE
80th District Court Clare County	FINES & COSTS - COUNTER PAYMENTS	CLARE
MENOMINEE COUNTY PROBATE COURT	PROBATE COURT - FINE, COSTS & FEES	MENOMINEE
95 A District Court Menominee County	DISTRICT COURT FINES, COSTS & FEES	MENOMINEE
MENOMINEE COUNTY TREASURER	DELINQUENT PROPERTY TAXES	MENOMINEE
MENOMINEE COUNTY REGISTER OF DEEDS	RECORDING FEES - COUNTER ONLY	MENOMINEE

Agency	Description	County
MENOMINEE COUNTY REGISTER OF DEEDS	SEARCH FEES - COUNTER ONLY	MENOMINEE
MENOMINEE COUNTY CLERK	CIRCUIT COURT FINES, COSTS & FEES	MENOMINEE
MENOMINEE COUNTY CLERK	VITAL RECORDS - COUNTER PAYMENTS	MENOMINEE
24TH DISTRICT COURT ALLEN PARK	FINES & COSTS - COUNTER PAYMENTS	WAYNE
MUSKEGON COUNTY WASTEWATER DEPARTMENT	MISC ACCOUNTS RECEIVABLE	MUSKEGON
LILLEY TOWNSHIP	PROPERTY TAXES	NEWAYGO
MUSKEGON COUNTY DPW AND PARKS	FEES	MUSKEGON
MUSKEGON COUNTY TREASURER	DELINQUENT PROPERTY TAXES	MUSKEGON
MUSKEGON COUNTY DEPARTMENT OF PUBLIC WORKS	Water/Sewer payments	MUSKEGON
MUSKEGON COUNTY EQUALIZATION DEPARTMENT	GENERAL FEES	MUSKEGON
NEWAYGO COUNTY REGISTER OF DEEDS	RECORDING FEES	NEWAYGO
SAGINAW COUNTY JAIL	CASH BOND	SAGINAW
43RD DISTRICT COURT	CASH BAIL - Hazel Park	OAKLAND
CITY OF IRONWOOD	UTILITIES, FEES, PERMITS & OTHER	GOGEBIC
CALHOUN CO SHERIFF BATTLE CREEK	SHERIFF FEES	CALHOUN
CALHOUN CO SHERIFF BATTLE CREEK	CIVIL PROCESS	CALHOUN
MACKINAC COUNTY REGISTER OF DEEDS	COPIES	MACKINAC
GENESEE COUNTY FRIEND OF THE COURT	CHILD SUPPORT	GENESEE
SANILAC COUNTY TREASURER'S OFFICE	MISCELLANEOUS FEES	SANILAC
80TH DISTRICT COURT Gladwin County	CASH BOND	GLADWIN
St Joseph County Register of Deeds	RECORDING FEES	ST. JOSEPH
78TH DISTRICT COURT - NEWAYGO COUNTY	MISCELLANEOUS FEES	NEWAYGO
LAKE COUNTY REGISTER OF DEEDS	VITAL STATS, COPIES & RECORDING FEES	LAKE
OTTAWA COUNTY SHERIFF'S OFFICE	CASH BOND - ONSITE ONLY	OTTAWA
OTTAWA COUNTY SHERIFF'S OFFICE	FINES & COSTS	OTTAWA
ST JOSEPH COUNTY TREASURER	PROPERTY TAXES	ST. JOSEPH
ST JOSEPH COUNTY TREASURER	MISCELLANEOUS FEES/DOG LICENSES	ST. JOSEPH
Briggs District Library	Library Fees	CLINTON
MUSKEGON COUNTY SOLID WASTE	TIPPING FEES	MUSKEGON
ALLEGAN COUNTY HEALTH DEPARTMENT	ENVIRONMENTAL HEALTH SERVICES	ALLEGAN
ALLEGAN COUNTY HEALTH DEPARTMENT	PERSONAL HEALTH SERVICES	ALLEGAN
BARRY COUNTY COMMISSION ON AGING	FEES	BARRY
CITY OF GROSSE POINTE PARK	PROPERTY TAXES	WAYNE
CITY OF GROSSE POINTE PARK	WATER PAYMENTS	WAYNE
30TH DISTRICT COURT OF HIGHLAND PARK	CASH BAIL	WAYNE
30TH DISTRICT COURT OF HIGHLAND PARK	FINES & COSTS	WAYNE

Agency	Description	County
GROSSE POINTE MUNICIPAL COURT	FINES & COSTS - COUNTER PAYMENTS	WAYNE
21ST CIRCUIT COURT ISABELLA COUNTY	CASH/10% BAIL	ISABELLA
76TH DISTRICT COURT ISABELLA COUNTY	BENCH WARRANT, BOND, & FINES	ISABELLA
60th District Court	Court Payments - Remote	MUSKEGON
Arenac County Friend of the Court	FRIEND OF THE COURT PAYMENTS	Arenac
City of Bessemer	Property Tax Payments	Gogebic
City of Bessemer	Miscellaneous Payments	Gogebic
City of Bessemer	Utility Payments	Gogebic
ALLEGAN COUNTY PARKS & DEPT OF DEVELOPMENT	SEASON PASS	ALLEGAN
ALLEGAN COUNTY CLERK	PAYMENTS	ALLEGAN
ALLEGAN COUNTY REGISTER	register payments	ALLEGAN
ALLEGAN COUNTY LAND INFORMATION SERVICES	LAND INFORMATION SERVICES COSTS	ALLEGAN
ALLEGAN COUNTY PROBATE COURT	PROBATE COURT FINES & COSTS	ALLEGAN
FERNDALE POLICE DEPARTMENT	CASH BOND	OAKLAND
FERNDALE POLICE DEPARTMENT	FERNDALE POLICE FEES	OAKLAND
BARRY COUNTY MENTAL HEALTH AUTHORITY	MENTAL HEALTH FEES	BARRY
Clare County Treasurer for Property Taxes	PROPERTY TAXES	CLARE
CLARE COUNTY TREASURER	MISCELLANEOUS	CLARE
45 District Court Oak Park	FINES & COSTS - ONSITE	OAKLAND
46TH DISTRICT COURT OAKLAND COUNTY	Cash Bail - onsite	OAKLAND
46TH DISTRICT COURT OAKLAND COUNTY	FINES & COSTS - ONSITE	OAKLAND
47TH DISTRICT COURT	CASH BOND - ONSITE	OAKLAND
CLARE COUNTY EQUALIZATION DEPARTMENT	EQUALIZATION FEES	CLARE
CLARE COUNTY ANIMAL SHELTER	SHELTER SERVICES	CLARE
CLARE COUNTY CLERK OF COURT	Fines & Costs - Counter Only	CLARE
CLARE COUNTY CLERK OF COURT	FINES & COSTS	CLARE
CLARE COUNTY CLERK OF COURT	MISCELLANEOUS	CLARE
CLARE COUNTY COMMUNITY DEVELOPMENT	PERMIT FEES	CLARE
Clare Co Probate Family Court	Family & Probate Court Fees	CLARE
OXFORD TOWNSHIP TREASURER	SEWER PAYMENTS	OAKLAND
OXFORD TOWNSHIP TREASURER	BUILDING PERMIT FEES	OAKLAND
GROSSE POINTE FARMS MUNICIPAL COURT	Cash Bail - Onsite	WAYNE
GROSSE POINTE FARMS MUNICIPAL COURT	FINES, COSTS & FEES - ONSITE	WAYNE
OXFORD TOWNSHIP TREASURER	POLICE CONTRACTING FUND	OAKLAND
OXFORD TOWNSHIP TREASURER	WATER PAYMENTS	OAKLAND
OXFORD TOWNSHIP TREASURER	AGENCY TRUST	OAKLAND
OXFORD TOWNSHIP TREASURER	CEMETERY FEES	OAKLAND

Agency	Description	County
OXFORD TOWNSHIP TREASURER	GENERAL	OAKLAND
CHARTER TOWNSHIP OF LANSING	PROPERTY TAXES	INGHAM
CHARTER TOWNSHIP OF LANSING - WESTSIDE WATER	WATER BILLS	INGHAM
WHITE PIGEON TOWNSHIP	BUILDING PERMITS	ST JOSEPH
VILLAGE OF PORT SANILAC	PROPERTY TAXES	SANILAC
VILLAGE OF PORT SANILAC	UTILITY PAYMENTS	SANILAC
96TH DISTRICT COURT MARQUETTE	FINES & COSTS	MARQUETTE
96TH DISTRICT COURT ISHPEMING	FINES & COSTS	MARQUETTE
MARQUETTE COUNTY TREASURER	MISCELLANEOUS TREASURER PAYMENTS	MARQUETTE
MARQUETTE COUNTY TREASURER	BUILDING PERMIT	MARQUETTE
32A DISTRICT COURT	FINES & COSTS	WAYNE
CITY OF BUCHANAN	PROPERTY TAXES	BERRIEN
MARQUETTE COUNTY TREASURER	DELINQUENT PROPERTY TAXES	MARQUETTE
EATON COUNTY FRIEND OF THE COURT	FRIEND OF THE COURT PAYMENTS - ONSITE	EATON
IONIA COUNTY CLERK	FINES & COSTS - ONSITE	IONIA
IONIA COUNTY CLERK	SERVICE FEES	IONIA
HASTINGS CHARTER TOWNSHIP	PROPERTY TAXES	BARRY
ALCONA COUNTY TREASURER	DELINQUENT PROPERTY TAXES	ALCONA
LUCE COUNTY SHERIFF	SEX OFFENDER PAYMENTS	LUCE
20TH DISTRICT COURT DEARBORN HEIGHTS	FINES & COSTS - ONSITE	WAYNE
MARQUETTE COUNTY FRIEND OF THE COURT	FRIEND OF THE COURT PAYMENTS	MARQUETTE
MARQUETTE COUNTY FRIEND OF THE COURT	FRIEND OF THE COURT PAYMENTS - ONSITE	MARQUETTE
LUCE COUNTY SHERIFF	PROCESS SERVICE	LUCE
25TH DISTRICT COURT WAYNE COUNTY	LINCOLN PARK: FINES & COSTS - ON-SITE	WAYNE
ALLEGAN COUNTY TREASURER	FOIA, MISC FEES	ALLEGAN
ALLEGAN COUNTY TREASURER	DOG LICENSES	ALLEGAN
ALLEGAN COUNTY TREASURER	DELINQUENT PROPERTY TAXES	ALLEGAN
ALLEGAN COUNTY TREASURER	CHESHIRE TOWNSHIP SUMMER TAXES	ALLEGAN
LUCE COUNTY TREASURER	PROPERTY TAXES	LUCE
ALCONA COUNTY TREASURER	TREASURER PAYMENTS	ALCONA
CITY OF BUCHANAN	UTILITY PAYMENTS	BERRIEN
CITY OF BUCHANAN	MISCELLANEOUS	BERRIEN
CITY OF BUCHANAN	MISCELLANEOUS	BERRIEN
WHITE PIGEON TOWNSHIP	CEMETERY FEES	ST JOSEPH
INGHAM COUNTY SHERIFF ROAD PATROL	ROAD PATROL	INGHAM
DELTA COUNTY REGISTER OF DEEDS	GENERAL FEES	DELTA
DELTA COUNTY SHERIFFS OFFICE	ROAD PATROL	DELTA

Agency	Description	County
DELTA COUNTY SHERIFFS OFFICE	MISCELLANEOUS JAIL FEES	DELTA
DELTA COUNTY CLERK	CLERK SERVICES	DELTA
DELTA COUNTY BUILDING AND ZONING	BUILDING AND ZONING FEES	DELTA
GLADWIN COUNTY PROBATE FAMILY COURT	FINES & MISCELLANEOUS COSTS	GLADWIN
CHIPPEWA COUNTY TREASURER	PROPERTY TAXES	CHIPPEWA
37TH DISTRICT COURT WARREN	FINES & COSTS - ONSITE	MACOMB
MACOMB COUNTY FRIEND OF COURT	FRIEND OF COURT	MACOMB
MACOMB COUNTY FRIEND OF COURT	INVESTIGATION FEES	MACOMB
MACOMB COUNTY FRIEND OF COURT	INVESTIGATION FEES	MACOMB
Barry County Animal Control	SHELTER FEES	BARRY
VILLAGE OF MARCELLUS	UTILITY PAYMENTS	CASS
43RD DISTRICT COURT	FINES & COSTS - Madison Heights	OAKLAND
CHIPPEWA COUNTY TREASURER	TREASURER PAYMENTS	CHIPPEWA
91ST DISTRICT COURT	CASH BAIL	CHIPPEWA
91ST DISTRICT COURT	FINES & COSTS	CHIPPEWA
CENTRAL MICHIGAN DISTRICT HEALTH DEPARTMENT ROSCOMMON COUNTY	CMDHD-PHS	ROSCOMMON
CENTRAL MICHIGAN DISTRICT HEALTH DEPARTMENT ROSCOMMON COUNTY	CMDHD-EHS	ROSCOMMON
CENTRAL MICHIGAN DISTRICT HEALTH DEPARTMENT - OSCEOLA COUNTY	CMDHD-PHS	OSCEOLA
CENTRAL MICHIGAN DISTRICT HEALTH DEPARTMENT - OSCEOLA COUNTY	CMDHD-EHS	OSCEOLA
CENTRAL MICHIGAN DISTRICT HEALTH DEPARTMENT - ISABELLA COUNTY	CMDHD-PHS	ISABELLA
CENTRAL MICHIGAN DISTRICT HEALTH DEPARTMENT	CMDHD-PHS	ISABELLA
CENTRAL MICHIGAN DISTRICT HEALTH DEPARTMENT - ISABELLA COUNTY	CMDHD-EHS	ISABELLA
CENTRAL MICHIGAN DISTRICT HEALTH DEPARTMENT - GLADWIN COUNTY	CMDHD-EHS	GLADWIN
CENTRAL MICHIGAN DISTRICT HEALTH DEPARTMENT - CLARE COUNTY	CMDHD-PHS	CLARE
CENTRAL MICHIGAN DISTRICT HEALTH DEPARTMENT - CLARE COUNTY	CMDHD-EHS	CLARE
CENTRAL MICHIGAN DISTRICT HEALTH DEPARTMENT - ARENAC COUNTY	CMDHD-PHS	ARENAC
CENTRAL MICHIGAN DISTRICT HEALTH DEPARTMENT - ARENAC COUNTY	CMDHD-EHS	ARENAC
85TH DISTRICT COURT MANISTEE COUNTY	FINES & COSTS	MANISTEE
HISTORIC CHARLTON PARK - BARRY COUNTY MICHIGAN	MISCELLANEOUS FEES	BARRY
MUSKEGON COUNTY TREASURER	TREASURER PAYMENTS	MUSKEGON
MANISTEE COUNTY CLERK	VITAL RECORD / COPY FEES	MANISTEE

Agency	Description	County
19TH CIRCUIT COURT MANISTEE COUNTY JUVENILE DIV	FINES, COSTS, COURT ASSESSMENTS - JUV DIV	MANISTEE
19TH CIRCUIT COURT MANISTEE COUNTY	FINES, COSTS, COURT ASSESSMENTS	MANISTEE
WEXFORD COUNTY COUNCIL ON AGING	C O A PAYMENTS	WEXFORD
CENTRAL MICHIGAN DISTRICT HEALTH DEPARTMENT - GLADWIN COUNTY	C M D H D - P H S	GLADWIN
WYANDOTTE POLICE DEPARTMENT	FINES, COSTS & FEES	WAYNE
GROSSE POINTE SHORES MUNICIPAL COURT	CASH BAIL	WAYNE/MACOMB
GROSSE POINTE SHORES MUNICIPAL COURT	FINES, COSTS & FEES	WAYNE/MACOMB
ROSCOMMON COUNTY CLERK / VITAL RECORDS	VITAL RECORDS	ROSCOMMON
GROSSE POINTE SHORES MUNICIPAL COURT	CASH BAIL	WAYNE/MACOMB
GROSSE POINTE SHORES MUNICIPAL COURT	FINES, COSTS & FEES	WAYNE/MACOMB
WEXFORD COUNTY COMMUNITY CORRECTIONS	WEXFORD COUNTY COMMUNITY CORRECTIONS	WEXFORD
ROSCOMMON COUNTY REGISTER OF DEEDS	REGISTER OF DEEDS PAYMENTS	ROSCOMMON
SANILAC COUNTY HEALTH DEPARTMENT	SANILAC COUNTY HEALTH DEPARTMENT	SANILAC
INGHAM COUNTY FRIEND OF THE COURT	FRIEND OF THE COURT PAYMENTS	INGHAM
INGHAM COUNTY FRIEND OF THE COURT	FIELD / WARRANTS	INGHAM
KALKASKA COUNTY TREASURER	DELINQUENT PROPERTY TAXES	KALKASKA
34TH CIRCUIT COURT ROSCOMMON FAMILY JUVENILE	34TH FAMILY/JUVENILE COURT PAYMENTS	ROSCOMMON
INGHAM COUNTY SHERIFF RECORDS	RECORDS PAYMENTS	INGHAM
CALHOUN COUNTY TREASURER	DOG LICENSES - SHERIFF'S DEPT	CALHOUN
CALHOUN COUNTY ROAD DEPARTMENT	ROAD DEPARTMENT PAYMENTS	CALHOUN
RIVERVIEW POLICE DEPARTMENT	CASH BAIL	WAYNE
40TH DISTRICT COURT	FINES & COSTS	MACOMB
MUSKEGON COUNTY REGISTER OF DEEDS	REGISTER OF DEEDS PAYMENTS	MUSKEGON
10th District Court	FINES & COSTS	CALHOUN
10th District Court	CIVIL PAYMENTS	CALHOUN
VAN BUREN COUNTY REGISTER OF DEEDS	REGISTER OF DEEDS PAYMENTS	VAN BUREN
ST JOHNS POLICE DEPARTMENT	PARKING TICKETS	CLINTON
ST JOHNS POLICE DEPARTMENT	ACCIDENT REPORTS	CLINTON
ST JOHNS POLICE DEPARTMENT	MISCELLANEOUS COSTS	CLINTON
MUSKEGON COUNTY CONVENTION AND VISITORS BUREAU	ADVERTISING REVENUE	MUSKEGON
CITY OF BELDING	PROPERTY TAXES	IONIA
CITY OF BELDING	UTILITIES	IONIA

Agency	Description	County
CITY OF BELDING	OTHER	IONIA
THIRD JUDICIAL CIRCUIT OF MICHIGAN	FELONY NON SUPPORT	WAYNE
THIRD JUDICIAL CIRCUIT OF MICHIGAN	FELONY NON SUPPORT	WAYNE
THIRD JUDICIAL CIRCUIT OF MICHIGAN	CHILD SUPPORT	WAYNE
THIRD JUDICIAL CIRCUIT OF MICHIGAN	CHILD SUPPORT	WAYNE
THIRD JUDICIAL CIRCUIT OF MICHIGAN	LICENSE REINSTATEMENT FEES	WAYNE
THIRD JUDICIAL CIRCUIT OF MICHIGAN	LICENSE REINSTATEMENT FEES	WAYNE
THIRD JUDICIAL CIRCUIT OF MICHIGAN	FAMILY ASSESSMENT FAME	WAYNE
THIRD JUDICIAL CIRCUIT OF MICHIGAN	FOC BENCH WARR COMM RELEASE	WAYNE
THIRD JUDICIAL CIRCUIT OF MICHIGAN	FOC BENCH WARR COMM RELEASE	WAYNE
THIRD JUDICIAL CIRCUIT OF MICHIGAN	COPY FEES	WAYNE
THIRD JUDICIAL CIRCUIT OF MICHIGAN	GENETIC TESTING	WAYNE
THIRD JUDICIAL CIRCUIT OF MICHIGAN	GENETIC TESTING	WAYNE
GROSSE POINTE PARK POLICE	CASH BAIL	Wayne
GROSSE POINTE PARK POLICE	FEES	Wayne
SANILAC COUNTY REGISTER OF DEEDS	REGISTER OF DEEDS PAYMENTS	SANILAC
60th District Court	Court Payments- Counter	MUSKEGON
CHIPPEWA COUNTY CLERK	CASH BAIL	CHIPPEWA
CHIPPEWA COUNTY CLERK	VITAL RECORDS	CHIPPEWA
CHIPPEWA COUNTY CLERK	FINES & COSTS	CHIPPEWA
CHIPPEWA COUNTY CLERK	MISCELLANEOUS	CHIPPEWA
OGEMAW COUNTY	THE NATURE PARK DONATIONS	OGEMAW
CHIPPEWA COUNTY PROBATE	FEES	CHIPPEWA
CHIPPEWA COUNTY 50TH CIRCUIT COURT - JUVENILE DIVISION	JUVENILE DELINQUENT FEES	CHIPPEWA
CITY OF GRAYLING	CITY PAYMENTS	CRAWFORD
CITY OF GRAYLING	PROPERTY TAXES	CRAWFORD
CITY OF GRAYLING	INCOME TAXES	CRAWFORD
MARQUETTE CHARTER TOWNSHIP	PROPERTY TAXES	MARQUETTE
MARQUETTE CHARTER TOWNSHIP	UTILITY BILLS	MARQUETTE
MARQUETTE CHARTER TOWNSHIP	MISCELLANEOUS TOWN PAYMENTS	MARQUETTE
MARQUETTE COUNTY CLERK	CLERK SERVICES	Marquette
MARQUETTE COUNTY CLERK	COURT PAYMENTS	Marquette
SOO TOWNSHIP	PROPERTY TAX	CHIPPEWA
LIVINGSTON COUNTY SHERIFFS OFFICE	CASH BAIL	LIVINGSTON
ALLEGAN COUNTY TREASURER	ANIMAL SHELTER	ALLEGAN
VAN BUREN COMMUNITY HEALTH AUTHORITY	SERVICE FEES	VAN BUREN
CITY OF FRASER	RECREATION PROGRAMS	MACOMB

Agency	Description	County
CITY OF FRASER	PAVILON RENTALS	MACOMB
CITY OF FRASER	SENIOR PROGRAMS	MACOMB
CITY OF PORT HURON	FINES,FEES,OTHER COSTS	ST CLAIR
OTTAWA COUNTY FRIEND OF THE COURT	CHILD SUPPORT - HOLLAND SATELLITE	OTTAWA
OTTAWA COUNTY FRIEND OF THE COURT	CHILD SUPPORT - COUNTER 1	OTTAWA
OTTAWA COUNTY FRIEND OF THE COURT	CHILD SUPPORT - COUNTER 2	OTTAWA
OTTAWA COUNTY FRIEND OF THE COURT	CHILD SUPPORT - BW2	OTTAWA
OTTAWA COUNTY FRIEND OF THE COURT	CHILD SUPPORT - DEPUTY 1	OTTAWA
OTTAWA COUNTY FRIEND OF THE COURT	CHILD SUPPORT - DEPUTY 2	OTTAWA
OTTAWA COUNTY FRIEND OF THE COURT	CHILD SUPPORT - BW1	OTTAWA
OTTAWA COUNTY FRIEND OF THE COURT	CHILD SUPPORT	OTTAWA
OCEANA COUNTY E M S	AMBULANCE PAYMENTS	OCEANA
CITY OF WALKER	POLICE FEES	KENT
CITY OF WALKER	MISCELLANEOUS FEES	KENT
81ST DISTRICT COURT ARENAC COUNTY	OFFICE PAYMENTS	ARENAC
81st District Court	OFFICE PAYMENTS	ALCONA
81ST DISTRICT COURT IOSCO COUNTY	OFFICE PAYMENTS	IOSCO
81ST DISTRICT COURT OSCODA COUNTY	OFFICE PAYMENTS	IOSCO
EATON COUNTY PROBATE COURT	FILING FEES	EATON
EATON COUNTY 56 A DISTRICT COURT CIVIL DIVISION	CIVIL PAYMENTS	EATON
SANILAC COUNTY PROBATE COURT	COUNTER PAYMENTS	SANILAC
29TH DISTRICT COURT WAYNE COUNTY	COUNTER FINES & COSTS	WAYNE
CHIPPEWA COUNTY REGISTER OF DEEDS	RECORDING FEES	CHIPPEWA
YATES TOWNSHIP	Sewer Payments	LAKE
84TH DISTRICT COURT - WEXFORD COUNTY	FILING FEES	WEXFORD
GRATIOT COUNTY PLANNING AND PERMITS	Permit Payments	GRATIOT
KINROSS CHARTER TOWNSHIP	Water and Sewer	Chippewa
Kinross Charter Township	Ambulance Fees	Chippewa
KINROSS CHARTER TOWNSHIP	Personal Property Taxes	Chippewa
BEAVER CREEK TOWNSHIP	Township Payments	Crawford
BEAVER CREEK TOWNSHIP	Rentals	Crawford
KINROSS CHARTER TOWNSHIP	Oaks Golf Course	Chippewa
KINROSS CHARTER TOWNSHIP	General Payments	Chippewa
KINROSS CHARTER TOWNSHIP	Real Taxes	Chippewa
MUSKEGON COUNTY	Soil Erosion Payments	MUSKEGON
Whiteford Township Treasurer	Property Taxes	Monroe
WHITEFORD TOWNSHIP TREASURER	Utility Payments	Monroe
WHITEFORD TOWNSHIP TREASURER	Miscellaneous Township Payments	Monroe
44TH DISTRICT COURT	Office Payments Fines & Costs	OAKLAND

Agency	Description	County
Arenac County Register of Deeds	Recorder Fees	Arenac
23RD CIRCUIT COURT OSCODA COUNTY	Family and Juvenile Court	OSCODA
Log Lake Campground	Campground and Pavilion Reservations	KALKASKA
OXFORD TOWNSHIP TREASURER	Build Receivables	OAKLAND
Gratiot County Probate Court	Court Fees	Gratiot
Port Austin Area Sewer & Water Authority	Sewer and Water Payments	Huron
Gratiot County 29th Circuit Court Family Division	Court Payments	Gratiot
Muskegon County	CIRCUIT COURT FEES, REST. & COSTS- Onsite	MUSKEGON
Muskegon County	Domestic Division Payments- Onsite	MUSKEGON
Muskegon County	Juvenile Division Payments- Onsite	MUSKEGON
Isabella County Sheriffs Office	Miscellaneous Payments	Isabella
Menominee County Friend of the Court	Child Support	Menominee
Newaygo County - Treasurer	Delinquent Tax Payments	Newaygo
Newaygo County - Treasurer	Dog Licenses	Newaygo
Roseville Police Department	Roseville Police Department - Onsite Payments	MACOMB
Wexford County Clerk	COURT FINES, COSTS & FEES	Wexford
Wexford County Clerk	CLERK FEES OR VITAL RECORDS	Wexford
23rd Circuit Court Arenac County	Fines & Costs- Onsite	ARENAC
City of Hartford	Water/Sewer Utility Bills	Cass
City of Hartford	Miscellaneous Payments	Cass
City of Hartford	Tax Payments	Cass
City of Munising	Tax Payments - Onsite	Alger
City of Munising	Utility Payments	Alger
Oceana County - Friend of the Court	Friend of the Court Payments	Oceana
Township of alcona treasurer	Property Taxes	Alcona
44th DISTRICT COURT	CASH BOND	OAKLAND
Wexford Missaukee Friend of the Court	Friend of the Court Pmts - Outside the Office	Wexford and Missaukee
Wexford Missaukee Friend of the Court	Friend of the Court Pmts - In the Office	Wexford and Missaukee
Oscoda County Friend of the Court	Friend of the Court Payments	Oscoda
ARM Program	The ARM Program	Oakland
Shelby Township Police Department	Cost Recovery Fees	Macomb
Clinton County Register of Deeds	Miscellaneous Payments	CLINTON
BARRY COUNTY COMMISSION ON AGING	Donations	BARRY
Alcona County Friend of the Court	Friend of the Court Payments	Alcona
30th Circuit Court Juvenile Division Ingham County	Juvenile Counter Payments	INGHAM

Agency	Description	County
District Health Department 2	Health Department Payments - West Branch	Ogemaw
Newaygo County Building Department	Building Permits	Newaygo
J A M S	Fees	Oakland
Marquette County Health Department	Environmental Health	Marquette
Crawford County Library	Library Fees	Crawford
Newaygo County Drain Commission	Soil Erosion	Newaygo
BEAR CREEK TOWNSHIP	Utilities	EMMET
Lapeer County Clerk	County Clerk Fees & Vital Records	Lapeer
Lapeer County Clerk	Circuit Court Filing Fees	Lapeer
Newaygo County Clerk	Miscellaneous Fees	Newaygo
Roscommon County Road Commission	Permits	Roscommon
BEAR CREEK TOWNSHIP	Miscellaneous Payments	EMMET
Mackinac County Sheriff	Cash Bail	Mackinac
Mackinac County Sheriff	Booking Fee - 12.00	Mackinac
Mackinac County Sheriff	Mackinac County Sheriff Payments	Mackinac
Mackinac County Sheriff	Mackinac County Sheriff - Tether Fees	Mackinac
Croton Township Treasurer	General Township Payments	Newaygo
4th District Court	Miscellaneous Payments	CASS
Clinton County Treasurer	Juvenile Court Payments	Clinton
Clinton County Probe Court C29	Probate Court Payments	Clinton
Ottawa County Sheriff	Impounded Vehicle Release Payments	OTTAWA
Shelby Township Police Department	Alarm Fees	Macomb
Irving Township	Property Taxes	Barry
Ingham County Clerk	Vital Records - Mason	Ingham
Ingham County Clerk	Vital Records - Lansing	Ingham
Kent County Friend of the Court	Kent County Friend of the Court	Kent
Lapeer County Probate	Lapeer County Probate - Fees	Lapeer
City of Coleman	Property Taxes	Midland
City of Coleman	Utilities	Midland
City of Coleman	All City Payments	Midland
Delta County Equalization	Copies/Legal/Maps/Misc	Delta
Gladwin County Sheriff	Bond	Gladwin
Gladwin County Sheriff	Sheriff Fees	Gladwin
Gladwin County Sheriff	Civil Processing	Gladwin
Ingham County Probate Court	Probate Payments- Onsite	Ingham
Mackinac County Sheriff	Sex Offender Registry	Mackinac
Mackinac County Sheriff	Fingerprints	Mackinac

Agency	Description	County
Mackinac County Sheriff	Civil Process	Mackinac
Lapeer Co 40th Circuit Court	Lapeer Co. 40th Circuit Court - Fees	Lapeer
Jackson County Register of Deeds	Jackson Co. Register of Deeds	Jackson
Newaygo County Animal Shelter	Dog & Cat Adoption	Newaygo
Newaygo County Animal Shelter	Other Types of Payments	Newaygo
38th Judicial Circuit Court and Family Division	Filing Fees	Wayne
38th Judicial Circuit Court and Family Division	Fines & Costs	Wayne
Gladwin County Sheriff	Cash Bail - remote	Gladwin
Gladwin County Sheriff	Warrant Fees	Gladwin
38th Circuit Juvenile	Fines & Costs	Wayne
58th Judicial Probate Court	Filing Fees	Wayne
20th Circuit Court Ottawa County Friend of the Court	Child Support-Deputy 3	OTTAWA
Newaygo County Sheriff's Dept	Sheriff's Fees	NEWAYGO
46TH DISTRICT COURT OAKLAND COUNTY	Cash Bail - remote	OAKLAND
St. Joseph County Animal Control	Animal Control Fees	ST. JOSEPH
Village of Reese	Miscellaneous Fees	Tuscola
Village of Reese	Utilities	Tuscola
GROSSE POINTE WOODS MUNICIPAL COURT	Fines & Costs - onsite payments	MACOMB
38th Judicial Circuit Court and Family Division	Vital Records	Wayne
Iosco County Building Department	Permits	Iosco
Iosco County Friend of the Court	Friend of the Court Payments	Arenac
Osceola Co. Register of Deeds	Services	Osceola
Van Buren County Probate Court	Fees & Costs	Van Buren
District Health Department 2	Health Department Payments - Harrisville	Ogemaw
District Health Department 2	Health Department Payments - Tawas	Ogemaw
District Health Department 2	Health Department Payments-Mio	Ogemaw
Marquette County Medical Care Facility	Resident Payments	Marquette
Gogebic County Clerk of Courts	Copies	Gogebic
Gogebic County Clerk of Courts	Fines, Fees & Restitution	Gogebic
Roscommon County Probate Court	Probate Court Payments	ROSCOMMON
Clinton County Road Commission	Permits	Clinton
Clinton County Road Commission	Damage Invoice Payments	Clinton
BARRY COUNTY COMMISSION ON AGING	Memorials	BARRY
Negaunee Township	Water Payments	Marquette
Negaunee Township	Property Tax Payments	Marquette
Gratiot County Road Commission	Permits	Gratiot
Gratiot County Road Commission	Damage Invoice Payments	Gratiot

Agency	Description	County
Metro Testing Services	Metro Testing Services - onsite	Macomb
Negaunee Township	Garbage & Misc Payments	Marquette
Crawford County Transportation Authority	Trip Payments	Crawford
District Health Department No. 4	DHD4 Alpena	Alpena
District Health Department No. 4	DHD4 Cheboygan	Alpena
District Health Department No. 4	DHD4 Presque Isle	Alpena
District Health Department No. 4	DHD4 Atlanta	Alpena
BARRY COUNTY JAIL - 56B DISTRICT COURT	CASH BOND - 56B DISTRICT COURT	BARRY
Calhoun County Clerk and Register of Deeds	Vital Records	Calhoun
Calhoun County Clerk and Register of Deeds	Licenses & Permits	Calhoun
Calhoun County Clerk and Register of Deeds	Miscellaneous - Marshall Office	Calhoun
Calhoun County Clerk	Vital Records- Battle Creek Office	Calhoun
Calhoun County Clerk	Permits & Licenses- Battle Creek	Calhoun
Calhoun County Circuit Court Clerks Office	Fines, Costs & Fees	Calhoun
Clare County Clerk/ Register of Deeds	Clare County ROD and Vital Records	Clare
Arenac County Probate Court	Probate Payments	Arenac
81st District Court Iosco County	Juvenile/ Probate Payments	Iosco
CLARE COUNTY TREASURER	Clare County Medical Examiner	Clare
Manistee County Register of Deeds	Copies	Manistee
Bay County Friend of the Court	Support Payments	Bay
TriCounty Friend of the Court	Child Support - onsite	Houghton, Baraga, Keweenaw
ST CLAIR COUNTY SHERIFFS OFFICE	Cash Bond -Onsite	St. Clair
Shelby Township Police Department	FOIA Payments	Macomb
Mackinac County Equalization Department	Equalization Payments	Mackinac
Smart Start Wixom	Wixom Payments	Oakland
City of Port Huron Clerk	Misc License Fees Onsite	ST CLAIR
City of Port Huron Planning and Zoning	License/Permit Fees Onsite	ST CLAIR
City of Port Huron Income Tax Department	Income Tax Payments Onsite	Saint Clair
Newaygo County Road Commission	Permits	Newaygo
Village of Edwardsburg	Utilities	Cass
Montcalm County Road Commission	Permits	Montcalm
Sugar Island Township	Property Taxes	Chippewa
City of Port Huron Treasurer	Property Tax	Saint Clair
City of Port Huron Treasurer	Income Tax	Saint Clair
City of Port Huron Treasurer	Utilities	Saint Clair
Shiawassee County Road Commission	Shiawassee County Road Commission	Shiawassee

Agency	Description	County
Tuscola County Road Commission	Permits	Tuscola
Romulus Police Department	Onsite Bail	Wayne
Romulus Police Department	Remote Bail	Wayne
Romulus Police Department	Housing/Warrant Fees	Wayne
Antrim County Register of Deeds	Payments	Antrim
Village of Shoreham	Property Tax	Berrien
Village of Stevensville	Property Tax	Berrien
Village of Stevensville	Permits & Licensing	Berrien
Dickinson County Register of Deeds	Recording & Transfer Fees	Dickinson
Dickinson County Clerk	Clerk & Office Payments	Dickinson
Village of Shoreham	Fines and Fees	Berrien
Newaygo County - Treasurer	FOIA Request Payments	Newaygo
Newaygo County - Treasurer	Medical Examiner Fees	Newaygo
Village of Stevensville	Miscellaneous Fees/Fines	Berrien
Whitefish Township	EMS Payments	Chippewa
Montcalm County Treasurer	FOIA Payments	Montcalm
MENOMINEE COUNTY	Miscellaneous Park Payments	MENOMINEE
MENOMINEE COUNTY	Building Code Enforcement	MENOMINEE
Pam's Place Counseling Center	Counseling Payments	Wayne
Lake County Building and Safety Department	Building & Safety Permits	Lake
Calhoun County Health Department	Environmental Health Services Remote	Calhoun
Calhoun County Health Department	Health Department Clinic	Calhoun
Calhoun County Health Department	Environmental Health Services ONSITE	Calhoun
Smart Start Ann Arbor M I	Payments	Washtenaw
Smart Start Battle Creek M I	Payments	Calhoun
Smart Start Benton Harbor M I	Payments	Berrien
Smart Start Canton M I	Payments	Wayne
Smart Start Farwell M I	Payments	Clare
Smart Start Fenton M I	Payments	Genesee
Smart Start Gaylord M I	Payments	Otsego
Smart Start Grand Rapids M I	Payments	Kent
Smart Start Holland MI	Payments	Ottawa
Smart Start Ishpeming M I	Payments	Marquette
Smart Start Howell M I	Payments	Livingston
Smart Start Jackson M I	Payments	Jackson
Smart Start Kalamazoo M I	Payments	Kalamazoo
Smart Start Lake Orion M I	Payments	Oakland
Smart Start Madison Heights M I	Payments	Oakland
Smart Start Marquette M I	Payments	Marquette

Agency	Description	County
Smart Start Monroe M I	Payments	Monroe
Smart Start Muskegon M I	Payments	Muskegon
Smart Start Petosky M I	Payments	Emmet
Smart Start Port Huron M I	Payments	St. Clair
Smart Start Traverse City M I	Payments	Traverse City
Smart Start Waterford Township M I	Payments	Waterford Township
Bay County Health Department	Environmental Health	Bay
Montcalm County Treasurer	Park Rentals	Montcalm
CLARE COUNTY TREASURER	Senior Services	CLARE
Smart Start Saginaw M I	Payments	Roscommon
Smart Start Muskegon2 M I	Payments	Muskegon
Smart Start Lansing M I	Payments	Ingham
Western UP Health Department	Health Clinic- ONSITE payments	Houghton-Keweenaw
Antrim County Probate Court	Probate Payments ONSITE	Antrim
Antrim County Commission On Aging	Services Payments	Antrim
Luce County Parks Recreation	Recreation Payments	Jeneau
Antrim County Probate Court	Probate Payments Online	Antrim
Calhoun County Probate Court	Probate Court	Calhoun
CALHOUN COUNTY TREASURER	Event & Miscellaneous Payments	CALHOUN
Gladwin City County Transit	Passenger Fares	Gladwin
Smart Start Cairo MI	Payments-Cairo	Tuscola
Burt Township	Tax Payments	Alger
Burt Township	Water Payments	Alger
Superior Township	Utilities	Chippewa
Lapeer County Health Department	E H Payments	Lapeer
Lapeer County Health Department	Health Clinic ONSITE	Lapeer
Lapeer County Health Department	A I C C Payments	Lapeer
Western UP Health Department	Western UP Health Clinic - Remote	Houghton-Keweenaw
Western UP Health Department	Environmental Health	Houghton-Keweenaw
23RD CIRCUIT COURT ARENAC	Bail - Onsite	ARENAC
23RD CIRCUIT COURT ARENAC	Bail - Remote	ARENAC
Smart Start Mt Pleasant M I	Payments-Mt. Pleasant MI	Isabella
St Joseph County Clerk	Vital Records	St. Joseph
ST JOSEPH COUNTY CLERK	45th Circuit Court Fines and Fees	St. Joseph
Village of De Tour	Water/Sewer	Chippewa
Village of De Tour	Taxes	Chippewa
District Health Department No 10	Health Fees Crawford Co.	Crawford

Agency	Description	County
District Health Department No 10	Health Fees Kalkaska Co.	Kalkaska
District Health Department No 10	Health Fees- Lake Co.	Newaygo
District Health Department No 10	Health Fees Manistee Co.	Manistee
District Health Department No 10	Health Fees- Mason Co.	Mason
District Health Department No 10	Health Fees Mecosta Co.	Mecosta
District Health Department No 10	Health Fees -Missaukee Co.	Missaukee
District Health Department No 10	Health Fees Newaygo Co.	Newaygo
District Health Department No 10	Health Fees Oceana Co.	Oceana
District Health Department No 10	Health Fees Wexford Co.	Wexford
District Health Department No 10	Health Fees- Finance Dept	Newaygo
District Health Department No 10	Health Fees AHC Oceana	Oceania
District Health Department No 10	Health Fees AHC Wexford	Wexford
SCHOOLCRAFT COUNTY TREASURER	Tax Equalization	SCHOOLCRAFT
Village of De Tour	Ski Trail/ Recreation Donations	Chippewa
Village of De Tour	Veterans Memorial Donations	Chippewa
Smart Start Tether Account	Tether Payments	Macomb
Smart Start Cadillac M I	Payments	Wexford
Cass County Clerk Register	Fines and Fees	CASS
81ST DISTRICT COURT ARENAC COUNTY	Remote Bail Payments	ARENAC
81ST DISTRICT COURT ARENAC COUNTY	Onsite Bail Payments	ARENAC
Washtenaw County Trial Court	Trial Court	Washtenaw
Tuscola County Register of Deeds	Register of Deeds	Tuscola
District Health Department No 10	Health Fees- Finance Dept	Newaygo
L M A S District Health Department	L M A S District Health Dept- Schoolcraft	Luce
L M A S District Health Department	L M A S District Health Department - Alger	Luce
L M A S District Health Department	L M A S District Health Department- Luce	Luce
L M A S District Health Department	L M A S District Health Dept- Mackinac	Luce
L M A S District Health Department	L M A S District Health Dept- Schoolcraft	Luce
L M A S District Health Department	L M A S District Health Department - Alger	Luce
L M A S District Health Department	L M A S District Health Department - Mackinac	Luce
L M A S District Health Department	L M A S District Health Department- Luce	Luce
Lapeer County Medical Care Facility	Monthly Fees	Lapeer
L M A S District Health Department	L M A S District Health Department- Camp	Luce
Smart Start Brownstown MI	Brownstown M I Payments	Macomb
Smart Start Lowell M I	Lowell Payments	Macomb

Agency	Description	County
Smart Start Iron Mountain	MI Iron Mountain Payments	Macomb
Park Township Treasurer	Property Tax Payments	Ottawa
Village of Freeport	Utilities	Barry
Village of Freeport	License/Permits	Barry
Village of Freeport	Property Taxes	Barry
AAA Bail Bond Service	Probation Fees/Monitoring	Macomb
Dickinson County Sheriff	Civil Payments	Dickinson
Dickinson County Sheriff	Bail - onsite	Dickinson
Dickinson County Sheriff	Admin Payments	Dickinson
Dickinson County Sheriff	Bail - remote	Dickinson
Crawford County Road Commission	Road Commission Fees	Crawford
Smart Start- MI Corporate	MI Corp Payments	Macomb
Clinton County Clerk	Clerk Payments	CLINTON
Crawford County Treasurer	Sheriff Department	Crawford
Clinton County Clerk	Certified Copies - Death	
Clinton County Clerk	Certified Copies - Marriage	Clinton
Clinton County Clerk	Court Document Copies	
Clinton County Clerk	Court Cost	
Lapeer County Road Commission MI	Payments	Lapeer
Village of DeTour	Ambulance Service Fee	Chippewa
MUSKEGON COUNTY CIRCUIT COURT	FEES	MUSKEGON
MUSKEGON COUNTY CLERKS OFFICE	FEES	MUSKEGON
Lapeer County Road Commission MI	Payments	Lapeer
Wexford County Road Commission	Receipts & Misc Payments	Wexford
KENT COUNTY SHERIFFS DEPARTMENT	Sheriff Dept Payments	KENT
Marquette County Health Department	Clinic Fees	Marquette
Chippewa County Friend of the Court	Child Support Payments	Chippewa
Village of Reese	Utilities- web	Tuscola
43RD DISTRICT COURT	FINES & COSTS - Ferndale	OAKLAND
Clinton County Friend Of the Court	Child Support Payments	Clinton
Oakland Leelanau District Health Department	Permits/ Client Services	Leelanau
Crawford County Probate Court	Probate	CRAWFORD
78TH DISTRICT COURT NEWAYGO COUNTY	FINES & COSTS	NEWAYGO
78TH DISTRICT COURT NEWAYGO COUNTY	CASH BOND	NEWAYGO
78TH DISTRICT COURT NEWAYGO COUNTY	MISCELLANEOUS FEES	NEWAYGO
Lincoln Charter Township Berrien County	Personal Property Tax Collector	Berrien
YATES TOWNSHIP	Property Sales/ General Funds	LAKE
Oakland Leelanau District Health Department	Permits/ Client Services	Leelanau
Bruce Township Government	Property Tax	Chippewa
Allegan County Sheriffs Office	Permits & Registration	ALLEGAN

Agency	Description	County
ALLEGAN COUNTY CLERK REGISTER	Kofile integration	ALLEGAN
Muskegon County Sheriffs Records Office	Records Office Payments	Muskegon
Chippewa County Friend of the Court	Child Support Payments	Chippewa
Newaygo County Register of Deeds	Kofile integration	Newyago
AAA Bail Bond Service	Probation Fees/Monitoring	Macomb
GOGEBIC COUNTY TREASURER	Treasurers Service	GOGEBIC
Moran Township	Tax	Mackinac
Kalkaska County Friend of the Court	Child Support Payments	Kalkaska
Ingham County Probate Court	Probate/Fines Payments	Ingham
Kalkaska County Friend of the Court	Fines & Fees	Kalkaska
Allegan County Friend of the Court	Child Support Payments	Allegan
20th Circuit Court Ottawa County Friend of the Court	Child Support - Investigator	OTTAWA
OXFORD TOWNSHIP	Fire Fund	OAKLAND
Smart Start Waterford M I	Smart Start Marshall, MI	
Smart Start South Range	Smart Start South Range, MI	
Roscommon County Treasurer	Treatment Court Fees	Roscommon
Bruce Township Government	Property Rentals	Chippewa
Allegan County 48th Circuit Court	FINES, COSTS & FEES	Allegan
Sheridan Township	Property Tax	Montcalm
Bruce Township Government	License/ Permits	Chippewa
Alcona County Register of Deeds	Register of Deeds Fees	Alcona
City of Reed City	Tax	Osceola
City of Reed City	Water/ Sewer Payments	Osceola
City of Reed City	Civil Payments	Osceola
Smart Start La Crosse W I	Smart Start La Crosse W I	La Crosse
Smart Start Niles M I	Smart Start Niles M I	Macomb
Smart Start Ann Arbor M I	Smart Start Ann Arbor M I	Macomb
Clare County WIDE	Transit Fees	Clare
Lapeer County Community Corrections	Lapeer County Electronic Monitoring	LaPeer
Tuscola County Probate Court	Probate Court Payments	Tuscola
Missaukee County Road Commission	Permits	Missaukee
Cass County Probate Court Estates Division	Probate Court	Cass
Newkirk Township	Tax	Lake
Oakland County Sheriffs Office	Web Bond Payments	Oakland
Oakland County Sheriffs Office	Fines & Costs - Remote	Oakland
Wheatfield Township	Property Taxes	Ingham
Essex Township Treasurer	Property Tax Payments	Clinton
Barry County Community Mental Health Authority	Remote Health Fees	Barry
22nd District Court Wayne County	Bond Payments ONLY - Call center	Wayne

Agency	Description	County
22nd District Court Wayne County	Bond Payments ONLY	Wayne
Clinton County Sheriff	Onsite Service Fees	Clinton
Marshall Township	Property tax	Calhoun
Marshall Township	Building Department	Calhoun
39th District Court Macomb County Fraser	Remote Bail	Macomb
Inland Township	Property Taxes	Oakland
Columbus Township	Tax Payments	St Clair
Liberty Township	Permits & Fees Liberty Township, Jackson Co	Jackson
Liberty Township	Sewer Liberty Township, Jackson Co	Jackson
Liberty Township	Taxes Liberty Township, Jackson Co	Jackson
Salem Township	General Office	Allegan
Salem Township	Property Taxes	Allegan
Negaunee Township	Garbage & Misc Payments - Remote	Marquette
Negaunee Township	Water Payments - Remote	Marquette
Antrim County Road Commission	Road Permits Onsite	Antrim
Antrim County Road Commission	Road Permits Remote	Antrim
92ND DISTRICT COURT Luce County	Fines & Costs Onsite	LUCE
Township of Colon	Misc	Colon
Township of Colon	Tax	Colon
Muskegon Area Transit System	Transit System	Muskegon
Muskegon County Convention and Visitors Bureau	Misc Payments	Muskegon
Public Health Muskegon County	Public Health Fees	Muskegon
Muskegon County Human Resources	Human Resources Fees	Muskegon
Big Creek Township	Property/ School Taxes	Oscoda
44th DISTRICT COURT	Bond Account	OAKLAND
Muskegon County Emergency Mgmt	Hazmat Services	Muskegon
Muskegon County Emergency Mgmt	Chemical Fees Program	Muskegon
WAYNE COUNTY CLERK CIVIL DIVISION	Court Filings	WAYNE
Gratiot County F O C	Child support - Remote	Gratiot
Gratiot County F O C	Child Support - onsite	Gratiot
Interlock Plug In MI Nationwide	Interlock MI Plug In	Oakland
Ely Township	Utility Payments	Marquette
Smart Start MI Corporate	Monitoring Payments	Macomb
Village of Central Lake	Water/Sewer Utilities	Antrim
Marlette Township	Property Taxes	Sanilac
Lagrange Township Treasurer	Property and School Taxes	Cass
Interlock MI CSR	Interlock MI CSR	Oakland
Interlock MI Web	Interlock MI Web	Oakland

Agency	Description	County
Interlock Plug In FL	Interlock Plug In FL	Oakland
Interlock Plug In MN	Interlock Plug In MN	Oakland
Interlock Plug In WI	Interlock Plug In WI	Oakland
Interlock FL CSR	Interlock FL CSR	Oakland
Interlock MN CSR	Interlock MN CSR	Oakland
Interlock WI CSR	Interlock WI CSR	Oakland
Interlock WI Web	Interlock WI Web	Oakland
Interlock FL Web	Interlock FL Web	Oakland
Interlock MN Web	Interlock MN Web	Oakland
Interlock Plug In MI	Nationwide Plug In MI	Oakland
Nationwide Electronic Monitoring	Nationwide Web	Oakland
Foster Township	Tax Payment Remote- Current year	OGEMAW
Antrim County Addressing	Parcel Addressing - Web	Antrim
Antrim County Addressing	Parcel Addressing - Onsite	Antrim
Antrim County Sheriffs Department	Zero Tolerance Program	ANTRIM
Cass County Treasurers Office	Parks office	Cass
Cass County Treasurers Office	GIS web	Cass
Smart Start New Direction MI	Payments - Traverse City MI	Macomb
23rd Circuit Court Oscoda County	Cremation Permits	Oscoda
Dickinson County Clerk and Register of Deeds	Death Certificates	Dickinson
Dickinson County Clerk and Register of Deeds	Birth Certificates	Dickinson
Dickinson County Clerk and Register of Deeds	Marriage Certificates	Dickinson
Dickinson County Clerk and Register of Deeds	Felony Fines	Dickinson

5. Respondents must identify if they currently participate in any existing government application store, service portal, or marketplace.

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

Since the new National Association of State Purchasing Officers (NASPO) RFP was awarded in 2018, Securus has been awarded multiple new contracts. Securus is currently in discussion with several DOCs and county agencies who are considering deploying our technology through the newly awarded NASPO Master Contract, which requires the signing of a participating addendum by the state purchasing office.

Securus' wholly owned subsidiary, JPay, has been awarded multiple contracts in 13 states throughout the years under the old NASPO contract (1901). The services awarded under this contract include tablets, money transfer, and kiosks, which are now included in the new NASPO award. Additionally, another of Securus' wholly owned subsidiaries, Satellite Tracking of People LLC, has been awarded multiple contracts in 15 states under their current NASPO contract (00212). Securus is very familiar with the NASPO process, the operational requirements, and the benefits to agencies throughout the United States, and will aggressively pursue new opportunities through the purchasing vehicle.

The NASPO/ValuePoint website at www.naspovaluepoint.org is where existing agreements and new contracts can be viewed. Currently, the site lists the most recent award to Securus for inmate telephone services and kiosks, which includes additional services and technologies, such as professional services and drone detection in conjunction with investigative and forensic services.

- 6. The County is required to comply with the Americans with Disabilities Act of 1990 (ADA) and Section 508 to the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794d). If this RFP requires a Deliverable that requires County Agents or the public to use a software application or to access a website, Respondent must be able to warrant that end users can utilize the software or access the website in accordance with the accessibility requirements of the ADA and the Rehabilitation Act of 1973. Respondent's Deliverable will conform, where relevant, to the World Wide Web Consortium's (W3C) recommended Web Content Accessibility Guidelines (WCAG) 2.0 -conformance Level AA or other relevant standard of accessibility verification.**

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

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

TDD and TTY Telephones

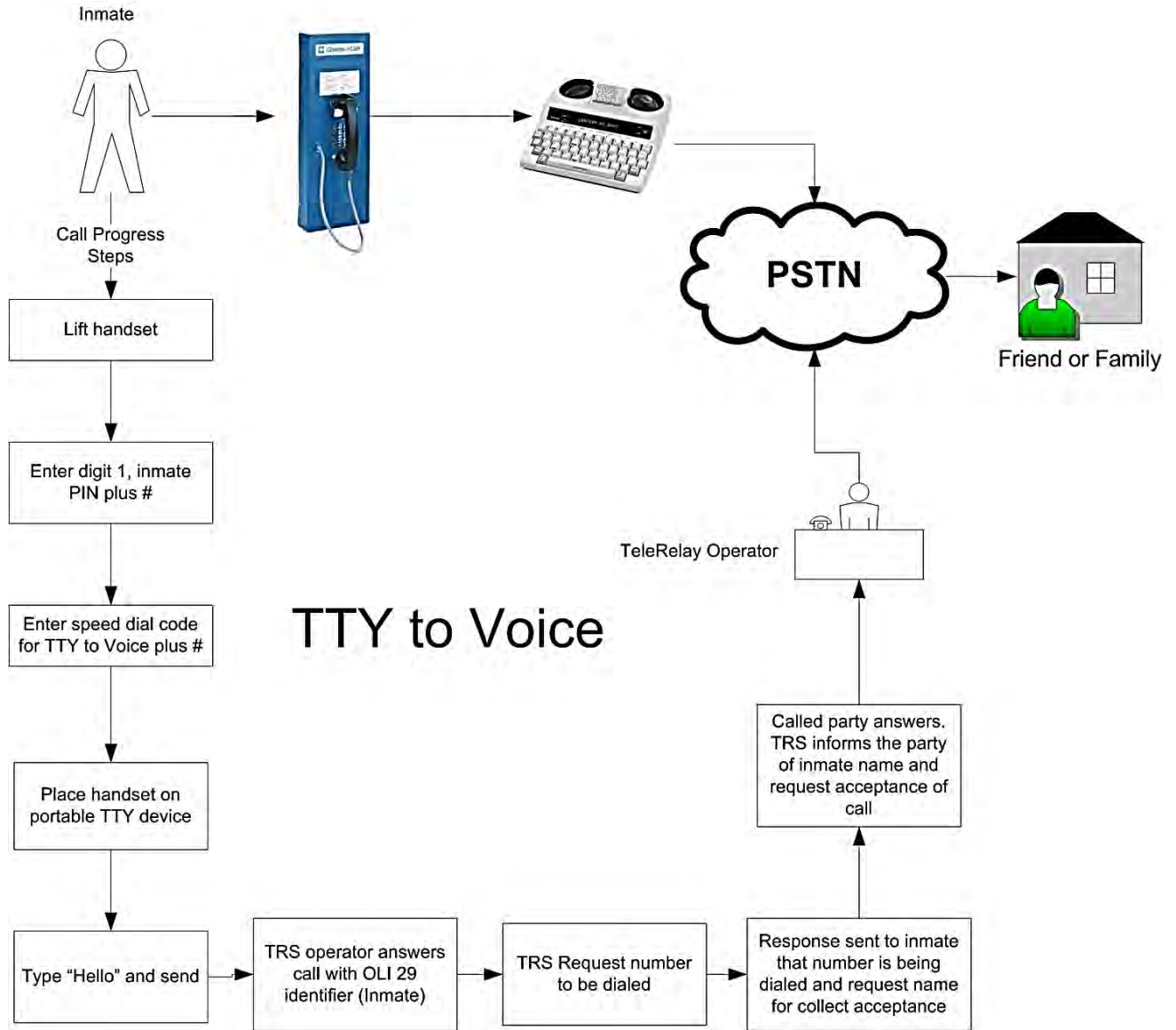
The technology provided uses dedicated ports on the NextGen SCP™ calling services and eliminates the need for a correctional officer or staff member initiating the call process. The inmate placing the handset on the TTY device and entering the speed-dial number initiates the call. The inmate then communicates using the TTY device through the Securus Inmate Telephone System (SITS) to the state's telecommunication relay center (TRS).

The information includes the option of including the inmate's PIN, along with a pre-set toll-free number that is direct-dialed to the TRS. With TRS, a special operator communicates back to the inmate to confirm the connection and begins the call connection process to the called party who receives the call on a collect basis.

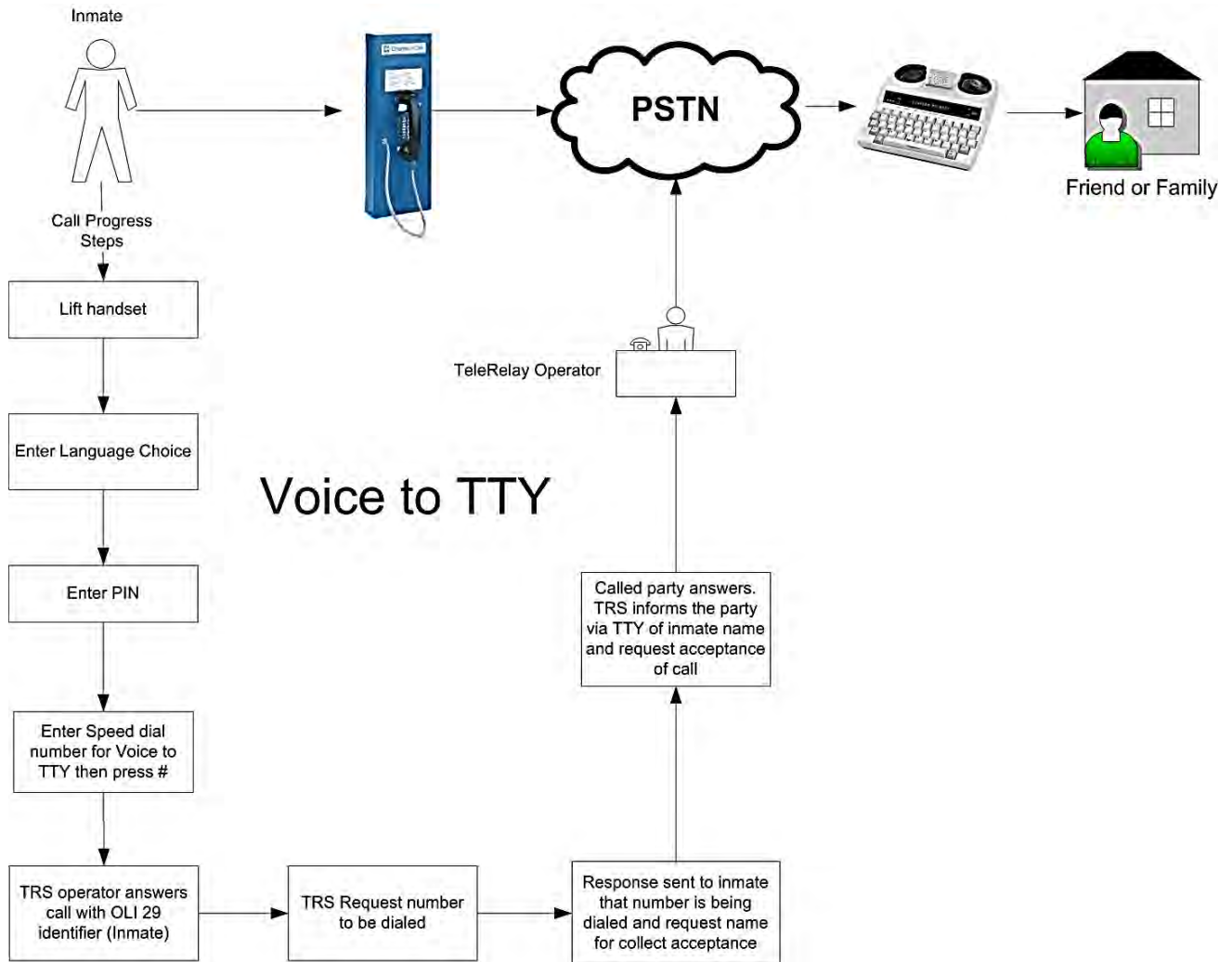
Integrating the TTY call through SITS allows the facility to specify various policy and security measures such as time limits, call recording, redial prevention and more. With TRS, a special operator communicates back to the inmate to confirm the connection and begins the call connection process to the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



INMATE CALL FLOW USING TTY TO VOICE



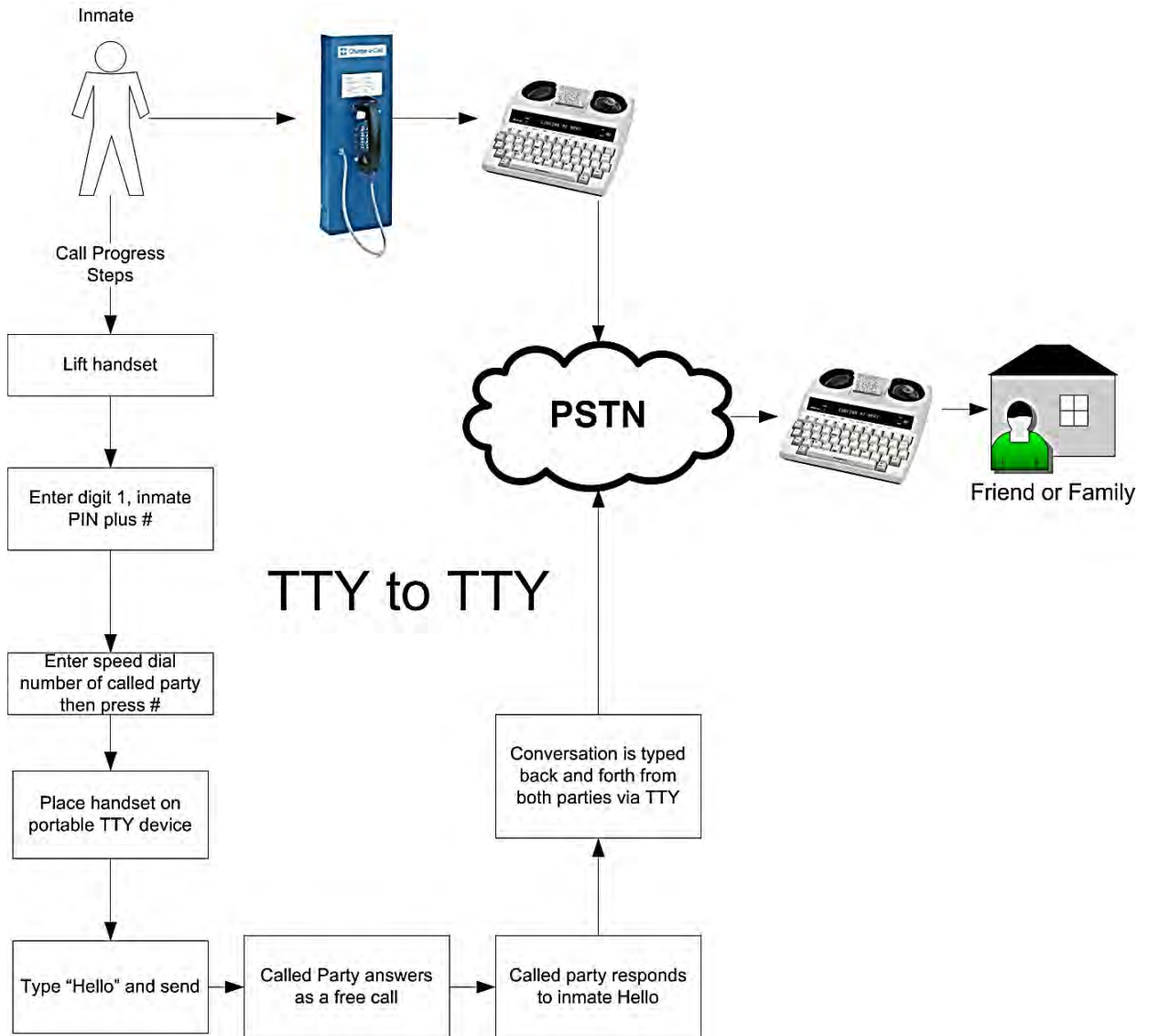
INMATE CALL FLOW USING VOICE TO TTY



Inmate Call Using TTY Phone Calling Another TTY (TTY to TTY).

When a hearing impaired inmate places a call utilizing a TTY phone to a friend or family member utilizing a TTY phone must include the called party on their PAN list. Facilities can apply the same calling restrictions to hearing and hearing impaired inmates. Charges to the called party will be rated and billed by Securus and inmates can also place debit calls.

INMATE CALL FLOW USING TTY TO TTY



5.3 SOLUTION REQUIREMENTS

1. **Appendix A – Solution Requirements Response Table** contains an inventory of the technical specifications and implementation/support requirements desired in the selected solution. Respondents must complete **APPENDIX A – SOLUTION REQUIREMENTS RESPONSE TABLE**. In addition to completing Appendix A, respondents must provide responses to the requirements specified in the remainder of this section. **SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.**

APPENDIX A – SOLUTION REQUIREMENTS RESPONSE TABLE

Number	Requirement	Existing Capability (Yes/No)	Comment
1.0	Executive Summary		
1.1	Submit a brief executive summary of the major facts or features of the proposal, including any conclusions, assumptions, and recommendations the respondent desires to make. The executive summary should be designed specifically for review by a non-technical audience and senior management and indicate why this system best meets the needs of Oakland County. This document will not exceed two pages in length, single spaced.	Yes	See below

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

A brief two-page executive summary of the key differentiators, that together create Securus' value proposition, that we believe best meets the needs of Oakland County and provides the greatest value of our competitors.

1.2	Submit the following information relative to the respondent. If a joint venture, similar information must be provided for each member of the joint venture. Company name and business address, including telephone number, fax number and Internet address. Year established (include former firm names and year established, if applicable). Type of ownership and parent company if any. Respondent's contact name, address, and phone number, if different than Item 1 Brief statement of the firm's background demonstrating longevity and financial stability	Yes	See below.
-----	---	-----	------------

Submit the following information relative to the respondent. If a joint venture, similar information must be provided for each member of the joint venture.

- **Company name and business address, including telephone number, fax number and Internet address.**

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

Securus Technologies, LLC
4000 International Parkway
Carrollton, TX 75007
T: 972-277-0300
F: 972-277-0516
www.securustechnologies.com
rroberts@securustechnologies.com

Allpaid, Inc.
10981 Marks Way (Corp)
Miramar, FL 33025
T: 317- 319-7824
GovPayNet.com |
AllPaid.com
bstawick@allpaid.com

- **Year established (include former firm names and year established, if applicable).**

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

Securus Technologies, LLC
4000 International Parkway
Carrollton, TX 75007
T: 972-277-0300
F: 972-277-0516
www.securustechnologies.com
rroberts@securustechnologies.com

Allpaid, Inc.
10981 Marks Way (Corp)
Miramar, FL 33025
T: 317- 319-7824
www.govpaynet.com |
www.allpaid.com
ramorez@allpaid.com

- **Type of ownership and parent company if any.**

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

Corporation
Parent Company: Aventiv Technologies

- **Respondent's contact name, address, and phone number, if different than Item 1**

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

Russell Roberts, Chief Growth Officer
4000 International Parkway
Carrollton, TX 75007
T: 972-277-0656
M: 214-675-7287
www.securustechnologies.com
rroberts@securustechnologies.com

Renee Amorez, Account Manager
10981 Marks Way (Corp)
Miramar, FL 33025
T: 317- 319-7824
www.allpaid.com
ramorez@allpaid.com

- **Brief statement of the firm’s background demonstrating longevity and financial stability**

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

Securus has been serving the corrections communications industry for more than 35 years, since it was established in 1986, under the name Tele-Matic Corporation, which later became T-Netix, Inc. This company later merged with Evercom Systems, Inc. to become Securus Technologies, Inc. in 2004 and Securus Technologies, LLC in 2019.

AllPaid has been focused on public sector payments for more than 22 years. AllPaid is a secure, single-source payments platform that unlocks efficiencies for citizens and governments, guaranteeing confidence at all touchpoints. AllPaid provides payment services to more than 3,000 agencies across the U.S. Our turnkey platform takes the hassle and expense away from government and delivers a convenient, multi-channel payment experience for its citizens – from traffic citations and child support to taxes and permits.

1.0	Executive summary		
------------	--------------------------	--	--

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

A brief **two-page executive summary** of the key differentiators, that together create Securus’ value proposition, that we believe best meets the needs of Oakland County and provides the greatest value of our competitors.

1.2	<p>Submit the following information relative to the respondent. If a joint venture, similar information must be provided for each member of the joint venture.</p> <ul style="list-style-type: none"> ▪ Company name and business address, including telephone number, fax number and Internet address. ▪ Year established (include former firm names and year established, if applicable). ▪ Type of ownership and parent company if any. ▪ Respondent’s contact name, address, and phone number, if different than Item 1. ▪ Brief statement of the firm’s background demonstrating longevity and financial stability 	YES	See below.
------------	--	------------	-------------------

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

Securus Technologies, LLC
 4000 International Parkway
 Carrollton, TX 75007
 T: 972-277-0300
 F: 972-277-0516
 www.securustechnologies.com

Securus has been serving the corrections communications industry since it was established in 1986, under the name Tele-Matic Corporation, which later became T-Netix, Inc. This company later merged with Evercom Systems, Inc. to become Securus Technologies, Inc. in 2004 and Securus Technologies, LLC in 2019.

Corporation

Russell Roberts, Chief Growth Officer

Contact information — same as above

For more than 35 years, corrections industry constituents—facilities, inmates, and the family and friends of inmates—have relied on Securus Technologies and our predecessor organizations for communication solutions designed to fulfill their specialized needs.

In 2009, Securus made a strategic move. Understanding how advanced technologies could radically change the civil and criminal justice industries, Securus executed a plan to leverage our technical expertise and expand our portfolio with complementary products and services that go beyond communications.

Today, we are the fastest growing provider in the industry because we offer compelling products and services. We continue to expand our reach while remaining focused on the civil and criminal justice industry.

Financial Stability that Matters to Oakland County

The financial strength of your provider is important because it is an indication of their ability to serve your needs today and invest to meet your needs tomorrow. New solutions delivered to our customers reflect our growth, expansion, and reinvestment in our systems.

Securus has a stable outlook, positive revenue growth, and good liquidity, Securus is also the only inmate communications provider that has consistent organic growth.

Securus’ most recent audit financial statement has been provided in **Attachment E** of this proposal response document.

1.3	Submit a brief description of respondent’s corporate and other organizational history and experience in developing, installing, and supporting Inmate Phone/Video Visitation /Investigative Tools Systems for government Information Technology offices of comparable or larger sizes.	YES	See below.
-----	---	-----	------------

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

For more than 35 years, corrections industry constituents—facilities, inmates, and the family and friends of inmates—have relied on Securus Technologies and our predecessor organizations for communication solutions designed to fulfill their specialized needs.

In 2009, Securus made a strategic move. Understanding how advanced technologies could radically change the civil and criminal justice industries, Securus executed a plan

to leverage our technical expertise and expand our portfolio with complementary products and services that go beyond communications.

T-Netix, Inc. began under the name Tele-Matic Corporation, incorporated under the laws of the State of Colorado on February 6, 1987. In 1992, the company acquired eight affiliated companies in the inmate phone business as well as the inmate phone business assets of two other companies. In 1993, T-Netix met the inmate fraud control challenge and was the first company to introduce to the corrections marketplace the capability to detect a three-way call.

From its inception until July 1992, T-Netix was primarily engaged in designing, manufacturing, marketing, and servicing public payphones, including pay telephones for use in correctional facilities. In 1991, the company began to focus on providing specialized telecommunications services for the inmate calling market as the result of US Justice Department mandates to prevent inmates from committing massive credit card fraud from prisons.

Securus Technologies, Inc. formerly Evercom Systems, Inc., was incorporated August 22, 1997 in the State of Delaware. Over the next several years after incorporation, the company acquired the assets of several other inmate telephone service providers, all of which had been in the inmate telephone service business between 5 to 12 years.

In 2004, Securus Technologies, Inc. (now known as Aventiv Technologies, LLC) was created as the parent company of Evercom Systems, Inc. (now known as Securus Technologies, LLC) and T-Netix, Inc. The Securus product line comes from hands-on teaming with correctional facilities. Our product offerings are a direct result of our commitment to technological excellence. The Securus goal of providing outstanding customer service to correctional institutions, inmates and friends and family members of inmates drives our commitment to service.

Today, we are the fastest growing provider in the industry because we offer compelling products and services. We continue to expand our reach while remaining focused on the civil and criminal justice industry. Securus provides service to more than 3,470 correctional facilities nationwide, including locations operated by city, county, state, and federal authorities, juvenile detention centers, and private facilities.

1.4	Define the type of business your firm conducts: (e.g., consultant, long-distance carrier, reseller of telecommunications services, local exchange carrier, etc.).	YES	See below.
-----	--	-----	------------

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

Securus is a true technology company. We invest heavily in technology and lead the market in innovation. We have more patents than the rest of our industry combined. Likewise, our investment of \$670M over the past four years is, by our estimate, more than 6x more than the total spent by all of our competitors over this period. We do this because we believe technology has — and will continue to — revolutionize the corrections experience creating safer facilities, reducing recidivism and increasing operational efficiencies.

Only Securus has the industry’s most widely used, most flexible and dynamic call control platform. No other call control platform in the world has more features and investigative tools you can use to keep your community safe. No competitor comes close to the number of installations we manage of our Secure Call Platform.

Our ability to share data with other agencies, both inside and outside of Michigan is unsurpassed given the huge advantage we have over our competitors in geographic footprint.

1.5	Indicate the services your firm is proposing to provide as well as the number of years your firm has been in business providing those services.	YES	See below.
-----	--	------------	-------------------

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

For **more than 35 years**, corrections industry constituents—facilities, inmates, and the family and friends of inmates—have relied on Securus Technologies and our predecessor organizations for communication solutions designed to fulfill their specialized needs.

In 2009, Securus made a strategic move. Understanding how advanced technologies could radically change the civil and criminal justice industries, **Securus executed a plan to leverage our technical expertise and expand our portfolio with complementary products and services that go beyond communications** making our product offering the **most innovative, well-established, and comprehensive technology solution in our industry.**

This equips our organization to serve as more than our client’s vendor; but as a strategic advisor as a result of our significant resources, extensive experience, and strategic drive and innovation to leverage our significant scalability and vast resources to bring unique insight and an informed perspective to accurately and efficiently create value that delivers a quality client care experience. These advantages provides Oakland County with service efficiencies that will help ensure agencies meet or exceed your stated operational and organizational objectives, both today and for many years to come.

The following core technologies and credentials will benefit the Oakland County Sheriff’s Office and will be offered at **NO COST, making a strong and compelling argument to select Securus as your preferred technology and communications vendor.** These include:

- **NextGen Secure Communications Platform™ (NGSCP™)** provides a single log in, web based, anytime/anywhere accessible system for both our newly updated and relaunched flagship Secure Call Platform, now known as NextGen SCP™ and our leading industry video technology, Securus Video Connect™ (SVC™) with the scalable, highly flexible video platform ConnectUS™. Our platform offers customizable databases for monitoring, reporting, and historical communication transaction information, as well as the account service history, through the NGSCP user interface.

- **Integrated Value Added Investigative Tools that include Covert Alerts** (the ability to be notified, live, via phone call – email notification – or both, as a targeted person begins the calling process). Covert Alerts can be placed on an inmate, a specific facility phone or kiosk/terminal, housing unit, or outbound dialed number. Live Call Monitoring and Forwarding (the ability to automatically cycle through live communications for a customized amount of time, and immediately forward a live call to an investigator for instantaneous remote monitoring). Multi Session Live Visitation Monitoring (the ability to monitor a single session or every single session live at the same time) just to name a few features
- **Call Pattern Analysis and Alerting with THREADS:** Securus will provide the only forensics' call pattern analysis and alerting solution designed and built exclusively for law enforcement and corrections. While other systems are limited to only inmate calling data, THREADS can accept any data source to allow a more thorough investigative review including cellular chip-off extraction data. THREADS finds the needle in the haystack of data making the most of your officer's time and providing actionable intelligence. More information sorted with more speed to build stronger cases.
- **ICER Inter Communication Evaluation and Reporting Tool:** uncovering and providing alerts on inmate-to-inmate phone communications happening within a facility and in a facility to facility environment.
- **ConnectUs Multi-Application Engine Operating System:** allows expanding capabilities delivered through the corrections grade Securus multi-function wall mounted kiosks/terminals to streamline and automate current manual processes. Functions may include Commissary Ordering, Jobview (live listing job search), PREA Reporting, Inmate Handbook, Agency PDFs, Law Library, Video App, Emergency Visits, and many more. **WordAlert:** An extremely accurate AI assisted investigative and communication record transcription tool. Every single call or visitation session will be automatically transcribed from Speech to Text and these files embedded into the communication record for further review/use. Separating the dialer's speech from the answer's speech into text, WordAlert will utilize automated specific word search algorithms to create notifications and customized reports for statistical tracking and investigations.
- **Investigator Pro (IPRO):** Our industry leading voice biometric software will tell you exactly who is on a call no matter which pin number or account was used. **Automatically notifying approved staff of High Target Calls** for review, you will **quickly identify any communications that may require further review.** In years past, we had licensed our tool to others for use. However, these **LICENSING PERMISSIONS HAVE RECENTLY BEEN TERMINATED AND THEREFORE THE AVAILABILITY FOR ACCESS TO THE NEWEST ENHANCEMENTS, UPGRADES, FUTURE DEVELOPMENT INNOVATIONS, AND ONGOING SUPPORT WILL ONLY BE AVAILABLE TO SECURUS' CUSTOMERS EXCLUSIVELY.**
- **Outbound Voicemails:** This system allows **Friends and Family to receive a short message** via the Securus Application if they are unable to answer the call.
- **Inbound Voicemails:** This system allows **Friends and Family to create and leave a message for the inmate,** if they are an approved contact. Many times this assist in operations as staff do not have to pass messages from the outside. If my loved one is incarcerated and doesn't know my phone number, this provides an option for me to tell them and assist in the communications process.
- **Inbound Connect:** Many times, inmate's calls go unanswered because people are not always available to connect at that exact time. **Inbound Connect allows the called**

party to send the inmate a notification that they are ready to be called.

Significantly **increasing connected call percentages** and providing an efficient solution for both parties.

Securus also offers additional optional value add solutions that include:

- Guarded Exchange
- **Lexipol Learning Management System** that offers CorrectionsOne Academy and PoliceOne Academy, subscription-based learning management systems with a library of corrections and law enforcement training courses and features to streamline training workflow.

▪

1.6	Include the location of your corporate offices nationally, regionally, and locally.	YES	See below.
------------	--	------------	-------------------

SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

SECURUS Technologies

Facility	Address	City	State	Zip
SECURUS OFFICE SPACE				
Corporate Office	4000 International Parkway	Carrollton	TX	75007
Securus Network Operations Center	4120 International Parkway Suite 1000	Carrollton	TX	75007
SUBSIDIARIES AND OTHER OFFICES				
Technology Center & Warehouse	3220 Keller Springs Suite 128 Tech Center, 118 Warehouse	Carrollton	TX	75006
Broward County Visitation Center	3700 W. Oakland Park Blvd.	Lauderdale Lakes	FL	33311
Archonix - NJ office	30 Lake Executive Park	Marlton	NJ	08053
Telerus	633 17th Street, Suite 1510	Denver	CO	80293
Primonics	500 Morgan Blvd. 2nd Floor	Baie D'Urfe	QC	H9X 3V1
Satellite Tracking of People, LLC	5353 West Sam Houston North, Suite 190	Houston	TX	77041
JLG Technologies, Inc.	2 Park Central Dr. Suite 200, 3700 Turnpike Rd.	Southborough	MA	01772
CellBlox	127 Jetplex Circle, Suite E	Madison	AL	35758
Guarded Exchange	3705 Missouri Blvd	Jefferson City	MO	64060
Guarded Exchange	740 Lynn Street	Lebanon	MO	65536
Guarded Exchange	10B Madison Avenue Extension	Albany	NY	12203
ALLPAID Corporate	10981 Marks Way (Corp)	Miramar	FL	33025
GovPayNet	7820 Innovation Blvd, Suite 250	Indianapolis	IN	46278

1.7	Include a discussion of the respondent's corporate vision and strategy related to its Inmate Phone System software addressing the needs of the Inmate Phone System market.	YES	See below.
------------	---	------------	-------------------

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

At Securus, we exist "To Serve and Connect" to make our world safe. Our vision is to equip every public safety, law enforcement and corrections agency throughout the world with Securus Technologies CIVIL and CRIMINAL JUSTICE technology solutions. Securus' powerful connected technology protects the world and drives continuous innovation with exceptional focus on solutions that best serve our customers.

1.8	<p>Submit a description of at least three relevant Inmate Phone/Visitation/Investigative Tools System installations within the state of Michigan or other states or a combination thereof. Relevant is defined as installations using the hardware and software products similar to those proposed for the Oakland County Inmate Phone System and installations exhibiting the functional and integration components set forth in this RFP. The description must provide the following information at minimum: Organization Name, Contact Person with Address, Telephone Number and Email Address, Participating Organization, Hardware and Software Environment, date of Installation, Status of Implementation and Discussion of Activities and Applications. The respondent agrees that Oakland County may contact the references given and visit installed sites if desired.</p>	YES	See below.
-----	--	-----	------------

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

Organization Name: Ingham County Sheriff's Office, Michigan	
Contact Person:	Captain Robert Earle
Address:	630 N. Cedar Street Mason, MI 48854
Phone:	517-676-8321
Email:	rearle@ingham.org
Participating Organization:	Securus Technologies
Hardware and Software Environment:	Secure Call Platform, Securus Video Connect, AIS, ICER, TDD/TTY
Date of Installation:	2009
Status of Implementation:	Current client - completed
Discussion of Activities and Applications:	Crime Tips, Covert Alerts, Inmate Debit, Jail Voicemail

Organization Name: Cuyahoga County Sheriff, Ohio	
Contact Person:	Sergeant Brian Williams
Address:	1215 W. 3 rd Cleveland, Oh 44113
Phone:	216-348-4138
Email:	bkwilliams@cuyahogacounty.us
Participating Organization:	Securus Technologies
Hardware and Software Environment:	Secure Call Platform, THREADS, Securus Video Connect, IPRO
Date of Installation:	2016
Status of Implementation:	Current client - completed
Discussion of Activities and Applications:	Securus Debit, AIS, Jail Voicemail

Organization Name: Elkhart County Sheriff, Indiana	
Contact Person:	Sheriff Jeff Seigel
Address:	630 N. Cedar Street Mason, MI 48854
Phone:	517-676-8321
Email:	jsiegel@elkhartcountysheriff.com
Participating Organization:	Securus Technologies
Hardware and Software Environment:	Secure Call Platform, Securus Video Connect, THREADS, InvestigatorPro
Date of Installation:	2009
Status of Implementation:	Current client - completed
Discussion of Activities and Applications:	Securus Debit, AIS, Securus Voicemail

Organization Name: Davidson County Sheriff, Tennessee	
Contact Person:	John Hudson, Chief of Administration
Address:	PO Box 196383 Nashville, TN 37219
Phone:	615-862-8288
Email:	JHudson@DCSO.nashville.org
Participating Organization:	Securus Technologies
Hardware and Software Environment:	Secure Call Platform, Securus Video Connect, THREADS, Tablets, ICER, InvestigatorPro
Date of Installation:	2019
Status of Implementation:	Current client - completed
Discussion of Activities and Applications:	Digital Mail Center, Guarded Exchange, Jail Voicemail

Organization Name: St. Clair County Sheriff's Office, Michigan	
Contact Person:	Tracy Decaussin, Jail Administrator
Address:	1170 Michigan Rd Port Huron, MI 48060
Phone:	810-987-1700
Email:	decaussin@stclaircounty.org
Participating Organization:	Securus Technologies
Hardware and Software Environment:	Secure Call Platform, Securus Video Connect, THREADS, Investigator Pro
Date of Installation:	2018
Status of Implementation:	Current client - completed
Discussion of Activities and Applications:	AIS, Debit, ICER

Organization Name: Muskegon County Sheriff's Office, Michigan	
Contact Person:	Lieutenant Matthew Smith
Address:	25 W Walton Ave Muskegon, Michigan 49440
Phone:	231-724-6351
Email:	mathew.smith@muskegonsheriff.com
Participating Organization:	Securus Technologies
Hardware and Software Environment:	Secure Call Platform, Investigator Pro, THREADS
Date of Installation:	2015
Status of Implementation:	Current client – completed
Discussion of Activities and Applications:	AIS, Jail Voicemail, Debit

1.9	Submit job descriptions and qualifications for each team member that will be assigned to the Oakland County Inmate Phone/Visitation/Investigative Tools project. Contractor staff qualifications must include longevity with firm, relevant certifications, brief project/assignment history with your company, educational background, and employment history.	YES	See below.
------------	--	------------	-------------------

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

Securus has provided a short description of the role and qualifications of each professional on the team that we have assigned to serve Oakland County on this engagement below. In addition to these, Securus has provided resumes with the requirements specified above in **Attachment B** of this proposal response document for your review.

Securus' Project Team for Oakland County, MI

<p>Jim Ciampaglio, Sales Vice President</p>	<p>Jim's career includes extensive telecommunications and technology experience with strong ability to build cohesive successful sales teams in a constantly changing environment. Consistent over plan performance with focus not only on new sales but overall revenue retention.</p> <p>Jim 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</p> <p>Jim develops solutions selling skills throughout the sales group, implementing processes and strategies to drive overall team success and provides management and support for sales presentations, RFP responses, and financial offerings to government customers at the local, state and federal levels.</p>
<p>Rob Widner, Director of Account Management</p>	<p>Rob has significant experience in complex hardware, software, and services for the government and private market industries. As the director of sales responsible for a large team of senior sales executives across U.S., Rob manages his team's responsibility is to prospect and partner with existing County jails, prisons, and detention centers across the US. Responsibilities include: strategic planning, market research and strategy, go to market strategy, vast experience in RFP production and management, 3rd party vendor relationships, ongoing competitive intelligence, day to day sales operations, contract negotiation and process management, travel budget management, efficient management of monthly tradeshow calendar, expense tracking and reporting, and provides leadership of all deal flow and approval processes for all partnerships with our new law enforcement and corrections agencies.</p>
<p>James Jennison, Account Executive Team Lead</p>	<p>James has more than 11 year's professional experience in the Corrections industry. He has knowledge and direct experience both inside and outside of the facility, working his way up from Correctional Officer to Captain and then applying that experience with vendors as he transitioned to the business side that serves the industry. James is now representing Virginia, New York, Maryland, and North Carolina for our Small to Mid-Market Business and is applying his knowledge in facility operations and investigations to best serve Securus' prospective customers. James is a key driver for multiple marketing initiatives assisting Securus in being a partner for Law Enforcement and relating the tools that we have available to help keep Officers safe.</p>

<p>Joel Stubblefield, Senior Account Executive</p>	<p>Joel will serve as your Senior Account Executive. Joel is an experienced problem solver with a proven history of successful de-escalation and interpersonal communications ability. Highly motivated, utilizing many lessons learned through collegiate and professional athletics, as well as a career spanning over 12 years in law enforcement / corrections, I provide an innate ability to accomplish goals and aspirations, personally & professionally.</p> <p>Along with this experience, Joel successfully created and maintained a law enforcement / corrections / public safety focused training & consultation company working primarily with counties around Indiana and in conjunction with the Indiana Sheriffs Association.</p> <p>These attributes have positioned me to utilize a customer first approach to ensure your complete care and satisfaction.</p>
<p>James LeBoeuf, Director and Lead Sales Engineer</p>	<p>James has supported inmate systems and correctional facility accounts for over 17 years in Operations Management and Technical Sales. He has directly supported the Installation and Maintenance of more than 300 correctional facilities and has managed teams at more than 1,000 facilities throughout the Continental US and Alaska.</p>
<p>Brian Bishop, Manager, Client Management</p>	<p>Brian has over 15 years of experience in accounts receivables, call center operations and new business on boarding and startup processes. He has lead a team of client managers to a 97.8% Retention rate, 4.8 CSAT and 84% Net Promoter score in 2017. Brian will work with your Account Manager, Joel Stubblefield, to ensure that your facility is notified of any and all new options and services as they become available and that all your facility's expectations and needs are met to your satisfaction. Brian is certified in SAP Systems and NET Promoter.</p>

<p>Lawrence “Larry” Fantolli, Client Manager</p>	<p>Lawrence (Larry) is a relationship-focused Account Manager with 18 years prior experience providing Application and Customer Support Management for U.S. and globally reaching market leaders, including Securus Technologies, Tyler Technologies, Bank of America, Harley Davidson, and Thomson Reuters. Larry’s qualities include the liaising with a significant client base that includes more than 80 Jails and Department of Correction’s accounts in Michigan, Colorado, New Mexico, Missouri, North Dakota, and South Dakota that have a combined revenue totaling more than \$30+ million. He communicates daily to build strong relationships with client base including law enforcement, Federal agencies, sheriffs, wardens, jail administrators, and detention officers – and he will do the same with Oakland County.</p> <p>Larry support technical teams in fact finding, drill-down and resolution of break-fix issues to identify root causes of clients’ technical issues for Tech Support and acts as the main contact for monitoring and reporting client account activity and escalations to internal departments /management. He leads internal departments in addressing/correcting customer temperament and survey feedback, creates and presents multi-level account review presentations to client regarding their current portfolio of Securus products to accurately report statistics and understand trends to effectively communicate value of services to the client and strategically advise them of supplemental solutions that can ensure they meet their business objectives.</p> <p>Larry maintains working knowledge of various investigative products and services in order to answer questions and train customers as needed on Securus products, participates in discussions with Project Managers, Integration, and Field Service Techs to roll out new and existing Securus software products to current base customers.</p>
<p>Noah Lamoureux, Senior Implementation Project Manager</p>	<p>Noah has 8+ years’ experience in Telecom and 9+ years’ experience in Project Management. He has experience managing multiple projects and delivering results on time and within budget. Noah will oversee the Oakland County installation from initiation to completion and will be the first-line escalation for Steve. Noah is certified as a PMI – Project Management Professional, PMP; Lean Six Sigma White Belt, and in CompTIA Security+.</p>

<p>Damon Martin, Senior Implementation Project Manger</p>	<p>Damon will serve as you implementation project manager and has a significant number of years of telecommunications and cellular experience. Damon will be responsible for the timely installation and launch of the services and equipment sought by the Frederick County Adult Detention Center.</p> <p>Damon is a PMP professional with extensive experience driving complex projects to successful completion at FORTUNE 200 corporations. He 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.</p> <p>Damon is responsible for coordinating the successful planning and execution of implementing all activities required for customer accounts, as well as, infrastructure deployments and integration projects within the scope of work details and requirements; budget planning and management; resource coordination and scheduling; material requisition and shipping/delivery; telecom provisioning; quality management; and other essential project management duties.</p>
<p>Chad Cromell, Manager, Field Services</p>	<p>Chad has significant experience in the inmate communications industry. He currently manages all Field Operations in Indiana, Illinois, and Michigan. He is responsible for managing all technicians in the area and ensuring that all maintenance and repairs are completed in a timely and professional manner.</p> <p>Chad is the direct Supervisor of 10 technicians and 11 contractors across Indiana, Illinois, and Michigan. He supervises daily maintenance, repairs, and installations at over 130 sites in service areas. Chad ensures that all Service Level Agreements and time frames are met in accordance with the contracts for repairs, maintenance, and installations.</p>
<p>Tim Allarding, Field Service Technician</p>	<p>Tim has been in the telecommunications industry for more than 39 years and installing inmate telephone systems for more than 25 years. He has worked in county jails in Michigan, Indiana, Ohio, Wisconsin, and Illinois installing and maintaining many different platforms.</p> <p>Tim has worked for Securus for 9 years and takes care of 44 county jails in Michigan. He has been trained on four different platforms including SCP and attends corporate training every two years.</p> <p>He installs, maintains, and repairs telecommunications, associated computer equipment, networks, and wiring at correctional facilities.</p>

David McTee, Instructor, Customer Training and Product Adoption	David brings more than 35 years of professional training experience. He will provide Oakland County staff with the knowledge and skills needed to efficiently administer the system.
---	--

1.10	If your company intends to Sub-Contract the installation and maintenance of collect-only inmate telephones or video visitation systems with a local telecommunications Contractor, furnish the same information required of your own company profile for each Sub-Contractor, including any billing agents you plan to use.	YES	See below.
-------------	--	------------	-------------------

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

Securus will provide all services without the use of sub-contractors. Our proposed system was designed, developed, deployed and will be supported by Securus associates.

Securus does not intend to sub-contract the installation and maintenance of the collect-only inmate telephones because we have our own implementation team and technicians.

Securus’ extensive experience installing and maintaining inmate telephone systems have helped us develop installation and cut-over procedures that will minimize disruptions and errors, and maximize Oakland County’s satisfaction.

Securus Technologies 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 three years, our team has completed more than 1,700 quality installations of our Secure Call Platform (SCP), and has averaged a 4.6 (out of 5) customer satisfaction rating every year.

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

Securus uses our own billing system and does not contract with outside billing contractors, which might expose call records to tampering or corruption. Because the SCP is a centralized system, there is no need to download call records as there would be with a traditional premises-based system. Call records are entered directly into the billing system for rating and billing on a near real-time basis. High-level data security measures prevent tampering of call records in all hardware and software systems used by Securus to rate and store call records.

Serving so many correctional facilities requires Securus to have the best internal controls and processes in the industry. Securus is proud to be the only inmate telecommunications provider in the U.S. that is Sarbanes-Oxley Section 404 compliant. Being Sarbanes-Oxley compliant means that an independent accounting and auditing firm has completed a comprehensive, in- depth evaluation and testing of our internal controls for financial

reporting. Their unqualified audit opinion, or compliance, confirms that Securus has effective controls and safeguards in place to manage critical financial information.

2.0	General Requirements		
2.1	<p>To design, furnish, install, operate, support, and maintain the Inmate Phone/Video Visitation equipment and services with integrated Investigative Tools for the Oakland County inmate facilities at <i>no cost</i> to Oakland County for a three-year (with two 1-year possible extensions) period from the date of contract signing. Contractor must be able to provide both phone and visitation services along with investigation tools within a single application.</p> <p>Please include an attachment within the RFP providing the following:</p> <p>A. Indicate what equipment currently installed and owned by the Oakland County Sheriff’s department will be reused in the Contractor’s proposal.</p> <p>B. Provide specifications of the new proposed equipment, hardware and software, explaining the equipment capacities and line configurations by types, locations, and quantities (quantities equipped for and wired for by location). Refer to <i>Appendix B, Table B-2: Telephone, Hardware, Software, and Peripheral Requirements Table</i>.</p> <p>C. Describe if the system is set-based, PC-based, or central-office network based.</p> <p>D. Describe if the system is on-premise base or cloud based.</p> <p>E. Describe your diagnostic software for continuously monitoring the hardware, software, and system performance:</p> <ul style="list-style-type: none"> • Describe System alarms and diagnostic procedures. • Are diagnostics performed on site as well as remotely? • How frequently is each server automatically polled? <p>F. Describe in detail system redundancy and disaster recovery backup procedures for application, call and voice data, lines, rerouting call capabilities, and critical hardware/software components during total or partial system failures. Include time estimates for recovery.</p> <p>G. Describe in detail how the Inmate Phone System will be protected against power failures.</p>	YES	See below.

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

Securus will provide NextGen SCP™, a single platform for managing, researching, monitoring, investigating, and exploring information through Securus products and services. Oakland County will benefit from NextGen SCP's fast and efficient access to communication data, increased security, unparalleled control over inmate communications, and real-time alerts.

NextGen SCP, our newest platform, has been designed specifically for the corrections customers who use our products daily. This multi-product technology solution puts information in the hands of our customers when and where they need it.

New technologies at the heart of the platform make NextGen SCP more intuitive, more efficient and much more responsive – and lay the foundation for future innovations.

NextGen SCP refines the features Oakland County uses every day and adds new innovative features and functionalities. It's inmate communications management at its highest level.

- With NextGen SCP, Oakland County will:
- Enjoy refinements in the user interface
- Easily maneuver with action-based navigation
- Use Google-like single entry search fields
- Get more information with less effort in a shorter amount of time
- Interact with information immediately on the new dashboard
- See summary overview of facility communications immediately upon login
- Gain quick access to BNA and PAN frequency search functionality
- Access upcoming video visitations
- Improve your records search experience
- Increase the speed from request to data easing the burden of investigative time
- Get multi-product results with a single search
- Take advantage of the integrated new backend technologies allow for analysis when data is ingested and stored for faster, more efficient accessing
- Run reports in the background while you continue to work and be notified when they are ready
- Step up to the new standard for overseeing inmates
- Get comprehensive overview of inmate communications with an activity stream listing past, present and future events
- Manage settings and suspensions for calls, video and other products independently
- Manage video visitations in the same platform as calling
- Get information about and manage visitors using the new Contact Profile page
- Set up facility or site level approvals to suit your needs
- Conveniently approve visits either first visit only, every visit or automatically
- Upgrade the access and security of users
- Provide users with only the information they need to see, edit, manage or interact with
- Easily craft custom task-based permissions for users
- Protect your facility access with required strong passwords and enforced regular password updating
- Provide facility affiliated personnel with access to video connect

A. Indicate what equipment currently installed and owned by the Oakland County Sheriff's department will be reused in the Contractor's proposal.

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

Securus will provide all new equipment at ***NO COST*** to Oakland County and does not intend to reuse any of the current equipment.

B. Provide specifications of the new proposed equipment, hardware and software, explaining the equipment capacities and line configurations by types, locations, and quantities (quantities equipped for and wired for by location). Refer to Appendix B, Table B-2: Telephone, Hardware, Software, and Peripheral Requirements Table.

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

Securus has provided the specifications of the new proposed equipment, hardware, and software; and detailed the equipment capacities and line configurations by types, locations, and quantities (quantities equipped for and wired for by location) as referenced in *Appendix B, Table B-2: Telephone, Hardware, Software, and Peripheral Requirements Table* in **Attachment A** of this proposal response document..

C. Describe if the system is set-based, PC-based, or central-office network based.

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

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

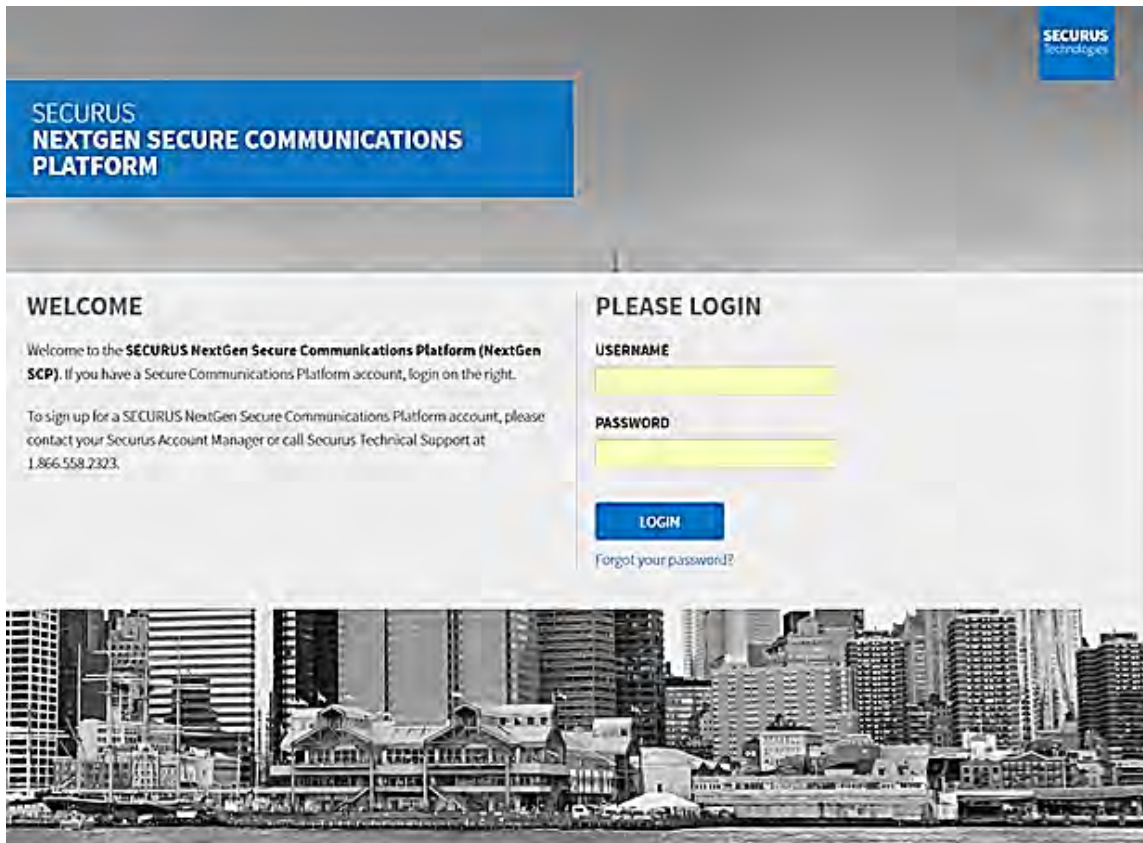
NextGen SCP's user interface is Oakland County's window to all of its features. Because it is entirely web-based, authorized users can access the system at any time, from any location. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from any secure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

This system is one of the only single-point-access user interfaces in the industry, built to allow our customers complete control over their systems in a simple, reliable, secure environment. Authorized users can easily apply settings and configurations to turn on a phone/terminal, restrict a phone/terminal, change a blocked number, administer approved call and visitor lists, and turn on or off features and applications — all in real time. All of the integrated features are accessed easily with the click of a mouse. As a result, facilities get the following benefits:

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

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

Each user has access rights assigned by the administrator, allowing Oakland County to control access based on the facility's security clearance objectives. Administrators can limit individual access to each application, and can also limit access to each function within each application. A user log documents the user, time of access, and accessed modules as an added security measure.



Securus has developed a strong corporate Information Security Governance and Cyber-Security framework using the NIST guidelines, including 800.53 current version. Applications transmitting data across public networks support TLS 1.2 with AES-256 bit encryption.

Securus uses a state-of-the-art Intrusion Detection System (IDS) and Intrusion Prevention System (IPS) to monitor and protect our network boundaries.

Securus infrastructure servers and all workstations require anti-virus protection and receive regularly scheduled security patches and updates.

D. Describe if the system is on-premise base or cloud based.

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

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

E. Describe your diagnostic software for continuously monitoring the hardware, software, and system performance:

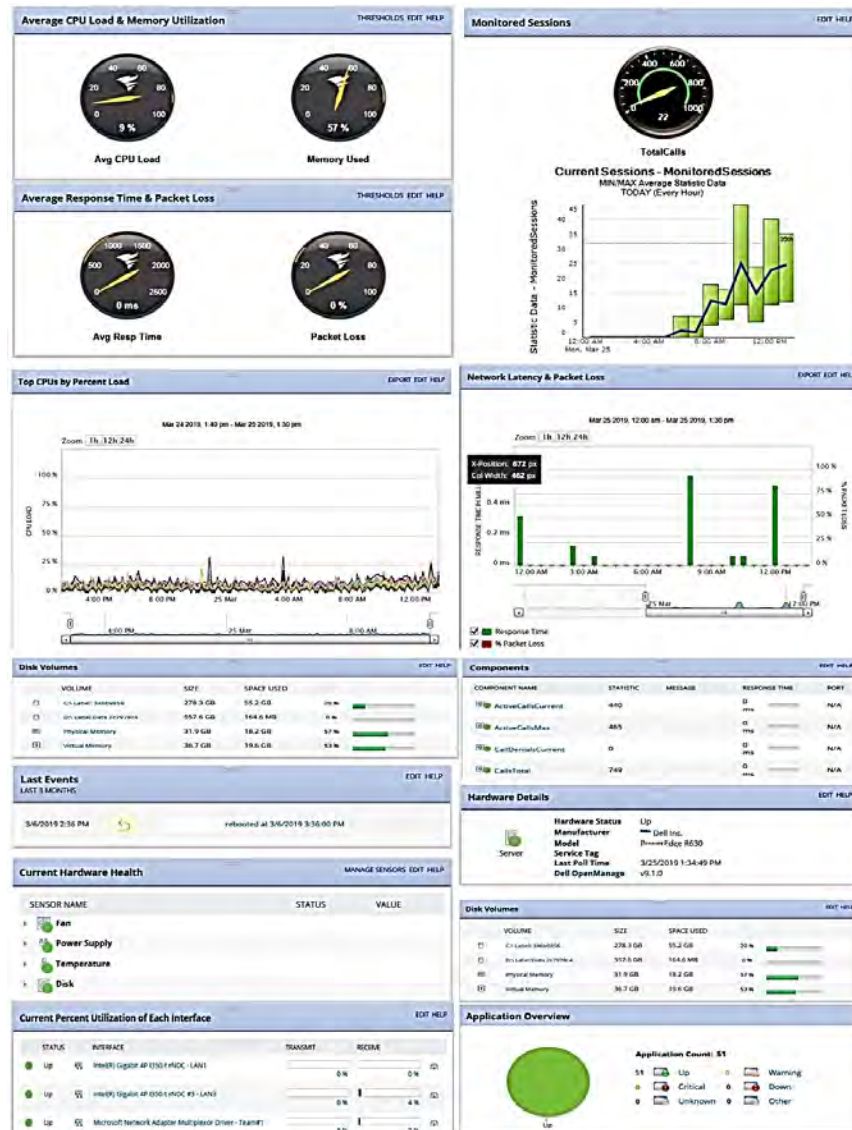
- Describe System alarms and diagnostic procedures.

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 Secure Communications Platforms™ (NextGenSCP™), network, back-office systems, and data centers. The NOC proactively monitors these systems to ensure performance is optimal and uninterrupted. In

addition to system and network-level monitoring, the NOC also monitors real-time video surveillance and environmental alerts for our data centers. Securus maintains a fully redundant backup NOC at a separate physical location, should services be disrupted at the primary location.



SECURUS PRIMARY NETWORK OPERATIONS CENTER



SECURUS NETWORK OPERATIONS CENTER

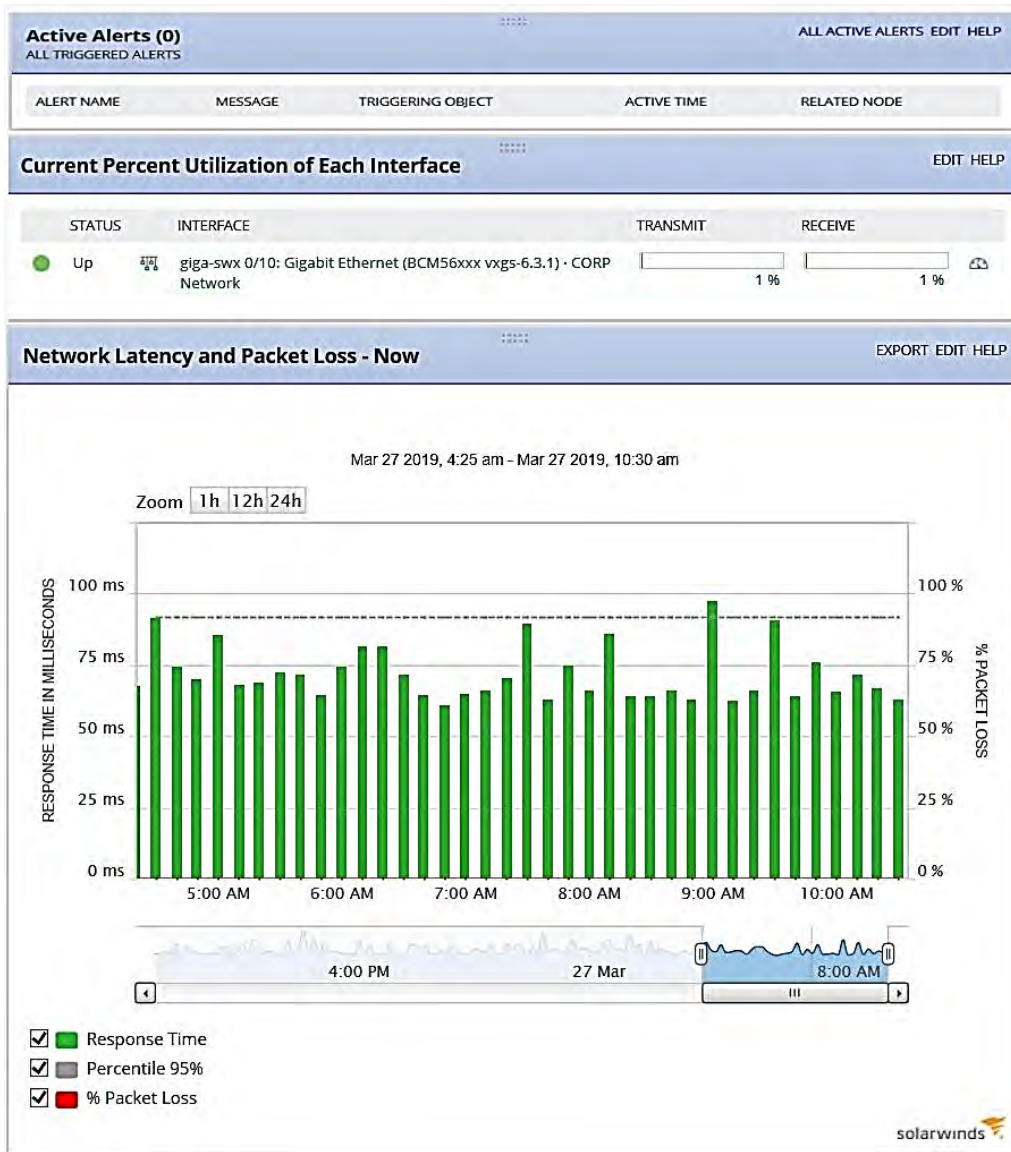


- Are diagnostics performed on site as well as remotely?

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

The Securus Technical Support team provides 24x7x365 monitoring of all facility-based equipment and directly supports facility installations via telephone and email. Technical Support monitors connectivity for all installations and all installed equipment including Integrated Access Devices (IADs), Visitation Phone Monitoring (VPM) units, switches, and Uninterrupted Power Supply (UPS) systems. The systems are polled every two minutes to ensure proper operation, and their vital operating statistics sent every 10 minutes. Upon receiving an alert indicating network failure, Securus will open a trouble ticket with the appropriate circuit provider. In the case of a premise-based equipment failure, a Securus Field Technician is dispatched to the facility for on-site repair.

SOLARWINDS® FACILITY MONITORING EXAMPLE



- **How frequently is each server automatically polled?**

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

The Securus Technical Support team provides 24x7x365 monitoring of all facility-based equipment and directly supports facility installations via telephone and email. Technical Support monitors connectivity for all installations and all installed equipment including Integrated Access Devices (IADs), Visitation Phone Monitoring (VPM) units, switches, and Uninterrupted Power Supply (UPS) systems. **The systems are polled every two minutes to ensure proper operation, and their vital operating statistics sent every 10 minutes.** Upon receiving an alert indicating network failure, Securus will open a trouble ticket with the appropriate circuit provider. In the case of a premise-based equipment failure, a Securus Field Technician is dispatched to the facility for on-site repair.

F. Describe in detail system redundancy and disaster recovery backup procedures for application, call and voice data, lines, rerouting call capabilities, and critical hardware/software components during total or partial system failures. Include time estimates for recovery.

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

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 most 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:

- 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

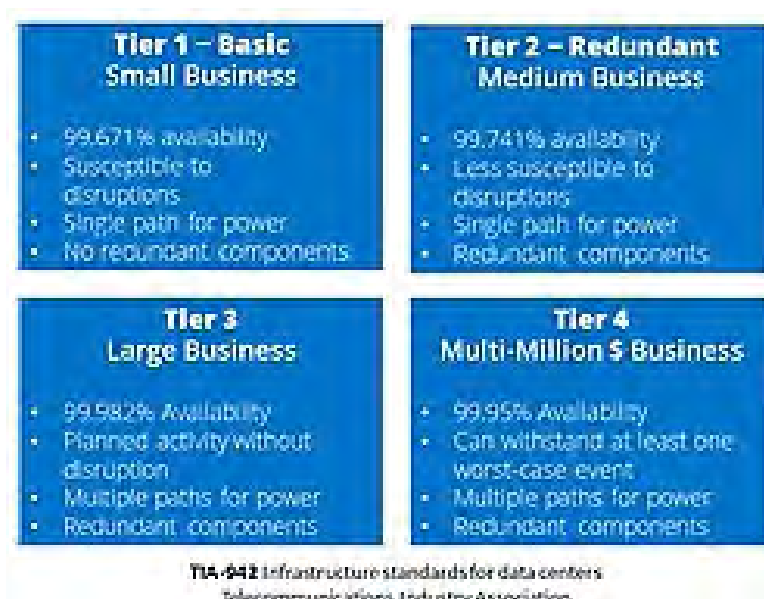
in downtime because there is a backup available to resume its function. In addition to the inherent redundancy of NextGen SCP, Securus has also designed redundancy into all support systems, either through N+ 1 configuration, database clusters, virtual machines, load balancing, or other failover methods. 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 most needed spare parts. With spare parts on board our service vehicles, most facility-based equipment malfunctions can be resolved with a single site visit

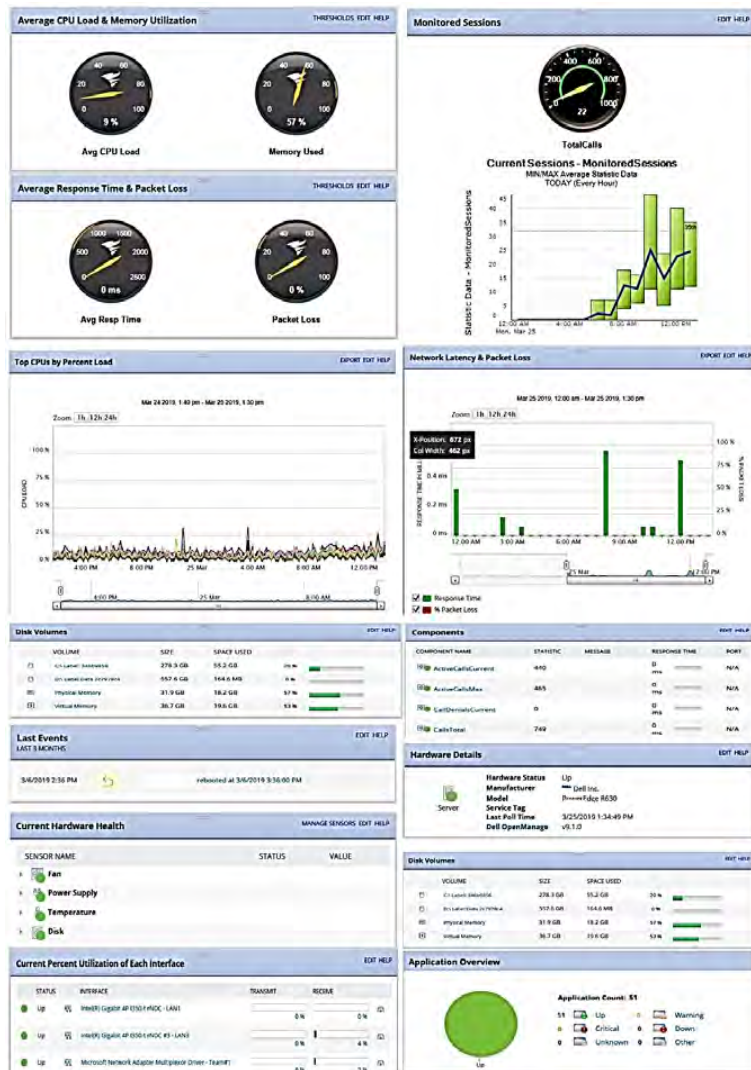
Proactive Monitoring

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.

The graphic on the right illustrates our SolarWinds® Typical Monitored System and Application Elements.



SECURUS PRIMARY NETWORK OPERATIONS CENTER



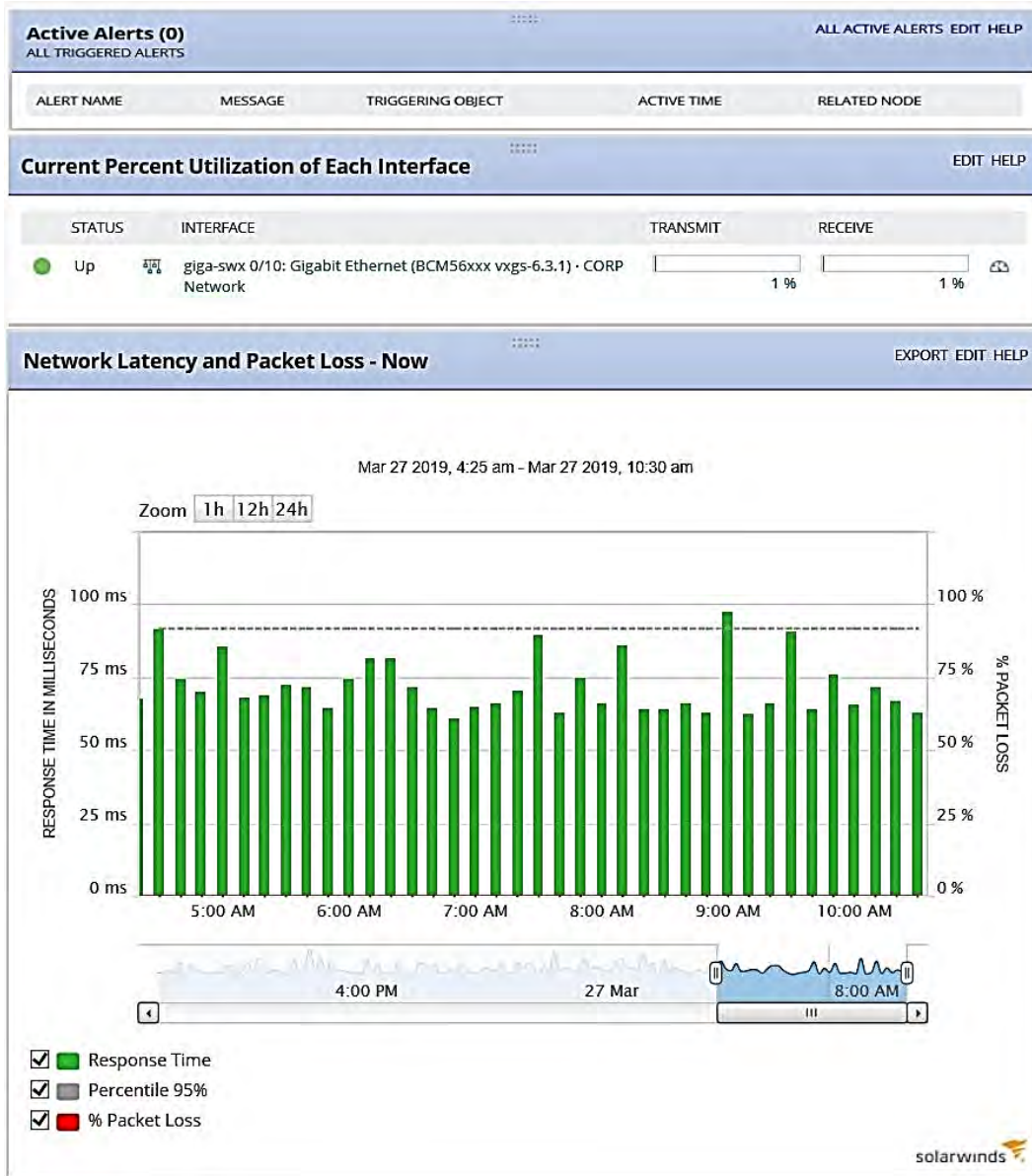
SECURUS NETWORK OPERATIONS CENTER



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 uninterruptible 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. 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.

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 of 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, lightning 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.**

G. Describe in detail how the Inmate Phone System will be protected against power failures.

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

The Securus NextGen SCP platform was specifically designed to maximize platform uptime. Every critical element of the platform has at least one redundant element that operates as a failover in the event of an equipment failure. Securus keeps pre-programmed equipment spares on hand for each mission-critical element.

Finally, our telecom carriers are required to have fully redundant backbone circuits, and our data centers each have 4-hour battery backup, and 36-hour diesel generator protection in the event of a power failure. No inmate telecommunications provider in the industry can match our level of redundancy or commitment to network uptime.

Uninterruptible Power Supply Data Center Backup

Securus operates and maintains two major data centers networked to the equipment installed on Oakland County premises. Each data center has an uninterruptible power supply (UPS), and a generator to provide maximum network uptime. The data circuits The data circuits needed to support the data centers have extensive redundancy.

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

Data Center Power Conditioning

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

Diesel Generators Facts:

- Multiple diesel generators provide standby power to the data center. The fuel is located within the facility.
- Five underground fuel tanks store 70,000 gallons of diesel on-site.
- Both sites test the generators on a weekly basis and alert central station for any test failures.
- Both sites have multiple fuel vendor agreements.

<p>2.1 cont.</p>	<p>H. Describe how the system provides quality, security, reliability, and accurate billing assurances.</p> <ul style="list-style-type: none"> ▪ Describe installation method used to prevent vandalism to telephones. ▪ Describe system growth parameters including size, quantities, or traffic carrying capacity limitations. ▪ Include any distance limitations between the phone and controller. ▪ Include the maximum number of telephone numbers that can be blocked and how blocked numbers are added or deleted. <p>I. Describe any tasks that will be performed by Oakland County staff.</p> <p>J. Provide a list of prompts and scripts available with your system. Do you provide the cost (surcharge, connection charge, cost/minute, and regulatory fees) of a call in your scripts to the person being called for local, intra-LATA, inter-LATA, and inter-State calls?</p> <p>K. Fully describe the various investigative tools and reports that are available.</p> <p>L. Describe your company's system's pattern dialing detection to prevent inmates from dialing more digits than necessary.</p> <p>M. Provide your company's system equipment specifications.</p> <p>N. Describe if your company use voice compression for voice recording?</p> <p>O. Describe Calling Functionality:</p> <ul style="list-style-type: none"> ▪ Can your company detect 3-way calls, call forward calls and identify all subsequent phone numbers? If not, can calls be blocked? ▪ Can you detect all telephone numbers being called? ▪ Describe how and at what point during the call you identify a 3-way call? <p>P. Describe if a word or group of words can be searched on the voice recording storages (e.g., phonetically, or digitally or both). What is the percentage of accuracy?</p> <p>Q. Describe in detail how your company sets up first time pre-paid accounts.</p>	<p>YES</p>	<p>See below.</p>
----------------------	---	------------	-------------------

H. Describe how the system provides quality, security, reliability, and accurate billing assurances.

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

The Securus product offering is like no other in the industry. Through our robust platforms, we offer more products and investigative applications than any of our competitors. The list below highlights a selection of Securus' comprehensive offering:

- Inmate identification: biometric and/or security code validation
- Calls on a prepaid or collect basis to friends and family members
- Identity authentication of called party
- Call restriction to certain parties (e.g., judges, jurors, witnesses, and victims)
- Detection and restriction of unauthorized call forwarding
- Real-time call and visitation monitoring capabilities
- Real-time credit quality assessment of called party
- Interface capabilities to many commissary and/or jail management systems

Over the past 20 years, Securus has spent more than \$100 million and devoted 300,000 man-hours developing an advanced, packet-based network platform that provides many cost and service advantages for our customers. We have transitioned nearly 2,600 facilities to this advanced platform from inferior, legacy, premise-based systems that many of our competitors continue to use.

The Securus NextGen SCP includes:

SCA Architecture (SCA)	<ul style="list-style-type: none"> ▪ Serves as the backbone of the Securus platform, which results in significantly lower operating and capital costs through its implementation ▪ Comprises a robust data repository housing multiple data marts that each hold billions of bytes of stored information gathered from multiple sources ▪ Delivers an intelligent retrieval system that retrieves and processes user requests through a cross-application, cross data-mart retrieval process
NextGen Secure Communications Platform™ (NextGen SCP™)	<ul style="list-style-type: none"> ▪ Offers networking functions, robust system and application stability and redundancy, heightened security features, user auditing, and password-specific utilities ▪ Provides a proprietary, packet-based centralized platform widely recognized as the best in the industry
Secure Connect Network (SCN)	<ul style="list-style-type: none"> ▪ Provides a packet-based, digital transmission system for all communications transport ▪ Allows the Securus platform to provide real-time turn-on/turn-off flexibility for most system features, 24x7x365 offsite monitoring, immediate system upgrades, and repairs from one central location
NextGen SCP Dashboard	<ul style="list-style-type: none"> ▪ Provides a single-point, easy-to-use user interface to our multi-product platform, with blended communication records and reporting

Prepaid Calling Programs	<ul style="list-style-type: none"> ▪ Offers calling services to facilities or their commissaries who then sell directly to the inmates. ▪ Prepaid calling cards used by inmates ▪ Domestic and international ▪ Paperless, card-free prepaid calling solution for inmates (debit services)
Securus Friends and Family Call Center	<ul style="list-style-type: none"> ▪ Provides nationwide customer care and billing center dedicated to inmates' family members and friends, 24 hours per day, 365 days per year ▪ Offers multiple payment options, including prepayment of charges, remittance directly to the local phone company, and credit card payments
Additional Products and Services	<ul style="list-style-type: none"> ▪ Automated Information Services (AIS) ▪ Email and voice mail services ▪ Covert Alert services ▪ Voice biometric products ▪ Sophisticated investigative tools ▪ Jail management software ▪ Video visitation ▪ Contraband cell phone control

Securus retains more than 89% of customers – the best in the industry – because we are committed to providing the best customer service to family members and friends of inmates. Securus spent more than \$2 million to build an in-sourced customer call center staffed by Securus employees rather than the poorly managed and highly inferior foreign call centers that our largest competitors use. Securus Field Service Technicians are Securus employees (not contractors) who follow the strict guidelines our correctional facility customers demand. Many of our competitors use third-party contractors who might have other priorities.

Commitment to Quality

The Securus use of information technology (IT) best practices, industry standard quality measurement tools, and strict environmental controls ensure the highest system functionality and availability. The Securus development team uses the Waterfall Software Development Lifecycle (SDLC) to ensure high-quality deliverables. The feature/functionality enhancements process stages are:

- Analysis
- Design
- Development
- Quality Assurance
- Implementation
- Post Implementation Support

Each phase has specific deliverables and gates (controls) to ensure high quality and to minimize rework. Securus uses the following distinct system environments in conjunction with our SDLC:

- **Development** – Used by IT Development to create and unit test new enhancements
- **Quality Assurance** – Used by Quality Assurance Analysts to test and certify new enhancements and bug fixes
- **Pre-Production** – Used by Production Support to validate hot fixes for production, and for final validation and mock deployment of major functionality releases
- **Production** – Used by all Securus customers and accessible by only Securus Production Support and Tech Support

Each environment has access controls, and we use source code control systems to ensure the proper promotion of code and as a document repository.

Securus uses industry-standard HP Quality Center for defect tracking and follows a rigorous test cycle including:

- **Verification of New Functionality** – Ensures a feature is working as designed
- **Load Testing** – Determines the upper threshold or breaking point of the component or feature
- **Performance Testing** – Determines the expected user experience
- **Regression Testing** – Ensure all existing functionality still works as designed
- **Exception Testing** – Tests boundary conditions and unexpected usage scenarios

New releases typically create new functionality. Upon completion of the Quality Assurance stage, the code changes are packaged and deployed into our pre-production environment for the final end-to-end quality check, and to optimize the implementation. This effort enables Securus to minimize the maintenance window related to system changes.

Both IT and business stakeholders review and must approve all scheduled changes to production in two change control meetings to safeguard the stability of the production environment.

Upon implementation of new code into production, Securus Production Support and IT Development monitor changes closely to minimize the impact of any adverse or unexpected system behavior.

This attention to detail allows Securus to build feature functionality that leads the industry in quality and performance. For example, the Securus three-way call detection feature has been proven to be more accurate than the same feature offered by competitors. Independent testing by an outside research and testing company proves it. Similarly, our voice biometric feature leads the industry in accuracy.

The voice quality available on our call platform provides near perfect fidelity. Customers have used information heard through background conversations to prevent and solve crimes.

Our quality control does not end with our system design but continues all the way through site installation. Securus and each customer develop a defined quality checklist to install the system in a manner that meets their unique operating requirements. As described and included with our installation plan, Securus uses quality control checkpoints for each phase of an installation:

- **Quality Control Checkpoint 1 – Provisioning:** After customer provisioning is complete, Securus technicians submit a quality control review to the Engineer, Project Manager, and Account Manager for the project. Please refer to “**Attachment D** for the Provisioning Checklist,” for an example of this quality control tool.
- **Quality Control Checkpoint 2 – Pre-Installation:** While on-site, Securus Field Service Technicians complete a checklist to ensure that the physical installation characteristics meet or exceed Securus standards. Please refer to “**Attachment D** Field Technician Checklist,” for an example of this quality control tool.
- **Quality Control Checkpoint 3 – Equipment Testing/Functional Validation:** Technicians complete test call scenarios and phone labels, call durations, on/off times, administrative terminals, and verify other customer configurations. Please refer to “**Attachment D** Test Validation Checklist,” for an example of this quality control tool.
- **Quality Control Checkpoint 4 – Acceptance:** The Securus Project Team provides copies of all quality control documents, equipment inventory records, and network diagrams. The Securus Project Team will host a review of these documents with Oakland County. Please refer to “**Attachment D: Customer Acceptance Checklist**,” for an example of this quality control tool.

These tools are used to verify that work is completed properly before moving to the next step in a process. Customers must indicate their satisfaction with a sign off moving to the next step in a process.

Accurate Billing

Securus provides all billing services internally through Securus Friends and Family Call Center (SFFCC). Collect calls normally are billed directly by Securus and not a third party to ensure accurate billing and to control bad debt. The monthly bill statement includes a detail description of calls received, debits, credits, fees and taxes. Taxes are calculated and assessed after call completion to ensure accurate tax assessment by jurisdiction and individually documented on the payer’s invoice during the billing cycle. Securus and Wolters Kluwer, a leading provider of tax software, upgraded the Securus taxing software on April 15, 2015, ensuring the accurate assessment of all Federal and State taxes.

Direct-billed account

- Calls are rated and sorted prior to distribution
- Rated calls are distributed to Securus billing system
- Charges appear on a bill generated by SFFCC. Called parties are subject to credit checks (as allowed by state regulations) to set up a direct billed account.

AdvanceConnect™ prepaid account

- Called parties fund these accounts in advance and charges are deducted from an account as calls are made.

- **Describe installation method used to prevent vandalism to telephones.**

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

Securus' inmate telephones are the strongest and most reliable units available and are designed specifically for the prison environment. The following information is the manufacturer-provided telephone specifications.

The Industry Standard

The GTel model JP-3500 phones are the overwhelming choice for state prison systems, the Federal Bureau of Prisons, county, and city facilities nationwide because of their proven reliability, durability, and flexibility.

Features/Options

The proposed phone models include the following features:

- Constructed of durable 14-gauge stainless steel
- Built in mounting plate designed for fast, easy installation
- Mounting plate includes gasket which prevents moisture from entering phone
- Oversized line-wire entrance hole w/ moisture preventing gasket
- Mounts directly to the wall or installs inside a hood/enclosure
- Tamper resistant locking system
- Oversized stainless-steel ADA keypad
- Adjustable volume button for full ADA compliance
- Magnetic, sealed hookswitch
- Armored handset cord, with internal lanyard, is made to Bell Core standards and withstands minimum 1000-pound pulling test
- Handset cord retaining bracket is designed for fast, easy handset changes
- Stainless steel grommet provides added security for the handset cord
- Adjustable handset cord lengths, comes standard with 24" Handset length
- Optional noise-canceling microphone available
- Large customizable instruction card area



- **Describe system growth parameters including size, quantities, or traffic carrying capacity limitations.**

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

The Securus calling service is a centralized call management system installed in 1,700 correctional facilities. The 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 phones 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.

DTN Limit (Velocity Restriction)

The NextGen Secure Communications Platform™ (Next Gen SCP™) has a Dial-to-Number (DTN) Limit, or Velocity Restriction, which can be used to restrict an inmate's ability to call a single number continuously. The DTN restriction controls the time required between calls to a single number. This feature is configurable to exclude certain phone calls, such as those to private numbers.

- **Include any distance limitations between the phone and controller.**

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

The maximum distance allowed between the telephone and controller—as with most tip and ring 48 DC/20 milliamps loop current over 24 gauge copper cabling—is approximately 3,000 feet.

- **Include the maximum number of telephone numbers that can be blocked and how blocked numbers are added or deleted.**

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

The NextGen Secure Communications Platform™ (NextGen SCP™) allows authorized facility personnel to manage blocked numbers using the platform user interface. Blocked numbers can be applied at various levels—facility, site, phone group, phone and inmate. NextGen SCP offers unlimited blocking so the resulting call blocking table that is created may contain as many entries as needed. In addition, there is an associated “Description” field that allows for additional information to be attached.

Typically, the call blocking list includes the phone numbers of local judges, sheriffs, facility personnel, jury members, attorneys and witnesses. This feature prevents inmates from making calls to the specific numbers listed in the table. Securus will upload your call blocking list during the installation process to eliminate the burden of initial setup from your facility staff. All dial-around area codes and exchanges, such as 800, 900, and 976, are blocked by default. Access to live operator services, such as 0, 411, and 911, are also blocked by default.

I. Describe any tasks that will be performed by Oakland County staff.

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

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

Our project managers work with the Oakland County team to coordinate equipment deliveries and facility access. When Securus technicians arrive on site, they may require escorts to the phone/terminal and equipment locations. The majority of project activity will occur during normal business hours. However, Securus can accommodate late-night/overnight cut-over activities. Some customers choose this method to eliminate service interruptions.

After each facility transitions to our NextGen Secure Communications Platform™ (NextGen SCP™), our project manager and field service technician review our quality checklists with the Oakland County team.

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

At the beginning of the implementation project, the Securus project management team will work with the Oakland 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 Oakland 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 Oakland County team. The automated email notifications the communication of updates and status changes for major milestones and other tasks.

J. Provide a list of prompts and scripts available with your system. Do you provide the cost (surcharge, connection charge, cost/minute, and regulatory fees) of a call in your scripts to the person being called for local, intra-LATA, inter-LATA, and inter-State calls?

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

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

When the called party answers the phone, the advanced answer detection triggers the call acceptance voice prompt. The called party hears, "Hello, you are receiving a collect

call from [inmate’s name], an inmate at the Oakland County Jail. This call is subject to monitoring and recording.” NextGen SCP then gives the called party the following menu options:

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

The AOS feature reflects the options that are configured for that specific site to limit the menu and expedite prompt flow.

The following are examples of the information provided:

Available Options to Called Parties

- Request a rate quote
- Hear the name of the facility and inmate calling
- Accept or reject the call
- Request available balance of an AdvanceConnect account or available credit of the Direct Bill account
- Hear instructions on how to add more money to their prepaid account or pay their Direct Bill Account
- Connect to a live agent to setup a pre-paid account
- Choose to hear the prompts on the system in English, or the language selected by the inmate (if configured for this option)
- Pay for the incoming call with even when they do not have a Securus Account
- Hear optional messages (by request of Oakland County)
- Block their number prior to accepting a call

Available Options to Inmates

- Listen to prerecorded announcements
- Choose to place a collect or debit call; if debit, PIN entry is requested, the inmate hears the available balance in their account and the cost of the call
- Select a specific language at the beginning of the call (if configured)
- Acknowledge that the call is going to be monitored and recorded
- Hear available call time (prompt will tell the inmate call time limits based on calling schedules or calling restrictions)
- Identify themselves by PIN or Voice Biometrics (if configured)
- Add, remove, and/or listen to the phone numbers on their PAN list (if configured)
- Hear optional messages (by request of Oakland County)

***The calling service’s automated operator also provides a Perma Block process, which allows a called party to block their number permanently. This feature may be used to block calls from any inmate in the facility. The ability to immediately block calls helps reduce the number of called party complaints. The called party can also choose to end the call by hanging up.**

Voice Prompts

The NextGen Secure Communications Platform™ (NextGen SCP™) calling services provide customized, professionally recorded voice prompts to easily guide both the inmate and called party through the process of placing and accepting a call. A facility can brand personalized prompts for each attempted call.

To meet the facility requirements, calling services voice prompts are configurable and provide options to play multiple messages to inmates and called parties during specified segments of the call. This includes adding announcements during call setup, call acceptance, when an event occurs, or to prompt an action from either party.

There is multilingual support for 15 different languages for voice prompts from which a facility can choose up to nine pre-selected languages for the inmate and allows the called party to select between English and the inmate-selected language on each call.

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

NextGen SCP uses clear and concise, professionally recorded voice prompts to assist the inmate and called party throughout the calling process and provides quotes for calling rates. Voice prompts are configured at the Customer and Site level, and can be customized to include specific information, such as calling rates.

Calling Party Identification

When the called party answers, the SCP call announcement message notifies the called party that they have a collect call from an inmate and states the name of the institution in which the inmate is located. The inmate's recorded name is announced to the called party as part of this call acceptance message to provide identification of the calling inmate. For example, a typical announcement may say, "You have a collect call from an inmate, "John Doe", at the Oakland County Jail. This telephone call may be monitored or recorded." The facility name branding can be customized for every facility.

Rate Quote

After the called party is notified by the SCP that they have a collect call from the Oakland County Jail, the called party hears a quote rating of the cost of the call. An example is "The cost of this call is \$1.30 for the first minute and thirty-nine cents for each additional minute." The stated rates are dynamic and are calculated according to industry standard mileage using V and H coordinates of the originating and terminating locations. Quoted rates indicate the actual 'billed' rates and may be discounted according to time of day and day of week. This feature must be enabled for all interstate interLATA calls to meet the requirements of the FCC. The feature may also be enabled for other types of calls including local and intraLATA calls.

Voice Overlays

Securus' NextGen SCP allows voice overlay messages to be played throughout the call as an additional fraud protection feature. The established message may be programmed to play at one-minute increments or a random setting. An example of a voice overlay message is "This call is from the Oakland County Jail."

Voice overlay can be configured by customer in the following ways:

- Play the message randomly or a fixed number of times per call
- Set the number of times to play the message during the call
- Change the time between when the message plays and when to play the next message
- Set the delay between call acceptance and when to play the first message
- Set the amount of time before the end of the call to play the message

K. Fully describe the various investigative tools and reports that are available.

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

It is no longer enough just to process phone calls through an inmate telephone system. Inmate communication has become an important part of crime prevention

and investigation in every correctional facility. Securus has the largest documented investment in new technology in the industry. We offer the most technologically advanced investigative solutions in the industry as evidenced by our industry-leading patent portfolio.

The NextGen Secure Communications Platform™ (NextGen SCP™) includes more than 500 distinct features, many of which are specifically designed to identify potential criminal activity conducted using inmate telephones.

INVESTIGATIVE FEATURES



L. Describe your company's system's pattern dialing detection to prevent inmates from dialing more digits than necessary.

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

The Securus calling service dual-tone-multi-frequency (DTMF) detection is a fraud prevention tool included in every installation. The system, by default, does not allow the inmate to press additional digits.

Securus' patented DTMF collection techniques collect and act only upon digits that the system is expecting. Unlike traditional premises-based systems, our calling service controls the call and buffers digits between pressing and sending. For example, when the calling service asks for language selection, it expects a one-digit answer; when asking for a PIN, it expects the maximum designated PIN length. The system does not expect additional digits after call connection and will not accept any extra digits. This technique makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after call connection.

Fraud Detection Data Analysis

Securus provides some of the most advanced fraud detection capabilities in the corrections industry. The NextGen Secure Communications Platform™ (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.

Constant Fraud Controls

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

The system, by default, does not allow the inmate to press additional digits. It uses our patented DTMF collection techniques to collect and only act upon digits that the system is expecting. For instance, when the system asks for language selection it expects a one-digit answer, or when asking for a Personal Information Number (PIN) it expects the maximum PIN length. The system does not expect digits after call connection and will not accept any extra pressed digits. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after call connection. This patented feature is only available on the Securus calling service.

M. Provide your company's system equipment specifications.

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

Securus will provide the equipment necessary to run the NextGen Secure Communications Platform™ (NextGen SCP™). This equipment typically includes the following components:

- Adtran
- Dell FX726TPN
- PowerWare 5115

Adtran

The following information identifies the manufacturer-provided specifications.

Physical and Power

- Chassis
- Wallmount
- 1U Rackmount
- Desktop metal enclosure

Dimensions:

- Total Access 904/908 – 1.72-inches high x 12.5-inches wide x 7.5-inches deep
- Total Access 912/916/924 – 1.72-inches high x 17.2-inches wide x 8.5-inches deep
- Total Access 900e Series – 1.72-inches high x 17.2-inches wide x 10.5-inches deep

Weight:

- Total Access 904/908 – 3.5 pounds
- Total Access 912/916/924 – 5.5 pounds
- Total Access 900e Series – 6.5 pounds
-

Environment

The following temperatures are necessary for optimal function:

- Operating Temperature: 32° to 122 °Fahrenheit (0° to 50 °Celsius)
- Storage Temperature: -4° to 158 ° Fahrenheit (-20° to 70 ° Celsius)
- Relative Humidity: Up to 95 percent, non-condensing
-

Dell FX726TPN

The following information identifies the manufacturer-provided specifications.

Physical Specifications

- Dimensions: 17.8-inches wide x 8.1-inches deep x 1.6-inches high (440 mm x 205 mm x 43 mm)
- Weight: 5.5 pounds (2.5 kilograms)

Power Supply

- Power consumption: 13-watt maximum
- 100-240 volts AC/50-60 Hertz universal input

Environment

The following environmental conditions are necessary for optimal function:

- Operating temperature: 32° to 104° Fahrenheit (0° to 40° Celsius).
- Operating humidity: 90 percent
-

PowerWare 5115

Dimensions: 7.6 inches high x 5.9 inches wide x 15.4 inches deep (193mm x 150 mm x 390 mm)

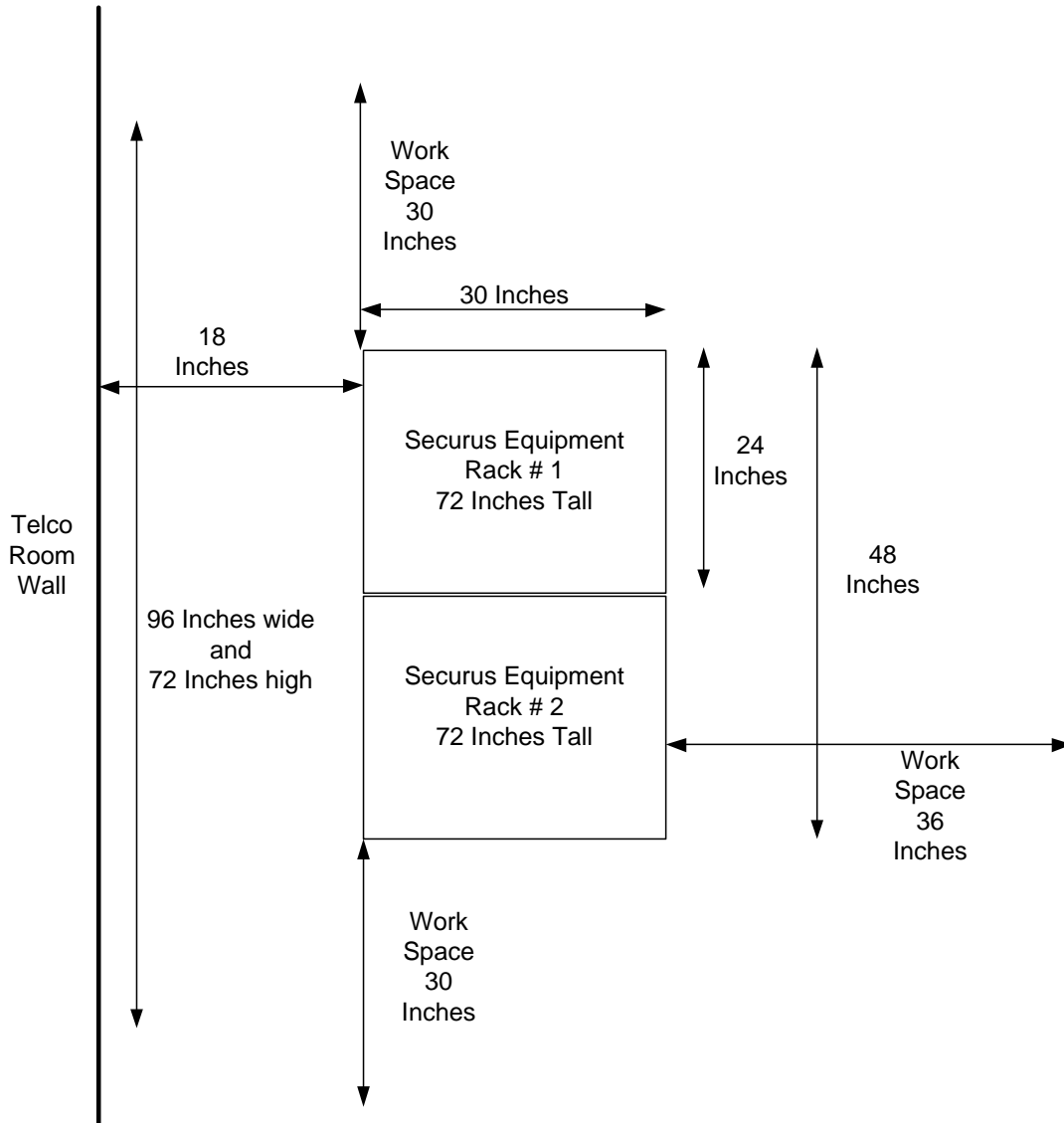
Environment

The following environmental conditions are necessary for optimal function:

- Operating Temperature: 32 to 104° Fahrenheit (0 to 40° Celsius); UL tested 77° Fahrenheit (25° Celsius)
- Relative Humidity: 5 to 95 percent non-condensing

The following sample floor diagram illustrates the space requirements for our NextGen Secure Communications Platform™ system.

SAMPLE FLOOR AND WALL SPACE REQUIREMENTS



Securus Inmate Telephones

Securus' inmate telephones are the strongest and most reliable units available and are designed specifically for the prison environment. The following information is the manufacturer-provided telephone specifications.

The Industry Standard

The GTel model JP-3500 phones are the overwhelming choice for state prison systems, the Federal Bureau of Prisons, county, and city facilities nationwide because of their proven reliability, durability, and flexibility.

Features/Options

The proposed phone models include the following features:

- Constructed of durable 14-gauge stainless steel
- Built in mounting plate designed for fast, easy installation
- Mounting plate includes gasket which prevents moisture from entering phone
- Oversized line-wire entrance hole w/ moisture preventing gas
- Mounts directly to the wall or installs inside a hood/enclosure
- Tamper resistant locking system
- Oversized stainless-steel ADA keypad
- Adjustable volume button for full ADA compliance
- Magnetic, sealed hookswitch
- Armored handset cord, with internal lanyard, is made to Bell (withstands minimum 1000-pound pulling test
- Handset cord retaining bracket is designed for fast, easy handset changes
- Stainless steel grommet provides added security for the handset cord
- Adjustable handset cord lengths, comes standard with 24" Handset length
- Optional noise-canceling microphone available
- Large customizable instruction card area



Video Communication Terminal

Video communication terminals are configured to meet Oakland Count's requirements.

The Securus ConnectUs terminal, which provides video communication, is a correctional facility-grade, tamper-proof steel enclosure. The wall-mounted terminal has a shatterproof touchscreen, a high-resolution video camera with integrated lighting, and is tamper-proof; it also includes a heavy, molded plastic handset with an armor-reinforced cord for audio communication.



The proposed SVC terminals include, at a minimum, the following:

- A correction-grade hardened steel enclosure
- One correction-grade audio handset per terminal for the inmate, and two detention-grade audio handsets per terminal for the public
- A shatterproof LCD monitor with adjustable, integrated, infinity lens camera
- Spill-proof enclosures
- No exposed openings to the user, including all wiring and ventilation holes
- No external hinges
- Power-over-ethernet by IEEE802.3at (PoE Plus).
- Rounded tops and corners
- Built-in LED lighting that automatically activates during video communication sessions and automatically ends when the video session completes and/or disables during all other functions
- Standards-based video conferencing CODEC
- Multiple mounting methods: wall, table/counter, pedestal or mobile cart.
- Options for re-booting the unit



Workstations

Securus will provide the required workstations, which typically include the following Dell components:

- Dell Optiplex GX380 with Open Workstation configuration CD and resides on customer's network
- OS: Windows 7 Professional
- Windows Internet Explorer 8.0
- Small Form Factor Computer
- Dell Entry USB Keyboard and mouse
- 3.5" 160GB SATA 7200 RPM HDD

Each workstation will include a Dell E170S 17" LCD monitor.

Laptop Workstations

Securus will provide the required workstations, which typically include the following Dell components:

- Dell Latitude E6530
- OS: Windows 7 Professional
- Internet Explorer and Chrome browsers
- Surge suppressor

N. Describe if your company use voice compression for voice recording?

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

Securus stores voice recordings in full, linear, compressed format at our data centers in Dallas, Texas, and Atlanta, Georgia. Our technology uses the Speex compression format for call storage.

We use OGG file type, designed for efficient streaming of calls and high-quality digital media while maintaining the required chain of evidence for use in court cases.

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

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

O. Describe Calling Functionality:

- **Can your company detect 3-way calls, call forward calls and identify all subsequent phone numbers? If not, can calls be blocked?**

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

A significant number of emerging threats are call diversion schemes that mask the true destination of calls. Securus provides the most advanced fraud detection capabilities in the correction industry. The Securus calling service continuously analyzes call data and system parameters to detect any anomalies, hardware failures, fraud indications, or unusual usage patterns. The system logs all telephone activity and statistically analyzes it to detect attempts at call forwarding, three-way calling, 'hook switch dialing', 'black boxing', 'hacking', and other fraudulent telephone activities.

The calling service 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)
- Collection and prevention of DTMF
- Detection of call forwarding

The system, by default, does not allow the inmate to press additional digits. It uses our patented DTMF collection techniques to collect and only act upon digits that the system is expecting. Unlike traditional premises-based systems, the calling service controls the call and buffers digits between pressing and sending. For instance, when the system asks for language selection it expects a one-digit answer; when asking for a PIN it expects the maximum PIN length. The system does not expect digits after call connection and will not accept any extra pressed digits. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after call connection. This patented feature is only available on the Securus calling service.

Three-Way Call Detection

The Securus calling service's three-way call prevention system is one of the best three-way call detection systems in the world and is protected by several patents. Independent tests have proven and certified the effectiveness of the Securus three-way call detection feature. With the release of the Securus digitally clean line transmission, our three-way prevention system has increased its capabilities to new levels of efficiency.

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

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

This feature prohibits a major fraud practice possible with other automated and live-operator systems. With traditional systems, inmates enlist the aid of an outside accomplice to "conference" them, via three-way calling, to an "unrestricted" line, bypassing system controls. Without three-way call detection, inmates have unrestricted access to the outside world, defeating the correctional objectives and policies of the institution and subjecting the public to inmate harassment and fraud. NextGen SCP™ is unique in its ability to detect and defeat an accomplice's attempt to activate the three-way call feature. NextGen SCP has the unique ability to disable three-way call detection on a particular number or groups of numbers, such as attorneys.

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

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

- **Can you detect all telephone numbers being called?**

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

Yes, Securus provides some of the most advanced fraud detection capabilities in the corrections industry. The NextGen Secure Communications Platform™ (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.

Constant Fraud Controls

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
- The system, by default, does not allow the inmate to press additional digits. It uses our patented DTMF collection techniques to collect and only act upon digits that the system is expecting. For instance, when the system asks for language selection it expects a one-digit answer, or when asking for a Personal Information Number (PIN) it expects the maximum PIN length. The system does not expect digits after call connection and will not accept any extra pressed digits. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after call connection. This patented feature is only available on the Securus **calling service**.

- **Describe how and at what point during the call you identify a 3-way call?**

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

Independent tests have proven and certified the effectiveness of the Securus three-way call detection feature. With the release of the Securus digitally clean line transmission, our three-way prevention system has increased its capabilities to new levels of efficiency.

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

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

This feature prohibits a major fraud practice possible with other automated and live-operator systems. With traditional systems, inmates enlist the aid of an outside accomplice to “conference” them, via three-way calling, to an “unrestricted” line, bypassing system controls. Without three-way call detection, inmates have unrestricted access to the outside world, defeating the correctional objectives and policies of the institution and subjecting the public to inmate harassment and fraud. NextGen SCP™ is unique in its ability to detect and defeat an accomplice’s attempt to activate the three-way call feature. NextGen SCP has the unique ability to disable three-way call detection on a particular number or groups of numbers, such as attorneys.

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

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

P. Describe if a word or group of words can be searched on the voice recording storages (e.g., phonetically, or digitally or both). What is the percentage of accuracy? SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus Word Alert is a powerful speech-to-text transcription and keyword search tool for corrections agency investigators. It automatically transcribes all telephone calls and SVC video sessions 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.

Word Alert helps investigators quickly zero in on the calls and sessions 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 or session. They can quickly get an English translation of a non-English transcript. 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.

Word Alert 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.

Word Alert Advantages

Word Alert provides these advantages for the agency and its investigators:

- A transcript of each telephone call and video session 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 audio or video player while the call or session plays. Search term matches are highlighted in the transcript. A button click jumps to the next or previous match in the transcript, moving the 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 and sessions.
- Automated scans constantly search new calls and sessions for target words and phrases and send alerts to investigators when matches occur.
- Snippets of matches in transcripts appear when the investigator's mouse hovers over a list of calls and sessions. Mouse clicks jump to those locations in the player and transcript.
- Integrated audio and video players can control playback speed and volume.
- Search results can be exported to downloadable reports.
- Analytics include search term category frequency graphs and totals.
- Word Alert's intelligent, behind-the-scenes analysis uncovers trending topics of conversation on calls and sessions in the facility. This can reveal illicit activity before investigators realize it exists.

* The supported languages for transcription, and for translation to English, are Bengali, English, French, Italian, Korean, Mandarin Chinese, Polish, Portuguese, Russian, Spanish, and Vietnamese.

Word Alert Capabilities

Word Alert capabilities include the following features:

- Automatic speech-to-text telephone call and SVC video session transcription
- Rapid translation to English
- Transcript aligned with the audio and video player
- Dictionary of search terms
- Interactive searches of past calls and video sessions

- Automated searches of new calls and video sessions with user alerts
- Search results with snippets and highlighted matches
- Integrated audio and video players
- Reports
- Analytics

Automatic Speech-to-Text Telephone Call and SVC Video Session Transcription

Telephone calls and SVC video sessions are automatically transcribed to text within minutes after they end. There is no need to select any for transcription. Each text transcript is in the language the inmate used when starting the call or session. Transcripts are stored in accordance with the agency's call and video session retention policies.

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 Audio and Video Player

A transcript can be viewed alone or aligned with Word Alert's audio or video player. Any search term matches are highlighted in the transcript. The investigator can jump to a section of interest in either the 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 player will move to that location.

Dictionary of Search Terms

Word Alert 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 and Video Sessions

Word Alert makes it easy to do one-time, interactive searches of past calls and video sessions using a date range and words, phrases, and categories of terms in any language. The search can be narrowed by the inmate's name or ID and communication type, i.e., telephone calls and/or video sessions. Results are displayed as a list of calls and sessions, each with clickable icons to show the transcript alone or with the player.

Automated Searches of New Calls and Video Sessions with User Alerts

Word Alert lets investigators set up automated scans that continuously monitor new call and video session transcripts as they come into the system. An alert is sent each time a search term match occurs in a call or session. The investigator configures an automated scan 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 triggered so far by the scan. They can review the calls and sessions that triggered the alerts and can also stop the scan at any time interactively.

Search Results with Snippets and Highlighted Matches

Calls and video sessions with matching search terms are each listed with their communication record information: name of the inmate, dialed telephone number, communication start date and time, and communication duration. Each record also shows a player icon and a transcript icon. Hovering over the transcript icon brings up one or more snippets from the transcript. The snippets show the search term matches in the transcript. The investigator can quickly decide whether to bypass that call or session 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 player. The matching search terms are highlighted in the transcript.

Integrated Audio and Video Players

The integrated audio and video players have user controls to regulate playback speed and volume. The audio player also allows the investigator to mute either side of the communication independently. In both players, the transcript and player are aligned when they are displayed together. The investigator can play any portion of the call or session 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 and video sessions that had matches, with communication record information for each one.

Analytics

Intelligent analytics reveal what people in the facility are talking about on telephone calls and video sessions without investigators having to do searches. In Analytics, the Keyword Categories screen shows how many times, and on which calendar days, words in each of the dictionary's categories occurred. The Top Keyword Trends screen shows additional words that Word Alert discovered on its own that are occurring in calls and sessions more often now than in the recent past. This trend information can uncover problems in the facility before investigators suspect they exist.

Most inmate telephone providers use a word-spotting technology originally built for call center and seminar environments, not corrections. In these controlled environments, their technology is approximately 90 percent accurate. The corrections environment poses several challenges for this technology with loud noises, people speaking in the background, fans, alarms, steel doors, and inmates who talk at low volume. Accuracy in this environment is significantly lower.

Securus offers Investigative Support powered by Guarded Exchange (GEX) as a word-spotting solution for the corrections environment. Because trained analysts are reviewing calls rather than relying on technology that is ill-equipped for the corrections industry, the accuracy percentage is nearly 100%.

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

Securus' GEX Investigative Support Solution includes:

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

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

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

Q. Describe in detail how your company sets up first time pre-paid accounts.

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

AdvanceConnect™ Accounts

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 iOS), at an onsite Kiosk or by phone.

K. Fully describe the various investigative tools and reports that are available.

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

Securus has detailed our comprehensive investigative suite of innovative technology solutions in the RFP **Attachment A** of this proposal response document.

Some of the various investigative tools and reports that are available to Oakland County upon engaging Securus include:

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™, the Inmate Intercommunication Evaluation and Reporting System, 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

The screenshot displays the IPRO Voice Search interface. At the top, there is a navigation bar with 'INVESTIGATOR PRO' and 'VoiceSearch' logos, along with menu items like 'QuickFind', 'Advanced Search', 'Suspicious Call Finder', 'NoteManager', 'ReportMaker', and 'Manager'. Below the navigation bar, there is a search section with a text input field containing '1370006 JOSE M COSTA', a date range from '02/01/2018 00:00' to '04/01/2018 23:59', and a 'Search' button. To the right of the search section, it says 'Saved Voice Samples' and 'No saved voices available'. Below the search section, there is a summary section with a person icon and text: 'Current Inmate (Jose M Costa)' and 'Previously Saved Voices (None Found)'. Underneath, there is a 'Fast Facts about this voice on calls from Thu Feb 01 2018 to Sun Apr 01 2018' section with four call icons and text: '5 calls had this person as an inmate Listed Below & Hide', '0 inmates spoke to this person when he/she was a called party', '0 calls had this person as a called party', and '1 phone numbers had calls with this person on them Show...'. At the bottom, there is a table with columns: 'Select All', 'Voice Score', 'Play', 'Notes', 'csn', 'Off Hook Date/Time', 'ID of Inmate PIN used', 'Name', 'Phone number', 'Call Type', 'Talk Secs', 'Station Name', '3-Way/Cont', and 'Susp Index'. The table contains 5 rows of call data.

Select All	Voice Score	Play	Notes	csn	Off Hook Date/Time	ID of Inmate PIN used	Name	Phone number	Call Type	Talk Secs	Station Name	3-Way/Cont	Susp Index
<input type="checkbox"/>	94			3059302	02/15/2018 18:27:25	1370006	Jose M Costa	1-865-555-1939	AdvanceConnect	721	6A 1 LP		20
<input type="checkbox"/>	91			3064923	02/17/2018 16:04:48	1370006	Jose M Costa	1-865-555-1939	AdvanceConnect	655	1A 4		12
<input type="checkbox"/>	96			3089939	02/23/2018 15:20:32	1370006	Jose M Costa	1-865-555-1939	AdvanceConnect	654	1A 3		19
<input type="checkbox"/>	81			3105736	02/26/2018 21:07:26	1370006	Jose M Costa	1-865-555-1939	SecDebt	900	P2 1		28

Voice search results include facts about the voice and links to the relevant calls, inmates, and called phone numbers.

Identification of Likely PIN Abusers/Imposters by Name

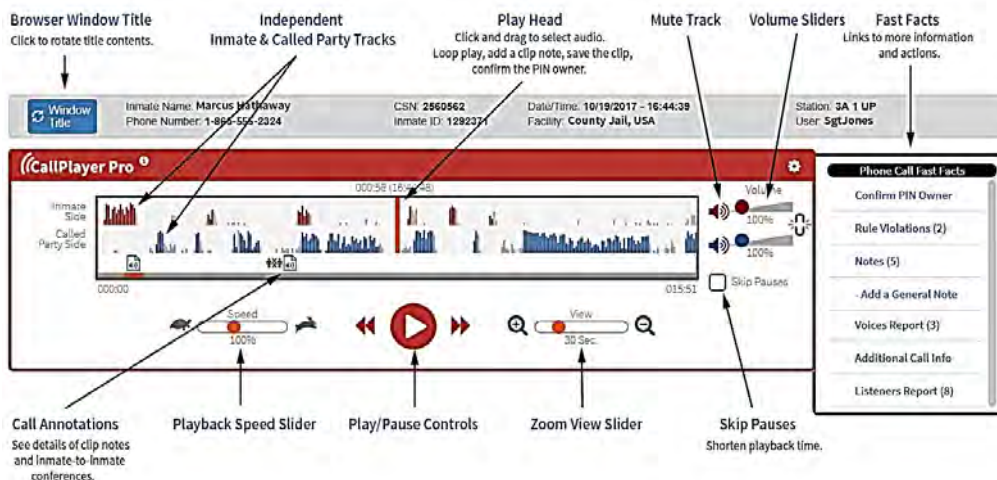
Investigator Pro flags calls that are likely cases of PIN sharing/theft. It names the likely imposters and gives the investigator tools to pursue those inmate names, calls, and voices further.

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

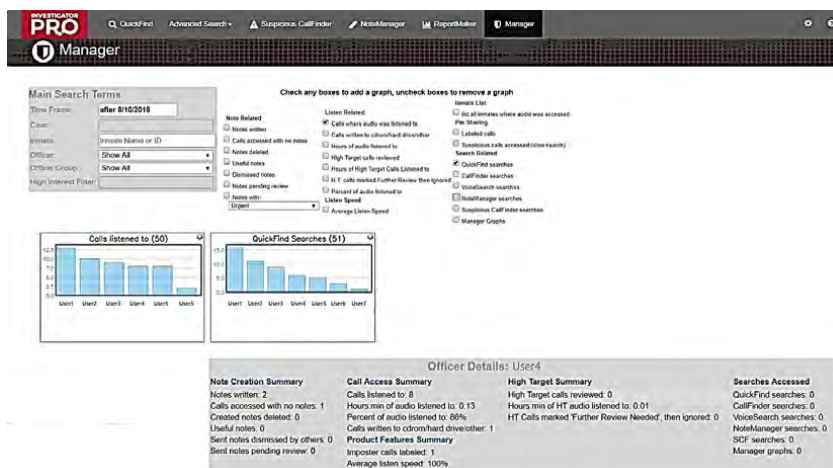


An inmate search from the home screen gives valuable information, including details about inmate-to-inmate communication.

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 are: 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.

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.

Inter-Communication Evaluation & Reporting™

Inmate Inter-Communication Evaluation and Reporting system (ICER™)

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

Common Element: Called Party Involvement

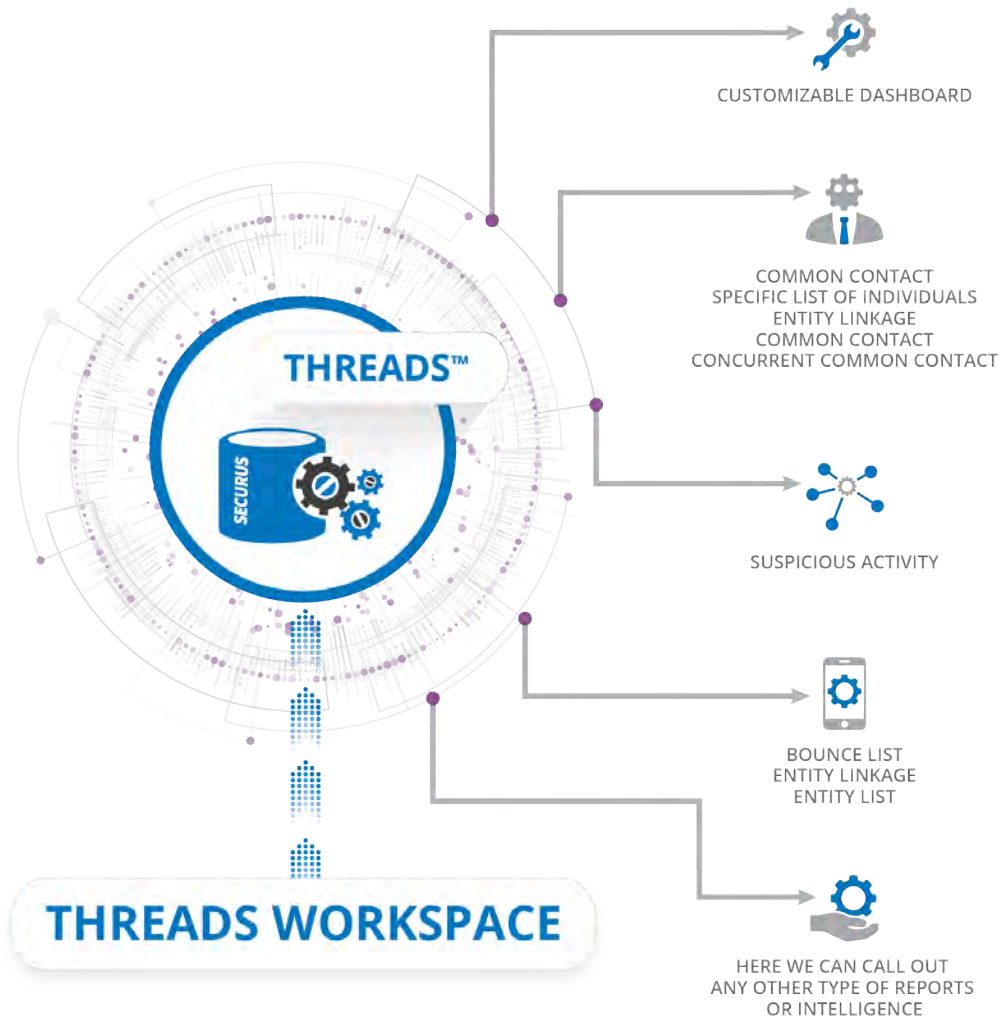
How ICER Works

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.

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 TCSO can access data remotely from any location that provides internet access.

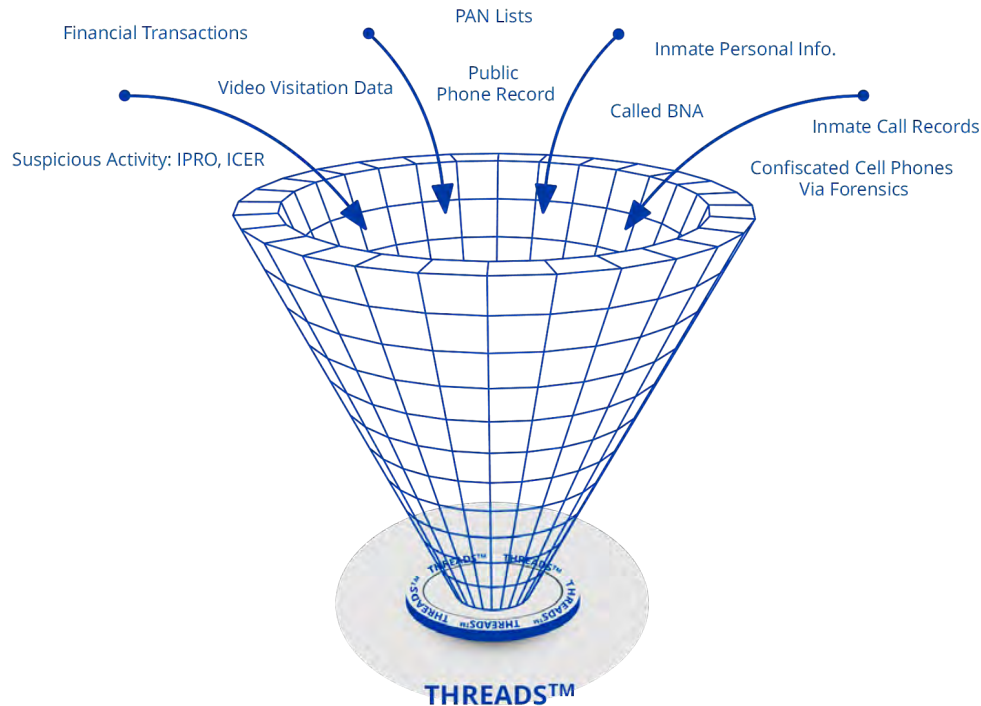
BIG DATA CAPABILITY TO THE CORRECTIONS INDUSTRY



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.
- Customizable facility dashboard with configurable display-based facility metrics.
- 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 separates 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.

COMMUNITIES SHARE DATA WITH MULTIPLE JURISDICTIONS



THREADS Reports

The THREADS application is a powerful, accurate, and intuitive investigative tool that automatically analyzes data such as inmate communication records, public phone records, data from confiscated cell phones, and more. Investigators can use this data to identify suspicious calling patterns, inner circles, associations between multiple inmates, and correlations to called external parties and more. THREADS' easy-to-use interface provides investigators interactive visualization tools, analytical reports, charts, graphs, and maps. **THREADS will also build a case and provide a presentation view to use as evidence in a criminal trial.**

THREADS offers **investigative benefits**, such as:

- Cell phone forensics analysis
- Accomplice identification
- Indirect contact identification (see who is really contacted)
- Linkage identification
- Inner circle identification
- Associated gang member identification
- Internal communication identification within jail walls
- Unique patterns identification
- Single system analysis of all combined data

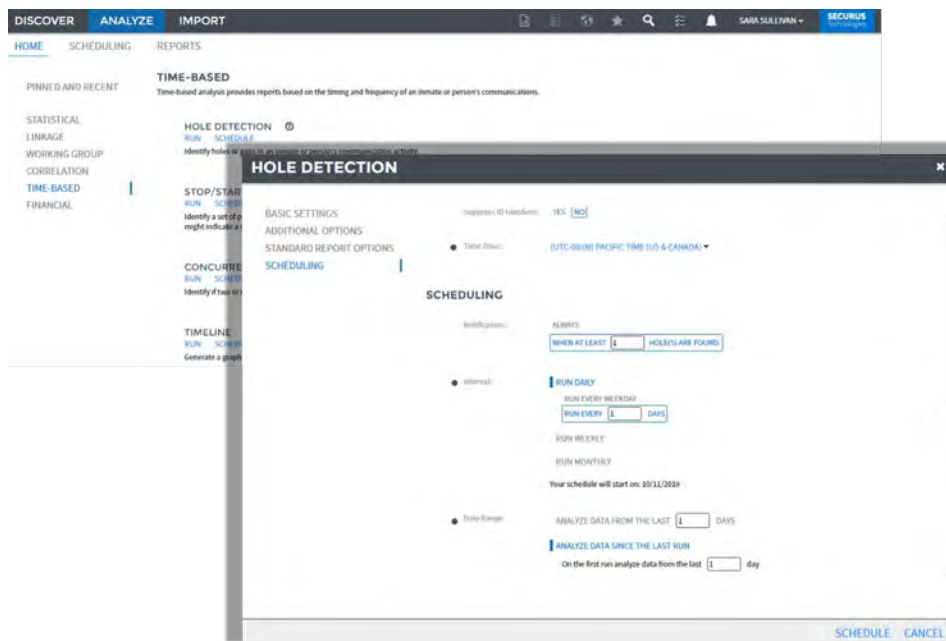
Enhanced reporting tools to harvest all of this information

THREADS Report Scheduling

THREADS provides the most flexible scheduling tool in the industry, increasing investigators' efficiency. Each THREADS analysis includes a scheduling agent that allows users to specify data to analyze, report frequency, and more.

Users can elect to run or schedule a specific report within each analysis/report option.

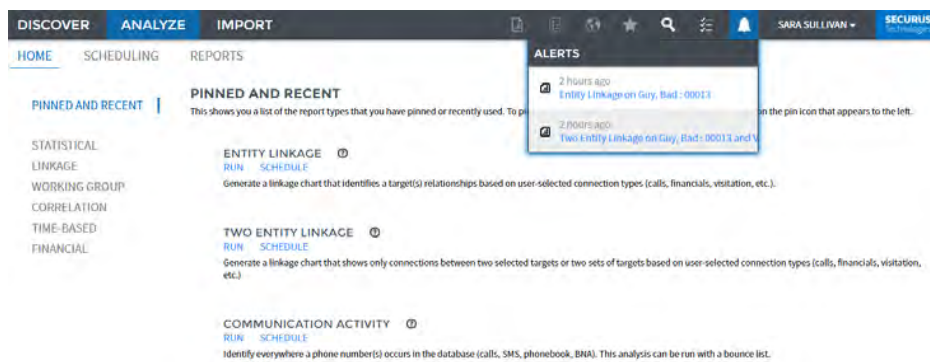
THREADS REPORT SCHEDULING SCREENS



THREADS “Shared Reports”

THREADS has a “Shared Reports” capability allowing all authorized users—either within your facility or from other agencies—to share reports and analyses. Users can select other users with whom they wish to share results. In addition, they can allow other users to change report criteria or limit access to read-only reports.

THREADS SHARED REPORTS SCREEN

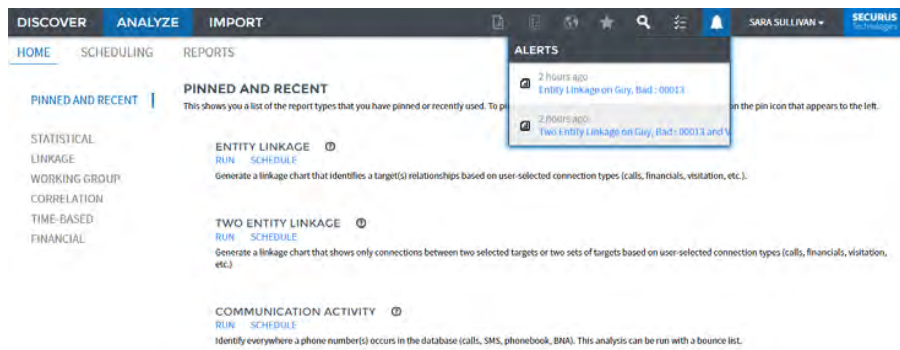


THREADS Report Notifications

THREADS notifies users when an analysis is complete or when the analysis identifies specified information. Investigators can create notifications for users or non-users.

THREADS users can set up several reports to that will conduct analysis in the background. After the report generation is complete, the system provides on-screen notification and a quick-access link to the report.

THREADS REPORT NOTIFICATIONS



THREADS Entity Linkage Reporting

The Securus THREADS application provides linkage reports that identify all known connections between any target, whether an inmate or not. The system generates a graphical linkage chart that shows the known connections to a selected set of targets. Connection types are configurable and can consist of communications, mail covers, associations, events, phone book records, and more.

THREADS also produces supporting details related to the linkage chart, such as:

- A list of all entities included in the chart
- Linkage paths (showing the shortest path between each entity)
- Connection reasons (showing why there is a connection)

THREADS ENTITY LINKAGE REPORTING



THREADS Investigative Data Community Report

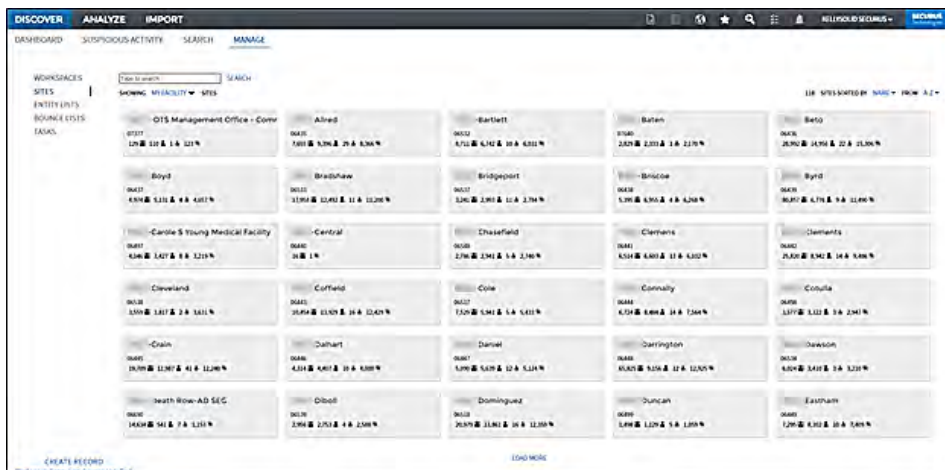
Securus' THREADS investigative software is designed to allow investigators with appropriate permissions to analyze data across multiple customers and correctional facilities, and to share reports and analyses between investigators--including relevant information imported into the system.

THREADS provides a community model allowing investigators and correctional facilities to subscribe to the national THREADS investigative community while still providing security for the information they import. The community model is facilitated through the Securus centralized database which stores all customer data. Users can choose either to share imported data with the community or to keep data private to themselves or other specified users.

In a community where investigative data is shared, the investigator can use THREADS to uncover correlating intelligence across other sites/facilities from the extensive national community data set including, but not limited to:

- More than 79 million communication records
- More than 530,000 current and former inmates
- More than 430,000 contacts (non-inmates)

INVESTIGATIVE DATA COMMUNITY SITES



Guarded Exchange Monitoring Services

Guarded Exchange (GEX), LLC, is an integrated Investigative Solutions Company providing highly specialized turn-key investigative solutions to corrections and law enforcement agencies. Securus Technologies acquired Guarded Exchange in October 2015 as a primary resource to bring to bear the full potential of Securus' comprehensive suite of investigative and security products and services. Guarded Exchange aids corrections agencies in maintaining a high level of security by developing investigative tools and strategies which identify pattern changes in inmates' behaviors that may signal suspicious activity.

Through the use of GEX, users can expect to leverage an extensive list of proprietary technologies that sift through all facility data types to produce investigative opportunities. Call data records and call recordings can be reviewed and correlated against disparate facility data, live call monitoring and cellular data extraction. This investigation management component allows for Investigators and Intelligence Analysts to leverage investigative products from Securus to allow for data from inmate telephone monitoring and cellular forensics to be paired together to provide additional opportunities of interest.

Through the use of GEX services leads are chosen based on Securus' Actionable Intelligence Potential (AIP™) scoring system. This platform can also leverage additional technologies to mine through phone calls, emails, financial transactions, and other information sources. This service is also used to identify and report variations in offender calling patterns and information based on proven tools and statistical methods.

These services on their own will provide investigative leads that can be curated and presented to facilities, allowing them to spend time focusing their efforts on data that is substantiated without spending additional man hours leveraging resources to identify focused leads.

Collectively, Guarded Exchange staffing, resources and expertise, coupled with Securus unsurpassed suite of integrated investigative and security tools, provide Tuscaloosa County with unparalleled solutions to combat fraud and enhance security and safety of staff, inmates and the public at large.

DTMF Detection, Collection, And Prevention

The Securus calling service dual-tone-multi-frequency (DTMF) detection is a fraud prevention tool included in every installation. The system, by default, does not allow the inmate to press additional digits.

Securus' patented DTMF collection techniques collect and act only upon digits that the system is expecting. Unlike traditional premises-based systems, our calling service controls the call and buffers digits between pressing and sending. For example, when the calling service asks for language selection, it expects a one-digit answer; when asking for a PIN, it expects the maximum designated PIN length. The system does not expect additional digits after call connection and will not accept any extra digits. This technique makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after call connection. Securus believes a live person cannot be as effective or efficient as our standard methodology. It is impossible for a human to detect many types of three-way call attempts. Some vendors lack the technology to detect three-way calls and, therefore, must use manual methods. Securus is a pioneer in the development of three-way call detection and holds 15 patents on the technology. With the best

three-way detection technology in the industry, Securus provides a more thorough and more accurate automated solution.

Securus can offer the ability to listen to these three-way calls in real-time, but our automation makes it unnecessary. If, after reviewing the Securus three-way call detection technology TCSO still desires live person review of these calls, Securus will support it through our Guarded Exchange Investigative Solution.

Securus dual-tone-multi-frequency (DTMF) detection is part of the fraud prevention tools provided with every NextGen Secure Call Platform™ (NextGen SCP™) calling services installation. The DTMF-detection feature prompts inmates and called parties for keypad entries during call set up and acceptance. This feature prevents inmates from obtaining and using a secondary dial tone to place additional calls.

The DTMF-feature listens for the inmate or called party to respond to a prompt with an entry on their telephone keypad. Based on the keypad entry, the call is either connected or blocked. The system can also detect or reject pressed digits after call completion on standard collect calls.

Three-Way Conference Calling Fraud Detection

Securus holds 15 patents on three-way prevention technology, the best in the industry. After detecting a three-way event, the system will do one of two things (based on the facility's preference):

- Disconnect the call with messaging to inmate and called party
- Mark the call with no interruption to the call

This feature prevents a major fraud practice possible with other automated and live-operator systems. With older technology, inmates can enlist the aid of an outside accomplice to “conference” them, via central office-provided three-way calling, to an “unrestricted” line, bypassing system controls. Without the Securus technology, inmates have unrestricted access to the outside world, defeating the facility's objectives and policies and subjecting the public to inmate harassment and fraud. NextGen SCP's calling services is unique in its ability to detect and foil an accomplice's attempt to activate the three-way call feature by immediately disconnecting the call upon detection. The calling services can disable three-way call detection on a particular number or groups of numbers, such as attorneys.

With an accurate three-way detection system, OCSO can retain valuable investigative intelligence while curtailing revenue leakage from calls, which should not be connected. Securus' patented three-way call detection feature has been proven and certified in independent tests.

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

Fraud Detection Data Analysis

Securus provides some of the most advanced fraud detection capabilities in the corrections industry. The NextGen Secure Communications Platform™ (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.

Constant Fraud Controls

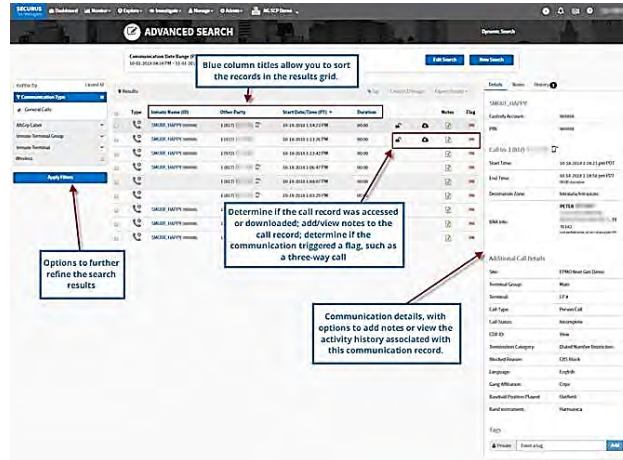
A significant number of emerging threats are call diversion schemes that mask the true destination of calls. NextGen SCP will provide, at a minimum, the following fraud prevention aids:

- 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

The system, by default, does not allow the inmate to press additional digits. It uses our patented DTMF collection techniques to collect and only act upon digits that the system is expecting. For instance, when the system asks for language selection it expects a one-digit answer, or when asking for a Personal Information Number (PIN) it expects the maximum PIN length. The system does not expect digits after call connection and will not accept any extra pressed digits. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after call connection. **This patented feature is only available on the Securus calling service.'**

DTMF—Allow Extra Digits

This Securus 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.



4.2 The Contractor must provide investigative reporting that will enable authorized Sheriff's Office staff access to recorded conversations and/or call detail information and statistical data as requested. YES, see below.

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

NextGen SCP™ has a report writer that provides investigative information based on the communication detail records. This sophisticated reporting tool provides a reporting interface into all communication activities.

Reports can be generated online and exported in the following formats:

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

Users can search and analyze details on all communication events through NextGen SCP. These details include date, time, duration, telephone number, origination, destination, inmate ID, termination reason, and more. NextGen SCP retains details on all communication attempts. Users can customize the standard reports by varying search criteria, such as date range, facility, or call length.

NextGen SCP provides standard reports with parameter fields that allow the user to define the information content of each report based on the following criteria options:

- Date range
- Inmate identifier, such as ID, PIN, and first or last name
- Communication type (calls and video)
- Communication status (complete or incomplete)
- Destination number (partial or full number entry)

- Call type
- Three-way or Remote Call Forwarding detected, watched status, wireless indicator, or Continuous Voice Identification
- Visitor and visit type (SWV)
- Visitor contact number
- Visitor identifier, such as first or last name, email, and visitor ID
- Per phone/terminal, per location, and per offender
- Number restriction and/or status assignment
- Broad search with no data entry
- Suspected fraudulent call activity
- Prepaid account number
- Destination zone (local, interLATA, interstate, intraLATA, international)

The NextGen Secure Communications Platform™ (NextGen SCP™) is very flexible and easy to use, and allows the user to create almost limitless reporting. Should customized reports be needed, Securus will provide them to Oakland County at no charge except in those cases where the customized report would require a significant allocation of resources or material changes to Securus systems and procedures.

In the small number of instances where development is needed (e.g. capturing additional information from other systems), Securus will provide the development free of charge unless the request involves significant cost to Securus. In such cases Oakland County will be given the option to pay for the additional services without markup by Securus.

THREADS Reports

Reports are accessed on the Analyze page as shown below:



THREADS provides the following types of reports:

- Statistical
- Linkage
- Working Group
- Correlation
- Time-Based
- Financial

These report types are described below.

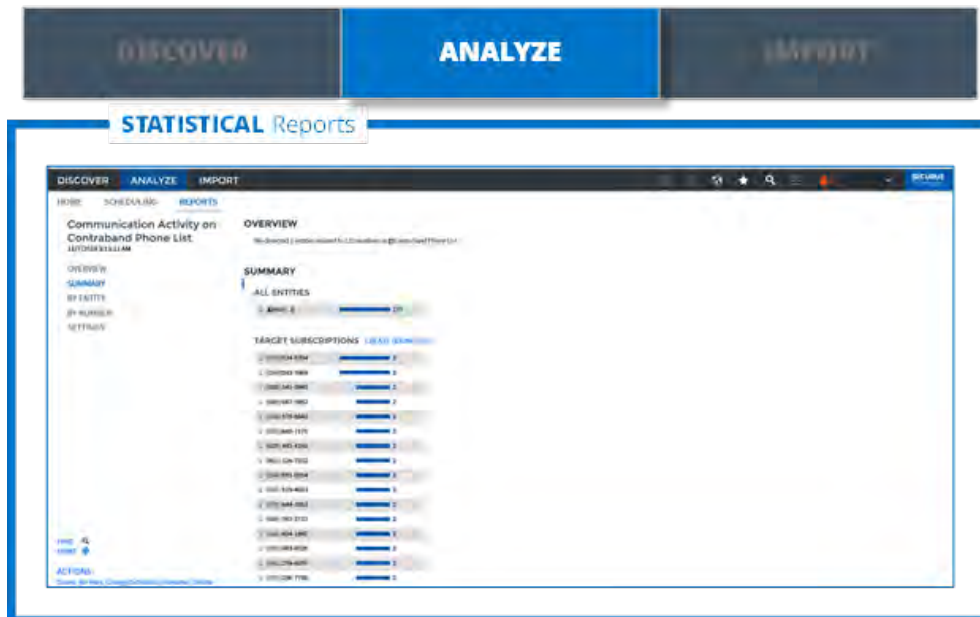
Statistical Reports

Statistical analysis includes basic reports to start your investigation. This includes all occurrences of a phone number or a bounce list of numbers in the database and the most frequently called numbers by an inmate or person.

Investigators can:

- Identify everywhere a phone number occurs in the database, such as calls, SMS, phonebook, and BNA. This analysis can be run with a bounce list.
- Identify an inmate as a potential owner of a device.
- Identify the phone numbers that an inmate or person calls with the highest frequency.
- Identify all phone numbers associated with an inmate or person including all calls, SMS, emails, and phonebook contacts. A bounce list can be generated from this report.
- Identify all communication details (calls, SMS, and emails) between two or more targets or groups of targets. This report produces a CSV file for download.

SAMPLE STATISTICAL REPORTS



Linkage Reports

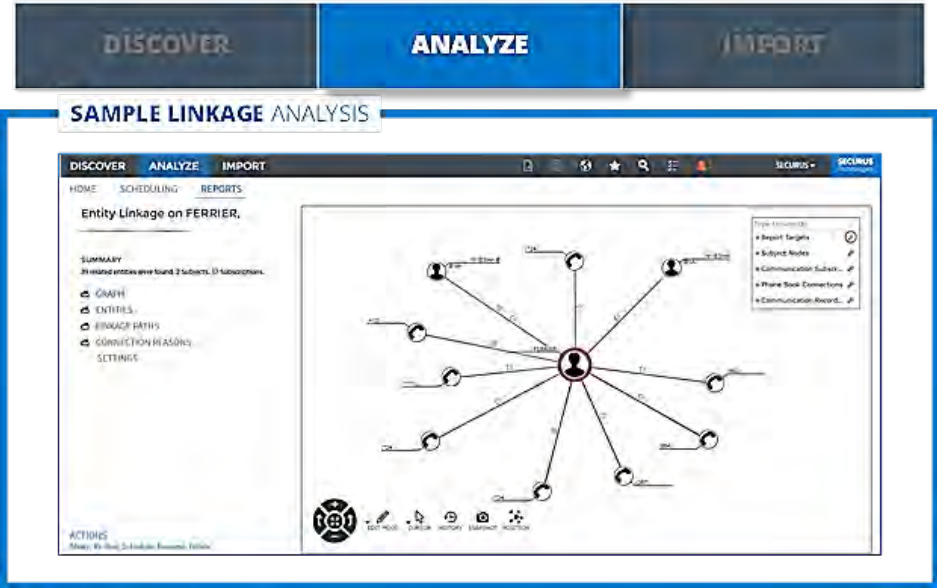
Linkage analysis shows how inmates and people are related. All the reports in this section generate graphical results that let you explore the relationships between your targets. This visual reporting tool is a quick way to understand who inmates are talking to and how the calls are related to other known numbers or inmates.

Users can generate a linkage chart that identifies the following information based on user-selected connection types, such as calls, financials, visitation, etc:

- A target(s) relationships
- Connections between two selected targets or two sets of targets
- Connections between two or more targets

In addition, users can generate a linkage chart that identifies direct relationships between selected targets based solely on phone calls.

SAMPLE LINKAGE ANALYSIS



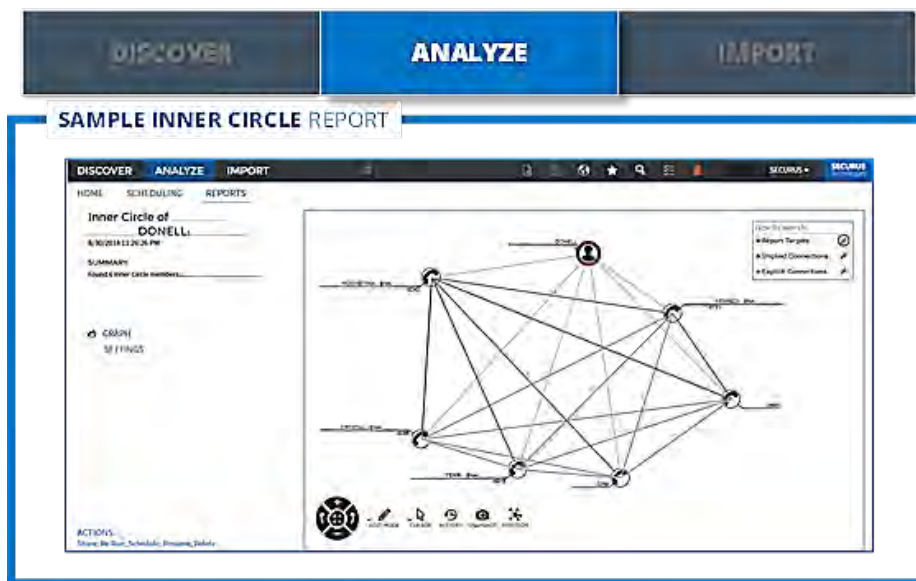
Working Group / Inner Circle Reports

Working Group analysis uses a person's communication behavior and calling patterns to identify phone numbers and people of interest. One of the key techniques used is temporal analysis, which links people based on time between calls. The closer the time between calls, the more likely those calls are related. By leveraging working group reports, facilities can identify gang and other organized activity. Knowledge of organized groups and gangs can aid staff in monitoring member activity or take preventive measures against illicit activities.

Investigators can:

- Identify a target's "working group" or inner-circle based on their communication patterns. This report is a graphical linkage chart.
- Display a target's inner circle changes over a predetermined time.
- Show communication sequences where a target calls two or more numbers in a pattern.
- Identify communication patterns—such as two or more of the same sequence—and when they occurred.
- Find a target's chain of calls. A chain is a series of calls triggered by the previous call in the chain. This report requires imported phone calls from outside the facility.
- Identify the most-likely boss in an organization based on chain analysis. This report requires imported phone calls from outside of the facility.

SAMPLE INNER CIRCLE REPORT



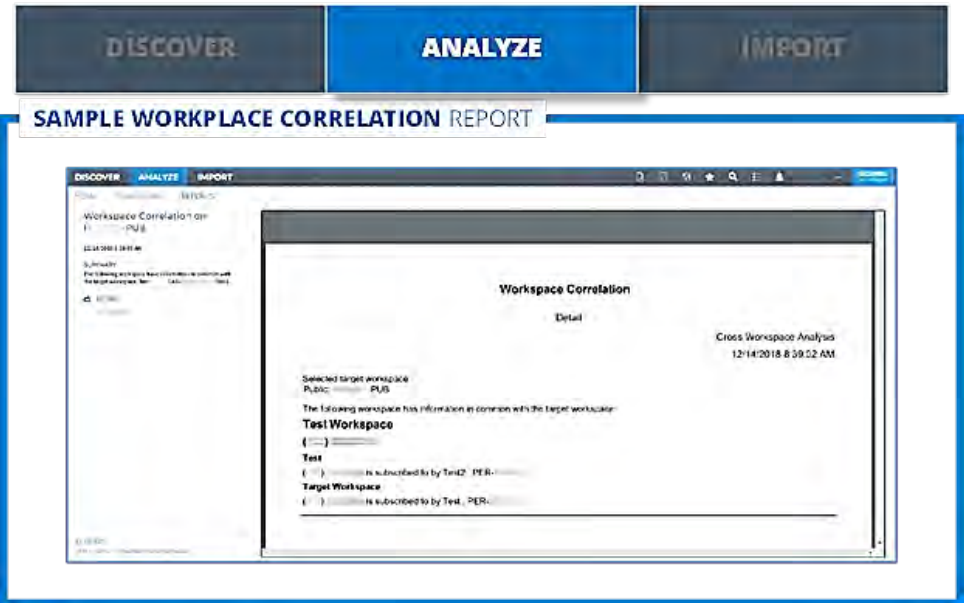
Correlation Reports

Correlation analysis identifies common contacts and phone numbers between inmates, persons, and workspaces. Through correlation reporting, investigators can identify common contacts between inmates as well as fraternization between inmates and facility staff.

Investigators can:

- Find any common communications between inmates, persons, or groups of targets.
- Identify potential three-way calls between inmates.
- Discover common phone numbers between two workspaces.

SAMPLE WORKPLACE CORRELATION REPORT



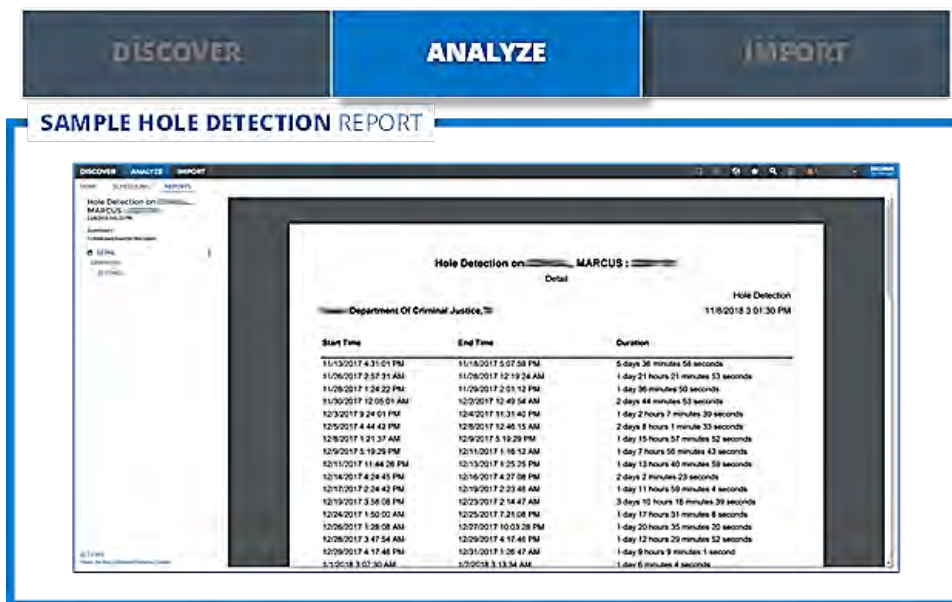
Time-Based/Hole Detection Reports

Time-based analysis provides reports based on the timing and frequency of an inmate's or other person's communications. The investigator can find out when communication is frequently taking place, then identify periods of time where communication is not taking place. These gaps in communication can indicate behavioral changes as well as cell phone usage.

Investigators can:

- Identify holes or gaps in an inmate's or person's communication activity.
- Display a set of phone numbers that a person called where communications stop with one phone number and communications start with a different phone number within a close proximity of time. This might indicate a change of phone number or an organizational shift.
- Identify if two or more phones are being used at overlapping times. If there is a significant time overlap, it could indicate that the phones are being used by different people.
- Generate a graphical timeline of any activity—such as communication, association, financial transactions, etc.—that includes a date and time.

SAMPLE HOLE DETECTION REPORT



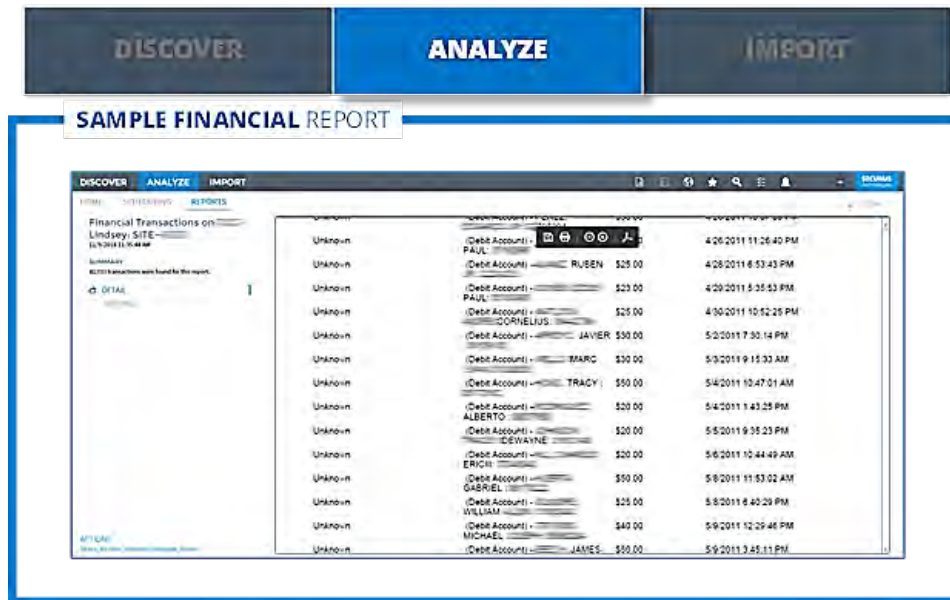
Financial Reports

Financial analysis identifies correlations between inmates and people based on the funding of an inmate's accounts.

Investigators can:

- Identify inmate financial accounts with multiple funding sources.
- Identify and list financial transactions of interest for a set of targets.

SAMPLE FINANCIAL REPORT



Efficient Automated Reports

When key information is gathered, investigators must determine where all of that data will go and then take part in the time-consuming method of analysis. However, THREADS takes it one step further by allowing facilities to set up automated reports. Reports can be scheduled to take place daily, weekly, or monthly. Through this automated reporting process, users receive notifications regarding the data they use at the timeframes they select.

For facilities interested in using THREADS but requiring additional investigative resources, Securus offers Guarded Exchange to provide this service. Guarded Exchange is a fully-owned Securus subsidiary, managed by current and former law enforcement and corrections personnel. With more than 20 years of experience, Guarded Exchange has the resources to run THREADS reporting and analytics, and provide actionable intelligence to Oakland County facility members. Guarded Exchange is here to serve Oakland County by importing and filtering data to provide the investigative leads that Oakland County needs.

THREADS offers the flexibility for investigators to reference and cross-reference internal and external data on demand and all within an easy-to-use platform. From high-level facility metrics, to the import of contraband phone data, THREADS offers the most comprehensive investigative software solution in the market with a robust data analytics and reporting toolset specifically developed for the corrections industry. THREADS is 100% owned **and maintained by Securus Technologies and provides updates and enhancements through regularly scheduled upgrades and deployments.** THREADS continues to invest in research and development to lead the market with the new features and functions necessary to stay current with the growing needs within your facility.

L. Describe your company's system's pattern dialing detection to prevent inmates from dialing more digits than necessary.

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

The system, by default, does not allow the inmate to press additional digits. It uses our patented DTMF collection techniques to collect and only act upon digits that the system is expecting. Unlike traditional premises-based systems, the calling service controls the call and buffers digits between pressing and sending. For instance, when the system asks for language selection it expects a one-digit answer; when asking for a PIN it expects the maximum PIN length. The system does not expect digits after call connection and will not accept any extra pressed digits. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after call connection. This patented feature is only available on the Securus calling service.

M. Provide your company's system equipment specifications.

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

Securus will provide the equipment necessary to run the NextGen Secure Communications Platform™ (NextGen SCP™). This equipment typically includes the following components:

- Adtran
- Dell FX726TPN
- PowerWare 5115

Adtran

The following information identifies the manufacturer-provided specifications.

Physical and Power

- Chassis
- Wallmount
- 1U Rackmount
- Desktop metal enclosure
- Dimensions:
- Total Access 904/908 – 1.72-inches high x 12.5-inches wide x 7.5-inches deep

- Total Access 912/916/924 – 1.72-inches high x 17.2-inches wide x 8.5-inches deep
- Total Access 900e Series – 1.72-inches high x 17.2-inches wide x 10.5-inches deep
- Weight:
- Total Access 904/908 – 3.5 pounds
- Total Access 912/916/924 – 5.5 pounds
- Total Access 900e Series – 6.5 pounds

Environment

The following temperatures are necessary for optimal function:

- Operating Temperature: 32° to 122 °Fahrenheit (0° to 50 °Celsius)
- Storage Temperature: -4° to 158 ° Fahrenheit (-20° to 70 ° Celsius)
- Relative Humidity: Up to 95 percent, non-condensing
-

Dell FX726TPN

The following information identifies the manufacturer-provided specifications.

Physical Specifications

- Dimensions: 17.8-inches wide x 8.1-inches deep x 1.6-inches high (440 mm x 205 mm x 43 mm)
- Weight: 5.5 pounds (2.5 kilograms)

Power Supply

- Power consumption: 13-watt maximum
- 100-240 volts AC/50-60 Hertz universal input

Environment

The following environmental conditions are necessary for optimal function:

- Operating temperature: 32° to 104° Fahrenheit (0° to 40° Celsius).
- Operating humidity: 90 percent

PowerWare 5115

Dimensions: 7.6 inches high x 5.9 inches wide x 15.4 inches deep (193mm x 150 mm x 390 mm)

Environment

The proposed Securus solution includes equipment housed at the Oakland County facility that has the following environmental requirements:

- Operating temperature: 32°F to 104°F
- Storage temperature: -4°F to 122°F
- Relative humidity: Up to 95% non-condensing
- Air conditioning total BTUs per hour: 11,130.63 BTUs

The required power for our system is 3,262 volt-ampere.

N. Describe if your company use voice compression for voice recording?

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

Securus stores voice recordings in full linear “compressed” format at our data centers in Dallas, Texas, and Atlanta, Georgia. Our technology uses Speex compression format for storing calls.

We use OGG file type, designed for efficient steaming of calls and high quality digital media while maintaining the required chain of evidence for use in court cases.

As a convenience, recorded conversations can be downloaded by authorized users in four additional formats that allow compression and compatibility to common media players. The following downloadable formats are available to authorized users.

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

O. Describe Calling Functionality:

- **Can you detect all telephone numbers being called?**
- **Describe how and at what point during the call you identify a 3-way call?**
- **Can your company detect 3-way calls, call forward calls and identify all subsequent phone numbers? If not, can calls be blocked?**

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

Yes, the Securus calling service dual-tone-multi-frequency (DTMF) detection is a fraud prevention tool included in every installation. The system, by default, does not allow the inmate to press additional digits.

Securus’ patented DTMF collection techniques collect and act only upon digits that the system is expecting. Unlike traditional premises-based systems, our calling service controls the call and buffers digits between pressing and sending. For example, when the calling service asks for language selection, it expects a one-digit answer; when asking for a PIN, it expects the maximum designated PIN length. The system does not expect additional digits after call connection and will not accept any extra digits. This technique makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after call connection.

Three-way Detection

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

When a three-way event is noted, the system will do one of two things (based on the facility's choice):

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

This feature prohibits the major fraud practice possible with other automated and live-operator systems. Inmates could enlist the aid of an outside accomplice to "conference" them, via Central Office-provided three-way calling, to an "unrestricted" line, bypassing the system controls. Without this protection, inmates have in effect, unrestricted access to the outside world, defeating the correctional objectives and policies of the institution along with subjecting the public to inmate harassment and fraud. SCP is unique in its ability to detect and foil an accomplice's attempt to activate the three-way call feature by immediately disconnecting the call upon detection. Securus' SCP has the unique ability to disable three-way call detection on a particular number or groups of numbers, such as attorneys.

Securus' dual-tone multi-frequency (DTMF) detection is part of the fraud prevention tools that are provided with every SCP installation.

The DTMF-detection feature prompts inmates and called parties for keypad entries during call set up and acceptance. This feature prevents inmates from obtaining and using a secondary dial tone to place additional calls.

The DTMF-feature listens for the inmate or called party to respond to a prompt with an entry on their telephone keypad. Based on the keypad entry, the call is either connected or blocked. Additionally, the system can also detect or reject additional digits that are pressed after call completion on standard collect calls.

Securus can detect all telephone numbers called, including partial numbers in an attempt to commit fraud.

P. Describe if a word or group of words can be searched on the voice recording storages (e.g., phonetically, or digitally or both). What is the percentage of accuracy? SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus Word Alert is a powerful speech-to-text transcription and keyword search tool for corrections agency investigators. It automatically transcribes all telephone calls and SVC video sessions 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.

Word Alert helps investigators quickly zero in on the calls and sessions 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 or session. They can quickly get an English translation of a non-English transcript. 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.

Word Alert 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.

Word Alert Advantages

Word Alert provides these advantages for the agency and its investigators:

- A transcript of each telephone call and video session 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 audio or video player while the call or session plays. Search term matches are highlighted in the transcript. A button click.

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 Audio and Video Player

A transcript can be viewed alone or aligned with Word Alert's audio or video player. Any search term matches are highlighted in the transcript. The investigator can jump to a section of interest in either the 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 player will move to that location.

Dictionary of Search Terms

Word Alert 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 and Video Sessions

Word Alert makes it easy to do one-time, interactive searches of past calls and video sessions using a date range and words, phrases, and categories of terms in any language. The search can be narrowed by the incarcerated individual's name or ID and communication type, i.e., telephone calls and/or video sessions. Results are displayed as a list of calls and sessions, each with clickable icons to show the transcript alone or with the player.

Automated Searches of New Calls and Video Sessions with User Alerts

Word Alert lets investigators set up automated scans that continuously monitor new call and video session transcripts as they come into the system. An alert is sent each time a search term match occurs in a call or session. The investigator configures an

automated scan with search terms in any language and optionally with an incarcerated individual'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 triggered so far by the scan. They can review the calls and sessions that triggered the alerts and can also stop the scan at any time interactively.

Search Results with Snippets and Highlighted Matches

Calls and video sessions with matching search terms are each listed with their communication record information: name of the incarcerated individual, dialed telephone number, communication start date and time, and communication duration. Each record also shows a player icon and a transcript icon. Hovering over the transcript icon brings up one or more snippets from the transcript. The snippets show the search term matches in the transcript. The investigator can quickly decide whether to bypass that call or session 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 player. The matching search terms are highlighted in the transcript.

Integrated Audio and Video Players

The integrated audio and video players have user controls to regulate playback speed and volume. The audio player also allows the investigator to mute either side of the communication independently. In both players, the transcript and player are aligned when they are displayed together. The investigator can play any portion of the call or session 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 and video sessions that had matches, with communication record information for each one.

Analytics

Intelligent analytics reveal what people in the facility are talking about on telephone calls and video sessions without investigators having to do searches. In Analytics, the Keyword Categories screen shows how many times, and on which calendar days, words in each of the dictionary's categories occurred. The Top Keyword Trends screen shows additional words that Word Alert discovered on its own that are occurring in calls and sessions more often now than in the recent past. This trend information can uncover problems in the facility before investigators suspect they exist.

Q. Describe in detail how your company sets up first time pre-paid accounts.

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.

Securus Funding Options

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 pre-paid calling account, friends and family members can:

- Call our customer service center 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 currently does not charge a fee to establishing a prepaid collect account. Friends and family members can expedite the processing payment by utilizing a credit card for a fee of up to \$9.95.

Securus presently does not charge refund fees.

Friend and Family Funding Options	Means to You
<ul style="list-style-type: none"> ▪ In-house Call Center <ul style="list-style-type: none"> • Available 24 hours a day, seven days a week and 365 days a year • Staffed with Securus employees • Use automated telephone access or talk to a live agent • Fund an account <ul style="list-style-type: none"> ○ Accept Visa and MasterCard (all options may not be available to all customers based on our risk management practices) • Manage account (e.g. open accounts, make or check payments, confirm rates, obtain credit limits, review call history, review 	<ul style="list-style-type: none"> ▪ Securus believes the customer experience should not be out-sourced to an outside vendor. As a result, our customer satisfaction scores are 20 percent higher than the industry standard. We are available so that you do not have to use staff time to answer questions on telephone account issues.

Friend and Family Funding Options	Means to You
account balances, manage account notifications, and get questions answered)	
<ul style="list-style-type: none"> ▪ Website Access <ul style="list-style-type: none"> • Create an account • Mobile-friendly • Fund an account <ul style="list-style-type: none"> ○ Accept Visa, and MasterCard (all options may not be available to all customers based on our risk management practices) • Manage account (see above description) 	<ul style="list-style-type: none"> ▪ This is a popular option for those parties that wish to fund without interacting with a call center agent. Funding drives more calls.
<ul style="list-style-type: none"> ▪ Lockbox <ul style="list-style-type: none"> • Accept personal checks, money orders, and cashier's checks mailed to Securus • No funding minimum 	<ul style="list-style-type: none"> ▪ Cash conscious parties can fund without a transaction fee or a minimum. This allows inmates to talk with called parties who would not ordinarily be able to set-up accounts.
<ul style="list-style-type: none"> ▪ MoneyGram <ul style="list-style-type: none"> • Fund at over 35,000 Walmart and CVS Pharmacy locations <p>Western Union</p> <ul style="list-style-type: none"> • Fund at over 58,000 locations 	<ul style="list-style-type: none"> ▪ For those without credit cards or who want immediate account set-up with no minimum fee, we provide funding options at any MoneyGram or Western Union location.
<ul style="list-style-type: none"> ▪ Kiosks (optional) <ul style="list-style-type: none"> • Available in lobby 	<ul style="list-style-type: none"> ▪ A funding source sent by friends and family members when they visit inmates.

2.2	<p>Include in your proposal any additional options or value-added services your firm proposes to improve technology and enhance services to Sheriff's Office staff, to inmates, and to the public. Indicate the impact on commissions Oakland County would receive if accepted by Oakland County.</p>	YES	See below.
-----	--	-----	------------

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

Securus has provided additional value-added solutions and services that we are confident will significantly benefit Oakland County through innovative or enhanced technology and increase the service and client experience of the Oakland County Sheriff's Department. These additional optional solutions are discussed in detail in the Value Added Solutions section in this proposal response,

3.0	Inmate Phone/Video Visitation System Requirements		
3.1	The current inmate phone system consists of inmate telephones. Please indicate if you offer an alternate solution, such as tablets, by detailing specifics in an attachment.	YES	See below.

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

Securus will offer inmate phone system through via inmate telephones and also has provided an alternative solution that is detailed in the Optional Value-Added Solutions section and the Financial Offer section of this proposal response document.

3.2	Provide One Hundred Thirty-Two (132) collect-only inmate telephones, Four (4) Visitation Telephones (K Block), Two (2) administrative computer workstations (1 in 10E, 1 38E), and Two (2) TTYs at <i>Law Enforcement-Jail Complex, 1200 N. Telegraph Rd., Pontiac, MI: Facility Inmate Capacity - 1,124.</i>	YES	See below.
------------	--	------------	-------------------

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

Securus will provide One Hundred Thirty-Two (132) collect-only inmate telephones, Four (4) Visitation Telephones (K Block), Two (2) administrative computer workstations (1 in 10E, 1 38E), and Two (2) TTYs at *Law Enforcement-Jail Complex, 1200 N. Telegraph Rd., Pontiac, MI: Facility Inmate Capacity - 1,124.*

3.3	Provide Twenty-two (22) collect-only telephones at <i>Children's Village, 1200 N. Telegraph Road, Pontiac, MI: Facility Resident Capacity - 97</i>	YES	See below.
------------	---	------------	-------------------

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

Securus will provide twenty-two (22) collect-only telephones at *Children's Village, 1200 N. Telegraph Road, Pontiac, MI: Facility Resident Capacity - 7*

3.4	Provide Twenty-one (21) collect-only Inmate Telephones, Twenty-Three (23) Visitation Telephones and one (1) TTY with two jacks at <i>East Annex, 1200 N. Telegraph Road, Pontiac, MI: Facility Inmate Capacity - 398</i>	YES	See below.
------------	---	------------	-------------------

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

Securus will provide twenty-one (21) collect-only Inmate Telephones, Twenty-Three (23) Visitation Telephones and one (1) TTY with two jacks at *East Annex, 1200 N. Telegraph Road, Pontiac, MI: Facility Inmate Capacity - 398.*

3.5	All eight (8) TTYs for the deaf shall speed dial the <i>Michigan Relay Center</i> to process collect-only calls. (Talk time for TTY users shall be 30 minutes in length.)	YES	See below.
------------	--	------------	-------------------

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

Securus will ensure that all eight (8) TTYs for the deaf shall speed dial the Michigan Relay Center to process collect-only calls. (Talk time for TTY users shall be 30 minutes in length.)

3.6	Two (2) administrative computer workstations to <i>capture recorded call activity</i> as indicated above. Training shall be at the selected Contractor's expense and include security level features with password protection.	YES	See below.
-----	---	-----	------------

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

Securus will provide two (2) administrative computer workstations to capture recorded call activity and will provide training, at NO COST to the County, that includes security level features with password protection.

Password Policies

Security is a top priority for Securus. Because threats are ever-changing, Securus proactively advances our platform security to help protect your facility's information.

NextGen SCP is a centralized, digital network that is accessed via the web by navigating to <https://ngscp.securustech.net> in the supported browser, Chrome.

The platform is protected by SSL (secure socket layer) security which uses the same security protocols that banks use for establishing a connection for customer online banking.

Authentication

Securus is an avid proponent of software system security and employs stringent security guidelines. The Securus password policy is designed to enhance access security by requiring users to employ strong passwords and use them properly.

Each user is required to authenticate with the appropriate credentials before using the system.

NextGen SCP password requirements include the following rules for creation:

- 8 – 12 characters
- No spaces
- Cannot contain the user's first or last name
- At least three of the following types of characters must be used:
- English uppercase letter
- English lowercase letter
- At least one number
- At least one special character (@ % + \ / ' ! # \$ ^ ? : . ~ _ () { } [])

Also, the system will periodically require the user to change their password to help ensure the security of the account.

Passwords can be configured by location, days to expire, and even the number of password cycles before password reuse. Additional configuration options include

reminders for password expiration and minutes of allowable inactivity before session timeout.

If the authorized user has forgotten their password, functionality is available within the platform for them to remedy the situation without involving a facility administrator.

The “Forgot Your Password?” feature available from the login screen offers online support for users who have forgotten their password or for those who did not change their password before expiration. System security requires users to provide the correct answers to preset questions before their password can be reset. After a new password is created, NextGen SCP emails confirmation to the address linked to the user ID.

System Logs

System Logs provide an audit trail of all user activity happening at the facility within the NextGen SCP platform. Log types include:

- Communication Activity
- Recording Access
- System Access
- Searches
- Webpage Visits
- Data Change

3.7	Contractor agrees to provide an active port and connectivity to the Video Visit Relay Service Unit at the main jail facility. This wheeled Video Visit Relay Service unit provides interpreter services for inmates in need and will require a new data jack. This is a free service with no cost to inmates or Oakland County.	YES	See below.
-----	--	-----	------------

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

Securus’ NextGen Secure Communications Platform™ (NextGen SCP™) provides support for hearing-impaired inmates through both Video Relay Service (VRS) and TTY/TDD. The Securus VRS solution is a complete solution for correctional-grade VRS services that incorporate FCC regulations, as well as the inmate call controls, management, and investigative abilities expected for inmate calls.

VRS offers unique challenges to the correctional industry due to its reliance on American Sign Language (ASL), which requires visual communication, the automatic insertion of an ASL interpreter when needed, and adherence to FCC regulations that prohibit VRS service providers from interfering with or recording the communication.

Securus VRS addresses all of these challenges so as to provide Oakland County with a VRS solution that does more than meet the requirements of ADA compliance—Securus VRS meets these challenges



through a high-level integration with NextGen SCP. The high level of integration between Securus VRS and NextGen SCP provides hearing-impaired inmates with “equal access” to communication services while allowing Oakland County to provide, manage, and investigate inmate VRS calls in a manner consistent with traditional inmate calls.

Securus VRS provides equal access by allowing Oakland County to:

- Provide VRS-capable inmate call devices that fully conform to the rigorous needs of the correctional environment
- Manage VRS calls using the same controls as are used for traditional inmate calls
- Record VRS calls in accordance with the same recording controls that govern whether or not to record traditional inmate calls
- Securus VRS can record VRS calls due to the fact that Securus is not a “VRS Provider”. Instead, Securus is partnered with ZVRS/Purple to be the “VRS Provider”. The nature of this relationship, along with the proprietary integration of technologies, allows NextGen SCP to record VRS calls while still remaining compliant with FCC regulations.
- Include VRS call recordings in investigations including inclusion in CD images and individual downloads.

Securus VRS call recordings include the visual component of the inmate call for both the inmate and the other end of the video portion of the VRS call. The other end of the VRS call might be the inmate’s called party (if they are a registered subscriber to the public VRS service) or the VRS interpreter (if the called party is not a registered subscriber to the public VRS service). Since the public VRS service automatically bridges in a VRS interpreter when necessary, Securus VRS fully accommodates the various scenarios the public VRS service may encounter. These scenarios include the potential that a VRS Service provider supports Voice Carry-Over (VCO). When VCO is supported, the Securus VRS call recording will include the audio component of the VRS call.

Securus VRS uses the same standard inmate call management control structures as for traditional inmate calls, including the following call controls:

- Calling schedules
- Max call duration controls
- Calling Restrictions
- Calling Velocity
- Called party phone number control—both globally and on inmate PAN lists
- Call recording
 -
- Collecting VRS calls in inmate calls for investigations and evidence

This level of integration between Securus VRS and NextGen SCP means that Oakland County can set inmate calling policies that apply equally to all inmate calls, including VRS calls, or set unique policies for VRS calls.

Inmate access to Securus VRS is provided as an application available through ConnectUs—the controlled inmate interface provided on inmate kiosks. ConnectUs can be configured to present numerous applications to Oakland County inmates, which allows inmates to use the same multi-function terminal for Securus VRS calls as for standard inmate calling, Securus Video Visitation, Inmate Forms, and more.

Because VRS calls are required by the FCC to be free, all inmate VRS calls will be provided at no cost to the inmate. To ensure Oakland County can prevent the unauthorized use of Securus VRS to place free calls, the Securus VRS is also integrated with NextGen SCP to allow Oakland County to designate which inmates are allowed to place VRS calls. The Securus VRS ConnectUs application requires inmates to enter their designated inmate ID and their calling PIN before placing calls. To accommodate the needs of the hearing-impaired, Securus VRS can be configured to work without PINs in designated booking and/or intake areas. With these controls, Oakland County has security over VRS calling as well as the flexibility to allow VRS calls in situations where detainees have not yet been issued a PIN.

Securus VRS represents the ultimate solution for accommodating conformance to ADA compliance and FCC regulations, and the necessary call controls and investigative abilities to ensure safe communications.

3.8	Contractor agrees to assist OCSO with obtaining a 2nd Video Visit Relay Service Unit for the East Annex facility by applying for federal grants. This 2nd wheeled unit will require a new data jack and connectivity.	YES	See below.
-----	--	-----	------------

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

Securus agrees to assist OSCO with obtaining a 2nd Video Visit Relay Service Unit for the East Annex facility by applying for federal grants. This 2nd wheeled unit will require a new data jack and connectivity.

3.12	Contractor agrees to replace the following onsite equipment if it has reached end of life as needed to implement their solution at no cost to Oakland County: Application software (10) POE Switches (1) Linux Commissioning Server with a possible cloud-based solution. (2) Video Call Processing Servers with a possible cloud-based solution (2) Video Recording Storage Servers with a possible cloud-based solution (1) Monitoring Workstation (1) Visitor Registration Terminal	YES	See below.
------	---	-----	------------

	<p>(1) Lobby Deposit Kiosk accepting cash, credit\debit card deposits * All necessary conduit and cabling for Turnkey Remote Visitation installation ** Any additional equipment not shown should be identified by the contractor after the OCSO jail facility walkthrough.</p>		
--	--	--	--

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

Securus will replace the following onsite equipment if it has reached end of life as needed to implement their solution at no cost to Oakland County:

Application software

(10) POE Switches

(1) Linux Commissioning Server with a possible cloud-based solution.

(2) Video Call Processing Servers with a possible cloud-based solution

(2) Video Recording Storage Servers with a possible cloud-based solution

(1) Monitoring Workstation

(1) Visitor Registration Terminal

(1) Lobby Deposit Kiosk accepting cash, credit\debit card deposits

* All necessary conduit and cabling for Turnkey Remote Visitation installation

** Any additional equipment not shown should be identified by the contractor after the OCSO jail facility walkthrough.

3.13	<p>Contractor agrees to provide, fully install, and support the addition of the following at Children’s Village at no cost to Oakland County: (2) Video Visitation kiosks and stainless-steel visitor booths (4) Wall Mounted Resident Kiosks Children’s Village is located on the Oakland County Campus: 1200 North Telegraph Road Building 63W Pontiac, MI 48341</p>	YES	See below.
------	---	-----	------------

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

Securus agrees to provide, fully install, and support the addition of the following at Children’s Village at no cost to Oakland County:

(2) Video Visitation kiosks and stainless-steel visitor booths

(4) Wall Mounted Resident Kiosks

Children’s Village is located on the Oakland County Campus:

1200 North Telegraph Road

Building 63W

Pontiac, MI 48341

3.14	Remote Visitation must be enabled.	YES	See below.
-------------	---	------------	-------------------

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

This method allows remote video guests, such as family and friends, bail bondsmen, probation officers, and attorneys to communicate with incarcerated individuals from outside the facility via a broadband internet connection on Android and Apple mobile devices.



Remote video guests access SVC services through the Securus mobile application or the www.videovisitationanywhere.net website. Remote users need only a tablet, Android or Apple mobile phone, or a computer with a webcam, microphone, and speakers/headset.

Family and friends sign up for a free Securus Online account and add the video product to their accounts. Then, the user requests video access to the facility, which requires submitting their picture and driver’s license to the agency for approval.

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

How It Works: Remote Video Sessions

An incarcerated individual’s family, friends, and others—such as attorneys—can access the SVC service through the mobile app or by going to www.videovisitationanywhere.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 a user logs on to the website or mobile app, they select the facility and incarcerated individual with whom they wish to see. 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 basis or subscription rate, and friends and family can pay using a debit or credit card.

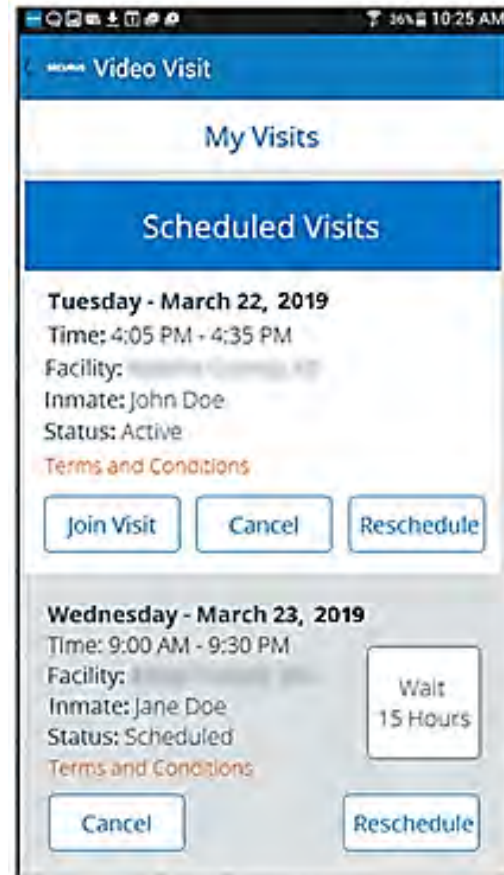
SVC Mobile Application

Securus’ video connect solution has grown larger and faster than any other system in the industry because the technology and service are the best. **This is evidenced by more than 1.5 million video visits between inmates and family and friends annually.**

Securus' SVC app for Apple iPhone®, iPad®, iPod touch®, and Android™ devices continues that technology growth with full mobile support for conducting video visitation sessions. This revolutionary new app makes it easier for inmates and friends and family members to communicate, which provides facility customers, like Oakland County, with additional investigative sources as well as an additional revenue stream.

Full mobile support provides an easy and convenient way for SVV users to complete remote video visits with an Apple device or Android™ smartphone or tablet. The ability to conduct remote video visits with a mobile device provides family and friends with limitless opportunities to visit with their incarcerated loved one from almost anywhere. In addition to visiting remotely with the app, users can:

- Synchronize visit details with OS (operating system) calendar
- Receive text notifications about pending video visits
- Review visit details
- Test Wi-Fi/cellular connection to determine quality of video visit



Sample app screen

Securus is the first inmate telecommunications provider with a fully functioning application that allows users to complete remote video visits. Our application eliminates the need for laptops, web cameras, or any additional hardware. In addition, home internet is no longer needed to complete remote video visits for users with a Wi-Fi hotspot or data cellular service.

3.15	A turnkey installation must be provided including all required conduit and cabling.	YES	See below.
------	---	-----	------------

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

Our offer includes the installation of all new equipment and the latest generation of the NextGen Secure Communications Platform™ (NextGen SCP™) inmate telecommunications system. This installation will be a “turn-key” solution owned and maintained by Securus through the life of the contract. Securus will provide all additional wiring, cabling, conduit, cross-connects, jacks, plates, and related hardware necessary for the system to operate at **NO COST** to Oakland County. Securus assigns fully qualified, factory-trained field technicians to inspect shipped

equipment, and install and maintain NextGen SCP for the duration of the contract period.

3.16	The contractor must provide an all-inclusive warranty, and a full repair/support maintenance package.	YES	See below.
-------------	--	------------	-------------------

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

Securus will provide an all-inclusive warranty, with a full repair and support maintenance package for the life of the contract with Oakland County. The following table shows the equipment Securus is proposing and the corresponding standard manufacturers' warranties. Notwithstanding these warranties, Securus agrees to repair or replace any such equipment at its sole cost and expense during the term of any agreement with Oakland County.

The following table shows the equipment Securus is proposing and the corresponding standard manufacturers' warranties. Notwithstanding these warranties, Securus agrees to repair or replace any such equipment at its sole cost and expense during the term of any agreement with Oakland County

Equipment	Standard Manufacturer Warranty
Adtran Total Access 900 Model 924	10-year warranty
Netgear ProSafe Switch FS726TNA	5-year warranty
Eaton PW5115 UPS EVE 380615	For registered products: 36 months from date of purchase or 42 months from date of purchase
Dell Mini Tower Optiplex Workstation GX 380	Limited Hardware Warranty; Standard 1-year Next Business Day On Site Service after Remote Diagnosis (1-1-1); Optional 3-year Next Business Day On Site Service after Remote Diagnosis (3-3-3); Optional 3-year Dell ProSupport™ for IT; 4 year and 5 year service and support
HP Desk Jet Printer HP 6940	One-year limited hardware warranty backed by HP Customer Care, service and support; one-year technical phone support, plus a toll-free number
Wintel Inmate Telephone Model 7042	1-year warranty

The Securus Technical Support team has primary responsibility for resolution when a problem occurs. If the issue requires on-site service, our dispatch team contacts the assigned field service technician (FST) and establishes an estimated time of arrival. The Dispatcher or the FST immediately communicate the time of arrival to the facility. Upon arrival at the facility, the FST will meet with the primary site contact to review the problem and perform the necessary repairs. Repairs typically involve repairing or replacing a defective part or wiring, or correcting configuration settings.

Upon resolving the primary issue, the FST performs a system check to detect any unreported issues and conducts preventative maintenance checks while on-site, including:

- Cleaning out the system filters
- Testing system features and functionality
- Testing of individual phones/terminals
- Performing workstation(s) inspections.

Problems identified during this check are addressed by the FST during the same visit unless additional parts are required to resolve the issue. After completing the repairs, the FST confirms the resolution with the primary site contact and obtains sign-off on the repairs performed. After obtaining sign-off, the FST will record the transaction in our service ticket management system through his or her laptop.

Field Service Process

Securus employs approximately 224 field service associates including Regional Managers and a centralized Field Dispatch team to support our national customer base. The Field Service Technicians (FST) are strategically positioned to meet the response time requirements of our customer's and reside near each customer location. FSTs are all required to have extensive telecommunication background and are Securus-certified to service our product offerings. The FSTs have direct access to senior technical support and engineering resources to expedite repairs and minimize customer downtime.

Workflow

Once our centralized Technical support operation determines that an issue requires on-site service, our dispatch team contacts the assigned FST and establishes an estimated time of arrival. The Dispatcher or the FST immediately communicate the time of arrival to the facility. Upon arrival at the facility, the FST will meet with the primary site contact to review the problem and perform the necessary repairs. Repairs typically involve repairing or replacing a defective part or wiring or correcting configuration settings.

Upon resolving the primary issue, the Field Service Technician will perform a system check to detect any unreported issues and conduct preventative maintenance checks while on-site, including:

- Cleaning out the system filters
- Testing system features and functionality
- Testing of individual phones/terminals
- Performing workstation(s) inspections.

Problems identified during this check are addressed by the Field Service Technician during the same visit unless additional parts are required to resolve the issue.

Upon completion of the repairs, the FST will validate problem resolution with the primary site contact and obtain sign-off on the repairs performed. After obtaining sign-off, the FST will record the transaction in our problem management system through his or her laptop.

Service Parts

Securus field service technicians maintain a working level of spare parts for minor repairs consisting of telephone sets, handsets, dials, and replacement circuit boards, either on-site or in their truck. If a technician does not have required a part, Securus will drop-ship the item to the site. Securus will ship counter-to-counter on the same day in critical situations.



Quality

Securus sends an e-mail customer satisfaction survey to the primary site contact following each service event. Customer concerns are immediately escalated to the Regional Service Manager and the National Service Director. The Regional Service Manager is required to contact the customer within 24 hours to better understand the concern and implement a correct action plan. Securus executives review the summary of each issue along with the corrective actions on a monthly basis. Our current survey results show 94% satisfaction with Field Service with 77% indicating they were “delighted” with the service they received.

Implementation

Our preliminary implementation plan includes transitional meetings that detail the setup of proposed applications and tasks associated with the transition from the current system to Securus' NextGen Secure Communication Platform™ (NextGen SCP™). Securus has extensive experience preparing locations for system implementation without disrupting the facility's existing service. All hardware, phone lines, and workstations will be in place before replacing the telephone/terminal instruments and cutting over to NextGen SCP.

3.17	All workstations and servers must be kept current with the latest security patches.	YES	See below.
------	--	-----	------------

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

Securus will ensure all workstations and servers are current with the latest security patches.

3.18	The contractor agrees that customers will be charged the lowest amount possible for remote visitation fees per minute in 30-minute intervals and in any event such amount shall not exceed the fees established by the FCC.	YES	See below.
------	--	-----	------------

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

Securus agrees that customers will be charged the lowest amount possible for remote video session fees per minute in 30-minute, or an agreed upon interval, and that amount shall not exceed the fees established by the FCC.

3.19	The contractor shall provide Local, IntraLATA, InterLATA, Interstate, and International telephone services and access to Government Payment Services toll free number for all Inmate Telephones.	YES	See below.
------	---	-----	------------

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

Securus will provide Local, IntraLATA, InterLATA, Interstate, and International telephone services and access to Government Payment Services toll free number for all Inmate Telephones.

3.20	Toll-free calls to (888) 604-7888 through speed dial access to Government Payment Services, or any other service the County chooses to use, to pay for bonds, fines and/or costs via credit card.	YES	See below.
------	--	-----	------------

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

Securus' SCP provides our partnering facilities with a virtually unlimited set of programmable speed dial numbers that may be entered from any inmate telephone. A standard speed-dial table can translate a dialed number into another dialed number. This allows for absolute translations of a 10-digit number into another. The speed dial numbers "101" or "111", for example, may represent specific requests such as inmate medical alerts or officer assistance requests.

3.21	Pre-recorded announcement that the called party has a collect call from <inmate's name> from an Oakland County inmate facility which will be recorded and may be monitored. Pre-recorded announcement that the called party has a collect call from <child's name> from the Oakland County Children's Village which will be recorded and may be monitored. The called party shall be given the option to accept or reject calls. Called party will be notified of costs associated with accepting the call (surcharge, connection charge, cost for first minute, cost for subsequent minutes, and any regulatory fees). Additional recordings will be made available as requested and approved by Oakland County.	YES	See below.
------	--	-----	------------

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

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

When the called party answers the phone, the advanced answer detection triggers the call acceptance voice prompt. The called party hears, "Hello, you are receiving a collect call from [inmate's name], an inmate at the Oakland County Jail. This call is subject to monitoring and recording." NextGen SCP then gives the called party the following menu options:

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

The AOS feature reflects the options that are configured for that specific site to limit the menu and expedite prompt flow.

The following are examples of the information provided:

Available Options to Called Parties

- Request a rate quote
- Hear the name of the facility and inmate calling
- Accept or reject the call
- Request available balance of an AdvanceConnect account or available credit of the Direct Bill account
- Hear instructions on how to add more money to their prepaid account or pay their Direct Bill Account
- Connect to a live agent to setup a pre-paid account
- Choose to hear the prompts on the system in English, or the language selected by the inmate (if configured for this option)
- Pay for the incoming call with even when they do not have a Securus Account
- Hear optional messages (by request of Oakland County)
- Block their number prior to accepting a call

Available Options to Inmates

- Listen to prerecorded announcements
- Choose to place a collect or debit call; if debit, PIN entry is requested, the inmate hears the available balance in their account and the cost of the call
- Select a specific language at the beginning of the call (if configured)
- Acknowledge that the call is going to be monitored and recorded
- Hear available call time (prompt will tell the inmate call time limits based on calling schedules or calling restrictions)
- Identify themselves by PIN or Voice Biometrics (if configured)
- Add, remove, and/or listen to the phone numbers on their PAN list (if configured)
- Hear optional messages (by request of Oakland County)

***The calling service’s automated operator also provides a Perma Block process, which allows a called party to block their number permanently. This feature may be used to block calls from any inmate in the facility. The ability to immediately block calls helps reduce the number of called party complaints. The called party can also choose to end the call by hanging up.**

3.22	Voice overlay with identity messaging that will be continuously active throughout the duration of the call.	YES	See below.
------	--	------------	-------------------

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

The NextGen Secure Communications Platform™ (NextGen SCP™) calling services allow voice overlay messages throughout the call as an additional fraud protection feature. An example of a voice overlay message is *“This call is from a correctional facility.”*

Voice overlays can be configured to:

- Play the message randomly or a fixed number of times per call
- Set the number of times to play the message during the call
- Change the time between when the message plays and when to play the next message
- Set the delay between call acceptance and when to play the first message
- Set the amount of time before the end of the call to play the message

3.23	Blocked calls to answering machines and automated attendants.	YES	See below.
------	--	------------	-------------------

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

For a call between an incarcerated individual and a called party to take place, a valid call answer-and-acceptance must occur. The system must 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

Our 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 incarcerated individual’s call does not complete.

3.24	Detection and notification alerts for 3-way calls.	YES	See below.
------	---	------------	-------------------

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

The Securus calling service’s three-way call prevention system is one of the best three-way call detection systems in the world and is protected by several patents. Independent tests have proven and certified the effectiveness of the Securus three-way call detection feature. With the release of the Securus digitally clean line transmission, our three-way prevention system has increased its capabilities to new levels of efficiency.

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

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

This feature prohibits a major fraud practice possible with other automated and live-operator systems. With traditional systems, inmates enlist the aid of an outside accomplice to “conference” them, via three-way calling, to an “unrestricted” line, bypassing system controls. Without three-way call detection, inmates have unrestricted access to the outside world, defeating the correctional objectives and policies of the institution and subjecting the public to inmate harassment and fraud. NextGen SCP™ is unique in its ability to detect and defeat an

accomplice’s attempt to activate the three-way call feature. NextGen SCP has the unique ability to disable three-way call detection on a particular number or groups of numbers, such as attorneys.

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

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

3.25	Pre-paid plans for inmates to call cell phone numbers. A pre-paid plan may be provided to allow calls to cell phones.	YES	See below.
-------------	--	------------	-------------------

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

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 pre-paid calling account, friends and family members can:

- Call our customer service center 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 currently does not charge a fee to establishing a prepaid collect account. Friends and family members can expedite the processing payment by utilizing a credit card for a fee of up to \$9.95. Securus presently does not charge refund fees.

Friend and Family Funding Options	Means to You
<ul style="list-style-type: none"> ▪ In-house Call Center <ul style="list-style-type: none"> • Available 24 hours a day, seven days a week and 365 days a year • Staffed with Securus employees • Use automated telephone access or talk to a live agent • Fund an account 	<ul style="list-style-type: none"> ▪ Securus believes the customer experience should not be out-sourced to an outside vendor. As a result, our customer satisfaction scores are 20 percent higher than the industry standard. We are available so that you do not have to

Friend and Family Funding Options	Means to You
<ul style="list-style-type: none"> ○ Accept Visa and MasterCard (all options may not be available to all customers based on our risk management practices) • Manage account (e.g. open accounts, make or check payments, confirm rates, obtain credit limits, review call history, review account balances, manage account notifications, and get questions answered) 	<p>use staff time to answer questions on telephone account issues.</p>
<ul style="list-style-type: none"> ▪ Website Access <ul style="list-style-type: none"> • Create an account • Mobile-friendly • Fund an account <ul style="list-style-type: none"> ○ Accept Visa, and MasterCard (all options may not be available to all customers based on our risk management practices) • Manage account (see above description) 	<ul style="list-style-type: none"> ▪ This is a popular option for those parties that wish to fund without interacting with a call center agent. Funding drives more calls.
<ul style="list-style-type: none"> ▪ Lockbox <ul style="list-style-type: none"> • Accept personal checks, money orders, and cashier's checks mailed to Securus • No funding minimum 	<ul style="list-style-type: none"> ▪ Cash conscious parties can fund without a transaction fee or a minimum. This allows inmates to talk with called parties who would not ordinarily be able to set-up accounts.
<ul style="list-style-type: none"> ▪ MoneyGram <ul style="list-style-type: none"> • Fund at over 35,000 Walmart and CVS Pharmacy locations ▪ Western Union <ul style="list-style-type: none"> • Fund at over 58,000 locations 	<ul style="list-style-type: none"> ▪ For those without credit cards or who want immediate account set-up with no minimum fee, we provide funding options at any MoneyGram or Western Union location.
<ul style="list-style-type: none"> ▪ Kiosks (optional) <ul style="list-style-type: none"> • Available in lobby 	<ul style="list-style-type: none"> ▪ A funding source sent by friends and family members when they visit inmates.

Inmate Funding Options	Means to You
<ul style="list-style-type: none"> ▪ Prepaid Card Vending Machine <ul style="list-style-type: none"> • Maintenance free • Available in lobby • Promotes usage 	<ul style="list-style-type: none"> ▪ You do not have to have your staff handling money. Cards can be dispensed right in your lobby without your involvement.
<ul style="list-style-type: none"> ▪ Inmate Debit <ul style="list-style-type: none"> • Integrated with trust fund or telephone fund accounts 	<ul style="list-style-type: none"> ▪ The integrated option allows inmates access to other accounts to fund telephone calls.

<ul style="list-style-type: none"> ▪ Kiosks (optional) <ul style="list-style-type: none"> • Available in pod and at booking 	<ul style="list-style-type: none"> ▪ A funding source sent by friends and family members when they visit inmates.
--	--

AdvanceConnect™ Accounts

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 IOS), at an onsite Kiosk or by phone.

3.26	Ability to copy specific recorded conversation(s) with call details to storage media, i.e., compact discs, flash drives, etc. for court hearing purposes.	YES	See below.
-------------	--	------------	-------------------

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

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

NextGen SCP meets or exceeds the Rules of Evidence used in state and federal courts for the admissibility and authenticity required in a court of law.

In addition to Chain of Evidence provided through NextGen SCP, Securus will provide expert staff to testify, at NO COST to Oakland County to the authenticity of the call recordings made on NextGen SCP.

Chain of Evidence

A phone call made on the NextGen SCP creates a record, known as a communication detail record (CDR), which includes—at a minimum—the following information:

- Customer name
- Facility name
- Originating station
- Destination number

- Start and stop time of the call
- PIN, if used by the facility

This information provides context information about the call. It is this context that differentiates a typical recording from one that can survive an evidentiary challenge to its authenticity. NextGen SCP combines this contextual information with the audio data in memory and writes the information to disk as a continuous data stream. It is not possible to modify the recording after recording to disk, and each recording contains the critical information about the authenticity of the data.

Storing this data in one combined unit creates a strong audit trail for identifying and proving the origin of the recorded call.

Creating the Audio Data

The recording process starts as soon as the called party answers the phone. This provides a record of the entire interaction between NextGen SCP and the called party before the called party accepts the call. This interaction includes everything the called party says and all voice-over announcements, including the following information:

- Location of the originating call
- Inmate name
- Call rates
- Call acceptance
- Notification messages, such as the standard announcement that the call is subject to monitoring and recording

The recording is “complete” in real time and does not depend on the inmate and called party ending the call to have a “header” or other information written into the CDR. This feature is significant because the recording package is constructed real-time throughout the call and is un-editable, or locked, with all of the required data to identify the call. This guarantees that any recording produced for legal purposes is the original data (recording and call details) and cannot be modified.

Downloading Calls as Evidence

NextGen SCP allows authorized users to copy recorded conversations to any external media device connected to the user’s PC, such as CD, DVD, mp3 player, or USB drive.

This feature facilitates easy sharing of recordings for investigative or court purposes. To maintain the accuracy of data and recordings during downloading and

“I estimate that I request phone records for eight out of every ten subjects I investigate, and of the 100 subjects that I have helped convict over the past four years, probably half of those were because of telephone recordings provided by the Securus platform. Securus has been so successful in assisting with my cases that the US Attorney’s Office has asked me to get inmate calls for all cases.”

- Master Police Detective Michael Wachsmuth, a Tactical Field Officer working with the Alcohol, Tobacco, and Firearms division of the Federal Justice Department.

copying, NextGen SCP stores the files with both audio and CDR information and is embedded within an industry-standard, read-only format that prevents the possibility of tampering.

3.27	Called party ability to block future inbound calls by ck calls from a specific caller. pushing a button or other feature on telephone. Administrative feature shall also have ability to block calls from a specific caller.	YES	See below.
------	---	-----	------------

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

Automated Operator Services (AOS). The AOS uses clear and concise, professionally recorded voice prompts to establish call acceptance and to assist inmates and called parties throughout the calling process.

When the called party answers the phone, the advanced answer detection triggers the call acceptance voice prompt. The called party hears, "Hello, you are receiving a collect call from [inmate's name], an inmate at the Oakland County Inmate Facility. This call is subject to monitoring and recording."

NextGen SCP then gives the called party the following menu options:

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

3.28	Call restriction of each inmate call to 15 minutes (30 minute for TTY users), charge no connection fee, and provide call termination notification one minute prior to ending the call.	YES	See below.
------	---	-----	------------

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

The Securus NextGen Secure Communications Platform™ (NextGen SCP™) can be used to set a maximum time limit for any or all calls related to either an individual PIN or all PINs. The calling service will then automatically manage all imposed durations, reducing the workload for facility personnel.

The system will give the inmate a verbal announcement one minute prior to end of their call and then enforces the facility policy with a hard stop.

As inmate phones are a shared resource, facilities often need to enforce the equitable sharing of them. While Securus will install additional phones as needed, sometimes space and logistics preclude this option. In that case, Oakland County may use call restrictions to regulate inmate access to ensure access by all inmates.

The Securus NextGen Secure Communications Platform™ (NextGen SCP™) provides calling restrictions to give Oakland County control of calling activity at the inmate, port, phone group, facility, or customer level. Multiple restrictions can be crafted within each restriction set.

Examples of call restrictions are:

- Maximum number of calls per day/week/month
- Maximum type of calls per day/week/month
- Maximum number of call connects, accepts and/or mins of talk time

All imposed calling restrictions are automatically managed by the NextGen SCP system to relieve facility staff of calling restriction enforcement responsibilities.

Restrictions may also be used for punitive measures or behavior modification by restricting access versus revoking complete access as done through suspension.

Inmate Calling Restriction Profiles

Oakland County can set up Inmate Calling Restriction Profiles to limit the number and length of calls an inmate can make by day, week, or month. These “velocity” Restrictions are applied to an inmate’s Custody Account. The limitations can be set for a specific call type such as Collect calls, Free calls, or Crime Tip calls; or for all call types depending on Oakland County needs. Authorized officers at Oakland County can create as many calling restrictions as necessary to meet the facility requirements, then select the profile that best fits each inmate.

How it Works

When inmates enter their PIN, the system checks their daily, weekly, and monthly calling restrictions before connecting the call. If an inmate has exceeded any of the limits, the call is blocked. During an accepted call, the system ensures the time limit is not exceeded for the restricted time frame.

Calling Restrictions can be setup in multiple ways:

- By Facility – The entire agency follows the same set of restrictions.
- By Site – Each site within a facility has its own set of restrictions.
- By Phone Group – A group of phones that use a particular calling limit that is different from another phone group in a facility.
- By Inmate – An inmate’s custody account is setup with a specific calling limit.
- By Call Type Exclusions – Certain call types can be excluded from a calling restriction (i.e. Crime Tip, PREA or Private calls)

3.29	Ability to shut off and turn on phones individually, by group, and/or globally through the software and manual use of on-off toggle switches.	YES	See below.
------	--	-----	------------

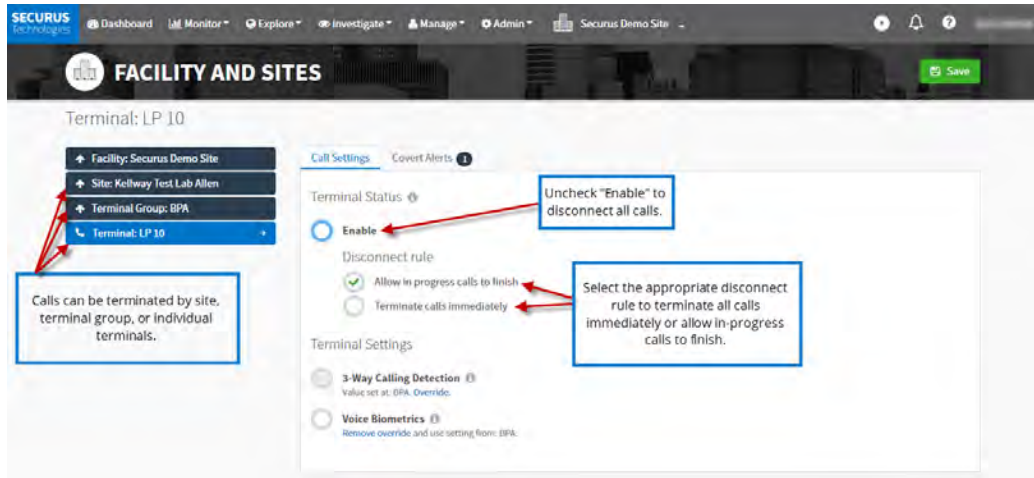
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Securus NextGen Secure Communications Platform™ (NextGen SCP™) provides complete flexibility to disable telephone use at any time of day through manual intervention or preset calling schedules.

NextGen SCP allows authorized users to disable a telephone, group of telephones, or all facility phones using any personal computer or mobile device with access to the Internet. This capability is available anytime, from anywhere, 24x7x365.

his function allows authorized users to disconnect all calls immediately, or allow current calls to finish while not allowing any new calls.

DISABLING TELEPHONE

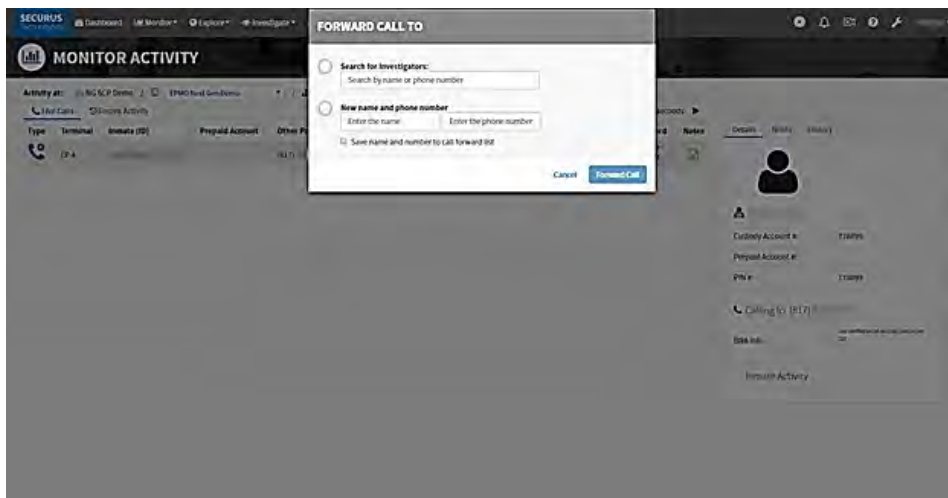


3.30	Real Time monitoring of the Inmate Phone System and the ability to forward monitored voice data by the Sheriff's Office staff to a remote location via email in a non-proprietary format.	YES	See below.
------	--	-----	------------

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

The NextGen Secure Communications Platform™ (NextGen SCP™) Live Monitoring has a call forwarding feature that allows authorized users to forward a live call in listen-only mode to an investigator or other authorized personnel. This provides real-time intelligence on an inmate conversation so that a real-time response can be coordinated when appropriate.

FORWARDING A CALL IN PROGRES



3.31	Contractor will provide the ability for Sheriff's Office staff to tag a call and eliminate the collect call charge at their discretion	YES	See below.
------	---	-----	------------

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

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.

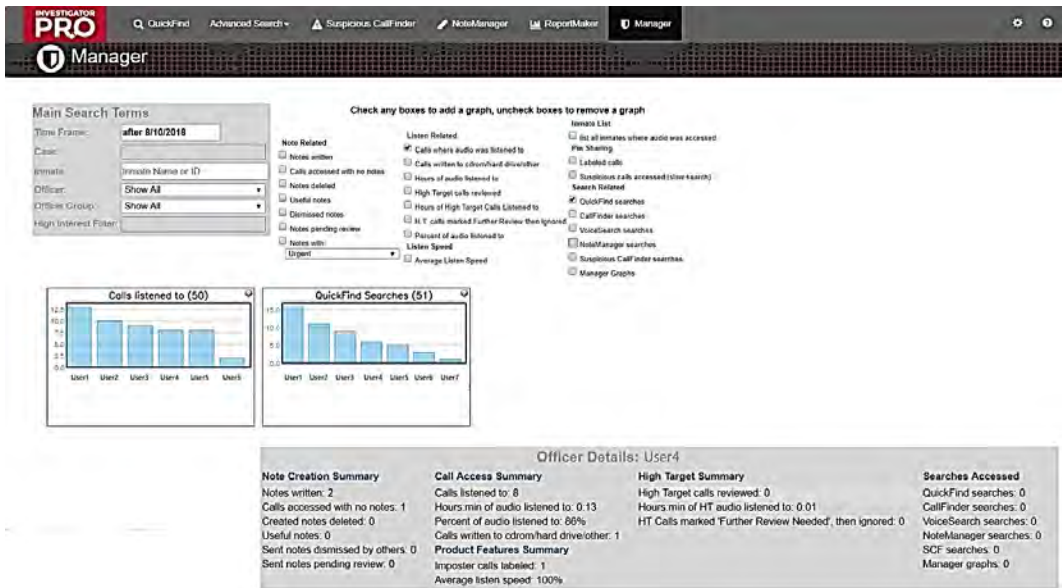
Custom Gang Data Feeds

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. 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.

3.32	Inmate's ability to call a crime tip hot line to report an incident of possible criminal activity or to provide information on a crime that has already taken place.	YES	
------	---	-----	--

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

Securus' Crime Tip feature is an inmate crime reporting tool that offers inmates a secure environment to anonymously report crime tips to corrections officers. The Securus calling services system anonymously records all tips that are reported on the Crime Tip Hotline to mitigate an inmate's risk of being identified as an informant. Inmates can choose to report:

- Information about possible criminal activity, including narcotics
- A crime that has already taken place
- A threat to their safety
- Threats to the safety of others

While the feature's default is to keep an informant's tips anonymous, they also have the choice to leave their name.

The Securus Crime Tip feature includes:

- A prearranged telephone number (designated by the facility), provided to all inmates
- An option to listen to all or selected recorded messages
- An option to burn specific information onto CDs for use as evidence
- A process to generate reports of all recorded messages that includes the date and time of the message
- The ability to anonymously reply to the inmate's message

3.33	Inmate collect-only telephones are to be programmed for outgoing collect-only calls. Dialing must be restricted to ten digits, NPA-NXX-XXXX. Credit card, toll-free and local calls that are not collect-only, person-to-person, operator-assisted, 911, or incoming calls will not be permitted. All programming must be completed prior to the cutover.	YES	See below.
-------------	--	------------	-------------------

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

To ensure maximum security to the system, Securus provisions the trunks in the calling service data center as outgoing only, ensuring that no incoming calls can reach the inmate. Securus has performed full testing of these trunks, verifying compliance with this requirement.

Global Call Blocking

The NextGen Secure Communications Platform™ (NextGen SCP™) allows authorized facility personnel to manage blocked numbers using the platform user interface. Blocked numbers can be applied at various levels—facility, site, phone group, phone and inmate. NextGen SCP offers unlimited blocking so the resulting call blocking table that is created may contain as many entries as needed. In addition, there is an associated "Description" field that allows for additional information to be attached.

Typically, the call blocking list includes the phone numbers of local judges, sheriffs, facility personnel, jury members, attorneys and witnesses. This feature prevents inmates from making calls to the specific numbers listed in the table.

Securus will upload your call blocking list during the installation process to eliminate the burden of initial setup from your facility staff. All dial-around area codes and exchanges, such as 800, 900, and 976, are blocked by default. Access to live operator services, such as 0, 411, and 911, are also blocked by default.

3.34	The selected Contractor will include a Prison Rape Elimination Act (PREA) line that inmates can call to report PREA type incidents. The PREA line will be monitored by the Oakland County Sheriff's Office Command. The contractor agrees to include anything else the OCSO deems required.	YES	See below.
-------------	--	------------	-------------------

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

The NextGen Secure Communications Platform™ (NextGen SCP™) allows inmates to anonymously report violations of PREA (Prison Rape Elimination Act), respond to special investigations, or provide miscellaneous information about criminal activity.

Investigators have the ability to set up any phone, voice mailbox, or answering machine to answer calls from informants without any indication in the calling services call detail reports, global lists, or to other inmates. It is a completely anonymous call with all information hidden from normal investigator views.

3.35	The selected Contractor will include the use of Voice Biometrics to ensure caller and PIN relationships.	YES	See below.
-------------	---	------------	-------------------

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

The NextGen Secure Communications Platform™ (NextGen SCP™) allows for use of Voice Biometrics, which is a method to validate an inmate with more certainty than just the use of a PIN.

NextGen SCP walks the inmate through the Voice Biometrics enrollment process using the following prompts:

Portion of the Enrollment	Expected Voice Prompt	Conditional Voice Prompts
Introduction	You are about to enroll your voice print in the system. Please stand or sit up straight, remove any foreign object from your mouth, and speak clearly in your normal voice. Please follow the instructions carefully.	The voice biometric server is currently down. Please try your call again at a later time.
Phase 1	<ul style="list-style-type: none"> ▪ Please say your full name after the beep. <beep> ▪ Your full name accepted. ▪ Sample number 2. Please say your full name again after the beep. <beep> ▪ Your full name accepted. ▪ Sample number 3. Please say your full name one more time. <beep> 	<ul style="list-style-type: none"> ▪ I'm sorry, enrollment failed. ▪ Blowing is not allowed. Please speak clearly. ▪ Your voice prints don't sound alike, please try again. ▪ I am sorry; I did not recognize your voice. ▪ Your voice print is too long, please try again. ▪ Your voice print is too short. Please make sure it is at least one second long. ▪ Your voice print is too loud. Please speak a little softer. ▪ I am sorry; your voice print is too noisy. Please try again. ▪ I'm sorry; I'm having trouble hearing you please speak a little louder. ▪ I am sorry. Your voice print got cut off. Please try again.
Phase 2	<ul style="list-style-type: none"> ▪ Please say Oakland County Inmate Facility after the beep. <beep> ▪ Facility name accepted. ▪ Sample number 2: Please say 	<ul style="list-style-type: none"> ▪ I'm sorry, enrollment failed. ▪ Blowing is not allowed. Please speak clearly. ▪ Your voice prints don't sound alike, please try again. ▪ I am sorry; I did not recognize your voice.

	<p>Oakland County Inmate Facility again after the beep. <beep></p> <ul style="list-style-type: none"> Facility name accepted. Sample number 3. Please say Oakland County Inmate Facility one more time. <beep> 	<ul style="list-style-type: none"> Your voice print is too long, please try again. Your voice print is too short. Please make sure it is at least one second long. Your voice print is too loud. Please speak a little softer. I am sorry; your voice print is too noisy. Please try again. I'm sorry; I'm having trouble hearing you please speak a little louder. I am sorry. Your voice print got cut off. Please try again. 	
Completion	You have successfully enrolled yourself in the voice biometric system.	<ul style="list-style-type: none"> 	
Verification	<ul style="list-style-type: none"> You will be asked to verify your name now. Please say your full name after the beep. <beep> Thank you, I recognize your voice. Please say Oakland County Inmate Facility after the beep. <beep> Thank you, I recognize your voice. Goodbye. 	<ul style="list-style-type: none"> I'm sorry your verification failed. I am sorry. I did not recognize your voice. 	
3.36	The system must have the ability to email recorded calls.	YES	See below.

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

The NextGen SCP™ allows authorized users to email access to and/or download a copy of recorded calls and visitation sessions onto a CD/DVD or other storage medium in audio or mp3/data format with tamper-free capabilities.

This provides mobile recordings for transporting the information to investigative personnel, court cases, or to play back on another windows-based PC.

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

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

Tags

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

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

3.37	The Oakland County Sheriff Office must have web access to the Inmate Phone system.	YES	See below.
------	--	-----	------------

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

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

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

This system is one of the only single-point-access user interfaces in the industry, built to allow our customers complete control over their systems in a simple, reliable, secure environment. Authorized users can easily apply settings and configurations to turn on a phone/terminal, restrict a phone/terminal, change a blocked number, administer approved call and visitor lists, and turn on or off features and applications — all in real time. All of the integrated features are accessed easily with the click of a mouse. As a result, facilities get the following benefits:

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

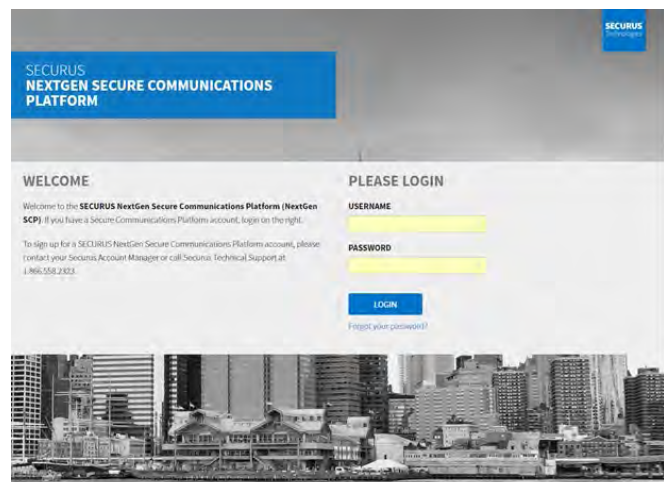
To access the NextGen SCP interface, users open a Chrome™ browser and enter the URL: <https://ngscp.securustech.net/login> and enter a valid username and password.

Each user has access rights assigned by the administrator, allowing Oakland County to control

access based on the facility's security clearance objectives. Administrators can limit individual access to each application, and can also limit access to each function within each application. A user log documents the user, time of access, and accessed modules as an added security measure.

Securus has developed a strong corporate Information Security Governance and Cyber-Security framework using the NIST guidelines, including 800.53 current version. Applications transmitting data across public networks support TLS 1.2 with AES-256 bit encryption.

Securus uses a state-of-the-art Intrusion Detection System (IDS) and Intrusion Prevention System (IPS) to monitor and protect our network boundaries.



Securus infrastructure servers and all workstations require anti-virus protection and receive regularly scheduled security patches and updates.

3.38	The Oakland County Sheriff's Office will have the ability to allow and authorize outside agencies access to the Inmate Phone System via web access.	YES	See below.
------	--	-----	------------

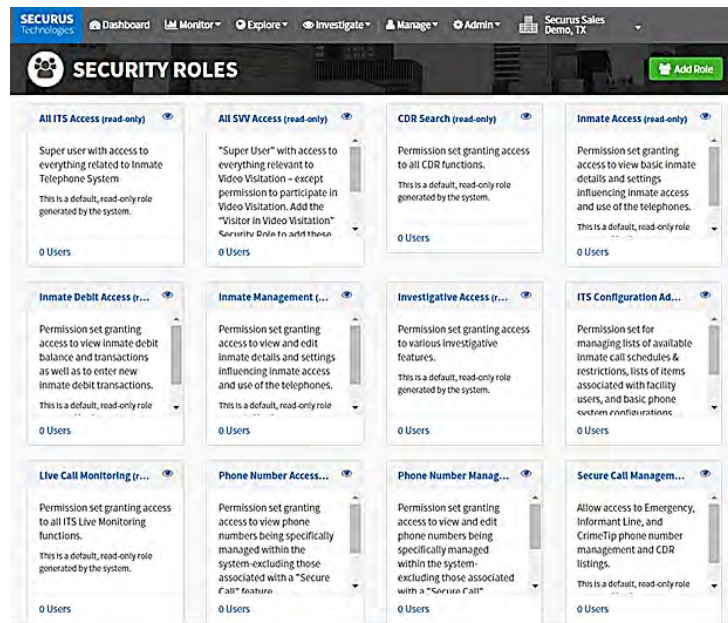
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

NextGen Secure Communications Platform™ (NextGen SCP™) uses security roles to determine user permissions. These rules define what actions a user can and cannot do within the system.

NextGen SCP is entirely permission based, so user roles can be crafted to allow or prevent access to content, data, features, and privileges for each specific user.

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

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



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

SAMPLE SECURITY ROLES, CONTINUED

The screenshot displays a grid of security roles in the SECURUS system. Each role card includes a title, a brief description of its permissions, and the number of users assigned to it. The roles shown are:

- User Administration (read-only)**: 40 Users
- Video Visit Appointment Mana...**: 2 Users
- Video Visit Appointment Searc...**: 1 Users
- Video Visit Monitoring (read-only)**: 1 Users
- Video Visitation Configuration...**: 1 Users
- Video Visitation Inmate Mana...**: 3 Users
- Video Visitation Visitor Manag...**: 6 Users
- View All Covert Alerts**: 3 Users
- View Call Restrictions**: 4 Users
- View Virtual Group**: 2 Users
- Visitor in Video Visitation (read...**: 0 Users
- VRS Allowed Test**: 1 Users
- WCS All Access (read-only)**: 7 Users
- WCS Investigator (read-only)**: 1 Users
- WCS Party of Interest (read-only)**: 1 Users

Users

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

ADDING A USER

The screenshot shows the 'ADD USER' form in the SECURUS system. The form is divided into several sections:

- User Details**: Fields for User Name (required), First Name (required), Last Name (required), Email Address (required), and Job Title.
- Account Status**: A checkbox for 'Active' (checked) and radio buttons for 'THREATS' and 'Location Based Services'.
- Facility Management**:
 - Blocked Facilities**: A list of facilities with arrows to move them to the Allowed list.
 - Allowed Facilities**: A list of facilities currently assigned to the user.
 - Default Facility**: A dropdown menu set to 'NG SCP Denver'.
 - Available Sites**: A list of sites with arrows to move them to the Selected Sites list.
 - Selected Sites**: A list of sites currently assigned to the user.

Buttons for 'Cancel' and 'Save & Add Security Roles' are visible at the bottom of the form.

ADDING A SECURITY ROLE

The screenshot shows the 'ADD SECURITY ROLE' form. At the top, there is a header with a paw print icon, the text 'ADD SECURITY ROLE', and 'Cancel' and 'Save' buttons. Below the header, the form is titled 'Security role details'. It contains two required fields: 'Role Name' with a text input and 'Role Description' with a larger text area. Below the description field, it says 'Characters remaining: 255'. Underneath, there is a section for 'Security role permissions' with a 'Required' label. Two blue buttons are present: 'New permissions' and 'Existing security role permissions'. At the bottom right, there are 'Cancel' and 'Save' buttons.

Users can select from pre-existing Security Roles as a starting point, or define new Security Roles, name them, and specify their permissions. The next screen shows more details.

ADDING A USER—DEFINING USER PERMISSIONS

This screenshot shows the same 'ADD SECURITY ROLE' form, but with the 'Existing security role permissions' button selected. The form now displays a list of permissions under the heading 'Role includes these permissions'. On the left, there is a sidebar menu with categories like 'Call Management', 'Video Visitation Management', 'Dashboard', etc. The main area shows a table of permissions with checkboxes and a 'Has Permission' column.

Role includes these permissions	Start with existing security role permissions
Call Management	All Call Management Permissions <input type="checkbox"/>
Blocked Phone Number Permissions	Has Permission
All	<input type="checkbox"/>
View Blocked Numbers	<input type="checkbox"/>
Manage Blocked Numbers	<input type="checkbox"/>
Call Restrictions Permissions	Has Permission
All	<input type="checkbox"/>
View Call Restrictions	<input type="checkbox"/>
Manage Call Restrictions	<input type="checkbox"/>
Call Schedule Permissions	Has Permission
All	<input type="checkbox"/>
View Call Schedules	<input type="checkbox"/>
Manage Call Schedules	<input type="checkbox"/>
Virtual Groups Permissions	Has Permission
All	<input type="checkbox"/>
View Virtual Groups	<input type="checkbox"/>
Manage Virtual Groups	<input type="checkbox"/>

Security is a top priority for Securus. Because threats are ever-changing, Securus proactively advances our platform security to help protect your facility's information.

NextGen SCP is a centralized, digital network that is accessed via the web by navigating to <https://ngscp.securustech.net> in the supported browser, Chrome.

The platform is protected by SSL (secure socket layer) security which uses the same security protocols that banks use for establishing a connection for customer online banking.

Authentication

Securus is an avid proponent of software system security and employs stringent security guidelines. The Securus password policy is designed to enhance access security by requiring users to employ strong passwords and use them properly.

Each user is required to authenticate with the appropriate credentials before using the system.

NextGen SCP password requirements include the following rules for creation:

- 8 – 12 characters
- No spaces
- Cannot contain the user's first or last name
- At least three of the following types of characters must be used:
 - English uppercase letter
 - English lowercase letter
 - At least one number
 - At least one special character (@ % + \ / ' ! # \$ ^ ? : . ~ _ () { } [])

Also, the system will periodically require the user to change their password to help ensure the security of the account.

Passwords can be configured by location, days to expire, and even the number of password cycles before password reuse. Additional configuration options include reminders for password expiration and minutes of allowable inactivity before session timeout.

If the authorized user has forgotten their password, functionality is available within the platform for them to remedy the situation without involving a facility administrator.

The "Forgot Your Password?" feature available from the login screen offers online support for users who have forgotten their password or for those who did not change their password before expiration. System security requires users to provide the correct answers to preset questions before their password can be reset. After a new password is created, NextGen SCP emails confirmation to the address linked to the user ID.

System Logs

System Logs provide an audit trail of all user activity happening at the facility within the NextGen SCP platform. Log types include:

- Communication Activity

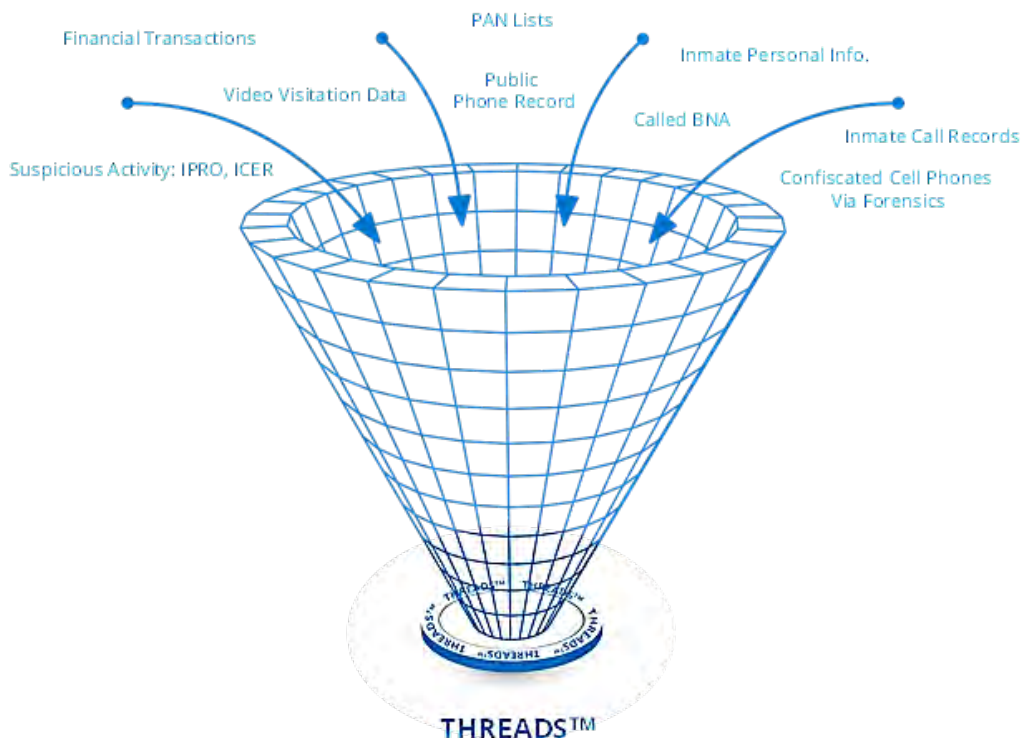
- Recording Access
- System Access
- Searches
- Webpage Visits
- Data Change

THREADS Analytic Data Platform

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.

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.

DATA PULLED FROM MULTIPLE DATABASES



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.
- Customizable facility dashboard with configurable display-based facility metrics.
- 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 connect 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 separates 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.

COMMUNITIES SHARE DATA BETWEEN MULTIPLE JURISDICTIONS.



3.39	Describe Contractor’s Web Based Video Visitation system details that allows friends, family members, attorneys, and public officials to schedule and participate in video visitation sessions with an inmate from any device connected to the internet. Contractor can include description as an attachment.	YES	See below.
------	---	------------	-------------------

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 incarcerated individual—from anywhere with internet access—using a smartphone, tablet, or PC with internet access. Remote video communication provides family and friends with limitless opportunities to connect with a loved one by sharing everyday events like celebrating birthdays, reviewing homework, watching cartoons with their kids, attending a concert, and opening presents on Christmas. Many studies show a link between individuals maintaining relationships with their loved ones and reduced recidivism rates.

This advanced solution provides multiple benefits, including:

- Allowing incarcerated individual to participate in video via terminal or tablet
- Allowing family & friends to enjoy video sessions in home or other mobile situations
- Allowing more family members to be involved in a video session, providing a much better alternative for children
- Providing additional convenience to stay connected across distance
- Providing more options for video sessions at times that are convenient
- Improving communication with legal representation, bail-bondsmen, family, and any other persons authorized by Oakland County administration

- Increasing incarcerated individual and guest morale with increased opportunities to communicate.

Remote Video Sessions

This method allows remote video guests, such as family and friends, bail bondsmen, probation officers, and attorneys to communicate with incarcerated individuals from outside the facility via a broadband internet connection on Android and Apple mobile devices.

Remote video guests access SVC services through the Securus mobile application or the www.videovisitanywhere.net website. Remote users need only a tablet, Android or Apple mobile phone, or a computer with a webcam, microphone, and speakers/headset.

Family and friends sign up for a free Securus Online account and add the video product to their accounts. Then, the user requests video access to the facility, which requires submitting their picture and driver's license to the agency for approval.

From the mobile app or website, guests select the incarcerated individual with whom they would like to communicate and then can:

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

How It Works: On-Site Video Sessions

Onsite video allows guests to engage at the facility in a video session at a touch-screen terminal. When the guest arrives at the facility, they are directed to the designated terminal area after passing through security. At the terminal, they enter a PIN unique to that video session to validate the appointment and enjoy a video session with the incarcerated individual. The PIN is provided to the guest when scheduling the session and is also emailed to the guest separately. Video guests can schedule their onsite video session in three ways:

- Securus mobile app: Schedule an onsite session using the Android or Apple Securus mobile app
- Onsite terminal: Schedule using one of the touch-screen terminals configured for scheduling within the lobby
- Securus Online Website: Schedule online at www.videovisitanywhere.com



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 incarcerated individual identifies themselves on the terminal using single- or dual-password authentication and the session starts automatically, requiring no officer intervention.

Efficiency-Driving Services

The SVC service is just one of many applications available on Securus' ConnectUs platform. ConnectUs is the incarcerated individual user interface on the terminals. ConnectUs provides limitless opportunities for incarcerated individuals to self-perform tasks that reduce facility involvement and to help automate facility processes. These opportunities include:

- Making phone calls
- Reading PDFs (i.e. Inmate handbook)
- Listening to MP4 videos (e.g. PREA)
- Displaying dynamic facility notifications



Frequent Technology Updates

The SVC service receives regular feature upgrades to keep up with advancements in technology and within the industry. The Video Connect system is accessed through NextGen SCP™, providing the facility control over the system. Securus enables new features and modules through the centralized system, even after installation.

Summary

The SVC platform is a 100% web-based video communication solution specifically designed for correctional facilities.

Our SVC system provides Securus clients the best video system to facilitate communication between the incarcerated individual and their family and friends. Securus maintains the SVC system so family and friends will not be directed to a third-party site to create or manage their video sessions. The system is operational 24x7x365, so that Oakland County benefits from fast, accessible, and secure service.

ConnectUs™

A decade ago, it was hard to imagine that your correctional facility would need anything more than a telephone on the wall for inmate communications. Today, there are a wide variety of communications options and the device on the wall can be used for so much more than telephone calls.

ConnectUs™ is Securus' vision for the future of inmate communication and self-help services. ConnectUs™ includes an integrated video terminal that facilitates access to Securus and third-party services through a common interface. Your facility can completely manage what an inmate can or cannot do through the ConnectUs™ software. The ConnectUs™ software enables users to perform multiple operations, similar to a smartphone. Inmates can place a telephone call or join a video communication session,

read a digital inmate handbook, submit a grievance, watch a tutorial video, or place a commissary order.

ConnectUs™ also manages which applications are available to inmates and when. It ensures that a scheduled visit is not interrupted by another inmate placing a telephone call or using the device to place a commissary order. Moreover, other vendors easily create and publish an application for use by your inmates through ConnectUs™.

Inspired Design



ConnectUs™ is a collection of intentional details that add up to an impressively powerful inmate communication platform that consolidates all inmate activities into a single unified interface. With a customized mix of applications, your facility can deliver an experience that keeps pace with today's technology while making life better for your inmates and staff.

1. Conflict Resolution

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.

2. Applications

ConnectUs™ provides an “app store” environment where new

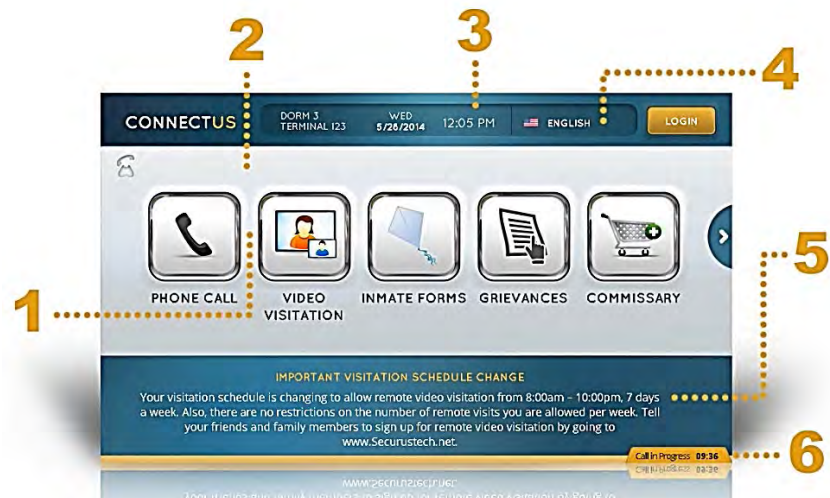
Imagine turning your existing hardware into multi-purpose inmate communication devices...

Which present a familiar interface that completely controls **everything** an inmate is presented with...

Yet provides unprecedented communication access within the facility and beyond...

Providing automated reporting compliance, and conflict management...

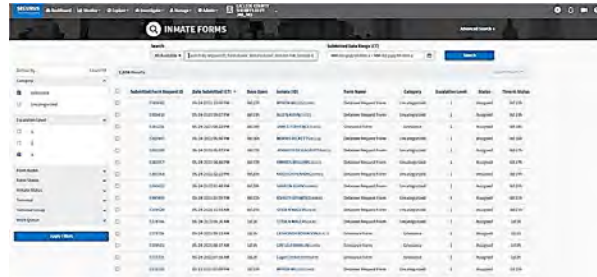
With an infinite ability to scale—allowing quick implementation of whatever the “next” app might be...



functionality can quickly and easily be developed and delivered to the inmate.

3. Date/Time

ConnectUs™ continually displays date and time so inmates can manage their schedules and not miss or be late to scheduled communication events.



4. Multi-Language

ConnectUs™ supports the ability to display applications in multiple languages – allowing inmates to use the system in their preferred language and enhancing your facility's support of non-English speaking inmates.

5. Digital Bulletin Board

ConnectUs™ allows you to easily publish notifications that are always displayed on the ConnectUs™ terminal. In addition to providing pertinent facility-related information, these messages can be used to promote new products, services, and promotions such as Video Communications.

6. Multi-Tasking

ConnectUs™ allows an inmate to use multiple applications at the same time. They can be on telephone call while reading the inmate handbook, or placing a commissary order, or submitting a grievance. The ability to multi-task allows inmates to accomplish tasks quickly instead of unnecessarily preventing other inmates from using the terminal.

Inmate Telephone Application

Inmates can speak to loved ones using the calling services of our NextGen Secure Communications Platform™ (NextGen SCP™). NextGen SCP delivers the latest in inmate calling technology with improved call quality, more effective investigative tools, and greater flexibility and scalability for future growth. New technologies are applied immediately through quarterly upgrades provided at no cost.

Inmates can place calls with the same ConnectUs™ terminal they use to conduct a video communication or submit a grievance. All communications are 100 percent monitored and completely secure.

Benefits

- Security
- Controlled Access
- Minimal Disruption
- Easy User Experience
- Multi-purpose device allows more capabilities with less hardware



Video Connect Application

Nothing beats the ability to “see” a loved one, and Securus Video Communication makes that and much more possible. While a friend or family member visits from the comfort of their home or office, an inmate visits from their pod, eliminating the need to move the inmate inside the facility.

SVC is a fully web-based video communication system that allows family, friends, attorneys, and public defenders to schedule and participate in video communication sessions with an inmate – from any computer or mobile device connected to the Internet. Integrating phone calling and video communications onto a common platform maximizes facility revenue and improves investigative capabilities.



Benefits

- Security
- Controlled Access
- Minimal Disruption
- Easy User Experience
- Multi-purpose device allows more capabilities with less hardware

Inmate Request Form Application

Valuable time is lost every day when officers have to process inmate requests manually. Worse yet, every request must be handwritten and there is no easy way to maintain accurate records. This creates unnecessary liability for your facility and leaves inmates believing their requests have been ignored.

Now inmates can electronically create and track requests through the ConnectUs™ application while facility staff electronically review, respond, and process those requests. Requests and responses are tracked and saved for future reference. Two-way communication with inmates could not be easier.



Benefits

- Allow any number of forms made available electronically
- Define custom routing of forms to the correct person
- Enables two-way communication so inmates to receive an electronic response
- Documents and archives all communication

Grievance Application

Grievance administration is often one of the most complicated and manually laborious processes in a correctional facility. Certain inmate rights must be honored, facilities must respond within strict timelines, and all actions must be properly documented. Failure to do so comes with large penalties and fines and creates legal liability.



The Grievance Application is a form submission and routing tool that allows inmates to submit grievances electronically. Correctional staff can then electronically prioritize, route, and respond to the submissions.

Benefits

- Create multiple inmate forms with individualized routing processes
- Configure the Grievance Application to process multiple types of forms and custom routing based on the type of form submitted
- Require responses from jail staff to validate that the response was received
- Eliminate manual administration/paper-handling of grievance forms

How the Grievance Application Works

- First, Securus will create any number of customized forms specifically for your facility. You may have a different grievance form for medical issues than you do with operational issues.
- Each form can have an individualized routing process. A medical form can be electronically delivered to your medical staff while all other forms go to your grievance officer.
- Routing can also include an appeals process. If inmates are allowed to appeal a grievance response, the form can automatically be routed to a different member of your staff tasked with managing appeals.
- Inmates access the Grievance Application through ConnectUs™, where they can view and manage existing submissions or create new requests.
- Your staff will use Securus' centralized platform, NextGen SCP™, to view and track all grievances. All steps within the grievance process are time and date stamped to ensure compliance with all necessary standards. A customized Grievance widget within NextGen SCP allows you to process grievances quickly and easily.

Commissary Application

ConnectUs™-enabled devices continue to be useful even when telephone and video communication hours have passed. For example, the devices can be used to place commissary orders. Securus has multiple integration options to display third-party vendors' applications or integrate directly with your facility. Providing inmates better access to a commissary application can have an immediate impact on commissary revenue.

Benefits

- Eliminate the need for multiple inmate terminals or kiosks
- Increase efficiency by 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

Inmate Handbook Application

A digital version of your inmate handbook can be accessed through The Inmate Handbook application on ConnectUs™. Inmates can access information without printing or distributing a single piece of paper. Digital versions of other important documents can be available on ConnectUs™ in addition to the Inmate Handbook.

Benefits

- Reduces/Eliminates printing/distribution costs
- Reduces staff workload distributing and replacing handbooks
- Provides instant, electronic updates to documents

Video Education Application

ConnectUs™ provides the ability to upload any MP4 video. Everything from a video version of your inmate handbook, a jail orientation video, or a video tutorial on how to use ConnectUs™ is possible. You can make the video available for viewing any time or only during defined hours.

Benefits

- Communicate information to all inmates, even those unable to read
- Provides a form of communication that is often easier to comprehend, ensuring your message is understood
- Provides educational videos without staff involvement

Prepared for What's Next

The ConnectUs™ platform always remains up to date through regular updates. The platform can be customized to meet your needs and has the flexibility to handle whatever is next. In fact, using standard application programming interfaces, this innovative platform enables almost limitless integration with virtually any application, today or in the future.

Securus' mission is to deliver valuable solutions to our customers through technology. This thinking drives all we do. ConnectUs™ is the latest Securus technological innovation designed to improve the safety of your staff and inmates, as well as to simplify facility operations.



3.9	Actual telephone quantities may vary slightly from the writing of this Request for Proposal to awarding the contract and/or installation of the Inmate Phone System equipment.	YES	See below.
-----	---	------------	-------------------

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

Securus offers scalability to ensure that we can meet any quantities required by Oakland County should the numbers vary from the time the RFP was written to the time that we are awarded the engagement.

3.10	The application must have the ability for facial recognition.	No	See below.
------	--	-----------	-------------------

SECURUS HAS READ AND UNDERSTANDS THIS REQUIREMENT.

The application will be provided by Guarded Exchange, a Securus Technologies, Inc. company.

Guarded Exchange will work with The Oakland County to deploy and/or access facial recognition software which allows photographs and video to of importing video from Oakland County Security Cameras are possible if the Awarded Camera Vendor has a modern system configuration that interfaces with Securus' systems.) The stored images can then be compared to images extracted from contraband telephones, video feeds, and social media sites and other data warehouses. The software utilizes the open source software library OpenCV. OpenCV uses the Haar cascade method of training to be scanned and stored in the cloud-based system to be optimized for facial recognition & Identification. (Capabilities extract faces from images and store them in a library that is later used for comparison to other images to provide enhanced actionable intelligence. Securus, through Guarded Exchange (GEX) utilizes various advanced state of the art investigative software to correlate data, to identify, and recognize facial characteristics, as well as objects.

The software can immediately detect and match objects within images and videos such as weapons, nudity, drugs, money, child exploitation, or documents. It can focus on persons of interest with automatic facial detection, find leads faster with optical character recognition, analyze links within case-related networks to reveal hidden connections, group hierarchies and communication patterns,

and perform cross-case analysis by subject. The software is also made for investigations targeting crime-type or time period to create compelling, easy to understand case-format. Securus can help the Oakland County as we have helped many agencies and states in uncovering human trafficking cases, drug cases, assaults, batteries and many others.

GEX's Facial & Object Identification technology stores the pattern-print of the face in the database with other identifying features such as identifiable tattoos, hand symbols, or gang signs. They then become part of the Oakland County database of referenceable patterns that can be cross-correlated against other data sources such as Warrants, Managed Access System Data, Social Media, and others for suspect identification. Investigators can then follow the leads or hand them to authorities.

One such capability offers world-wide Social Media search insights by location, keyword or user profile in real-time with unlimited geo-fencing lens size. The software capabilities provide graphical mapping display and powerful built-in analytics to identify and understand relevant insights for your organization.

Confiscated cell phones generally have pictures of individuals that will be investigated using this technology. A method our investigators use is with facial identification and various social media cross-correlations. A clear view into the full story of every social conversation is presented to guide effective and proactive strategies, and informed decisions.

Snaprends is a proprietary natural language engine allows you to understand the tone of the conversations you're watching so you can respond appropriately. Snaprends makes it easy to scroll through photos and videos using the Media Mosaic.

Securus enables Oakland County to view social media posts and conversations as they happen over locations of interest. Using customizable alerts and geo-specific features, Securus will make it easy to quickly identify relevant social activity in real time. The software allows Oakland County to easily organize and access saved searches and profiles all in one place using folders. Securus will make it easy to view and analyze single or multiple searches at once as well as share important information with other users.

Users can quickly share saved social media data across teams and organizations with Shareable Links. The unique URL can be generated with the click of a button and accessed on any device and browser.

Through use of advanced filtering options Investigators can quickly find the most relevant insights enabling them to easily segment social activity by network, geographic locations, keywords and more. The software is language independent and can translate in more than 80 languages so you can filter language-specific results with ease. In addition to Social Media, this service will allow Oakland County to input video and pictures from confiscated cell phones, captured drones, security camera footage, footage from any facility or captured footage within Oakland County or Government for processing. Investigators will have the power to store and correlate images for future investigative uses. An example of a Use-Case is a confiscated cell phone that had a picture of an individual, who was identified through cross-correlation with a driver's license photo and a phone number dialed from the phone system. The system scrubbed various databases to search for warrant or criminal information that could be used to help in the capture and prosecution of the suspect.

Quantity/Deployment:

Securus will provide GEX Facial Recognition services for the length of the contract terms of this RFP, or as negotiated. We will coordinate with the OCSO to establish the initial database of reference images to be used in the analysis against OCSO's OMS/JMS files and cellular contraband extractions. Facial

Recognition is not limited to these image sources but anticipate those referenced as logical initial reference sources.

Maintenance:

Guarded Exchange (GEX) professional services, including facial recognition software and services, are fully maintained by Securus Technologies.

3.11	<p>Contractor agrees to utilize the following onsite equipment owned by the OCSO or replace said equipment at no cost to Oakland County. If it is determined any of the equipment is at end of life, the contractor agrees to review and specify the replacement equipment.</p> <p>(18) Visitor Kiosks (18) Stainless Steel visitor booths (49) Wall Mounted Inmate Kiosks (2) Mobile Inmate Kiosks (66) Conduit\Cable\Connector Packages</p>	Yes	See below.
------	---	-----	------------

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

Securus will replace the following equipment at no cost to Oakland County

- (18) Visitor Kiosks
- (18) Stainless Steel visitor booths
- (49) Wall Mounted Inmate Kiosks
- (2) Mobile Inmate Kiosks
- (66) Conduit\Cable\Connector Packages

3.12	<p>Contractor agrees to replace the following onsite equipment if it has reached end of life as needed to implement their solution at no cost to Oakland County:</p> <p>Application software (10) POE Switches (1) Linux Commissioning Server with a possible cloud-based solution. (2) Video Call Processing Servers with a possible cloud-based solution (2) Video Recording Storage Servers with a possible cloud-based solution (1) Monitoring Workstation (1) Visitor Registration Terminal (1) Lobby Deposit Kiosk accepting cash, credit\debit card deposits * All necessary conduit and cabling for Turnkey Remote Visitation installation ** Any additional equipment not shown should be identified by the contractor after the OCSO jail facility walkthrough.</p>	YES	See below.
------	---	-----	------------

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

Securus will replace the following onsite equipment if it has reached end of life as needed to implement their solution at no cost to Oakland County:

Application software

- (10) POE Switches
- (1) Linux Commissioning Server with a possible cloud-based solution.
- (2) Video Call Processing Servers with a possible cloud-based solution
- (2) Video Recording Storage Servers with a possible cloud-based solution
- (1) Monitoring Workstation
- (1) Visitor Registration Terminal
- (1) Lobby Deposit Kiosk accepting cash, credit\debit card deposits

* All necessary conduit and cabling for Turnkey Remote Visitation installation
 ** Any additional equipment not shown should be identified by the contractor after the OCSO jail facility walkthrough.

3.13	<p>Contractor agrees to provide, fully install, and support the addition of the following at Children’s Village at no cost to Oakland County:</p> <p>(2) Video Visitation kiosks and stainless-steel visitor booths</p> <p>(4) Wall Mounted Resident Kiosks</p> <p>Children’s Village is located on the Oakland County Campus: 1200 North Telegraph Road Building 63W Pontiac, MI 48341</p>	YES	
------	---	-----	--

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

Securus agrees to provide, fully install, and support the addition of the following at Children’s Village at **NO COST** to Oakland County:

- (2) Video Visitation kiosks and stainless-steel visitor booths
- (4) Wall Mounted Resident Kiosks

Children’s Village is located on the Oakland County Campus:
 1200 North Telegraph Road
 Building 63W
 Pontiac, MI 48341

3.14	Remote Visitation must be enabled.	YES	See below.
------	---	-----	------------

Remote Video Sessions allows remote video guests, such as family and friends, bail bondsmen, probation officers, and attorneys to communicate with incarcerated individuals from outside the facility via a broadband internet connection on Android and Apple mobile devices. Remote video guests access SVC services through the Securus mobile application or the



www.videovisitanywhere.net website. Remote users need only a tablet, Android or Apple mobile phone, or a computer with a webcam, microphone, and speakers/headset.

Family and friends sign up for a free Securus Online account and add the video product to their accounts. Then, the user requests video access to the facility, which requires submitting their picture and driver's license to the agency for approval.

From the mobile app or website, guests select the incarcerated individuals with whom they would like to communicate and then can:

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

How It Works: Remote Video Sessions

An incarcerated individual's family, friends, and others—such as attorneys—can access the SVC service through the mobile app or by going to www.videovisitanywhere.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 a user logs on to the website or mobile app, they select the facility and incarcerated individual with whom they wish to see. 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 basis or subscription rate, and friends and family can pay using a debit or credit card.

SVC Mobile Application

Securus' video connect solution has grown larger and faster than any other system in the industry because the technology and service are the best. **This is evidenced by more than 1.5 million video visits between inmates and family and friends annually.**

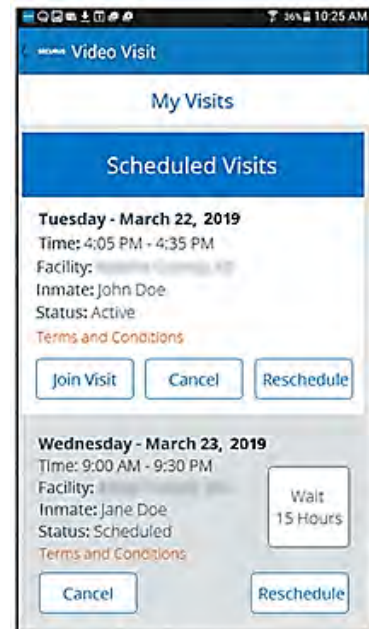
Securus' SVC app for Apple iPhone®, iPad®, iPod touch®, and Android™ devices continues that technology growth with full mobile support for conducting video visitation sessions. This revolutionary new app makes it easier for inmates and friends and family members to communicate, which provides facility customers, like Oakland County, with additional investigative sources as well as an additional revenue stream.

Full mobile support provides an easy and convenient way for SVV users to complete remote video visits with an Apple device or Android™ smartphone or tablet. The ability to conduct remote video visits with a mobile device provides family and friends with limitless opportunities to visit with their incarcerated loved one from almost anywhere. In addition to visiting remotely with the app, users can:

Synchronize visit details with OS (operating system) calendar

- Receive text notifications about pending video visits
- Review visit details
- Test Wi-Fi/cellular connection to determine quality of video visit

Securus is the first inmate telecommunications provider with a fully functioning application that allows users to complete remote video visits. Our application eliminates the need for laptops, web cameras, or any additional hardware. In addition, home internet is no longer needed to complete remote video visits for users with a Wi-Fi hotspot or data cellular service.



Sample app screen

3.15	A turnkey installation must be provided including all required conduit and cabling.	YES	See below.
------	--	-----	------------

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

Our offer includes the installation of all new equipment and the latest generation of the NextGen Secure Communications Platform™ (NextGen SCP™) inmate telecommunications system. This installation will be a “turn-key” solution owned and maintained by Securus through the life of the contract. Securus will provide all additional wiring, cabling, conduit, cross-connects, jacks, plates, and related hardware necessary for the system to operate at **NO COST** to Oakland County. Securus assigns fully qualified, factory-trained field technicians to inspect shipped equipment, and install and maintain NextGen SCP for the duration of the contract period.

3.16	The contractor must provide an all-inclusive warranty, and a full repair/support maintenance package.	YES	
-------------	--	------------	--

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

Securus will provide an all-inclusive warranty, with a full repair and support maintenance package for the life of the contract with Oakland County. The following table shows the equipment Securus is proposing and the corresponding standard manufacturers' warranties. Notwithstanding these warranties, Securus agrees to repair or replace any such equipment at its sole cost and expense during the term of any agreement with Oakland County.

Equipment	Standard Manufacturer Warranty
Adtran Total Access 900 Model 924	10-year warranty
Netgear ProSafe Switch FS726TNA	5-year warranty
Eaton PW5115 UPS EVE 380615	For registered products: 36 months from date of purchase or 42 months from date of purchase
Dell Mini Tower Optiplex Workstation GX 380	Limited Hardware Warranty; Standard 1-year Next Business Day On Site Service after Remote Diagnosis (1-1-1); Optional 3-year Next Business Day On Site Service after Remote Diagnosis (3-3-3); Optional 3-year Dell ProSupport™ for IT; 4 year and 5 year service and support
HP Desk Jet Printer HP 6940	One-year limited hardware warranty backed by HP Customer Care, service and support; one-year technical phone support, plus a toll-free number
Wintel Inmate Telephone Model 7042	1-year warranty

Securus employs approximately 224 field service associates including Regional Managers and a centralized Field Dispatch team to support our national customer base. The Field Service Technicians (FST) are strategically positioned to meet the response time requirements of our customer's and reside near each customer location. FSTs are all required to have extensive telecommunication background and are Securus-certified to service our product offerings. The FTSs have direct access to senior technical support and engineering resources to expedite repairs and minimize customer downtime.

Workflow

Once our centralized Technical support operation determines that an issue requires on-site service, our dispatch team contacts the assigned FST and establishes an estimated time of arrival. The Dispatcher or the FST immediately communicate the time of arrival to the

facility. Upon arrival at the facility, the FST will meet with the primary site contact to review the problem and perform the necessary repairs. Repairs typically involve repairing or replacing a defective part or wiring or correcting configuration settings. Upon resolving the primary issue, the Field Service Technician will perform a system check to detect any unreported issues and conduct preventative maintenance checks while on-site, including:

- Cleaning out the system filters
- Testing system features and functionality
- Testing of individual phones/terminals
- Performing workstation(s) inspections.

Problems identified during this check are addressed by the Field Service Technician during the same visit unless additional parts are required to resolve the issue.

Upon completion of the repairs, the FST will validate problem resolution with the primary site contact and obtain sign-off on the repairs performed. After obtaining sign-off, the FST will record the transaction in our problem management system through his or her laptop.

Service Parts

Securus field service technicians maintain a working level of spare parts for minor repairs consisting of telephone sets, handsets, dials, and replacement circuit boards, either on-site or in their truck. If a technician does not have required a part, Securus will drop-ship the item to the site. Securus will ship counter-to-counter on the same day in critical situations.



Quality

Securus sends an e-mail customer satisfaction survey to the primary site contact following each service event. Customer concerns are immediately escalated to the Regional Service Manager and the National Service Director. The Regional Service Manager is required to contact the customer within 24 hours to better understand the concern and implement a correct action plan. Securus executives review the summary of each issue along with the corrective actions on a monthly basis. Our current survey results show 94% satisfaction with Field Service with 77% indicating they were “delighted” with the service they received.

Implementation

Our preliminary implementation plan includes transitional meetings that detail the setup of proposed applications and tasks associated with the transition from the current system to Securus’ NextGen Secure Communication Platform™ (NextGen SCP™). Securus has extensive experience preparing locations for system implementation without disrupting the facility’s existing service. All hardware, phone lines, and workstations will be in

place before replacing the telephone/terminal instruments and cutting over to NextGen SCP.

3.17	All workstations and servers must be kept current with the latest security patches.	YES	See below.
------	--	-----	------------

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

Securus will ensure all workstations and servers are current with the latest security patches.

3.18	The contractor agrees that customers will be charged the lowest amount possible for remote visitation fees per minute in 30-minute intervals and in any event such amount shall not exceed the fees established by the FCC.	YES	See below.
------	--	-----	------------

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

Securus agrees that customers will be charged the lowest amount possible for remote video session fees per minute in 30-minute, or an agreed upon interval, and that amount shall not exceed the fees established by the FCC.

3.19	The contractor shall provide Local, IntraLATA, InterLATA, Interstate, and International telephone services and access to Government Payment Services toll free number for all Inmate Telephones.	YES	See below.
------	---	-----	------------

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

Securus will provide Local, IntraLATA, InterLATA, Interstate, and International telephone services and access to Government Payment Services toll free number for all Inmate Telephones.

3.20	Toll-free calls to (888) 604-7888 through speed dial access to Government Payment Services, or any other service the County chooses to use, to pay for bonds, fines and/or costs via credit card.	YES	See below.
------	--	-----	------------

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

Securus' SCP provides our partnering facilities with a virtually unlimited set of programmable speed dial numbers that may be entered from any inmate telephone. A standard speed-dial table can translate a dialed number into another dialed number. This allows for absolute translations of a 10-digit number into another. The speed dial numbers "101" or "111", for example, may represent specific requests such as inmate medical alerts or officer assistance requests.

3.21	<p>Pre-recorded announcement that the called party has a collect call from <inmate's name> from an Oakland County inmate facility which will be recorded and may be monitored. Pre-recorded announcement that the called party has a collect call from <child's name> from the Oakland County Children's Village which will be recorded and may be monitored. The called party shall be given the option to accept or reject calls. Called party will be notified of costs associated with accepting the call (surcharge, connection charge, cost for first minute, cost for subsequent minutes, and any regulatory fees). Additional recordings will be made available as requested and approved by Oakland County.</p>	YES	See below.
------	---	-----	------------

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

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

When the called party answers the phone, the advanced answer detection triggers the call acceptance voice prompt. The called party hears, "Hello, you are receiving a collect call from [inmate's name], an inmate at the Oakland County Inmate Facility or the Oakland County Children's Village. This call is subject to monitoring and recording." NextGen SCP then gives the called party the following menu options:

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

The AOS feature reflects the options that are configured for that specific site to limit the menu and expedite prompt flow.

The following are examples of the information provided:

Available Options to Called Parties

- Request a rate quote
- Hear the name of the facility and inmate calling
- Accept or reject the call
- Request available balance of an AdvanceConnect account or available credit of the Direct Bill account
- Hear instructions on how to add more money to their prepaid account or pay their Direct Bill Account
- Connect to a live agent to setup a pre-paid account
- Choose to hear the prompts on the system in English, or the language selected by the inmate (if configured for this option)
- Pay for the incoming call with even when they do not have a Securus Account
- Hear optional messages (by request of Oakland County)
- Block their number prior to accepting a call

Available Options to Inmates

- Listen to prerecorded announcements
- Choose to place a collect or debit call; if debit, PIN entry is requested, the inmate hears the available balance in their account and the cost of the call
- Select a specific language at the beginning of the call (if configured)
- Acknowledge that the call is going to be monitored and recorded
- Hear available call time (prompt will tell the inmate call time limits based on calling schedules or calling restrictions)
- Identify themselves by PIN or Voice Biometrics (if configured)
- Add, remove, and/or listen to the phone numbers on their PAN list (if configured)
- Hear optional messages (by request of Oakland County)

*The calling service's automated operator also provides a Perma Block process, which allows a called party to block their number permanently. This feature may be used to block calls from any inmate in the facility. The ability to immediately block calls helps reduce the number of called party complaints. The called party can also choose to end the call by hanging up.

3.22	Voice overlay with identity messaging that will be continuously active throughout the duration of the call.	YES	See below.
------	--	-----	------------

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

The NextGen Secure Communications Platform™ (NextGen SCP™) calling services allow voice overlay messages throughout the call as an additional fraud protection feature. An example of a voice overlay message is "This call is from a correctional facility."

Voice overlays can be configured to:

- Play the message randomly or a fixed number of times per call
- Set the number of times to play the message during the call
- Change the time between when the message plays and when to play the next message
- Set the delay between call acceptance and when to play the first message
- Set the amount of time before the end of the call to play the message
-
-

3.23	Blocked calls to answering machines and automated attendants.	YES	See below.
------	--	-----	------------

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

For a call between an incarcerated individual and a called party to take place, a valid call answer-and-acceptance must occur. The system must 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

Our 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 incarcerated individual’s call does not complete.

3.24	Detection and notification alerts for 3-way calls.	YES	See below.
-------------	---	------------	-------------------

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

The Securus calling service’s three-way call prevention system is one of the best three-way call detection systems in the world and is protected by several patents. Independent tests have proven and certified the effectiveness of the Securus three-way call detection feature. With the release of the Securus digitally clean line transmission, our three-way prevention system has increased its capabilities to new levels of efficiency.

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

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

This feature prohibits a major fraud practice possible with other automated and live-operator systems. With traditional systems, inmates enlist the aid of an outside accomplice to “conference” them, via three-way calling, to an “unrestricted” line, bypassing system controls. Without three-way call detection, inmates have unrestricted access to the outside world, defeating the correctional objectives and policies of the institution and subjecting the public to inmate harassment and fraud. NextGen SCP™ is unique in its ability to detect and defeat an accomplice’s attempt to activate the three-way call feature. NextGen SCP has the unique ability to disable three-way call detection on a particular number or groups of numbers, such as attorneys.

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

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

3.25 Pre-paid plans for inmates to call cell phone numbers. A YES See below. pre-paid plan may be provided to allow calls to cell phones.

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

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 pre-paid calling account, friends and family members can:

- Call our customer service center 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 currently does not charge a fee to establishing a prepaid collect account. Friends and family members can expedite the processing payment by utilizing a credit card for a fee of up to \$9.95. Securus presently does not charge refund fees.

Friend and Family Funding Options	Means to You
<p>In-house Call Center</p> <ul style="list-style-type: none"> ▪ Available 24 hours a day, seven days a week and 365 days a year ▪ Staffed with Securus employees ▪ Use automated telephone access or talk to a live agent ▪ Fund an account ▪ Accept Visa and MasterCard (all options may not be available to all customers based on our risk management practices) ▪ Manage account (e.g. open accounts, make or check payments, confirm rates, obtain credit limits, review call history, review account balances, manage account notifications, and get questions answered) 	<p>Securus believes the customer experience should not be out-sourced to an outside vendor. As a result, our customer satisfaction scores are 20 percent higher than the industry standard. We are available so that you do not have to use staff time to answer questions on telephone account issues.</p>
<p>Website Access</p> <ul style="list-style-type: none"> ▪ Create an account ▪ Mobile-friendly ▪ Fund an account 	<p>This is a popular option for those parties that wish to fund without interacting with a call center agent. Funding drives more calls.</p>

<ul style="list-style-type: none"> Accept Visa, and MasterCard (all options may not be available to all customers based on our risk management practices) Manage account (see above description) 	
Lockbox <ul style="list-style-type: none"> Accept personal checks, money orders, and cashier's checks mailed to Securus. No funding minimum. 	Cash conscious parties can fund without a transaction fee or a minimum. This allows inmates to talk with called parties who would not ordinarily be able to set-up accounts.
MoneyGram <ul style="list-style-type: none"> Fund at over 35,000 Walmart and CVS Pharmacy locations Western Union <ul style="list-style-type: none"> Fund at over 58,000 locations 	For those without credit cards or who want immediate account set-up with no minimum fee, we provide funding options at any MoneyGram or Western Union location.
Kiosks (optional) <ul style="list-style-type: none"> Available in lobby 	A funding source sent by friends and family members when they visit inmates.

Inmate Funding Options	Means to You
Prepaid Card Vending Machine <ul style="list-style-type: none"> Maintenance free Available in lobby Promotes usage 	You do not have to have your staff handling money. Cards can be dispensed right in your lobby without your involvement.
Inmate Debit <ul style="list-style-type: none"> Integrated with trust fund or telephone fund accounts 	<p>The integrated option allows inmates access to other accounts to fund telephone calls.</p> <p>A funding source sent by friends and family members when they visit inmates.</p>

AdvanceConnect™ Accounts

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 iOS), at an onsite Kiosk or by phone.

3.26	Ability to copy specific recorded conversation(s) with call details to storage media, i.e., compact discs, flash drives, etc. for court hearing purposes.	YES	See below.
------	--	-----	------------

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

NextGen Secure Communications Platform™ (NextGen SCP™) provides a patented method for ensuring the authenticity of inmate communication recordings made through the platform. The security feature, Chain of Evidence, is a key component of NextGen SCP. It is automatically included in all installations. Chain of Evidence prevents tampering with the communication detail record and communication recording.

NextGen SCP encrypts, time-stamps, and verifies the authenticity of each recording.

NextGen SCP meets or exceeds the Rules of Evidence used in state and federal courts for the admissibility and authenticity required in a court of law.

In addition to Chain of Evidence provided through NextGen SCP, Securus will provide expert staff to testify, at **NO COST** to Oakland County to the authenticity of the call recordings made on NextGen SCP.

Chain of Evidence

A phone call made on the NextGen SCP creates a record, known as a communication detail record (CDR), which includes—at a minimum—the following information:

- Customer name
- Facility name
- Originating station
- Destination number
- Start and stop time of the call
- PIN, if used by the facility

This information provides context information about the call. It is this context that differentiates a typical recording from one that can survive an evidentiary challenge to its authenticity. NextGen SCP combines this contextual information with the audio data in memory and writes the information to disk as a continuous data stream. It is not possible to modify the recording after recording to disk, and each recording contains the critical information about the authenticity of the data.

Storing this data in one combined unit creates a strong audit trail for identifying and proving the origin of the recorded call.

Creating the Audio Data

The recording process starts as soon as the called party answers the phone. This provides a record of the entire interaction between NextGen SCP and the called party before the called party accepts the call. This interaction includes everything the called party says and all voice-over announcements, including the following information:

- Location of the originating call
- Inmate name
- Call rates
- Call acceptance
- Notification messages, such as the standard announcement that the call is subject to monitoring and recording

The recording is “complete” in real time and does not depend on the inmate and called party ending the call to have a “header” or other information written into the CDR. This feature is significant because the recording package is constructed real-time throughout the call and is un-editable, or locked, with all of the required data to identify the call. This guarantees that any recording produced for legal purposes is the original data (recording and call details) and cannot be modified.

Downloading Calls as Evidence

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

“I estimate that I request phone records for eight out of every ten subjects I investigate, and of the 100 subjects that I have helped convict over the past four years, probably half of those were because of telephone recordings provided by the Securus platform. Securus has been so successful in assisting with my cases that the US Attorney’s Office has asked me to get inmate calls for all cases.”

- Master Police Detective Michael Wachsmuth, a Tactical Field Officer working with the Alcohol, Tobacco, and Firearms division of the Federal Justice Department.

3.27	Called party ability to block future inbound calls by pushing a button or other feature on telephone. Administrative feature shall also have ability to block calls from a specific caller.	YES	See below.
------	--	-----	------------

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

Automated Operator Services (AOS). The AOS uses clear and concise, professionally recorded voice prompts to establish call acceptance and to assist inmates and called parties throughout the calling process.

When the called party answers the phone, the advanced answer detection triggers the call acceptance voice prompt. The called party hears, “Hello, you are receiving a collect call from [inmate’s name], an inmate at the Oakland County Inmate Facility. This call is subject to monitoring and recording.” NextGen SCP then gives the called party the following menu options:

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

3.28	Call restriction of each inmate call to 15 minutes (30 minute for TTY users), charge no connection fee, and provide call termination notification one minute prior to ending the call.	YES	See below.
------	---	-----	------------

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

The Securus NextGen Secure Communications Platform™ (NextGen SCP™) can be used to set a maximum time limit for any or all calls related to either an individual PIN or all PINs. The calling service will then automatically manage all imposed durations, reducing the workload for facility personnel.

The system will give the inmate a verbal announcement one minute prior to end of their call and then enforces the facility policy with a hard stop.

As inmate phones are a shared resource, facilities often need to enforce the equitable sharing of them. While Securus will install additional phones as needed, sometimes space and logistics preclude this option. In that case, Oakland County may use call restrictions to regulate inmate access to ensure access by all inmates.

The Securus NextGen Secure Communications Platform™ (NextGen SCP™) provides calling restrictions to give Oakland County control of calling activity at the inmate, port, phone group, facility, or customer level. Multiple restrictions can be crafted within each restriction set.

Examples of call restrictions are:

- Maximum number of calls per day/week/month
- Maximum type of calls per day/week/month
- Maximum number of call connects, accepts and/or mins of talk time

All imposed calling restrictions are automatically managed by the NextGen SCP system to relieve facility staff of calling restriction enforcement responsibilities.

Restrictions may also be used for punitive measures or behavior modification by restricting access versus revoking complete access as done through suspension.

Inmate Calling Restriction Profiles

Oakland County can set up Inmate Calling Restriction Profiles to limit the number and length of calls an inmate can make by day, week, or month. These “velocity” Restrictions are applied to an inmate’s Custody Account. The limitations can be set for a specific call type such as Collect calls, Free calls, or Crime Tip calls; or for all call types depending on Oakland County needs. Authorized officers at Oakland County can create as many calling restrictions as necessary to meet the facility requirements, then select the profile that best fits each inmate.

How it Works

When inmates enter their PIN, the system checks their daily, weekly, and monthly calling restrictions before connecting the call. If an inmate has exceeded any of the limits, the call is blocked. During an accepted call, the system ensures the time limit is not exceeded for the restricted time frame.

Calling Restrictions can be setup in multiple ways:

- **By Facility** – The entire agency follows the same set of restrictions.
- **By Site** – Each site within a facility has its own set of restrictions.
- **By Phone Group** – A group of phones that use a particular calling limit that is different from another phone group in a facility.
- **By Inmate** – An inmate's custody account is setup with a specific calling limit.
- **By Call Type Exclusions** – Certain call types can be excluded from a calling restriction (i.e. Crime Tip, PREA or Private calls)

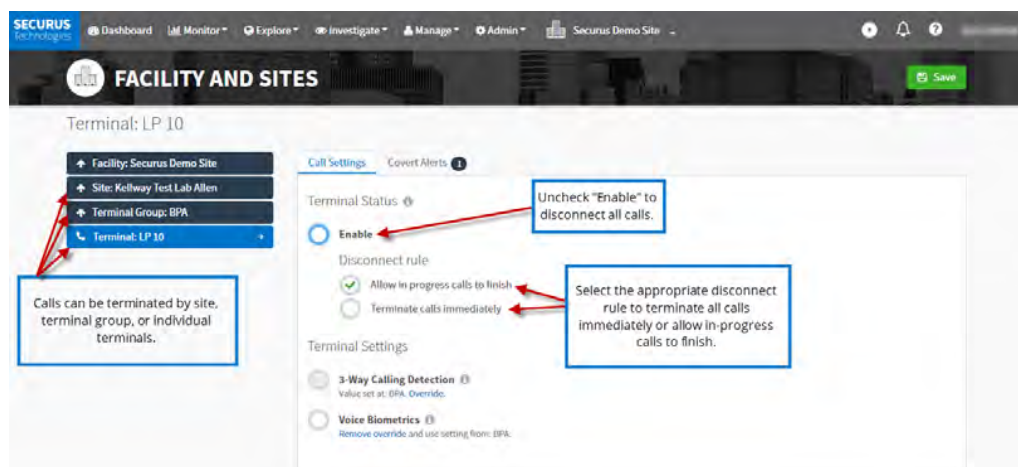
3.29	Ability to shut off and turn on phones individually, by group, and/or globally through the software and manual use of on-off toggle switches.	YES	See below.
------	--	-----	------------

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

The Securus NextGen Secure Communications Platform™ (NextGen SCP™) provides complete flexibility to disable telephone use at any time of day through manual intervention or preset calling schedules.

NextGen SCP allows authorized users to disable a telephone, group of telephones, or all facility phones using any personal computer or mobile device with access to the Internet. This capability is available anytime, from anywhere, 24x7x365. This function allows authorized users to disconnect all calls immediately, or allow current calls to finish while not allowing any new calls.

DISABLING TELEPHONE

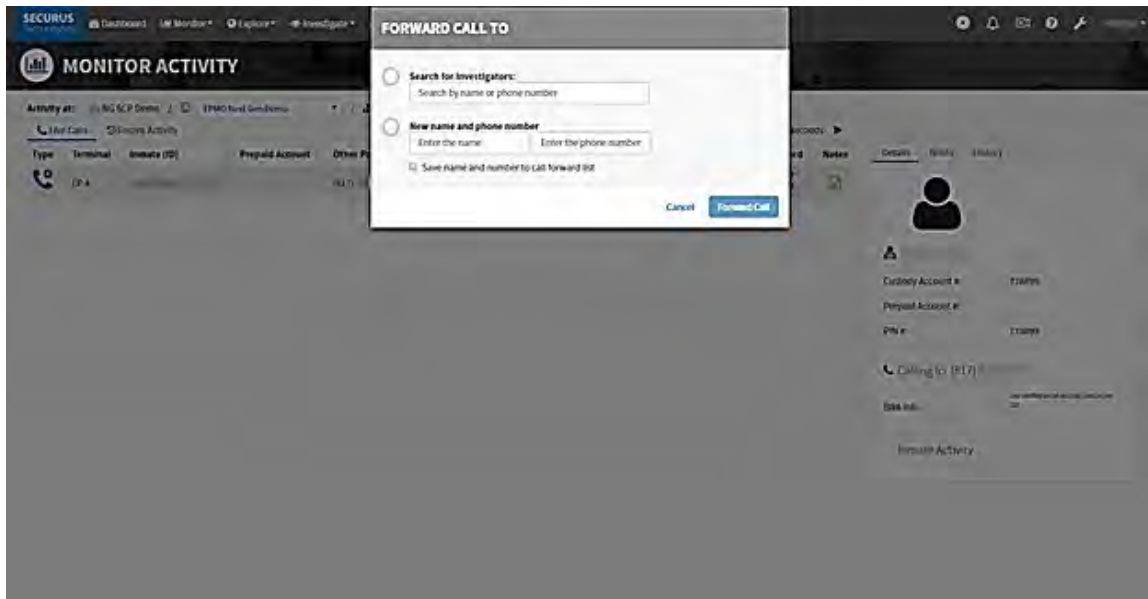


3.30	Real Time monitoring of the Inmate Phone System and the ability to forward monitored voice data by the Sheriff's Office staff to a remote location via email in a non-proprietary format.	YES	See below.
------	--	-----	------------

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

The NextGen Secure Communications Platform™ (NextGen SCP™) Live Monitoring has a call forwarding feature that allows authorized users to forward a live call in listen-only mode to an investigator or other authorized personnel. This provides real-time intelligence on an inmate conversation so that a real-time response can be coordinated when appropriate.

FORWARDING A CALL IN PROGRESS



3.31	Contractor will provide the ability for Sheriff's Office staff to tag a call and eliminate the collect call charge at their discretion	YES	See below.
------	---	-----	------------

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

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.

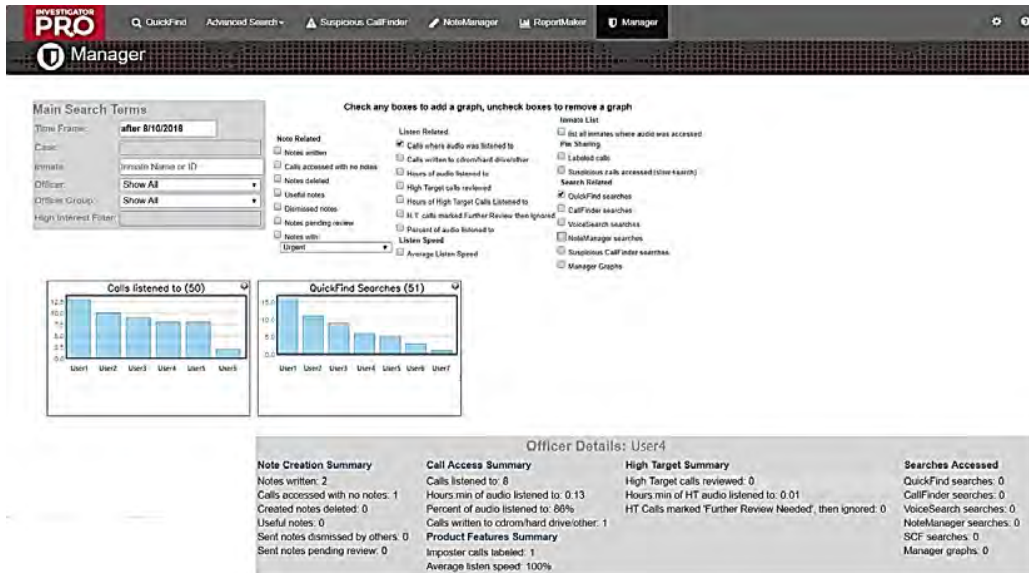
Custom Gang Data Feeds

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.

Investigator Pro can generate many different 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.

3.32	Inmate's ability to call a crime tip hot line to report an incident of possible criminal activity or to provide information on a crime that has already taken place.	YES	See below.
------	---	-----	------------

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

Securus' Crime Tip feature is an inmate crime reporting tool that offers inmates a secure environment to anonymously report crime tips to corrections officers. The Securus calling services system anonymously records all tips that are reported on the Crime Tip Hotline to mitigate an inmate's risk of being identified as an informant.

Inmates can choose to report:

- Information about possible criminal activity, including narcotics
- A crime that has already taken place
- A threat to their safety
- Threats to the safety of others

While the feature's default is to keep an informant's tips anonymous, they also have the choice to leave their name.

The Securus Crime Tip feature includes:

- A prearranged telephone number (designated by the facility), provided to all inmates
- An option to listen to all or selected recorded messages
- An option to burn specific information onto CDs for use as evidence

- A process to generate reports of all recorded messages that includes the date and time of the message
- The ability to anonymously reply to the inmate’s message

3.33	Inmate collect-only telephones are to be programmed for outgoing collect-only calls. Dialing must be restricted to ten digits, NPA-NXX-XXXX. Credit card, toll-free and local calls that are not collect-only, person-to-person, operator-assisted, 911, or incoming calls will not be permitted. All programming must be completed prior to the cutover.	YES	See below.
------	--	-----	------------

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

To ensure maximum security to the system, Securus provisions the trunks in the calling service data center as outgoing only, ensuring that no incoming calls can reach the inmate. Securus has performed full testing of these trunks, verifying compliance with this requirement.

Global Call Blocking

The NextGen Secure Communications Platform™ (NextGen SCP™) allows authorized facility personnel to manage blocked numbers using the platform user interface. Blocked numbers can be applied at various levels—facility, site, phone group, phone and inmate. NextGen SCP offers unlimited blocking so the resulting call blocking table that is created may contain as many entries as needed. In addition, there is an associated “Description” field that allows for additional information to be attached.

Typically, the call blocking list includes the phone numbers of local judges, sheriffs, facility personnel, jury members, attorneys and witnesses. This feature prevents inmates from making calls to the specific numbers listed in the table.

Securus will upload your call blocking list during the installation process to eliminate the burden of initial setup from your facility staff. All dial-around area codes and exchanges, such as 800, 900, and 976, are blocked by default. Access to live operator services, such as 0, 411, and 911, are also blocked by default.

3.34	The selected Contractor will include a Prison Rape Elimination Act (PREA) line that inmates can call to report PREA type incidents. The PREA line will be monitored by the Oakland County Sheriff’s Office Command. The contractor agrees to include anything else the OCSO deems required.	YES	See below.
------	--	-----	------------

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

The NextGen Secure Communications Platform™ (NextGen SCP™) allows inmates to anonymously report violations of PREA (Prison Rape Elimination Act), respond to special investigations, or provide miscellaneous information about criminal activity.

Investigators have the ability to set up any phone, voice mailbox, or answering machine to answer calls from informants without any indication in the calling services call detail reports,

global lists, or to other inmates. It is a completely anonymous call with all information hidden from normal investigator views.

3.35	The selected Contractor will include the use of Voice Biometrics to ensure caller and PIN relationships.	YES	See below.
-------------	---	------------	-------------------

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

The NextGen Secure Communications Platform™ (NextGen SCP™) allows for use of Voice Biometrics, which is a method to validate an inmate with more certainty that just the use of a PIN.

Enrollment	Expected Voice Prompt	Conditional Voice Prompts
Introduction	You are about to enroll your voice print in the system. Please stand or sit up straight, remove any foreign object from your mouth, and speak clearly in your normal voice. Please follow the instructions carefully.	The voice biometric server is currently down. Please try your call again at a later time.
Phase 1	<ul style="list-style-type: none"> ▪ Please say your full name after the beep. <beep> ▪ Your full name accepted. ▪ Sample number 2. Please say your full name again after the beep. <beep> ▪ Your full name accepted. ▪ Sample number 3. Please say your full name one more time. <beep> 	<ul style="list-style-type: none"> ▪ I'm sorry, enrollment failed. ▪ Blowing is not allowed. Please speak clearly. ▪ Your voice prints don't sound alike, please try again. ▪ I am sorry; I did not recognize your voice. ▪ Your voice print is too long, please try again. ▪ Your voice print is too short. Please make sure it is at least one second long. ▪ Your voice print is too loud. Please speak a little softer. ▪ I am sorry; your voice print is too noisy. Please try again. ▪ I'm sorry; I'm having trouble hearing you please speak a little louder. ▪ I am sorry. Your voice print got cut off. Please try again.
Phase 2	<ul style="list-style-type: none"> ▪ Please say Oakland County Inmate Facility after the beep. <beep> ▪ Facility name accepted. ▪ Sample number 2: Please say Oakland County Inmate Facility again after the beep. <beep> ▪ Facility name accepted. ▪ Sample number 3. Please say Oakland County Inmate Facility one more time. <beep> 	<ul style="list-style-type: none"> ▪ I'm sorry, enrollment failed. ▪ Blowing is not allowed. Please speak clearly. ▪ Your voice prints don't sound alike, please try again. ▪ I am sorry; I did not recognize your voice. ▪ Your voice print is too long, please try again. ▪ Your voice print is too short. Please make sure it is at least one second long. ▪ Your voice print is too loud. Please speak a little softer.

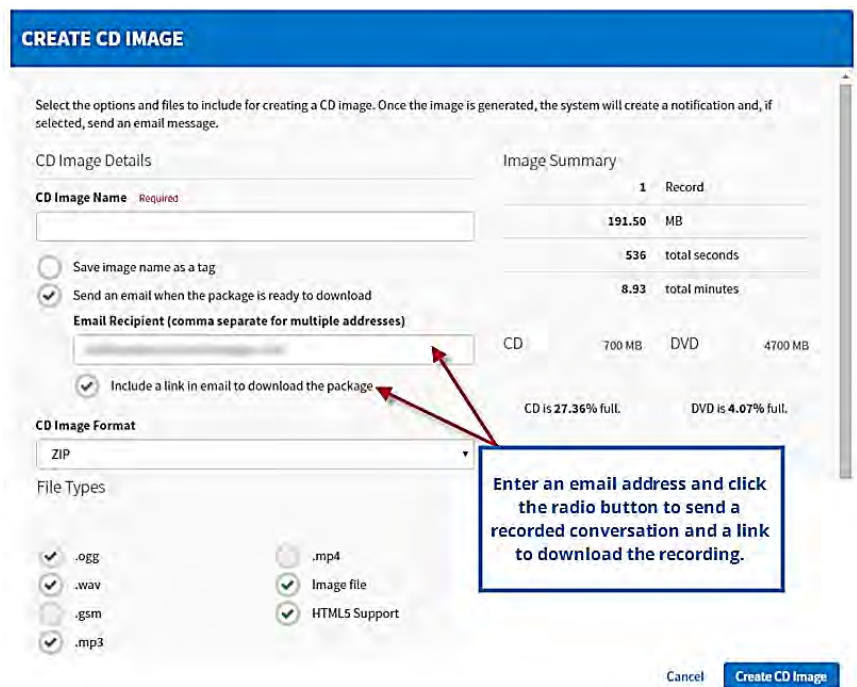
		<ul style="list-style-type: none"> I am sorry; your voice print is too noisy. Please try again. I'm sorry; I'm having trouble hearing you please speak a little louder. I am sorry. Your voice print got cut off. Please try again. 	
Completion	You have successfully enrolled yourself in the voice biometric system.		
Verification	<ul style="list-style-type: none"> You will be asked to verify your name now. Please say your full name after the beep. <beep> Thank you, I recognize your voice. Please say Oakland County Inmate Facility after the beep. <beep> Thank you, I recognize your voice. Goodbye. 	<ul style="list-style-type: none"> I'm sorry your verification failed. I am sorry. I did not recognize your voice. 	
3.36	The system must have the ability to email recorded calls.	YES	See below.

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

The NextGen SCP™ allows authorized users to email access to and/or download a copy of recorded calls and visitation sessions onto a CD/DVD or other storage medium in audio or mp3/data format with tamper-free capabilities. This provides mobile recordings for transporting the information to investigative personnel, court cases, or to play back on another windows-based PC.

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

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



Tags

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

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

3.37	The Oakland County Sheriff Office must have web access to the Inmate Phone system.	YES	See below.
-------------	---	------------	-------------------

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

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

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

This system is one of the only single-point-access user interfaces in the industry, built to allow our customers complete control over their systems in a simple, reliable, secure environment. Authorized users can easily apply settings and configurations to turn on a phone/terminal, restrict a phone/terminal, change a blocked number, administer approved call and visitor lists, and turn on or off features and applications — all in real time. All of the integrated features are accessed easily with the click of a mouse. As a result, facilities get the following benefits:

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

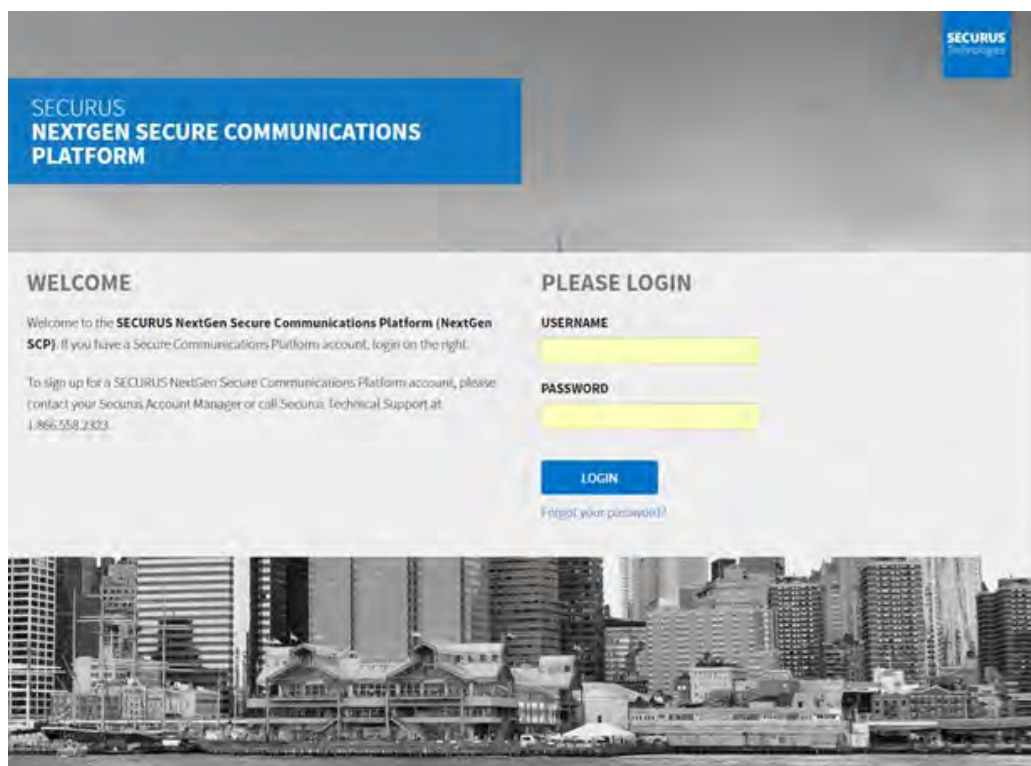
To access the NextGen SCP interface, users open a Chrome™ browser and enter the URL: <https://ngscp.securustech.net/login> and enter a valid username and password.

Each user has access rights assigned by the administrator, allowing Oakland County to control access based on the facility’s security clearance objectives. Administrators can limit individual access to each application, and can also limit access to each function within each application. A user log documents the user, time of access, and accessed modules as an added security measure.

Securus has developed a strong corporate Information Security Governance and Cyber-Security framework using the NIST guidelines, including 800.53 current version. Applications transmitting data across public networks support TLS 1.2 with AES-256 bit encryption.

Securus uses a state-of-the-art Intrusion Detection System (IDS) and Intrusion Prevention System (IPS) to monitor and protect our network boundaries. Securus infrastructure servers and all workstations require anti-virus protection and receive regularly scheduled security patches and updates.

LOGIN SCREEN



3.38	The Oakland County Sheriff's Office will have the ability to allow and authorize outside agencies access to the Inmate Phone System via web access.	YES	See below.
------	--	-----	------------

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

NextGen Secure Communications Platform™ (NextGen SCP™) uses security roles to determine user permissions. These rules define what actions a user can and cannot do within the system.

NextGen SCP is entirely permission based, so user roles can be crafted to allow or prevent access to content, data, features, and privileges for each specific user.

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

NextGen SCP allows Oakland County to further customize access privileges by allowing authorized administrative users to either create a new user-defined role or create a new role using an existing role as a base and further modifying it. The user-defined role can then be customized to meet Oakland County's specific needs when a default role does not.

These roles are identified by the pencil (✎) icon.

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

SAMPLE SECURITY ROLES, CONTINUED

The screenshot displays the 'SECURITY ROLES' management interface. At the top, there is a navigation bar with options like Dashboard, Monitor, Explore, Investigate, Manage, Admin, and a user profile for 'Securus Sales Demo, TX'. Below the navigation bar is a header with a user icon, the text 'SECURITY ROLES', and an 'Add Role' button. The main content area is a grid of 12 role cards, each with a title, description, and '0 Users' count. The roles are: All ITS Access (read-only), All SVV Access (read-only), CDR Search (read-only), Inmate Access (read-only), Inmate Debit Access (r...), Inmate Management (...), Investigative Access (r...), ITS Configuration Ad..., Live Call Monitoring (r...), Phone Number Access..., Phone Number Manag..., and Secure Call Managem....

Users

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

ADDING A USER

The screenshot shows the 'ADD USER' form. The top navigation bar includes 'Dashboard', 'Monitor', 'Explore', 'Investigate', 'Manage', 'Admin', and a user profile for 'EPM Next Gen Demo'. The main header has a user icon, the text 'ADD USER', and buttons for 'Cancel' and 'Save & Add Security Roles'. The form is divided into several sections: 'User Details' with fields for User Name, First Name, Last Name, Email Address, and Job Title; 'Facility Management' with 'Blocked Facilities' (listing 'Abandon Prison Department, WA', 'Adams County IA', 'Adams County 208, IL') and 'Allowed Facilities' (listing 'NG SCP Demo'); 'Default Facility' (set to 'NG SCP Demo'); 'Available Sites' (listing 'EPM Next Gen Demo', 'Marketing Next Gen Demo Site'); and 'Selected Sites'. On the right side, there are 'User Settings' and 'Vault Settings' sections, with 'Account Status' set to 'Active' and 'Applications' including 'EMERGENCY' and 'Location Based Services'. A 'Cancel' button and a 'Save & Add Security Roles' button are at the bottom right.

ADDING A SECURITY ROLE

ADD SECURITY ROLE Cancel Save

Security role details

Role Name Required
Enter the role name

Role Description Required
Enter the role description

Characters remaining: 255

Security role permissions **Required** Required

[New permissions](#) [Existing security role permissions](#)

Cancel Save

Users can select from pre-existing Security Roles as a starting point, or define new Security Roles, name them, and specify their permissions. The next screen shows more details.

ADDING A USER—DEFINING USER PERMISSIONS

ADD SECURITY ROLE Cancel Save

Security role details

Role Name Required
Enter the role name

Role Description Required
Enter the role description

Characters remaining: 255

Role includes these permissions Start with existing security role permissions

- Call Management**
 - All Call Management Permissions
- Video Visitation Management**
- Dashboard**
- Facility and Sites**
- Inmates**
- Investigate**
- Logging**
- Monitor Activity**
- Searches**
- Users**

Blocked Phone Number Permissions	Has Permission
All	<input type="checkbox"/>
View Blocked Numbers	<input type="checkbox"/>
Manage Blocked Numbers	<input type="checkbox"/>
Call Restrictions Permissions	Has Permission
All	<input type="checkbox"/>
View Call Restrictions	<input type="checkbox"/>
Manage Call Restrictions	<input type="checkbox"/>
Call Schedule Permissions	Has Permission
All	<input type="checkbox"/>
View Call Schedules	<input type="checkbox"/>
Manage Call Schedules	<input type="checkbox"/>
Virtual Groups Permissions	Has Permission
All	<input type="checkbox"/>
View Virtual Groups	<input type="checkbox"/>
Manage Virtual Groups	<input type="checkbox"/>

Password Policies

Security is a top priority for Securus. Because threats are ever-changing, Securus proactively advances our platform security to help protect your facility's information.

NextGen SCP is a centralized, digital network that is accessed via the web by navigating to <https://ngscp.securustech.net> in the supported browser, Chrome.

The platform is protected by SSL (secure socket layer) security which uses the same security protocols that banks use for establishing a connection for customer online banking.

Authentication

Securus is an avid proponent of software system security and employs stringent security guidelines. The Securus password policy is designed to enhance access security by requiring users to employ strong passwords and use them properly.

Each user is required to authenticate with the appropriate credentials before using the system.

NextGen SCP password requirements include the following rules for creation:

- 8 – 12 characters
- No spaces
- Cannot contain the user's first or last name
- At least three of the following types of characters must be used:
 - English uppercase letter
 - English lowercase letter
 - At least one number
 - At least one special character (@ % + \ / ' ! # \$ ^ ? : . ~ _ () { } [])

Also, the system will periodically require the user to change their password to help ensure the security of the account.

Passwords can be configured by location, days to expire, and even the number of password cycles before password reuse. Additional configuration options include reminders for password expiration and minutes of allowable inactivity before session timeout.

If the authorized user has forgotten their password, functionality is available within the platform for them to remedy the situation without involving a facility administrator.

The "Forgot Your Password?" feature available from the login screen offers online support for users who have forgotten their password or for those who did not change their password before expiration. System security requires users to provide the correct answers to preset questions before their password can be reset. After a new password is created, NextGen SCP emails confirmation to the address linked to the user ID.

System Logs

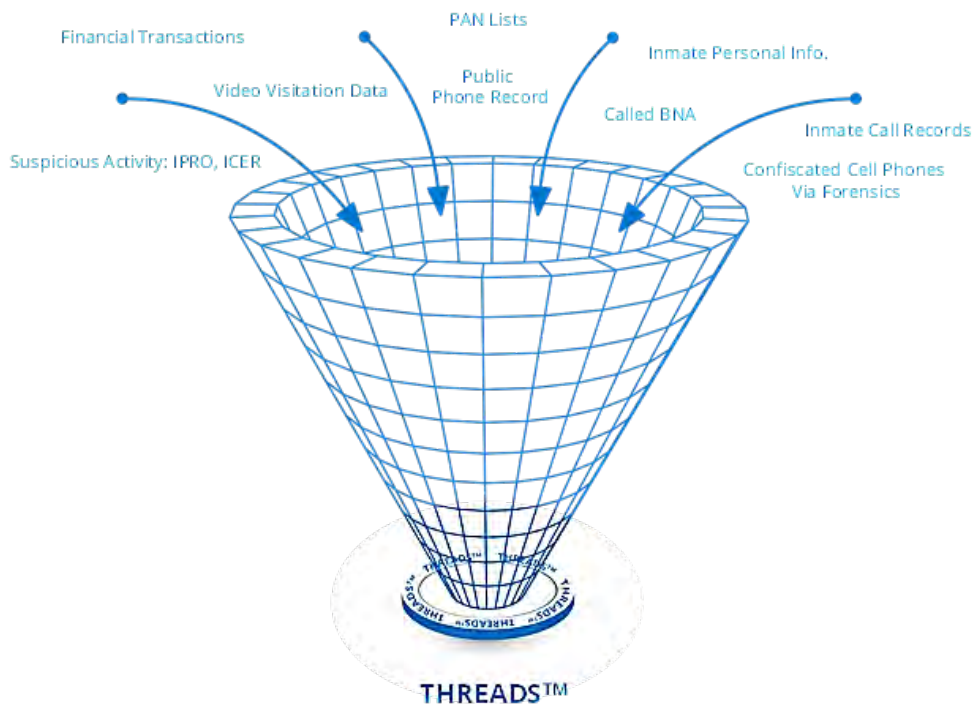
System Logs provide an audit trail of all user activity happening at the facility within the NextGen SCP platform. Log types include:

- Communication Activity
- Recording Access
- System Access
- Searches
- Webpage Visits
- Data Change
-

THREADS Analytic Data Platform

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. 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 Telecom 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 engine is intuitive and accurate analytics easy to use, making it the ideal tool for any investigative officer operating within a correctional institution.

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.
- Customizable facility dashboard with configurable display-based facility metrics.
- 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 connect 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 separates 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.

COMMUNITIES SHARE DATA BETWEEN MULTIPLE JURISDICTIONS.



3.39	Describe Contractor’s Web Based Video Visitation system details that allows friends, family members, attorneys, and public officials to schedule and participate in video visitation sessions with an inmate from any device connected to the internet. Contractor can include description as an attachment.	YES	See below.
------	---	-----	------------

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 incarcerated individual—from anywhere with internet access—using a smartphone, tablet, or PC with internet access. Remote video communication provides family and friends with limitless opportunities to connect with a loved one by sharing everyday events like celebrating birthdays, reviewing homework, watching cartoons with their kids, attending a concert, and opening presents on Christmas. Many studies show a link between individuals maintaining relationships with their loved ones and reduced recidivism rates.

This advanced solution provides multiple benefits, including:

- Allowing incarcerated individual to participate in video via terminal or tablet
- Allowing family & friends to enjoy video sessions in home or other mobile situations
- Allowing more family members to be involved in a video session, providing a much better alternative for children
- Providing additional convenience to stay connected across distance
- Providing more options for video sessions at times that are convenient
- Improving communication with legal representation, bail-bondsmen, family, and any other persons authorized by Oakland County administration
- Increasing incarcerated individual and guest morale with increased opportunities to communicate.
-

Remote Video Sessions

This method allows remote video guests, such as family and friends, bail bondsmen, probation officers, and attorneys to communicate with incarcerated individuals from outside the facility via a broadband internet connection on Android and Apple mobile devices.

Remote video guests access SVC services through the Securus mobile application or the www.videovisitanywhere.net website. Remote users need only a tablet, Android or Apple mobile phone, or a computer with a webcam, microphone, and speakers/headset.

Family and friends sign up for a free Securus Online account and add the video product to their accounts. Then, the user requests video access to the facility, which requires submitting their picture and driver's license to the agency for approval.

From the mobile app or website, guests select the incarcerated individual with whom they would like to communicate and then can:

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

How It Works: Remote Video Sessions

An incarcerated individual's family, friends, and others—such as attorneys—can access the SVC service through the mobile app or by going to www.videovisanywhere.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 a user logs on to the website or mobile app, they select the facility and incarcerated individual with whom they wish to see. 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 basis or subscription rate, and friends and family can pay using a debit or credit card.

How It Works: On-Site Video Sessions

Onsite video allows guests to engage at the facility in a video session at a touch-screen terminal. When the guest arrives at the facility, they are directed to the designated terminal area after passing through security. At the terminal, they enter a PIN unique to that video session to validate the appointment and enjoy a video session with the incarcerated individual. The PIN is provided to the guest when scheduling the session and is also emailed to the guest separately. Video guests can schedule their onsite video session in three ways:



- Securus mobile app: Schedule an onsite session using the Android or Apple Securus mobile app
- Onsite terminal: Schedule using one of the touch-screen terminals configured for scheduling within the lobby
- Securus Online Website: Schedule online at www.videovisanywhere.com

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 incarcerated individual identifies themselves on the terminal using single- or dual-password authentication and the session starts automatically, requiring no officer intervention.

Efficiency-Driving Services

The SVC service is just one of many applications available on Securus' ConnectUs platform. ConnectUs is the incarcerated individual user interface on the terminals. ConnectUs provides limitless opportunities for incarcerated individuals to self-perform tasks that reduce facility involvement and to help automate facility processes. These opportunities include:

- Making phone calls
- Reading PDFs (i.e. Inmate handbook)
- Listening to MP4 videos (e.g. PREA)
- Displaying dynamic facility notifications
-

Frequent Technology Updates

The SVC service receives regular feature upgrades to keep up with advancements in technology and within the industry. The Video Connect system is accessed through NextGen SCP™, providing the facility control over the system. Securus enables new features and modules through the centralized system, even after installation.

Summary

The SVC platform is a 100% web-based video communication solution specifically designed for correctional facilities.

Our SVC system provides Securus clients the best video system to facilitate communication between the incarcerated individual and their family and friends. Securus maintains the SVC system so family and friends can connect with their incarcerated loved ones and connect what matters.

3.40	The selected Contractor will supply additional inmate devices needed to ensure that the ratio of inmates to the number of inmate telephones by facility remains approximately the same as those ratios per facility as of the effective contract date.	YES	See below.
------	---	-----	------------

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

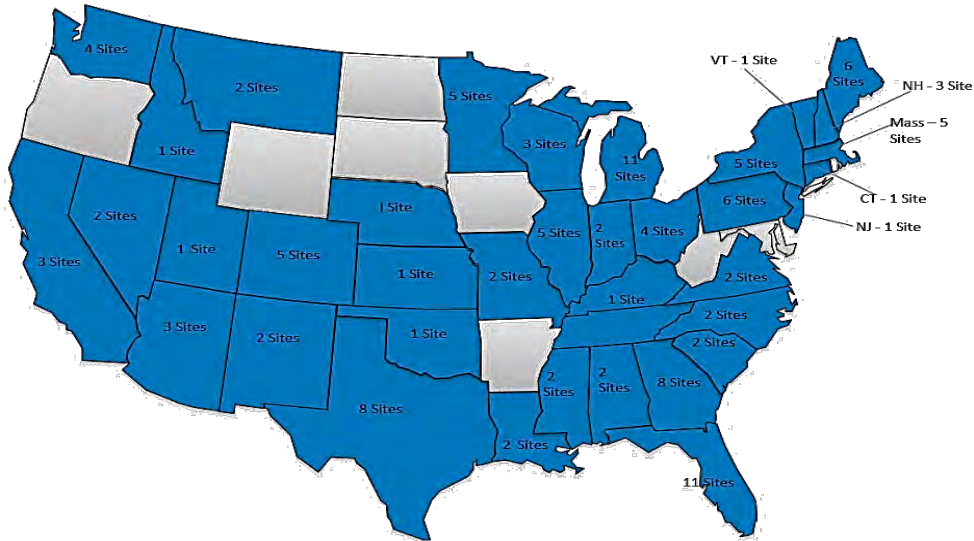
We continue to invest, year over year, in leading the industry with the number of devices deployed. **(More than 280,000 offenders/inmates currently use our Unity devices; making it the industry's most deployed program.)** with new enhancements that support inmate betterment programs, and facilitate a more productive and safer community for everyone.

The ConnectUs Docking Station and Unity program is Securus' comprehensive personal solution program built around a fundamental belief that **access to this critical information should be AFFORDABLE**: Securus provides free content and applications that are available to the inmate population through these docking stations. Inmates subscribing for the low \$5 one-day fee will have unlimited access to their purchased or rented media for the next 29 or 30 days.



Media Pricing is provided below:

Content Type	Price*
Movies	Free — \$9.99
TV Shows	\$1.70 — \$2.28
Songs	\$1.06 — \$1.99
Albums	\$0.99 — \$14.99
Games	Free



*Prices above represent 95% of content that is offered. Prices do not include tax

Securus' ConnectUS Docking Stations and Unity Program are EASY TO ADMINISTER and have been designed with ease-of-use in mind while still allowing staff to maintain complete control while in the hands of inmates. Subscriptions can be activated from any Docking station without the need for staff interaction. The Officer's device tools provides those authorized staff member with the ability to control activities such as Availability Restrictions

and Behavior Modification. Securus is able to automate the level of inventory for your agency to ensure that devices are always available to inmates.

Securus' Unity Devices have FLEXIBLE DEPLOYMENT OPTIONS: Securus developed the Unity Program to be flexible to meet the needs of multiple agencies. Community ConnectUS Docking Stations and Unity Devices provide valuable applications and resources. The agency can create a schedule that allows selected applications to be either available or unavailable at certain times. The ability for the agency to add their own content to the devices, such as a handbook or policies, is also available.

Securus' Unity Devices MAXIMIZE UTILIZATION: The Unity Program offers applications and content that are beneficial and accessible by every inmate in the Oakland County facility. Community Devices can be utilized at no cost, allowing access to essential communication, education, self-help, re-entry resources, and functionality that streamlines facility processes. Personal Tablets offer unlimited access to the device, purchased premium content with all the same applications and content that is available on the Community Devices. Once purchased, premium content can be utilized without any additional fees for the length of the Device subscription, keeping inmates occupied for longer periods of time.

Securus' ConnectUS Docking Stations and Unity Program Devices ENRICH THE LIVES OF INMATES: Securus provides programming and resources on all our ConnectUS Docking Stations and Platform through our Unity Program to better the lives inmates. Through the Unity Program, inmates access applications for education, personal development, mental health, addiction recovery, employment resources and other essential programming for free.

Securus' ConnectUS Docking Stations and Unity Solution: Our "turnkey" solution requiring minimal facility administration that allows for the expansion and customization of content and capabilities without risking security. Best of all, by using the **Command and Control Officer** Unity Devices, authorized staff will have complete control over what content each inmate tablet is permitted to access.

Securus will work with Tuscaloosa County to provide approved digital educational, vocational, and life skills programming. Securus' education platform for tablets provides juveniles with numerous available options for educational programs that will, at a minimum, include:

- Elementary through high school curriculum (K-12) – Available through both Securus' Learning Management System and KA Lite
- HSE/TASC curriculum; - Available through both Securus' Learning Management System and KA Lite
- WIOA-compliant services – Available through both Securus' Learning Management System and KA Lite
- Self-help programming – Available through KA Lite and our educational podcasts
- Post-secondary courses - Available through Securus' Learning Management System
- Career readiness programming/courses – Available through both Securus' Learning Management System and KA Lite
- Literacy programming/courses - Available through Securus' Learning Management System
- Learning management system to track courses - Available through Securus' Learning Management System

- Online testing - Available through Securus' Learning Management System
-

Securus facilitates implementation of any educational content (including from local area colleges) to offer juveniles additional learning opportunities through our Lantern Learning Management System (LMS). Our open infrastructure platform is suited to building an education initiative from the ground up with courseware and educational partnerships. Lantern can host any facility-approved content, which is downloaded and consumed by juveniles on their prison-grade tablets.

Lantern is an adaptable system that allows instructors to upload coursework and correspond with students through a messaging option. More than 80,000 inmates have enrolled in classes via Lantern from a variety of sources, resulting in more than 33,000 college credits earned and over 4.5 million education course files downloaded.

Examples of institutions with whom Securus has worked with to provide educational content include, but are not limited to Ashland University, Chaffey College, Rhodes College, and Sinclair Community College.

Learning Management System

Securus' education platform, known as Lantern, leverages secure technology device-based content delivery to increase the availability, scale and variety of existing educational programs.

Our open infrastructure platform is suited to building an education initiative from the ground up with courseware and educational partnerships. The education platform is a free service available on Securus' ConnectUs Docking Stations. The Education Service utilizes a Learning Management System to host facility-approved content, which is downloaded and used by juveniles on their prison-grade tablets.



Securus' Lantern is a Canvas-based Learning Management System (LMS).

Canvas is used by multiple education agencies and schools throughout the nation, and Securus has modified this website to produce a secure corrections based LMS.

We have over 1 million enrollments throughout the nation.

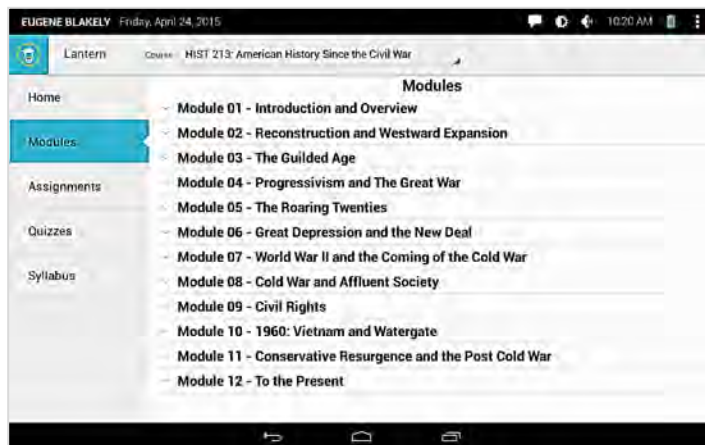
Securus currently partners with **Ashland University in Ohio** to offer **college level courses** designed by **educational professionals from the corrections industry**. This content is available for download to juveniles's devices once enrolled in a class. Courses have been running since early 2015 and have continued to grow with each additional class. This is one example, other partners include **Chaffey College, Rhodes College, and Sinclair Community College**. **We are able to work with ANY content provider**.



Similar to this, Securus can easily adapt and develop a comparable solution for any other corrections industry customer. Our solution can support almost any content, including eBooks, study guides, college-level courses and video coursework.

Modules

Within each module, students will also have assignments and quizzes to complete. The Securus ConnectUs Docking Station and Unity Program includes a customized, secure MS Office Suite product, so assignments can be completed using Word, Excel, or PowerPoint available directly from the Securus Lantern application.



Each course will also include a home page that displays the course objectives and overview for the student, along with a syllabus outlining the material to be covered and the due dates for each item.

All student coursework is completed and saved directly to the terminal. When a student syncs the Unity device with a kiosk, **all submitted coursework is uploaded to the Securus' LMS website for teachers/staff to access, grade and provide feedback**. Once assignments are graded on the Securus' LMS website and the student again syncs with the kiosk, the **students will receive all new grades and communications from their teachers**. This allows **module completion and coursework to be tracked** on both the Unity device and the Securus' LMS website.

OfficeSuite by Mobi

The **OfficeSuite document enables students to create and open Word, Excel, PowerPoint and PDF**

compatible documents. The OfficeSuite app is often used in conjunction with College and University courses available through Lantern.



CourseShare

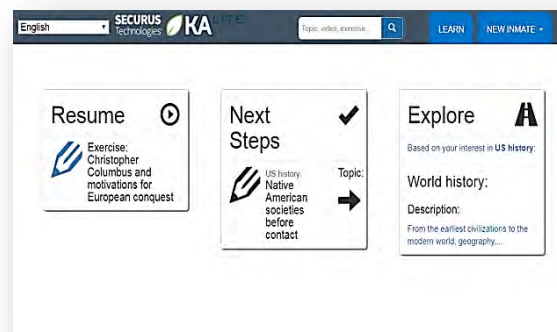
CourseShare offers a no-cost solution for agencies to share educational curriculum that can help juveniles in any facility. Educational courses are proven to decrease recidivism by 40%; however, four out of five individuals in custody do not have regular access to educational content. Courses are split into multiple sections called modules, with each module consisting of approximately one week of coursework. Each module's course content is available on the ConnectUs Docking Stations and Unity Program. This may include, but not limited to, **PDF files and ePub reading assignments, video lectures or voice-over PowerPoint presentations, and other downloaded content such as diagrams and audio files.**

With CourseShare, agencies can give and receive custom courses created from respected agency peers across the U.S. through Lantern, a Learning Management System that hosts facility-approved content. Agencies can offer meaningful rehabilitative programs by leveraging educational content created from other agencies, saving time, money, and resources to create new course content. Juveniles can access and download content directly to their devices to begin their path to successfully re-enter society.

KA Lite

KA Lite is a user-friendly education application that allows juveniles to access more than 6,000 K-12 educational content options such as Math, Science, History, Computing, and much more. KA Lite offers practice exercises, instructional videos, quizzes, and test preparation. The Oakland County Sheriff's Office (OCSO) will have control over the subjects available to the juveniles.

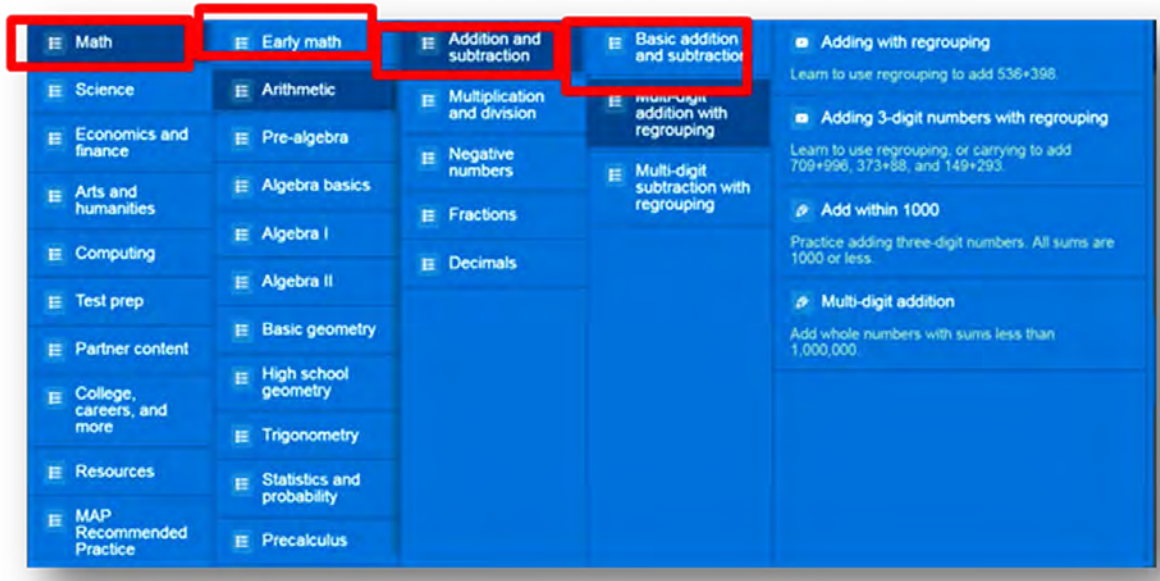
KA Lite offers self-paced learning, suiting multiple learning styles and needs. Inmates can work at their own pace, allowing harder concepts to be practiced more efficiently. Inmates can plan their use around any schedule. Self-paced learning puts the ownership on the inmates, forcing them to have internal motivation and learn time management skills. There is *NO COST* to agency or inmates for this product. Via a personalized dashboard, juveniles can take courses, take practice exercises and quizzes, track progress, and explore real world applications. KA Lite provides an up-



to-date educational curriculum based on Common Core Standards, offering thousands instructional videos and interactive exercises.

Subjects offered through KA Lite:

- Math (Grades K-12)
- Science
- Economics, Personal Finance and Accounting
- Arts and Humanities
- Grammar
- Computer Programming & Science
- History
- Health & Mental Heal
- Entrepreneurship and Career Exploration
- Music
- Test Prep
- SAT
- MCAT
- GMAT
- And more



Languages Available:

KA Lite via Securus has multilingual capabilities that support both English and Spanish. Some content is also available in French. Closed captioning is also available on a majority of the videos.

Navigating Education Content

After opening the app, a juvenile easily selects the “Learn” tab at the top of the screen to open a side blue menu that lists all available subjects.

The juvenile then selects the desired subject from the available options. The menu will expand to include topics under the chosen subject. From the topics menu, you can select sub topics until you get to the videos and exercises menu.

GED Prep

Securus can offer two types of GED Prep material that are available on the tablets.

- The KA Lite product offers a free GED prep course.
- i-Pathways courseware for GED, HiSET and TASC test preparation is available through Lantern. The suite of content includes coverage of Basic Math, Math, Basic Writing, Language Arts, Science, and Social Studies. A \$12.50 per student one-time license cost for the entire suite of courses.



Educational Podcasts

Securus tablets also have a podcast category of Education that includes both audio and video items such as English as a second language, many other languages to learn, American history topics, vocabulary, meanings and history of words, technical topics, writing tips, business topics, etc. There are also educational items under other podcast categories for example, education on parenting, anger management, science, and technology. The Securus eBooks application also provides several educational titles as well.



eBook

eBooks are a catalog of more than 50,000 books available to juveniles on the ConnectUS Docking Stations and Unity Program. The eBook tablet app provides the ability to read and store multiple

books on the device. The Digital format streamlines distribution, eases stress on prison libraries, and reduces inmate property.

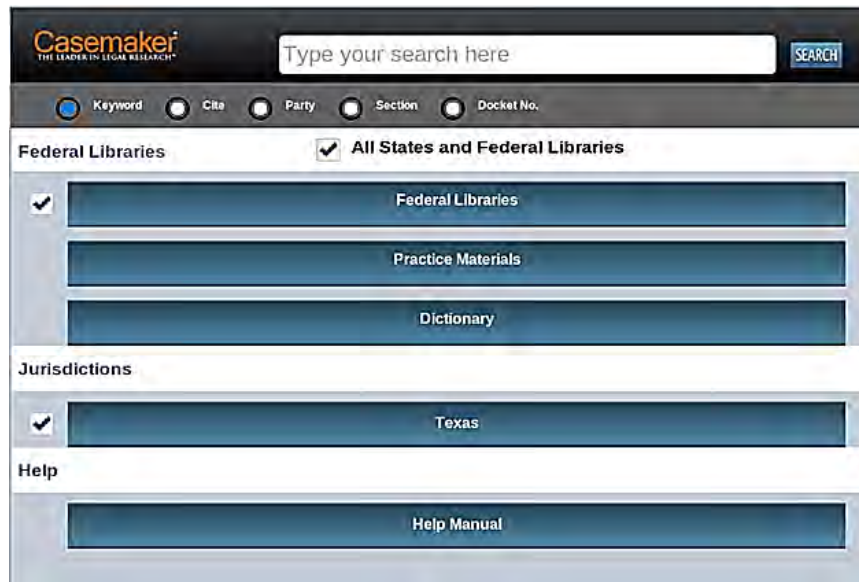


Law Library Application

The Law Library application can streamline your inmate population's access to legal research while reducing costs and improving safety. By using Securus devices to access the Law Library, agencies can adhere to legal obligations while reducing movement - freeing up staff to focus on other matters.



Inmates can complete their legal research within their housing unit or cells right from a Securus device reducing the need to access a physical law library or special computer. Unlike large book collections that require costly and frequent replacement, Securus' Law Library application includes nightly automated updates that will be included for Oakland County at **NO ADDITIONAL COST**. These automated updates ensure that inmates have access to the most up to date materials.



Through the Law Library application, inmates have secure digital access to millions of legal publications, documents and resources. Federal and State materials are both accessible using intuitive search capabilities that allow the user to pinpoint the information they are seeking. A modern search bar allows the inmates to conduct a search using simple or complex language. A simple touch screen user interface requires no training or prior computer experience. The Law Library application can be used independently, requiring no staff resources.

Securus can provide Law Library access to all the ConnectUs terminals at your agency or customize your system and allow you to control the access to the Law Library, if you wish, by displaying the icon at certain times of day or on certain terminals at your facility. The ConnectUs Law Library Application is flexible and can accommodate all of your facility's specific needs.



ConnectUs also has embedded the Conflict Resolution feature that is mandatory for shared terminals. This feature will prioritize approved, scheduled events over other activities on the terminal, so you don't have to worry about an inmate monopolizing a terminal and causing issues in the housing units.

Oakland staff administrators will have full access to the Law Library at **NO ADDITIONAL COST.**

Law Library Facility Benefits

Oakland County will experience the following benefits with Securus' Law Library application for ConnectUs:

- Compliance to legal and mandatory requirements to provide inmates access to the courts (1977 Supreme Court Ruling; *Bounds vs. Smith*)
- Reduce or eliminate inmate complaints and litigation
- Always up-to-date information: with automatic updates provided at no extra cost
- Free up staff time
- Easy and safe solution
- Eliminate the need for housing large book collections, additional hardware, network, or electrical equipment
- Reduce inmate movement by hosting law library in the housing units rather than escorting them to a physical library or terminal
- Receive turnkey service; Securus takes care of everything



Law Library Inmate Benefits

With the Law Library application, Oakland County inmates will benefit from:

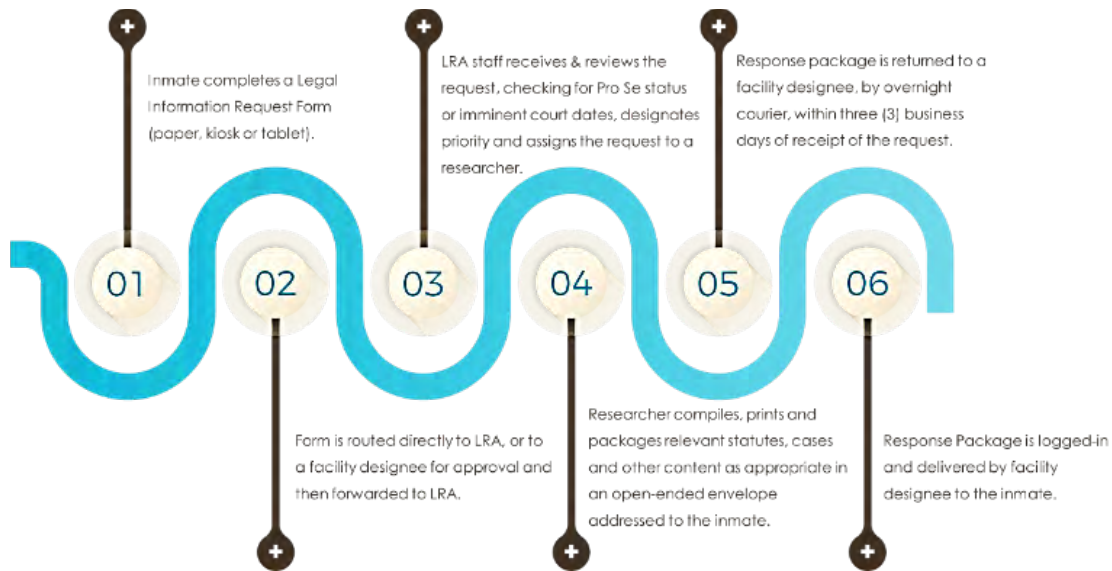
- Ability to perform research independently
- Improved access to perform legal research
- Always current legal information: no need to wait on the new book or next update
- Inmates get familiar with conducting electronic searches



Legal Research Associates

Securus partners with Legal Research Associates (LRA) to provide their third-party legal research service to correctional facilities around the country. LRA's *Virtual Inmate Law Library Program* allows inmates to request custom legal content such as cases, statutes, legal forms and various secondary resource materials. Upon receiving the submission, legal content that is responsive to and best satisfies the request is obtained by LRA's team of qualified legal researchers and returned to your facility in a printed format. The response is packaged individually by request form, to help facilitate distribution by designated corrections staff to the appropriate inmate.

Securus' devices, an inmate can submit their request electronically through Securus' Forms and Grievance application. LRA provides a flexible solution that allows facility administration to maintain control over the number and type of requests that can be made. This program can help your agency meet your obligation to facilitate legal research within your facility – either by itself or in addition to a traditional physical or digital law library.



LRA's Virtual Inmate Law Library Program

Advantages Over Physical Law Libraries

- Reduce movement of an inmate allowing staff to be reallocated, and improving facility security
- No bound volume library to maintain
- No PC's, printers or other equipment to service
- No scheduling issues
- Research conducted by a professional providing higher quality
- No on-site space required

Advantages Over Traditional Kiosk Law Library Research



- Reduce time spent by inmates on research
- Response content made available in printed format
- No need to make copies or facilitate printing of court required forms
- Inmates typically obtain far more relevant information
- Legal content for all fifty states & federal jurisdictions included
- Secondary legal resources included
- Support for multiple languages available
- Jail controls amounts and types of content accessible

The ConnectUs Docking Station and Unity program provide EQUAL ACCESS TO CRITICAL CONTENT: SecurUS offers every individual has access to critical content by making it available through both Community Tablets and Personal Tablets. By making this content available on Community Tablets, it can be accessed by an inmate on any device, at no cost. Community Tablets allow the entire inmate population to have access, including those who are indigent.

With free Community Tablets, inmates have equal access to critical content and applications such as communication applications (like Phone and eMessaging), education, mental health, commissary ordering, inmate forms and grievances, and much more. Inmates simply log in and begin using the tablets at no cost. Unlimited usage of these critical applications drives operational efficiencies, safety, and user betterment.

Critical content includes, but is not limited to content available through the applications noted below:

- Phone – Integrated with Securus’ telephone system.
- eMessaging – Two-way, corrections-grade digital messaging platform with facility regulated monitoring and control capabilities, as well as intelligence gathering opportunities
- Mental Health and Addiction Recovery Programs – Dozens of resources designed to assist with anxiety relief, depression assistance, guided meditation, thriving after addiction, Alcoholics Anonymous, opiate addiction, 12 Step Programs, and much more
- Chasing the Dragon Movie – Documentary developed as a resource to educate on the dangers of opiate addiction and how it can destroy lives
- Religion – Religious books and podcasts providing sermons, teachings, and practices for wide range of faiths and beliefs
- eBooks – The largest library available with access to over 50,000 titles.
- KA Lite – Self-paced preloaded educational platform with access to thousands of videos and exercises providing the complete education experience.
- Lantern – Full-service Learning Management System (LMS) that offers blended learning experiencing through interaction with educators and content providers.
- Forms and Grievance – Fully automate the process of inmates submitting requests/forms via an easy-to-use interface with real-time access to both current and past forms and updates.
- Job Search and Prep – Daily updated job postings allow inmates to begin their search for employment following release. Additional programming is available to teach inmates important skills for finding employment.
- Law Library – Provides inmates with up-to-date legal information allowing them to perform comprehensive legal research.
- Forms and Grievance – Fully automate the process of inmates submitting requests/forms via an easy-to-use interface with real-time access to both current and past forms and updates.
- Commissary – Provide access to commissary ordering (with vendor agreement).
- ConnectUS™ Applications
-
-
-
-

ConnectUS™ Application	Description
<p>Inmate Telephone Application</p> <p>Benefits</p> <ul style="list-style-type: none"> ▪ Security ▪ Controlled Access ▪ Minimal Disruption ▪ Easy User Experience ▪ Multi-purpose device allows more capabilities with less hardware 	<p>Inmates can speak to loved ones using our Securus call platform). Our call platform delivers the latest in inmate calling technology with improved call quality, more effective investigative tools, and greater flexibility and scalability for future growth. New technologies are applied immediately through quarterly upgrades provided at no cost.</p> <p>Inmates can place calls with the same ConnectUs™ terminal they use to conduct a video visitation or submit a grievance. All non-privileged communications are monitored and completely secure.</p>
<p>Video Connect Application</p> <p>Benefits</p> <ul style="list-style-type: none"> ▪ Security ▪ Controlled Access ▪ Minimal Disruption ▪ Easy User Experience ▪ Multi-purpose device allows more capabilities with less hardware 	<p>Nothing beats the ability to “see” a loved one, and Securus Video Connect™ SVC makes that and much more possible. While a friend or family member visits from the comfort of their home or office, an inmate visits from their pod, eliminating the need to move the inmate inside the facility.</p> <p>SVC is a fully web-based visitation system that allows family, friends, attorneys, and public defenders to schedule and participate in video visitation sessions with an inmate – from any computer connected to the Internet, or any iOS or Android phone with the Securus application. Integrating phone calling and video visitation onto a common platform maximizes facility revenue and improves investigative capabilities.</p>

Inmate Request Forms and Grievances Application*

Benefits

- Allow any number of forms made available electronically
- Define custom routing of forms to the correct person
- Enables two-way communication so inmates can receive an electronic response
- Documents and archives all communication
- Create multiple inmate forms with individualized routing processes
- Configure the Grievance Application to process multiple types of forms and custom routing based on the type of form submitted
- Require responses from jail staff to validate that the response was received
- Eliminate manual administration/paper-handling of grievance forms



Valuable time is lost every day when officers have to process inmate requests manually. Worse yet, every request must be handwritten and there is no easy way to maintain accurate records. This creates unnecessary liability for your facility and leaves inmates believing their requests have been ignored.

Inmates can electronically create and track requests through ConnectUs™ and staff can easily review, respond, and process requests. Requests and responses are tracked and saved for future reference. Two-way communication with inmates could not be easier.

Grievance administration is often one of the most complicated and manually laborious processes in a correctional facility. Certain inmate rights must be honored, facilities must respond within strict timelines, and all actions must be properly documented. Failure to do so comes with large penalties and fines and creates legal liability.

The Grievance Application is a form submission and routing tool that allows inmates to submit grievances electronically. Correctional staff can then electronically prioritize, route, and respond to the submissions.




Commissary Application

Benefits

- Eliminate the need for multiple inmate kiosks
- Increase efficiency by 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






ConnectUs™-enabled devices continue to be useful even when telephone and visitation hours have passed. For example, the devices can be used to place commissary orders. Securus has multiple integration options to display third-party vendors' applications or integrate directly with your facility. Providing inmates better access to a commissary application can have a positive impact on commissary revenue.

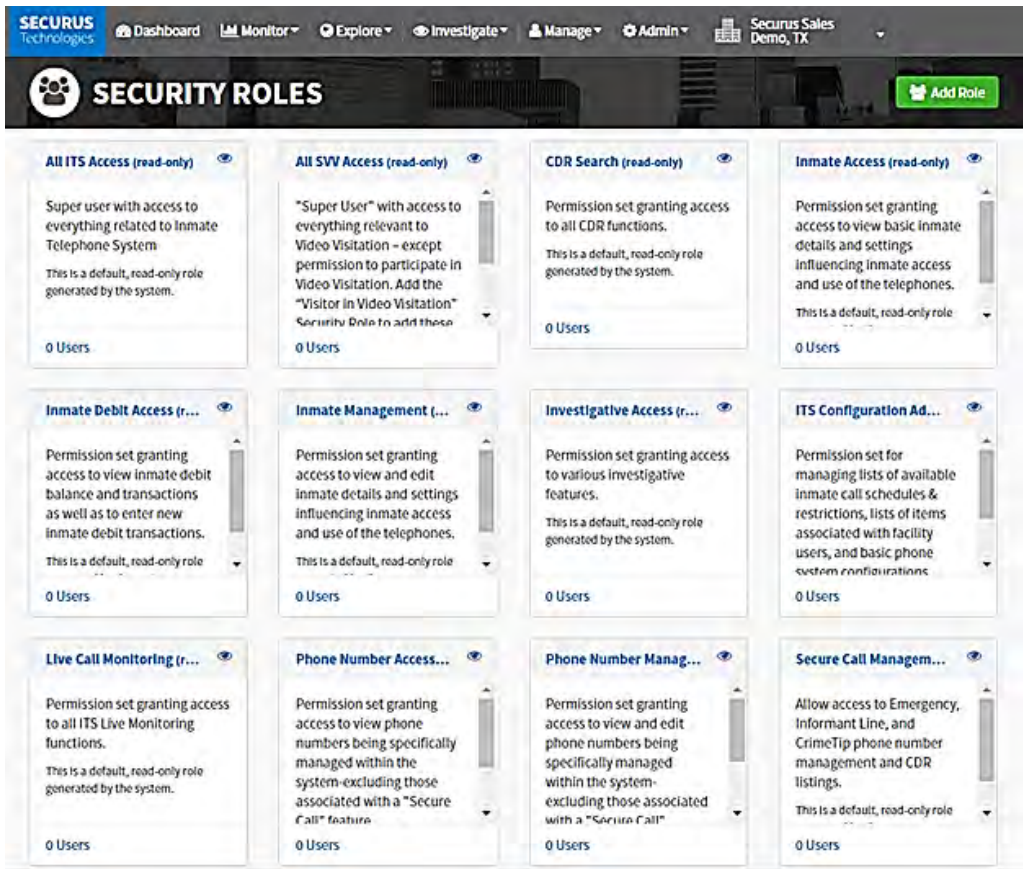
<p>Inmate Handbook Application Benefits</p>  <ul style="list-style-type: none"> ▪ Reduces/Eliminates printing/distribution costs ▪ Reduces staff workload distributing and replacing handbooks ▪ Provides instant, electronic updates to documents 	<p>A digital version of your inmate handbook can be accessed through The Inmate Handbook application on ConnectUs™. Inmates can access information without printing or distributing a single piece of paper. Digital versions of other important documents can be available on ConnectUs™ in addition to the Inmate Handbook.</p>
<p>Video Education Application Benefits</p>  <ul style="list-style-type: none"> ▪ Communicate information to all inmates, even those unable to read ▪ Provides a form of communication that is often easier to comprehend, ensuring your message is understood ▪ Provides educational videos without staff involvement 	<p>ConnectUs™ provides the ability to upload any MP4 video. Everything from a video version of your inmate handbook, a jail orientation video, or a video tutorial on how to use ConnectUs™ is possible. You can make the video available for viewing any time or only during defined hours.</p>
<p>Law Library Application Benefits</p>  <ul style="list-style-type: none"> ▪ Compliance to legal and mandatory requirements to provide inmates access to the courts (1977 Supreme Court Ruling; Bounds vs. Smith) ▪ Reduce or eliminate inmate complaints and litigation ▪ Always up-to-date information; automatic updates provided at no extra cost ▪ Free up staff time with an easy and safe solution ▪ Eliminate the need for housing large book collections, 	<p>The ConnectUs Law Library Application makes legal research simple. Adhere to your legal obligation while reducing costs when inmates perform their legal research using the Securus Law Library Application. This Application provides full access to inmates to complete legal research without the need for transporting inmates to a facility library or special computer.</p> <p>The inmates can remain in their housing unit and research legal topics through this ConnectUs application. Unlike large book collections that require costly replacement of revised material, the Law Library application includes nightly automated updates that are provided to Oakland County at NO EXTRA CHARGE.</p>

<p>additional hardware, network, or electrical equipment because the application rides on Securus' ConnectUs inmate platform</p> <ul style="list-style-type: none"> ▪ Reduce costly and time-consuming inmate movement by hosting law library search resources in the housing units rather than escorting them to a physical library or terminal ▪ Receive turnkey service; Securus takes care of everything 	
<p>Job Search Application Benefits</p> <ul style="list-style-type: none"> ▪ Minimize job-seeker training costs because the terminal is self-explanatory ▪ Provide job listings in cities nationwide for all types of jobs and levels of experience ▪ Eliminate the need for additional hardware, network, or electrical equipment because the application rides on Securus' ConnectUs inmate platform ▪ Reduce costly and time-consuming inmate movement by hosting job search resources in-house rather than issue passes for off-site job searches ▪ Track and measure the job search activity with detailed reports ▪ Receive turnkey service; Securus takes care of everything 	<p>The ConnectUs Job Search Application makes searching for a job simple. It allows inmates to perform job searches and view current local and nationwide jobs in numerous fields using Securus' Job Search Application. This application will assist in meeting one of the objectives of your facility in preparing inmates for life on the outside by reducing recidivism rates. The Job Search Application provides full access to inmates to complete job searches without the need for transporting inmates to a facility library or special computer. The inmates can remain in their housing unit and research employment options through this ConnectUs application.</p>
<p>eMessaging Application Benefits</p> <ul style="list-style-type: none"> ▪ Improves correctional staff utilization and efficiencies using 	<p>eMessaging allows inmate to communicate with their family & friends through a text-based message, picture or eCard. Based on the most widely used messaging platform in the corrections industry, Securus eMessaging improves the efficiency of staff and reduces</p>



<p>all-digital review and distribution technology</p> <ul style="list-style-type: none"> ▪ Automates message screening; visual alerts flag inappropriate words for quicker review ▪ Reduces traditional paper mail and efforts to search for contraband ▪ Increases investigative data collection and analysis ▪ Facilitates constituent and inmate communication ▪ Uses existing facility and inmate hardware and network connectivity 	<p>paper mail by transmitting communication electronically – all at no cost to the facility. eMessaging is configurable to allow constituents to send a digital message with the option to include a photo and even purchase an inmate reply – or can be set to only allow incoming messages.</p> <p>All messages flow through the eMessaging facility portal for analysis, review and release to intended party if approved. Unlike physical mail, all messages are stored electronically for investigation and analysis and are easily accessed using intuitive sort and search tools.</p>
<p>Sick Call Application Benefits</p> <ul style="list-style-type: none"> ▪ 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 	<p>The Securus Sick Call application allows an inmate to report an ailment to facility staff by selecting from a predetermined list.</p>
<p>Digital Bulletin Board Benefits</p> <ul style="list-style-type: none"> ▪ Automates manual processes ▪ Enables staff to focus on security ▪ Keeps inmates informed of important facility-related information without requiring additional work by the staff. 	<p>ConnectUs™ allows you to easily publish notifications that are always displayed on the ConnectUs™ terminal. In addition to providing pertinent facility-related information, these messages can be used to promote new products, services, and promotions such as Video Visitation.</p>
<p>VRS Benefits</p> <ul style="list-style-type: none"> ▪ Provide VRS-capable inmate call devices that fully conform to the rigorous 	<p>ConnectUs™ provides support for hearing-impaired inmates or friend or family member through our free, easy-to-use Video Relay Service (VRS) application.</p>

- needs of the correctional environment
- Manage VRS calls using the same controls as are used for traditional inmate calls
- Record VRS calls in accordance with the same recording controls that govern whether or not to record traditional inmate calls
- Ensure equal access to visitation with friends and family.



NextGen Secure Communications Platform™ (NextGen SCP™) uses security roles to determine user permissions. These rules define what actions a user can and cannot do within the system.

NextGen SCP is entirely permission based, so user roles can be crafted to allow or prevent access to content, data, features, and privileges for each specific user.

Initial help for security roles in NextGen SCP contain default security roles... identified by the eyeball (👁️) icon. While these predefined roles cannot be modified, they

cover many customers' needs for granting access and denial rights based on common job functions.

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

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

SAMPLE SECURITY ROLES, continued

The screenshot displays a web interface titled "SECURITY ROLES" with an "Add Role" button in the top right. The interface is organized into a grid of role cards. Each card includes a title, a description of permissions, and a user count. Roles are marked as "read-only" with a key icon or as user-defined with a pencil icon.

Role Name	Description	User Count
User Administration (read-only)	Permission set granting access to view, edit, & create users and security roles. This is a default, read-only role generated by the system.	40 Users
version 4.0.1 build 548r	Huong Test	0 Users
Video Visit Appointment Mana...	Permission set granting access to view, approve, create, and manage video visitation appointments and to view settings and configurations used to control the scheduling of visitations.	2 Users
Video Visit Appointment Searc...	Permission set granting access to view past, current, and future video visitation appointments. This is a default, read-only role generated by the system.	1 Users
Video Visit Monitoring (read-only)	Permission set granting access to all Live Visitation Monitoring functions. This is a default, read-only role generated by the system.	1 Users
Video Visitation Configuration...	Permission set granting access to view and manage video visitation rules, basic video visitation settings, and manage users' access to Multiple Session Monitoring. This is a default, read-only role generated by the system.	1 Users
Video Visitation Inmate Mana...	Permission set granting access to view and manage video visitation settings for inmates. This is a default, read-only role generated by the system.	3 Users
Video Visitation Visitor Manag...	Permission set granting access to view and manage video visitation visitors and Visitor Types. This is a default, read-only role generated by the system.	6 Users
View All Covert Alerts	Role to test View All Covert Alerts	3 Users
View Call Restrictions	Role to View Call Restrictions only.	4 Users
View Virtual Group	Role for View Virtual Group Only	2 Users
Visitor in Video Visitation (read-...)	Requires assigned users to be designated as a "NG Visitor" in their user profile. Permission set for granting access to "NG Visitors" to create and manage their video visitations.	0 Users
VRS Allowed Test	Determine minimal permissions needed to edit VRS Allowed flag on Inmate Profile	1 Users
WCS All Access (read-only)	This role is for a WCS Facility Admin. This is a default, read-only role generated by the system.	7 Users
WCS Investigator (read-only)	This role is for a WCS User who can access private data. This is a default, read-only role generated by the system.	1 Users
WCS Party of Interest (read-only)	This role is for a WCS User who can access only non-private data. This is a default, read-only role generated by the system.	1 Users

Users

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

ADDING A USER

The screenshot shows the 'ADD SECURITY ROLE' form in the SECURUS interface. The form is titled 'Security role details' and contains the following fields and buttons:

- Role Name** (Required): A text input field with the placeholder 'Enter the role name'.
- Role Description** (Required): A text area with the placeholder 'Enter the role description'.
- Characters remaining:** 255
- Security role permissions Required** (Required): Two blue buttons labeled 'New permissions' and 'Existing security role permissions'.
- Buttons:** 'Cancel' and 'Save' (green) buttons are located at the bottom right of the form.

ADDING A SECURITY ROLE

Users can select from pre-existing Security Roles as a starting point, or define new Security Roles, name them, and specify their permissions. The next screen shows more details.

ADDING A USER—DEFINING USER PERMISSIONS

The screenshot shows the 'ADD SECURITY ROLE' interface. At the top, there is a header with a paw print icon, the text 'ADD SECURITY ROLE', and 'Cancel' and 'Save' buttons. Below the header, the page is titled 'Security role details'. There are two input fields: 'Role Name' (required) with the placeholder 'Enter the role name' and 'Role Description' (required) with the placeholder 'Enter the role description'. Below these fields, it says 'Characters remaining: 255'. A section titled 'Role includes these permissions' has a link 'Start with existing security role permissions'. On the left is a sidebar menu with items: Call Management (selected), Video Visitation Management, Dashboard, Facility and Sites, Inmates, Investigate, Logging, Monitor Activity, Searches, and Users. The main area contains a table of permissions:

Permission Category	Has Permission
All Call Management Permissions	<input type="checkbox"/>
Blocked Phone Number Permissions	Has Permission
All	<input type="checkbox"/>
View Blocked Numbers	<input type="checkbox"/>
Manage Blocked Numbers	<input type="checkbox"/>
Call Restrictions Permissions	Has Permission
All	<input type="checkbox"/>
View Call Restrictions	<input type="checkbox"/>
Manage Call Restrictions	<input type="checkbox"/>
Call Schedule Permissions	Has Permission
All	<input type="checkbox"/>
View Call Schedules	<input type="checkbox"/>
Manage Call Schedules	<input type="checkbox"/>
Virtual Groups Permissions	Has Permission
All	<input type="checkbox"/>
View Virtual Groups	<input type="checkbox"/>
Manage Virtual Groups	<input type="checkbox"/>

Password Policies

Security is a top priority for Securus. Because threats are ever-changing, Securus proactively advances our platform security to help protect your facility's information.

NextGen SCP is a centralized, digital network that is accessed via the web by navigating to <https://ngscp.securustech.net> in the supported browser, Chrome.

The platform is protected by SSL (secure socket layer) security which uses the same security protocols that banks use for establishing a connection for customer online banking.

Authentication

Securus is an avid proponent of software system security and employs stringent security guidelines. The Securus password policy is designed to enhance access security by requiring users to employ strong passwords and use them properly.

Each user is required to authenticate with the appropriate credentials before using the system.

NextGen SCP password requirements include the following rules for creation:

- 8 – 12 characters
- No spaces
- Cannot contain the user’s first or last name
- At least three of the following types of characters must be used:
 - English uppercase letter
 - English lowercase letter
 - At least one number
 - At least one special character (@ % + \ / ' ! # \$ ^ ? : . ~ _ () { } [])

Also, the system will periodically require the user to change their password to help ensure the security of the account.

Passwords can be configured by location, days to expire, and even the number of password cycles before password reuse. Additional configuration options include reminders for password expiration and minutes of allowable inactivity before session timeout.

If the authorized user has forgotten their password, functionality is available within the platform for them to remedy the situation without involving a facility administrator.

The “Forgot Your Password?” feature available from the login screen offers online support for users who have forgotten their password or for those who did not change their password before expiration. System security requires users to provide the correct answers to preset questions before their password can be reset. After a new password is created, NextGen SCP emails confirmation to the address linked to the user ID.

System Logs

System Logs provide an audit trail of all user activity happening at the facility within the NextGen SCP platform. Log types include:

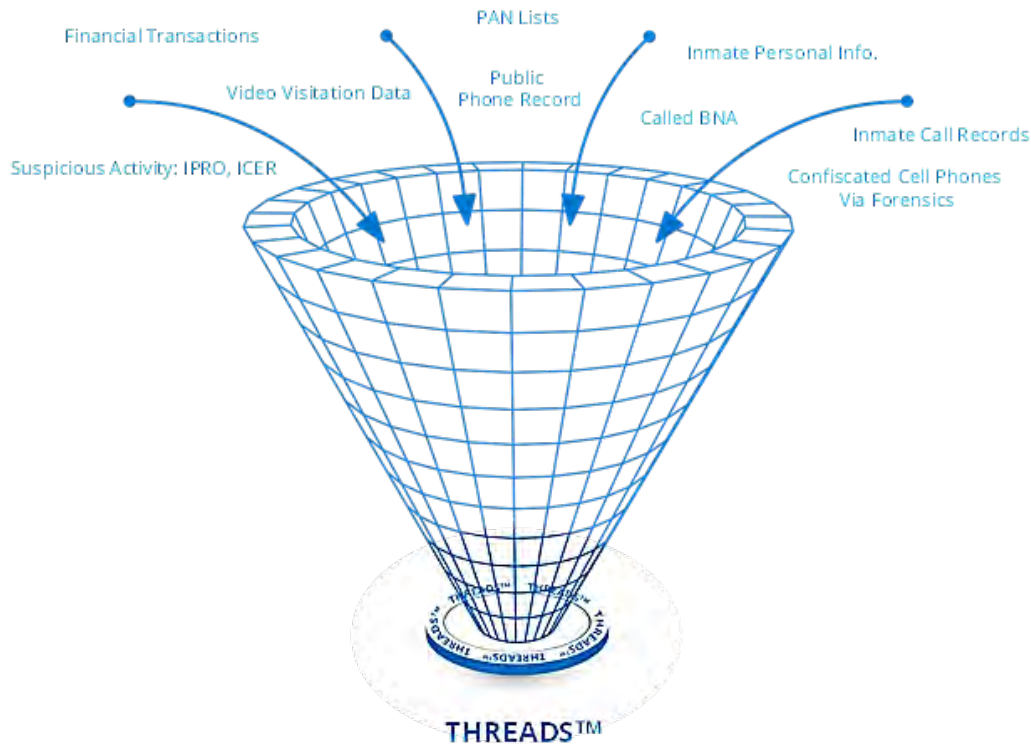
- Communication Activity
- Recording Access
- System Access
- Searches
- Webpage Visits
- Data Change

THREADS Analytic Data Platform

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 Telecom 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.

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.
- Customizable facility dashboard with configurable display-based facility metrics.
- 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 connect 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 separates 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.

COMMUNITIES SHARE DATA BETWEEN MULTIPLE JURISDICTIONS



3.41	Any additional storage shall be furnished at the selected Contractor's expense to accommodate the anticipation of existing and future growth in call storage and voice records for both collect-only and visitation phones for a five-year period.	YES	See below.
------	---	-----	------------

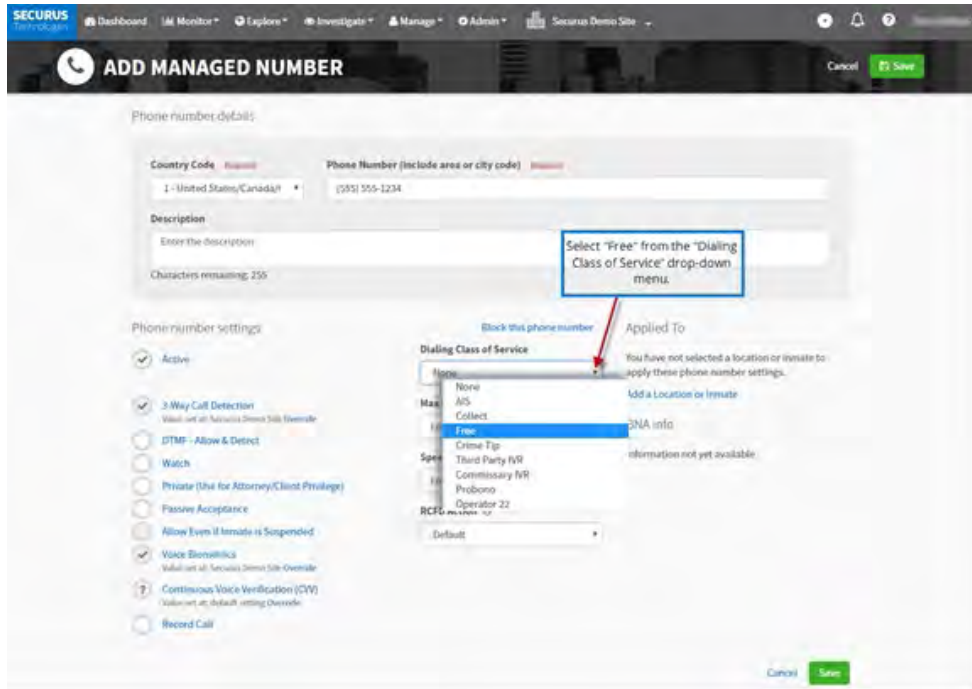
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

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.

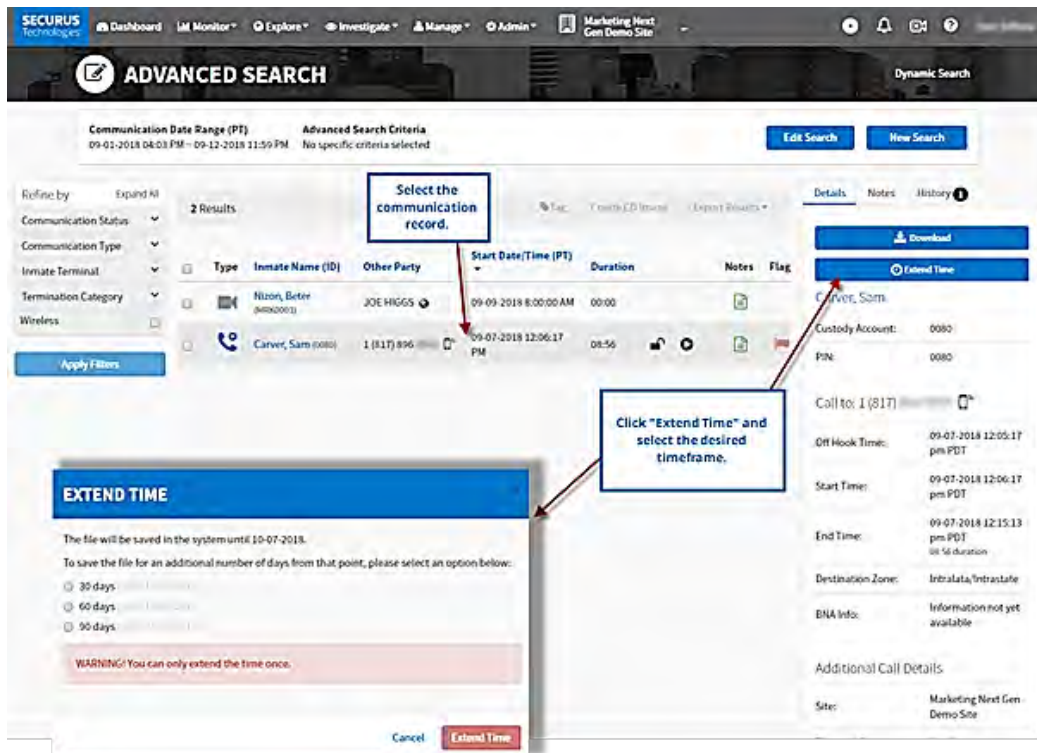
Extending Expiration Dates

NextGen Secure Communications Platform™ (NextGen SCP™) can be used to extend the expiration of a recording. At times, investigators may not want recordings from active investigations to be purged from the system—regardless of the recording retention policy in effect. Authorized users can protect a recording from being

purged by extending the expiration of the call by 30, 60, or 90 days by clicking the Extend Time icon.



EXTENDING CALL RECORDINGS



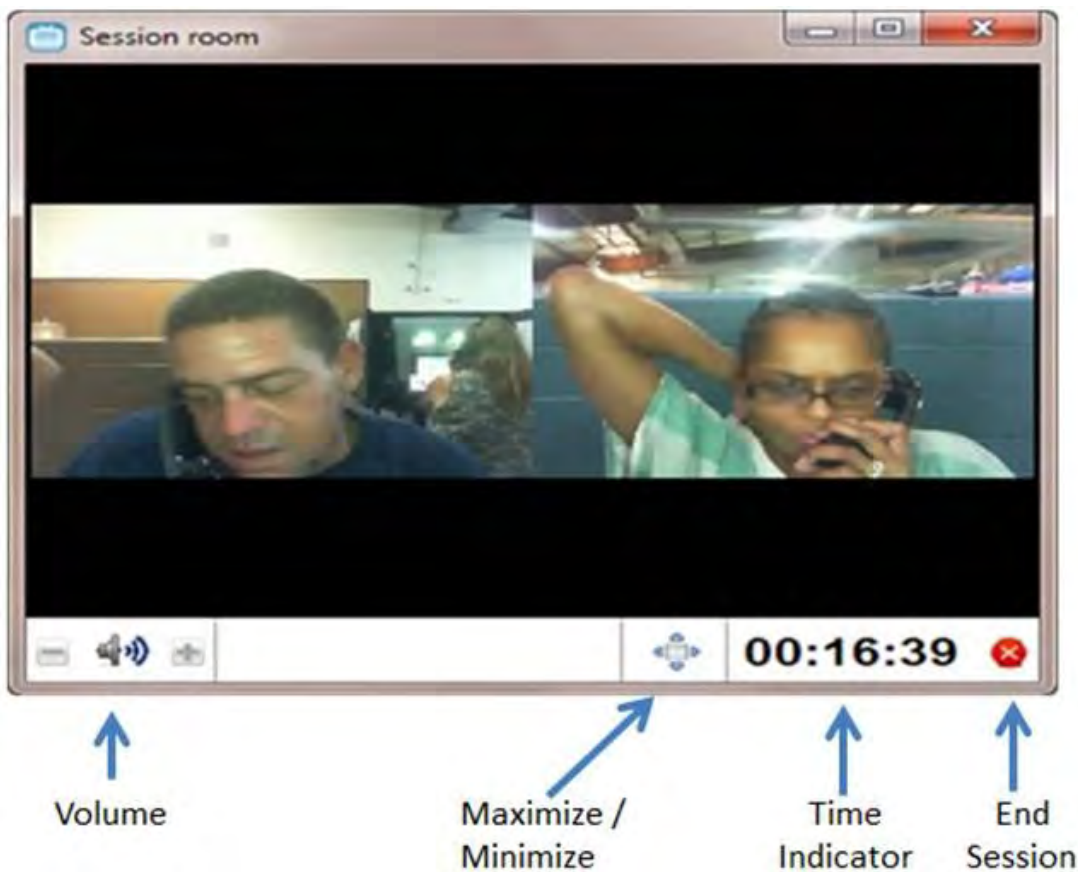
Current expiration date will be per the terms of the agreement.

3.42	Does the contractor have software that will recognize and alert on inappropriate behavior? Describe your monitoring solution.	YES	See below.
------	---	-----	------------

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

During live monitoring of video sessions, authorized users can terminate individual on-going video sessions. The termination process allows Oakland County to include a reason for termination that is then included in the email to the visitor.

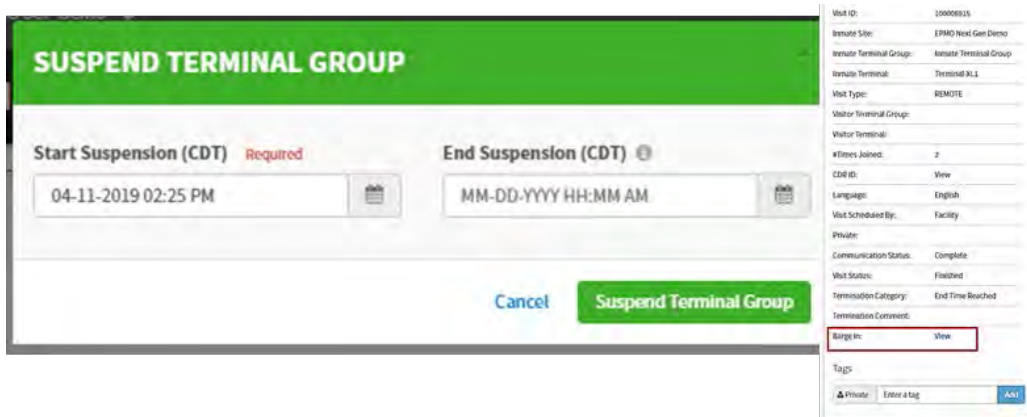
LIVE MONITORING WINDOW



Authorized users can also immediately disconnect and suspend video visitation at a single or at multiple terminal(s) all at once from the NextGen SCP user interface by accessing the Admin/Facility and Sites module from which a suspension can be set at the site, terminal group, or terminal level.

Visit Settings

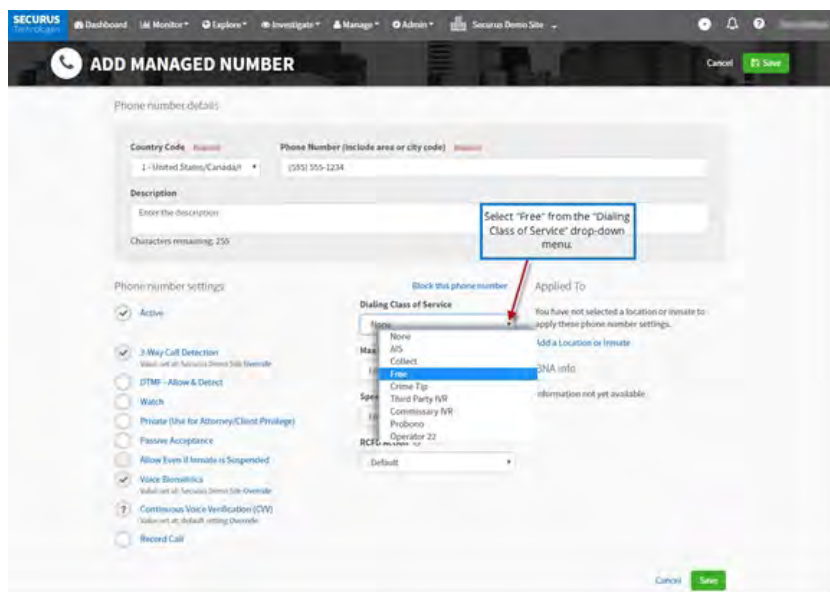
REASON FOR TERMINATION/REJECTION OF VISIT



For added efficiency, the suspension process includes a date range to automatically start and/or end the applied suspension, as shown in the following image.

Securus Video Connect Barge In

SVC Barge In allows Oakland County staff to break in to an ongoing video session to send a pre-defined visual message. This message can be delivered to the inmate, the visitor, or both parties simultaneously, in either English or Spanish. This feature is available in both single session and multi-session monitoring.

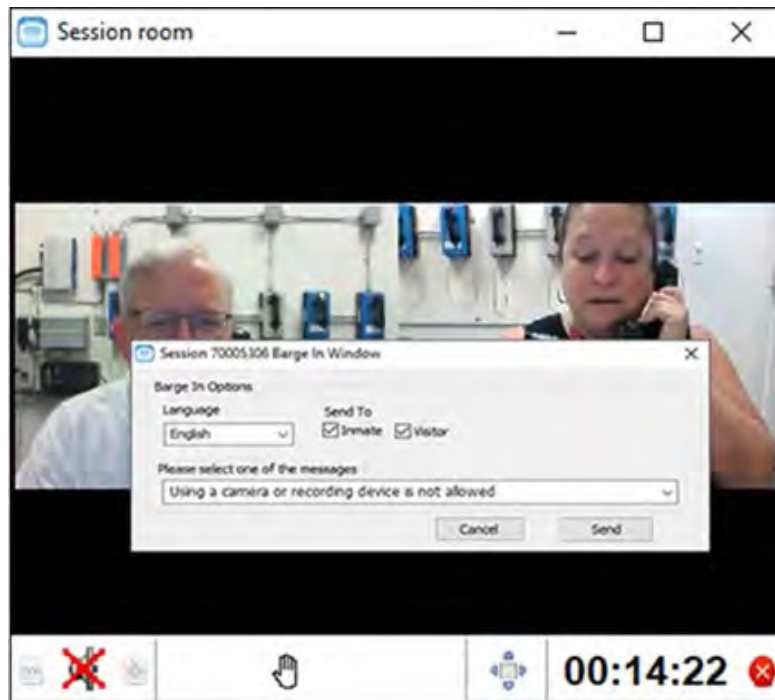


This text-based barge-in feature automatically captures the sent message and other pertinent data as a part of the communication detail record (CDR). An indicator on the CDR denotes that the Barge In feature was used during the video visitation session, as shown in the image on the right.

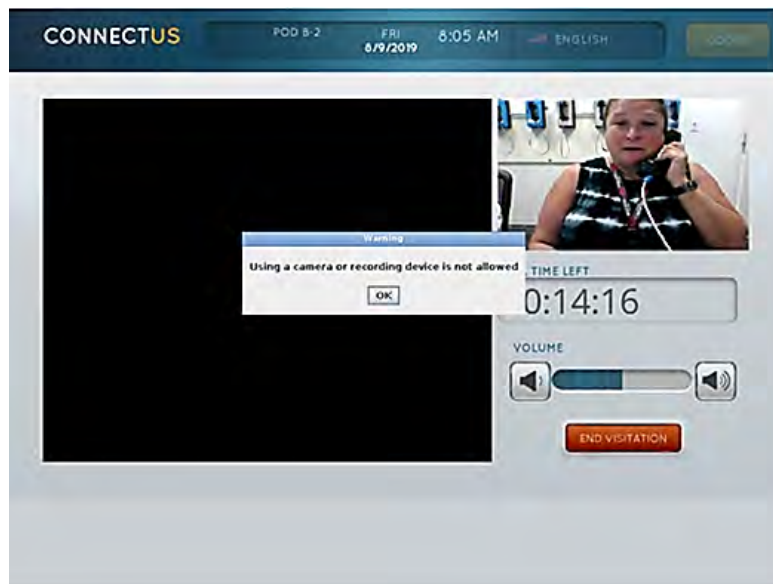
Authorized Oakland County users can search the system CDRs for video sessions where the Barge In feature was used.

To provide Oakland County additional control and options, Barge In can be configured at the site level, and each site can have a unique list of messages from which monitoring staff can choose.

SVC BARGE IN MESSAGES, FACILITY VIEW



SVC BARGE IN MESSAGES, INMATE VIEW



The following table provides some examples of Barge In messages.

SAMPLE BARGE IN MESSAGES

English	Spanish
STATEMENT	
All visitors must follow the proper dress code	Se requiere que los visitantes sigan el código de vestir
Using a camera or recording device is not allowed	No se permite el uso de cámaras o dispositivos de grabación
Do not drive while using video visitation	No se debe manejar mientras se está usando visitación en video
Registered user must always be present	El usuario inscrito siempre tiene que estar presente
You cannot lay in the bed while visiting	No se puede tenderse en la cama durante la visita
WARNING	
WARNING: Policy violation – Visit may be terminated	AVISO: Violación de política – Se puede terminar la visita
WARNING: Gang signs are not allowed	AVISO: No se permiten señas de pandillas
WARNING: Displaying weapons of any type is not allowed	AVISO: No se permite mostrar ningún tipo de arma
TERMINATION	
Visit will be TERMINATED for violating the rules	La visita será TERMINADA por violar las reglas
Visit will be TERMINATED for violation of dress code	La visita será TERMINADA por violar el código de vestir
Visit will be TERMINATED for handing over to another inmate	La visita será TERMINADA por pasar la llamada a otro recluso
Visit will be TERMINATED for nudity	La visita será TERMINADA por desnudez

- 3.43 The Contractor will provide the ability for no charging on “professional” calls with the ability to turn off the recording of a call or video visit when an inmate is communicating with a privileged professional** **YES** **See below.**

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

Visitors can easily register from any web-enabled device by going to Securus Online at <https://securustech.net>. Attorneys have a separate registration process and are required to provide additional verification and have to submit a photo of their Bar ID.

Facility personnel must approve and authorize a user’s registration before video sessions can be scheduled. This process allows Oakland County to verify a visitor’s eligibility to visit with an inmate. When the facility staff approves the account request, the visitor receives an approval email and can then schedule their visit.

NextGen SCP brings a new option to visitor approval. Oakland County can choose to manually approve all visitors or have the system automatically approve visitors. If automatic approval is the default, Oakland County staff can always review the contact profile and manage the visitor as needed.

Securus does not require funding to register or create an account. Securus offers payment options using credit and debit cards. Payments can be made on Securus Online or through the Android or Apple mobile app.

3.44 The Contractor will provide (1) free 30-minute video visitation per week for each inmate or Children’s Village resident. YES See below.

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

To help increase SVC adoption success for Oakland County, inmates, and your constituents, Securus can work with Oakland County to develop marketing promotions that might include coupon codes, first-visitation-free, or other specialized promotions that best suit Oakland County’s needs.

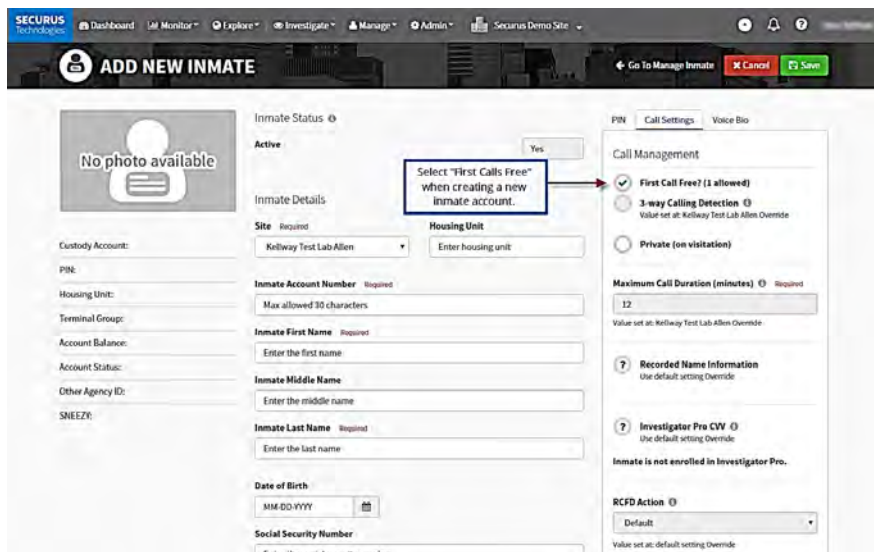
3.45 The Contractor will provide (1) free 15-minute telephone call per week for each inmate or Children’s Village resident. YES See below.

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

Securus will provide free calls to designated individuals, courts, foreign consulates, and other authorized calls, as determined by Oakland County. Secure Communications Platform™ (NextGen SCP™) can provide these calls through any or all inmate telephones so that Oakland County staff is not responsible for escorting inmates to a designated telephone. NextGen SCP allows authorized personnel to apply parameters for automated management of the number of calls, call duration, time of day access, and phone(s) used.

Authorized Oakland County staff can add numbers to the free call list through the NextGen SCP user interface, as shown in the following figure.

CONFIGURING FREE CALLS



Securus can provide Oakland County with the ability to configure free call(s) by both inmate and phone group through the **First Calls Free** feature. This feature was designed to provide an efficient, automated way for staff to:

- Easily comply with legal or regulatory free call requirements
- Manage free calls with no manual intervention
- Prevent the abuse of free calls and the resulting loss of calling revenue

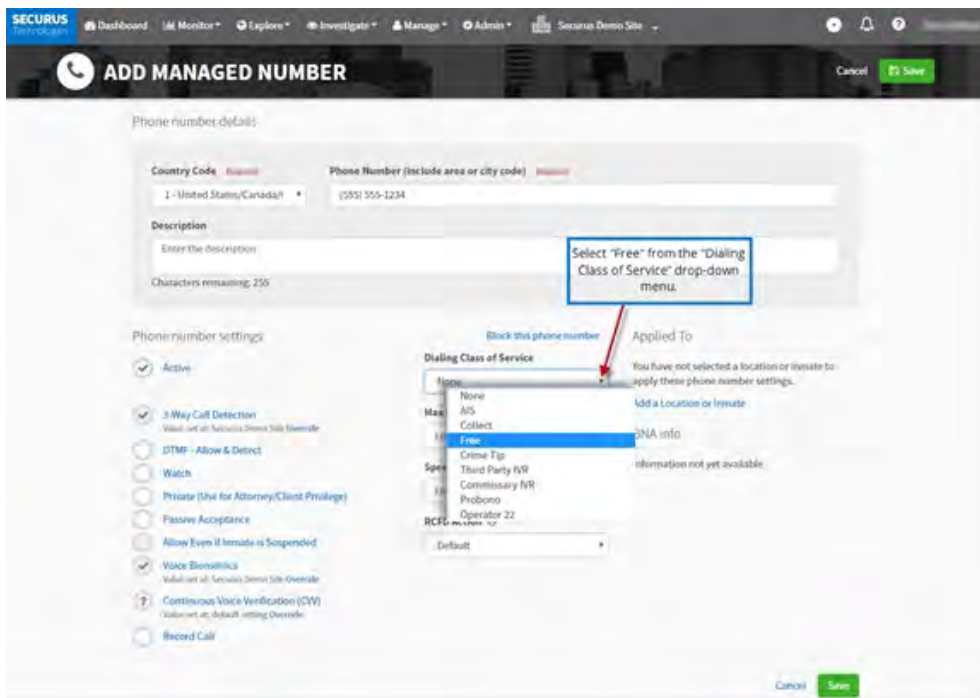
How It Works

When a new inmate is added to NextGen SCP, or returns after a period of release and the inmate's PIN is re-activated, the inmate will receive their first "X" number of calls free from any phone group where First Calls Free is configured. For example, if Oakland County allows each inmate two free phone calls on the group of phones in the booking area, NextGen SCP will allow those two calls at no charge. The third phone call would incur charges, as would any calls made outside the booking area.

Other advantages of First Calls Free are:

- NextGen SCP only recognizes the free call if the call is connected to the called party, ensuring the inmate has the opportunity to instruct the called party on how to set up a prepaid AdvanceConnect™ account
- It is configurable by both number of free calls and phone groups, providing facilities with complete free call control
- Free calls are subject to all number blocking, and inmate suspension restrictions

CONFIGURE FIRST CALLS FREE IN NEXTGEN SCP



Calling Restrictions

Every call type is subject to defined calling restrictions, including free calls. Oakland County can also limit how many free calls an inmate can make in a specified period. Other restrictions that can be applied to free calls include:

- Limiting the number of free calls that can be connected, regardless of called party acceptance status
- Limiting the number of free calls the called party positively accepts

NextGen SCP will also allow Oakland County to define how often the calling restrictions reset. The number of free call connects or accepts can be configured to reset:

- Daily
- The “daily” reset can be configured by the number of days. For example, every three days an inmate can place one accepted free call
- Weekly
- Monthly

Authorized Oakland County users can specify what day of the month or week the rule is reset.

CONFIGURING FREE CALL RESTRICTIONS IN NEXTGEN SCP

The screenshot shows the 'CREATE CALL RESTRICTION' form in the NextGen SCP interface. The form is titled 'CREATE CALL RESTRICTION' and includes a 'Cancel' button and a 'Save' button. The form fields are as follows:

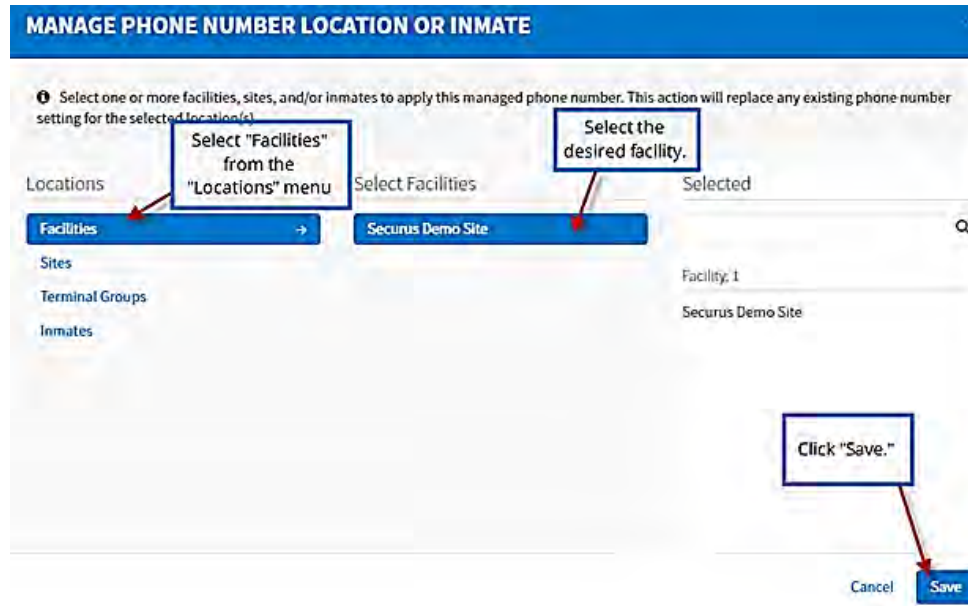
- Call Restriction Name** (Required): Free Calls for John Doe
- Status**: Active (checked)
- Add Rule** section:
 - Description** (Required):
 - Restriction Resets** (Required): Daily (selected), Every, day(s)
 - Allowed Call Types** (Required): Free Calls (selected)
 - Limits** (you must set at least one of the following):
 - Call Accepts
 - Successful Connections
 - Talk Time (minutes)
- Apply Restriction to:** You have not selected where to apply this restriction. Add a restriction
- Buttons:** Cancel, Save Rule

Two callouts with arrows point to the 'Restriction Resets' dropdown and the 'Allowed Call Types' dropdown, providing instructions on how to select the timeframe and call type.

Free by Dialed Phone Number

Any phone number can also be set as free from the “Managed Number” page. Clicking “Add a Location or Inmate” opens a window to choose the location—facility, site, terminal group—or inmate to which free calls will apply, as shown in the following image.

SETTING FREE CALLS IN GLOBAL LISTS



Free Phones and Free Local Phones

Securus staff can also configure any phone group as a “Free” phone group or “Free Local” phone group. After creating a group, Securus can add any phone to it. Inmates can place local, intraLATA, interLATA, or interstate calls from the “Free” phone group at no cost to the inmate or called party. Calls made by inmates in a “Free Local” phone group to called parties outside the local area would incur charges.

4.0	Investigative Tools		
4.1	The Contractor must fully describe the Investigative tools which are fully integrated with both the inmate phone and video visitation systems.	YES	See below.

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

It is no longer enough just to process phone calls through an inmate telephone system. Inmate communication has become an important part of crime prevention and investigation in every correctional facility. Securus has the largest documented investment in new technology in the industry. We offer the most technologically advanced investigative solutions in the industry as evidenced by our industry-leading patent portfolio.

Exclusive Investigative Solutions

The NextGen Secure Communications Platform™ (NextGen SCP™) includes more than 500 fully integrated, distinct features in the NextGen SCP Platform, where both the Inmate Phone System and the Video Connect System are accessed, are specifically designed to identify potential criminal activity conducted using inmate telephones.

INVESTIGATIVE FEATURES



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™, the Inmate Intercommunication Evaluation and Reporting System, 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.

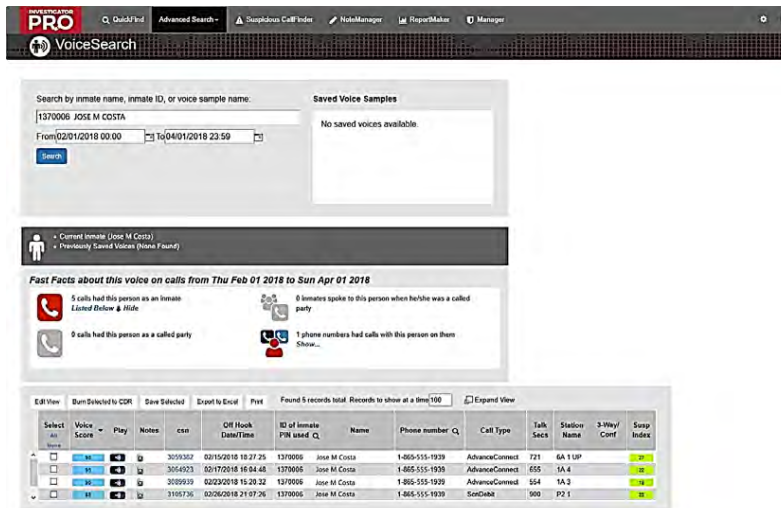
Continuous Voice Identification

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



Voice search results include facts about the voice and links to the relevant calls, inmates, and called phone numbers.

Identification of Likely PIN Abusers/Imposters by Name

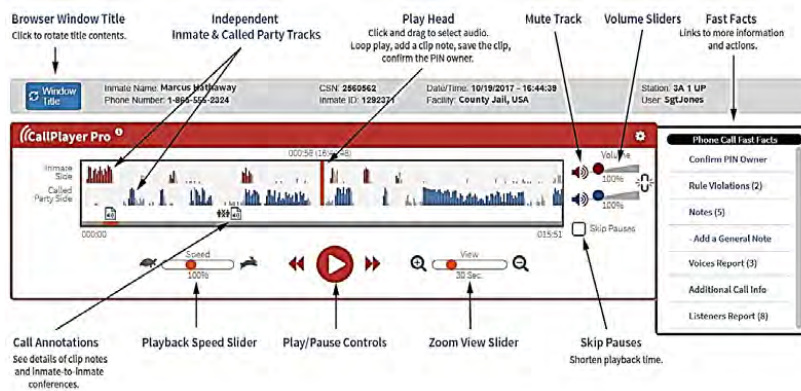
Investigator Pro flags calls that are likely cases of PIN sharing/theft. It names the likely imposters and gives the investigator tools to pursue those inmate names, calls, and voices further.

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

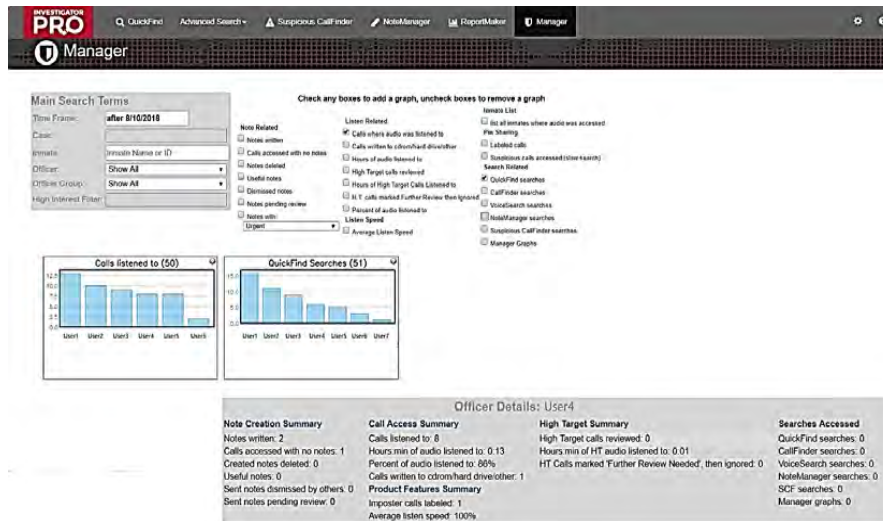


An inmate search from the home screen gives valuable information, including details about inmate-to-inmate communication.

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 are: 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.

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.

Inter-Communication Evaluation and Reporting™

Inmate Inter-Communication Evaluation and Reporting system (ICER™)

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

Common Element: Called Party Involvement

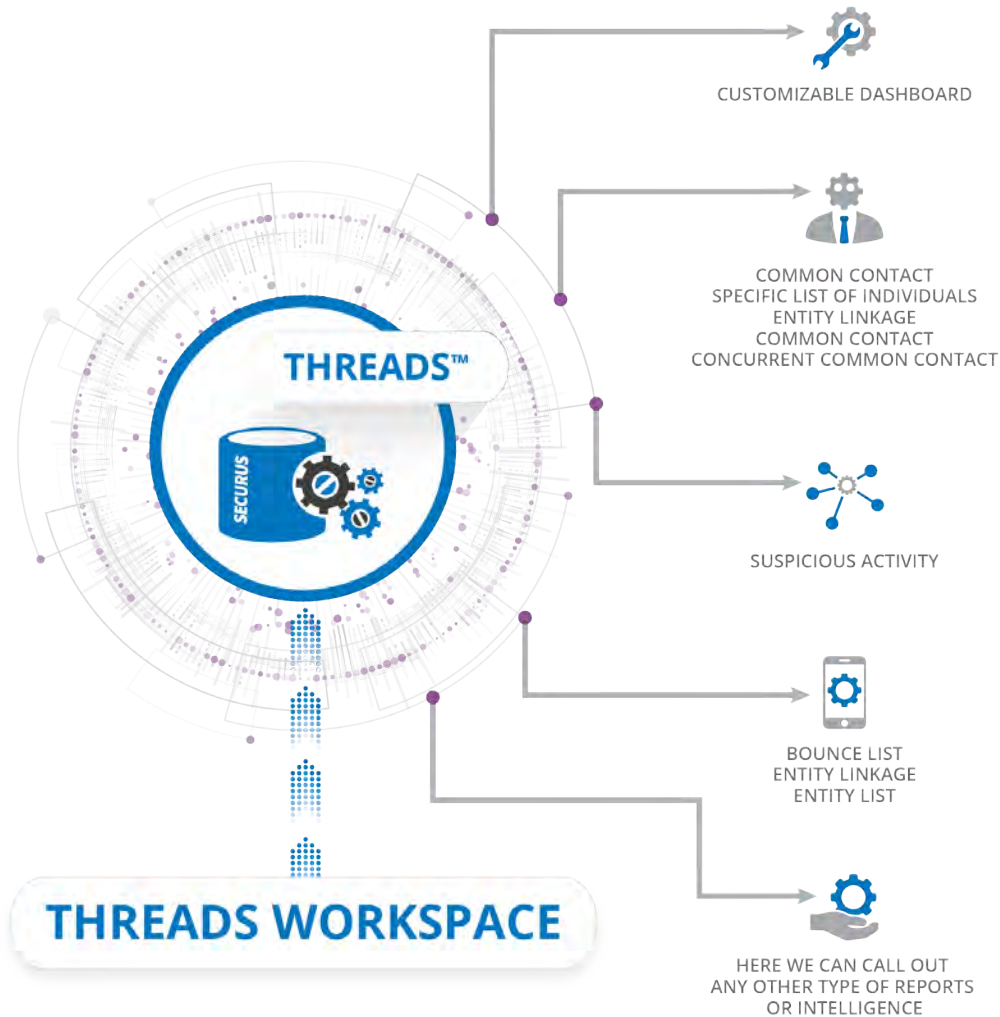
How ICER Works

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.

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 TCSO can access data remotely from any location that provides internet access.

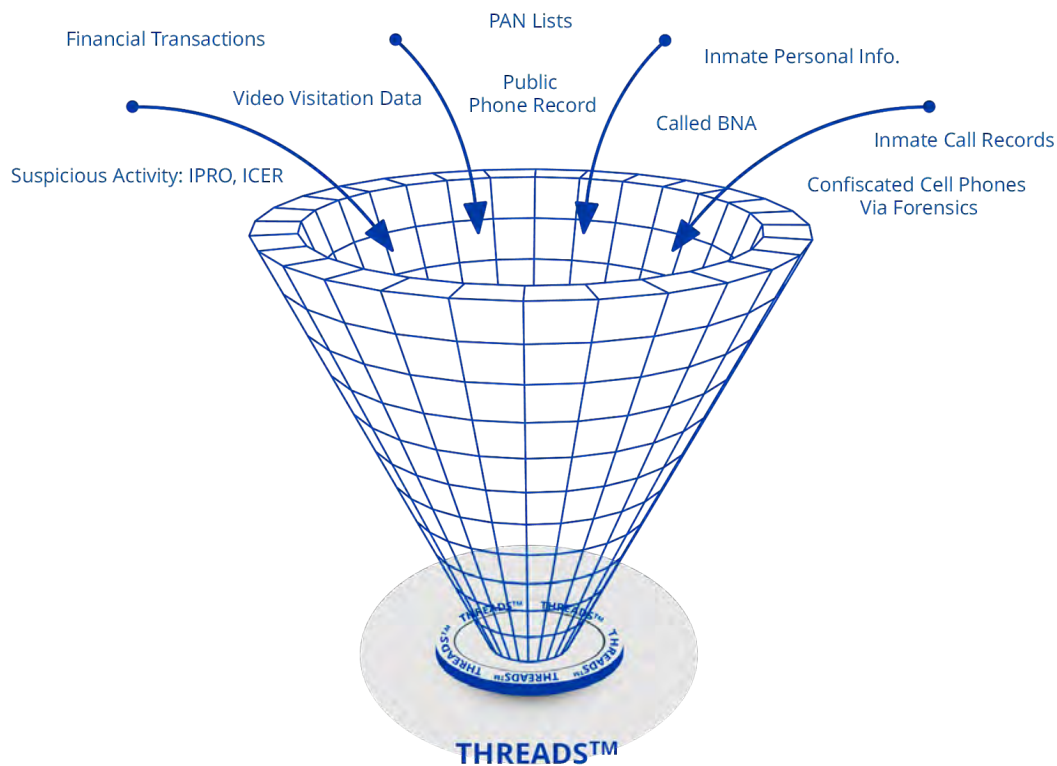
BIG DATA CAPABILITY TO THE CORRECTIONS INDUSTRY



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.
- Customizable facility dashboard with configurable display-based facility metrics.
- 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 separates 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.

COMMUNITIES SHARE DATA WITH MULTIPLE JURISDICTIONS



THREADS Reports

The THREADS application is a powerful, accurate, and intuitive investigative tool that automatically analyzes data such as inmate communication records, public phone records, data from confiscated cell phones, and more. Investigators can use this data to identify suspicious calling patterns, inner circles, associations between multiple inmates, and correlations to called external parties and more. THREADS' easy-to-use interface provides investigators interactive visualization tools, analytical reports, charts, graphs, and maps. **THREADS will also build a case and provide a presentation view to use as evidence in a criminal trial.**

THREADS offers **investigative benefits**, such as:

- Cell phone forensics analysis
- Accomplice identification
- Indirect contact identification (see who is really contacted)
- Linkage identification
- Inner circle identification
- Associated gang member identification
- Internal communication identification within jail walls
- Unique patterns identification
- Single system analysis of all combined data

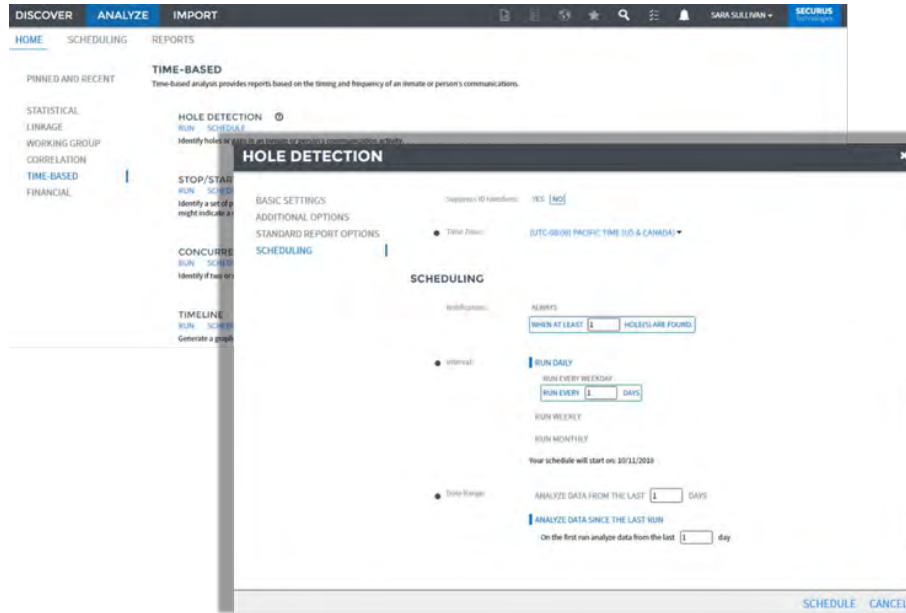
Enhanced reporting tools to harvest all of this information

THREADS Report Scheduling

THREADS provides the most flexible scheduling tool in the industry, increasing investigators' efficiency. Each THREADS analysis includes a scheduling agent that allows users to specify data to analyze, report frequency, and more.

Users can elect to run or schedule a specific report within each analysis/report option.

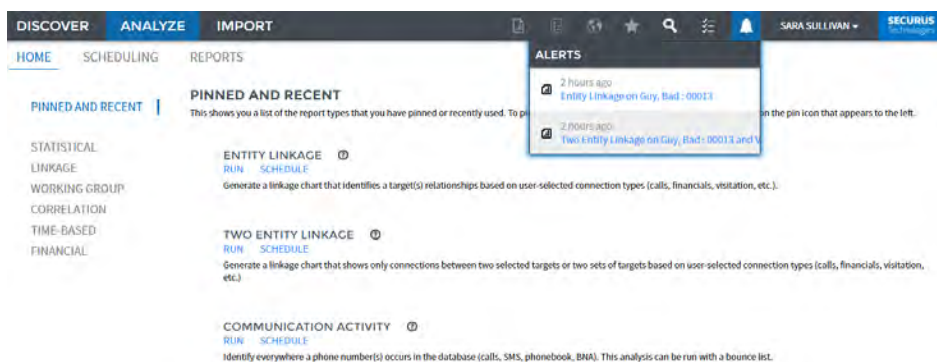
THREADS REPORT SCHEDULING SCREENS



THREADS “Shared Reports”

THREADS has a “Shared Reports” capability allowing all authorized users—either within your facility or from other agencies—to share reports and analyses. Users can select other users with whom they wish to share results. In addition, they can allow other users to change report criteria or limit access to read-only reports.

THREADS SHARED REPORTS SCREEN

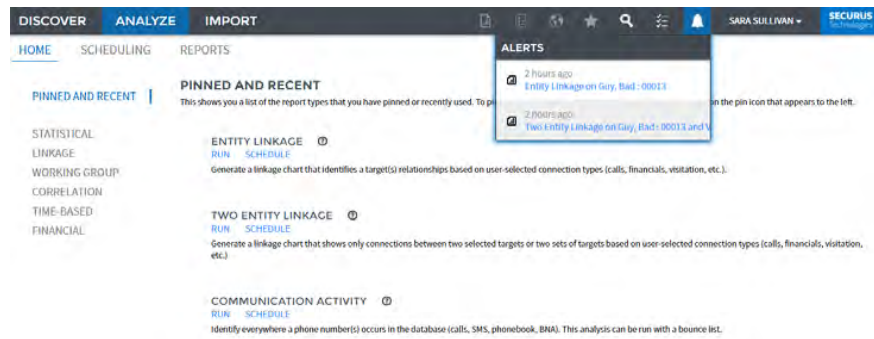


THREADS Report Notifications

THREADS notifies users when an analysis is complete or when the analysis identifies specified information. Investigators can create notifications for users or non-users.

THREADS users can set up several reports to that will conduct analysis in the background. After the report generation is complete, the system provides on-screen notification and a quick-access link to the report.

THREADS REPORT NOTIFICATIONS



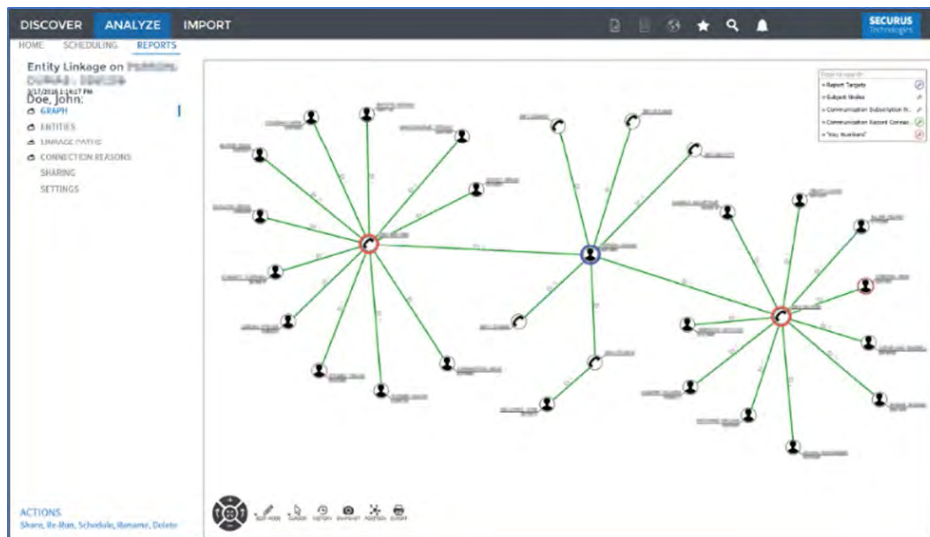
THREADS Entity Linkage Reporting

The Securus THREADS application provides linkage reports that identify all known connections between any target, whether an inmate or not. The system generates a graphical linkage chart that shows the known connections to a selected set of targets. Connection types are configurable and can consist of communications, mail covers, associations, events, phone book records, and more.

THREADS also produces supporting details related to the linkage chart, such as:

- A list of all entities included in the chart
- Linkage paths (showing the shortest path between each entity)
- Connection reasons (showing why there is a connection)

THREADS ENTITY LINKAGE REPORTING



THREADS Investigative Data Community Report

Securus' THREADS investigative software is designed to allow investigators with appropriate permissions to analyze data across multiple customers and correctional facilities, and to share reports and analyses between investigators--including relevant information imported into the system.

THREADS provides a community model allowing investigators and correctional facilities to subscribe to the national THREADS investigative community while still providing security for the information they import. The community model is facilitated through the Securus centralized database which stores all customer data. Users can choose either to share imported data with the community or to keep data private to themselves or other specified users.

In a community where investigative data is shared, the investigator can use THREADS to uncover correlating intelligence across other sites/facilities from the extensive national community data set including, but not limited to:

- More than 79 million communication records
- More than 530,000 current and former inmates
- More than 430,000 contacts (non-inmates)

INVESTIGATIVE DATA COMMUNITY SITES

Site Name	Site ID	Statistics
QIS Management Office - Corp	0721	121
Adair	0433	7883 9,794 29 8 8,364 %
Bartlett	0432	4,712 4,712 10 4 4,511 %
Bates	0340	2,028 2,027 1 0 2,276 %
Bato	0426	26,902 24,958 22 8 25,064 %
Boyd	0427	4,934 5,111 4 8 4,817 %
Bradshaw	0431	31,893 32,492 11 8 32,288 %
Bridgeport	0437	3,242 2,993 11 8 3,764 %
Britton	0438	5,198 4,993 4 8 4,268 %
Byrd	0428	30,877 31,718 9 8 31,866 %
Carole S Young Medical Facility	0447	6,448 5,477 8 8 5,259 %
Central	0430	14 14
Chasefield	0436	2,746 2,741 1 8 2,740 %
Clemens	0441	4,514 4,497 11 8 4,321 %
Clements	0442	23,007 23,442 14 8 23,466 %
Cleveland	0434	3,504 3,417 2 8 3,411 %
Coffield	0441	28,854 28,107 10 8 28,424 %
Cole	0437	13,274 12,941 1 8 14,111 %
Connally	0444	4,124 4,044 11 8 3,844 %
Conula	0446	3,377 3,132 10 8 3,441 %
Crain	0441	26,707 27,267 41 8 27,266 %
Dahart	0446	4,334 4,401 10 8 4,088 %
Daniel	0447	5,098 5,079 12 8 5,114 %
Darrington	0448	45,025 42,118 11 8 42,921 %
Dawson	0439	4,804 4,817 10 8 5,231 %
Death Row-AD SEC	0432	14,434 141 7 8 1,131 %
Diboll	0437	2,894 2,762 4 8 2,584 %
Dominguez	0433	26,874 26,812 10 8 22,554 %
Duncan	0440	1,494 1,274 9 8 1,164 %
Eastham	0440	1,294 4,101 10 8 3,464 %

Guarded Exchange Monitoring Services

Guarded Exchange (GEX), LLC, is an integrated Investigative Solutions Company providing highly specialized turn-key investigative solutions to corrections and law enforcement agencies. Securus Technologies acquired Guarded Exchange in October 2015 as a primary resource to bring to bear the full potential of Securus' comprehensive suite of investigative and security products and services. Guarded Exchange aids corrections agencies in maintaining a high level of security by developing investigative tools and strategies which identify pattern changes in inmates' behaviors that may signal suspicious activity. Through the use of GEX, users can expect to leverage an extensive list of proprietary technologies that sift

through all facility data types to produce investigative opportunities. Call data records and call recordings can be reviewed and correlated against disparate facility data, live call monitoring and cellular data extraction. This investigation management component allows for Investigators and Intelligence Analysts to leverage investigative products from Securus to allow for data from inmate telephone monitoring and cellular forensics to be paired together to provide additional opportunities of interest.

Through the use of GEX services leads are chosen based on Securus' Actionable Intelligence Potential (AIP™) scoring system. This platform can also leverage additional technologies to mine through phone calls, emails, financial transactions, and other information sources. This service is also used to identify and report variations in offender calling patterns and information based on proven tools and statistical methods.

These services on their own will provide investigative leads that can be curated and presented to facilities, allowing them to spend time focusing their efforts on data that is substantiated without spending additional man hours leveraging resources to identify focused leads.

Collectively, Guarded Exchange staffing, resources and expertise, coupled with Securus unsurpassed suite of integrated investigative and security tools, provide Tuscaloosa County with unparalleled solutions to combat fraud and enhance security and safety of staff, inmates and the public at large.

Constant Fraud Controls

A significant number of emerging threats are call diversion schemes that mask the true destination of calls. Securus provides the most advanced fraud detection capabilities in the correction industry. The Securus calling service continuously analyzes call data and system parameters to detect any anomalies, hardware failures, fraud indications, or unusual usage patterns. The system logs all telephone activity and statistically analyzes it to detect attempts at call forwarding, three-way calling, 'hook switch dialing', 'black boxing', 'hacking', and other fraudulent telephone activities.

The calling service 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)
- Collection and prevention of DTMF
- Detection of call forwarding
-

The system, by default, does not allow the inmate to press additional digits. It uses our patented DTMF collection techniques to collect and only act upon digits that the system is expecting. Unlike traditional premises-based systems, the calling service

controls the call and buffers digits between pressing and sending. For instance, when the system asks for language selection it expects a one-digit answer; when asking for a PIN it expects the maximum PIN length. The system does not expect digits after call connection and will not accept any extra pressed digits. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after call connection. This patented feature is only available on the Securus calling service.

DTMF Detection, Collection, And Prevention

The Securus calling service dual-tone-multi-frequency (DTMF) detection is a fraud prevention tool included in every installation. The system, by default, does not allow the inmate to press additional digits.

Securus' patented DTMF collection techniques collect and act only upon digits that the system is expecting. Unlike traditional premises-based systems, our calling service controls the call and buffers digits between pressing and sending. For example, when the calling service asks for language selection, it expects a one-digit answer; when asking for a PIN, it expects the maximum designated PIN length. The system does not expect additional digits after call connection and will not accept any extra digits. This technique makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after call connection. Securus believes a live person cannot be as effective or efficient as our standard methodology. It is impossible for a human to detect many types of three-way call attempts. Some vendors lack the technology to detect three-way calls and, therefore, must use manual methods. Securus is a pioneer in the development of three-way call detection and holds 15 patents on the technology. With the best three-way detection technology in the industry, Securus provides a more thorough and more accurate automated solution.

Securus can offer the ability to listen to these three-way calls in real-time, but our automation makes it unnecessary. If, after reviewing the Securus three-way call detection technology TCSO still desires live person review of these calls, Securus will support it through our Guarded Exchange Investigative Solution.

Securus dual-tone-multi-frequency (DTMF) detection is part of the fraud prevention tools provided with every NextGen Secure Call Platform™ (NextGen SCP™) calling services installation. The DTMF-detection feature prompts inmates and called parties for keypad entries during call set up and acceptance. This feature prevents inmates from obtaining and using a secondary dial tone to place additional calls.

The DTMF-feature listens for the inmate or called party to respond to a prompt with an entry on their telephone keypad. Based on the keypad entry, the call is either connected or blocked. The system can also detect or reject pressed digits after call completion on standard collect calls.

Three-Way Conference Calling Fraud Detection

Securus holds 15 patents on three-way prevention technology, the best in the industry. After detecting a three-way event, the system will do one of two things (based on the facility's preference):

- Disconnect the call with messaging to inmate and called party
- Mark the call with no interruption to the call

This feature prevents a major fraud practice possible with other automated and live-operator systems. With older technology, inmates can enlist the aid of an outside accomplice to "conference" them, via central office-provided three-way calling, to an "unrestricted" line, bypassing system controls. Without the Securus technology, inmates have unrestricted access to the outside world, defeating the facility's objectives and policies and subjecting the public to inmate harassment and fraud. NextGen SCP's calling services is unique in its ability to detect and foil an accomplice's attempt to activate the three-way call feature by immediately disconnecting the call upon detection. The calling services can disable three-way call detection on a particular number or groups of numbers, such as attorneys.

With an accurate three-way detection system, OCSO can retain valuable investigative intelligence while curtailing revenue leakage from calls, which should not be connected. Securus' patented three-way call detection feature has been proven and certified in independent tests.

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

Fraud Detection Data Analysis

Securus provides some of the most advanced fraud detection capabilities in the corrections industry. The NextGen Secure Communications Platform™ (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.

Constant Fraud Controls

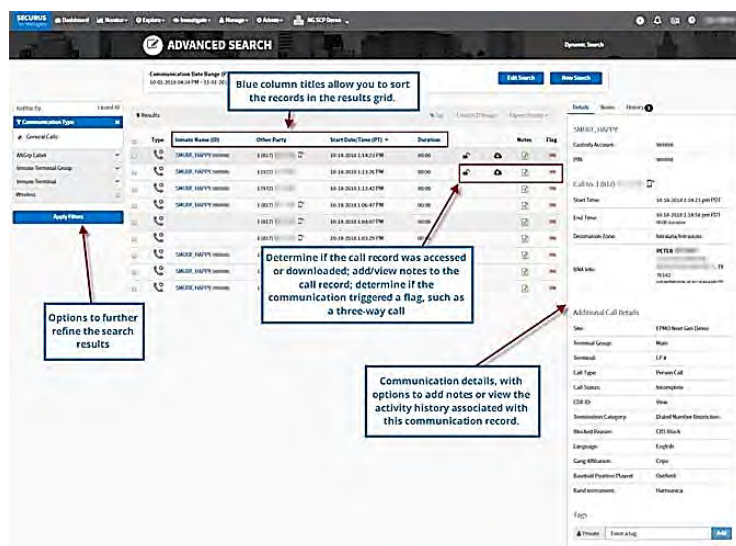
A significant number of emerging threats are call diversion schemes that mask the true destination of calls. NextGen SCP will provide, at a minimum, the following fraud prevention aids:

- 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

The system, by default, does not allow the inmate to press additional digits. It uses our patented DTMF collection techniques to collect and only act upon digits that the system is expecting. For instance, when the system asks for language selection it expects a one-digit answer, or when asking for a Personal Information Number (PIN) it expects the maximum PIN length. The system does not expect digits after call connection and will not accept any extra pressed digits. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after call connection. **This patented feature is only available on the Securus calling service.'**

DTMF—Allow Extra Digits

This Securus 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.



4.2	The Contractor must provide investigative reporting that will enable authorized Sheriff's Office staff access to recorded conversations and/or call detail information and statistical data as requested.	YES	See below.
-----	--	------------	-------------------

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

NextGen SCP™ has a report writer that provides investigative information based on the communication detail records. This sophisticated reporting tool provides a reporting interface into all communication activities.

Reports can be generated online and exported in the following formats:

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

Users can search and analyze details on all communication events through NextGen SCP. These details include date, time, duration, telephone number, origination, destination, inmate ID, termination reason, and more. NextGen SCP retains details on all communication attempts. Users can customize the standard reports by varying search criteria, such as date range, facility, or call length.

NextGen SCP provides standard reports with parameter fields that allow the user to define the information content of each report based on the following criteria options:

- Date range
- Inmate identifier, such as ID, PIN, and first or last name
- Communication type (calls and video)
- Communication status (complete or incomplete)
- Destination number (partial or full number entry)
- Call type
- Three-way or Remote Call Forwarding detected, watched status, wireless indicator, or Continuous Voice Identification
- Visitor and visit type (SVV)
- Visitor contact number
- Visitor identifier, such as first or last name, email, and visitor ID
- Per phone/terminal, per location, and per offender
- Number restriction and/or status assignment
- Broad search with no data entry
- Suspected fraudulent call activity
- Prepaid account number
- Destination zone (local, interLATA, interstate, intraLATA, international)

The NextGen Secure Communications Platform™ (NextGen SCP™) is very flexible and easy to use, and allows the user to create almost limitless reporting. Should customized reports be needed, Securus will provide them to Oakland County at no charge except in those cases where the customized report would require a significant allocation of resources or material changes to Securus systems and procedures.

In the small number of instances where development is needed (e.g. capturing additional information from other systems), Securus will provide the development free of charge unless the request involves significant cost to Securus.

In such cases Oakland County will be given the option to pay for the additional services without markup by Securus.

THREADS Reports

Reports are accessed on the Analyze page as shown below:



THREADS provides the following types of reports:

- Statistical
- Linkage
- Working Group
- Correlation
- Time-Based
- Financial

These report types are described below.

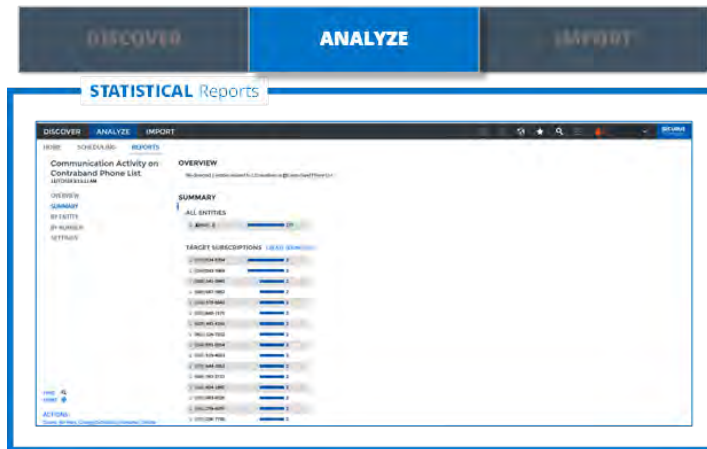
Statistical Reports

Statistical analysis includes basic reports to start your investigation. This includes all occurrences of a phone number or a bounce list of numbers in the database and the most frequently called numbers by an inmate or person.

Investigators can:

- Identify everywhere a phone number occurs in the database, such as calls, SMS, phonebook, and BNA. This analysis can be run with a bounce list.
- Identify an inmate as a potential owner of a device.
- Identify the phone numbers that an inmate or person calls with the highest frequency.
- Identify all phone numbers associated with an inmate or person including all calls, SMS, emails, and phonebook contacts. A bounce list can be generated from this report.
- Identify all communication details (calls, SMS, and emails) between two or more targets or groups of targets. This report produces a CSV file for download.

SAMPLE STATISTICAL REPORTS



Linkage Reports

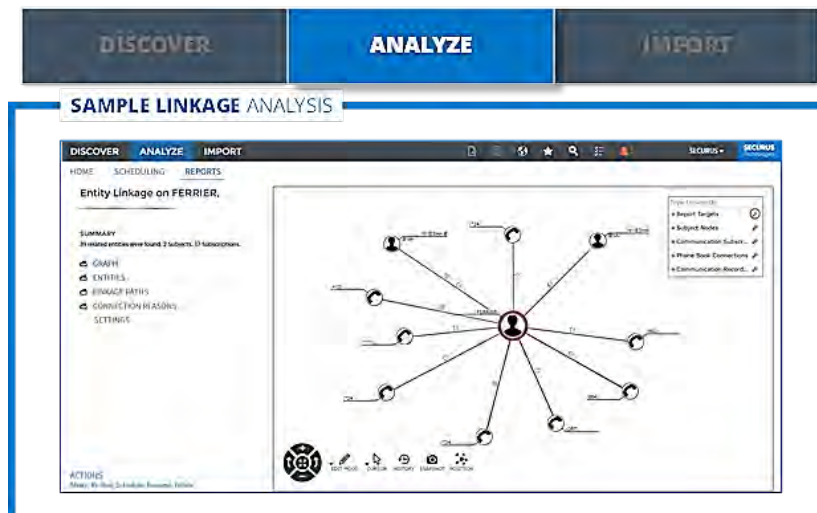
Linkage analysis shows how inmates and people are related. All the reports in this section generate graphical results that let you explore the relationships between your targets. This visual reporting tool is a quick way to understand who inmates are talking to and how the calls are related to other known numbers or inmates.

Users can generate a linkage chart that identifies the following information based on user-selected connection types, such as calls, financials, visitation, etc:

- A target(s) relationships
- Connections between two selected targets or two sets of targets
- Connections between two or more targets

In addition, users can generate a linkage chart that identifies direct relationships between selected targets based solely on phone calls.

Sample Linkage Analysis

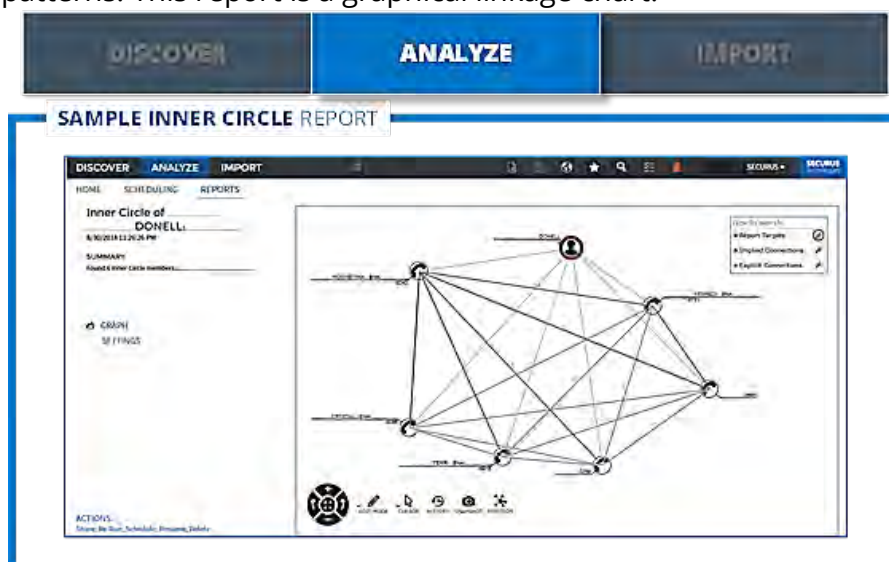


Working Group / Inner Circle Reports

Working Group analysis uses a person’s communication behavior and calling patterns to identify phone numbers and people of interest. One of the key techniques used is temporal analysis, which links people based on time between calls. The closer the time between calls, the more likely those calls are related. By leveraging working group reports, facilities can identify gang and other organized activity. Knowledge of organized groups and gangs can aid staff in monitoring member activity or take preventive measures against illicit activities.

Investigators can:

- Identify a target’s “working group” or inner-circle based on their communication patterns. This report is a graphical linkage chart.



- Display a target’s inner circle changes over a predetermined time.
- Show communication sequences where a target calls two or more numbers in a pattern.
- Identify communication patterns—such as two or more of the same sequence—and when they occurred.
- Find a target’s chain of calls. A chain is a series of calls triggered by the previous call in the chain. This report requires imported phone calls from outside the facility.
- Identify the most-likely boss in an organization based on chain analysis. This report requires imported phone calls from outside of the facility.

Sample Inner Circle Report

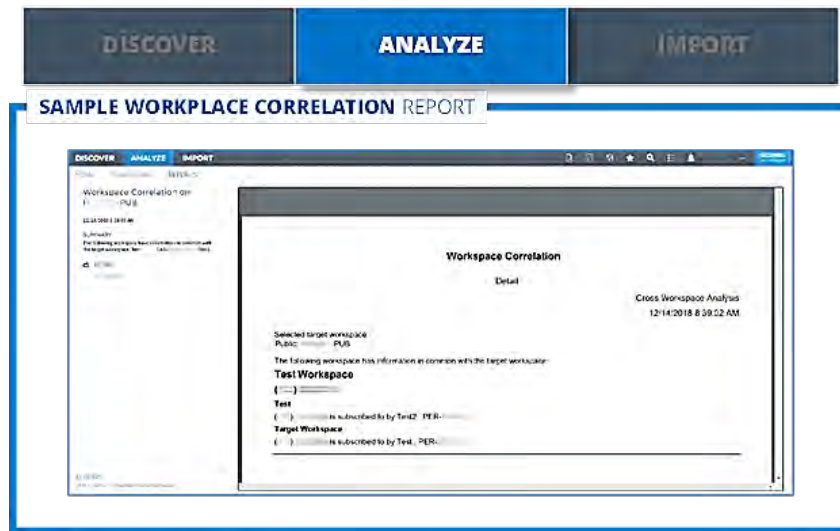
Correlation Reports

Correlation analysis identifies common contacts and phone numbers between inmates, persons, and workspaces. Through correlation reporting, investigators can identify common contacts between inmates as well as fraternization between inmates and facility staff.

Investigators can:

- Find any common communications between inmates, persons, or groups of targets.
- Identify potential three-way calls between inmates.
- Discover common phone numbers between two workspaces.

Sample Workplace Correlation Report



Time-Based/Hole Detection Reports

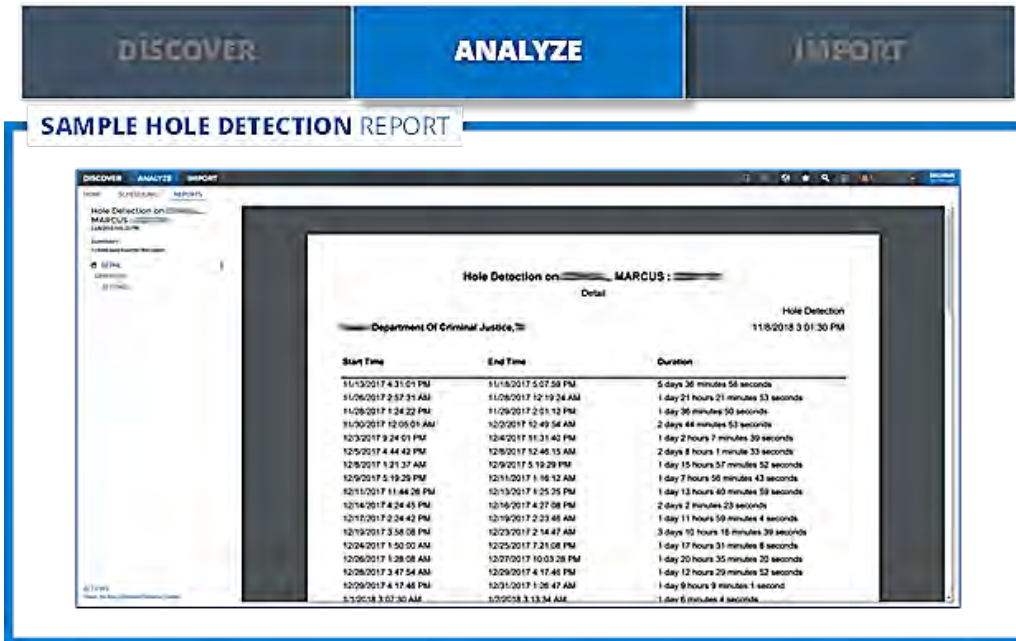
Time-based analysis provides reports based on the timing and frequency of an inmate's or other person's communications. The investigator can find out when communication is frequently taking place, then identify periods of time where communication is not taking place. These gaps in communication can indicate behavioral changes as well as cell phone usage.

Investigators can:

- Identify holes or gaps in an inmate's or person's communication activity.
- Display a set of phone numbers that a person called where communications stop with one phone number and communications start with a different phone number within a close proximity of time. This might indicate a change of phone number or an organizational shift.
- Identify if two or more phones are being used at overlapping times. If there is a significant time overlap, it could indicate that the phones are being used by different people.

- Generate a graphical timeline of any activity—such as communication, association, financial transactions, etc.—that includes a date and time.

Sample Hole Detection Report



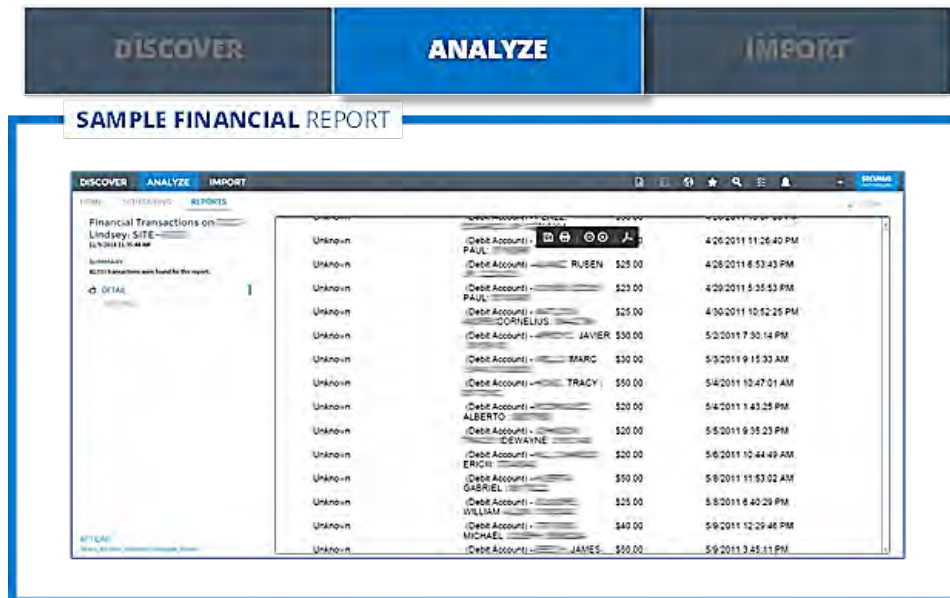
Financial Reports

Financial analysis identifies correlations between inmates and people based on the funding of an inmate's accounts.

Investigators can:

- Identify inmate financial accounts with multiple funding sources.
- Identify and list financial transactions of interest for a set of targets.

Sample Financial Report



Efficient Automated Reports

When key information is gathered, investigators must determine where all of that data will go and then take part in the time-consuming method of analysis. However, THREADS takes it one step further by allowing facilities to set up automated reports. Reports can be scheduled to take place daily, weekly, or monthly. Through this automated reporting process, users receive notifications regarding the data they use at the timeframes they select.

For facilities interested in using THREADS but requiring additional investigative resources, Securus offers Guarded Exchange to provide this service. Guarded Exchange is a fully-owned Securus subsidiary, managed by current and former law enforcement and corrections personnel. With more than 20 years of experience, Guarded Exchange has the resources to run THREADS reporting and analytics, and provide actionable intelligence to Oakland County facility members. Guarded Exchange is here to serve Oakland County by importing and filtering data to provide the investigative leads that Oakland County needs.

THREADS offers the flexibility for investigators to reference and cross-reference internal and external data on demand and all within an easy-to-use platform. From high-level facility metrics, to the import of contraband phone data, THREADS offers the most comprehensive investigative software solution in the market with a robust data analytics and reporting toolset specifically developed for the corrections industry. THREADS is 100% owned and maintained by Securus Technologies and provides updates and enhancements through regularly scheduled upgrades and deployments. THREADS continues to invest in research and

development to lead the market with the new features and functions necessary to stay current with the growing needs within your facility.

4.3	New software updates are required to ensure the Oakland County Sheriff's Office has the most current investigative tool available providing data cross referencing calls with other available data The software will be provided free of charge and Oakland County will review and approve all upgrades prior to installation.	YES	See below.
-----	---	------------	-------------------

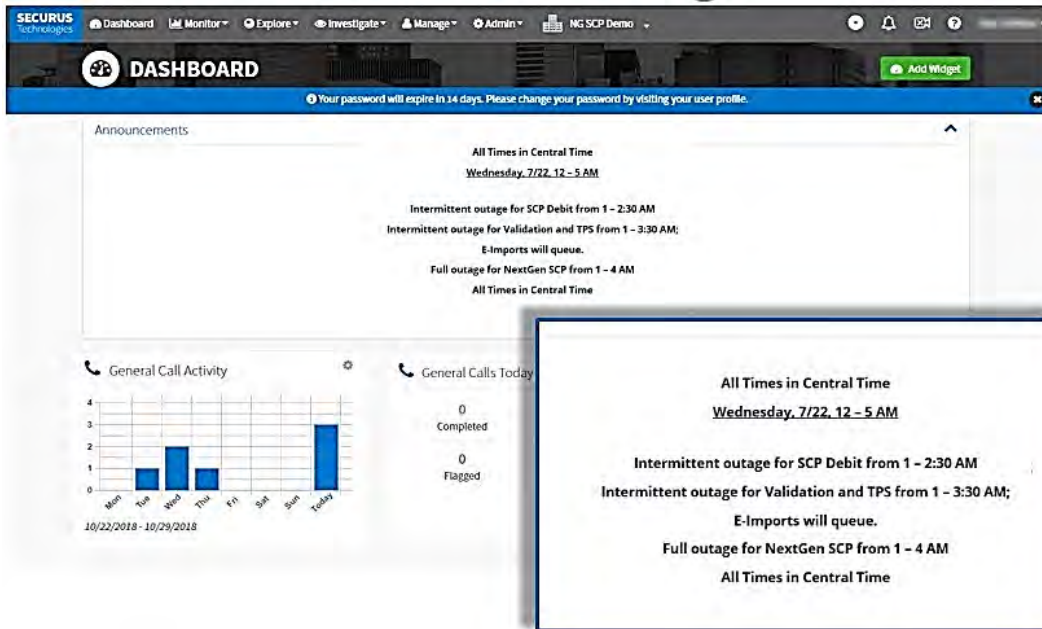
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT

Yes, 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 SCPTM. 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



4.4	The Contractor must provide voice and video analytics ability to alert investigators when certain words are used or there is evidence of a crime in a phone call or video visit. .	YES	See below.
-----	---	-----	------------

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

Yes,, The NextGen Secure Communications Platform™ (NextGen SCP™) includes the Covert Alert feature that will automatically forward a live call to an investigator at a designated phone number in listen-only mode to offer real-time monitoring of a call. Covert Alerts can be set for a to a specific phone number, from a specific inmate, or all calls from a specific terminal.

Covert Alerts are administered on the Manage Covert Alerts page. In addition, Covert Alerts for specific inmate can easily be crafted and managed from the Inmate Activity page.

CREATING A COVERT ALERT

SECURUS Technologies Dashboard Monitor Explore Investigate Manage Admin Securus Demo Site

CREATE COVERT ALERT

Cancel Save

Covert alert recipient

Enter the required information for the Covert Alert recipient/ Investigator

First and Last Name Required
Enter the first and last name

Phone Number Phone or email required Alert Location Required PIN Required Email Phone or email required

Enter the phone number Mobile Enter a PIN be Enter the email address

Covert alert settings

Active Click to activate or deactivate the Covert Alert

Hide Call Click to hide the Covert Alert from other users

Covert alert target [Manage](#)

Inmate

Click "Save"

Cancel Save

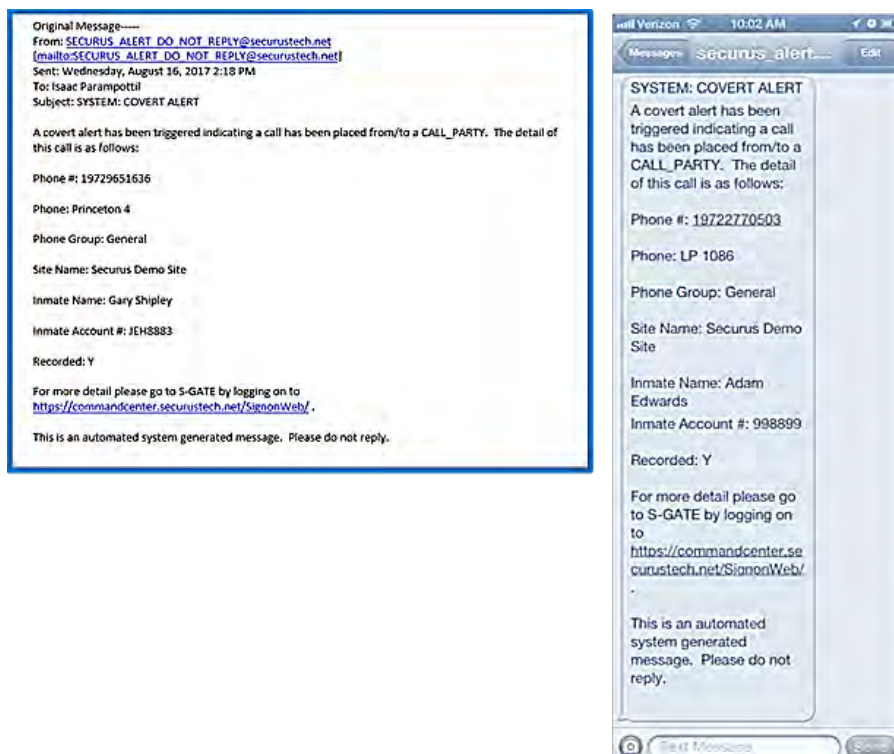
Covert Alert can bridge a call to an authorized remote number for dialed numbers, phones, or inmate PINs are under surveillance by investigators. The Covert Alert feature allows authorized personnel to monitor a call, from any location, while the call is in progress.

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

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

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

ALERT NOTIFICATION



Additional Security Feature

For extra security, Covert Alert can be configured to require a PIN to listen to the call. If activated, a customizable message will state, "This is a Covert Alert call from John Smith, an inmate at <<client Facility Name>>. To accept this Covert Alert call, please enter your investigator PIN now."

"Barge In"

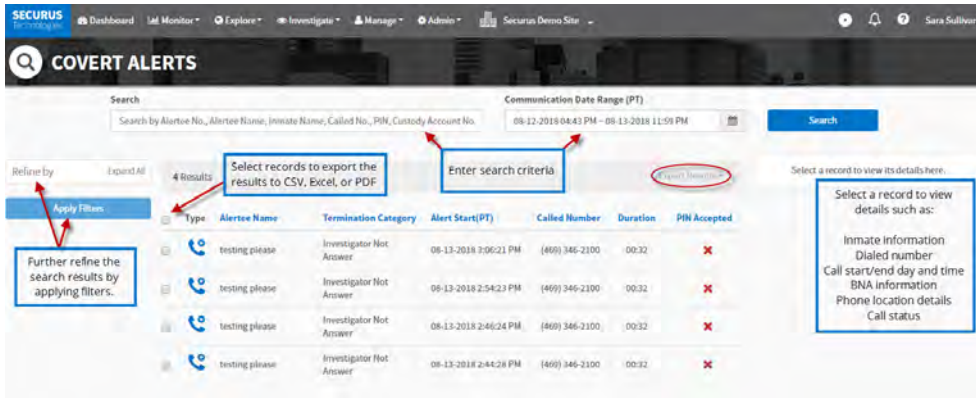
While on the Covert Alert call, the investigator can immediately terminate the call by pressing a predetermined code. Covert Alert can also be configured to allow investigators to enter a code and interrupt the call and speak to both the inmate and called party.

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

Covert Alert Call Detail Record Report

The Covert Alert Call Detail Record Report allows authorized users to search for calls that triggered a Covert Alert. The report provides comprehensive detail regarding the call.

COVERT ALERT CALL DETAIL REPORT



4.5	The Contractor must explain their Biometric analysis - voice identification features available to verify caller's identity and notification procedures if the caller is using a different caller's access.	YES	See below.
-----	---	-----	------------

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™, the Inmate Intercommunication Evaluation and Reporting System, 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

The screenshot displays the IPRO Voice Search interface. At the top, there is a navigation bar with 'INVESTIGATOR PRO' and 'VoiceSearch' logos, along with menu items like 'QuickFind', 'Advanced Search', 'Suspicious CallFinder', 'NoteManager', 'ReportMaker', and 'Manager'. The main search area includes a search box with '1370006 JOSE M COSTA', date range filters from '02/01/2018 00:00' to '04/01/2018 23:59', and a 'Search' button. To the right, a 'Saved Voice Samples' section indicates 'No saved voices available'. Below the search area, there are sections for 'Current Inmate (Jose M Costa)' and 'Previously Saved Voices (None Found)'. A 'Fast Facts' section provides summary statistics: 5 calls had this person as an inmate, 0 inmates spoke to this person when he/she was a called party, 0 calls had this person as a called party, and 1 phone number had calls with this person on them. At the bottom, a table shows 5 records with columns for 'Select', 'Voice Score', 'Play', 'Notes', 'csn', 'Off Hook Date/Time', 'ID of inmate PIN used', 'Name', 'Phone number', 'Call Type', 'Talk Secs', 'Station Name', '3-Way/Cont', and 'Susp Index'.

Select	Voice Score	Play	Notes	csn	Off Hook Date/Time	ID of inmate PIN used	Name	Phone number	Call Type	Talk Secs	Station Name	3-Way/Cont	Susp Index
<input type="checkbox"/>	85			3059302	02/15/2018 18:27:25	1370006	Jose M Costa	1-865-555-1939	AdvanceConnect	721	6A 1 LIP		25
<input type="checkbox"/>	85			3054923	02/17/2018 16:04:48	1370006	Jose M Costa	1-865-555-1939	AdvanceConnect	555	1A, 4		25
<input type="checkbox"/>	85			3089939	02/23/2018 15:20:32	1370006	Jose M Costa	1-865-555-1939	AdvanceConnect	554	1A, 3		25
<input type="checkbox"/>	85			3105736	02/26/2018 21:07:26	1370006	Jose M Costa	1-865-555-1939	ScrDebit	900	P2 1		25

Voice search results include facts about the voice and links to the relevant calls, inmates, and called phone numbers.

Identification of Likely PIN Abusers/Imposters by Name

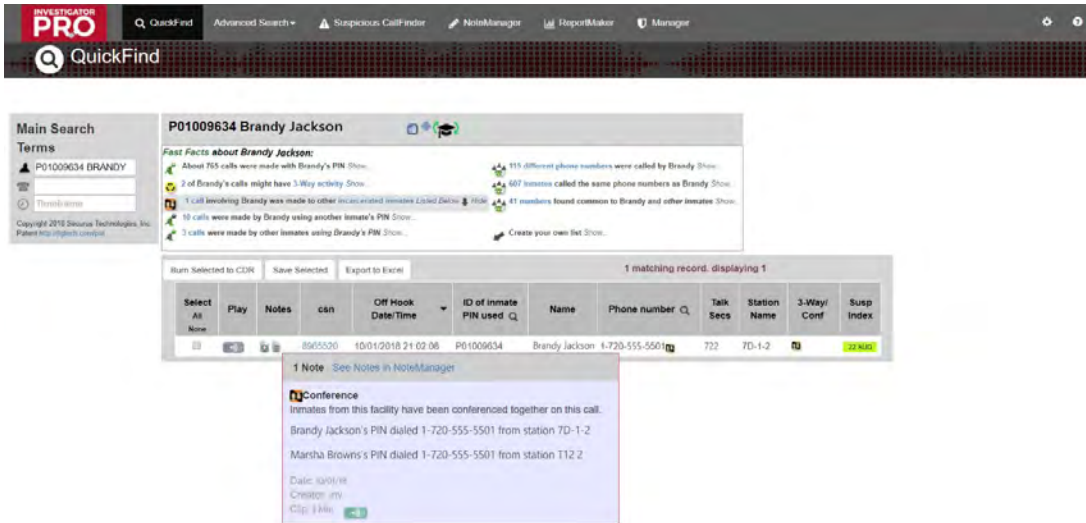
Investigator Pro flags calls that are likely cases of PIN sharing/theft. It names the likely imposters and gives the investigator tools to pursue those inmate names, calls, and voices further.

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

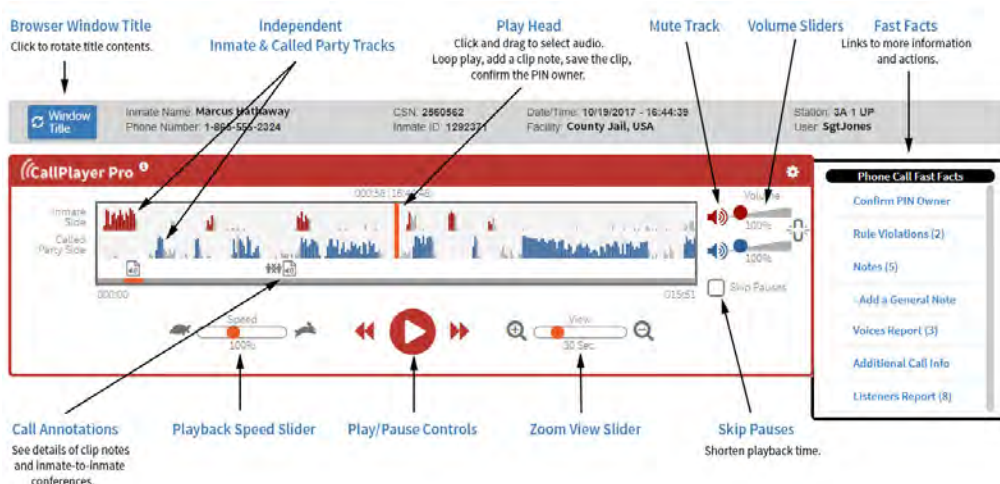


An inmate search from the home screen gives valuable information, including details about inmate-to-inmate calls.

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 are: 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

The screenshot displays the IPRO Manager interface. At the top, there is a navigation bar with options like 'QuickFind', 'Advanced Search', 'Suspicious Callfinder', 'NoteManager', 'ReportMaker', and 'Manager'. Below this, the 'Main Search Terms' section includes filters for 'Time Frame' (set to 'after 8/10/2018'), 'Case', 'Inmate', 'Officer', 'Officer Group', and 'High Interest Filter'. A central area contains various checkboxes for search criteria, such as 'Note Related', 'Listen Related', and 'Inmate List'. Two bar charts are visible: 'Calls listened to (50)' and 'QuickFind Searches (51)'. At the bottom, the 'Officer Details: User4' section provides a summary of usage statistics for a specific officer.

Section	Item	Value
Note Creation Summary	Notes written:	2
	Calls accessed with no notes:	1
	Created notes deleted:	0
	Useful notes:	0
	Notes dismissed by others:	0
Sent notes pending review:	0	
Call Access Summary	Calls listened to:	8
	Hours min of audio listened to:	0.13
	Percent of audio listened to:	86%
	Calls written to cdrom/hard drive/other:	1
Product Features Summary	Imposter calls labeled:	1
	Average listen speed:	100%
High Target Summary	High Target calls reviewed:	0
	Hours min of HT audio listened to:	0.01
	HT Calls marked 'Further Review Needed', then ignored:	0
Searches Accessed	QuickFind searches:	0
	CallFinder searches:	0
	VoiceSearch searches:	0
	NoteManager searches:	0
	SCF searches:	0
Manager graphs:	0	

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.

4.6	The Contractor must explain their Link Analysis - multiple layers of identification available to determine if callers are reaching out to people in common	YES	See below.
-----	---	-----	------------

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

Securus' THREADS application allows investigators to generate a graphical linkage chart showing known connections between two sets of selected targets. Connection types are configurable and can consist of communications, mail covers, associations, phone records, and more. Investigators can discover possible links among any target or set of targets using data automatically imported from the NextGen Secure Communications Platform™ and/or any other set of records imported for a specified target. Investigators can also specify the number of levels identified, which limits the number of connections between selected targets.

The THREADS application does not limit the number of data sources or types that may be incorporated; THREADS supports the import and link analysis of call detail records, offender demographic data, visitation data, offender banking data, and security threat group information. THREADS provides easy-to-use importers that allow the user to set up templates to import similarly formatted files quickly.

The THREADS application allows users to share any of their table analysis and linkage diagrams with other authorized users. For the linkage diagrams, the shared format will allow the shared user to work with the diagram without rebuilding or duplicating efforts.

The THREADS technology provides linkage analysis that identifies all known connections between any target, whether that target is an inmate or not. The system generates a graphical linkage chart showing the known connections to a selected set of targets. Connection types are user-configurable and can consist of communications, financials, associations, suspicious activity, events, cell phone forensics, phone book records, and more.

THREADS ENTITY LINKAGE



4.7	The Contractor must describe their Reverse Number Lookup capability and how facility will know (immediately) who the caller is contacting	YES	See below.
-----	--	------------	-------------------

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

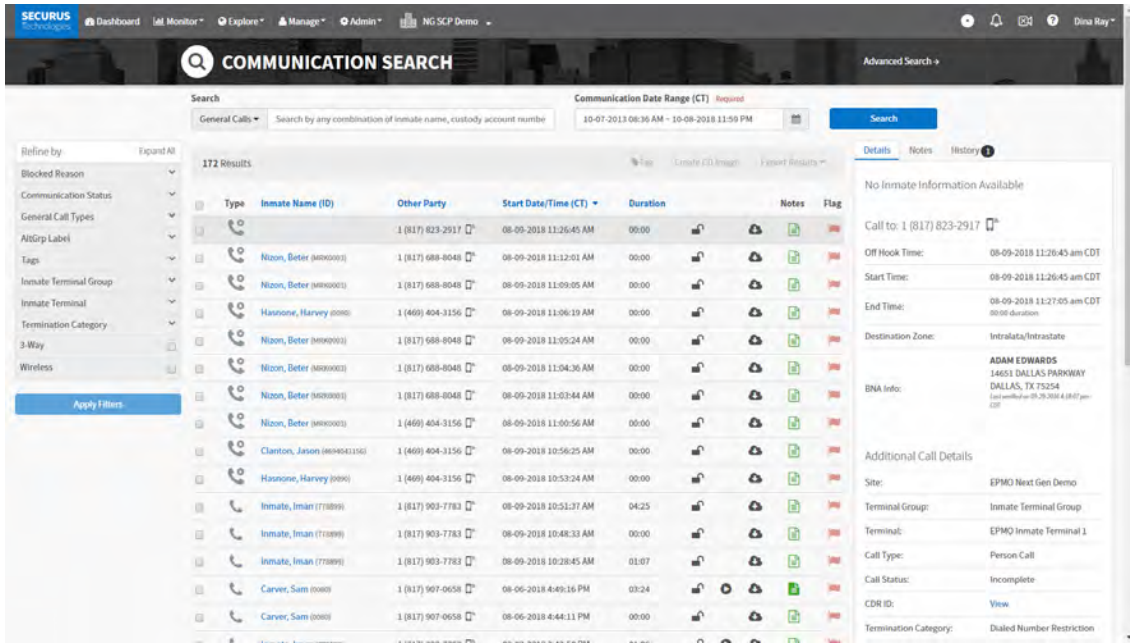
The NextGen Secure Communications Platform™ (NextGen SCP™) reverse lookup feature identifies the billing name and address (BNA) of a dialed phone number captured in a communication detail record (CDR). The system automatically shows this information, if known, in the Details panel. This search process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

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

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

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

DEDICATED BNA SEARCH SCREEN



Reverse Lookup and Personal Allowed Numbers (PAN)

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

4.8	The Contractor must fully describe their Keyword search functionality using phonetic indexing and search capabilities. Explain what languages other than English are supported.	YES	See below.
-----	--	-----	------------

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

Securus Word Alert is a powerful speech-to-text transcription and keyword search tool for corrections agency investigators. It automatically transcribes all telephone calls and SVC video sessions 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.

Word Alert helps investigators quickly zero in on the calls and sessions 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 or session. They can quickly get an English translation of a non-English transcript. 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.

Word Alert 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.

Word Alert Advantages

Word Alert provides these advantages for the agency and its investigators:

- A transcript of each telephone call and video session 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 audio or video player while the call or session plays. Search term matches are highlighted in the transcript. A button click jumps to the next or previous match in the transcript, moving the 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 and sessions.

- Automated scans constantly search new calls and sessions for target words and phrases and send alerts to investigators when matches occur.
- Snippets of matches in transcripts appear when the investigator's mouse hovers over a list of calls and sessions. Mouse clicks jump to those locations in the player and transcript.
- Integrated audio and video players can control playback speed and volume.
- Search results can be exported to downloadable reports.
- Analytics include search term category frequency graphs and totals.
- Word Alert's intelligent, behind-the-scenes analysis uncovers trending topics of conversation on calls and sessions in the facility. This can reveal illicit activity before investigators realize it exists.

* The supported languages for transcription, and for translation to English, are Bengali, English, French, Italian, Korean, Mandarin Chinese, Polish, Portuguese, Russian, Spanish, and Vietnamese.

Word Alert Capabilities

Word Alert capabilities include the following features:

- Automatic speech-to-text telephone call and SVC video session transcription
- Rapid translation to English
- Transcript aligned with the audio and video player
- Dictionary of search terms
- Interactive searches of past calls and video sessions
- Automated searches of new calls and video sessions with user alerts
- Search results with snippets and highlighted matches
- Integrated audio and video players
- Reports
- Analytics

Automatic Speech-to-Text Telephone Call and SVC Video Session Transcription

Telephone calls and SVC video sessions are automatically transcribed to text within minutes after they end. There is no need to select any for transcription. Each text transcript is in the language the inmate used when starting the call or session. Transcripts are stored in accordance with the agency's call and video session retention policies.

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 Audio and Video Player

A transcript can be viewed alone or aligned with Word Alert's audio or video player. Any search term matches are highlighted in the transcript. The investigator can jump to a section of interest in either the 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 player will move to that location.

Dictionary of Search Terms

Word Alert 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 and Video Sessions

Word Alert makes it easy to do one-time, interactive searches of past calls and video sessions using a date range and words, phrases, and categories of terms in any language. The search can be narrowed by the inmate's name or ID and communication type, i.e., telephone calls and/or video sessions. Results are displayed as a list of calls and sessions, each with clickable icons to show the transcript alone or with the player.

Automated Searches of New Calls and Video Sessions with User Alerts

Word Alert lets investigators set up automated scans that continuously monitor new call and video session transcripts as they come into the system. An alert is sent each time a search term match occurs in a call or session. The investigator configures an automated scan 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 triggered so far by the scan. They can review the calls and sessions that triggered the alerts and can also stop the scan at any time interactively.

Search Results with Snippets and Highlighted Matches

Calls and video sessions with matching search terms are each listed with their communication record information: name of the inmate, dialed telephone number, communication start date and time, and communication duration. Each record also shows a player icon and a transcript icon. Hovering over the transcript icon brings up one or more snippets from the transcript. The snippets show the search term matches in the transcript. The investigator can quickly decide whether to bypass that call or session 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 player. The matching search terms are highlighted in the transcript.

Integrated Audio and Video Players

The integrated audio and video players have user controls to regulate playback speed and volume. The audio player also allows the investigator to mute either side of the communication independently. In both players, the transcript and player are aligned when they are displayed together. The investigator can play any portion of the call or session 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 and video sessions that had matches, with communication record information for each one.

Analytics

Intelligent analytics reveal what people in the facility are talking about on telephone calls and video sessions without investigators having to do searches. In Analytics, the Keyword Categories screen shows how many times, and on which calendar days, words in each of the dictionary's categories occurred. The Top Keyword Trends screen shows additional words that Word Alert discovered on its own that are occurring in calls and sessions more often now than in the recent past. This trend information can uncover problems in the facility before investigators suspect they exist.

4.9	The Contractor must explain how an officer can check calls outside of the office, at any time day or night, take notes and mark the call as read so the call is not still flagged as “new” if someone else listens	YES	See below.
-----	---	-----	------------

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

The NextGen Secure Communications Platform™ (NextGen SCP™) allows authorized users to add notes and tracking numbers to communication detail records associated with recordings. This feature is accessed via the notepad icon in the communication detail record and allows authorized users to add notes—such as a tracking number, gang affiliation, duration into the call, and any other notes associated with the call—to an inmate communication. This feature also allows authorized users to either keep the note private to their investigation or to share the note with other users. From the Notes tab on the communication detail record, users may also view previous public notes associated with the communication.

ADDING A NOTE TO A COMMUNICATION DETAIL RECORD

The screenshot shows the SECURUS Technologies interface. At the top, there is a navigation bar with options like Dashboard, Monitor, Explore, Investigate, Manage, Admin, and Marketing Next Gen Demo Site. Below this is a 'COMMUNICATION SEARCH' header with a search bar and a date range filter. The search results table has columns for Type, Inmate Name (ID), Other Party, Start Date/Time (PT), Duration, Notes, and Flag. Two records are shown: one for Nizon, Beter (MR00003) and one for Carver, Sam (0080). A blue box highlights the 'Add Note' icon in the 'Notes' column of the second record, with an arrow pointing to a callout box that says 'Select the communication record.' Below the table, the 'ADD NOTE' pop-up window is shown. It has fields for Tracking #, First Name (Sara), Last Name (Sullivan), and Share with (a dropdown menu). A callout box points to the 'Share with' dropdown with the text 'Select the audience'. Another callout box points to the 'Notes' field with the text 'Enter the information in the "Add Note" pop-up window.' A third callout box points to the 'Add Note' button with the text 'Click "Add Note" to add a note to the selected'.

Authorized Oakland County users can search for notes through the Advanced Search function. This feature allows searches on the CDR tracker number, note type (no notes, my private notes, or shared notes), or keywords—such as a gang affiliation—within the CDR tracker notes. As with every report in the NextGen SCP user interface, the search results are exportable to Excel, PDF, or CSV.

5.0 Reporting

5.1 Include examples of standard Inmate Phone System reports, i.e. gross revenue, call detail, operational, customized management, and fraud detection reports. Describe the process for customizing reports and for requesting specialized reporting. Include copies of each record in your response. Indicate the frequency (weekly, monthly, etc.) and method used (on-line, remotely, etc.) to generate these reports.

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

NextGen SCP™ has a report writer that provides investigative information based on the communication detail records. This sophisticated reporting tool provides a reporting interface into all communication activities.

Reports can be generated online and exported in the following formats:

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

Users can search and analyze details on all communication events through NextGen SCP. These details include date, time, duration, telephone number, origination, destination, inmate ID, termination reason, and more. NextGen SCP retains details on all communication attempts. Users can customize the standard reports by varying search criteria, such as date range, facility, or call length.

NextGen SCP provides standard reports with parameter fields that allow the user to define the information content of each report based on the following criteria options:

- Date range
- Inmate identifier, such as ID, PIN, and first or last name
- Communication type (calls and video)
- Communication status (complete or incomplete)
- Destination number (partial or full number entry)
- Call type
- Three-way or Remote Call Forwarding detected, watched status, wireless indicator, or Continuous Voice Identification
- Visitor and visit type (SVV)
- Visitor contact number
- Visitor identifier, such as first or last name, email, and visitor ID
- Per phone/terminal, per location, and per offender
- Number restriction and/or status assignment
- Broad search with no data entry
- Suspected fraudulent call activity
- Prepaid account number
- Destination zone (local, interLATA, interstate, intraLATA, international)

Sample Communication Detail Results Screen

SECURUS Dashboard | Call Monitor | Explore | Insights | Reports | Admin | NGSCP Demo

ADVANCED SEARCH Dynamic Search

Communication Date Range: 10-01-2018 08:14 PM - 11-01-2018

Blue column titles allow you to sort the records in the results grid.

Options to further refine the search results

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

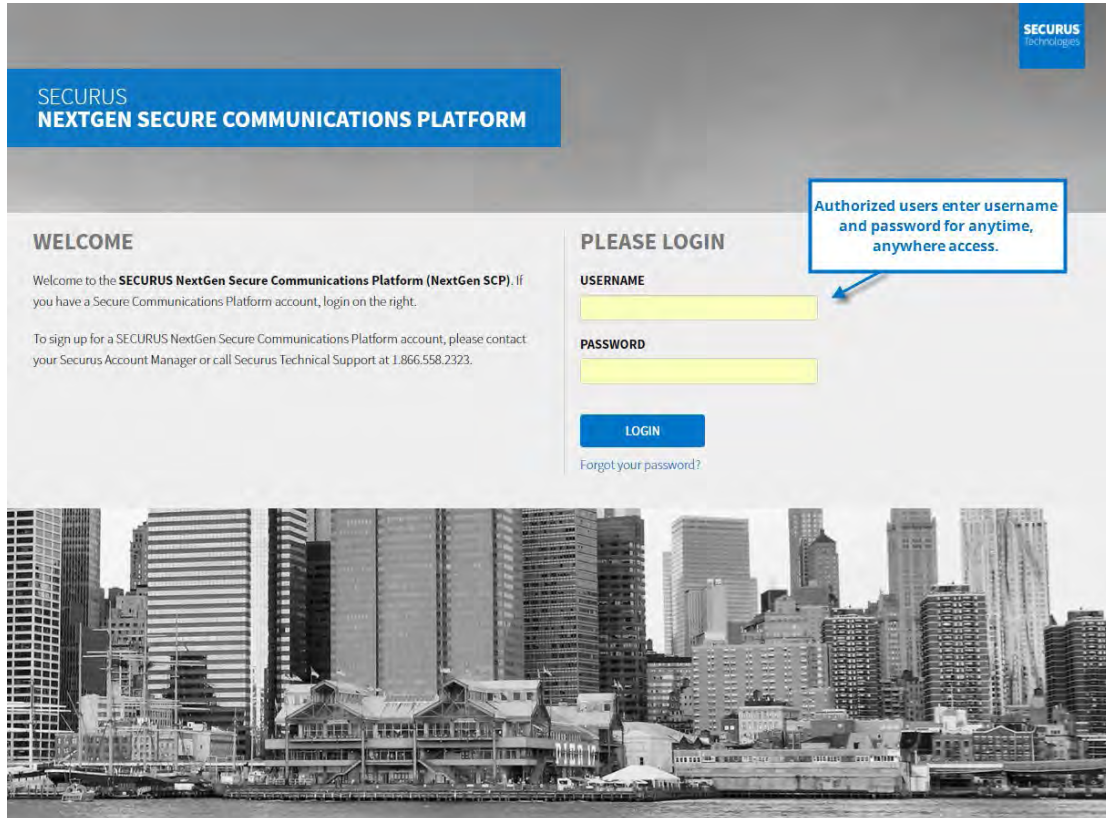
Communication details, with options to add notes or view the activity history associated with this communication record.

Type	Isolate Name (ID)	Other Party	Start Date/Time (PT)	Duration	Notes	Flag
SMISD, HAPTY	108171		10-18-2018 1:14:21 PM	00:00		
SMISD, HAPTY	119721		10-18-2018 1:11:26 PM	00:00		
SMISD, HAPTY	119721		10-18-2018 1:14:42 PM	00:00		
SMISD, HAPTY	108171		10-18-2018 1:06:47 PM	00:00		
SMISD, HAPTY	108171		10-18-2018 1:08:07 PM	00:00		
SMISD, HAPTY	108171		10-18-2018 1:03:29 PM	00:00		
SMISD, HAPTY						
SMISD, HAPTY						
SMISD, HAPTY						
SMISD, HAPTY						
SMISD, HAPTY						

Additional Call Details

- Site: 1790 West Gen Drive
- Terminal Group: Main
- Terminal: LP 8
- Call Type: Person Call
- Call Status: Incomplete
- Call ID: View
- Termination Category: Chained Number Disconnect
- Blocked Reason: CTS Block
- Language: English
- Careg Affiliation: Crpa
- Baseball Division Placed: Outback
- Band extension: Humana

NextGen Secure Communication Platform™ User Interface



Sample Reports

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

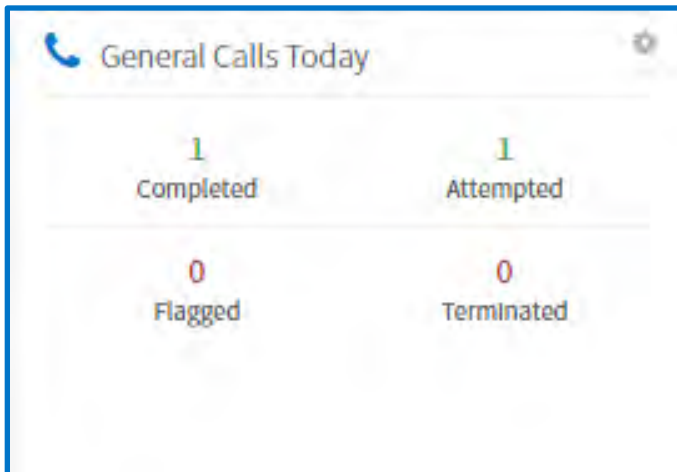
Widgets

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.

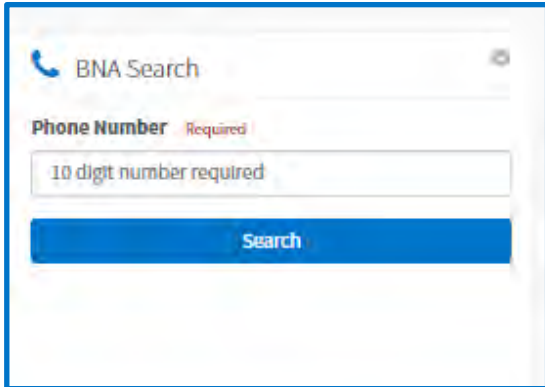
General Call Activity — Provides counts of call activity within the facility for a rolling seven-day period. Hover over a column to see the counts.



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.



BNA Search

Phone Number Required

10 digit number required

Search

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.

A screenshot of the "PAN Frequency Detail" search form. It features a "Country Code" dropdown menu with "1 - United States/Canada/Caribbean" selected. Below it is a "Phone Number" text input field containing "diald number required". A blue "Search" button is positioned at the bottom of the form.

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.

A screenshot of the "PAN Frequency" search form. It features a "Threshold" text input field containing the number "1". A blue "Search" button is positioned below the input field.

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.

The screenshot shows the SECURUS Communication Search interface. At the top, there is a navigation bar with the SECURUS logo and various menu items like Dashboard, Monitor, Explore, Investigate, Manage, and Admin. The main header is 'COMMUNICATION SEARCH' with a 'Switch to an Advanced Search' button. Below the header, there is a search input field with a dropdown menu for '2 Search Types' and a placeholder text 'Search by any combination of inmate name, custody account numl'. To the right of the search input is a 'Communication Date Range (PT) Required' field with a date range '10-28-2018 02:40 PM - 10-29-2018 11:59 PM' and a 'Search' button. Below the search input, there is a section for 'Search by inmate name, custody account number, PIN, dialed number and/or terminal.' This section contains a table for 'Basic Search Functions' and a list for 'Phone Number Formats'. To the right of the search input, there is a 'Search by popular tags' section with a 'Public' button and a list of tags including 'James Weldon', 'Fun Times One', 'TWH', 'Jolene Burns', 'JB10042018', 'Rob Widner', 'JBCS100418', 'DLM', and 'Cecilia Truong'. There are three callout boxes: 'Switch to an Advanced Search' (pointing to the top right button), 'Dynamic Search options' (pointing to the popular tags section), and 'Helpful tips to maximize your search' (pointing to the search functions and phone number formats sections).

Function	Format	Instruction
OR	This That	To find items that might use one of several words, use a space between.
Wildcard	Th*	Add an asterisk as a placeholder for any unknown or wildcard terms.

Phone Number Formats

- (123) 456-7890
- 123-456-7890
- 1234567890
- 123 456 7890
- (123)456-7890

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.

SAMPLE COMMUNICATION DETAIL RESULTS SCREEN

The screenshot displays the SECURUS Advanced Search interface. At the top, there is a navigation bar with options like Dashboard, Monitor, Explore, Investigate, Manage, Admin, and MGSOP Demo. Below this is the 'ADVANCED SEARCH' header with a 'Dynamic Search' button. The main area shows search results for a date range of 10-01-2018 04:24 PM to 11-01-2018. A table lists 9 results with columns for Type, Inmate Name (ID), Other Party, Start Date/Time (PT), Duration, Notes, and Flag. A call log for 'SMURF, HAPPY (88898)' is shown with a duration of 00:00. A detailed view on the right shows call information for 'SMURF, HAPPY' including custody account, PIN, call start and end times, destination zone, and BNA info. The interface includes various filters on the left and action buttons like 'Apply Filters', 'Tag', 'Create CD Image', and 'Export Results'.

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

Options to further refine the search results

Communication details, with options to add notes or view the activity history associated with this communication record.

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.

THREE-WAY CALL REPORT

The screenshot displays the SECURUS Advanced Search interface. At the top, there is a navigation bar with options like Dashboard, Monitor, Explore, Investigate, Manage, and Admin. Below this is the 'ADVANCED SEARCH' header with a 'Dynamic Search' indicator. The main search area shows 'Communication Date Range (PT)' from 10-01-2018 04:46 PM to 11-01-2018 11:59 PM, 'Advanced Search Criteria' as Common: 0, and 'Call: 1'. There are buttons for 'Edit Search' and 'New Search'.

On the left, a 'Refine by' sidebar includes filters for General Call Types, Inmate Terminal Group, Inmate Terminal, Termination Category, and Wireless. An 'Apply Filters' button is at the bottom of this sidebar. A callout box points to this button with the text: "Further refine the search results, if needed."

The main results area shows '5 Results' in a table with columns: Type, Inmate Name (ID), Other Party, Start Date/Time (PT), Duration, Notes, and Flag. The table lists five calls, with the last one being a three-way call by SHETTY, SHRUTHA (2008) to 1 (469) on 10-02-2018 at 12:07:19 PM, with a duration of 01:13. A callout box points to the 'Flag' column of this row with the text: "Identifies calls flagged for three-way calling."

On the right, a 'Details' panel for the selected call shows information for SHETTY, SHRUTHA, including Custody Account (2008), PIN (2008), and Start/End Times. It also lists 'Additional Call Details' such as Site (Securus Demo Site), Terminal Group (General), and Call Type (Debit). A 'Flagged for:' field indicates '3-way calling'. At the bottom, there is a 'Tags' section with a 'Private' checkbox and an 'Add' button.

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

The screenshot shows the SECURUS PAN Frequency and Details report interface. The top navigation bar includes 'SECURUS technologies', 'Dashboard', 'Monitor', 'Explore', 'Investigate', 'Manage', 'Admin', and 'NG SCP Demo'. The main header is 'PAN FREQUENCY AND DETAILS'. Below the header, there are search filters: 'Threshold' (set to 2), 'Country Code' (set to '1 - United States/Canada/Caribbean'), and 'Dialed Number' (empty). A 'Search' button is present. The results section shows '10 Results' in a table with columns for 'Dialed Number' and 'Frequency'. A 'Details' sidebar is open on the right, showing 'BNA Info', 'Per Site Frequency', and a table of site frequencies.

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.

Dialed Number	Frequency
1 (469)	3
1 (555)	3
1 (214)	2
1 (617)	2
1 (214)	2
1 (469)	2
1 (972)	2
1 (201)	2
1 (214)	2
1 (860)	2

Site	Frequency
EPMO Next Gen Demo	2
Marketing Next Gen Demo Site	1

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.

INMATE ACTIVITY PAGE

The screenshot displays the 'INMATE ACTIVITY PAGE' for 'HARVEY SMITH'. The interface includes a navigation bar with 'SECURUS' and various menu items like 'Dashboard', 'Monitor', 'Explore', 'Investigate', 'Manage', and 'Admin'. The main content area is divided into several sections:

- Inmate Profile:** Located on the left, it shows a profile picture and a 'View Profile' button. Below the picture are fields for 'Custody Account: 989898', 'PIN: 989898', 'Housing Unit: Inmate Housing Unit', and 'Terminal Group: Inmate Terminal Group'. Under 'TX Drivers License', it lists 'PAN: 5 active entries' and 'PVL: 2 active entries'. A callout box points to these fields with the text: 'Options to view the inmate profile, PAN, and PVL entries'.
- Inmate Activity Log:** The central section shows a list of activities for 'October 2018'. Each entry includes a date and time, duration, and a 'View full details' link. Callouts point to these links with the text: 'View full details on each visit or call.'.
- Call Usage:** A donut chart titled 'Call usage (Last 30 days)' shows usage distribution. A callout box points to it with the text: 'View call usage or Covert Alerts associated with the inmate's communication activities.'.
- Covert Alerts:** A section showing '3 active covert alerts' with a 'View or add notes' callout box.
- Notes:** A section with an 'Add Note' button and a list of existing notes. A callout box points to this section with the text: 'View or add notes.'

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.

SAMPLE COVERT ALERT REPORT

Options to search for Covert Alerts by alertee number or name, inmate name, called number, PIN, or custody account number, and/or by communication date range.

Further refine search results through filtering.

Click an entry on the results grid to view details

Type	Alertee Name	Termination Category	Alert Start(PT)	Called Number	Duration	PIN Accepted
☑	Sgt. Pepper	No Investigator Acceptance	09-07-2018 12:05:54 PM	(817) [REDACTED]	00:18	✗
☑	Officer Friendly	Investigator Not Answer	09-07-2018 12:05:54 PM	(817) [REDACTED]	00:32	✗
☑	Harry Potter	No Investigator Acceptance	09-07-2018 12:05:54 PM	(817) [REDACTED]	00:18	✗
☑	Sgt. Pepper	Investigator Not Answer				
☑	Officer Friendly	Investigator Not Answer				
☑	Harry Potter	No Investigator Acceptance	08-27-2018 2:36:49 PM	(972) [REDACTED]	00:17	✗
☑	Officer Crandell	Investigator Not Answer	08-22-2018 1:29:28 PM	(214) [REDACTED]	00:32	✗
☑	Officer Crandell	No Investigator Acceptance	08-22-2018 1:13:04 PM	(214) [REDACTED]	00:47	✗
☑	Tom Hoffman	No Investigator Acceptance	08-22-2018 1:13:04 PM	(214) [REDACTED]	00:31	✗
☑	Tom Hoffman	Investigator Not Answer	08-22-2018 12:54:59 PM	(214) [REDACTED]	00:32	✗
☑	Tom Hoffman	Investigator Not Answer	08-22-2018 12:52:59 PM	(214) [REDACTED]	00:32	✗
☑	Sgt. Pepper	Investigator Not Answer	08-22-2018 10:18:59 AM	(817) [REDACTED]	00:32	✗
☑	Harry Potter	No Investigator Acceptance	08-22-2018 10:18:59 AM	(817) [REDACTED]	00:16	✗
☑	Harry Potter	No Investigator Acceptance	08-22-2018 10:02:58 AM	(817) [REDACTED]	00:16	✗
☑	Sgt. Pepper	Investigator Not Answer	08-22-2018 10:02:58 AM	(817) [REDACTED]	00:32	✗

Alert Details
 Phone: (469) [REDACTED]

Inmate Details
 Sam Carver
 Custody Account: 0080
 PIN: 0080

Call Details
 Phone: (817) [REDACTED]
 Start Time: 09-07-2018 12:05:54 pm PDT
 End Time: 09-07-2018 12:06:12 pm PDT
 BNA Info: Information not yet available
 Site: Marketing Next Gen Demo Site
 Terminal Group: Pod B
 Terminal: Wintel 81
 Call Status: Complete

[View full call details →](#)

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.

PERSONAL ALLOWED NUMBER (PAN) REPORT

The screenshot displays the SECURUS PAN SEARCH interface. At the top, there is a navigation bar with options like Dashboard, Monitor, Manage, and Admin. Below this is a search bar with a dropdown menu set to 'All Selected' and a search button. A callout box points to the 'Manage' dropdown, stating 'Select Manage > Inmate PAN to view all PANs'. The main area shows a table of 145 results with columns for Inmate Name, Phone Number, Status, Verified, Speed Dial, Private, and Last Modified (PT). A callout box points to the 'Apply Filters' button on the left, stating 'Further refine the results through filtering.' Another callout box points to a row in the table, stating 'Click on an entry in the results grid to view the details of that inmate's PAN list.' On the right side, there is a 'Details' panel for the selected inmate, Matted Newman, showing fields like Inmate Name, Custody ID, PIN, Site, and Entry Details.

Inmate Name	Phone Number	Status	Verified	Speed Dial	Private	Last Modified (PT)
Matted Newman	1 (201)	Active	Not Verified			09-07-2018 11:47:16 AM
David McTier	1 (201)	Active	Verified			10-01-2018 1:06:05 PM
Inman Inmate	1 (201)	Active	Verified			09-18-2018 12:04:37 PM
Holly Wood	1 (210)	Active	Verified			10-18-2018 12:02:50 PM
Sam lam	1 (213)	Active	Verified			10-18-2018 12:21:03 PM
Mike Jones	1 (214)	Active	Verified			10-18-2018 12:35:50 PM
Mike Jones	1 (214)	Active	Verified			10-18-2018 12:41:52 PM
OLD SARGE	1 (214)	Active	Verified			08-21-2018 11:44:21 AM
Jim Paul	1 (214)	Active	Verified			10-04-2018 12:22:24 PM
Holly Wood	1 (214)	Active	Verified		✓	10-04-2018 12:20:51 PM
William Bligh	1 (214)	Active	Verified			08-21-2018 11:36:29 AM
Chester Cheeta	1 (214)	Active	Verified			08-21-2018 11:44:53 AM
Jimmy Jones	1 (214)	Active	Not Verified			08-22-2018 7:09:06 AM
Attila Hun	1 (214)	Active	Not Verified			08-22-2018 9:18:27 AM
Joseph Stalin	1 (214)	Active	Not Verified			08-21-2018 1:38:11 PM
OLD SARGE	1 (214)	Active	Not Verified			08-21-2018 11:11:27 AM
Lisa Lifer	1 (214)	Active	Verified			08-21-2018 1:42:30 PM
Gaboy Dean	1 (214)	Active	Verified			08-21-2018 1:45:45 PM
Logan Wolverine	1 (214)	Active	Not Verified			08-22-2018 7:09:20 AM
Cliff Salts	1 (214)	Active	Verified			08-22-2018 7:30:23 PM
Ernest Tubbs	1 (214)	Active	Verified			10-04-2018 11:27:04 AM
MO Mc LN	1 (214)	Active	Not Verified			08-21-2018 11:12:52 AM
Harvey Smith	1 (214)	Active	Verified			08-22-2018 11:55:13 AM
Jenny Jackson	1 (214)	Active	Verified			08-21-2018 1:33:13 PM
Sam Carver	1 (214)	Inactive	Verified			08-20-2018 7:03:39 AM

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

INMATE DEBIT TRANSACTIONS

Inmate Info

First Name: Last Name:

Custody Account: PIN:

Transaction Info

Date Range: User:

User Comments: Description:

Transaction Type: Exclude Automated Process

[Search Debit Transactions](#)

Site	Account # / RN	Inmate First/Last	Type	Amount	Date/Time	User (in Central Time)	Reference #	Description	Comment
Source: Maricopa County, AZ	0003 / 000	INMATE ALDHANAB	Credit	\$5.00	08/29/2018 01:21:03		02010202/1210000	Site Inmate	Credit
TOTALS									
		Action Type	Quantity	Amount					
		Payment 0		\$0.00					
		Credit 1		\$5.00					
		DEBIT 0		\$0.00					
			1	\$5.00					

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

SECURUS Technologies | Dashboard | IM Monitor | Explore | Investigate | Manage | Admin | Securus Marketing Demo, TX

INMATE DEBIT BALANCE

Inmate Info

First Name
First name

Last Name
ALDHANAB

Custody Account
Custody account number

PIN
PIN

Status
All

Debit Balance (\$)
Search Range

Search Debit Balance

Number	PIN	Custody Account	Status	SCP Debit Balance
0000			Active	\$93.41

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.

SAMPLE INFORMANT LINE REPORT

The screenshot displays the SECURUS Technologies Advanced Search interface. At the top, there is a navigation bar with options like Dashboard, Monitor, Explore, Investigate, Manage, Admin, and Securus Demo Site. Below this is the 'ADVANCED SEARCH' header with a 'Dynamic Search' indicator. The main content area shows search criteria: 'Communication Date Range (PT)' from 05-01-2018 03:01 PM to 11-02-2018 11:59 PM, 'Advanced Search Criteria' as Common: 1, and 'Call: 3'. There are buttons for 'Edit Search' and 'New Search'.

On the left, a 'Refine by' sidebar allows filtering by 'Communication Status', 'Inmate Terminal', 'Termination Category', and 'Wireless'. An 'Apply Filters' button is present. A callout box points to this sidebar with the text: 'Further refine search results through filtering.'

The main results area shows '10 Results' in a table with columns: Type, Inmate Name (ID), Other Party, Start Date/Time (PT), Duration, Notes, and Flag. The table lists several entries, including calls to 'Shipley, (JEH8883)'. A callout box points to one of the entries with the text: 'Click an entry on the results grid to view details'.

On the right, a 'Details' panel provides information for the selected call. It includes fields for 'Custody Account: JEH8883', 'PIN: 8883', 'Record expired: 10-07-2018', 'Call to: 1 (972)', 'Off Hook Time: 09-07-2018 1:52:02 pm PDT', 'Start Time: 09-07-2018 1:53:05 pm PDT', 'End Time: 09-07-2018 1:55:43 pm PDT (02:38 duration)', 'Destination Zone: Local', 'BNA Info: information not yet available', and 'Additional Call Details' such as 'Site: Securus Demo Site', 'Terminal Group: General', 'Terminal: LP 1', 'Call Type: Informant Line Call', 'Call Status: Complete', 'CDR Id: View', 'Termination Category: Called party hangup', and 'Language: English'. There is also a 'Tags' section with a 'Private' checkbox and an 'Add' button.

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

Additional options to search by first/last name, username, and description of the action taken; date range search is also available

Select a product to search from the drop-down, if needed.

Search by User First Name, User Last Name, Username and Description

Log Date Range (PT) Required: 10-04-2018 12:00 AM - 11-02-2018 11:59 PM

Search by user first name, user last name and username.

Function	Format	Instruction
OR	This That	To find items that might use one of several words, use a space between.
Phrase	"This exactly"	To include items with the same words in the same order, use quotes.
Wildcard	Th*	Add an asterisk as a placeholder for any unknown or wildcard terms.

SAMPLE COMPREHENSIVE SYSTEM LOG REPORT

Search: Product Search by User First Name, User Last Name, Username and Description

Log Date Range (PT) Required: 10-04-2018 12:00 AM - 11-02-2018 11:59 PM

8686 Results

Product	Log Type	Log Type Description	By User	Date/Time (PT)
NGSCP	Searches	System Logs Searched - Dynamic		11-02-2018 3:20:55 PM
NGSCP	Webpage Visits	Explore > System Logs		11-02-2018 3:20:55 PM
NGSCP	Webpage Visits	Explore > System Logs		11-02-2018 3:12:39 PM
SITS, SVV	Searches	CDRs Searched		11-02-2018 3:12:39 PM
SITS, SVV	Webpage Visits	Explore > Communication Records		11-02-2018 3:12:26 PM
SITS, SVV	Searches	CDRs Searched - Advanced		11-02-2018 3:14:15 PM
SITS, SVV	Searches	CDRs Searched - Advanced		11-02-2018 3:12:39 PM
SITS, SVV	Webpage Visits	Explore > Communication Records		11-02-2018 3:12:39 PM
SITS, SVV	Webpage Visits	Explore > Communication Records		11-02-2018 3:12:26 PM
SITS, SVV	Searches	CDRs Searched		11-02-2018 3:12:22 PM
SITS, SVV	Webpage Visits	Explore > Communication Records		11-02-2018 3:12:21 PM
SITS, SVV	Searches	CDRs Searched - Advanced		11-02-2018 3:12:20 PM
SITS, SVV	Webpage Visits	Explore > Communication Records		11-02-2018 2:58:47 PM
SITS, SVV	Webpage Visits	Explore > Communication Records		11-02-2018 2:58:45 PM
SITS, SVV	Searches	CDRs Searched		11-02-2018 2:57:36 PM
SITS, SVV	Searches	CDRs Searched		11-02-2018 2:57:22 PM
SITS, SVV	Webpage Visits	Explore > Communication Records		11-02-2018 2:57:22 PM
SITS, SVV	Webpage Visits	Explore > Communication Records		11-02-2018 2:57:07 PM
SITS, SVV	Searches	CDRs Searched - Advanced		11-02-2018 2:56:40 PM
SITS, SVV	Searches	CDRs Searched - Advanced		11-02-2018 2:56:40 PM
SITS, SVV	Searches	CDRs Searched - Advanced		11-02-2018 2:56:24 PM

Click an entry on the results grid to view details

Further refine search results through filtering.

Details:

User: [redacted]
 Username: [redacted]
 Log Date/Time: 11-02-2018 3:20:55 pm PDT
 IP Address: [redacted]

Action: System Logs Searched - Dynamic
 Type: Search

Search Criteria:
 Log Date Range: 10-04-2018 12:00 AM PDT - 11-02-2018 11:59 PM PDT
 Product: All
 Search Filter:

Context:
 Facility: NG SCP Demo
 Sites: Marketing Next Gen Demo Site, EPMD Next Gen Demo

6.0 Phone/Video Data File Retention

6.1 If applicable, convert and import the last five years of data into the new system database at no charge to Oakland County within 1 month of contract execution.

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

Securus has worked with your incumbent provider to transition many accounts within Michigan. It is common for counties to retain use of call recordings for six months after contract award. As a result, any recordings from the current inmate platform are normally stored and retained by either Oakland County or the current provider. Your current provider will normally make their servers available for a defined period. Directly accessing on-site historical records is the most effective method to retrieve historical data due to admissibility issues with transferring proprietary formats.

6.2 Provide adequate storage to transfer five years of current call detail records and voice recordings from Oakland County's current Contractor Inmate Phone system and integrate these recordings into the selected Contractor's inmate system at no charge to Oakland County. .

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

Securus has worked with your incumbent provider to transition many accounts within Michigan. It is common for counties to retain use of call recordings for six months after contract award. As a result, any recordings from the current inmate platform are normally stored and retained by either Oakland County or the current provider. Your current provider will normally make their servers available for a defined period. Directly accessing on-site historical records is the most effective method to retrieve historical data due to admissibility issues with transferring proprietary formats.

6.3 New recording of voice conversations, including visitation telephones and call detail records shall be stored online using Raid Disk Array (RAID 5 minimum) or approved Cloud storage technology. On site or Cloud backup is required. Offsite backup storage in a secure location for the term of the contract is required.

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

Securus uses a combination of Oracle™ database and Elasticsearch® for storing the communication detail records (CDRs).

Oracle database delivers economies of scale on easily managed grids, making it easier to:

- Reduce downtime with maximum availability
- Partition and compress data to run queries faster
- Protect and audit data, and enable total recall of data
- Use standby resources exclusively

Oracle simplifies the process of linking data in multiple tables. This is a key feature of a relational database management system. Storing data in multiple

tables allows Securus to define relationships between the tables, as well as the applications that feed information to those tables.

Elasticsearch is a distributed, RESTful search and analytics engine that provides Google™-like search capabilities for the platform. Elasticsearch stores a subset of CDRs from Oracle, allowing our customers to perform full-text queries with faster access.

Securus uses the Oracle and Elasticsearch datastores to respond faster to changing business conditions, providing clients a system that is more responsive to their evolving needs.

Video Recording Storage and Security

Video recordings are stored in Securus' centralized Disaster-Resistant Carrier-Class Data Centers located in Dallas and Atlanta. The Data Centers house commercial-grade, high-performance, managed video systems built to the latest technology standards. These centers manage all of the hardware and software controlling fraud detection, investigative features, visitation processing, visitation records, and actual recordings of visitations. They are managed under the direct supervision and immediate hands-on maintenance by trained data center personnel. In addition, all equipment used to store recordings is monitored by the Securus' fully staffed Network Operations Center 24 hours a day, 7 days a week, and 365 days a year.

Securus records all video sessions to two separate Storage Appliances, using two separate connections to the different Appliances. The Securus Data Centers are carrier-class data center that have some of the most comprehensive security measures in the telecommunications industry. Multiple layers of security control physical access to the Securus network facilities.

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

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

Other companies may try to convince you that a second rate method of storing video recordings – such as storing them in video visitation terminals accessible by inmates – is adequate. Do not be fooled. With Securus, you can be assured your video visitation session recordings will be secure. No other company in the industry provides this level of security.

6.4 All call detail and voice recordings for the term of the contract will be owned by Oakland County and must be easily accessible and supplied upon request. At the end of the contract the call detail and voice recordings shall remain the property of Oakland County.

SECURUS HAS READ AND UNDERSTANDS THIS REQUIREMENT.

Yes, All call detail and voice recordings for the term of the contract will be owned by Oakland County and must be easily accessible and supplied upon request. At the end of the contract, Securus will make the recordings available to the County for an agreed upon amount of time to access or transfer to a new service provider,

6.5 In the future, Oakland County reserves the right when changing Inmate Phone System Contractors, that the selected Contractor work in cooperation with a newly selected Contractor to provide all call detail and voice data recording histories (CDR) at no charge to Oakland County. Note: The selected Contractor will not be required to convert files into a new format to accommodate a new Contractor, unless Oakland County or the selected Contractor is willing to pay for such an effort.

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

6.6 Daily full system backups of the Inmate Phone System including the application, call detail, voice data and recordings. In the event of data corruption occurring or loss of data, the selected Contractor shall recover lost data using a backup copy of the Inmate Phone System data. Backups must be stored offsite in a secure location. Oakland County will have the option to perform a test restore to validate and test call detail and voice data recording backup retrieval.

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

The NextGen Secure Communications Platform™ (NextGen SCP™)

provides authorized personnel and investigators single-point access to research Oakland County communication records and recordings.

Users can specify search criteria, such as called party, calling telephone, date, time, PIN, custody account number, duration, and location, and search across a site or group of sites based on their security authorization. NextGen SCP

searches communication detail records and can include all call attempts or just completed calls.

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

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

NextGen SCP streams call recordings on an investigator's computer to play the recording through the attached speakers. While it is possible to make a recording from the speakers, this is only a copy of the original. Chain of Evidence safeguards are in place to prevent access to the actual digital copy of the recording and to

eliminate any chance of manipulation, whether intentional or accidental, that could later challenge the authenticity of the call recording.

Communication events less than one year old can be retrieved within the requested timeframe. Communication recordings that are marked “store for life of contract”, could take slightly longer to retrieve because of the required data mining.

6.7A complete Disaster Recovery plan and schedule (timetable) to completely recover the Inmate Phone System in the event of an emergency. Oakland County reserves the right to schedule a Disaster Recovery test at the selected Contractor's expense.

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

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 most 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:

- 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 prim/ary 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 most needed spare parts. With spare parts on

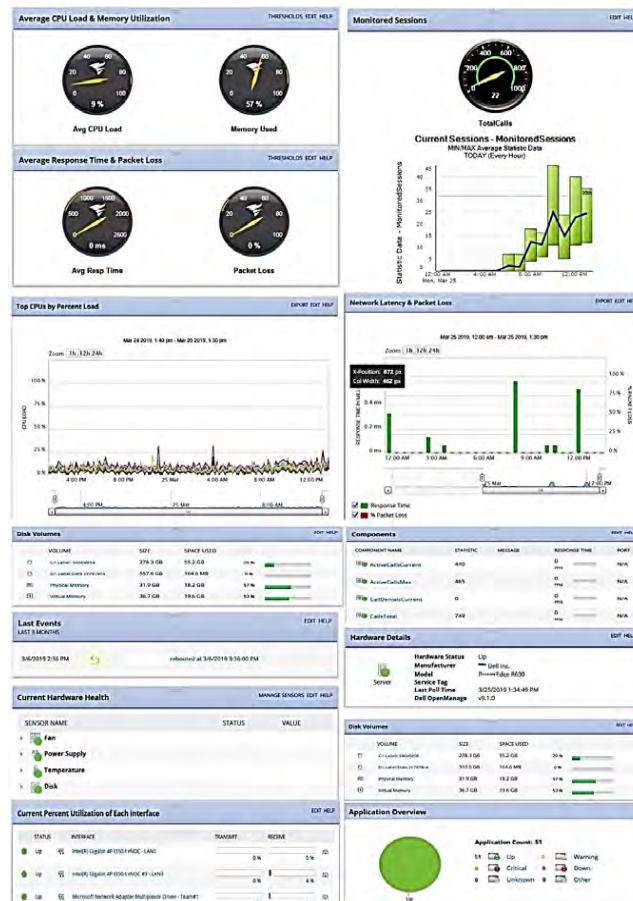
board our service vehicles, most facility-based equipment malfunctions can be resolved with a single site visit.

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.

SECURUS PRIMARY 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 uninterruptible 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. 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 of 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, lightning 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.**



6.8 An uninterruptible power supply must be provided by the selected Contractor with at least ten minutes of backup power in each facility's telecommunication room in the event of a power failure.

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

Securus operates and maintains two major data centers networked to the equipment installed on Oakland County premises. Each data center has an uninterruptible power supply (UPS), and a generator to provide maximum network uptime. The data circuits needed to support the data centers have extensive redundancy.

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

Data Center Power Conditioning

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

Diesel Generators Facts:

- Multiple diesel generators provide standby power to the data center. The fuel is located within the facility.
- Five underground fuel tanks store 70,000 gallons of diesel on-site.
- Both sites test the generators on a weekly basis and alert central station for any test failures.
- Both sites have multiple fuel vendor agreements.

6.9 Five years of searchable voice data recordings must be available online.

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 Secure Communications Platform™ (NextGen SCP™) provides a unique set of features and advanced technologies to store communication recordings. Traditional premises-based platforms use local hard drives that may fail and are susceptible to local disasters. Premises-based systems needed manual backup schemes that are unnecessary with NextGen SCP. NextGen SCP writes all recorded communication events to a Network Attached Storage array (NAS) in our primary data center. Each NAS array is also replicated to the secondary data center for redundancy and failover. All recordings created on the platform reside in at least two of our data centers. Recordings can be downloaded from NextGen SCP in various, widely-used formats and copied to a CD, DVD, or other portable media.

The NAS architecture makes all storage available to all servers on the network. The NAS solution delivers complete scalability for a facility's storage requirements and supports data migration from one storage device to another and the sharing of data among different servers in a network. The NAS devices can scale by adding another node of dense SATA disk to the storage array. Within the NAS, NextGen SCP uses a software-defined storage platform of very dense disk nodes. Even if three individual hard disk drives fail or one node fails during the disk or node recovery process, the system will continue to operate without data loss.

The Securus NAS has more than seven petabytes of storage space in each carrier-class data center and is continuously monitored and managed through automated processes and storage policies. When these very large storage systems approach designated thresholds, Securus expands capacity to ensure all authorized communication records and recordings are retained in secure, disaster-resistant locations.

The Securus data center storage solutions provide facilities with technology that is:

- **Scalable** to meet any facility's contractually required storage demands
- **Resistant** to local disasters through multiple copies stored within the data centers and off-site
- **Highly available** through the unique architecture and design of the data storage model
- **Partitioned** and **compressed** to run queries faster
- **Secure, protected, and monitored** to enable total recall of data

NextGen SCP records and stores basic communication data with the capability to provide management reports. Securus does not limit the communication data storage time. Since every site's requirements are different, Securus works with each facility customer to define their optimal data storage timeframe. All recordings are stored online within both carrier-class data centers. Typically, communication detail records are stored for seven years.

7.0 Required Interfaces

7.1 PIN numbers will be used for all interfaces.

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.

7.2 Contractor will finance and implement an interface with the current IMACS Jail Management System which manages inmate booking, moves, billing, visitors, and time length of incarceration.

Note that Oakland County is writing and implementing a customized Jail Management System to replace IMACS. Estimated implementation date is 12/31/21.

Contractor agrees to finance, test, and implement the interface with IMACS at contract execution, then finance and work with Oakland County to switch the interface to use the new JMS system.

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

Securus has proven experience with Integration. Securus currently integrates with more than 110 different vendors worldwide and more than 60 independent, facility-owned systems and shared databases.

Securus has a dedicated Integration Department that integrates various systems and products in the corrections environment. This dedicated Integration Department allows Securus to deliver fast and flexible solutions for our customers. The Securus technology has the flexibility to work with facility-owned systems, JMS, OMS, Commissary, Banking, and Kiosk vendors. Securus will fully cooperate with your facility and your vendors to automate systems.

The most common technologies Securus uses include SOAP Web Services, HTTP, FTP push or pull of files in any textual format, JSON, XML-RPC, and TCP Sockets. All these methods integrate over secure connections.

Securus can modify your data format for migration into our platform, without costly code modifications. Securus integration engineers consult with facilities' IT departments or system providers to determine the best integration strategy for each specific application.

Securus Integration Process

The dedicated Securus Integration team designs, develops, tests and implements all custom integrations with corrections industry vendors and banking systems to deliver fast and flexible solutions for our customers. This process is part of the overall Project Plan for the installation of the Securus NextGen Secure Communication Platform™ (NextGen SCP™). Major milestones include:

- Collect Preliminary Needs/Requirements
- Contract Signed
- Finalized Requirements document
- Approved Scope Statement
- Finalize Design Document
- Schedule Customer Implementation
- Develop Custom Integration Solution

- Test Custom Integration Solution
- Implement Custom Integration Solution
- Customer Approval and Sign-off

PIN Generation

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.

PINs can be linked an inmate's Custody Account for all inmate information including allowed calling schedule, call durations, and more. The number can be configured as a number from 4 to 16 digits in length. Each inmate can be issued a unique PIN. A common practice for PINs is using a combination of fields, such as the last four digits of the jacket ID and the birth month and day of the inmate.

Also, some JMS platforms can generate a 4- to 16-digit PIN randomly and send it to NextGen SCP via an integration. This option is beneficial because it enables the booking officer to give an inmate their PIN, so they can begin making calls immediately.

PIN Operations

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 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.

PIN Restrictions

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.

JMS Integration

The Securus NextGen SCP can be integrated with a facility's jail management system (JMS) or Commissary system so that the inmate PINs are automatically transferred, activated and deactivated based on the inmate's status. If an inmate is released, the inmate's PIN is stored and can be reactivated along with call detail records and inmate recordings if the inmate returns to the facility.

Examples of fields that can be automatically populated in NextGen SCP from a JMS or Commissary integration include:

- **First Name** – Inmate's first name
- **Middle Name** – Inmate's middle name
- **Last Name** – Inmate's last name
- **Birth Date** – Inmate's date of birth
- **Social Security Number (SSN)** – Inmate social security number
- **Account Number** – Inmate's jail ID, jacket ID, or docket number, to be used as the NextGen SCP inmate custody account number. Any number permanently assigned to an inmate hat does not change if they are released and booked back into the facility.
- **PIN** – 4 to 16 digit code used by the inmate to place phone calls.
- **Activate Date** – Date in which the inmate account became active in the system
- **Book Date** – Date that the inmate entered the facility
- **Gender** – Inmate gender
- **Housing** – Location of the inmate
- **Race** – Inmate race
- **Alert Level** – Typically used for security status such as maximum, minimum, low risk, and death row
- **Max Call Duration** – Call duration applied to each phone call placed by this inmate
- **Three-Way Detection** – Setting to enable or disable three-way call detection for this inmate
- **Language Preference** – Language in which the inmate speaks for reporting purposes (does not dictate the language of phone prompts)
- **Suspended** – Setting to allow or prevent the inmate from placing calls
- **Suspend Start Date** – Start date of calling privileges suspension
- **Suspend End Date** – End date of calling privileges suspension

Securus currently integrates with more than 110 vendors worldwide, including:

ABL Management, Inc.	EZ Card and Kiosk	PTS Solutions
Aramark	FirsTech	Sleuth
Archonix	FSG Software	Southern Software
Beacon Software Solutions	Genesis	Spillman
Canteen	Global Software	Stellar
CBM	Golden Eagle	Stewart Commissary

CenturyLink	Huber & Associates	Sungard/OSSI
Cirqular/SecurManage	ID Networks	SunRidge Systems
CIS	Intellitech	Swanson
Cisco	Intergraph	Synergistics Software Inc.
Compass Group	J-CORR Technologies/Abbey Group	Syscon
Correctional Food Services	Justice Data Solutions	TAC-10
Correctional Food Services/ITF	Justice Software	Tech Friends
Cottrell Consulting	Keefe	Telerus
CTS America	Kimble	Telus
Cushing Technologies	Lawrence and Associates	Text and Data/JAMIN
D&D Vending	M&M Micro	Tiburon
Digitech/Jail Tracker	MoneyGram	Tiger
DSI/ITI	Netdata	Touchpay
DSSI	New World	TriTech Software Systems
Eagle Advantage	Northland IT Solutions	Trinity Services Group
edocTec	Northpoint Institute, Inc.	Turnkey
EForce	Oasis	Tyler Technologies
E-Justice/Crime Cog	Premier Supply Link	UniSys
Embarq	Prevatek	VisionAir
Emergitech	Primonics	Western Union
EnRoute 911	Pro Phoenix	Windspeed Software
Zuercher Technologies		

7.3 Contractor will implement an interface with *Smartmail* contractor which provides inmates with electronic mail, communication, court order and educational training videos.

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

The dedicated Securus Integration team designs, develops, tests and implements all custom integrations with corrections industry vendors and banking systems to deliver fast and flexible solutions for our customers. This process is part of the overall Project Plan for the installation of the Securus NextGen Secure Communication Platform™ (NextGen SCP™). Major milestones include:

- Collect Preliminary Needs/Requirements
- Contract Signed
- Finalized Requirements document
- Approved Scope Statement
- Finalize Design Document
- Schedule Customer Implementation
- Develop Custom Integration Solution
- Test Custom Integration Solution

- Implement Custom Integration Solution
- Customer Approval and Sign-off

7.4 PIN numbers will be used, and the Contractor will finance and implement an interface with the current IMACS Jail Management System installed and future JMS system at the Oakland County Jail. IMACS software manages inmate booking, moves, billing, visitors, and length on incarceration.in numbers.

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

Securus has proven experience with Integration. Securus currently integrates with more than 110 different vendors worldwide and more than 60 independent, facility-owned systems and shared databases.

Securus has a dedicated Integration Department that integrates various systems and products in the corrections environment. This dedicated Integration Department allows Securus to deliver fast and flexible solutions for our customers. The Securus technology has the flexibility to work with facility-owned systems, JMS, OMS, Commissary, Banking, and Kiosk vendors. Securus will fully cooperate with your facility and your vendors to automate systems.

The most common technologies Securus uses include SOAP Web Services, HTTP, FTP push or pull of files in any textual format, JSON, XML-RPC, and TCP Sockets. All these methods integrate over secure connections.

Securus can modify your data format for migration into our platform, without costly code modifications. Securus integration engineers consult with facilities' IT departments or system providers to determine the best integration strategy for each specific application.

Securus Integration Process

The dedicated Securus Integration team designs, develops, tests and implements all custom integrations with corrections industry vendors and banking systems to deliver fast and flexible solutions for our customers. This process is part of the overall Project Plan for the installation of the Securus NextGen Secure Communication Platform™ (NextGen SCP™). Major milestones include:

- Collect Preliminary Needs/Requirements
- Contract Signed
- Finalized Requirements document
- Approved Scope Statement
- Finalize Design Document
- Schedule Customer Implementation
- Develop Custom Integration Solution
- Test Custom Integration Solution
- Implement Custom Integration Solution
- Customer Approval and Sign-off

PIN Generation

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.

PINs can be linked an inmate's Custody Account for all inmate information including allowed calling schedule, call durations, and more. The number can be configured as a number from 4 to 16 digits in length. Each inmate can be issued a unique PIN. A common practice for PINs is using a combination of fields, such as the last four digits of the jacket ID and the birth month and day of the inmate.

Also, some JMS platforms can generate a 4- to 16-digit PIN randomly and send it to NextGen SCP via an integration. This option is beneficial because it enables the booking officer to give an inmate their PIN, so they can begin making calls immediately.

PIN Operations

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 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.

PIN Restrictions

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.

JMS Integration

The Securus NextGen SCP can be integrated with a facility's jail management system (JMS) or Commissary system so that the inmate PINs are automatically transferred, activated and deactivated based on the inmate's status. If an inmate is released, the inmate's PIN is stored and can be reactivated along with call detail records and inmate recordings if the inmate returns to the facility.

Examples of fields that can be automatically populated in NextGen SCP from a JMS or Commissary integration include:

- **First Name** – Inmate’s first name
- **Middle Name** – Inmate’s middle name
- **Last Name** – Inmate’s last name
- **Birth Date** – Inmate’s date of birth
- **Social Security Number (SSN)** – Inmate social security number
- **Account Number** – Inmate’s jail ID, jacket ID, or docket number, to be used as the NextGen SCP inmate custody account number. Any number permanently assigned to an inmate hat does not change if they are released and booked back into the facility.
- **PIN** – 4 to 16 digit code used by the inmate to place phone calls.
- **Activate Date** – Date in which the inmate account became active in the system
- **Book Date** – Date that the inmate entered the facility
- **Gender** – Inmate gender
- **Housing** – Location of the inmate
- **Race** – Inmate race
- **Alert Level** – Typically used for security status such as maximum, minimum, low risk, and death row
- **Max Call Duration** – Call duration applied to each phone call placed by this inmate
- **Three-Way Detection** – Setting to enable or disable three-way call detection for this inmate
- **Language Preference** – Language in which the inmate speaks for reporting purposes (does not dictate the language of phone prompts)
- **Suspended** – Setting to allow or prevent the inmate from placing calls
- **Suspend Start Date** – Start date of calling privileges suspension
- **Suspend End Date** – End date of calling privileges suspension

Securus currently integrates with more than 110 vendors worldwide, including:

ABL Management, Inc.	EZ Card and Kiosk	PTS Solutions
Aramark	FirsTech	Sleuth
Archonix	FSG Software	Southern Software
Beacon Software Solutions	Genesis	Spillman
Canteen	Global Software	Stellar
CBM	Golden Eagle	Stewart Commissary
CenturyLink	Huber & Associates	Sungard/OSSI
Cirqular/SecurManage	ID Networks	SunRidge Systems
CIS	Intellitech	Swanson
Cisco	Intergraph	Synergistics Software Inc.
Compass Group	J-CORR Technologies/Abbey Group	Syscon
Correctional Food Services	Justice Data Solutions	TAC-10

Correctional Food Services/ITF	Justice Software	Tech Friends
Cottrell Consulting	Keefe	Telerus
CTS America	Kimble	Telus
Cushing Technologies	Lawrence and Associates	Text and Data/JAMIN
D&D Vending	M&M Micro	Tiburon
Digitech/Jail Tracker	MoneyGram	Tiger
DSI/ITI	Netdata	Touchpay
DSSI	New World	TriTech Software Systems
Eagle Advantage	Northland IT Solutions	Trinity Services Group
edocTec	Northpoint Institute, Inc.	Turnkey
EForce	Oasis	Tyler Technologies
E-Justice/Crime Cog	Premier Supply Link	UniSys
Embarq	Prevatek	VisionAir
Emergitech	Primonics	Western Union
EnRoute 911	Pro Phoenix	Windspeed Software
Zuercher Technologies		

-
-

8.0 Training Requirements

8.1 Provide manufacturer's specifications with brand name, model number proposed, and literature describing the system functions and features; include operational manuals and station-user instructions.

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

Securus will provide all manufacturer's specifications with brand name, model number proposed, and literature describing the system functions and features; include operational manuals and station-user instructions.

8.2 The contractor will provide both ongoing on-site and remote training classes as needed by the OCSO.

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

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

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

In addition to standard training, Securus will develop an online training experience to meet the unique needs of your staff and facility. We offer separate classes

focused on different agency functions such as investigations, live call monitoring, and system administration. Securus offers online instructor-led courses available twice a month throughout the year for product upgrades, new facility staff, or general refreshers. *Securus' ongoing training ensures your staff always "stays on top" of current and newly released NextGen SCP features.*

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 offered in a user-friendly, task-oriented format to teach your staff what they need to know to do their jobs. We present courses in separate modules based on the types of duties officers tend to perform using the NextGen SCP inmate telephone system while focusing on the unique features of our applications.

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

NextGen SCP Course Modules: Inmate Telephone System

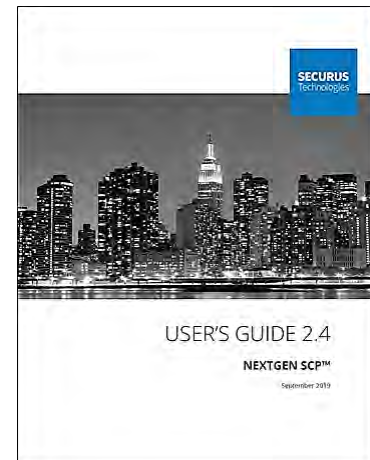
Course Module	Objective
Overview and Navigation	<ul style="list-style-type: none"> ▪ Logging-in ▪ Navigating through the features ▪ Managing user password ▪ Managing user profile ▪ Manage system utility icons
Dashboard	<ul style="list-style-type: none"> ▪ Review system announcements ▪ Manage widgets
Monitor	<ul style="list-style-type: none"> ▪ Monitor live calls ▪ Forward Live Calls ▪ Add Notes to Live Calls
Explore	<ul style="list-style-type: none"> ▪ Review Inmate Activity ▪ Review Communication Records ▪ Control Covert Alerts ▪ Review System Logs ▪ Review PAN Frequency
Investigate	<ul style="list-style-type: none"> ▪ Open Investigator Pro ▪ Open THREADS ▪ Open ICER ▪ Open WCS
Manage	<ul style="list-style-type: none"> ▪ Inmates ▪ Inmate PAN ▪ eMessaging
Administration	<ul style="list-style-type: none"> ▪ Control Facility and Sites ▪ Control Phone Numbers ▪ Control Call Settings ▪ Create Security Roles

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.



9.0 Implementation Requirements:

9.1 Fully describe the implementation services that will be provided. Indicate if the manufacturer's engineering technical support staff will be on site to supervise the installations. Provide a tentative estimate of the length of time that will be required to complete installations by furnishing an Implementation Services Response Plan including the estimate, approximate timeline, and schedule (refer to *Appendix C-1: Implementation Services Response Table*). All implementation services, tasks, timelines and schedules must be reviewed and approved by Oakland County's Contract Representative and Oakland County's Installation Team prior to the start of work. The selected Contractor's implementation plan, timeline and installation schedule will become part of the final contract.

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

Securus has extensive experience installing and maintaining inmate telecommunications systems and has developed installation and cut-over procedures that minimize disruptions and errors and maximize customer satisfaction. Securus has developed a preliminary implementation plan that includes all of the required components.

Implementation Plan

Securus has a proven track record of providing successful turnkey installations for mega-county, county, and city agencies, as well as large state department of corrections agencies. Over the last several years, our team has completed more than 2,800 quality installations of our calling service and has averaged a 4.6 (out of 5) customer satisfaction rating every year.

The Securus Project Team consistently demonstrates project management expertise that simply cannot be matched by any other service provider. We look forward to

the opportunity to provide Oakland County with industry-leading project support and services.

Project Description

The Oakland County implementation project includes a complete, turnkey installation of all equipment, facilities, and connectivity for inmate telecommunications services.

Project Plan Overview

The project plan identifies the deployment of specific technologies under a phased-in schedule that delivers efficiencies where the Oakland County needs efficiencies first. Securus proposes a preliminary implementation plan that transitions all inmate telecommunications services within 15 calendar days from the date of award. This includes complete, turn-key installation of all hardware, software, and configurations for the inmate telecommunications system.

The project begins with **Securus representatives on-site at a designated Oakland County location** to kick-off our implementation plan within days of contract execution.

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

Our project managers work with the Oakland County team to coordinate equipment deliveries and facility access. When Securus technicians arrive on site, they may require escorts to the phone/terminal and equipment locations. The majority of project activity will occur during *normal business hours. However, Securus can accommodate late-night/overnight cut-over activities. Some customers choose this method to eliminate service interruptions.*

After each facility transitions to our NextGen Secure Communications Platform™ (NextGen SCP™), our project manager and field service technician review our quality checklists with the Oakland County team.

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

At the beginning of the implementation project, the Securus project management team will work with the Oakland 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 Oakland 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 Oakland County team**. The automated email notifications are for the **communication of updates and status changes of 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

"I could not be more pleased with the quality and professionalism of the SECURUS personnel associated with the installation of our inmate telephone system."

- Captain John Donegan - Suffolk County Jail, Riverhead, NY

"The Securus installation team is the most professional group of people that I have ever had the pleasure of working with on this type of project. Their attention to detail and dedication to customer satisfaction allowed them to complete a statewide, multi-location installation well under the projected completion date with virtually no unforeseen problems. I would love to work with them on another project."

-- Karl Prince, IT Manager, Louisiana DOC

Project Initiation Phase

Immediately after contract award, the Securus project management team hosts a meeting with the Oakland 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 team management 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 Oakland County team.

Project Execution Phase

During the Project Execution Phase, Securus technicians will travel to each location and complete pre-installation activities in preparation for the cut-over. The pre-installation activities include pre-wiring, hardware staging, and telecom

test and turn-up activities that can be done in advance to reduce the time and complexity of the actual cut-over.

The Securus project management team coordinates cut-over activities with the Oakland 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 Oakland 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 Oakland County team to review all installation documentation and checklists. The Securus project management team hosts a customer acceptance review meeting with the Oakland 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 Oakland County.

The Securus project management team maintains frequent communication with the Oakland 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 Oakland County team to obtain final acceptance.

The Securus project management team transitions support responsibilities to the Securus account management team for long-term, ongoing account support. The Securus project management team completes all internal updates and project closure activities.

Project Quality Management Plan

The **implementation project plan includes quality control checkpoints at important stages throughout the project.** The quality control checkpoints are essential elements of the Securus project that ensure consistent, high-quality implementations. The **Securus installation support team uses a Six Sigma quality measurement technique that identifies and removes the causes of errors and minimizes variability in the installation process.** Each installation

project follows a defined sequence of steps with quantifiable targets. These targets can be financial or any other measure that is important to our customers. **The current process sigma is 4.12 (meaning less than five errors per 1,000 checks), with first pass quality scores exceeding 90 percent.**

Securus truly provides a level of quality assurance unmatched in our industry.

Quality Control Checkpoint 1: Customer Provisioning

Securus installation support technicians provision the system before any onsite installation activity. Provisioning prepares our system to support the Oakland 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 Oakland 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 are performed. This quality control checkpoint ensures that all system options are set up to meet the requirements of the Oakland 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 Oakland County’s 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 Oakland County team. Resolution of any outstanding deliverables or service issues occurs before completing the Customer Acceptance checkpoint.

Implementation Plan

Please refer to **Attachment D** of this proposal response document for *Securus’ Preliminary Detailed Implementation Project Plan and Timeline*.

9.2 Define any pre-installation site preparation to be furnished by Oakland County, including ventilation, air conditioning, electrical, etc., or any other space or environmental requirements. Include any storage space requirements for spare repair parts.

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

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

Our project managers work with the Oakland County team to **coordinate equipment deliveries and facility access**. When Securus technicians arrive on site, **they may require escorts to the phone/terminal and equipment locations**. The majority of project activity will occur during *normal business hours*. **However, Securus can accommodate late-night/overnight cut-over activities. Some customers choose this method to eliminate service interruptions.**

After each facility transitions to our NextGen Secure Communications Platform™ (NextGen SCP™), our project manager and field service technician review our quality checklists with the Oakland County team.

The Securus project team hosts weekly stakeholder meetings with participation from the Oakland County team. At the beginning of the implementation project, the Securus project management team will work with the Oakland 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 Oakland 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 Oakland County team**. The automated email notifications are for the **communication of updates and status changes of major milestones and other tasks**.

9.3 Provide the IMMEDIATE ability for Oakland County to setup free calling from Oakland County inmate facilities to Oakland County Circuit Court probation officers, Probate Juvenile caseworkers, and Sheriff's Office staff.

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

Securus will provide free calls to designated individuals, courts, foreign consulates, and other authorized calls, as determined by Oakland County.

NextGen Secure Communications Platform™ (NextGen SCP™) can provide these calls through any or all inmate telephones so that Oakland County staff is not responsible for escorting inmates to a designated telephone. NextGen SCP allows authorized personnel to apply parameters for automated management of the number of calls, call duration, time of day access, and phone(s) used.

Authorized Oakland County staff can add numbers to the free call list through the NextGen SCP user interface, as shown in the following figure.

Securus can provide Oakland County with the ability to configure free call(s) by both inmate and phone group through the **First Calls Free** feature. This feature was designed to provide an efficient, automated way for staff to:

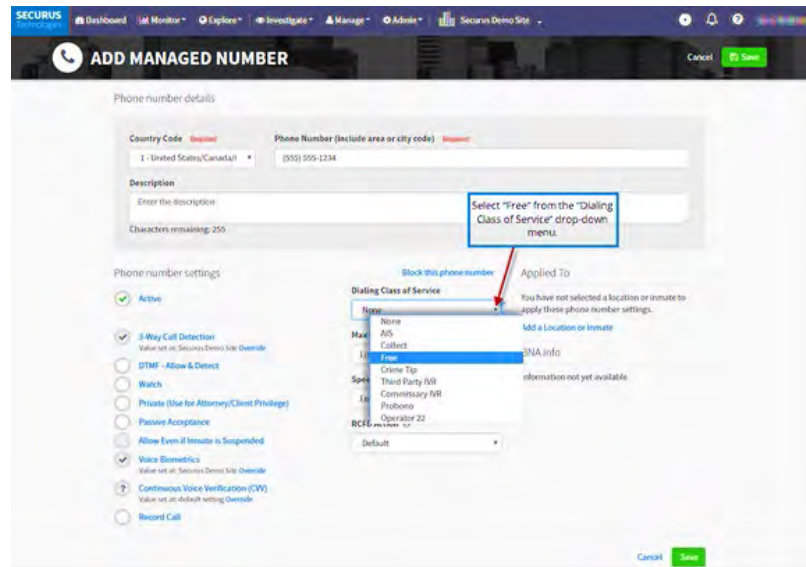
- Easily comply with legal or regulatory free call requirements
- Manage free calls with no manual intervention
- Prevent the abuse of free calls and the resulting loss of calling revenue

How It Works

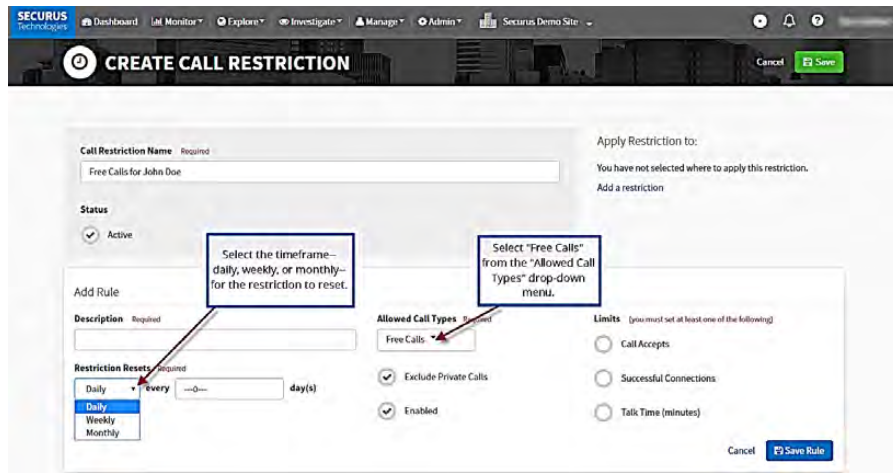
When a new inmate is added to NextGen SCP, or returns after a period of release and the inmate's PIN is re-activated, the inmate will receive their first "X" number of calls free from any phone group where First Calls Free is configured. For example, if Oakland County allows each inmate two free phone calls on the group of phones in the booking area, NextGen SCP will allow those two calls at no charge. The third phone call would incur charges, as would any calls made outside the booking area.

Other advantages of First Calls Free are:

- NextGen SCP only recognizes the free call if the call is connected to the called party, ensuring the inmate has the opportunity to instruct the called party on how to set up a prepaid AdvanceConnect™ account
- It is configurable by both number of free calls and phone groups, providing facilities with complete free call control
- Free calls are subject to all number blocking, and inmate suspension restrictions



CONFIGURE FIRST CALLS FREE IN NEXTGEN SCP



Calling Restrictions

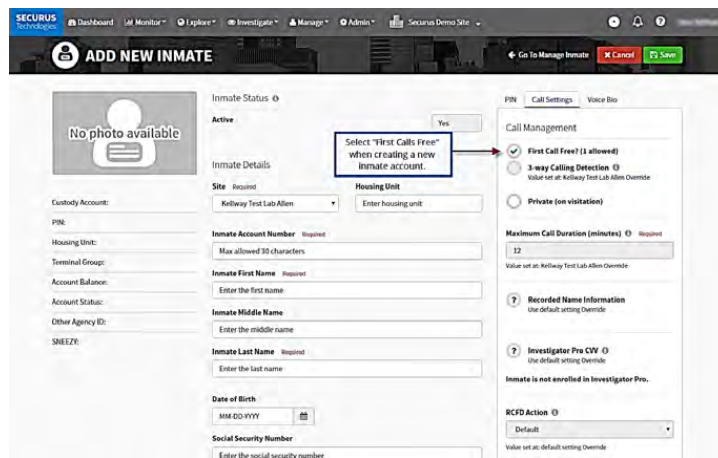
Every call type is subject to defined calling restrictions, including free calls. Oakland County can also limit how many free calls an inmate can make in a specified period. Other restrictions that can be applied to free calls include:

- Limiting the number of free calls that can be connected, regardless of called party acceptance status
- Limiting the number of free calls the called party positively accepts

NextGen SCP will also allow Oakland County to define how often the calling restrictions reset. The number of free call connects or accepts can be configured to reset:

- Daily
- The “daily” reset can be configured by the number of days. For example, every three days an inmate can place one accepted free call
- Weekly
- Monthly

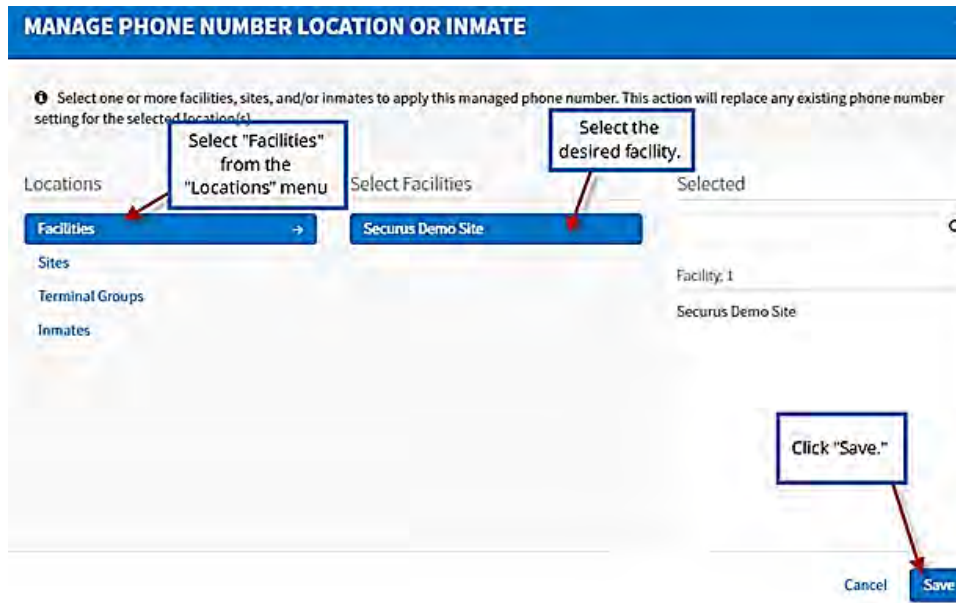
Authorized Oakland County users can specify what day of the month or week the rule is reset.



Free by Dialed Phone Number

Any phone number can also be set as free from the “Managed Number” page. Clicking “Add a Location or Inmate” opens a window to choose the location—facility, site, terminal group—or inmate to which free calls will apply, as shown in the following image.

SETTING FREE CALLS IN GLOBAL LISTS



Free Phones and Free Local Phones

Securus staff can also configure any phone group as a “Free” phone group or “Free Local” phone group. After creating a group, Securus can add any phone to it. Inmates can place local, intraLATA, interLATA, or interstate calls from the “Free” phone group at no cost to the inmate or called party. Calls made by inmates in a “Free Local” phone group to called parties outside the local area would incur charges.

First Calls Free

Securus can provide Oakland County with the ability to configure free call(s) by both inmate and phone group through the NextGen Secure Communication Platform™ (NextGen SCP™) **First Calls Free** feature. This feature was designed to provide an efficient, automated way for staff to:

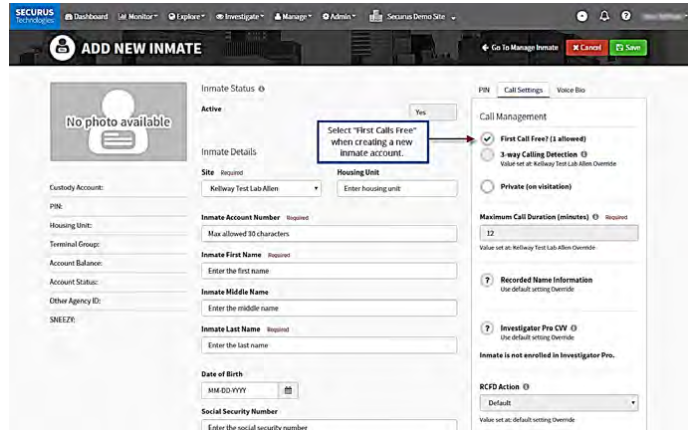
- Easily comply with legal or regulatory free call requirements
- Manage free calls with no manual intervention
- Prevent the abuse of free calls and the resulting loss of calling revenue

When a new inmate is added to NextGen SCP, or the inmate returns after a period of release and the inmate’s PIN is re-activated, the **inmate will receive their first “X” number of calls free from any phone group where the “First Calls**

Free” feature is configured. For example, if Oakland County allows each inmate two free phone calls on the group of phones in the booking area,

NextGen SCP will allow those two calls at no charge. The third phone call would incur charges, as would any calls made outside the booking area. Other advantages of First Calls Free are:

- NextGen SCP only recognizes the free call if the call is connected to the called party, ensuring the inmate has the opportunity to instruct the called party on how to set up a prepaid AdvanceConnect™ account
- It is configurable by both number of free calls and phone groups, providing facilities with complete free call control
- Free calls are subject to all number blocking, and inmate suspension restriction



9.4 Critical components kits will be required on site in the event of a major failure. The kits shall be replenished as items are depleted at the selected Contractor’s expense. SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus’ field service technicians maintain a working level of spare parts for repairs consisting of telephone/terminal sets, handsets, dials, and replacement circuit boards, either on-site or in their truck. If a technician does not have a required part, Securus will drop-ship the item to the site. Securus will ship counter-to-counter on the same day in critical situations.



9.5 Spare phones and equipment parts shall also be kept in stock for new Oakland County facility installations and/or devices at the selected Contractor’s expense. SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus’ field service technicians maintain a working level of spare parts for repairs consisting of telephone/terminal sets, handsets, dials, and replacement circuit boards, either on-site or in their truck. If a technician does not have a required part, Securus will drop-ship the item to the site. Securus will ship counter-to-counter on the same day in critical situations.



9.6 A. Inmate Phone System and carrier lines shall be fully tested and working on-site prior to selected Contractor cutover.

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

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 Oakland 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 Oakland County team.

Project Execution Phase

During the Project Execution Phase, Securus technicians will travel to each location and complete pre-installation activities in preparation for the cut-over. The pre-installation activities include pre-wiring, hardware staging, and telecom test and turn-up activities that can be done in advance to reduce the time and complexity of the actual cut-over.

The Securus project management team coordinates cut-over activities with the Oakland 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 Oakland 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 Oakland County team to review all installation documentation and checklists. The Securus project

management team hosts a customer acceptance review meeting with the Oakland 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 Oakland County.

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

B. Removal of the current Contractor's Inmate Phone System and carrier services shall be coordinated and converted with the installation of the selected Contractor's Inmate Phone System to provide a seamless cutover.

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

The project plan identifies the deployment of specific technologies under a phased-in schedule that delivers efficiencies where the Oakland County needs efficiencies first. Securus proposes a preliminary implementation plan that transitions all inmate telecommunications services within 15 calendar days from the date of award. This includes complete, turn-key installation of all hardware, software, and configurations for the inmate telecommunications system.

The project begins with **Securus representatives on-site at a designated Oakland County location** to kick-off our implementation plan within days of contract execution.

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

Our project managers work with the Oakland County team to coordinate equipment deliveries and facility access. When Securus technicians arrive on site, they may require escorts to the phone/terminal and equipment locations. The majority of project activity will occur during *normal business hours*. However, Securus can accommodate *late-night/overnight cut-over activities*. Some customers choose this method to eliminate service interruptions.

After each facility transitions to our NextGen Secure Communications Platform™ (NextGen SCP™), our project manager and field service technician review our quality checklists with the Oakland County team.

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

At the beginning of the implementation project, the Securus project management team will work with the Oakland 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 Oakland 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 Oakland County team**. The automated email notifications are for the **communication of updates and status changes of major milestones** and other tasks.

C. The selected Contractor will conduct reviews, test and inspections after installation has been completed to ensure that all installation requirements have been met. Oakland County's team will be present at the time of system testing, review test results, and be kept informed of problems and how they will be addressed and resolved.

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 Oakland 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 Oakland 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 are performed. This quality control checkpoint ensures that all system options are set up to meet the requirements of the Oakland 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 Oakland County’s 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 Oakland County team. Resolution of any outstanding deliverables or service issues occurs before completing the Customer Acceptance checkpoint.

D. All work will be done in accordance with the manufacturer’s specifications. SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus will ensure that all work is done in accordance with the manufacturer’s specifications.

E. The selected Contractor will notify Oakland County when contractual installation work has been fully completed, follows these specifications, and is ready for inspection and acceptance.

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

The final quality control checkpoint involves a review by the Oakland County's 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 Oakland County team. Resolution of any outstanding deliverables or service issues occurs before completing the Customer Acceptance checkpoint.

9.7 A fully manned, trained implementation team will be provided for the cutover. Oakland County reserves the right to interview and approve implementation resources. If determined feasible, the actual installation and production cutover may take place after 5:00 p.m. on a weekday or during the weekend at no cost to Oakland County.

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

Securus will provide a fully manned, trained implementation team will be provided for the cutover and have the expectation that they will be available for interviews with authorized Oakland County personnel to approve implementation resources, should the County desire.

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 & turn-up activities that can be done in advance to reduce the amount of time and complexity of the actual cut-over.

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

During the cut-over, the Securus Team will perform a thorough inspection of the installation and will resolve any potential issues prior to finalizing the implementation. The technicians completing the installation activity will perform a walk-through with the Oakland County Team to review all installation documentation and checklists. The Securus Project Management Team will host a Customer Acceptance Review Meeting with the Oakland County Team prior to finalizing the cut-over at each location.

Onsite training seminars as well as web-based training activities (if applicable) will occur during this phase of the project. Securus understands that Oakland County reserves the right to interview and approve implementation resources and that

some installation may occur after non-standard business hours and will comply with this at no cost to Oakland County.

9.8 In all cases and at all times the selected Contractor will be responsible for the actions or omissions of all Sub-Contractors working for the primary selected Contractor. It is understood that whenever reference to the selected Contractor is made in these documents, the reference includes all Sub-Contractors as well. SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus will provide all services without the use of sub-contractors. Our proposed system was designed, developed, deployed and will be supported by Securus associates.

Securus does not intend to sub-contract the installation and maintenance of the collect-only inmate telephones because we have our own implementation team and technicians. Securus' extensive experience installing and maintaining inmate telephone systems have helped us develop installation and cut-over procedures that will minimize disruptions and errors, and maximize Oakland County's satisfaction.

Securus Technologies 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 three years, our team has completed more than 1,700 quality installations of our Secure Call Platform (SCP), and has averaged a 4.6 (out of 5) customer satisfaction rating every year.

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

Recent customer testimonials include:

"Securus delivered on the promises made in the Request for Proposal response and contract negotiations with a cutover that was seamless and efficient for everyone involved. The transition for friends and family of inmates has been very easy with few, if any, serious complaints over Securus service or response."

-- Armando "Eddie" Valeriano, Deputy Warden, Connecticut DOC

"The Securus installation team is the most professional group of people that I have ever had the pleasure of working with on this type of project. Their attention to detail and dedication to customer satisfaction allowed them to complete a statewide, multi-location installation well under the projected completion date with virtually no unforeseen problems. I would love to work with them on another project."

-- Karl Prince, IT Manager, Louisiana DOC

Securus uses our own billing system and does not contract with outside billing contractors, which might expose call records to tampering or corruption.

Because the SCP is a centralized system, there is no need to download call records as there would be with a traditional premises-based system. Call records are entered directly into the billing system for rating and billing on a near real-time basis. High-level data security measures prevent tampering of call records in all hardware and software systems used by Securus to rate and store call records.

Serving so many correctional facilities requires Securus to have the best internal controls and processes in the industry. Securus is proud to be the only inmate telecommunications provider in the U.S. that is Sarbanes-Oxley Section 404 compliant. Being Sarbanes-Oxley compliant means that an independent accounting and auditing firm has completed a comprehensive, in-depth evaluation and testing of our internal controls for financial reporting. Their unqualified audit opinion, or compliance, confirms that Securus has effective controls and safeguards in place to manage critical financial information.

9.9 All items proposed will be inspected by Oakland County's Installation Team upon delivery to ascertain compliance with the specifications. Items not in compliance with these specifications will be rejected, and the firm making the proposal will comply with the specifications or Oakland County will take measures to assure compliance. Upon rejection of such materials and/or equipment, the selected Contractor shall accept return at the address listed in the contract. Oakland County is not obligated to pay for the rejected materials, equipment, or shipping.

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

Our project managers work with the Oakland County team to coordinate equipment deliveries and facility access. When Securus technicians arrive on site, they may require escorts to the phone/terminal and equipment locations. The majority of project activity will occur during normal business hours. However, Securus can accommodate late-night/overnight cut-over activities. Some customers choose this method to eliminate service interruptions.

All items proposed will be inspected by Oakland County's Installation Team upon delivery to ascertain compliance with the specifications for compliance or rejection. Securus will ensure that any compliance issues raised are addressed to the County's standards, and will accept the return of any rejected equipment or supplies at the address listed in the contract at **NO COST** to Oakland County.

9.10 Existing County-owned outside plant, house, and station cabling; and conduit will remain in place for the selected Contractor's use. Oakland County will provide cabling, conduit, and a connection block at each site's D-marc (point of presence or penetration) at Oakland County's expense for all new installations. Costs associated with the reuse of existing or the installation of new outside plant, house, and station cable; conduit; electrical power; cabling maintenance and repairs and labor costs from the D-marc to station cable locations at each of Oakland County's sites will be at Oakland County's expense. Channel banks and associated equipment and connectivity shall be the responsibility of the selected Contractor.

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

9.11 All collect-only inmate telephones will not be labeled. All users' instructions shall be accessed through the phone.

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

The Securus calling service default system setup provides message prompts in both English and Spanish. Inmates select a specific language at the beginning of the call process by dialing a single digit. Securus offers 15 different languages choices to meet their specific need.

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

Securus provides durable printed dialing instructions in both English and Spanish on each inmate telephone, using appropriate materials and techniques for the correctional environment that clearly explains the process in a manner that is easy to read and understand:

SAMPLE DIALING INSTRUCTIONS IN ENGLISH AND SPANISH

This Call is Being Recorded	Esta Llamada será grabada
<p>DIALING INSTRUCTIONS</p> <p>Press "1" for English</p> <p>For a collect call, press "1"</p> <p>For a debit call, press "2"</p> <p>TIPS Hotline, press "8"</p> <p>Enter your PIN</p> <p>Enter your area code and phone number</p> <p>You may hear silence during the acceptance of your call. Please continue to hold.</p>	<p>INSTRUCCIONES DE MARCADO</p> <p>Presione "2" para español</p> <p>Para llamada por cobrar, presione "1"</p> <p>Para llamada de débito, presione "2"</p> <p>Para línea directa de aviso secreto, presione "8"</p> <p>Introduzca su número de identificación personal</p> <p>Introduzca su número de teléfono, incluyendo el código de área</p> <p>Escuchará silencio mientras su llamada es aceptada. Continúe esperando por favor.</p>

9.12 Equipment, material, and debris are to be transported by the selected Contractor so as not to cause damage to floors, walls, or ceilings, or other existing equipment. SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

9.13 The selected Contractor will fully reimburse Oakland County for all damage caused by the Contractor to Oakland County's property or premises. This applies also to the personal property of County staff, the public, or inmates. SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

9.14 All patching and repairs done by the selected Contractor in the course of the work will match the existing construction, and the Contractor will be responsible for a complete job, acceptable to Oakland County Representatives.

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

9.15 The selected Contractor's staff and all staff of Sub-Contractors are subject to a security check and clearance by the Oakland County Sheriff's Office before working in any Oakland County building. All such installation and service staff will supply pertinent employee information for security purposes as required. The information will include but not be limited to the following:

- **Full name**
- **Date of birth**
- **Residential address, including city and zip code**
- **Social security number**
- **Driver's license number**
- **States resided in**
- **Signature**

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

Securus' background screening requirements and verification process mean our customers can feel comfortable about the trustworthiness of our employees. We perform a criminal background check on all new hires. The check includes a criminal search for surrounding counties of current and previous residences, a national Social Security Number validation, and confirmation of education and employment references.

Also, driving records are checked for field associates and credit checks are completed for positions in Accounting and Finance that would have access to cash or banking.

9.16 All employees of the selected Contractor and Sub-Contractors will fill out a security clearance application and return the completed form to Oakland County's Contract Representative within ten (10) days before the start of work. All security clearances are granted at the discretion of the Sheriff's Office.

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

Securus will provide all services without the use of sub-contractors. Our proposed system was designed, developed, deployed and will be supported by Securus associates.

Securus does not intend to sub-contract the installation and maintenance of the collect-only inmate telephones because we have our own implementation team and technicians. Securus' extensive experience installing and maintaining inmate telephone systems have helped us develop installation and cut-over procedures that will minimize disruptions and errors, and maximize Oakland County's satisfaction.

Securus Technologies 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 three years, our team has completed more than 1,700 quality installations of our Secure Call Platform (SCP), and has averaged a 4.6 (out of 5) customer satisfaction rating every year.

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

9.17 The selected Contractor will be allowed to work within Oakland County facilities and on Oakland County grounds between the hours of 8:30 a.m. and 5:00 p.m., Monday through Friday. No work will be performed on Saturdays or Sundays without prior written authorization. Weekend and evening work may be allowed as cleared with Oakland County's Contract Representative.

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

The Securus project management team coordinates cut-over activities with the Oakland 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 Oakland County team at least five business days in advance.

9.18 All employees of the selected Contractor may be subject to an individual body search each time they enter a facility. Packages or containers of any kind may be opened for inspection. Areas under construction may be inspected and searched at any time. Lunch boxes are not permitted inside the security perimeter. All employees of the selected Contractor will be required to display employer provided picture I.D. badges at all times while working in County facilities.

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

9.19 All trucks and mobile equipment may be subject to inspection both on arrival and upon departure from each facility.

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

9.20 Absolutely no fraternization between inmates and selected Contractor's employees will be tolerated. Any attempts at fraternization by inmates are to be reported immediately to facility staff. No requests for visits with inmates will be granted to any selected Contractor's employee except where such visiting originated prior to the award of the Contract.

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

9.21 The selected Contractor will follow all rules pertaining to foot and vehicle traffic as established by each facility. The selected Contractor will observe all off-limit and restricted areas.

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

9.22 All heavy power tools and machinery such as air hammers, acetylene tanks, etc., must be removed from the inside of the security perimeter by 5:00 p.m. each day. No tools, small pipes, copper or wire will remain on the site unless acceptably locked inside storage closets or rooms.

YES

See below.

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

9.23 Before ordering material or doing any work, the selected Contractor will verify all appropriate dimensions at each building or site which may affect the work. Verification of all site conditions is the Contractor's responsibility. YES

See below.

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

9.24 The selected Contractor assumes full responsibility for the accuracy of all figures and calculations. No allowance or compensation will be considered and no reduction in commission rates will be allowed. The selected Contractor will verify the proposed telephone and auxiliary equipment placement with the Oakland County's Installation Team, immediately prior to installation of equipment, etc. The selected Contractor will not be compensated for equipment placement installed in error as a result of not verifying these locations with Oakland County's Installation Team prior to installation.

YES

See below.

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

9.25 All Manufacturers' directions will be followed by the selected Contractor during installation. Manufacturer's articles, materials, and equipment will be installed, connected, erected, used, cleaned, and conditioned per the manufacturer's written directions. YES

See below.

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

9.26 Installation of jacks and mounting cords causing obstructions to walkways and the use of wall, floor, and wire moldings, etc., are prohibited. Under no circumstances will openings for telephone jacks be larger than the actual size of the jack being provided. YES

See below.

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

9.27 The selected Contractor will warranty all equipment, workmanship, and labor for the duration of the Contract. The selected Contractor agrees to make necessary repairs or replace any equipment or material with an approved equal or better-quality item acceptable to Oakland County's Contract Representative. The selected Contractor agrees to correct any workmanship resulting in unsatisfactory system operation due to inherent defects, improper programming, subsequent failures, improper maintenance, or imprudent selection of equipment to serve the intended function. All will be done without

impact on the commission rate paid to Oakland County and at no charge to Oakland County.

YES

See below.

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

Securus will warranty all equipment, workmanship, and labor for the duration of the Contract. The selected Contractor agrees to make necessary repairs or replace any equipment or material with an approved equal or better-quality item acceptable to Oakland County's Contract Representative. The selected Contractor agrees to correct any workmanship resulting in unsatisfactory system operation due to inherent defects, improper programming, subsequent failures, improper maintenance, or imprudent selection of equipment to serve the intended function. All will be done without impact on the commission rate paid to Oakland County and at no charge to Oakland County.

9.28 **Fabricate and install all items plumb, true, straight, square, level, and in proper elevation, plane, location, and alignment with adjacent materials. Securely attach all accessories. Furnish all supports necessary for proper installation of equipment.**

YES

See below.

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

9.29 **Design all work for adjustment to field connections, fitted with proper joints and intersections, adequately anchored in place so that work will not be exposed or distorted. Secure products in place with positive tamper proof anchoring devices designed and sized to withstand stresses, vibration, physical distortion, disfigurement, damage or malicious destruction. All equipment destroyed will be replaced at the selected Contractor's expense.**

YES

See below.

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

9.30 **Upon completion or when directed, conduct careful inspection and correct defective work. Perform necessary adjustments or calibrations as required to leave the complete installation in operating condition.**

YES

See below.

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

Securus will warranty all equipment, workmanship, and labor for the duration of the Contract and agrees to make necessary repairs or replace any equipment or material with an approved equal or better-quality item acceptable to Oakland County's Contract Representative. Securus agrees to correct any workmanship resulting in unsatisfactory system operation due to inherent defects, improper programming, subsequent failures, improper maintenance, or imprudent selection of equipment to serve the intended function. without impacting the commission rate paid to Oakland County and at **NO CHARGE** to Oakland County.

9.31 Without invalidating the contract, extra work or changes may be ordered by Oakland County and at no charge to Oakland County for altering, adding to, or deducting from the work. Contract quantities will be adjusted accordingly. No extra work or changes will be allowed unless authorized by Oakland County Contract Representative.

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

9.32 All requests for telephone installations and removals during the contract period will come only from and be authorized only by Oakland County Contract Representative. All work authorized will be done by the selected Contractor without regard to potential future revenues or loss of revenues.

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

9.33 All selected Contractor's installation and service staff will be factory-trained and certified to work on the equipment models proposed. The selected Contractor must be an authorized distributor of the equipment manufacturers.

Y

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

Securus' proposal includes a certified, trained, on-site technician during the hours of 8:30 a.m. to 5 p.m., Monday through Friday, to repair, maintain, and perform administrative functions for the Inmate Phone System. Securus will provide a trained on-site substitute repair technician shall be provided to Oakland County to cover any absences of the assigned technician beyond five (5) working days. Should Oakland County request service on the inmate-operated telephone system when the dedicated technician is not on site, a technician will be sent to Oakland County within three (3) hours after receipt of the call requesting service.

Securus provides superior customer service capabilities from a state-of-the-art operations center located in Carrollton, Texas. Securus' Technical Support Center (TSC) is staffed by 50 support technicians to ensure prompt problem resolution. The average tenure of our support management is 5 years with our technicians averaging 4 years.

Securus' TSC serves as a single point of contact for facility staff to request service or make inquiries 24 hours a day, 7 days a week, 365 days per year, and has four convenient methods of contact:

- Telephone: 866-558-2323
- E-Mail: technicalsupport@securustech.net
- Fax: 800-368-3168
- Web portal @ <http://www.securustech.net/facility.asp>

The TSC uses a call distribution system to automatically manage the flow of inbound customer calls, 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 key objective of providing timely resolution to each request.

Upon contact from a facility each service request is assigned one of three initial priority levels, each with its own resolution and escalation timelines. Every effort is made to resolve the problem remotely within the designated timeframes and many service requests can be resolved during the initial request. If the service request cannot be resolved remotely, a field service technician is dispatched to the facility to expedite resolution.

9.34 The selected Contractor, in cooperation with Oakland County Contract Representative and Installation Supervisor, will develop a schedule for all work in advance of the contract award. Once the schedule has been established and agreed to by Oakland County and the selected Contractor, it will become a part of the contract. Adherence to the schedule will be one of the performance parameters for contract continuation. Failure on the part of the selected Contractor to meet scheduled installation dates will be cause for termination of the contract. System installation will be coordinated by the Contract Representative and Oakland County's Installation Team with user agency staff and Oakland County's current Inmate Phone System Contractor. The work will be performed in such a way as to minimize disruption of service at each facility during the cutover.

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

Securus has a proven track record of providing successful turnkey installations for mega-county, county, and city agencies, as well as large state department of corrections agencies. Over the last several years, our team has completed more than 2,800 quality installations of our calling service and has averaged a 4.6 (out of 5) customer satisfaction rating every year.

The Oakland County implementation project includes a complete, turnkey installation of all equipment, facilities, and connectivity for inmate telecommunications services.

The project plan identifies the deployment of specific technologies under a phased-in schedule that delivers efficiencies where Oakland County needs efficiencies first. Securus proposes a preliminary implementation plan that transitions all inmate telecommunications services within 15 calendar days from the date of award. This includes complete, turn-key installation of all hardware, software, and configurations for the inmate telecommunications system.

The project begins with Securus representatives on-site at a designated Oakland County location to kick-off our implementation plan within days of contract execution.

9.35 The selected Contractor is responsible to commence, cease, or resume work at Oakland County's direction. Oakland County is not responsible for giving early notice of the rejection of faulty work and will not in any way superintend to relieve the selected Contractor of the responsibility or consequence of neglect or carelessness by any employee of the contracting firm. All materials and labor will be furnished at times best suited for the selected Contractor and Sub-Contractors concerned so that the combined work of all will be properly and fully completed and all systems fully operational on the date fixed by the Contract.

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

9.36 The selected Contractor will perform a complete system check-out, including all interfaces to the local central office, immediately prior to and following the cutover. This will include verification of all carrier-provided line and/or trunk circuits.

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

9.37 The selected Contractor will provide and maintain a current listing of all collect-only inmate telephones which will include, but not be limited to, the following information:

- **By site location, including address and city.**
- **By building name.**
- **By departmental name.**
- **By floor and room number.**
- **By description of location within a room by model name and number**

The selected Contractor will provide Oakland County with one updated copy of this listing as adds, moves, changes, and deletions occur.

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

Securus will provide and maintain a current listing of all collect-only inmate telephones that includes, but is not be limited to:

- Site location, including address and city.
- Building name.
- Departmental name.
- Floor and room number.
- Description of location within a room by model name and number

Securus will provide Oakland County with one updated copy of this listing as phones are added, moved, changed, or deleted.

9.38 Contractor shall be responsible for the installation and ongoing costs associated with carrier lines, circuits, or ISP services to meet the requirements of their solution.

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

Securus will be responsible for the installation and ongoing costs associated with carrier lines, circuits, or ISP services to meet the requirements of their solution.

10.0 Contractor Support & Maintenance Requirements

10.1 Contractor will provide a certified, trained on-site repair technician during the hours of 8:30 a.m. to 5 p.m., Monday through Friday, to repair, maintain, and perform administrative functions for the Inmate Phone System as needed. The technician must be available to arrive on-site after initial contact is made by Oakland County.

A trained on-site substitute repair technician shall be provided to Oakland County to cover any absences of the assigned technician beyond five (5) working days.

Should Oakland County request service on the inmate-operated telephone system when the dedicated technician is not on site, a technician will be sent to Oakland County within three (3) hours after receipt of the call requesting service.

There shall be on-call coverage 24/7, 365 days/year.

The technician may train OCSO staff routine support and maintenance tasks if approved by the OCSO command.

A. Contractor will provide a certified, trained on-site repair technician during the hours of 8:30 a.m. to 5 p.m., Monday through Friday, to repair, maintain, and perform administrative functions for the Inmate Phone System as needed. The technician must be available to arrive on-site after initial contact is made by Oakland County.

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

At the beginning of the project, our project manager will organize an initial implementation meeting that allows us to introduce the implementation project members and review the project plan and timetables with the Oakland County Team in person to ensure a successful kick-off to our project. Based on our experience with implementing hundreds of projects of this size, the Securus' Project Management Team can assist Oakland County in identifying key stakeholders and primary points of contacts who should attend this meeting, along with identifying other roles/responsibilities for the duration of the project.

The designated Oakland County point of contact is the person with whom our project manager can communicate to schedule site surveys, equipment deliveries, technician work, and training. This designated person or group of persons will also be responsible for:

- **Receiving agreed-upon status reports** - Throughout the duration of the project, our Project Management and Implementations Teams will provide weekly installation progress reports. The reports will include updates on all active, completed, and pending installation activities.
- **Attending status meetings throughout implementation** - Weekly stakeholder meetings are recommended and will be hosted by the Securus' Project Team. We will prepare and distribute an agenda in advance to give participants an opportunity to prepare questions and answers, ensuring that each meeting is effective.
- **Performing final walk through and sign off when implementation is finished** - After each facility is transitioned, our team will review our quality checklists with Oakland County.

Securus' project manager will proactively schedule these milestones and provide status checks, Oakland County just has to attend and provide input.

When our Technicians arrive onsite, they may require escorts to the phone and equipment locations. The majority of our project activity will occur during normal business hours; however, we can accommodate late-night/overnight cut-over activities. Some of our customers choose this method to eliminate service interruptions and reduce interaction with inmates.

For any onsite training, Oakland County will be expected to provide a location with sufficient space to accommodate the class size. In addition, it is recommended that Oakland County aff have computers available for training to participate in the hands-on elements of our training program.

Minimizing Burden on Oakland County Personnel

The goal of our service plan is to minimize the burden on Oakland County and your officers. Therefore, it is Securus' personnel who are responsible for the majority of the work to be done.

Our project manager will be responsible for scheduling site surveys, ordering network lines from the LEC, ordering required equipment, scheduling meetings, and providing updates to Oakland County. The project manager ensures timely execution and completion by using scheduled completion dates.

Our technicians will perform the site surveys, assemble and install equipment, complete pre-installation and cutover, and coordinate any removal and disposal, if needed, of the existing inmate phones.

We have an in-house, dedicated training department that will provide initial and on-going product training covering all system features to Oakland County at no cost. All training is conducted through online instructor-led classes or onsite one-on-one and classroom training sessions by experienced, certified trainers averaging 20+ years of experience.

B. A trained on-site substitute repair technician shall be provided to Oakland County to cover any absences of the assigned technician beyond five (5) working days.

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

C. Should Oakland County request service on the inmate-operated telephone system when the dedicated technician is not on site, a technician will be sent to Oakland County within three (3) hours after receipt of the call requesting service.

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

Should Oakland County request service on the inmate-operated telephone system when the dedicated technician is not on site, a technician will be sent to Oakland County within three (3) hours after receipt of the call requesting service.

D. There shall be on-call coverage 24/7, 365 days/year.

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

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

E. The technician may train OCSO staff routine support and maintenance tasks if approved by the OCSO command.

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

Securus employs approximately 224 field service associates including Regional Managers and a centralized Field Dispatch team to support our national customer base. The Field Service Technicians (FST) are strategically positioned to meet the response time requirements of our customer's and reside near each customer location. FSTs are all required to have extensive telecommunication background and are Securus-certified to service our product offerings. The FSTs have direct access to senior technical support and engineering resources to expedite repairs and minimize customer downtime.

Workflow

Once our centralized Technical support operation determines that an issue requires on-site service, our dispatch team contacts the assigned FST and establishes an estimated time of arrival. The Dispatcher or the FST immediately communicate the time of arrival to the facility. Upon arrival at the facility, the FST will meet with the primary site contact to review the problem and perform the necessary repairs. Repairs typically involve repairing or replacing a defective part or wiring or correcting configuration settings.

Upon resolving the primary issue, the Field Service Technician will perform a system check to detect any unreported issues and conduct preventative maintenance checks while on-site, including:

- Cleaning out the system filters
- Testing system features and functionality
- Testing of individual phones/terminals
- Performing workstation(s) inspections.

Problems identified during this check are addressed by the Field Service Technician during the same visit unless additional parts are required to resolve the issue.

Upon completion of the repairs, the FST will validate problem resolution with the primary site contact and obtain sign-off on the repairs performed. After obtaining sign-off, the FST will record the transaction in our problem management system through his or her laptop.

Service Parts

Securus field service technicians maintain a working level of spare parts for minor repairs consisting of telephone sets, handsets, dials, and replacement circuit boards, either on-site or in their truck. If a technician does not have required a part, Securus will drop-ship the item to the site. Securus will ship counter-to-counter on the same day in critical situations.

Quality

Securus sends an e-mail customer satisfaction survey to the primary site contact following each service event. Customer concerns are immediately escalated to the Regional Service Manager and the National Service Director. The Regional Service Manager is required to contact the customer within 24 hours to better understand the concern and implement a correct action plan. Securus executives review the summary of each issue along with the corrective actions on a monthly basis. Our current survey results show 94% satisfaction with Field Service with 77% indicating they were “delighted” with the service they received.

Implementation

Our preliminary implementation plan includes transitional meetings that detail the setup of proposed applications and tasks associated with the transition from the current system to Securus’ NextGen Secure Communication Platform™ (NextGen SCP™). Securus has extensive experience preparing locations for system implementation without disrupting the facility’s existing service. All hardware, phone lines, and workstations will be in place before replacing the telephone/terminal instruments and cutting over to NextGen SCP.

10.2 The Contractor will describe the following:

How will Oakland County contact your on-site technician?

Describe in detail the preventative maintenance program.

Indicate the geographical maintenance area and the number of field technicians trained on the Inmate Phone System.

Indicate if field technicians will have 24 hours/day, 365 days/year access to Inmate Phone System equipment and materials warehouse.

Indicate where the materials warehouse is located.

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

Securus will describe the following:

- **How will Oakland County will contact your on-site technician?**

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

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.

- **Describe in detail the preventative maintenance program.**

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

Once our centralized Technical support operation determines that an issue requires on-site service, our dispatch team contacts the assigned FST and establishes an estimated time of arrival. The Dispatcher or the FST immediately communicate the time of arrival to the facility. Upon arrival at the facility, the FST will meet with the primary site contact to review the problem and perform the necessary repairs. Repairs typically involve repairing or replacing a defective part or wiring or correcting configuration settings.

Upon resolving the primary issue, the Field Service Technician will perform a system check to detect any unreported issues and conduct preventative maintenance checks while on-site, including:

- Cleaning out the system filters
- Testing system features and functionality
- Testing of individual phones/terminals
- Performing workstation(s) inspections.

Problems identified during this check are addressed by the Field Service Technician during the same visit unless additional parts are required to resolve the issue.

Upon completion of the repairs, the FST will validate problem resolution with the primary site contact and obtain sign-off on the repairs performed. After obtaining

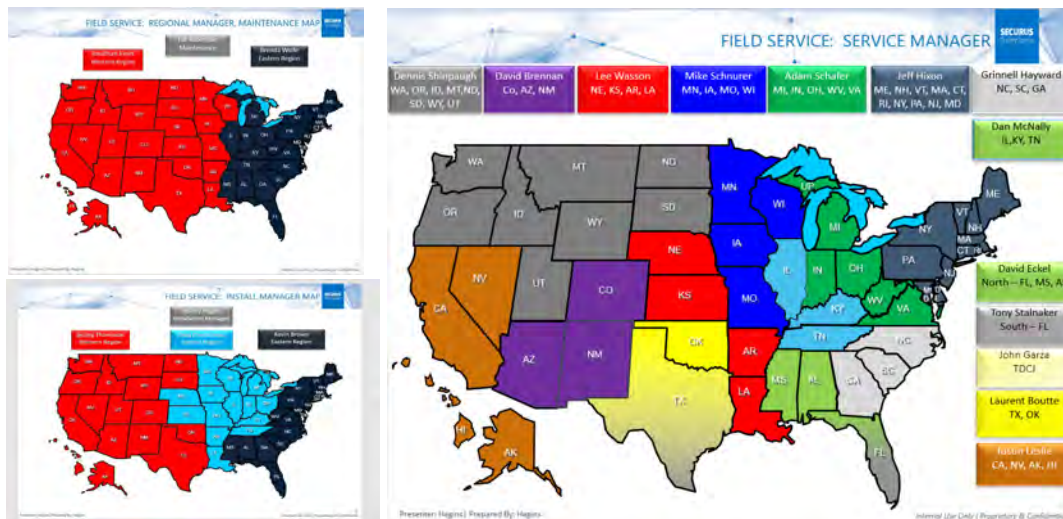
sign-off, the FST will record the transaction in our problem management system through his or her laptop.

- **Indicate the geographical maintenance area and the number of field technicians trained on the Inmate Phone System.**

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

Securus employs approximately 224 field service associates including Regional Managers and a centralized Field Dispatch team to support our national customer base. The Field Service Technicians (FST) are strategically positioned to meet the response time requirements of our customer’s and reside near each customer location. FSTs are all required to have extensive telecommunication background and are Securus-certified to service our product offerings. The FTSs have direct access to senior technical support and engineering resources to expedite repairs and minimize customer downtime.

These technicians are managed and given oversight by the following Field Services Service Managers , Field Services Installation Managers, and Field Services Regional Mangers as illustrated in the maps on the following pages as indicated and geographically assigned on the U.S. map provided below.



- **Indicate if field technicians will have 24 hours/day, 365 days/year access to Inmate Phone System equipment and materials warehouse.**

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

Securus field service technicians maintain a working level of spare parts for minor repairs consisting of telephone sets, handsets, dials, and replacement circuit boards, either on-site or in their truck. If a technician does not have required a part, Securus will drop-ship the item to the site. Securus will ship counter-to-counter on the same day in critical situations.

Quality

Securus sends an e-mail customer satisfaction survey to the primary site contact following each service event. Customer concerns are immediately escalated to the Regional Service Manager and the National Service Director. The Regional Service Manager is required to contact the customer within 24 hours to better understand the concern and implement a correct action plan. Securus executives review the summary of each issue along with the corrective actions on a monthly basis. Our current survey results show 94% satisfaction with Field Service with 77% indicating they were “delighted” with the service they received.



- **Indicate where the materials warehouse is located.**

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

The materials warehouse is located in Carrollton, TX but as we have stated, all of our Technicians assigned to Oakland County and other facilities, maintain a working level of spare parts for minor repairs consisting of telephone sets, handsets, dials, and replacement circuit boards, either on-site or in their truck. Your field service technician will be Tim Allarding, who lives less than 40 minutes from your facility. If a technician does not have required a part, Securus will drop-ship the item to the site. Securus will ship counter-to-counter on the same day in critical situations.

10.3 Requests for telephone removals during the contract period will be subject to agreement by the selected Contractor, which shall not be unreasonably withheld. Telephone removal will be performed without commission penalty to Oakland County and at the selected Contractor's expense.

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

10.4 The selected Contractor will not accept repair calls from anyone other than Oakland County's Representative, Oakland County's Installation Team, or the Information Technology Service Center (Help Desk). The selected Contractor must be accessible for verbal notification of maintenance service requests 24 hours/day, 365 days/year.

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

10.5 All repair problems affecting OCJL, Annex & Children's Village must be resolved within 4 hours after repair notification is received from Oakland County.

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

10.6 The selected Contractor must be assigned an Incident number by Oakland County as part of the verbal notification. The incident will contain the following information:

- **Incident number**
- **Date and time the verbal notification was given**
- **Building and room location of the repair**

- Nature of the repair problem
- Specific telephone number requiring repair
- Name and telephone number of people from inmate facility calling in the repair
- Date and time repair handed off to repair technician OR date and time repair handed off to Contractor's trouble desk
- Technician's name and method contacted

If the selected Contractor fails to correct the malfunction within the allotted time referenced in *Section 10.5*, Oakland County reserves the option to require the selected Contractor to replace the equipment with approved equal or better quality acceptable to Oakland County's Installation Team. This replacement will be accomplished within 24 hours of Oakland County's directive to replace. If the repair is to building cabling for which Oakland County is responsible, the selected Contractor's repair technician shall immediately notify Oakland County's Installation Team via the Service Center at (248) 858-8812.

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

10.7 Upon the selected Contractor's arrival at Oakland County site, the Contractor will call the IT Service Center at (248) 858-8812, to notify date, time of arrival, and incident number.

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

10.8 Oakland County's account will be monitored by the selected Contractor. In addition, the Contractor will provide Oakland County with a Contractor escalation list which will be regularly updated by the Contractor.

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

10.9 Upon the completion of each repair, the selected Contractor will call the I.T. Authorized Representative to close out the incident, indicating the time of completion, technician's name, incident number, and a brief description of the trouble found, repair performed, and equipment repaired or replaced.

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

11.0 RATES AND COMMISSIONS

11.1 The contractor will pay Oakland County the rates and commissions for Inmate Visitation and Inmate Video as proposed by the contractor in APPENDIX D-4 MONTHLY COMMISSION RATES PROPOSAL TABLE FOR INMATE VISITATION.

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

11.2 The rates and commissions quoted in APPENDIX D-4 will be the exact rates paid to Oakland County on gross call revenue. Any deductions the contractor needs to include for new equipment, software, or hardware, will already be deducted from the final commission rates proposed in APPENDIX D-4.

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

11.3 The Selected Contractor assumes full responsibility for all losses of revenue: This includes but is not limited to:

A. Changes in primary intra or inter-exchange carriers

- B. Billing of fraudulent calls**
 - C. Equipment programming errors**
 - D. Equipment malfunctions**
 - E. Inability to collect gross billable revenues**
 - F. Inability to collect un-billable revenues to LECs or CLECs where the selected Contractor does not have billing arrangements in place**
- Inability to collect bad debt revenue**

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

11.4 All rate policies are subject to changes initiated by the Federal Communications Commission and/or the Michigan Public Service Commission. As an attachment to the Proposal Form in this RFP, the Contractor shall submit the FCC approved calling including an itemization of the minute rates/mileage schedules and surcharges charged by time of day and day of week, including connection charges, special holiday rates and any discounted rates. All rates shall be consistent with and comply with all applicable FCC rules and regulations and in no event shall rates exceed amounts established by the FCC.

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

11.5 The Contractor will submit written notification to Oakland County's Representative within thirty (30) days of any proposed change in FCC regulated and unregulated telecommunication rates. Contractor's failure to furnish this written notification and accordingly adjust commission payments to Oakland County retroactive to the effective date of the Order may be just cause for cancellation of this contract. Written notification will include a copy of the rate filing detailing all surcharges, connection charges, and rates.

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

11.6 Commission payments to Oakland County by the selected Contractor will be based on a fixed (not tiered) percentage rate of all monthly "gross revenues." For purposes of this proposal, "gross revenues" will be defined as the total revenue anticipated from collect billable calls, un-billable calls, and bad debt calls. Additional exclusions or hidden revenue reductions by the selected Contractor are prohibited. Equipment or service incentives will not be considered by Oakland County and should not be proposed under the terms of this proposal. Oakland County is interested in only a flat rate, fixed commission percentage resulting in a reliable revenue source for Oakland County.

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

Securus will pay commissions to Oakland County based on gross revenue. Gross revenues include all gross billed revenues directly relating to completed collect or prepaid calls generated by and through the inmate telecommunications system. Customer revenue excludes required regulatory fees and other items such as federal, state and local charges, taxes and fees, including transaction funding fees, transaction fees, credits, billing recovery fees, charges billed by non-LEC third parties, and promotional programs.

11.7 Oakland County reserves the right to audit the selected Contractor's records at any time. The selected Contractor agrees to maintain records and a tracking system substantiating the accuracy of gross revenues billed and commission payments.

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

Securus will provide Oakland County with one of the only anywhere, anytime, customer portals in the industry. At any time, 24-hours a day, seven days a week, customers can securely access all system functions through the NextGen Secure Communications Platform™ (NextGen SCP™) Web-based interface, including reporting functions, recordings, live call/visitation monitoring, and all configuration settings. Authorized users only need a PC with Chrome 33+ browser. Oakland County can control when users log in based on time of day and day of the week, or allow anytime/anywhere access.

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

The audit and tracking feature logs:

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

Securus will pay commissions to Oakland County based on gross revenue. Gross revenues include all gross billed revenues directly relating to completed collect or prepaid calls generated by and through the inmate telecommunications system. Customer revenue excludes required regulatory fees and other items such as federal, state and local charges, taxes and fees, including transaction funding fees, transaction fees, credits, billing recovery fees, charges billed by non-LEC third parties, and promotional programs.

11.8 During the contractual period, the selected Contractor may automatically increase the percentage of commissions paid to Oakland County, followed by written notification of such action to Oakland County's Contract Representative within two weeks. Commission percentages will not decrease during the duration of the contract. The date set for contract payment will be agreed to by the selected Contractor and Oakland County and established as part of the contract.

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

11.9 At any time, Oakland County reserves the option of requesting prorated commissions for the number of days the specific telephone being repaired resulted in a loss of commissions to Oakland County. The exception would be in instances where the trouble found was in the building cable for which Oakland County is responsible.

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

11.10 Lost commissions will be as determined by call detail reports and/or the details of Oakland County's Incident number. Prorated commissions will be paid to Oakland County based on the average daily commission paid to Oakland County for the last full month the affected telephone and/or line was in full service, multiplied by the number of days the malfunction existed. Note: Any fraction of a day will be counted as a full day without service when prorating commissions payable to Oakland County. Commissions on malfunctions will be paid within 30 days of the request for such payment from the Contract Representative.

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

11.11 If the malfunction condition has not been corrected within ten working days from the date of verbal notification, Oakland County reserves the right to cancel the contract.

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

12.0 Commission and Payment Reporting

12.1 Call activity reflecting actual call detail and volume, telecommunication rates billed per rate filings, and "gross revenue" reports by telephone number and location to audit commission payments will be required.

The Monthly Commission Report must include, but not be limited to, the following items:

MONTHLY DETAIL COMMISSION REPORT

Report Heading:

- Monthly Commission Report, Month/Year,
- Time period for the report
- Run date and time
- Telephone number
- Settlement Date.

Report Subheading and Subtotals by Tariff Type, Call Type, Call Count, Minutes, Gross Revenue, Commission percentage, Commission Earned:

- **Local (Collect, Prepaid, Debit Card, Debit)**
 - Intracell (Collect, Prepaid, Debit Card, Debit)
 - Intraplate (Collect, Prepaid, Debit Card, Debit)
 - Intrastate (Collect, Prepaid, Debit Card, Debit)
 - Interstate (Collect, Prepaid, Debit Card, Debit)
 - International (Collect, Prepaid, Debit Card, Debit)
 - Caribbean (Collect, Prepaid, Debit Card, Debit)
 - Canadian (Collect, Prepaid, Debit Card, Debit)
 - Voice Mail
 - Video Visitation

Report Total and Grand Total: Call Type, Call Count, Minutes, Gross Revenue, Commission percentage, Commission Earned.

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

Samples of the monthly commission reports have been provided on the following page for your review.

12.1. MONTHLY SUMMARY COMMISSION REPORT

Total number of minutes of usage of local, Intra-LATA, Intra-State, and Inter-State calls.

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

Samples of the monthly commission reports have been provided on the page below for your review.

Securus Technologies, Inc.
COM-001 Call Commission Report - May, 2015
RUN DATE: 6/2/2015 9:28:02 PM Process Date: 6/27/2015 10:34:39 AM
Site: Sample County Correctional Facility Contract ID: 1001234 Side ID: 01234

Orig. AM	Local Revenue	Local Mins	Local Calls	Intra-LATA Revenue	Intra-LATA Mins	Intra-LATA Calls	Inter-State Revenue	Inter-State Mins	Inter-State Calls	International Revenue	International Mins	International Calls	Other Revenue	Other Mins	Other Calls	Total Revenue	Total Mins	Total Calls	Commission
5/20/2015	\$1,178.76	5389	433	\$1,496.54	6777	580	\$2,268.43	11628	1777	\$603.84	2964	448	\$7.04	0	0	\$5,554.61	27858	4238	\$3,286.15
Total:	\$1,178.76	5389	433	\$1,496.54	6777	580	\$2,268.43	11628	1777	\$603.84	2964	448	\$7.04	0	0	\$5,554.61	27858	4238	\$3,286.15

Orig. AM	Local Revenue	Local Mins	Local Calls	Intra-LATA Revenue	Intra-LATA Mins	Intra-LATA Calls	Inter-State Revenue	Inter-State Mins	Inter-State Calls	International Revenue	International Mins	International Calls	Other Revenue	Other Mins	Other Calls	Total Revenue	Total Mins	Total Calls	Commission
5/20/2015	\$0.00	0	0	\$0.00	0	0	\$18.28	74	27	\$0.00	0	0	\$0.00	0	0	\$18.28	74	27	\$0.00
Total:	\$0.00	0	0	\$0.00	0	0	\$18.28	74	27	\$0.00	0	0	\$0.00	0	0	\$18.28	74	27	\$0.00

Orig. AM	Local Revenue	Local Mins	Local Calls	Intra-LATA Revenue	Intra-LATA Mins	Intra-LATA Calls	Inter-State Revenue	Inter-State Mins	Inter-State Calls	International Revenue	International Mins	International Calls	Other Revenue	Other Mins	Other Calls	Total Revenue	Total Mins	Total Calls	Commission
5/20/2015	\$807.89	4292	352	\$1,891.25	7258	598	\$2,284.32	11658	1786	\$1,234.92	678	634	\$2.04	0	0	\$6,190.42	28812	4288	\$3,476.25
Total:	\$807.89	4292	352	\$1,891.25	7258	598	\$2,284.32	11658	1786	\$1,234.92	678	634	\$2.04	0	0	\$6,190.42	28812	4288	\$3,476.25

Orig. AM	Local Revenue	Local Mins	Local Calls	Intra-LATA Revenue	Intra-LATA Mins	Intra-LATA Calls	Inter-State Revenue	Inter-State Mins	Inter-State Calls	International Revenue	International Mins	International Calls	Other Revenue	Other Mins	Other Calls	Total Revenue	Total Mins	Total Calls	Commission
Grand Total:	\$3,115.12	10271	1013	\$3,197.27	14035	1188	\$4,548.23	23386	3563	\$1,714.84	678	667	\$9.08	0	0	\$12,482.07	56662	7643	\$6,748.15

OTHER REVENUE

Revenue Type	Orig. AM	Reven	Commission
AD-Value		\$0.00	\$0.00
Compensated Pay / Reimburs.		\$0.00	\$0.00
STI - Discretion		\$0.00	\$0.00
Booked Pay - Pay Rate		\$0.00	\$0.00
Booked Pay - Fac/Comps		\$0.00	\$0.00
Agency Operator Allowance		\$0.00	\$0.00
Make-Up Mon.		\$0.00	\$0.00
Outbound (VoiceMail) Interdial		\$2.04	\$1.18

Sample Commission Report 1/13/15.xlsx

Revenue Type	Orig. AM	Reven	Commission
Outbound (VoiceMail) Interdial		\$2.04	\$1.18
Local		\$0.00	\$0.00
International		\$0.00	\$0.00
Intra-LATA		\$2,284.32	\$1,234.92
Inter-State		\$603.84	\$334.60
Other		\$7.04	\$3.95
Total:		\$33.39	\$1.11

Revenue Type	Orig. AM	Reven	Commission
INTERSTATE		\$603.84	\$334.60
Total:		\$0.00	\$0.00

Total Payments: \$12,482.07
 Call/Minute Commission: \$6,748.15

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct (Billable) Collect	\$14.28	14	77	\$9.72
Interstate	\$18.28	74	27	\$9.72
International	\$0.00	0	0	\$0.00
Intra-LATA	\$0.00	0	0	\$0.00
Inter-State	\$0.00	0	0	\$0.00
International	\$0.00	0	0	\$0.00
Other	\$0.00	0	0	\$0.00
Present Collect	\$6,190.42	28,812	4,288	\$3,476.25
Interstate	\$2,284.32	11,658	1,786	\$1,234.92
International	\$0.00	0	0	\$0.00
Intra-LATA	\$1,154.80	5,288	533	\$618.37
Inter-State	\$5,511.29	17,252	742	\$3,617.11
International	\$0.00	0	0	\$0.00
Other	\$0.00	0	0	\$0.00
Local	\$0.00	0	0	\$0.00
Virtual Debt	\$0,000.00	0,000	0,000	\$0,000.00

Sample Commission Report 1/5/15.xlsx

Prepaid Collect

Orig. AID	Local Revenue	Local Min.	Local Call	Interstate Revenue	Interstate Min.	Interstate Call	International Revenue	International Min.	International Call	Interstate Revenue	Interstate Min.	Interstate Call	International Revenue	International Min.	International Call	Total Revenue	Total Min.	Total Call	Commission
202374473	\$9,958.70	2000	2000	\$2,265.16	600	705	\$0.00	0	0	\$2,265.16	600	705	\$0.00	0	0	\$9,958.70	4000	4025	\$6,322.90
Total:	\$9,958.70	2000	2000	\$2,265.16	600	705	\$0.00	0	0	\$2,265.16	600	705	\$0.00	0	0	\$9,958.70	4000	4025	\$6,322.90

Direct Billed Collect

Orig. AID	Local Revenue	Local Min.	Local Call	Interstate Revenue	Interstate Min.	Interstate Call	International Revenue	International Min.	International Call	Interstate Revenue	Interstate Min.	Interstate Call	International Revenue	International Min.	International Call	Total Revenue	Total Min.	Total Call	Commission
202374473	\$34.00	0	0	\$0.00	0	0	\$1.25	0	0	\$34.00	0	0	\$0.00	0	0	\$34.00	0	0	\$23.58
Total:	\$34.00	0	0	\$0.00	0	0	\$1.25	0	0	\$34.00	0	0	\$0.00	0	0	\$34.00	0	0	\$23.58

Inmate Debit

Orig. AID	Local Revenue	Local Min.	Local Call	Interstate Revenue	Interstate Min.	Interstate Call	International Revenue	International Min.	International Call	Interstate Revenue	Interstate Min.	Interstate Call	International Revenue	International Min.	International Call	Total Revenue	Total Min.	Total Call	Commission
202374473	\$4,436.97	800	1000	\$1,094.73	500	532	\$0.00	0	0	\$1,094.73	500	532	\$0.00	0	0	\$4,436.97	1300	1532	\$2,406.41
Total:	\$4,436.97	800	1000	\$1,094.73	500	532	\$0.00	0	0	\$1,094.73	500	532	\$0.00	0	0	\$4,436.97	1300	1532	\$2,406.41

Grand Total:

Grand Total:	\$14,429.67	2800	3000	\$3,359.89	1100	1237	\$0.00	0	0	\$3,359.89	1100	1237	\$0.00	0	0	\$14,429.67	5300	5562	\$8,752.88
---------------------	-------------	------	------	------------	------	------	--------	---	---	------------	------	------	--------	---	---	-------------	------	------	------------

OTHER REVENUE

Revenue Type	Orig. AID	Items	Revenue	Commission
AIE VMail			\$0.00	\$0.00
Coin-operated Pay Telephones			\$0.00	\$0.00
GTL Roundaround		0	\$0.00	\$0.00
Instant Pay - Pay Now		125	\$0.00	\$0.00
Instant Pay - Text2Connect		36	\$0.00	\$0.00
Legacy Operator Assistant		0	\$0.00	\$0.00
SBM		0	\$0.00	\$0.00
Tablets			\$0.00	\$0.00
Video Visitation		0	\$0.00	\$0.00
Video Visitation Subscription		0	\$0.00	\$0.00
VMail		0	\$0.00	\$0.00
Total:			\$0.00	\$0.00

Total Revenue \$14,429.67

Calculated Commission: \$7,752.90

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	\$34.00	48	17	\$23.58
Interlata	\$0.00	0	0	\$0.00
International	\$0.00	0	0	\$0.00
Interstate	\$1.25	5	1	\$0.00
Intralata	\$22.61	28	10	\$19.28
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$10.14	15	6	\$7.30
Prepaid Collect	\$9,958.70	42,685	4,027	\$6,322.90
Interlata	\$0.00	0	0	\$0.00
International	\$0.00	0	0	\$0.00
Interstate	\$2,665.76	12,218	1,114	\$0.00
Intralata	\$2,265.16	6,688	705	\$1,631.65
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$5,126.74	23,979	2,208	\$3,691.25
Inmate Debit	\$4,436.97	17,209	1,963	\$2,406.41
Interlata	\$0.00	0	0	\$0.00
International	\$0.00	0	0	\$0.00
Interstate	\$1,094.73	5,213	532	\$0.00
Intralata	\$1,050.47	2,972	329	\$750.34
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$2,291.77	9,024	1,102	\$1,650.07
Totals:	\$14,429.67	60,142	6,007	\$7,752.88

12.2 The selected contractor will be required to submit the reports in both a hard copy and electronic Excel Worksheet format..

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

Securus will submit the monthly commission report in a hard copy and electronic Excel Worksheet format.

12.3 The selected Contractor will maintain accurate books and records in connection with the services provided under contract for thirty-six (36) months after the end of the contract.

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

12.4 The selected Contractor should provide a method to bill VoIP service providers.

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

12.5 The selected Contractor will indicate the day of the month in which the monthly billing cycle would begin. Also, indicate the number of days following the last day of the monthly billing cycle before Oakland County can expect to receive commission payments. The monthly billing cycle will be considered a period of thirty (30) days when prorating partial monthly commission payments.

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

12.6 All monthly commission checks will be made payable to The County of Oakland and mailed to:

Oakland County Department of Information Technology
Telephone Communications Fund
Bldg.49W, Dept. 421
1200 N. Telegraph Rd.
Pontiac, MI 48341-0421

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

12.7 The selected Contractor must complete the reporting and payment process within a month or less following the close of the billing cycle.

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

12.8 The selected Contractor's failure to provide commission payments by the scheduled monthly date set for receipt of commission payments will be reason for contract termination and litigation for retroactive payments and interest. Interest will be based on the prevailing money interest rate at the time of the judgment. The monthly billing cycle will be considered a period of thirty (30) days when prorating partial monthly commission payments.

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

12.9 Describe billing and collections arrangements. Who will be assuming the responsibility for collections; (i.e., the local exchange company, billing agents, etc.)?

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

13.1 Contractor will provide payment processing services for payments made to recipients (inmates housed in the Oakland County Jail) through kiosks, walk-in retailers, online websites and/or mobile sites, call centers or applications operated by Contractor or such other methods ("Transactions") for crediting account balances held by County on behalf of the recipients of funds (the "Services"). Contractor will receive payments from the public, directed to recipients by way of the Services.

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

Allpaid, a Securus Technologies company, will continue to provide

13.2 Contractor will transfer payment files to County daily. Contractor will deliver payments to County by the second business day following (but not including) the day of the transaction by means of an electronic funds transfer ("EFT") to County's designated bank account; provided, however, Contractor, in its sole discretion, reserves the right to delay its acceptance or rejection of any transaction that Contractor determines to be suspicious and warrants further investigation. County acknowledges and agrees that Contractor may terminate/cancel any proposed transaction should Contractor determine the transaction is being made for an improper or illegal purpose. If a transaction is delayed or rejected, the transfer of payment will not occur until the transaction is approved by Contractor; in addition, the transaction/deposit detail will not post on the Contractor website or the Jail Management System until the transaction is approved by the Contractor.

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

13.3 Contractor will provide County with daily payment information by way of the Contractor interface with the County's Jail Management System (IMACS) and through the Contractor provided web management tool that will indicate deposit transactions.

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

13.4 Contractor will test and update the interface with the new County Jail Management System once it is ready and will continue to work with Oakland County IT and the County Jail Management System vendor until the interface is approved by Oakland County.

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

13.5 Contractor shall provide County's contractor, Intellitech Corporation, or other contractor, with the program coding and technical assistance necessary to enable IMACS to receive financial transaction data and to send back financial transaction data as well as communicate Inmate identifying information necessary to associate payments made from the public with individual Inmates.

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

13. Contractor will be responsible for responding to and resolving inquiries and complaints from senders of funds arising out of Contractor's failure to timely transmit any payment to County.

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

13.7 Contractor will provide sufficient promotional material to be posted by County.

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

13.8 Contractor, upon receipt of written notice from County, shall place limitations on transactions. The limitations will be implemented by Contractor as soon as is reasonably practicable.

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

13.9 Contractor will provide all labor necessary for and will guarantee the workmanship of the installation of a lobby kiosk including, but not limited to, material handling within the facility and all costs associated with the networking, internet connectivity and electrical enhancements required to install a kiosk at the County's location. Contractor will be responsible for providing all supplies needed for the kiosk such as paper, ink, receipt tape, etc.

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

13.10 Contractor will be responsible for all repairs to the Kiosk and will provide the County with a phone number and email address for service technicians. Repair requests should be responded to within 4 hours and any necessary repairs should be complete within 48 hours. Oakland County will not troubleshoot or repair the Kiosk but will place an "Out of Order" sign on the kiosk until the issues are resolved.

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

13.11 The Contractor will be responsible for pursuing the chargeback through the card association's dispute resolution processes, if appropriate in Contractor's sole discretion.

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

13.12 Contractor will work with Oakland County to identify and reconcile any discrepancies with transactions received or posted to their website or in the Jail Management System.

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

Billing to called parties includes Securus' information and a toll-free telephone number to resolve billing disputes.

Securus is unique among its national competitors in offering an in-sourced, US-based call center to provide customer service to friends and family members of inmates.

Our 200+ seat call center employs customer service representatives who are trained and managed by Securus.

Live agent support is available to friends and family members 24x7x365.

Customers can use our toll-free number (1-800-844-6591) to speak to a live agent or use an intuitive, automated interactive 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 Securus customer service 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 agent

3.13 If a transaction is received and approved by the contractor while an inmate is in the Oakland County Jail, but the transaction does not post to their account in the Jail Management System prior to them being released, the Contractor is responsible for refunding the individual who initiated the transaction.

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

Securus will be responsible for any transactions that do not post to an inmate's account in the Jail Management System prior to them being released, then Securus will be responsible for refunding the individual who initiated the transaction.

2. **Appendix B – Architectural Requirements Response Table contains an inventory of the architectural specifications and requirements desired in the selected solution. Respondents must complete APPENDIX B – TECHNICAL & ARCHITECTURAL REQUIREMENTS RESPONSE TABLE. In addition to completing Appendix B, respondents must provide responses to the requirements specified in the remainder of this section.**

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

APPENDIX B – TECHNICAL & ARCHITECTURAL REQUIREMENTS RESPONSE TABLE

This section asks you to provide information on how your solution aligns to our architectural principles and guidelines. It also helps us understand the process of how your technology is created and maintained.

Respondents should identify inapplicable items with **N/A**.

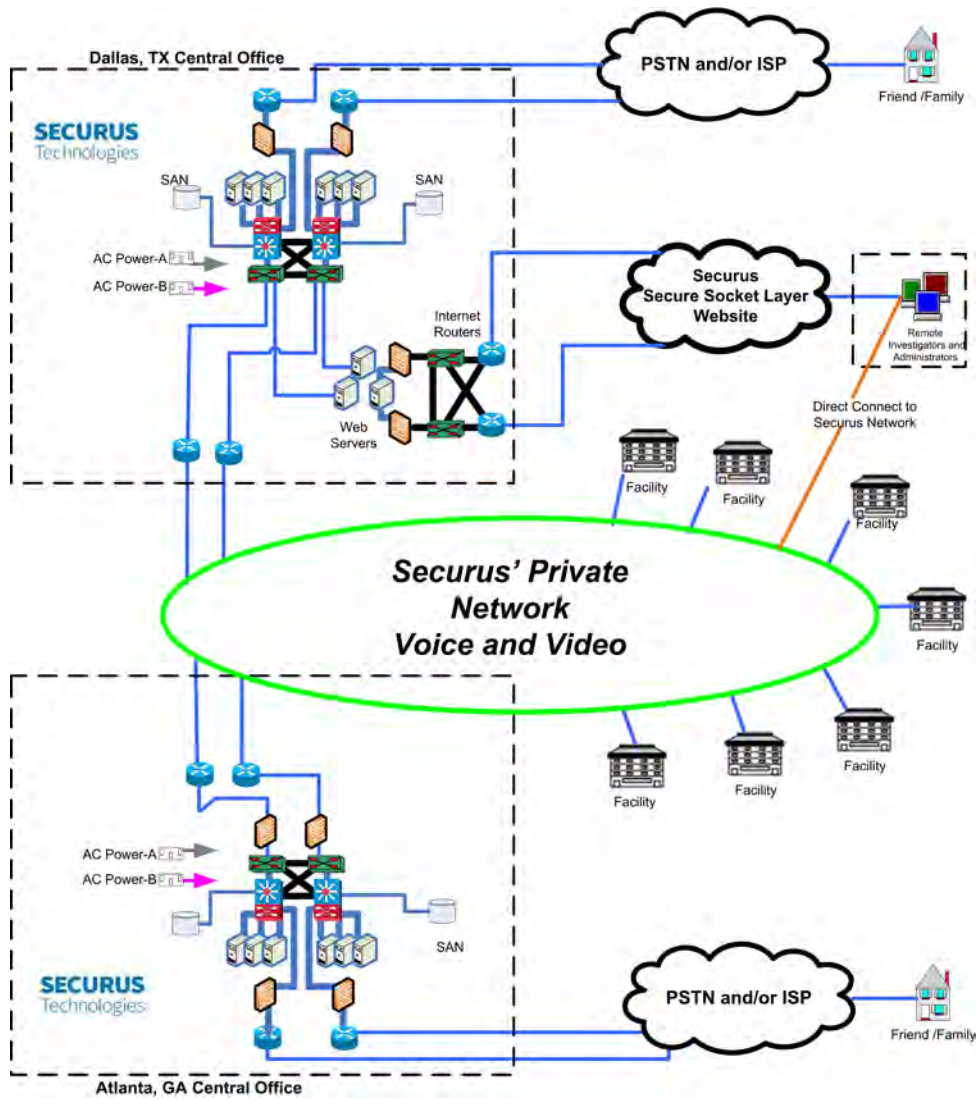
Number	Requirement	Explanation
1.0	<p>How long is the planning roadmap for your technology/application?</p> <p>When will it become the old version and how long until support runs out?</p>	See below.
<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.</p> <p>Securus periodically sponsors user groups inviting customers to discuss their ideas and future development of our products and platforms. Operational and security challenges customers brought to Securus are at the heart of many of our patented innovations.</p> <p>These feedback mechanisms provide invaluable information and help Securus meet our customers' expectations.</p> <p>System and Platform Design</p> <p>We use a professional and formal approach to platform and process design that ensures quality software and functionality releases. Before release, all modifications to the platform undergo rigorous testing in a test environment.</p> <p>Software Development</p> <p>The Securus use of information technology (IT) best practices, industry standard quality measurement tools, and strict environmental controls ensure the highest system functionality and availability. The Securus development team uses the Waterfall Software Development Lifecycle (SDLC) to ensure high-quality deliverables. The feature/functionality enhancements process stages are:</p> <ul style="list-style-type: none"> ▪ Analysis ▪ Design ▪ Development ▪ Quality Assurance ▪ Implementation ▪ Post Implementation Support 		

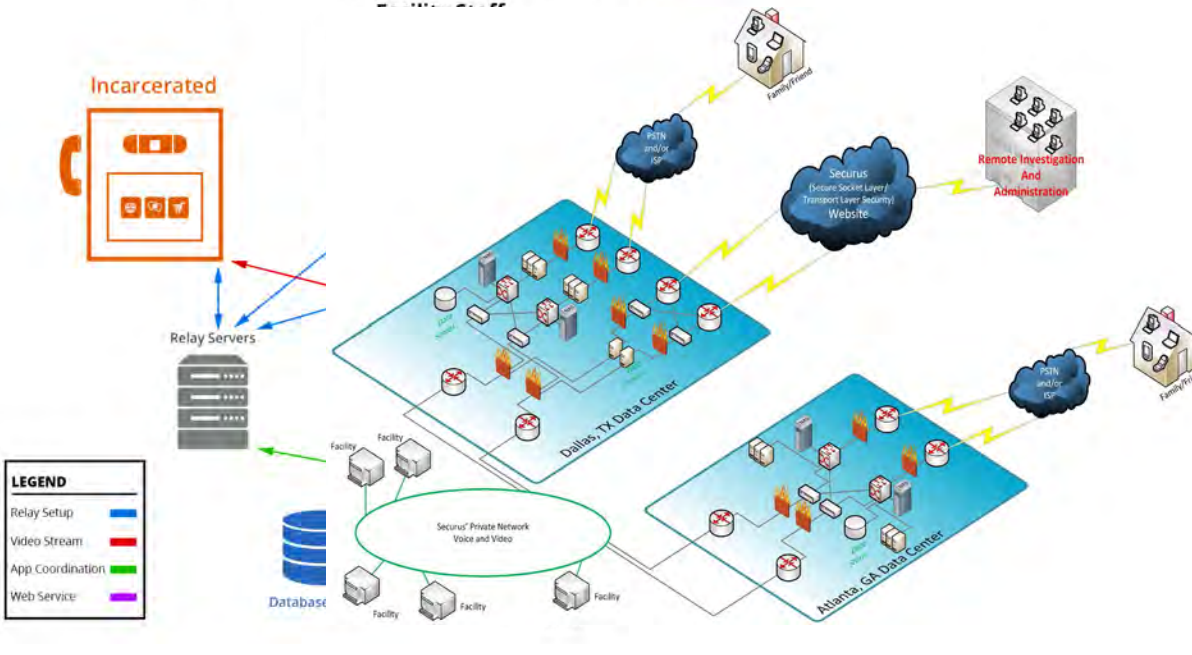
Number	Requirement	Explanation
	<p>Each phase has specific deliverables and gates (controls) to ensure high quality and to minimize rework. Securus uses the following distinct system environments in conjunction with our SDLC:</p> <ul style="list-style-type: none"> ▪ Development – Used by IT Development to create and unit test new enhancements ▪ Quality Assurance – Used by Quality Assurance Analysts to test and certify new enhancements and bug fixes ▪ Pre-Production – Used by Production Support to validate hot fixes for production, and for final validation and mock deployment of major functionality releases ▪ Production – Used by all Securus customers and accessible by only Securus Production Support and Tech Support <p>Each environment has access controls, and we use source code control systems to ensure the proper promotion of code and as a document repository. Securus uses industry-standard HP Quality Center for defect tracking and follows a rigorous test cycle including:</p> <ul style="list-style-type: none"> ▪ Verification of New Functionality – Ensures a feature is working as designed ▪ Load Testing – Determines the upper threshold or breaking point of the component or feature ▪ Performance Testing – Determines the expected user experience ▪ Regression Testing – Ensure all existing functionality still works as designed ▪ Exception Testing – Tests boundary conditions and unexpected usage scenarios <p>New releases typically create new functionality. Upon completion of the Quality Assurance stage, the code changes are packaged and deployed into our pre-production environment for the final end-to-end quality check, and to optimize the implementation. This effort enables Securus to minimize the maintenance window related to system changes.</p> <p>Both IT and business stakeholders review and must approve all scheduled changes to production in two change control meetings to safeguard the stability of the production environment.</p> <p>Upon implementation of new code into production, Securus Production Support and IT Development monitor changes closely to minimize the impact of any adverse or unexpected system behavior.</p> <p>This attention to detail allows Securus to build feature functionality that leads the industry in quality and performance. For example, the Securus three-way call detection feature has been proven to be more accurate than the same feature offered by competitors. Independent testing by an outside research and testing company proves it. Similarly, our voice biometric feature leads the industry in accuracy.</p> <p>The voice quality available on our call platform provides near perfect fidelity. Customers have used information heard through background conversations to prevent and solve crimes.</p>	
2.0	Provide a typical/sample architecture diagram for your proposed solution.	Include Attachment.

Number	Requirement	Explanation
--------	-------------	-------------

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

SECURUS' NETWORK

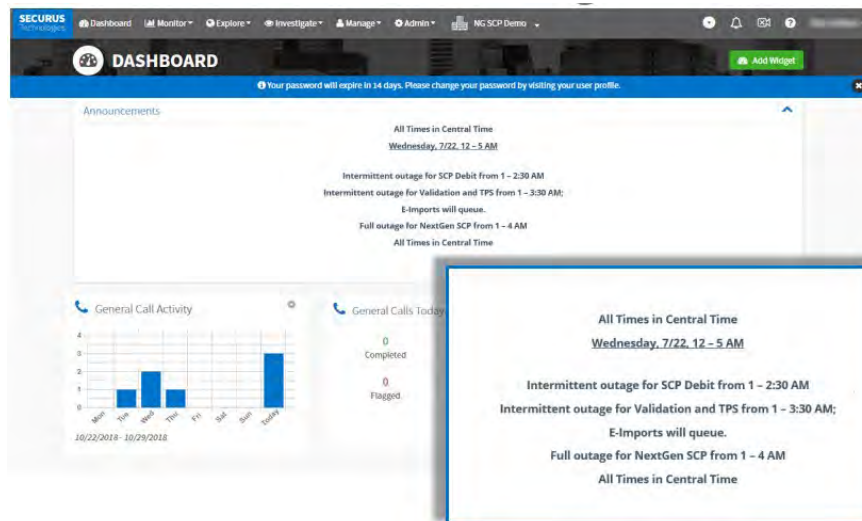


Number	Requirement	Explanation
<p style="text-align: center;">SVC SERVER ARCHITECTURE - XL</p>  <p>The diagram illustrates the SVC Server Architecture. It shows an 'Incarcerated' facility connected to 'Relay Servers'. These servers connect to two data centers: 'Dallas, TX Data Center' and 'Atlanta, GA Data Center'. Both data centers are connected to a 'Securus Private Network Voice and Video' and a 'Database'. The Dallas data center is also connected to a 'Securus (Secure Socket Layer / Transport Layer Security) Website'. This website is used for 'Remote Investigation And Administration'. The architecture also shows connections to 'Family/Friend' devices via 'PSTN and/or IP' networks. A legend indicates: Relay Setup (blue), Video Stream (red), App Coordination (green), and Web Service (purple).</p>		
3.0	<p>Define all channels that you offer your product through (On Premise, SAAS, PAAS, IAAS, etc.).</p>	<p>See below.</p>
<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.</p> <p>Security is a top priority for Securus. Because threats are ever-changing, Securus proactively advances our platform security to help protect your facility's information.</p> <p>NextGen SCP is a centralized, digital network that is accessed via the web by navigating to https://ngscp.securustech.net in the supported browser, Chrome. The platform is protected by SSL (secure socket layer) security which uses the same security protocols that banks use for establishing a connection for customer online banking.</p>		
4.0	<p>How often do you have major and minor releases? How are releases communicated? Patches must be scheduled with the OCSO in the evening. Support & Maintenance dates/times must be approved prior.</p>	<p>See below.</p>

Number	Requirement	Explanation
--------	-------------	-------------

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 SCPTM.



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.

5.0	Define your quality control process for your product.	See below.
------------	--	-------------------

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

The Securus use of information technology (IT) best practices, industry standard quality measurement tools, and strict environmental controls ensure the highest system functionality and availability. The Securus development team uses the Waterfall Software Development Lifecycle (SDLC) to ensure high-quality deliverables. The feature/functionality enhancements process stages are:

- Analysis
- Design
- Development
- Quality Assurance
- Implementation
- Post Implementation Support

Number	Requirement	Explanation
	<p>Each phase has specific deliverables and gates (controls) to ensure high quality and to minimize rework. Securus uses the following distinct system environments in conjunction with our SDLC:</p> <ul style="list-style-type: none"> ▪ Development – Used by IT Development to create and unit test new enhancements ▪ Quality Assurance – Used by Quality Assurance Analysts to test and certify new enhancements and bug fixes ▪ Pre-Production – Used by Production Support to validate hot fixes for production, and for final validation and mock deployment of major functionality releases ▪ Production – Used by all Securus customers and accessible by only Securus Production Support and Tech Support <p>Each environment has access controls, and we use source code control systems to ensure the proper promotion of code and as a document repository.</p> <p>Securus uses industry-standard HP Quality Center for defect tracking and follows a rigorous test cycle including:</p> <ul style="list-style-type: none"> ▪ Verification of New Functionality – Ensures a feature is working as designed ▪ Load Testing – Determines the upper threshold or breaking point of the component or feature ▪ Performance Testing – Determines the expected user experience ▪ Regression Testing – Ensure all existing functionality still works as designed ▪ Exception Testing – Tests boundary conditions and unexpected usage scenarios <p>New releases typically create new functionality. Upon completion of the Quality Assurance stage, the code changes are packaged and deployed into our pre-production environment for the final end-to-end quality check, and to optimize the implementation. This effort enables Securus to minimize the maintenance window related to system changes.</p>	
	<p>Both IT and business stakeholders review and must approve all scheduled changes to production in two change control meetings to safeguard the stability of the production environment.</p> <p>Upon implementation of new code into production, Securus Production Support and IT Development monitor changes closely to minimize the impact of any adverse or unexpected system behavior.</p> <p>This attention to detail allows Securus to build feature functionality that leads the industry in quality and performance. For example, the Securus three-way call detection feature has been proven to be more accurate than the same feature offered by competitors. Independent testing by an outside research and testing company proves it. Similarly, our voice biometric feature leads the industry in accuracy.</p> <p>The voice quality available on our call platform provides near perfect fidelity. Customers have used information heard through background conversations to prevent and solve crimes.</p> <p>Sample Quality Checklists use in each of these QC Control Checkpoints may be found in Attachment D of this proposal document for your review.</p>	
6.0	Define your testing process for flawed or malformed software.	See below.

Number	Requirement	Explanation
	<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.</p> <p>Our quality control does not end with our system design but continues all the way through site installation. Securus and each customer develop a defined quality checklist to install the system in a manner that meets their unique operating requirements. As described and included with our installation plan, Securus uses quality control checkpoints for each phase of an installation:</p> <ul style="list-style-type: none"> ▪ Quality Control Checkpoint 1 – Provisioning: After customer provisioning is complete, Securus technicians submit a quality control review to the Engineer, Project Manager, and Account Manager for the project. ▪ Quality Control Checkpoint 2 – Pre-Installation: While on-site, Securus Field Service Technicians complete a checklist to ensure that the physical installation characteristics meet or exceed Securus standards. ▪ Quality Control Checkpoint 3 – Equipment Testing/Functional Validation: Technicians complete test call scenarios and phone labels, call durations, on/off times, administrative terminals, and verify other customer configurations. ▪ Quality Control Checkpoint 4 – Acceptance: The Securus Project Team provides copies of all quality control documents, equipment inventory records, and network diagrams. The Securus Project Team will host a review of these documents with Oakland County. <p>Sample Quality Checklists used in each of these QC Control Checkpoints may be found in Attachment D of this proposal document for your review.</p> <p>These tools are used to verify that work is completed properly before moving to the next step in a process. Customers must indicate their satisfaction with a sign off moving to the next step in a process.</p>	
7.0	What is your defect resolution plan and what are the SLAs for bug fix support?	See below.

Number	Requirement	Explanation
	<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.</p> <p>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.</p> <p>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.</p> <p>There are three ways to contact the TSC:</p> <ul style="list-style-type: none"> ▪ Telephone: 866-558-2323 ▪ E-Mail: technicalsupport@securustech.net ▪ Fax: 800-368-3168 ▪ <p>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</p>	

PHONE SERVICE RESPONSE TIMES AND ESCALATIONS

Priority Level	Service Priority Description	Response Time	Customer Communication Guideline	Escalations
P1	A P1 is our highest service level defined as 30% or more of the functionality of the System being adversely affected by the System Event. Examples of P1 service assignments would include items such as no voice prompts, features not operating appropriately, inability to burn CD's, issues with listening to live calls, inability to access NextGen Secure Communications Platform™ UI, all phones down.	2 hours	<ul style="list-style-type: none"> ▪ Securus Technical Support Center notifies the facility when the service issue is resolved ▪ If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> ▪ If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request ▪ Technical Support Manager & Field Service Manager ▪ 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	<ul style="list-style-type: none"> ▪ Securus Technical Support Center notifies the facility when the service issue is resolved ▪ If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> ▪ If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request ▪ Technical Support Manager & Field Service Manager ▪ Director, Customer Success & Director, Field Operations ▪ Chief Operating Officer

P3	<p>A P3 assignment defined as less the 5% of the functionality of the System being adversely affected by the System Event. Single and multiple phones related issues.</p> <p>Examples of P3 service assignments would include items such as static on the phone, a party not being able to hear, unable to dial, a broken phone, dial pad not working, cutoff switches not working, and inability to generate reports.</p>	72 hours	<ul style="list-style-type: none"> Securus Technical Support Center notifies the facility when the service issue is resolved If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request Technical Support Manager & Field Service Manager Director, Customer Success & Director, Field Operations Chief Operating Officer
-----------	--	----------	--	---

VIDEO SERVICE RESPONSE TIMES AND ESCALATIONS

Priority Level	Service Priority Description	Response Time	Customer Communication Guideline	Escalations
P1	<p>A P1 is our highest service level which is defined as 60% or more of the functionality of the System being adversely affected by the System Event.</p>	4 hours	<ul style="list-style-type: none"> Securus Technical Support Center notifies the facility when the service issue is resolved If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request Technical Support Manager & Field Service Manager Director, Customer Success & Director, Field Operations Chief Operating Officer
P2	<p>A P2 assignment is defined as 30% to 59% of the functionality of the System being adversely affected by the System Event.</p>	12 hours	<ul style="list-style-type: none"> Securus Technical Support Center notifies the facility when the service issue is resolved If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request Technical Support Manager & Field Service Manager Director, Customer Success & Director, Field Operations Chief Operating Officer

Number	Requirement			Explanation
P3	A P3 assignment is defined as 5% to 29% of the functionality of the System being adversely affected by the System Event.	24 hours	<ul style="list-style-type: none"> ▪ Securus Technical Support Center notifies the facility when the service issue is resolved ▪ If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> ▪ If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request ▪ Technical Support Manager & Field Service Manager ▪ Director, Customer Success & Director, Field Operations ▪ Chief Operating Officer
P4	A P4 assignment is defined as less than 5% of the functionality of the System being adversely affected by the System Event.	36 hours	<ul style="list-style-type: none"> ▪ Securus Technical Support Center notifies the facility when the service issue is resolved ▪ If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> ▪ If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request ▪ Technical Support Manager & Field Service Manager ▪ Director, Customer Success & Director, Field Operations ▪ Chief Operating Officer
8.0	Define your sources of industry-accepted system hardening standards (for example, Center for Internet Security (CIS), ISO, SANS Institute, NIST).			See below.
<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.</p> <p>Unauthorized or unnecessary software is identified using our software inventory control system and is uninstalled by system administrators as required. Securus uses strong access control policies to prevent unauthorized data access. The best practices of segregation of duties and least privilege are key to our data protection strategy. In addition, Securus requires a strong password standard; repeated failed login attempts result in the account being locked out. Regular interval-forced password changes and multi-factor authentication are additional ways Securus secures our systems and data.</p>				
9.0	Contractor certifies that the technology and/or equipment was not produced, assembled or manufactured by a foreign adversary, as defined, and as prohibited by the federal government.			See below.
<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.</p> <p>Securus certifies that our technology and equipment is not produced, assembled, or manufactured by a foreign adversary, as prohibited by the federal government.</p>				
10.0	Describe your software development process and if/how, you utilize offshore teams? Include information about your security process for passing information and code.			See below.

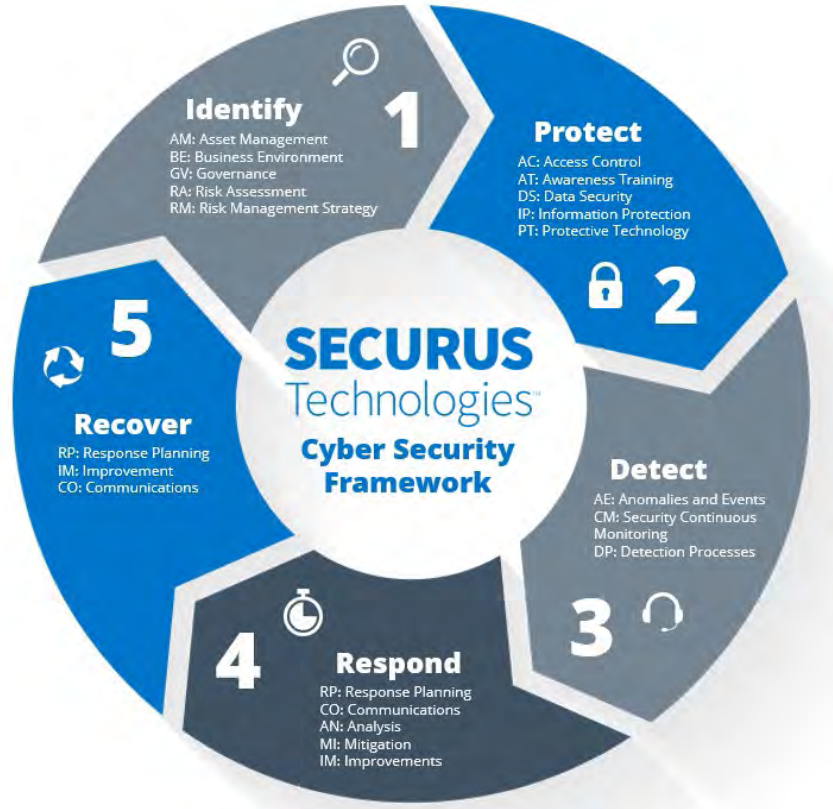
Number	Requirement	Explanation
	<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.</p> <p>The Securus use of information technology (IT) best practices, industry standard quality measurement tools, and strict environmental controls ensure the highest system functionality and availability. The Securus development team uses the Waterfall Software Development Lifecycle (SDLC) to ensure high-quality deliverables. The feature/functionality enhancements process stages are:</p> <ul style="list-style-type: none"> ▪ Analysis ▪ Design ▪ Development ▪ Quality Assurance ▪ Implementation <p>Post Implementation Support \ ach phase has specific deliverables and gates (controls) to ensure high quality and to minimize rework. Securus uses the following distinct system environments in conjunction with our SDLC:</p> <p>Development – Used by IT Development to create and unit test new enhancements</p> <p>Quality Assurance – Used by Quality Assurance Analysts to test and certify new enhancements and bug fixes</p> <p>Pre-Production – Used by Production Support to validate hot fixes for production, and for final validation and mock deployment of major functionality releases</p> <p>Production – Used by all Securus customers and accessible by only Securus Production Support and Tech Support</p> <p>Each environment has access controls, and we use source code control systems to ensure the proper promotion of code and as a document repository.</p>	
11.0	<p>We require providers of external information system services to employ appropriate security controls with local, state, and Federal laws as well as applicable regulatory requirements. Explain your experience in complying with these?</p>	See below.

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

Securus takes the security and access to our software/applications seriously and has implemented a Cybersecurity program based on the National Institute Standards in Technology (NIST) Cybersecurity Framework. Securus employs industry best practice detection and prevention technologies and processes designed to prevent and/or rapidly detect anomalous activities.

Securus has a robust Incident Response (IR) program, including process, procedure, and reporting of incidents. Every incident is evaluated individually, and appropriate action is taken based on severity. The escalation process is commensurate to the event, and each event is documented and communicated and/or reviewed by senior management.

Securus is both Payment Card Industry (PCI) and Federal Information Security Management Act (FISMA) compliant, demonstrating our commitment to the security of our systems, applications and data.



12.0	Define the interface options and transmission methods offered by your application.-	See below.
<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.</p> <p>Access to all Securus server information is done through HTTPS (HTTP over TLS). HTTPS is the use of Transport Layer Security (TLS) as a sub-layer under regular HTTP application layering. The NextGen SCP user interface encrypts and decrypts user page requests, as well as the pages that are returned by the web server. The use of HTTPS protects against eavesdropping and man-in-the-middle attacks (an attack where the attacker secretly relays, and possibly alters, the communication between two parties who believe they are directly communicating with each other). Applications that transmit data across public networks support TLS, certificates, and encryption. Sensitive data is encrypted both at rest and in motion. Securus provides support for TLS encryption at the application network layer. All web sessions and services are conducted via HTTPS using AES 256-bit encryption. Securus uses a gold-class vendor-provided certificate service for external and internal SSL connections.</p>		

Securus uses an industry-recognized leader to provide remote access to Securus systems within state networks. This remote access system provides secure, encrypted, CJIS-compliant access to Securus systems.

For individual users within the Oakland County's network, NextGen SCP can enforce strong password policies, such as:

- Minimum password length
- 30-/60-/90-day expirations requiring users to change password
- Both upper- and lower-case letters (case sensitivity)
- Inclusion of one or more numerical digits
- Inclusion of special characters, such as @, #, \$, etc.

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

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

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

Each user has access rights assigned by the administrator, allowing Oakland County to control access based on the facility's security clearance objectives. Administrators can limit individual access to each application, and can also limit access to each function within each application. A user log documents the user, time of access, and accessed modules as an added security measure.

Securus has developed a strong corporate Information Security Governance and Cyber-Security framework using the NIST guidelines, including 800.53 current version. Applications transmitting data across public networks support TLS 1.2 with AES-256 bit encryption.

Securus uses a state-of-the-art Intrusion Detection System (IDS) and Intrusion Prevention System (IPS) to monitor and protect our network boundaries.

Securus infrastructure servers and all workstations require anti-virus protection and receive regularly scheduled security patches and updates.

13.0	Define the process or options for adding customizations to your software.	See below.
------	--	------------

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

The dedicated Securus integration team is our dedicated team that designs, develops, tests, and implements all custom integrations with corrections and banking systems to ensure system interoperability. Our mission is to deliver fast and flexible solutions that do not create more work for our customers. This process is incorporated into the overall Project Plan for the installation of the NextGen SCP system. Major milestones include:

- Collect Preliminary Needs/Requirements
- Approved Scope Statement
- Finalize Design Document
- Schedule Customer Implementation
- Develop Custom Integration Solution
- Test Custom Integration Solution
- Implement Custom Integration Solution
- Customer Approval and Sign off



To replicate inmate profile information located in the existing personal identification numbers (PIN) and personal allowed numbers (PAN) database—if applicable—Securus recommends transferring this data from the existing inmate telephone system in an importable file format. Securus will work closely with Oakland County to ensure accurate and timely information is imported immediately prior to final cutover at each institution.

Testing

Each system is placed under 'stress-testing' for seven days before it leaves the production facility. This testing procedure simulates that all ports on the system are in constant use 24 hours straight, for 7 days. The system is again tested onsite to ensure total functionality. Test calls are placed from each station port to each trunk. The network integration is validated through a battery of tests that include frame testing and file transmission.

Service Coordination with LEC

Securus will order the required network services immediately upon award to ensure that the network services are available as soon as possible. To avoid the risk of a transition problem, a Network Provisioning Specialist will be assigned to Oakland County until the project is completed.

Provisioned services from local exchange carriers remain active until all services for a facility have been replaced with the Securus services. Also, Securus-installed cable termination blocks will be labeled and considered the property of Oakland County, providing a clear demarcation point.

Training

Securus provides ongoing product training on all NextGen SCP features deployed at Oakland County at no cost. We want your staff to use the tools we provide, and training is essential to the adoption process. Experienced Securus employees conduct all training through online, instructor-led classes or on-site, one-on-one and classroom training sessions at no cost to you. We deliver standard training using both hands-on experience with your data and instructor demonstrations to ensure each trainee understands all concepts.

Securus' training programs enable facility staff to use all features the first day of installation. Because NextGen SCP is web-based, after a two- to three-hour training session, most users find it easy to use the system immediately.

In addition to standard training, Securus will work with you to customize your training experience to meet the unique needs of your staff and facility. We offer separate classes focused on different agency functions, such as, creative investigations, well-organized live call monitoring, and efficient system administration. Training for product upgrades, new facility staff, or a general refresher course is offered through online instructor-led courses available twice a month throughout the year—Securus' ongoing training ensures your staff understands current and newly released NextGen SCP features.

14.0	For custom components, after the components are developed and implemented, who owns the source code?	See below.
<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT. After the custom components are developed and implemented, Securus owns the source code.</p>		
15.0	Define the true-up process for your software.	See below.
<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT. An inventory of all qualified desktops, users, and processors, added to your organization over the course of the year along with any additional products used requiring a Microsoft license.</p>		
16.0	Will you provide data dictionaries for your software?	See below.
<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT. Securus will provide our System and software user guides that offer data dictionaries that may be referenced to increase the quality of your user experience when your personnel is using Securus' system or technologies.</p>		
17.0	<p>What is your background screening process for team members and offshore workers? How often are people re-checked? For the purposes of our agreement, can all resources be required to pass our background and re-check processes?</p>	See below.
<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT. Having a quality-oriented culture is vital, but employees committed to our values and performing at the highest level is what sets us apart. Securus uses a formal process for employee selection that involves multiple departments and management levels. An in-house recruiter seeks out top candidates for open positions. Screenings ensure candidates match the requirements for positions and background checks ensure we only hire candidates with the highest integrity standards. Our formal processes ensure only the top candidates are selected.</p>		

18.0	If you use offshore resources, what are the hours that offshore team members work with onshore team members (do they all work the same day, if not, what is the overlap time)? Also, define the process for keeping all resources on the same page with project status and progress.	See below.
Not applicable. Securus does not use offshore resources.		
19.0	Please provide third party research on your tool or offering relating to how you compare against your competitive set.	See below.
<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.</p> <p>Since the new National Association of State Purchasing Officers (NASPO) RFP was awarded in 2018, Securus has been awarded multiple new contracts. Securus is currently in discussion with several DOCs and county agencies who are considering deploying our technology through the newly awarded NASPO Master Contract, which requires the signing of a participating addendum by the state purchasing office.</p> <p>Securus' wholly owned subsidiary, JPay, has been awarded multiple contracts in 13 states throughout the years under the old NASPO contract (1901). The services awarded under this contract include tablets, money transfer, and kiosks, which are now included in the new NASPO award. Additionally, another of Securus' wholly owned subsidiaries, Satellite Tracking of People LLC, has been awarded multiple contracts in 15 states under their current NASPO contract (00212). Securus is very familiar with the NASPO process, the operational requirements, and the benefits to agencies throughout the United States, and will aggressively pursue new opportunities through the purchasing vehicle.</p> <p>The NASPO/ValuePoint website at www.naspovaluepoint.org is where existing agreements and new contracts can be viewed. Currently, the site lists the most recent award to Securus for inmate telephone services and kiosks, which includes additional services and technologies, such as professional services and drone detection in conjunction with investigative and forensic services</p>		
20.0	Please provide details of your tool's performance on a VM vs. a physical machine. Be detailed in the specs used for the testing and the OS used.	See below.

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

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

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

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

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

SECURUS Automated Information Services™

Automated Information Services (AIS) is the industry's first hosted, interactive voice response (IVR) system that provides general facility and inmate-specific information to detainees and outside callers over the phone. 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. These additional funding options make it easier for family members and friends to contribute funds, increasing a facility's potential commissionable revenue.

All functionality is available around the clock, allowing constituents to access the system whenever they need it. 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 retrieves information from a facility's

Various management information systems, including jail management and court systems, every 15 minutes. The service offers an English and Spanish interface, text-to-speech playback of inmate names, and a touchtone and speech recognition

interface. Family members and friends access AIS by calling the facility's normal telephone number. Inmates access their information by dialing a speed-dial code from any inmate telephone.

Additional AIS benefits include:

- Improved efficiency – quickly answering inmates, family members, and friends while freeing staff to focus on other responsibilities
- Use of phone system already installed – no need for additional hardware or wiring
- Answer approximately 90 percent of inmate questions currently answered by corrections officers
- Reduce calls answered by staff by 80 to 90 percent – AIS provides 24-hour access and eliminates most common calls
- Realize a 200 percent increase in answered calls – able to assist callers who might otherwise hang up because of extended wait times
- Reliable system – 99.9 percent uptime service level agreement
- Usage summary emailed to the facility every month
- Increase commissionable revenue by allowing other funding methods

AIS Return on Investment

Most facilities find incoming phone calls to be an administrative burden. Securus estimates that an average facility receives one half telephone call per day, per inmate, with each call averaging four minutes. Inmates ask facility personnel an additional one-half question per day. These activities consume administrative resources and take personnel away from their primary responsibilities.

AIS Facts
For the year-ending 2019:
▪ AIS is installed at 200+ facilities
▪ Over 9 M calls processed
▪ Nearly 77K phone account funding transactions
▪ AIS platform automatically answered 80% of all calls received platform wide
▪ The public obtains information they need in slightly over 1 minute, cutting the average call duration by over 70%.
▪ \$7.7 million in facility cost savings for handling the public calls

AIS COST SAVINGS CALCULATOR

AIS Facility Cost Savings Calculator		
Estimated Total calls per month	3,100	Estimate calls per month & enter
Average Minutes per Call (before AIS)	4	Tool automatically calculates remainder
Total Minutes/month	12,400	
Convert to Hours/month	207	
Hourly Staffing Wage	\$16.00	
Monthly Cost to Answer All Incoming Calls	\$3,307	Without AIS
Monthly Savings w/ 80% Public AIS automation	\$2,645	
Monthly Savings w/ 70% Public AIS automation	\$2,315	

AIS Voicemail

AIS Voicemail is a one-way communication product that allows family members and friends to leave a 45-second voicemail for an inmate. This provides a quick and easy way for the inmate's loved ones to initiate communication or deliver timely information to an inmate. When an inmate calls into AIS, they will be alerted to a new voicemail message. As is the case with all inmate telephone calls, AIS Voicemail is recorded and monitored for investigative purposes.

Family members and friends will pay a \$1.99 fee for each voicemail they leave, and a 20 percent commission is paid to the facility. AIS Voicemail is not subject to any other compensation.

Additional AIS Voicemail benefits include:

- Enables communication at times other than scheduled telephone calls
- Provided at no cost to the inmate or facility
- No approval or scheduling required
- Allows friends and family the ability to initiate communication into the jail.
- An additional revenue source for facility
- Ability for inmate to review and save messages for 60 days from the date it was created
- Records any statements the inmate makes while listening the message

Further, Securus has fully integrated AIS Voicemail into our NextGen Secure Communication Platform™ (NextGen SCP™) to enhance investigative capabilities. NextGen SCP makes AIS Voicemail recordings available to the inmate and easily distinguishes them from other calls.

Personal Allowed Number List Restrictions

If Oakland County would like to restrict who can leave a voicemail for an inmate, the personal allowed number (PAN) list in use at Oakland County's facilities can be used as an allow list for AIS Voicemail. If the friend and family member's telephone number is not included in an inmate's PAN, they will not be able to leave a voicemail for the inmate. Instead, they will receive the following voice prompt: "We're sorry this inmate cannot receive a voicemail at this time. Goodbye." After their number is added to the inmate's PAN list, they can leave a voicemail.

21.0

What is the recommended back-up strategy for your software along with recovery time?

See below.

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

The NextGen Secure Communications Platform™ (NextGen SCP™) is a fully self-contained digital switching system, requiring minimal AC power. If local power fails, the uninterruptible power supply (UPS) maintains system power, allowing calls/visitation sessions to complete. The UPS ensures complete operation of the communication system, including recording and network services, for a minimum of 15 minutes. All UPS equipment provides power conditioning and an additional layer of surge protection.

Additionally, facilities using the NextGen SCP system no longer have to fear lost call or visitation data due to local disasters or localized security breaches. Securus stores all facility data in centralized, fault tolerant data repositories for easy, secure retrieval from any location, by any authorized user. If there is a localized facility outage, approved facility personnel can access site data from any location, at any time. Access issues and loss of data due to hard drive or other on-site system failures are a thing of the past for NextGen SCP users. The platform resides in two, geographically diverse, fault tolerant, carrier-class data centers to ensure data integrity.

22.0

Describe the provision of security features and controls that are available in your solution for government, including configuration, administration, maintenance, support, any available customization.

See below.

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

Securus will maintain books, records and documents in accordance with generally accepted accounting practices that sufficiently and properly reflect all gross revenues generated.

Work Processes and Audits

Annual audits are conducted by a big-four independent accounting and auditing firm, which is regulated by the Security and Exchange Commission.

These audits indicate a comprehensive and in-depth evaluation and testing of our internal controls over financial reporting and confirm that Securus has effective controls and safeguards to manage financial information and data. A PCI assessment is performed annually by an independent qualified audit firm and confirms that Securus has effective controls and safeguards over our customers' and clients' financial data.

Inmate telecommunications providers like Securus need to install and operate highly sophisticated call management platforms and related services to meet the security and public safety needs of correctional facilities; therefore, we need to accurately process, manage, and control millions of call records and call recordings for security and investigative purposes.

The work processes used to validate the total gross revenue (TGR) consist of the relevant aspects of the control environment, control activities, risk assessment, and monitoring.

Control Environment

The Securus control environment comprises the following areas:

- Organizational Structure
- Information Security
- Network Operations and Platform Development Department
- Billing Operations
- Corporate Audit and Compliance



Organizational Structure

Securus is under the direction of Bob Pickens, Chief Executive Officer. The Chief Financial Officer, Chief Platform Officer, and the Chief Operating Officer report to the CEO, Robert Pickens.

Securus' board of directors consists of three members—two of whom are outside directors. The board meets periodically with the four Securus officers and the rest of the executive management team to oversee the operation of Securus.

Information Security

Securus employs an information security office whose primary role is to facilitate a secure environment for Securus' information and customer information. The information security office reports up through the Chief Financial Officer.

Network Operations and Platform Development Department

The Network Operations and Platform Development department comprises one Chief Platform Officer with five direct vice president- and senior director-level reports. This department handles network engineering and communications, data center administration, and general IT operations. The IT operations department is responsible for staffing the network operations center on a 24x7x365 basis, which includes the polling of call detail and visitation records from endpoint telecommunications systems. The senior vice president of this department reports directly to the CEO.

Billing Operations

The billing operations department comprises a director with two direct reports. This department facilitates the billing and revenue generation process for call detail records (CDRs) collected on the

Securus network. This also includes the analysis of multiple CDR error-reporting methods to verify the maximum collection of CDRs. The director of this department reports directly to the CFO.

Corporate Audit and Compliance

A corporate internal audit and compliance department is in place to verify financial corporate compliance with regulatory authorities. The director of this department reports directly to the CFO.

Control Activities

Securus hosting and outsource services control activities are grouped by control objectives and include development and deployment controls, infrastructure and security controls, and application-processing controls.

Risk Assessment

Securus has placed into operation a risk assessment process to identify and manage risks that affect our ability to provide reliable service to our customers. This process requires that management identify risks in our areas of responsibility and implement measures to address these risks. The Securus Executive Council meets on a weekly basis to discuss product and service strategy, and risk mitigation when applicable.

Monitoring

Senior management and team leads monitor the quality of internal control performance as a routine part of operations. The internal audit department performs annual testing of internal controls to evaluate the design and operating effectiveness. Exceptions to normal or scheduled processing through hardware, software, or procedural problems are also logged, reported and resolved daily. Management reviews these reports at least monthly.

23.0	Identify whether your products, services, and/or proposed solution are currently subject to any security regulations or compliance such as HIPAA, PCI, etc. Respondents should include information about the status of their compliance with any relevant regulations	See below.
<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.</p> <p>Securus is compliant with all anti-money laundering regulations, Office of Foreign Assets Control (OFAC) screening guidelines, and Payment Card Industry Data Security Standards (PCI-DSS). Transaction limits are enforced to ensure compliance with customer identification requirements and federal reporting levels. Further, Securus provides access for all of our large customers to our THREADS data analytics software to help support investigative pursuits relative to credit cards and their fraudulent use in corrections.</p> <p>Securus is a Level 1 PCI DSS v3.2 Merchant and Payment Facilitator with a current PCI Attestation of Compliance (PCI-AOC) report.</p>		
24.0	Please indicate how you handle Authentication/Security (Active Directory, SAML, etc.). If SAML, what version is supported?	See below.

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

NextGen Secure Communications Platform™ (NextGen SCP™) uses security roles to determine user permissions. These rules define what actions a user can and cannot do within the system.

NextGen SCP is entirely permission based, so user roles can be crafted to allow or prevent access to content, data, features, and privileges for each specific user.

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

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

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

SAMPLE SECURITY ROLES

The screenshot displays the 'SECURITY ROLES' management interface. At the top, there is a header with a user icon, the title 'SECURITY ROLES', and an 'Add Role' button. Below the header, a grid of 16 security role cards is shown. Each card includes a title, a description, and a user count. Roles are marked as 'read-only' with an eyeball icon or as user-defined with a pencil icon.

Role Name	Description	User Count	Icon
User Administration (read-only)	Permission set granting access to view, edit, & create users and security roles. This is a default, read-only role generated by the system.	40 Users	Eye
version 4.0.1 build 548r	Huong Test	0 Users	Pencil
Video Visit Appointment Mana...	Permission set granting access to view, approve, create, and manage video visitation appointments and to view settings and configurations used to control the scheduling of visitations.	2 Users	Eye
Video Visit Appointment Search...	Permission set granting access to view past, current, and future video visitation appointments. This is a default, read-only role generated by the system.	1 Users	Eye
Video Visit Monitoring (read-only)	Permission set granting access to all Live Visitation Monitoring functions. This is a default, read-only role generated by the system.	1 Users	Eye
Video Visitation Configuration...	Permission set granting access to view and manage video visitation rules, basic video visitation settings, and manage users' access to Multiple Session Monitoring. This is a default, read-only role generated by the system.	1 Users	Eye
Video Visitation Inmate Mana...	Permission set granting access to view and manage video visitation settings for inmates. This is a default, read-only role generated by the system.	3 Users	Eye
Video Visitation Visitor Manag...	Permission set granting access to view and manage video visitation visitors and Visitor Types. This is a default, read-only role generated by the system.	6 Users	Eye
View All Covert Alerts	Role to test View All Covert Alerts	3 Users	Pencil
View Call Restrictions	Role to View Call Restrictions only.	4 Users	Pencil
View Virtual Group	Role for View Virtual Group Only	2 Users	Pencil
Visitor in Video Visitation (read...)	Requires assigned users to be designated as a "NG Visitor" in their user profile. Permission set for granting access to "NG Visitors" to create and manage their video visitations.	0 Users	Eye
VRS Allowed Test	Determine minimal permissions needed to edit VRS Allowed flag on Inmate Profile	1 Users	Pencil
WCS All Access (read-only)	This role is for a WCS Facility Admin. This is a default, read-only role generated by the system.	7 Users	Eye
WCS Investigator (read-only)	This role is for a WCS User who can access private data. This is a default, read-only role generated by the system.	1 Users	Eye
WCS Party of Interest (read-only)	This role is for a WCS User who can access only non-private data. This is a default, read-only role generated by the system.	1 Users	Eye

Users

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

Adding a User

The screenshot shows the 'ADD USER' form in the SECURUS system. The form is organized into several sections:

- User Details:** Includes input fields for User Name (with a 'Max allowed 70 characters' note), First Name, Last Name, Email Address, and Job Title.
- Facility Management:** Features two lists: 'Blocked Facilities' (containing 'Admission', 'Admission Point Department, WA', 'Admission County IA', and 'Admission County ILL, IL') and 'Available Sites' (containing 'EPMS Next Gen Demo' and 'Marketing Next Gen Demo Site'). Arrows allow moving items between these lists and 'Allowed Facilities' (containing 'NG SCP Demo') and 'Selected Sites'.
- Account Settings:** Includes 'User Settings' and 'Mail Settings' tabs. Under 'User Settings', there is an 'Account Status' section with a checked 'Active' radio button, and an 'Applications' section with radio buttons for 'THREATS' and 'Location Based Services'.

At the bottom of the form, there are 'Cancel' and 'Save & Add Security Roles' buttons.

Adding a Security Role

ADD SECURITY ROLE Cancel Save

Security role details

Role Name Required

Role Description Required

Characters remaining: 255

Security role permissions Required Required

New permissions Existing security role permissions

Cancel Save

Users can select from pre-existing Security Roles as a starting point, or define new Security Roles, name them, and specify their permissions. The next screen shows more details.

ADDING A USER—DEFINING USER PERMISSIONS

ADD SECURITY ROLE Cancel Save

Security role details

Role Name Required

Role Description Required

Characters remaining: 255

Role includes these permissions Start with existing security role permissions

Permission Category	Has Permission
Call Management	
All Call Management Permissions	<input type="checkbox"/>
Blocked Phone Number Permissions	
All	<input type="checkbox"/>
View Blocked Numbers	<input type="checkbox"/>
Manage Blocked Numbers	<input type="checkbox"/>
Call Restrictions Permissions	
All	<input type="checkbox"/>
View Call Restrictions	<input type="checkbox"/>
Manage Call Restrictions	<input type="checkbox"/>
Call Schedule Permissions	
All	<input type="checkbox"/>
View Call Schedules	<input type="checkbox"/>
Manage Call Schedules	<input type="checkbox"/>
Virtual Groups Permissions	
All	<input type="checkbox"/>
View Virtual Groups	<input type="checkbox"/>
Manage Virtual Groups	<input type="checkbox"/>

Password Policies

Security is a top priority for Securus. Because threats are ever-changing, Securus proactively advances our platform security to help protect your facility's information.

NextGen SCP is a centralized, digital network that is accessed via the web by navigating to <https://ngscp.securustech.net> in the supported browser, Chrome.

The platform is protected by SSL (secure socket layer) security which uses the same security protocols that banks use for establishing a connection for customer online banking.

Authentication

Securus is an avid proponent of software system security and employs stringent security guidelines. The Securus password policy is designed to enhance access security by requiring users to employ strong passwords and use them properly.

Each user is required to authenticate with the appropriate credentials before using the system.

NextGen SCP password requirements include the following rules for creation:

- 8 – 12 characters
- No spaces
- Cannot contain the user's first or last name
- At least three of the following types of characters must be used:
 - English uppercase letter
 - English lowercase letter
 - At least one number
 - At least one special character (@ % + \ / ' ! # \$ ^ ? : . ~ _ () { } [])

Also, the system will periodically require the user to change their password to help ensure the security of the account.

Passwords can be configured by location, days to expire, and even the number of password cycles before password reuse. Additional configuration options include reminders for password expiration and minutes of allowable inactivity before session timeout.

If the authorized user has forgotten their password, functionality is available within the platform for them to remedy the situation without involving a facility administrator.

The "Forgot Your Password?" feature available from the login screen offers online support for users who have forgotten their password or for those who did not change their password before expiration. System security requires users to provide the correct answers to preset questions before their password can be reset. After a new password is created, NextGen SCP emails confirmation to the address linked to the user ID.

System Logs

System Logs provide an audit trail of all user activity happening at the facility within the NextGen SCP platform. Log types include:

<ul style="list-style-type: none"> ▪ Communication Activity ▪ Recording Access ▪ System Access ▪ Searches ▪ Webpage Visits ▪ Data Change 		
25.0	Is any third-party software or applications required? If so, please describe.	See below.
<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.</p> <p>Our source code escrow policy is reflected in our standard escrow agreement:</p> <p>“The provision of the inmate communication and other services by Vendor includes certain intellectual property which is owned solely by Vendor and is trade secret and subject to copyright, patent and trademark laws. As such, we do not escrow our application software. Vendor has provided proof of its financial ability to perform its responsibilities in response to this RFP, which we believe should accommodate any concern the County may have concerning Vendor going out of business.</p> <p>“If Vendor is the successful proposer, Vendor will grant the County a personal, non-exclusive, non-transferable license (without the right to sublicense) to access and use certain proprietary computer software products and materials in connection with the Applications (the “Software”). The Software includes any upgrades, modifications, updates, and additions to existing features that we implement in our discretion (the “Updates”). Updates do not include additional features and significant enhancements to existing features. The County is the license holder of any third-party software products Vendor obtains on the County’s behalf. The County authorizes Vendor to provide or preinstall the third-party software and agrees that Vendor may agree to the third-party End User License Agreements on County’s behalf. The County’s rights to use any third-party software product that Vendor provides shall be limited by the terms of the underlying license that Vendor obtained for such product. The Software is to be used solely for the County’s internal business purposes in connection with the Applications at the Facilities. The County will not (i) permit any parent, subsidiary, affiliated entity, or third party to use the Software, (ii) assign, sublicense, lease, encumber, or otherwise transfer or attempt to transfer the Software or any portion thereof, (iii) process or permit to be processed any data of any other party with the Software, (iv) alter, maintain, enhance, disassemble, decompile, reverse engineer or otherwise modify the Software or allow any third party to do so, (v) connect the Software to any products that Vendor did not furnish or approve in writing, or (vi) ship, transfer, or export the Software into any country, or use the Software in any manner prohibited by the export laws of the United States. Vendor is not liable with regard to any Software that the State uses in a prohibited manner.”</p>		
26.0	Please provide your DBMS requirements and use of software and communication protocols, if applicable to your solution(s).	See below.

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

Access to all Securus server information is done through HTTPS (HTTP over TLS). HTTPS is the use of Transport Layer Security (TLS) as a sub-layer under regular HTTP application layering. The NextGen SCP user interface encrypts and decrypts user page requests, as well as the pages that are returned by the web server. The use of HTTPS protects against eavesdropping and man-in-the-middle attacks (an attack where the attacker secretly relays, and possibly alters, the communication between two parties who believe they are directly communicating with each other). Applications that transmit data across public networks support TLS, certificates, and encryption. Sensitive data is encrypted both at rest and in motion. Securus provides support for TLS encryption at the application network layer. All web sessions and services are conducted via HTTPS using AES 256-bit encryption. Securus uses a gold-class vendor-provided certificate service for external and internal SSL connections.

Securus uses an industry-recognized leader to provide remote access to Securus systems within state networks. This remote access system provides secure, encrypted, CJIS-compliant access to Securus systems.

For individual users within Oakland County's network, NextGen SCP can enforce strong password policies, such as:

- Minimum password length
- 30-/60-/90-day expirations requiring users to change password
- Both upper- and lower-case letters (case sensitivity)
- Inclusion of one or more numerical digits
- Inclusion of special characters, such as @, #, \$, etc.

27.0	Please provide the minimum client workstation and hardware requirements including operating system, Internet Browser, etc.	See below.
-------------	---	-------------------

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

Securus will provide the required workstations, which typically include the following Dell components:

- Dell Optiplex GX380 with Open Workstation configuration CD and resides on customer's network
- OS: Windows 7 Professional
- Windows Internet Explorer 8.0
- Small Form Factor Computer
- Dell Entry USB Keyboard and mouse
- 3.5" 160GB SATA 7200 RPM HDD



Each workstation will include a Dell E170S 17" LCD monitor.

Laptop Workstations

Securus will provide the required workstations, which typically include the following Dell components:

- Dell Latitude E6530
- OS: Windows 7 Professional
- Internet Explorer and Chrome browsers
- Surge suppressor



The Securus Cybersecurity team performs regular network and system vulnerability scans across Securus' infrastructure to detect and remediate workstations, servers, and systems from malicious attacks and misconfigurations. Securus deploys a standard, and secure operating system image that is certified by the Cybersecurity Team. This image is used as the baseline certified image for multiple types of workstations and servers. As part of the certification process, the operating system is hardened using secure configuration standards to prevent against security flaws. After system deployment, Securus uses the Patch Management Program to ensure that systems are updated with the latest patches.

The Securus Cybersecurity team uses a Security Information and Event Management (SIEM) tool to aggregate log data from multiple sources to detect and alert on any malicious network traffic or anomalous activities. Our advanced detection methods ensure data and system protection across the entire enterprise. Systems and applications are protected against breaches and attacks using both anti-virus and anti-malware software.

Unauthorized or unnecessary software is identified using our software inventory control system and is uninstalled by system administrators as required. Securus uses strong access control policies to prevent unauthorized data access. The best practices of segregation of duties and least privilege are key to our data protection strategy. In addition, Securus requires a strong password standard; repeated failed login attempts result in the account being locked out. Regular interval-forced password changes and multi-factor authentication are additional ways Securus secures our systems and data.

28.0

Please provide your virus protection methodologies for all hardware.

See below.

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

The Securus Cybersecurity team performs regular network and system vulnerability scans across Securus' infrastructure to detect and remediate workstations, servers, and systems from malicious attacks and misconfigurations. Securus deploys a standard, and secure operating system image that is certified by the Cybersecurity Team. This image is used as the baseline certified image for multiple types of workstations and servers. As part of the certification process, the operating system is hardened using secure configuration standards to prevent against security flaws. After system deployment, Securus uses the Patch Management Program to ensure that systems are updated with the latest patches.

The Securus Cybersecurity team uses a Security Information and Event Management (SIEM) tool to aggregate log data from multiple sources to detect and alert on any malicious network traffic or anomalous activities. Our advanced detection methods ensure data and system protection across the entire enterprise. Systems and applications are protected against breaches and attacks using both anti-virus and anti-malware software.

Unauthorized or unnecessary software is identified using our software inventory control system and is uninstalled by system administrators as required.

Securus uses strong access control policies to prevent unauthorized data access. The best practices of segregation of duties and least privilege are key to our data protection strategy. In addition, Securus requires a strong password standard; repeated failed login attempts result in the account being locked out. Regular interval-forced password changes and multi-factor authentication are additional ways Securus secures our systems and data.

29.0	Does your product require a Java Runtime installation? If yes, please describe how your release cycle facilitates keeping current with the frequent security patches required for those products.	See below.
------	--	------------

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

Our standard firewall and switch equipment is FortiNet (2hrs runtime for ITS equipment). Below is the equipment and specifications.

Equipment/Make	Model's Dimension Weight	Environment
Firewall/FortiNet:	Fortigate 30E 1.61 in H x 8.27 in W x 5.24 in D 1.982 lbs. Fortigate 40F 1.85 in H x 8.5 in W x 6.3 in D 2.2 lbs. Fortigate 50E 1.44 in H x 8.52 in W x 5.5 in D 2.015 lbs. Fortigate 100E 1.75 in H x 17 in W x 10 in D 7.28 lbs. Fortigate 200F 1.75 in H x 17 in W x 11.9 in D 11.9 lbs. Fortigate 300E 1.75 in H x 17 in W x 15 in D 16.1 lbs.	Operating Temperature: 32°F to 104°F Operating Temperature: 32°F to 104°F Operating Temperature: 32°F to 104°F Operating Temperature: 32°F to 104°F Operating Temperature: 32°F to 104°F Operating Temperature: 32°F to 104°F
Switches/FortiNet:	FortiSwitch 108E 1.5 in H x 8.7 in W x 6.3 in D 2.2 lbs. FortiSwitch 108E PoE 1.7 in H x 13 in W x 8.2 in D 4.3 lbs. FortiSwitch 108E FPoE 1.7 in H x 13 in W x 8.2 in D 4.5 lbs. FortiSwitch 224E 1.73 in H x 9 in W x 12.99 in D 4.78 lbs. FortiSwitch 224D FPoE 1.73 in H x 12.2 in W x 17.5 in D 10.64 lbs. FortiSwitch 224E PoE 1.73 in H x 9 in W x 12.99 in D 5.37 lbs. FortiSwitch 248E FPoE 1.73 in H x 16.1 in W x 17.3 in D 13.44 lbs. FortiSwitch 112D PoE 6.06 in H x 4.15 in W x 3.8 in D 2.7 lbs. FortiSwitch 1024D 1.71 in H x 17.26 in W x 18.11 in D 17.62 lbs.	Operating Temperature: 32°F to 122°F Operating Temperature: 32°F to 122°F Operating Temperature: 32°F to 122°F Operating Temperature: 32°F to 122°F Operating Temperature: 32°F to 122°F Operating Temperature: 32°F to 122°F Operating Temperature: 32°F to 122°F Operating Temperature: -40°F to 167°F Operating Temperature: 32°F to 104°F
UPS/APC:	AME-SMX1000 17.0 in H x 3.5 in W x 19.3 in D, 50.4 lbs. APC SMX1500RM2U 3.5 in H x 17.0 in W x 19.3 in D, 54.72 lbs. APC SMX2000RMLV2U 3.36 in H x 17.0 in W x 26.26 in D, 84.6 lbs. APC SMX3000RM2U 3.36 in H x 17.0 in W x 26.26 in D, 84.6 lbs.	Operating Temperature: 32°F to 104°F Operating Temperature: 32°F to 104°F Operating Temperature: 32°F to 104°F Operating Temperature: 32°F to 104°F

30.0	Does your solution provide customized reporting capabilities? Explain the solution. If there is additional cost, please provide in Appendix D – Cost Response Tables.	See below.
<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.</p> <p>The NextGen Secure Communications Platform™ (NextGen SCP™) is very flexible and easy to use, and allows the user to create almost limitless reporting. Should customized reports be needed, Securus will provide them to Oakland County at no charge except in those cases where the customized report would require a significant allocation of resources or material changes to Securus systems and procedures.</p> <p>In the small number of instances where development is needed (e.g. capturing additional information from other systems), Securus will provide the development free of charge unless the request involves significant cost to Securus. In such cases Oakland County will be given the option to pay for the additional services without markup by Securus.</p>		

APPENDIX C – IMPLEMENTATION SERVICES RESPONSE TABLES

This section asks you to provide information on how your solution will be implemented. It also helps us understand the timing, roles, and responsibilities for the implementation of the solution.

Respondents should identify inapplicable items with **N/A**.

Number	Requirements	Explanation
1.1	<p>Attach a typical implementation plan including Tasks, Owner of Task (Contractor, Oakland County) and Timeline. The following phases should be identified:</p> <ul style="list-style-type: none"> ▪ Project Management: Contains activities to manage the project. ▪ Technical Design and Installation: Contains activities for solution configuration. ▪ Security: Contains activities for establishing and maintaining security controls. ▪ Testing: Contains activities to evaluate the functionality of the product with an intent to find whether the product met the specified requirements or not and identify the defects to ensure that the product is defect free to produce the quality product. ▪ Education, Marketing, and Policies: Contains activities for training and promotion. ▪ Implementation: Contains activities for solution launch and disaster recovery. ▪ Post Implementation Support: Contains activities for solution support. 	See below.

Number	Requirements	Explanation
<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT. Securus has included a Detailed Preliminary Implementation Project Plan in Attachment D of this document for your review that contains the stated phases identified in the 1.1 implementation requirements provided.</p>		
2.0	What is your typical duration for implementation?	See below.
<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT. 30 days for phones and 60 days for video.</p>		
3.0	Does your implementation include customization to software? If not, list cost for customization in the cost response tables.	See below.
<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT. Yes, Securus will configure the software to the agreed upon specifications, either set forth in this RFP or as have been communicated during contract negotiations.</p>		
4.0	Based on the provided solution options, who would configure the solutions(s) (Contractor or Oakland County)?	See below.
<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT. Yes, Securus will configure the software to the agreed upon specifications, either set forth in this RFP or as have been communicated during contract negotiations.</p>		
5.0	What is your expectation support from Oakland County during the implementation?	See below.
<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT. 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.</p> <p>At the beginning of the project, the Securus Project Team will meet with the Oakland County team on site at a Oakland County location. These well-organized meetings introduce project team members and review the project plan and timetables with the Oakland County team in person to ensure a successful project kick-off.</p> <p>Our project managers work with the Oakland County team to coordinate equipment deliveries and facility access. When Securus technicians arrive on site, they may require escorts to the phone/terminal and equipment locations. The majority of project activity will occur during normal business hours. However, Securus can accommodate late-night/overnight cut-over activities. Some customers choose this method to eliminate service interruptions.</p> <p>After each facility transitions to our NextGen Secure Communications Platform™ (NextGen SCP™), our project manager and field service technician review our quality checklists with the Oakland County team.</p> <p>The Securus project team hosts weekly stakeholder meetings with participation from the Oakland County team.</p>		

Number	Requirements	Explanation
	<p>At the beginning of the implementation project, the Securus project management team will work with the Oakland County team to identify key stakeholders and primary points of contact. The team defines roles and responsibilities for the duration of the project.</p> <p>The Securus project management team will establish regular meeting forums and communication protocols that accommodate the requirements of the Oakland County team.</p> <p>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.</p> <p>In addition to the personal communication from our project managers, Securus can set-up automated email notifications for the Oakland County team. The automated email notifications the communication of updates and status changes for major milestones and other tasks.</p>	
6.0	What type of contractor access is required during implementation?	See below.
<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.</p> <p>Our project managers work with the Oakland County team to coordinate equipment deliveries and facility access. When Securus technicians arrive on site, they may require escorts to the phone/terminal and equipment locations. The majority of project activity will occur during normal business hours. However, Securus can accommodate late-night/overnight cut-over activities. Some customers choose this method to eliminate service interruptions.</p>		
7.0	What is the method for testing your software and data prior to live rollout?	See below.
<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.</p> <p>At the Quality Control Checkpoint 3 stage of the project, Equipment Testing and Functional Validation of the online system and test calls are performed. This quality control checkpoint ensures that all system options are set up to meet the requirements of the Oakland County. Technicians test call scenarios and phone labels, call durations, on/off times, administrative terminals, and verify other customer configurations.</p> <p>An example checklist can be found in Attachment D of this proposal response document.</p>		
8.0	How is system documentation provided (for example, digital, hardcopy, etc.)?	See below.
<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.</p> <p>Securus retains a dedicated integration department and will work with Oakland County on providing all of the requested information.</p>		
9.0	Is training provided with implementation? If so, is it Instructor-led Training, Web-based Training, or both? If separate cost, please specify.	See below.
<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.</p> <p>Yes, training is provided by instructors and web-based courses that are available and that meet the County's needs and objectives.</p>		

Number	Requirements	Explanation										
	<p>Securus provides product training for all NextGen Secure Communications Platform™ (NextGen SCP™) features in the agreement with Oakland 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.</p> <p>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.</p> <p>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. <i>Securus ongoing training ensures your staff always "stays on top" current and newly released NG SCP features.</i></p> <p>NextGen SCP Training Course Modules</p> <p>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.</p> <p>The following table presents the standard NG SCP training course modules and associated learning objectives.</p> <p style="text-align: center;">NextGen SCP Course Modules: Inmate Telephone System</p> <table border="1" data-bbox="203 1283 1382 1860"> <thead> <tr> <th data-bbox="203 1283 669 1325">Course Module</th> <th data-bbox="669 1283 1382 1325">Objective</th> </tr> </thead> <tbody> <tr> <td data-bbox="203 1325 669 1507">Overview and Navigation</td> <td data-bbox="669 1325 1382 1507"> <ul style="list-style-type: none"> ▪ Logging-in ▪ Navigating through the features ▪ Managing user password ▪ Managing user profile ▪ Manage system utility icons </td> </tr> <tr> <td data-bbox="203 1507 669 1581">Dashboard</td> <td data-bbox="669 1507 1382 1581"> <ul style="list-style-type: none"> ▪ Review system announcements ▪ Manage widgets </td> </tr> <tr> <td data-bbox="203 1581 669 1690">Monitor</td> <td data-bbox="669 1581 1382 1690"> <ul style="list-style-type: none"> ▪ Monitor live calls ▪ Forward Live Calls ▪ Add Notes to Live Calls </td> </tr> <tr> <td data-bbox="203 1690 669 1860">Explore</td> <td data-bbox="669 1690 1382 1860"> <ul style="list-style-type: none"> ▪ Review Inmate Activity ▪ Review Communication Records ▪ Control Covert Alerts ▪ Review System Logs ▪ Review PAN Frequency </td> </tr> </tbody> </table>	Course Module	Objective	Overview and Navigation	<ul style="list-style-type: none"> ▪ Logging-in ▪ Navigating through the features ▪ Managing user password ▪ Managing user profile ▪ Manage system utility icons 	Dashboard	<ul style="list-style-type: none"> ▪ Review system announcements ▪ Manage widgets 	Monitor	<ul style="list-style-type: none"> ▪ Monitor live calls ▪ Forward Live Calls ▪ Add Notes to Live Calls 	Explore	<ul style="list-style-type: none"> ▪ Review Inmate Activity ▪ Review Communication Records ▪ Control Covert Alerts ▪ Review System Logs ▪ Review PAN Frequency 	
Course Module	Objective											
Overview and Navigation	<ul style="list-style-type: none"> ▪ Logging-in ▪ Navigating through the features ▪ Managing user password ▪ Managing user profile ▪ Manage system utility icons 											
Dashboard	<ul style="list-style-type: none"> ▪ Review system announcements ▪ Manage widgets 											
Monitor	<ul style="list-style-type: none"> ▪ Monitor live calls ▪ Forward Live Calls ▪ Add Notes to Live Calls 											
Explore	<ul style="list-style-type: none"> ▪ Review Inmate Activity ▪ Review Communication Records ▪ Control Covert Alerts ▪ Review System Logs ▪ Review PAN Frequency 											

Number	Requirements	Explanation
Investigate	<ul style="list-style-type: none"> ▪ Open Investigator Pro ▪ Open THREADS ▪ Open ICER ▪ Open WCS 	
Manage	<ul style="list-style-type: none"> ▪ Inmates ▪ Inmate PAN ▪ eMessaging 	
Administration	<ul style="list-style-type: none"> ▪ Control Facility and Sites ▪ Control Phone Numbers ▪ Control Call Settings ▪ Create Security Roles ▪ Manage Users 	

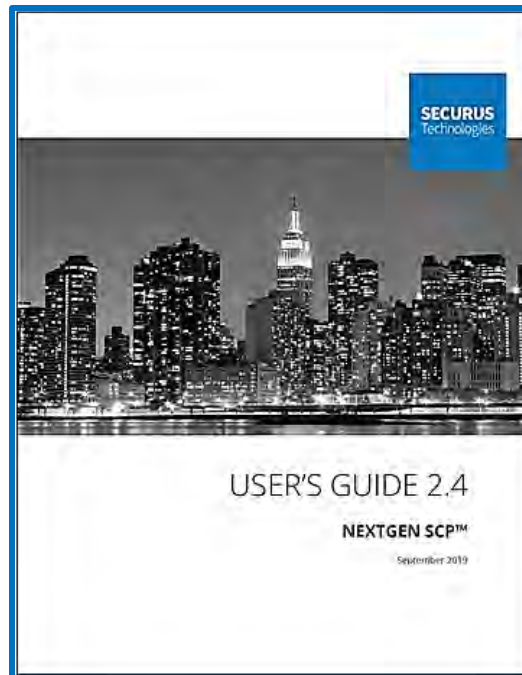
NextGen SCP Online Help

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



Number	Requirements	Explanation
10.0	Please describe your procedures for maintenance and support.	See below.

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

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 Technical Support Center (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,	2 hours	<ul style="list-style-type: none"> ▪ Securus Technical Support Center notifies the facility when the service issue is resolved 	<ul style="list-style-type: none"> ▪ If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request

Number	Requirements	Explanation
	<p>inability to burn CD's, issues with listening to live calls, inability to access NextGen Secure</p> <p>Communications Platform™ UI, all phones down.</p>	<ul style="list-style-type: none"> ▪ If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival ▪ Technical Support Manager & Field Service Manager ▪ Director, Customer Success & Director, Field Operations ▪ Chief Operating Officer
P2	<p>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.</p>	<p>24 hours</p> <ul style="list-style-type: none"> ▪ Securus Technical Support Center notifies the facility when the service issue is resolved ▪ If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival ▪ 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	<p>A P3 assignment defined as less the 5% of the functionality of the System being adversely affected by the System Event. Single and multiple phones related issues. Examples of P3 service assignments would include items such as static on the phone, a party not being able to hear, unable to dial, a broken phone, dial pad not</p>	<p>72 hours</p> <ul style="list-style-type: none"> ▪ Securus Technical Support Center notifies the facility when the service issue is resolved ▪ If a technician is required, Securus ▪ If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request

Number	Requirements		Explanation
	working, cutoff switches not working, and inability to generate reports.		Dispatch or Field Service Technician contacts the customer with an estimated time of arrival <ul style="list-style-type: none"> ▪ Technical Support Manager & Field Service Manager ▪ Director, Customer Success & Director, Field Operations ▪ Chief Operating Officer

Field Services

Securus employs approximately 224 field service associates including 9 Regional Managers and a centralized Field Dispatch team in support of our National customer base. The Field Service Technicians (FST) are strategically positioned to meet the response time needs of our customer's and reside in near proximity from each customer location. The FST's are all required to have an extensive telecommunication background and are Securus certified to work on all our product offerings. The FTSs are supported via direct access to senior technical support resources and engineering in order to expedite repairs and minimize customer downtime. Your onsite technician and the FSTs will also carry a complete set of tools and stock of parts to handle majority of the repairs and are able to place overnight or counter-to-counter parts orders from our central warehouse in Dallas if needed.

Our onsite Technician and our FSTs routinely perform a system checkout in order to correct any unreported issues and conduct preventative maintenance checks of the system. The examples of this effort are:

- Clean out the system filters
- Test the system features/functionality and ensure that all hardware is in good working order
- Testing of individual phones to ensure that they are all in good working order
- Perform any necessary workstation(s) inspection

Any problem failures during this checkout will be addressed by the Technician.

11.0	Does the solution utilize proprietary data formats? If so, does the solution allow for data conversion?	See below.
------	--	------------

Number	Requirements	Explanation
	<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.</p> <p>Our source code escrow policy is reflected in our standard escrow agreement:</p> <p>“The provision of the inmate communication and other services by Vendor includes certain intellectual property which is owned solely by Vendor and is trade secret and subject to copyright, patent and trademark laws. As such, we do not escrow our application software. Vendor has provided proof of its financial ability to perform its responsibilities in response to this RFP, which we believe should accommodate any concern the County may have concerning Vendor going out of business.</p> <p>“If Vendor is the successful proposer, Vendor will grant the County a personal, non-exclusive, non-transferable license (without the right to sublicense) to access and use certain proprietary computer software products and materials in connection with the Applications (the “Software”). The Software includes any upgrades, modifications, updates, and additions to existing features that we implement in our discretion (the “Updates”). Updates do not include additional features and significant enhancements to existing features. The County is the license holder of any third-party software products Vendor obtains on the County’s behalf. The County authorizes Vendor to provide or preinstall the third-party software and agrees that Vendor may agree to the third-party End User License Agreements on County’s behalf. The County’s rights to use any third-party software product that Vendor provides shall be limited by the terms of the underlying license that Vendor obtained for such product. The Software is to be used solely for the County’s internal business purposes in connection with the Applications at the Facilities. The County will not (i) permit any parent, subsidiary, affiliated entity, or third party to use the Software, (ii) assign, sublicense, lease, encumber, or otherwise transfer or attempt to transfer the Software or any portion thereof, (iii) process or permit to be processed any data of any other party with the Software, (iv) alter, maintain, enhance, disassemble, decompile, reverse engineer or otherwise modify the Software or allow any third party to do so, (v) connect the Software to any products that Vendor did not furnish or approve in writing, or (vi) ship, transfer, or export the Software into any country, or use the Software in any manner prohibited by the export laws of the United States. Vendor is not liable with regard to any Software that the State uses in a prohibited manner.”</p>	
12.0	Do you maintain a separate testing environment?	See below.
	<p>SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.</p> <p>We use a professional and formal approach to platform and process design that ensures quality software and functionality releases. Before release, all modifications to the platform undergo rigorous testing in a test environment.</p> <p>Software Development</p> <p>The Securus use of information technology (IT) best practices, industry standard quality measurement tools, and strict environmental controls ensure the highest system functionality and availability. The Securus development team uses the Waterfall Software Development Lifecycle (SDLC) to ensure high-quality deliverables. The feature/functionality enhancements process stages are:</p> <ul style="list-style-type: none"> ▪ Analysis ▪ Design ▪ Development 	

Number	Requirements	Explanation
	<ul style="list-style-type: none"> ▪ Quality Assurance ▪ Implementation ▪ Post Implementation Support <p>Each phase has specific deliverables and gates (controls) to ensure high quality and to minimize rework. Securus uses the following distinct system environments in conjunction with our SDLC:</p> <ul style="list-style-type: none"> ▪ Development – Used by IT Development to create and unit test new enhancements ▪ Quality Assurance – Used by Quality Assurance Analysts to test and certify new enhancements and bug fixes ▪ Pre-Production – Used by Production Support to validate hot fixes for production, and for final validation and mock deployment of major functionality releases ▪ Production – Used by all Securus customers and accessible by only Securus Production Support and Tech Support <p>Each environment has access controls, and we use source code control systems to ensure the proper promotion of code and as a document repository.</p> <p>Securus uses industry-standard HP Quality Center for defect tracking and follows a rigorous test cycle including:</p> <ul style="list-style-type: none"> ▪ Verification of New Functionality – Ensures a feature is working as designed ▪ Load Testing – Determines the upper threshold or breaking point of the component or feature ▪ Performance Testing – Determines the expected user experience ▪ Regression Testing – Ensure all existing functionality still works as designed ▪ Exception Testing – Tests boundary conditions and unexpected usage scenarios <p>New releases typically create new functionality. Upon completion of the Quality Assurance stage, the code changes are packaged and deployed into our pre-production environment for the final end-to-end quality check, and to optimize the implementation. This effort enables Securus to minimize the maintenance window related to system changes.</p> <p>Both IT and business stakeholders review and must approve all scheduled changes to production in two change control meetings to safeguard the stability of the production environment.</p> <p>Upon implementation of new code into production, Securus Production Support and IT Development monitor changes closely to minimize the impact of any adverse or unexpected system behavior.</p> <p>This attention to detail allows Securus to build feature functionality that leads the industry in quality and performance. For example, the Securus three-way call detection feature has been proven to be more accurate than the same feature offered by competitors. Independent testing by an outside research and testing company proves it. Similarly, our voice biometric feature leads the industry in accuracy.</p> <p>The voice quality available on our call platform provides near perfect fidelity. Customers have used information heard through background conversations to prevent and solve crimes.</p>	

Number	Requirements	Explanation
	<p>Our quality control does not end with our system design but continues all the way through site installation. Securus and each customer develop a defined quality checklist to install the system in a manner that meets their unique operating requirements. As described and included with our installation plan, Securus uses quality control checkpoints for each phase of an installation:</p> <ul style="list-style-type: none"> ▪ Quality Control Checkpoint 1 – Provisioning: After customer provisioning is complete, Securus technicians submit a quality control review to the Engineer, Project Manager, and Account Manager for the project. ▪ Quality Control Checkpoint 2 – Pre-Installation: While on-site, Securus Field Service Technicians complete a checklist to ensure that the physical installation characteristics meet or exceed Securus standards. ▪ Quality Control Checkpoint 3 – Equipment Testing/Functional Validation: Technicians complete test call scenarios and phone labels, call durations, on/off times, administrative terminals, and verify other customer configurations. ▪ Quality Control Checkpoint 4 – Acceptance: The Securus Project Team provides copies of all quality control documents, equipment inventory records, and network diagrams. The Securus Project Team will host a review of these documents with Oakland County. <p>These tools are used to verify that work is completed properly before moving to the next step in a process. Customers must indicate their satisfaction with a sign off moving to the next step in a process.</p>	
13.0	If cloud based, what type of access would Oakland County have to the system?	See below.
Authorized users have access anywhere, anytime via a password or pin. and appropriate security permissions as determined by Oakland County.		

- 3. Respondents must describe the provision of customer/technical support services. Include with this description a detailed methodology for handling the following: support hours of operation, help desk call triaging, diagnosis and response times, help desk access methods (telephone, email and web), technical support resolution, and the development of a FAQ list. (Core support hours should be, at a minimum, Monday through Friday 8:30am to 5:00pm Eastern Standard Time, excluding government holidays. The contractor should also be reached 24 x 7 for emergency support issues.).**

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

Securus offers a complete, turn-key inmate telecommunications system. We install 100% of the system hardware for all facilities and maintain the hardware for the life of the contract.

Securus employs approximately 224 field service representatives throughout the United States, including 4 Securus-certified technicians with extensive knowledge and a successful history of servicing our customers in Michigan.

These certified technicians live within a 40-mile radius of the facility and can respond to most critical issues within two hours. The technician is required to follow a structured technical and managerial escalation process if he is unable to isolate the problem within four hours. These technicians also have immediate access to engineering resources should they be needed.

Securus Technical Support Team

The Securus Technical Support team has primary responsibility for resolution when a problem occurs. If the issue requires on-site service, our dispatch team contacts the assigned field service technician (FST) and establishes an estimated time of arrival. The Dispatcher or the FST immediately communicate the time of arrival to the facility. Upon arrival at the facility, the FST will meet with the primary site contact to review the problem and perform the necessary repairs. Repairs typically involve repairing or replacing a defective part or wiring, or correcting configuration settings.

Upon resolving the primary issue, the FST performs a system check to detect any unreported issues and conducts preventative maintenance checks while on-site, including:

- Cleaning out the system filters
- Testing system features and functionality
- Testing of individual phones/terminals
- Performing workstation(s) inspections.

Problems identified during this check are addressed by the FST during the same visit unless additional parts are required to resolve the issue.

After completing the repairs, the FST confirms the resolution with the primary site contact and obtains sign-off on the repairs performed. After obtaining sign-off, the FST will record the transaction in our service ticket management system through his or her laptop.

Our preliminary implementation plan includes transitional meetings with the County that detail the setup of proposed applications and tasks associated with the transition from the current system to Securus' NextGen Secure Communications Platform™ (NextGen SCP™). Securus has extensive experience preparing locations for system implementation without disrupting the facility's existing service. All hardware, phone lines, and workstations will be in place before replacing the telephone/terminal instruments and cutting over to NextGen SCP.

Securus maintains required cabling — whether reused or newly installed — and performs general repairs to cabling and wiring as needed.

Upon contract award, Securus provides a complete list of contractors/subcontractors, managers, administrators, and technicians servicing the facility. The contact list includes contact business and mobile numbers as well as escalation contacts and numbers.

Field Service Process

Securus employs approximately 224 field service associates including Regional Managers and a centralized Field Dispatch team to support our national customer base. The Field Service Technicians (FST) are strategically positioned to meet the response time

requirements of our customer's and reside near each customer location. FSTs are all required to have extensive telecommunication background and are Securus-certified to service our product offerings. The FSTs have direct access to senior technical support and engineering resources to expedite repairs and minimize customer downtime.

Workflow

Once our centralized Technical support operation determines that an issue requires on-site service, our dispatch team contacts the assigned FST and establishes an estimated time of arrival. The Dispatcher or the FST immediately communicate the time of arrival to the facility. Upon arrival at the facility, the FST will meet with the primary site contact to review the problem and perform the necessary repairs. Repairs typically involve repairing or replacing a defective part or wiring or correcting configuration settings.

Upon resolving the primary issue, the Field Service Technician will perform a system check to detect any unreported issues and conduct preventative maintenance checks while on-site, including:

- Cleaning out the system filters
- Testing system features and functionality
- Testing of individual phones/terminals
- Performing workstation(s) inspections.

Problems identified during this check are addressed by the Field Service Technician during the same visit unless additional parts are required to resolve the issue.

Upon completion of the repairs, the FST will validate problem resolution with the primary site contact and obtain sign-off on the repairs performed. After obtaining sign-off, the FST will record the transaction in our problem management system through his or her laptop.

Service Parts

Securus field service technicians maintain a working level of spare parts for minor repairs consisting of telephone sets, handsets, dials, and replacement circuit boards, either on-site or in their truck. If a technician does not have required a part, Securus will drop-ship the item to the site. Securus will ship counter-to-counter on the same day in critical situations.

Quality

Securus sends an e-mail customer satisfaction survey to the primary site contact following each service event. Customer concerns are immediately escalated to the Regional Service Manager and the National Service Director. The Regional Service Manager is required to contact the customer within 24 hours to better understand the concern and implement a correct action plan. Securus executives review the summary of each issue along with the corrective actions on a monthly basis. Our current survey results show 94% satisfaction with Field Service with 77% indicating they were "delighted" with the service they received.

Implementation

Our preliminary implementation plan includes transitional meetings that detail the setup of proposed applications and tasks associated with the transition from the current system to

Securus' NextGen Secure Communication Platform™ (NextGen SCP™). Securus has extensive experience preparing locations for system implementation without disrupting the facility's existing service. All hardware, phone lines, and workstations will be in place before replacing the telephone/terminal instruments and cutting over to NextGen SCP.

Network Operations Center (NOC)

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

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

SOLARWINDS® TYPICAL MONITORED 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 to ensure proper operation, and their vital operating statistics sent every 10 minutes. Upon receiving an alert indicating network failure, Securus will open a trouble ticket with the appropriate circuit provider. In the case of a premise-based equipment failure, a Securus Field Technician is dispatched to the facility for on-site repair.

SOLARWINDS® FACILITY MONITORING EXAMPLE

The dashboard provides a comprehensive overview of system health and performance. Key sections include:

- Average CPU Load & Memory Utilization:** Two gauges showing 9% Avg CPU Load and 57% Memory Used.
- Average Response Time & Packet Loss:** Two gauges showing 0 ms Avg Resp Time and 0% Packet Loss.
- Monitored Sessions:** A gauge for Total Calls (27) and a bar chart for Current Sessions - Monitored Sessions (Today) showing an increasing trend from 4:00 AM to 12:00 PM.
- Top CPUs by Percent Load:** A line graph showing CPU usage over time for multiple processors.
- Network Latency & Packet Loss:** A bar chart showing response time and packet loss percentages over time.
- Disk Volumes:** A table showing disk usage for various volumes.
- Last Events:** A log of recent system events, including a reboot.
- Current Hardware Health:** A list of sensors such as Fan, Power Supply, Temperature, and Disk.
- Current Percent Utilization of Each Interface:** A table showing network interface status and traffic.
- Components:** A table listing system components and their statistics.
- Hardware Details:** Information about the server hardware, including manufacturer (Dell Inc.), model (PowerEdge R530), and service tag.
- Application Overview:** A gauge showing the total application count (51) and a legend for application status (Up, Critical, Warning, Down, Unknown, Other).

In addition to real-time monitoring and alerting, Securus Technical Support also leverages the SolarWinds® network performance monitor to gather and evaluate historical data for network alerts, bandwidth usage, packet loss, and hardware performance. The detailed level of monitoring available via our network performance monitor allows the Technical Support group to take proactive steps to prevent or mitigate facility outages and to ensure the correct resources are engaged if dispatch is necessary.

Infrastructure Inspections

System Administrators make scheduled inspections of all systems and routinely perform preventive maintenance and software enhancements as directed by a Production Change Control steering group. In addition, Securus change control practices have been reviewed and are compliant with PCI DSS and our Internal Controls for Financial Reporting.

- 4. Respondents must identify an estimate of time business will be interrupted or service will not be available to the OCSO and inmates during solution implementation.**

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

The Securus Inmate Telephone System (SITS) has been available since February 2006 and has never experienced a total system failure lasting more than 24 hours. SITS is currently operated at more than 2,800 customer sites. Our Network Operations Center (NOC) is dedicated to monitoring and measuring the performance of the SITS. When outages occur, our NOC staff handles them quickly to limit customer impact.

Securus Inmate Telephone System Outage

The following statistics show the most recent SITS uptime through 2019:

2012 Performance:

- SCP User Interface Availability 99.929% uptime
- SCP Platform Availability 99.983% uptime
- SCP Network Availability 100% uptime

2013 Performance:

- SCP User Interface Availability 99.986% uptime
- SCP Platform Availability 100.00% uptime
- SCP Network Availability 99.994% uptime

2014 Performance:

- SCP User Interface Availability 100.00% uptime
- SCP Platform Availability 100.00% uptime
- SCP Network Availability 100.00% uptime

2015 Performance:

- SCP User Interface Availability 99.828% uptime
- SCP Platform Availability 99.865% uptime
- SCP Network Availability 99.885% uptime

2016 Performance:

- SCP User Interface Availability 99.995% uptime
- SCP Platform Availability 100.00% uptime
- SCP Network Availability 100.00% uptime

2017 Performance

- SCP User Interface Availability 100.00% uptime
- SCP Platform Availability 100.00% uptime
- SCP Network Availability 100.00% uptime

2018 Performance

- SCP User Interface Availability 99.943% uptime
- SCP Platform Availability 100.00% uptime
- SCP Network Availability 100.00% uptime

2019 Performance

- SCP User Interface Availability 99.967% uptime
- SCP Platform Availability 100.00% uptime
- SCP Network Availability 100.00% uptime

2020 Performance:

- SCP User Interface Availability: 100.000% uptime
- SCP Platform Availability: 100.000% uptime
- SCP Network Availability: 100.000% uptime

7. Respondents should document any required functionality that must be custom developed in their core product to meet the requirements of the RFP. If a required feature must be custom developed, Respondents must describe below and must clearly identify the feature. Additional fees must be documented in APPENDIX D – COST RESPONSE TABLES.

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

8. Respondents must describe any user interface (UI) customization that is available for software products and/or services for the purposes of branding. Description should indicate whether future UI customizations are facilitated through end-user self-service configuration tool, must be completed by the Respondent, or must be coded by an Oakland County development resource.

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

9. Provide a Statement of Work (“Scope of Services”) narrative describing (not limited to) the project deliverables, tasks, responsibilities of the respondent and those of Oakland County and critical risk factors that supports the implementation services described in Appendix C.

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

A Statement of Work (“Scope of Services”) narrative describing (not limited to) the project deliverables, tasks, responsibilities of Securus and Oakland County, and the critical risk factors that support the implementation services described in **Appendix C:**

Implementation Services has been provided in **Attachment C** of this proposal response document.

10. Respondents must discuss the top five distinguishing technical features of their proposed solution.

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

Securus is excited to bring the most innovative technologies as your service provider as your technical advisor and have demonstrated these top five distinguishing technical features in our proposed solution that offer competitive advantages benefiting Oakland County and, we believe, differentiate the Securus organization and make a compelling case as the clear choice to be selected as your service provider.

Together, these five distinguishing features create Securus' Value Proposition and demonstrate Securus' proven capabilities to meet your evolving stated objectives, in both this RFP and today, and for many years to come. As a result, Securus will provide a quality client care experience for Oakland County with these top five distinguishing technical features listed, but are not limited to:

The Securus product offering is like no other in the industry. Through our robust platforms, we offer more products and investigative applications than any of our competitors. The list below highlights a selection of Securus' comprehensive offering:

- Inmate identification: biometric and/or security code validation
- Calls on a prepaid or collect basis to friends and family members
- Identity authentication of called party
- Call restriction to certain parties (e.g., judges, jurors, witnesses, and victims)
- Detection and restriction of unauthorized call forwarding
- Real-time call and visitation monitoring capabilities
- Real-time credit quality assessment of called party
- Interface capabilities to many commissary and/or jail management systems

Over the past 20 years, Securus has spent more than \$100 million and devoted 300,000 man-hours developing an advanced, packet-based network platform that provides many cost and service advantages for our customers. We have transitioned nearly 2,600 facilities to this advanced platform from inferior, legacy, premise-based systems that many of our competitors continue to use.

The Securus NextGen SCP includes:

SCA Architecture (SCA)	<ul style="list-style-type: none">▪ Serves as the backbone of the Securus platform, which results in significantly lower operating and capital costs through its implementation▪ Comprises a robust data repository housing multiple data marts that each hold billions of bytes of stored information gathered from multiple sources▪ Delivers an intelligent retrieval system that retrieves and processes user requests through a cross-application, cross data-mart retrieval process
------------------------	---

<p>NextGen Secure Communications Platform™ (NextGen SCP™)</p>	<ul style="list-style-type: none"> ▪ Offers networking functions, robust system and application stability and redundancy, heightened security features, user auditing, and password-specific utilities ▪ Provides a proprietary, packet-based centralized platform widely recognized as the best in the industry
<p>Secure Connect Network (SCN)</p>	<ul style="list-style-type: none"> ▪ Provides a packet-based, digital transmission system for all communications transport ▪ Allows the Securus platform to provide real-time turn-on/turn-off flexibility for most system features, 24x7x365 offsite monitoring, immediate system upgrades, and repairs from one central location
<p>NextGen SCP Dashboard</p>	<ul style="list-style-type: none"> ▪ Provides a single-point, easy-to-use user interface to our multi-product platform, with blended communication records and reporting
<p>Prepaid Calling Programs</p>	<ul style="list-style-type: none"> ▪ Offers calling services to facilities or their commissaries who then sell directly to the inmates. ▪ Prepaid calling cards used by inmates ▪ Domestic and international ▪ Paperless, card-free prepaid calling solution for inmates (debit services)
<p>Securus Friends and Family Call Center</p>	<ul style="list-style-type: none"> ▪ Provides nationwide customer care and billing center dedicated to inmates' family members and friends, 24 hours per day, 365 days per year ▪ Offers multiple payment options, including prepayment of charges, remittance directly to the local phone company, and credit card payments
<p>Additional Products and Services</p>	<ul style="list-style-type: none"> ▪ Automated Information Services (AIS) ▪ Email and voice mail services ▪ Covert Alert services ▪ Voice biometric products ▪ Sophisticated investigative tools ▪ Jail management software ▪ Video visitation ▪ Contraband cell phone control

Securus retains more than 89% of customers – the best in the industry – because we are committed to providing the best customer service to family members and friends of inmates. Securus spent more than \$2 million to build an in-sourced customer call center staffed by Securus employees rather than the poorly managed and highly inferior foreign call centers that our largest competitors use. Securus Field Service Technicians are Securus employees (not contractors) who follow the strict guidelines our correctional facility customers demand. Many of our competitors use third-party contractors who might have other priorities.

11. Respondents must describe how the additional features and upgraded modules can be incorporated into the basic system used by the County.

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

The following core technologies and benefits are offered at no cost to the Oakland County Sheriff's Office:

- **Included Value Add - NextGen Secure Communications Platform (NGSCP)** provides a single log in, web based, Anytime/Anywhere accessible system offering a Secure Call Platform with Securus Video Connect. Our platform offers customizable databases for monitoring, reporting, and historical communication transaction information, as well as the account service history, through the NGSCP user interface.
- **Included Value Add - NGSCP: With built in value added investigative tools**, those staff members with approved security access will be able to set Covert Alerts (the ability to be notified, live, via phone call – email notification – or both, as a targeted person begins the calling process). Covert Alerts can be placed on an inmate, a specific facility phone or kiosk/terminal, housing unit, or outbound dialed number. Live Call Monitoring and Forwarding (the ability to automatically cycle through live communications for a customized amount of time, and immediately forward a live call to an investigator for instantaneous remote monitoring). Multi Session Live Visitation Monitoring (the ability to monitor a single session or every single session live at the same time) just to name a few features.
- **Included Value Add - Call Pattern Analysis and Alerting with THREADS**: Securus will provide the only call pattern analysis and alerting solution designed and built exclusively for law enforcement and corrections. While other systems are limited to only inmate calling data, THREADS can accept any data source to allow a more thorough investigative review including cellular chip-off extraction data. THREADS finds the needle in the haystack of data making the most of your officer's time and providing actionable intelligence. More information sorted with more speed to build stronger cases.
- **Included Value Add - ICER Inter Communication Evaluation and Reporting Tool**: uncovering and providing alerts on inmate-to-inmate phone communications happening within a facility and in a **facility to facility** environment.
- **Included Value Add - ConnectUs Multi-Application Engine Operating System**: allows expanding capabilities delivered through the corrections grade Securus multi-function wall mounted kiosks/terminals to streamline and automate current manual processes. **Functions may include Commissary Ordering, Jobview (live listing job search), PREA Reporting, Inmate Handbook, Agency PDFs, Law Library, Video App, Emergency Visits, and many more.**
- **Included Value Add - WordAlert**: An extremely accurate AI assisted investigative and communication record transcription tool. Every single call or visitation session will be automatically transcribed from Speech to Text and these files embedded into the communication record for further review/use. Separating the dialers speech from the answer's speech into text, **WordAlert will utilize automated specific word search**

algorithms to create notifications and customized reports for statistical tracking and investigations.

- **Included Value Add – Investigator Pro (IPRO):** Our **industry leading voice biometric software** will tell you exactly who is on a call no matter which pin number or account was used. Automatically notifying approved staff of High Target Calls for review, you will quickly identify any communications that may require further review. In years past, we had licensed our tool to others for use however recently we ended this licensing availability **therefore ONLY Securus customers will have access to enhancements, upgrades, future development, and support.**
- **Included Value Add – Outbound Voicemails:** This system allows Friends and Family to receive a short message via the Securus Application if they are unable to answer the call.
- **Included Value Add – Inbound Voicemails:** This system allows Friends and Family to create and leave a message for the inmate, if they are an approved contact. Many times this assist in operations as staff do not have to pass messages from the outside. If my loved one is incarcerated and doesn't know my phone number, this provides an option for me to tell them and assist in the communications process.
- **Included Value Add – Inbound Connect:** Many times, inmate's calls go unanswered because people are not always available to connect at that exact time. Inbound Connect allows the called party to send the inmate a notification that they are ready to be called. Significantly increasing connected call percentages and providing an efficient solution for both parties.

Additional utilizing **exclusive partnerships with industry leaders**, we are able to build in optional services into our offer, adding significant Value Added products, at absolutely **NO COST** to you.

- **Optional Value Add - Automated Information Services (AIS):** The industry's first and only hosted, interactive voice response (IVR) system that provides general facility and inmate-specific information over the phone to the calling community and inmates.
- **Optional Value Add – Law Library:** Not knowing if your current communications vendor supplies this service to you or if you have your own standalone contract with a specific Law Library provider, know that we can provide this to you if needed.
- **Optional Value Add – Guarded Exchange (GEX) Communications Monitoring:** A force multiplier for your operations, our large team of certified investigators are able to monitor your live communications and immediately report back any rule violations or criminal activity of your choosing. **Utilizing computer intelligence along with the trained Human Ear and Eye, this service will quickly uncover and identify needles in the haystack.** Eliminating the need for your staff to spend hours reviewing calls and videos, we have the ability to monitor all communications and under your direction, specifically targeted names, numbers, locations, etcetera.
- **Optional Value Add – Guardian RFID:** The industry leader in liability reduction for live inmate tracking, med passing, supplies, live movement updates, cell checks, meal, head counts, officer activity, special housing status, keep separates, and cell conditions, **Guardian RFID** will bring your facility and operations into a new age of facility management. With

proven technology and defensible data, the customizable system provides accountability and live updates. Building in the cost of these services, Oakland County will have the option to select GUARDIAN RFID at absolutely **NO COST** to your agency budgets or line items.

- **Optional Value Add – LEXIPOL (Corrections1/Police1 Training Academy, Cordico Wellness, and Policy/Operations Management):** The industry leader in Law Enforcement and Corrections training, we are pleased to offer you the Lexipol suite of services as a complete package or as individually selected products. Completely customizable, Oakland County will have the most robust and highest quality system at their disposal. Building in the costs of these services, Oakland County will have the option to select LEXIPOL at absolutely **NO COST** to your budgets or line items.

12. After Respondents submit their bid responses and they have been evaluated, the County may require Respondents to complete a Security Questionnaire to be considered as part of the evaluation process. If Respondents requests a nondisclosure agreement (NDA) regarding the information they will provide in response to the Security Questionnaire, the County will provide its standard NDA for execution. If the Respondent completes the Security Questionnaire, the Respondent's responses may be discussed during the contractor evaluation process. If Respondent is awarded the bid and enters a contract with the County, Respondent may be required to update its responses to the Security Questionnaire as required by the County.

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

5.4 LICENSING REQUIREMENTS

Respondents must provide licensing that satisfies the requirements set forth in the RFP and provide responses to the licensing requirements specified in this section of the RFP.

1. Contractor shall provide all required license agreements relating to their proposed products/services with their response.

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

2. If Contractor is interested in participating in the G2G Marketplace: Licensing for products/services that Oakland County will host in their environment, if required, must address any service provider licensing necessary to make the solution provided available to other governments through the G2G Marketplace.

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

3. Costs for licensing must be documented in APPENDIX D – COST RESPONSE TABLES.

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

5.5 OTHER REQUIREMENTS

1. Warranty requirements should be explained.

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

2. Third party software and/or hardware requirements should be provided.
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

3. Software release/patch cycles should be explained.
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

4. Software documentation should be provided.
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

5. Support and SLA agreements should be provided.
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

In addition to the support documentation provided in the appropriate response place throughout this proposal response document, Securus has also provided a *sample Master Services Agreement* for your review in **Attachment D** of this proposal response document.

6. As defined in the contract with Oakland County, the following may be required as needed (Please review the County's sample agreement provided at www.oakgov.com/purchasing/forms/Pages/default.aspx):
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

- a. **BUSINESS ASSOCIATE AGREEMENT (Health Insurance Portability and Accountability Act Requirements).** The purpose of this Agreement is to facilitate compliance with the Privacy and Security Rules and to facilitate compliance with HIPAA and the HITECH Amendment to HIPAA.

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

Securus will provide upon award of contract.

- b. **REQUIREMENTS FOR CONTRACTORS WITH ACCESS TO CJIS DATA (Criminal Justice Information Services).** Contractor shall comply with the current version of the CJIS Security Policy, which may be amended from time to time by the CJIS Advisory Policy Board of the FBI. A link to the current FBI standards is available:

<https://www.fbi.gov/services/cjis/cjis-security-policy-resource-center>.

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

Securus will provide upon award of contract.

- c. **REQUIREMENTS FOR CONTRACTORS WITH ACCESS TO COUNTY PII (Personally Identifiable Information).** This exhibit governs the requirements for Contractors with Access to Personally Identifiable Information (PII).

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

Securus will provide upon award of contract.

6.0 PRICE PROPOSAL REQUIREMENTS

6.0 PRICE PROPOSAL REQUIREMENTS

Respondents are required to submit separate and distinct price information for their primary system proposal and any alternatives in a separate section. All price quotations shall be valid for a minimum of 180 days from the proposal due date. The respondent will be responsible for achieving an operational configuration for the cost quoted. The cost of any items determined to be missing from the quote but essential to fulfilling the configuration shall be borne by the respondent.

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

6.1 PRICE PROPOSAL CONTENT

Every respondent shall provide an itemized Price Proposal including APPENDIX D – COST RESPONSE TABLES. Quote costs for all software and services described in this RFP. Each major component, including integrated software and hardware elements, shall be identified by both common names. Both unit prices and extensions (if applicable) shall be quoted for each component or basic subsystem. All items (such as software interfaces, cables, connectors etc.) needed to achieve the proposed configuration shall be identified and priced. All additional charges (i.e., shipping, installation, insurance etc.) shall be quoted. In addition:

1. The cost of system documentation must be included in the total software costs.

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

2. Quote annual costs for the proposed maintenance agreement where applicable. In addition, list cost of training increments included with the system purchase. Quote the cost of additional training increments along with any conditions attached to their purchase.

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

3. Professional services required to satisfy the requirements set forth in the RFP must be identified and costs for these implementation services must be documented in APPENDIX D – COST RESPONSE TABLES. Quote a lump sum and hourly rates for implementation services and consulting services that could be enlisted for the implementation of the solution.

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

4. List separately any optional features price, but do not include these optional features in the total system price.

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

5. Specify any discount options associated with the proposal(s). If applicable, State Bulletin prices should be included for reference.

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

APPENDIX D – COST RESPONSE TABLES

This section asks you to provide information on how your solution is priced. Table D-1 covers any one-time costs that may be associated with your solution. Table D-2 covers recurring support, maintenance and other (recurring) costs. Table D-3 covers pricing for any additional items not covered by Table D-1 or Table D-2.

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

If you wish to provide alternative pricing that does not fit into these tables, you may do at the end of the document.

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

Respondents should identify inapplicable costs with N/A.

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

Note: If costs that are NOT listed are subsequently determined by Oakland County or the contractor to be required, then contractor shall provide all unlisted costs to Oakland County at no charge beyond annual support fees.

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



Table D – Contractor inmate Phone/Visitation & Investigative Tools
(Will Not incur a cost to Oakland County)

Cost Description	Quantity	Price	Total Implementation Cost
Implementation/Professional Services (include all costs to ensure the solution is fully installed and functional for Oakland County)	N/A	N/A	N/A
Hardware (list manufacturer, part number, model, and description for each item(s) individually)	N/A	N/A	N/A
Software (list manufacturer, part number, model, and description for each item(s) individually)	N/A	N/A	N/A
Equipment and Installation cost for carrier lines, circuits or ISP services and equipment to meet the solution requirements.	N/A	N/A	N/A
Training (onsite or remote)	N/A	N/A	N/A
Training documentation and User Guides	N/A	N/A	N/A
	N/A	N/A	N/A
Other (list as individual line items and include description)	N/A	N/A	N/A
	N/A	N/A	N/A
Detail all discounts and savings programs	N/A	N/A	N/A
	N/A	N/A	N/A
Grand Total	N/A	N/A	N/A

**Table D-2: Recurring Support, Maintenance & Other
(Recurring) Cost Table
(Will Not incur a cost to Oakland County)**

Cost Description	Quantity	Price	Total Recurring Cost
Recurring Hardware Support & Maintenance	N/A	N/A	N/A
	N/A	N/A	N/A
Recurring Software Support & Maintenance	N/A	N/A	N/A
Ongoing equipment and installation cost for carrier lines, circuits or ISP services and equipment to meet the solution requirements.	N/A	N/A	N/A
Other Recurring Costs	N/A	N/A	N/A
Grand Total	N/A	N/A	N/A

**Table D-3: Other Cost Table
Contractor solution Will Not incur any costs for Oakland County**

Cost Description	Pricing Structure	Price
N/A	N/A	N/A
N/A	N/A	N/A

Please list additional Cost Assumptions below:

1. N/A
2. N/A
3. N/A

Alternate Proposal

- Three Year Contract
- Five Year Contract

APPENDIX D-4: MONTHLY COMMISSION RATES PROPOSAL TABLE - INMATE PHONE/VIDEO VISITATION

Note: Domestic interstate rates apply for calls to U.S. territories including American Samoa, Guam, Northern Mariana Islands, Puerto Rico, and U.S. Virgin Islands. All non-U.S. destinations are rated as international**

<i>Collect Calling Rates Options 1 & 2</i>	<i>Surcharge</i>	<i>Rate/Minute</i>	<i>Average # Calls/Month</i>	<i>Average Monthly Minutes</i>	<i>Monthly Earned Revenue</i>	<i>Monthly Commission Earned 3 yrs. 72%</i>	<i>Monthly Commission Earned 5 yrs. 80%</i>
Local Station to Station	\$0	.16	177	381	\$61	\$43	\$48
Intrastate/Intra-LATA	\$0	.16	0	0	\$0	\$0	\$0
Interstate/Inter-LATA	\$0	.16	13	31	\$5	\$3	\$4
Interstate	\$0	.16	7	17	\$3	\$2	\$2
International	\$0	.50	0	0	\$0	\$0	\$0
Total	\$0		197	429	\$69	\$48	\$54
<i>Prepaid & Debit Calling Rates Options 1 & 2</i>	<i>Surcharge</i>	<i>Rate/Minute</i>	<i>Average # Calls/Month</i>	<i>Average Monthly Minutes</i>	<i>Monthly Earned Revenue</i>	<i>Monthly Commission Earned 3 yrs.72%</i>	<i>Monthly Commission Earned 5 yrs.80%</i>
Local Station to Station	\$0	.16	17,215	117,170	\$18,747	\$13,498	\$14,997
Intrastate/Intra-LATA	\$0	.16	61,675	498,370	\$79,739	\$57,412	\$63,791
Interstate/Inter-LATA	\$0	.16	3,164	25,742	\$4,118	\$2,964	\$3,294
Interstate	\$0	.16	6,733	55,840	\$8,934	\$6,432	\$7,147
International Debit	\$0	.50	76	639	\$319	\$229	\$255
Video Connect (50%)	\$0	\$0.25	391	11,730	\$2,932	\$1,466	\$1,466
Voicemail (50%)	\$0	\$0.66	242	726	\$479	\$239	\$239
Total	\$0		89,496	710,217	\$115,268	\$82,240	\$91,189

<i>Collect Calling Rates Options 3 & 4 ALL Value Adds included</i>	<i>Surcharge</i>	<i>Rate/Minute</i>	<i>Average # Calls/Month</i>	<i>Average Monthly Minutes</i>	<i>Monthly Earned Revenue</i>	<i>Monthly Commission Earned 3 yrs. 25.3%</i>	<i>Monthly Commission Earned 5 yrs. 33.3%</i>
Local Station to Station	\$0	.16	177	381	\$61	\$15	\$20
Intrastate/Intra-LATA	\$0	.16	0	0	\$0	\$0	\$0
Interstate/Inter-LATA	\$0	.16	13	31	\$5	\$1	\$2
Interstate	\$0	.16	7	17	\$3	\$1	\$1
International	\$0	.50	0	0	\$0	\$0	\$0
Total	\$0		197	429	\$69	\$17	\$23

<i>Prepaid & Debit Calling Rates Options 3 & 4 ALL Value Adds included</i>	<i>Surcharge</i>	<i>Rate/Minute</i>	<i>Average # Calls/Month</i>	<i>Average Monthly Minutes</i>	<i>Monthly Earned Revenue</i>	<i>Monthly Commission Earned 3 yrs. 25.3%</i>	<i>Monthly Commission Earned 5 yrs. 33.3%</i>
Local Station to Station	\$0	.16	17,215	117,170	\$18,747	\$4,743	\$6,243
Intrastate/Intra-LATA	\$0	.16	61,675	498,370	\$79,739	\$20,174	\$26,553
Interstate/Inter-LATA	\$0	.16	3,164	25,742	\$4,118	\$1,042	\$1,372
Interstate	\$0	.16	6,733	55,840	\$8,934	\$2,260	\$2,975
International Debit	\$0	.50	76	639	\$319	\$81	\$106
Video Connect (50%)	\$0	\$0.25	391	11,730	\$2,932	\$1,466	\$1,466
Voicemail (50%)	\$0	\$0.66	242	726	\$479	\$239	\$239
Total	\$0		89,496	710,217	\$115,268	\$30,005	\$38,954

<i>Prepaid & Debit Calling Rates Option 5 ALL Value Adds included</i>	<i>Surcharge</i>	<i>Rate/Minute</i>	<i>Average # Calls/Month</i>	<i>Average Monthly Minutes</i>	<i>Monthly Earned Revenue</i>	<i>Monthly Commission Earned 3 yrs. 0%</i>	<i>Monthly Commission Earned 5 yrs. 0%</i>
Local Station to Station	\$0	.07	17,215	117,170	\$8,201	\$0	\$0
Intrastate/Intra-LATA	\$0	.07	61,675	498,370	\$34,885	\$0	\$0
Interstate/Inter-LATA	\$0	.07	3,164	25,742	\$1,801	\$0	\$0
Interstate	\$0	.07	6,733	55,840	\$3,908	\$0	\$0
International Debit	\$0	.50	76	639	\$319	\$0	\$0
Video Connect	\$0	\$0.25	391	11,730	\$2,932	\$0	\$0
Voicemail	\$0	\$0.66	242	726	\$479	\$0	\$0
Total	\$0		89,496	710,217	\$52,525	\$0	\$0

** Fees must be consistent and follow the FCC rules and regulations and must not exceed amounts set by the FCC.

Alternate Proposal

- Three Year Contract
- Five Year Contract

7.0 INSURANCE REQUIREMENTS

7.0 INSURANCE REQUIREMENTS

As defined in the contract with Oakland County, the Contractor shall provide and maintain, at their own expense, all insurance protecting the County against any Claims. The insurance shall be written for not less than any minimum coverage herein specified. Limits of insurance required in no way limit the liability of the Contractor.

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

Primary Coverages

Commercial General Liability Occurrence Form including: (a) Premises and Operations; (b) Products and Completed Operations (including On and Off Premises Coverage); (c) Personal and Advertising Injury; (d) Broad Form Property Damage; (e) Broad Form Contractual including coverage for obligations assumed in this Contract;

\$1,000,000 – Each Occurrence Limit

\$1,000,000 – Personal & Advertising Injury

\$2,000,000 – Products & Completed Operations Aggregate Limit

\$2,000,000 – General Aggregate Limit

\$100,000 – Damage to Premises Rented to You (formally known as Fire Legal Liability)

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

Workers' Compensation Insurance with limits statutorily required by any applicable Federal or State Law and Employers Liability insurance with limits of no less than \$500,000 each accident, \$500,000 disease each employee, and \$500,000 disease policy limit.

1. Fully Insured or State approved self-insurer.
2. Sole Proprietors must submit a signed Sole Proprietor form.
3. Exempt entities, Partnerships, LLC, etc., must submit a State of Michigan form WC-337 Certificate of Exemption.

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

Commercial Automobile Liability Insurance covering bodily injury or property damage arising out of the use of any owned, hired, or non-owned automobile with a combined single limit of \$1,000,000 each accident. This requirement is waived if there are no company owned, hired or non-owned automobiles utilized in the performance of this Contract.

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

Commercial Umbrella/Excess Liability Insurance with minimum limits of \$2,000,000 each occurrence. Umbrella or Excess Liability coverage shall be no less than following form of primary coverages or broader. This Umbrella/Excess requirement may be met by increasing the primary Commercial General Liability limits to meet the combined limit requirement.

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



CERTIFICATE OF LIABILITY INSURANCE

DATE(MN DD YYYY)
11/24/2020

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

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

PRODUCER Aon Risk Insurance Services West, Inc. Denver CO office 1900 16th Street, Suite 1000 Denver CO 80202 USA	CONTACT NAME: PHONE (A/C No. Suf): (866) 281-7122 FAX (A/C No.): (800) 363-0305	
	EMAIL ADDRESS: 	
INSURED Securus Technologies, LLC 4000 International Parkway Carrollton TX 75007 USA	INSURER'S AFFORDING COVERAGE	
	INSURER A:	SCAF Indemnity & Liability Company NAIC# 38318
	INSURER B:	QST Specialty Insurance Company 11515
	INSURER C:	Lloyd's Syndicate No. 2623 AAL128623
	INSURER D:	
	INSURER E:	

COVERAGES CERTIFICATE NUMBER: 570085033846 REVISION NUMBER:

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

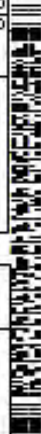
TYPE	TYPE OF INSURANCE	APPLICABLE	DATE	WYS	POLICY NUMBER	START DATE (MM/DD/YYYY)	END DATE (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER				10000100132701	09/30/2020	09/30/2021	EACH OCCURRENCE: \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence): \$100,000 MED EXP (Any one person): \$10,000 PERSONAL & ADY INJURY: \$1,000,000 GENERAL AGGREGATE: \$2,000,000 PRODUCTS - COMPOPAGE: \$2,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY				1000 198200201	09/30/2020	09/30/2021	COMBINED SINGLE LIMIT (Ea accident): \$1,000,000 BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION				1000041553	09/30/2020	09/30/2021	EACH OCCURRENCE: \$5,000,000 AGGREGATE: \$5,000,000
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED BY (Mandatory in US) If yes, describe under DESCRIPTION OF OPERATIONS below Y/N N/A				10000004364	09/30/2020	09/30/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT: \$1,000,000 E.L. DISA SE-CA EMPLOYEE: \$1,000,000 E.L. DISA SE-POLICY LIMIT: \$1,000,000
C	Cyber Liability				W1C705200501 Claims Made-Cyber/E&O Tec SIR applies per policy terms & conditions	11/29/2020	09/30/2021	Policy Aggregate: \$5,000,000

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

CERTIFICATE HOLDER Securus Technologies, LLC 14651 Dallas Parkway, Suite 600 Dallas TX 75254 USA	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE <i>Aon Risk Insurance Services West Inc.</i>

Holder Identifier :

Certificate No : 570085033846



Supplemental Coverages – As Needed

1. Professional Liability/Errors & Omissions Insurance (i.e., Consultants, Technology Contractors, Architects, Engineers, Real Estate Agents, Insurance Agents, Attorneys, etc.) with minimum limits of \$1,000,000 per claim and \$1,000,000 aggregate shall be required when the Contractor provides professional services that the County relies upon.

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

2. Cyber Liability Insurance with minimum limits of \$1,000,000 per claim and \$1,000,000 aggregate shall be required when the Contractor has access to County IT systems and/or stores County data electronically.

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

3. Commercial Property Insurance. The Contractor shall be responsible for obtaining and maintaining insurance covering their equipment and personal property against all physical damage.

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

4. Other Insurance Coverages as may be dictated by the provided product/service and deemed appropriate by the County Risk Management Department.

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

General Insurance Conditions

The aforementioned insurance shall be endorsed, as applicable, and shall contain the following terms, conditions, and/or endorsements. All certificates of insurance shall provide evidence of compliance with all required terms, conditions and/or endorsements.

1. All policies of insurance shall be on a primary, non-contributory basis with any other insurance or self-insurance carried by the County.

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

2. The insurance company(s) issuing the policy(s) shall have no recourse against the County for subrogation (policy endorsed written waiver), premiums, deductibles, or assessments under any form. All policies shall be endorsed to provide a written waiver of subrogation in favor of the County.

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

3. Any and all deductibles or self-insured retentions shall be assumed by and be at the sole risk of the Contractor.

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

4. Contractors shall be responsible for their own property insurance for all equipment and personal property used and/or stored on County property.

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

5. The Commercial General Liability and Commercial Automobile Liability policies along with any required supplemental coverages shall be endorsed to name the County of

Oakland and its officers, directors, employees, appointees, and commissioners as additional insured were permitted by law and policy form.

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

6. If the Contractor's insurance policies have higher limits than the minimum coverage requirements stated in this document the higher limits shall apply and in no way shall limit the overall liability assumed by the Contractor under contract.

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

7. The Contractor shall require its contractors or sub-contractors, not protected under the Contractor's insurance policies, to procure and maintain insurance with coverages, limits, provisions, and/or clauses equal to those required in this Contract.

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

8. Certificates of insurance must be provided no less than ten (10) Business Days prior to the County's execution of the Contract and must bear evidence of all required terms, conditions and endorsements; and provide 30 days' notice of cancellation/material change endorsement.

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

9. All insurance carriers must be licensed and approved to do business in the State of Michigan along with the Contractor's state of domicile and shall have and maintain a minimum A.M. Best's rating of A- unless otherwise approved by the County Risk Management Department.

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

8.0 CONTRACTOR EMPLOYEES

8.0 CONTRACTOR EMPLOYEES

1. Contractor Employees who are given access to the County network and/or who will be assigned to work at the County for extended periods requiring them to get a County identification badge, will be required to sign an "Acknowledgement of Independent Employment Status" form prior to receiving access to the County network or receiving an identification badge. If a Contractor Employee is issued a County identification badge, it must always be worn while working on County premises. See APPENDIX F - ACKNOWLEDGEMENT OF INDEPENDENT EMPLOYMENT STATUS (SAMPLE FORM)).

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

APPENDIX F - ACKNOWLEDGEMENT OF INDEPENDENT EMPLOYMENT STATUS (SAMPLE FORM)

I, Russell Roberts, acknowledge that I am an employee or subcontractor of (*Name of Contractor's Company*): Securus Technologies, LLC (Securus) (hereinafter "Company") under *Contract #005218*, and

- At all times during my assignment at Oakland County, I will remain an employee or subcontractor of the Company
- I am not an employee of Oakland County; and,
- I may not represent myself as an employee of Oakland County.

I understand that:

- Company is responsible for establishing the conditions of my assignment to Oakland County; and
- Company is solely responsible for compensating me for my services; and
- I understand and agree that as an employee or subcontractor of Company, I am not eligible to participate in or accrue any benefits under any of Oakland County's employee benefits or benefit plans, including retirement, deferred compensation, insurance (including without limitation: health, disability dental and life insurance), vacation pay, and any other similar plans and programs. However, if I am a retired County employee, I may receive vested post-employment benefits such as retiree healthcare and pension benefits from Oakland County. I understand that the post-retirement benefits I receive from the County cannot be enhanced by my work for the above Contractor.

I acknowledge that:

- I have no copyright, patent, trademark or trade secret rights to any Oakland County Intellectual Property, or any work developed by me while providing services to Oakland County; and,
- If I will be given access to the County Network, I will comply with the Oakland County Electronic Communications and Use of Technology Policy.
- I will comply with and sign the FBI Criminal Justice Information Services Security Addendum if I will have access to CJIS Data.

Signed: 

Date: June 1, 2021

END OF DOCUMENT

- 2. Background Checks. Contractor Employees performing work for the County may be subject to a background check by the County. The scope of the background check is at the discretion of the County and the results will be used to determine Contractor Employee's eligibility to perform work for the County. All background checks will be initiated by the County and will be reasonably related to the type of work requested. For example, Contractor Employees are required by the Federal Bureau of Investigation (FBI) to have a background check by the County before accessing Criminal Justice Information Services (CJIS) data. Contractor and Contractor Employees shall provide all information or documents necessary to perform the background check.**

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

Securus' background screening requirements and verification process mean our customers can feel comfortable about the trustworthiness of our employees. We perform a criminal background check on all new hires. The check includes a criminal search for surrounding counties of current and previous residences, a national Social Security Number validation, and confirmation of education and employment references.

Also, driving records are checked for field associates and credit checks are completed for positions in Accounting and Finance that would have access to cash or banking.

9.0 SELECTION CRITERIA

9.0 SELECTION CRITERIA

1. To be considered, bidding respondents must complete the following minimum requirement:
 - a. Return the proposal form, enclosed with respondent's proposal, signed by a person authorized to bind and commit the company to provide such goods and /or services offered to the County should their bid be accepted by the County. The bidder acknowledges that the County is a public entity and therefore is subject to public disclosure laws.

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

- b. It's the bidder's responsibility to ensure that responses are received in the Purchasing Division prior to the date and time specified. Purchasing Division's address, due date and time are listed on the first page of the proposal form. The responsibility rests entirely with the bidder, notwithstanding delays resulting from postal handling or for any other reasons. No late or misdelivered bids will be accepted.

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

2. Oakland County will use the following criteria to evaluate respondents' RFP proposal responses meeting the minimum requirements described above. This is not a comprehensive list, nor does the arrangement imply order of importance:
 - a. Compliance with RFP Instructions: The proposal will be evaluated for compliance with the instructions set forth in this RFP.

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

- b. Business Requirements: The proposed solution's compliance with the business requirements set forth in this RFP.

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

Securus' proposed system will empower Oakland County with a proven investigative and efficiency enhancing tool that allows communications to occur without sacrifices to staff or community security. Our NextGen SCP is scalable to grow with the County and utilizes a centralized architecture that virtually eliminates down time and allows upgrades to occur regularly to ensure the system is never obsolete.

Securus offers several patented capabilities to ensure that harassing calls are prevented.

Securus provides the most advanced fraud detection capabilities in the correction industry. Securus' NextGen SCP continuously analyzes call data and system parameters to detect any system anomalies, hardware failures, fraud indications, lowered revenue levels, or unusual usage patterns. All telephone activity is logged and statistically analyzed to detect any attempts at call forwarding, three-way calling, 'hookswitch dialing', 'black boxing', 'hacking', or any other fraudulent telephone activities.

The NextGen SCP will provide, at a minimum, the following aids in preventing fraudulent use:

- Detection of three-way calls (patented)

- Elimination of secondary dialing
- Prohibition of switch hook dialing
- Limitation on the number of times a telephone number may be redialed by the offender within a specific period of time (parameters to be set by the Department)
- Collection and prevention of DTMF
- Detection of call forwarding

Additionally, to provide greater control of calling activity, the Securus SCP offers a DTN (Dial to Number) limits feature restricting the amount of time allowed between phone calls. DTN limits are a configurable threshold that can be assigned to limit harassment from inmates to called parties. For instance, a phone number dialed by an inmate may be called once every 15 minutes, meaning any phone number called will not be allowed for additional 15 minutes after the previous call to that number. This limits the inmates' capability to continuously call a single number harassing the called party.

Use of Personal Allowed Number (PAN) takes security one-step further by providing tight control on all numbers called from the facility. Using PAN allows administrators to associate a list of "personal allowed numbers" with each PIN, so that the inmate is unable to make calls except to those pre-specified numbers on his or her list. To further control the telephone usage of inmates, telephone calls may be programmed with specific call restrictions by PIN.

To further prevent fraudulent calling and increase accountability for attempts to commit fraud, Securus has included our Investigator Pro software which provides biometric identification of individuals on a call including biometric three-way identification.

Securus maintains our own in house billing group to augment our above mentioned fraud prevention capabilities.

Our systems prevent fraudulent calling before it happens and our billing group, and our customer service group, help manage our direct billing relationships with end users to ensure the prevention of fraudulent billing. In instances when it does occur, it is our responsibility and we will ensure the defrauded party is kept whole.

- c. **System Functionality: The proposal will be evaluated for compliance with the requirements outlined in this RFP. Additional functionality not identified in the FP will also be considered.**

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

- d. **Technical Architecture: The proposal will be evaluated for compliance with the requirements outlined in this RFP.**

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

See Technical **Architecture section** of this proposal response document.

- e. **Implementation and Support Services:** Professional services identified in the proposal will be evaluated for compliance with the requirements outlined in this RFP.

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

See **Implementation section** of this proposal response document.

- f. **Value added Services:** The proposal will be evaluated for potential value-added services and business interruption avoidance that would reduce costs for Oakland County.

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

See **Value-Added Alternatives section** of this proposal response document.

- g. **Pricing:** Contractors shall agree to provide County with the lowest and most competitive pricing it provides to governmental entities.

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

See **Pricing Proposal section** of this proposal response document.

- h. **Licensing:** Software support, upgrade cycles and warranty services available will be evaluated for compliance with the requirements outlined in this RFP.

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

See **Attachment D** of this proposal response document.

- i. **Corporate Viability and Vision:** The selected respondent must exhibit the vision and viability to partner with Oakland County in the establishment of a world-class solution. The respondent's System must have an existing installed user base that can be used to verify system functionality and support. Installed sites of similar size and complexity will be considered in this evaluation. Corporate Viability and Vision identified in the proposal will be evaluated for compliance with the requirements outlined in this RFP.

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

10.0 OTHER BACKGROUND INFORMATION

10.0 OTHER BACKGROUND INFORMATION

The following background information has been provided in support of this RFP. Additional information can be found on the Michigan Inter-Governmental Trade Network (MITN) website at www.mitn.info.

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

10.1 OAKLAND COUNTY OVERVIEW

Oakland County, Michigan is located in southeast Michigan, immediately north of the City of Detroit. The County covers 910 square miles and encompasses 62 cities, villages and townships (CVTs). Located astride the Interstate 75 corridor and at the heart of "Automation Alley", Oakland County is a world technology center. Oakland County's population is approximately 1.2 million, encompasses 440,000 parcels of property, and features one of the lowest operating tax rates in the state of Michigan. Oakland County is one of the few counties in the nation with a AAA bond rating. Additional information can be found on Oakland County's website at www.oakgov.com.

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

10.2 INFORMATION TECHNOLOGY OVERVIEW

The Department of Information Technology is under the administration of the County Executive and is a centralized service bureau that provides IT services to all units of County government and numerous local government entities throughout Michigan. IT provides support, maintenance, enhancements and new development for all major systems applications, including Commercial-off-the-Shelf products.

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

Additional information about Oakland County Information Technology can be found on the web at www.oakgov.com/it.

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

10.3 G2G MARKETPLACE OVERVIEW

Oakland County created the G2G Marketplace to make a wide array of solutions available not only to its 62 local municipalities, but also any other government who wishes to use the technology.

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

Securus is interested in participating in the GRG Marketplace to make a wide array of solutions available not only to its 62 local municipalities, but also any other government who wishes to use the technology.

Since the new National Association of State Purchasing Officers (NASPO) RFP was awarded in 2018, Securus has been awarded multiple new contracts. Securus is currently in discussion with several DOCs and county agencies who are considering deploying our technology through the newly awarded NASPO Master Contract, which requires the signing of a participating addendum by the state purchasing office.

Securus' wholly owned subsidiary, JPay, has been awarded multiple contracts in 13 states throughout the years under the old NASPO contract (1901). The services awarded under this contract include tablets, money transfer, and kiosks, which are now included in the new NASPO award. Additionally, another of Securus' wholly owned subsidiaries, Satellite Tracking of People LLC, has been awarded multiple contracts in 15 states under their current NASPO contract (00212). Securus is very familiar with the NASPO process, the operational requirements, and the benefits to agencies throughout the United States, and will aggressively pursue new opportunities through the purchasing vehicle.

The NASPO/ValuePoint website at www.naspovaluepoint.org is where existing agreements and new contracts can be viewed. Currently, the site lists the most recent award to Securus for inmate telephone services and kiosks, which includes additional services and technologies, such as professional services and drone detection in conjunction with investigative and forensic services.

The goal of G2G Marketplace is to provide governments with an easy-to-use, cost-effective way to research, purchase, and provision services under pre-negotiated contracts. Please review the County's G2G Marketplace sample agreement provided at www.oakgov.com/purchasing/forms/Pages/default.aspx .

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

If a contractor would like to participate in the G2G Marketplace, in consideration of County's costs to provide the G2G Marketplace, it must agree to provide County with either a reduction in future annual payments based upon revenue contractor receives from contracts it enters into with public bodies who are receiving services based on G2G Marketplace contracts or with discounts for training, software, professional services, licensing or future deliverables.

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

Contractors must be willing, able, and available to provide ongoing support for solutions implemented for Oakland County and through G2G Marketplace if contractor chooses to participate in G2G Marketplace.

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

Participation in the G2G Marketplace is not a requirement in the bid evaluation.

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

Since the new National Association of State Purchasing Officers (NASPO) RFP was awarded in 2018, Securus has been awarded multiple new contracts. Securus is currently in discussion with several DOCs and county agencies who are considering deploying our technology through the newly awarded NASPO Master Contract, which requires the signing of a participating addendum by the state purchasing office.

Securus' wholly owned subsidiary, JPay, has been awarded multiple contracts in 13 states throughout the years under the old NASPO contract (1901). The services awarded under this contract include tablets, money transfer, and kiosks, which are now included in the new NASPO award. Additionally, another of Securus' wholly owned subsidiaries, Satellite Tracking of People LLC, has been awarded multiple contracts in 15 states under their current NASPO contract (00212). Securus is very familiar with the NASPO process, the operational requirements, and the benefits to agencies throughout the United States, and will aggressively pursue new opportunities through the purchasing vehicle.

The NASPO/ValuePoint website at www.naspovaluepoint.org is where existing agreements and new contracts can be viewed. Currently, the site lists the most recent award to Securus for inmate telephone services and kiosks, which includes additional services and technologies, such as professional services and drone detection in conjunction with investigative and forensic services.

If Oakland County, or any other counties or municipalities in the State of Michigan are interested in engaging Securus and the multiple advantages it offers, we will gladly immediately provide this information with pricing and any additional details that might be beneficial to you or other Michigan counties or municipalities to gain an informed perspective on the value your agency stands to realize through an association or potential contract engagement leveraging this NASPO RFP Master Contract that is in place. Securus gladly welcomes and encourages your participation.

APPENDIX E – G2G MARKETPLACE RESPONSE TABLE

<i>Number</i>	<i>G2G Marketplace Response Table</i>	<i>Response (Yes, No)</i>	<i>Comment</i>
1.0	Contractor is interested in participating in the G2G Marketplace.	Yes	
SECURUS HAS READ, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.			

10.4 OAKLAND COUNTY SHERIFF'S OFFICE OVERVIEW

The Oakland County Sheriff's Office is the largest "full service" Sheriff's Office in the State of Michigan. With a current jurisdictional population of 1.2 million residents, the Sheriff's Office services over 273,000 of those residents through law enforcement contracts in 14 different communities. The coverage area also encompasses 450 inland lakes.

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

The Sheriff's Office is required by State to operate Oakland County's inmate facilities which entails the care and custody of inmates. The Main Oakland County Jail, located at 1201 North Telegraph, was built in 1973. The intake area for processing new arrests includes holding tanks and observation cells which accommodate a capacity of 131 inmates. The Corrective Services Division admits approximately 24,000 new arrests into the facility per year. The average daily inmate population is approximately 1,450.

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

Overcrowding continues to be a major issue in the operation of the Corrective Services Division. Statistics reflect that the inmate population has increased approximately 12 percent in the last five years.

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

Additional information about the Oakland County Sheriff's Office can be found on the web at <http://www.oakgov.com/sheriff/>.

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

11.0 VALUE ADDED ALTERNATIVES

11.0 VALUE ADDED ALTERNATIVES

1. **Oakland County will consider any value-added alternative(s) provided by a Respondent. Additions to the business model or technical solution that would enhance the business objectives proposed by Oakland County are encouraged. The County reserves the right to consider and accept or reject such alternatives. Provide product literature, specification sheets and drawings with bid.**

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

2. **Value added functions, not listed as requirements, will be considered during the evaluation of all proposals. If a proposed solution contains any other features, which are not listed, the respondent is encouraged to include the description of the functionality in their proposal.**

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

The following core technologies and benefits are offered at no cost to the Oakland County Sheriff's Office:

- Included Value Add - NextGen Secure Communications Platform (NGSCP) provides a single log in, web based, Anytime/Anywhere accessible system offering a Secure Call Platform with Securus Video Connect. Our platform offers customizable databases for monitoring, reporting, and historical communication transaction information, as well as the account service history, through the NGSCP user interface.
- Included Value Add - NGSCP: With built in value added investigative tools, those staff members with approved security access will be able to set Covert Alerts (the ability to be notified, live, via phone call – email notification – or both, as a targeted person begins the calling process). Covert Alerts can be placed on an inmate, a specific facility phone or kiosk/terminal, housing unit, or outbound dialed number. Live Call Monitoring and Forwarding (the ability to automatically cycle through live communications for a customized amount of time, and immediately forward a live call to an investigator for instantaneous remote monitoring). Multi Session Live Visitation Monitoring (the ability to monitor a single session or every single session live at the same time) just to name a few features.
- Included Value Add - Call Pattern Analysis and Alerting with THREADS: Securus will provide the only call pattern analysis and alerting solution designed and built exclusively for law enforcement and corrections. While other systems are limited to only inmate calling data, THREADS can accept any data source to allow a more thorough investigative review including cellular chip-off extraction data. THREADS finds the needle in the haystack of data making the most of your officer's time and providing actionable intelligence. More information sorted with more speed to build stronger cases.
- Included Value Add - ICER Inter Communication Evaluation and Reporting Tool: uncovering and providing alerts on inmate-to-inmate phone communications happening within a facility and in a facility to facility environment.
- Included Value Add - ConnectUs Multi-Application Engine Operating System: allows expanding capabilities delivered through the corrections grade Securus multi-function wall

mounted kiosks/terminals to streamline and automate current manual processes. Functions may include Commissary Ordering, Jobview (live listing job search), PREA Reporting, Inmate Handbook, Agency PDFs, Law Library, Video App, Emergency Visits, and many more.

- Included Value Add – WordAlert: An extremely accurate AI assisted investigative and communication record transcription tool. Every single call or visitation session will be automatically transcribed from Speech to Text and these files embedded into the communication record for further review/use. Separating the dialers speech from the answer's speech into text, WordAlert will utilize automated specific word search algorithms to create notifications and customized reports for statistical tracking and investigations.
- Included Value Add – Investigator Pro (IPRO): Our industry leading voice biometric software will tell you exactly who is on a call no matter which pin number or account was used. Automatically notifying approved staff of High Target Calls for review, you will quickly identify any communications that may require further review. In years past, we had licensed our tool to others for use however recently we ended this licensing availability therefore ONLY Securus customers will have access to enhancements, upgrades, future development, and support.
- Included Value Add – Outbound Voicemails: This system allows Friends and Family to receive a short message via the Securus Application if they are unable to answer the call.
- Included Value Add – Inbound Voicemails: This system allows Friends and Family to create and leave a message for the inmate, if they are an approved contact. Many times this assist in operations as staff do not have to pass messages from the outside. If my loved one is incarcerated and doesn't know my phone number, this provides an option for me to tell them and assist in the communications process.
- Included Value Add – Inbound Connect: Many times, inmate's calls go unanswered because people are not always available to connect at that exact time. Inbound Connect allows the called party to send the inmate a notification that they are ready to be called. Significantly increasing connected call percentages and providing an efficient solution for both parties.

Additional utilizing **exclusive partnerships with industry leaders**, we are able to build in optional services into our offer, adding significant Value Added products, at absolutely **NO COST** to you.

- Optional Value Add - Automated Information Services (AIS): The industry's first and only hosted, interactive voice response (IVR) system that provides general facility and inmate-specific information over the phone to the calling community and inmates.
- Optional Value Add – Law Library: Not knowing if your current communications vendor supplies this service to you or if you have your own standalone contract with a specific Law Library provider, know that we can provide this to you if needed.
- Optional Value Add – Guarded Exchange (GEX) Communications Monitoring: A force multiplier for your operations, our large team of certified investigators are able to monitor your live communications and immediately report back any rule violations or criminal activity of your choosing. Utilizing computer intelligence along with the trained Human Ear and Eye, this service will quickly uncover and identify needles in the haystack. Eliminating the need for your staff to spend hours reviewing calls and videos, we have the ability to monitor all communications and under your direction, specifically targeted names, numbers, locations, etcetera.
- Optional Value Add – Guardian RFID: The industry leader in liability reduction for live inmate tracking, med passing, supplies, live movement updates, cell checks, meal, head counts,

officer activity, special housing status, keep separates, and cell conditions, Guardian RFID will bring your facility and operations into a new age of facility management. With proven technology and defensible data, the customizable system provides accountability and live updates. Building in the cost of these services, Oakland County will have the option to select GUARDIAN RFID at absolutely *NO COST* to your agency budgets or line items.

- Optional Value Add – LEXIPOL (Corrections1/Police1 Training Academy, Cordico Wellness, and Policy/Operations Management): The industry leader in Law Enforcement and Corrections training, we are pleased to offer you the Lexipol suite of services as a complete package or as individually selected products. Completely customizable, Oakland County will have the most robust and highest quality system at their disposal. Building in the costs of these services, Oakland County will have the option to select LEXIPOL at absolutely *NO COST* to your budgets or line items.

Lexipol Learning Management System

Lexipol offers CorrectionsOne Academy and PoliceOne Academy, subscription-based learning management systems with a library of corrections and law enforcement training courses and features to streamline training workflow. Thousands of agencies trust Lexipol to save them time, money, and resources, while reducing department liability. Last year, Lexipol issued more than 2,000,000 certificates of achievement for training/continuing education units (CEUs).

The web-based platform, customized to meet each agency's needs, offers:

- **Quality training** - Hundreds of hours of relevant training, including courses that have been Nationally Certified through the IADLEST Nationally Certified Program like:
 - De-Escalation and Reasonable Use of Force
 - Prison Rape Elimination Act
 - Building Financial Strength in First Responder Families
 - Developing Leadership
 - Emotional Intelligence for Leaders
 - Shaping an Ethical Workplace Culture
 - Suspects in Medical Distress
 - Implicit Bias
 - Law Enforcement and the Family Dynamic
 - Officer Wellness & Mental Health Awareness
- **Video library** - Approximately 1200 "roll-call videos", including Gordon Graham's "Today's Tips for Corrections Officers" and "Today's Tips for Police"
- Allows officers to do their training intermittently while working their normal shifts
- **Assignment Manager** - Administrators can send out assignments with due dates and automated reminder notifications

- **Role-specific Learning Plans** – Deliver course curriculum – whether it’s a simple assignment of one course or a plan of dozens of courses – and allow administrators and instructors to track progress and activity
- **Policy Management** - Electronic signatures ensuring compliance and accountability
- **Event Management** - Schedule and Manage Live Training (additional cost)
- **Custom Course Builder** - Ability to build customized department-specific training

Guarded Exchange

Monitoring Services

Guarded Exchange (GEX), LLC, is an integrated Investigative Solutions Company providing highly specialized turn-key investigative solutions to corrections and law enforcement agencies. Securus Technologies acquired Guarded Exchange in October 2015 as a primary resource to bring to bear the full potential of Securus’ comprehensive suite of investigative and security products and services. Guarded Exchange aids corrections agencies in maintaining a high level of security by developing investigative tools and strategies which identify pattern changes in inmates’ behaviors that may signal suspicious activity. Through the use of GEX, users can expect to leverage an extensive list of proprietary technologies that sift through all facility data types to produce investigative opportunities. Call data records and call recordings can be reviewed and correlated against disparate facility data, live call monitoring and cellular data extraction. This investigation management component allows for Investigators and Intelligence Analysts to leverage investigative products from Securus to allow for data from inmate telephone monitoring and cellular forensics to be paired together to provide additional opportunities of interest. These investigative software products are:

- THREADS
- Investigator Pro
- ICER

Through the use of GEX services leads are chosen based on Securus’ Actionable Intelligence Potential (AIP™) scoring system. This platform can also leverage additional technologies to mine through phone calls, emails, financial transactions, and other information sources. This service is also used to identify and report variations in offender calling patterns and information based on proven tools and statistical methods. These services on their own will provide investigative leads that can be curated and presented to facilities, allowing them to spend time focusing their efforts on data that is substantiated without spending additional man hours leveraging resources to identify focused leads. Collectively, Guarded Exchange staffing, resources and expertise, coupled with Securus unsurpassed suite of integrated investigative and security tools, provide Oakland County with unparalleled solutions to combat fraud and enhance security and safety of staff, inmates and the public at large.

National Cellular Forensics

National Cellular Forensics brings the sharing of information through mobile devices directly in to the open by allowing agencies to access device level data. The ability for agencies and organizations to pull information from confiscated cellular devices nationwide is an important next step in identifying and solving a wide of investigative scenarios. National Cellular Forensics can identify information through any communication method used by cellular devices to uncover threats towards public officials, coordination of escape attempts, victim harassment and much more. Many times the equipment, licensing and training required to investigate cell phone data requires large capital investment, time, and resources than agencies are incapable of providing. In many cases phones are damaged and beyond the capability of traditional data extraction methods. In these particular cases, Securus has the ability to forensically extract data from those broken and damaged devices through highly advanced and technical methods. All of this provides facilities with the latest in cellular forensic resources, and allows Securus to deliver cellular data extraction support to any and all customers no matter how unique the request.

Securus' Monitoring Solution Powered by Guarded Exchange

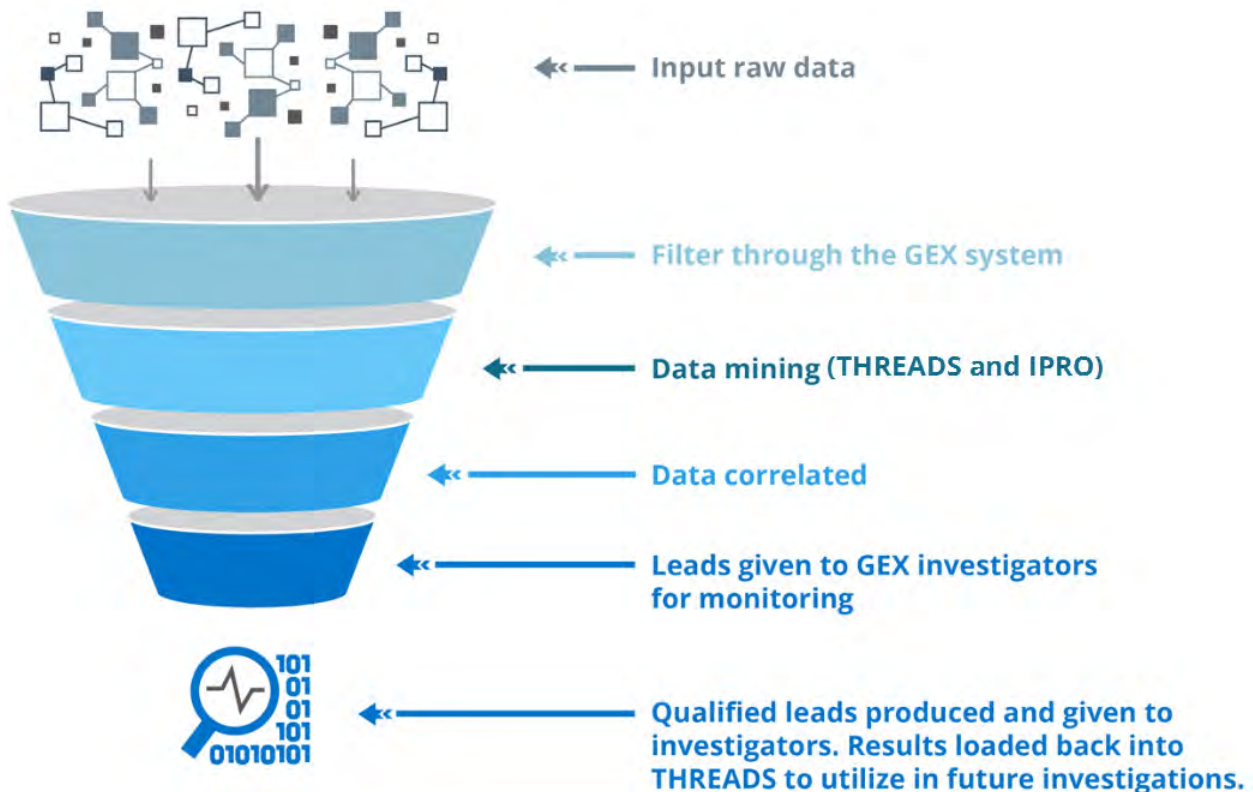
Securus is the industry leader in providing call monitoring services to the corrections market. Securus' Monitoring Solution includes the most advanced technologies available integrated into a single, cohesive system coupled with live call monitoring whose sole purpose is to help generate Actionable Intelligence for our customers.

Securus' Guarded Exchange (GEX) Monitoring Solution includes:

- Live analyst call monitoring
- Seventy proprietary technologies and company-developed Artificial Intelligence that allows Securus' skilled Communication and Investigation Analysts to data mine and identify high-value calls for live monitoring and investigative escalation.
- More than 200 highly trained and skilled analysts, with more than 450 years of combined experience. More than 1,000 years of that is experience in the corrections, law enforcement, and investigative fields.

- Securus' Monitoring Solution provides experience that can only be achieved through time-tested processes and solutions.
- GEX has monitored more than 12 million calls and this number grows every day.
- NM DOC, KY DOC, MO DOC, PA DOC, NY DOCC, and GA DOC use these services daily.

THE PROCESS - UNCOVERING INTELLIGENCE



Offender calls to be monitored will be targeted based on the use of proven proprietary data mining, behavioral analysis, filtering technologies, company-developed artificial intelligence and other proprietary strategies in conjunction with the intelligence-gathering priorities established by Oakland County.

With our built-in investigative support program, Securus provides the largest and best-trained set of personnel to identify, listen to and provide Oakland County with quality actionable intelligence for further investigation. The use of these trained personnel, proven strategies, and technologies will identify, at a minimum, the following:

- Suspicious or suggestive keywords or phrases
- Calls that suggest threats to the safety and security of the facility, staff, volunteers, and inmates entrusted to the care of Oakland County
- Criminal activity inside and outside the facility

Securus will submit all gathered Actionable Intelligence upon discovery in a format agreed to by Oakland County. Securus will create an account team consisting of Investigative Specialist(s) to provide daily and/or weekly business meetings with Oakland County's investigative teams. The purpose of the meetings will be to review the on-going success of the program, adjust as necessary, and discuss creative solutions that may enhance the program.

Effective call monitoring is a function of the following:

- An intelligent “pointer” system that focuses the monitoring team on high-priority calls of interest
- The number and expertise of trained personnel available to listen to the high-priority calls
- The level of understanding of what Oakland County investigators are looking for in the calls
- Full integration into your investigative software and systems so that Actionable Intelligence derived from calls reaches investigators in a timely manner

Securus offers these monitoring services as an integral part of the overall investigative and intelligence-gathering suite of services that other vendors cannot match. We urge caution when evaluating other vendors’ offerings, as the promise of monitoring calls cannot be achieved effectively without experience and full integration with your investigative suite of tools provided by Securus.

While daily monitoring of calls is a primary goal and activity, upon request from Oakland County, the team can be redirected to a targeted subset of calls with the ability to monitor and report on thousands of calls in a matter of hours or days, rather than the weeks required by our nearest competitor. No other vendor is equipped to perform in emergency or high-security situations, such as escapes, disturbances, and gang/STG activities. Securus is not only equipped, but we have performed and delivered in these types of situations repeatedly for our facility partners.

This extension of Oakland County’s investigative tools will help Oakland County meet your investigative goals and objectives; in addition, these tools will help identify owners of contraband cell phones or provide additional focused support on high-profile cases.

Securus has delivered experienced, certified, professional investigative support personnel to provide monitoring of calls longer than any other vendor. As such, we have developed refined tools and processes that are proven to be effective in Oakland County facilities.

Securus’ Guarded Exchange Monitoring Solution was the first of its kind in the nation and other vendor solutions cannot match the experience and effectiveness of our capabilities.

Securus has been providing call monitoring and Investigative Support for the State of Missouri Department of Corrections (MO DOC) for more than five years, enhancing the investigative effectiveness of the DOC.

Please note: Detailed documentation of an independent, third-party study completed examining the effectiveness of Securus’ Monitoring Solution at MO DOC is available upon request.

SECURUS Automated Information Services™

Automated Information Services (AIS) is the industry's first hosted, interactive voice response (IVR) system that provides general facility and inmate-specific information to detainees and outside callers over the phone. 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. These additional funding options make it easier for family members and friends to contribute funds, increasing a facility's potential commissionable revenue.

All functionality is available around the clock, allowing constituents to access the system whenever they need it. 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 retrieves information from a facility's various management information systems, including jail management and court systems, every 15 minutes. The service offers an English and Spanish interface, text-to-speech playback of inmate names, and a touchtone and speech recognition interface. Family members and friends access AIS by calling the facility's normal telephone number. Inmates access their information by dialing a speed-dial code from any inmate telephone.

Additional AIS benefits include:

- Improved efficiency – quickly answering inmates, family members, and friends while freeing staff to focus on other responsibilities
- Use of phone system already installed – no need for additional hardware or wiring

AIS Facts

For the year-ending 2019:

- AIS is installed at 200+ facilities
- Over 9 M calls processed
- Nearly 77K phone account funding transactions
- AIS platform automatically answered 80% of all calls received platform wide
- The public obtains information they need in slightly over 1 minute, cutting the average call duration by over 70%.
- \$7.7 million in facility cost savings for

- Answer approximately 90 percent of inmate questions currently answered by corrections officers
- Reduce calls answered by staff by 80 to 90 percent – AIS provides 24-hour access and eliminates most common calls
- Realize a 200 percent increase in answered calls – able to assist callers who might otherwise hang up because of extended wait times
- Reliable system – 99.9 percent uptime service level agreement
- Usage summary emailed to the facility every month
- Increase commissionable revenue by allowing other funding methods

Law Library Application

For the ConnectUs Platform

The Law Library application can streamline your inmate population’s access to legal research while reducing costs and improving safety. By using Securus devices to access the Law Library, agencies can adhere to legal obligations while reducing movement - freeing up staff to focus on other matters.

Inmates can complete their legal research within their housing unit or cells right from a Securus device reducing the need to access a physical law library or special computer. Unlike large book collections that require costly and frequent replacement, Securus’ Law Library application includes nightly automated updates that will be included for Oakland County at no additional cost. These automated updates ensure that inmates have access to the most up to date materials.

Through the Law Library application, inmates have secure digital access to millions of legal publications, documents and resources. Federal and State materials are both accessible using intuitive search capabilities that allow the user to pinpoint the information they are seeking. A modern search bar allows the inmates to conduct a search using simple or complex language. A simple touch screen user interface requires no training or prior computer experience. The Law Library application can be used independently, requiring no staff resources.

Securus can provide Law Library access to all the ConnectUs terminals at your agency or customize your system and allow you to control the access to the Law Library, if you wish, by displaying the icon at certain times of day or on certain terminals at your facility. The ConnectUs Law Library Application is flexible and can accommodate all of your facility’s specific needs. ConnectUs also has embedded the Conflict Resolution feature that is mandatory for shared



terminals. This feature will prioritize approved, scheduled events over other activities on the terminal, so you don't have to worry about an inmate monopolizing a terminal and causing issues in the housing units.

Oakland County staff administrators will have full access to the Law Library at no additional cost.

Law Library Facility Benefits

Oakland County will experience the following benefits with Securus' Law Library application for ConnectUs:

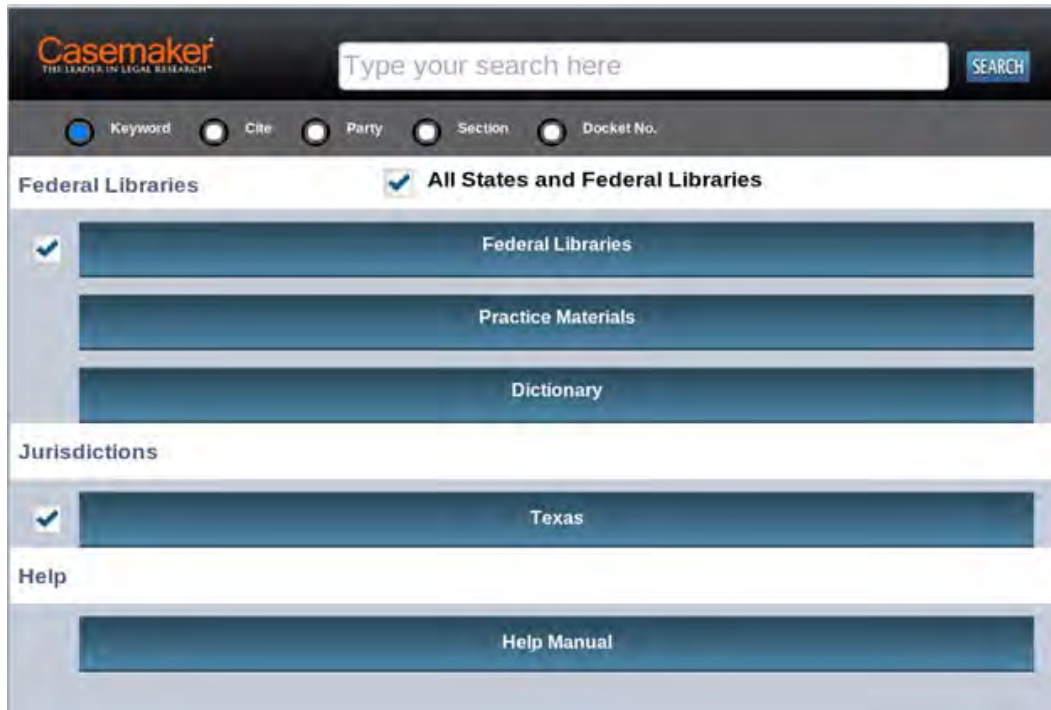
- Compliance to legal and mandatory requirements to provide inmates access to the courts (1977 Supreme Court Ruling; Bounds vs. Smith)
- Reduce or eliminate inmate complaints and litigation
- Always up-to-date information; with automatic updates provided at no extra cost
- Free up staff time
- Easy and safe solution
- Eliminate the need for housing large book collections, additional hardware, network, or electrical equipment
- Reduce inmate movement by hosting law library in the housing units rather than escorting them to a physical library or terminal
- Receive turnkey service; Securus takes care of everything



Law Library Inmate Benefits

With the Law Library application, Oakland County inmates will benefit from:

- Ability to perform research independently
- Improved access to perform legal research
- Always current legal information; no need to wait on the new book or next update
- Inmates get familiar with conducting electronic searches



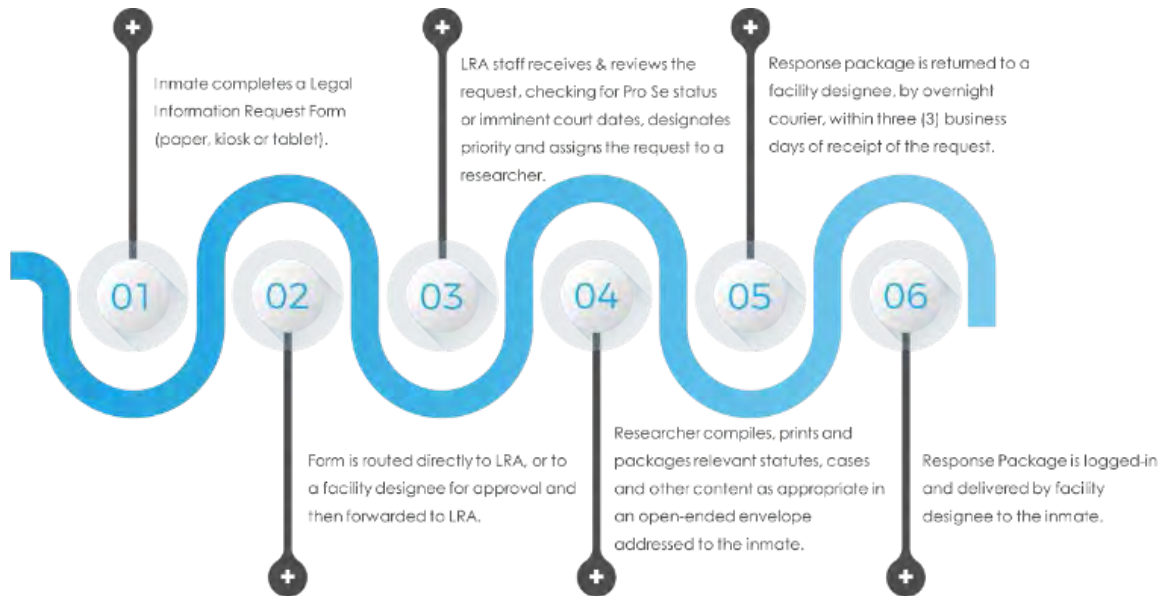
Legal Research Associates

Securus partners with Legal Research Associates (LRA) to provide their third-party legal research service to correctional facilities around the country. LRA's *Virtual Inmate Law Library Program* allows inmates to request custom legal content such as cases, statutes, legal forms and various secondary resource materials. Using Securus' devices, an inmate can submit their request electronically through Securus' Forms and Grievance application.

Upon receiving the submission, legal content that is responsive to and best satisfies the request is obtained by LRA's team of qualified legal researchers and returned to your facility in a printed format. The response is packaged individually by request form, to help facilitate distribution by designated corrections staff to the appropriate inmate.

- LRA provides a flexible solution that allows facility administration to maintain control over the number and type of requests that can be made. This program can help your agency meet your
- obligation to facilitate legal research within your facility – either by itself or in addition to a traditional physical or digital law library.

LRA's Virtual Inmate Law Library Program Process Overview



Advantages Over Physical Law Libraries

- Reduce movement of an inmate allowing staff to be reallocated, and improving facility security
- No bound volume library to maintain
- No PC's, printers or other equipment to service
- No scheduling issues
- Research conducted by a professional providing higher quality
- No on-site space required

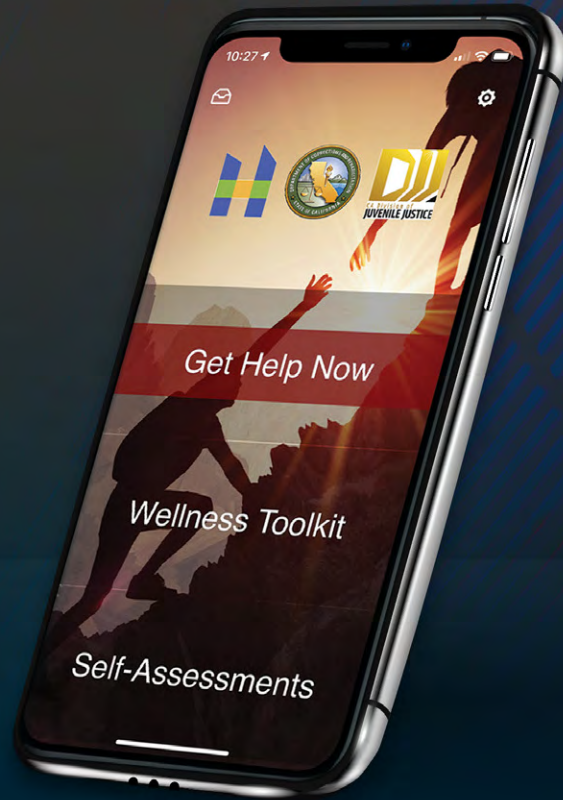
Advantages Over Traditional Kiosk Law Library Research

- Reduce time spent by inmates on research
- Response content made available in printed format
- No need to make copies or facilitate printing of court required forms
- Inmates typically obtain far more relevant information
- Legal content for all fifty states & federal jurisdictions included
- Secondary legal resources included
- Support for multiple languages available
- Jail controls amounts and types of co

The following materials details our optional services that we are offering as an option to our solutions that we believe will add significant value to Oakland County and will be paramount in helping you meet or exceed your stated objectives for today and for many years to come.



Customized, Confidential, Mobile Wellness Applications



The correctional environment is inherently stressful. A constant potential for violence, staff shortages, harassment from inmates, and exposure to the effects of mental illness and drug abuse all make corrections one of the riskiest professions. Over the course of a career, these stressors lead to high rates of depression, post-traumatic stress syndrome and suicidal ideation among correctional officers, as well as physical factors such as high blood pressure, diabetes and heart disease.

Cordico's wellness solutions address these challenges, providing correctional officers and their family members with on-demand access to relevant, trusted and effective wellness resources.

Our CordicoGuardian corrections wellness app offers a complete range of self-assessments as well as continuously updated videos and guides on more than 60 behavioral health topics—all designed specifically for public safety professionals. And it's backed with 5-star customer service covering design, implementation and ongoing support.

When you deploy CordicoGuardian in your agency, you will:



Connect your personnel to confidential assessments and counseling resources



Strengthen your wellness culture & empower your peer support team



Help personnel cope with the effects of critical events & chronic exposure



Improve officer decision-making, empathy & resiliency, which in turn enhances inmate safety



Support facility retirees & family members (included with agency subscription)



Customized, Confidential, Mobile Wellness Applications



Law enforcement has never been more challenging. Nationwide, officers overwhelmingly report job-related stress has affected their mental health—yet 90% of officers say cultural stigma creates a barrier to getting help for emotional or behavioral issues. Left unaddressed, stress can lead to destructive behaviors and poor decision-making, including excessive use of force.

Cordico's wellness solutions address these challenges, providing officers and their family members with on-demand access to relevant, trusted and effective wellness resources.

Our CordicoShield law enforcement wellness app offers a complete range of self-assessments as well as continuously updated videos and guides on more than 60 behavioral health topics—all designed specifically for first responders. And it's backed with 5-star customer service covering design, implementation and ongoing support.

When you deploy CordicoShield in your agency, you will:



Connect your personnel to confidential assessments and counseling resources



Strengthen your wellness culture & empower your peer support team



Help officers cope with the effects of critical events & chronic exposure



Improve officer decision-making, empathy & resiliency, which in turn enhances police/ community relations



Support department retirees & family members (included with agency subscription)

Trusted, Tailored Behavioral Health Support

Cordico's wellness tools and self-assessments are designed to keep your personnel healthy and effective at work. Created by our experienced clinical and scientific staff, these resources are built for both prevention and treatment.

Wellness Tools

CordicoShield includes videos, articles and guides on more than 60 topics. From trouble sleeping to dealing with tough calls to work/life balance, these resources are created specifically for law enforcement officers.

- Alcohol and Substance Abuse
- Burnout and Compassion Fatigue
- COVID-19
- Dr. Gilmartin's Emotional Survival
- Family Support
- Financial Fitness
- ICAC Coping and Resiliency
- Mindfulness
- Parenting Tips
- Posttraumatic Stress
- Psychological First Aid
- Suicide Prevention

Anonymous Self-Assessments

Often, officers suspect they are battling a mental health issue but are unsure where to start. CordicoShield self-assessments are completely confidential and deliver highly specific results aimed at providing instant feedback and next-step guidance.

- Adult ADHD
- Adverse Childhood Experiences
- Alcohol Abuse
- Cordico Anger Scale
- Compassion Fatigue
- Depression
- Posttraumatic Stress
- Resilience
- Cordico Sleep Test
- Social Isolation
- Stress
- Well-Being

Available Features

- Customized with your agency's badge, images, engagement incentives & more
- Confidential access & utilization
- Apple iOS & Android compatible
- One-touch calling to peer support & chaplains
- Teletherapy portal with HIPAA encryption
- Therapist finder
- Wellness push notifications

Serving First Responders Since 2002



"Cordico is connecting officers to innovative mental and behavioral health tools. Cordico's wellness app helps me take care of my officers. It will save lives."

Police Chief Neil H. Gang
Pinole (CA) Police Department
Chair, California Police Chiefs
Association Wellness Committee



"If you do one thing for your agency this year, get this app. It will show that employee wellness is a priority, you truly care, and you want to make the best tools and resources accessible to your officers 24/7."

Kimberly A. Miller, Ph.D.
Chair, National Sheriffs' Association,
Psychological Services Committee
Police Psychologist, Consultant, Coach & Trainer

IMPROVE SAFETY & EFFECTIVENESS WITH TRAINING YOU CAN TRUST

Is Your Facility Meeting Training Goals?

As a corrections administrator, you have the responsibility to properly train your personnel and ensure your facility can demonstrate compliance. Without an effective system in place, your personnel could face challenges they're unprepared to meet, and your correctional facility could face "failure to train" liability.

Improve the safety and effectiveness of your personnel with an online training solution from CorrectionsOne Academy, brought to you by Lexipol, the nation's leading content, policy and training platform for Corrections, Probation and Parole.

Reduce Risk and Protect Your Officers With CorrectionsOne Academy

Our total training solution includes:

- 24/7 access to online learning, allowing your personnel to train when it's convenient
- 550 courses and videos, plus training workflows and skills development tracking
- Reports to help you monitor and track training completion, compliance and license renewal
- A proprietary learning platform that delivers approved and accredited training

KEY FEATURES



Meet training mandates by tracking every activity completed for credit



Manage and track license renewal by level, state and category requirement



Upload and build your own content, including tests and quizzes to assign to personnel



Create and reuse learning plans, such as for onboarding and ensuring completion of required annual credits

Solve Your Training Challenges With CorrectionsOne Academy



Meet Annual Training Mandates

Select and assign the courses your personnel need and track progress so there's no scrambling as recertification and compliance dates approach



Improve Staff Safety

Access critical training topics to keep your personnel up to speed and prepared to handle the incidents they face on the job



Decrease Departmental Liability

Use visual analytics dashboards that include course and policy status, as well as active and past-due assignments, to reduce risk associated with noncompliance



Maximize Training Resources

Use online courses to save on overtime and travel costs and to prepare your personnel for in-person training, allowing for more hands-on time



Develop Future Leaders

Ensure your facility has a strong plan for succession in place by offering skills and leadership development courses



Simplify Training Administration

Centralize training documentation with the capability to schedule online training and track and document offline training

Courses For Every Training Need

CorrectionsOne Academy includes an extensive library of online corrections continuing education, with 550 courses and videos that can be delivered during in-service, field training or in a self-paced format.

Topics include:

- Facilities Administration
- Escorting Inmates
- Security Threat Groups
- Writing Reports
- Defensive Tactics
- Juvenile Offenders
- Supervising Inmates
- Probation & Parole
- Contraband Control
- Mental Health in Jails
- Use of Force
- Corrections Leadership

Serving Individuals and Facilities In Corrections, Probation and Parole

Individual Subscription

Meet re-certification requirements as directed by your correctional facility with an individual subscription to CorrectionsOne Academy. For less than \$6/month, you'll have access to 550 courses and videos and the ability to print or download certificates of completion for all training.

Training For Your Facility

We believe a well-trained correctional facility is a safer, more effective one. If you're responsible for training at your department or run a regional training program, please schedule a department demo to receive a quote for a discounted per-user rate.



SECURE YOUR FACILITY WITH SOUND POLICIES

Are Your Policies Putting You At Risk?

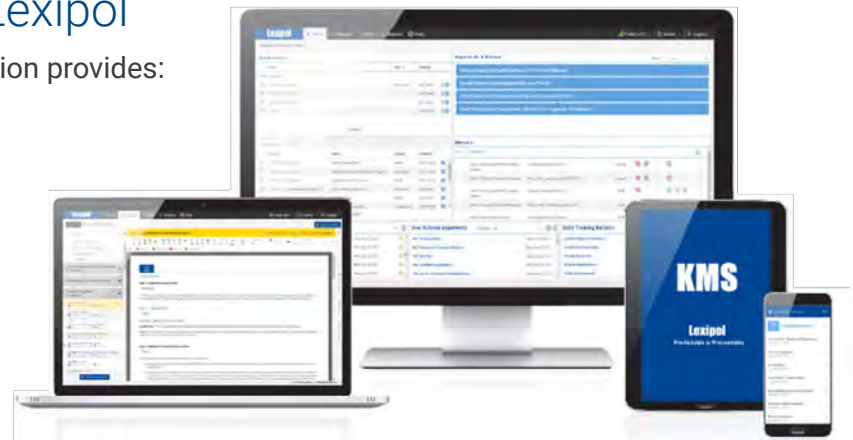
Running a jail facility is inherently complex. Jail administrators must ensure the safety and security of staff and inmates even as inmate acuity increases and budgets shrink. It's not surprising that jails are frequent targets for lawsuits alleging failure to provide proper care and supervision, excessive use of force and failure to train.

Adding to the challenge: Many jail facilities lack policies to guide them through the complex regulations and risky situations. Instead, they rely on inadequate or ill-fitting policies borrowed from other agencies.

Achieve Peace Of Mind With Lexipol

Lexipol's Corrections Policies and Training solution provides:

- State-specific policies vetted by corrections professionals and public safety attorneys
- Updates in response to legislation, case law and evolving best practices
- Scenario-based training to bring policy to life
- 24/7 access to your policies via a web-based platform and mobile app



Experience The Benefits Of Lexipol's Corrections Services



Keep your personnel safe

Easy-to-understand policies and training provide consistent, clear guidance for jail staff to follow



Save time and money

Comprehensive, continuously updated policy content means you'll spend fewer resources on creating and maintaining your policies



Reduce liability

Policies that reflect federal and state laws and correctional best practices provide a strong legal defense



Improve access to policy content

Your policy content is available anytime, anywhere through an online platform and mobile app



Improve policy understanding

Daily scenario-based training helps your personnel learn and apply your policies



Enhance accountability

Reporting features let you track policy acknowledgement and training

Policies Designed To Protect

155+ policies covering high-risk areas for your department, including:

- Inmate classification
- In-custody deaths
- Staff and inmate contact
- Suicide prevention
- Medical/mental health care
- Inmate rights and grievances
- Restrictive housing
- Use of force
- Release, transfers and continued care
- PREA compliance
- Recruitment and selection

Trusted By More Than 3,000 Public Safety Agencies In 35 States



"We spent a considerable amount of money and effort trying to develop and maintain comprehensive and legally based policies and procedures. Lexipol has relieved us of that burden and provided us with a policy system that we have great confidence in and that we can tailor to suit our particular goals and community standards."

Chief Deputy Klint Anderson
Weber County (UT) Sheriff's Office



"I would recommend Lexipol to any law enforcement agency, whether three-person or 2,000-person—it makes no difference. The program works."

Lt. Craig Capps
White County (TN)
Sheriff's Department



GUARDIAN RFID

WARRIOR TECHNOLOGY

MISSION:
**BUILD AND DEPLOY SYSTEMS OF
ENGAGEMENT AND INSIGHT TO
PROTECT AMERICA'S
THIN GRAY LINE**

From inmate tracking and cell checks, to Cloud-based business and artificial intelligence, we digitally transform jails, prisons, and juvenile detention facilities of every size.



GUARDIAN RFID
WARRIOR TECHNOLOGY

**EXCEED JAIL STANDARDS.
REDUCE RISK.**



ONE TEAM. ONE MISSION.

Unrivaled inmate tracking technology backed by unmatched innovation, on boarding, & JailOps support.

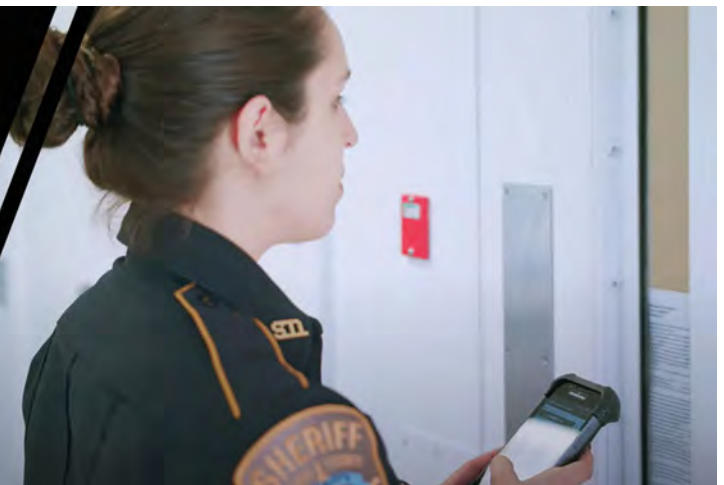
**REAL-TIME
DEFENSIBLE DATA FOR**

**ACTIVITY & OBSERVATION LOGGING | MED PASSES | SUPPLIES
MOVEMENT TRACKING | HEADCOUNT | CELL CHECKS | MEALS
SPECIAL STATUS | REC | KEEP SEPARATES | CELL CONDITIONS**

YOUR MISSION SET IS:

CARE, CUSTODY, AND CONTROL

Arm your team with the most powerful, easy-to-use platform in corrections to log cell checks, support your inmate tracking objectives, and digitally transform your operations.



Command & Control platform delivering proven inmate management, inmate monitoring, and inmate tracking solutions for jails, prisons, and juvenile *detention facilities of all sizes across the U.S.A.*

GuardianRFID.com

(855) 777-7343 | info@GuardianRFID.com

WHY GUARDIAN RFID?

Arm your team with the most powerful, easy-to-use platform in corrections to log activities, support your inmate tracking objectives, and digitally transform your operations.

Unrivaled inmate tracking technology backed by **UNMATCHED INNOVATION, ON BOARDING, CUSTOMER & JAILOPS SUPPORT.**

From inmate tracking and cell checks, to Cloud-based business and artificial intelligence, we digitally transform jails, prisons, and juvenile detention facilities of every size.

TRUSTED PARTNER

128+ Years

of Corrections Experience among the GUARDIAN RFID team.

DEFENSIBLE DATA

1 Billion +

Total number of Cloud-based records using RFID technology generated year-to-date

PROVEN TECHNOLOGY

16+ Years

Since GUARDIAN RFID first launched at the Hardin Co. Jail (Iowa)



INCREASE DEFENSIBILITY. REDUCE RISK. EXCEED JAIL STANDARDS.

Log interactions between officers and inmates via a mobile device at the point of responsibility, stored into a cloud-based environment, with reporting easily retrieved by staff. Real-time and historical reporting are available from anywhere 24/7/365. Access inmate specific logs with date/time stamps interactions for interactions such as headcounts, meals, rec time, supplies, med passes and more.

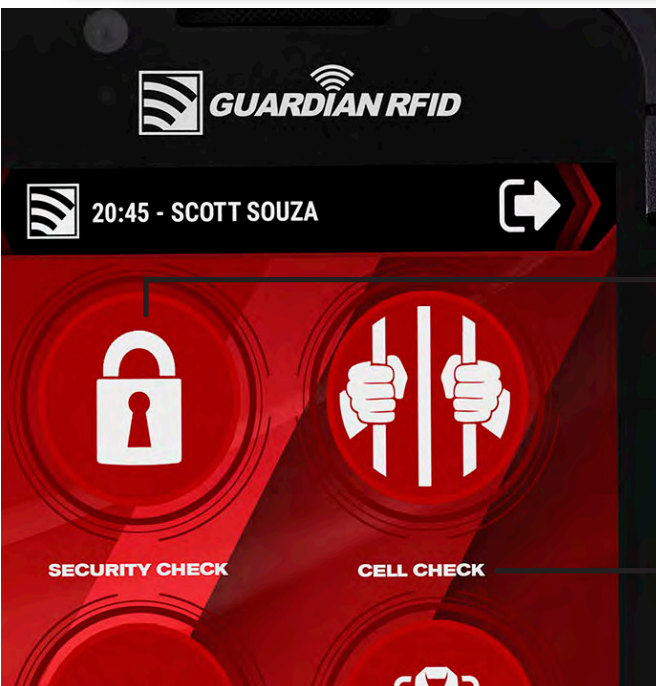
- Digital transformation
- Easily Access Data
- Cloud based data storage
- Easy to use logs
- Increase compliance
- Quickly respond to audits
- Decrease grievances
- Reduce cost spent in lawsuits



CELL CHECKS & SECURITY ROUNDS

Accurate. Defensible. Logging.

AUTOMATE CELL CHECKS AND SECURITY CHECKS WITH UNRIVALED SPEED AND PRECISION WHILE CAPTURING DEFENSIBLE DATA.

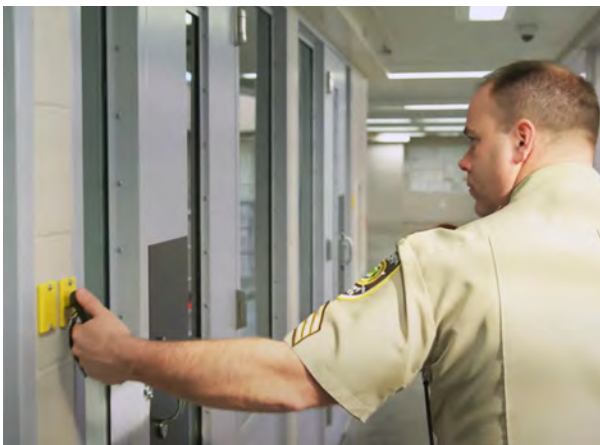


REAL-TIME SECURITY ROUND PERFORMANCE INSIGHT.

View your staff's security round performance by defining check times, locations, and monitor time remaining between rounds. Create audible and visual alerts, reminders, and email notifications.

LOG INMATE-SPECIFIC OBSERVATIONS IN SECONDS.

Use WordBlocks, voice-to-text, or video to collect key details in a variety of scenarios, including cell searches, high-risk observation logs, and more.



SECURITY ROUNDS FOR SWIFT, PROOF OF PRESENCE.

Instantly scan your Hard Tags to log security checks in real-time with Mobile Command in dorms, perimeters, and minimum and medium classification housing units.



HEADCOUNTS

Clear headcounts **20x faster** and more accurately with GUARDIAN RFID.

AUTOMATE FORMAL AND INFORMAL HEADCOUNTS.

Eliminate handwritten logs, printed reports, and radio traffic to automate your headcounts by scanning, swiping, and syncing your headcounts instantly.

GAIN REAL-TIME VISIBILITY.

See headcount completion and performance in real-time from any device, anywhere.

ACTIONABLE INTELLIGENCE

Know where inmates are at any time with Out of Cell notifications.

INMATE IDENTIFICATION

RFID wristbands and ID cards help execute your inmate management, monitoring, and tracking responsibilities faster.



FOR JAIL ADMINISTRATORS AND WARDENS.

Get reporting on headcount performance in real-time and historically on any device

FOR SUPERVISORS.

Manage, monitor, and track staff headcount performance in housing and non-housing unit areas. Watch real-time headcount activities. Measure time to completion instantly, and see where bottlenecks are occurring from any device, anywhere.



FOR LINE STAFF.

Eliminate paper and manual processes, and reduce radio traffic. RFID inmate identification can auto-identify inmates in real-time, and reconcile formal and informal counts automatically.

FOR IT

Leverage GUARDIAN RFID, Mobile, and our Cloud to quickly and cost-effectively deploy corrections' most widely deployed solution for automating headcounts while integrating with your jail, offender, or case management system.



SPARTAN™

The Weapon of Mass Data Collection.

Each SPARTAN includes 2x lithium-ion extended capacity batteries, desktop charging cradle, handstrap, and a 3-year premium care warranty.



Ultra-durable Gorilla® Glass, scratch-resistant, responsive display supports glove protection

Ultra Rugged Bumper

Volume Controls

Ultra Rugged Bumper

Android powered device

Power Button

USB Input

13MP Camera for high-res photo & video

Removable Battery Cover

Hand Strap

Release tabs for Battery Cover

Spare Battery Charger

Two high capacity, hot-swappable batteries

Ultra-durable SPARTAN docking cradle

STANDARD FEATURES INCREASE DEFENSIBILITY, AND DECREASE LIABILITY

- **Talk-to-Text:** Supplement your Logging Needs.
- **WordBlock™ Technology:** Log Observations, Movements, and Activities Instantly.
- **Video Capture:** Securely capture high resolution images during cell checks and more. Images are tagged with RFID location data, WordBlocks, and user information.
- **Google Translate:** Increase effective communication.





GUARDIAN RFID

SOFTWARE

MOBILE COMMAND

Real-time activity logging for America's Thin Gray Line.

SECURITY CHECKS

Instant proof of presence

OUT-OF-CELL

Track individual & group Movements

MEALS

Automate meal management

DEVICE SYNC

Devices share Out-of-Cell notifications



CELL CHECKS

Inmate-specific Logging

SUPPLIES

Track both non-hazardous and hazardous

HEADCOUNT

Informal & Positive ID

AUTO-SYNC

Real-time data synced to the cloud

SWIPE RIGHT FOR ADDITIONAL LOGGING CAPABILITIES

**ACTIVITY & OBSERVATION LOGGING | MED PASSES | SUPPLIES
MOVEMENT TRACKING | HEADCOUNT | CELL CHECKS | MEALS
SPECIAL STATUS | REC | KEEP SEPARATES | CELL CONDITIONS**

FEATURES INCREASE DEFENSIBILITY, AND DECREASE LIABILITY

- **Talk-to-Text:** Supplement your Logging Needs.
- **WordBlock™ Technology:** Log Observations, Movements, and Activities Instantly.
- **Video Capture:** First-person video and image capability
- **Google Translate:** to increase effective communication.

GUARDIAN RFID

GuardianRFID.com | (855) 777-7343

©2020 GUARDIAN RFID. All rights reserved. GUARDIAN RFID is a U.S. registered trademark.





ACTIVITY LOGGING

No more paper logs.
No more workstation entries.
No more digging through log books for answers.

DIGITALLY COLLECT INMATE SPECIFIC ACTIVITY AT THE POINT OF RESPONSIBILITY.



- CELL CHECKS
- SUPPLIES
- HEADCOUNT
- SECURITY CHECKS
- OUT-OF-CELL
- MEALS
- REC TIME
- OBSERVATIONS
- BEHAVIORS
- MOVEMENTS
- MEDICATION
- KEEP SEPARATES
- INMATE APPEARANCE
- CELL CONDITION
- LEGAL MAIL
- AND MORE...

BASIC PRINCIPLES OF SOUND ACTIVITY LOGGING

Capture every action, event, and observation in real-time. Turn managing, monitoring, and tracking activities into singular repository.

WHAT CAN YOU LOG WITH THE SPARTAN?

Risk mitigation starts with capturing real-time offender-level data. Log what you see, what you do, movements, and what you give any inmate.

SECURE, CLOUD REPORTING FOR POWERFUL, REAL-TIME INSIGHT AND INVESTIGATIONS.

Dozens of pre-set reports, reporting tools, real-time activity feeds, historical data retrieval and dashboards available.

FEATURES THAT INCREASE DEFENSIBILITY, AND DECREASE LIABILITY

- **Talk-to-Text:** Supplement your Logging Needs.
- **WordBlock™ Technology:** Log Observations, Movements, and Activities Instantly.
- **Video Capture:** First-person video and image capability
- **Google Translate:** to increase effective communication.



ATTACHMENTS

Attachment A: Equipment, Hardware, and Software

Attachment B: Team Resumes

Attachment C: Statement of Work

Attachment D: Detailed Preliminary Project Plan and
Sample Quality Control Checklists

Attachment E: Required Certifications and Licenses

Attachment F: Securus' Most Recent Financial
Statement

ATTACHMENT A: EQUIPMENT, HARDWARE, AND SOFTWARE

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

The Industry Standard

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

Features/Options

The proposed phone models include the following features:

- Built-in user controlled volume "LOUD" button for ADA-mandated volume control (user must have control of volume amplification, AND volume must reset to normal with hang up to meet ADA requirements)
- Cold rolled steel provides rugged vandal resistant telephone housing designed for inmate use
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear® (DURA) Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hook switch lever withstand abuse and vandalism
- Armored handset cord is equipped with a steel lanyard (1000-pound pull strength) and secured with a 14-gauge retainer bracket for maximum vandal resistance
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations
- Pin-in-head security screws minimize tampering
- Hearing aid compatible and FCC registered US: 1DATE05BITC-254, IC: 3267A-ITC25

Video Communication Terminal

Video communication terminals are configured to meet Oakland County’s requirements. The Securus ConnectUs terminal, which provides video communication, is a correctional facility-grade, tamper-proof steel enclosure. The wall-mounted terminal has a shatterproof touchscreen, a high-resolution video camera with integrated lighting, and is tamper-proof; it also includes a heavy, molded plastic handset with an armor-reinforced cord for audio communication.

The proposed SVC terminals include, at a minimum, the following:

- A correction-grade hardened steel enclosure
- One correction-grade audio handset per terminal for the inmate, and two detention-grade audio handsets per terminal for the public
- A shatterproof LCD monitor with adjustable, integrated, infinity lens camera
- Spill-proof enclosures
- No exposed openings to the user, including all wiring and ventilation holes
- No external hinges
- Power-over-ethernet by IEEE802.3at (PoE Plus).
- Rounded tops and corners
- Built-in LED lighting that automatically activates during video communication sessions and automatically ends when the video session completes and/or disables during all other functions
- Standards-based video conferencing CODEC
- Multiple mounting methods: wall, table/counter, pedestal or mobile cart.
- Options for re-booting the unit



The following table provides a description of Securus proposed equipment.

Manufacturer	Description
Adtran 924 TA	The Securus NextGen Secure Communications Platform™ (NextGen SCP™) interface device used to connect inmate telephones/terminals to Securus Inmate Telephone System networks for call completion
Netgear ProSafe Switch	IP switch used to organize and identify all NextGen SCP on-site hardware into a NextGen SCP secure private network

Manufacturer	Description
Powerware	Uninterruptible Power Supply (UPS) system used for all on-site NextGen SCP equipment
Optiplex Workstation	Provided for system administration and reports access
Printer	Workstation Printer
Inmate Telephones	Industry standard inmate telephones used for inmate outgoing calling

Securus will provide the equipment necessary to run the NextGen Secure Communications Platform™ (NextGen SCP™). This equipment typically includes the following components:

- Adtran
- Dell FX726TPN
- PowerWare 5115

Adtran

The following information identifies the manufacturer-provided specifications.

Physical and Power

- Chassis
- Wallmount
- 1U Rackmount
- Desktop metal enclosure

Dimensions:

- Total Access 904/908 – 1.72-inches high x 12.5-inches wide x 7.5-inches deep
- Total Access 912/916/924 – 1.72-inches high x 17.2-inches wide x 8.5-inches deep
- Total Access 900e Series – 1.72-inches high x 17.2-inches wide x 10.5-inches deep

Weight:

- Total Access 904/908 – 3.5 pounds
- Total Access 912/916/924 – 5.5 pounds
- Total Access 900e Series – 6.5 pounds
-

Environment

The following temperatures are necessary for optimal function:

- Operating Temperature: 32° to 122 °Fahrenheit (0° to 50 °Celsius)
- Storage Temperature: -4° to 158 ° Fahrenheit (-20° to 70 ° Celsius)
- Relative Humidity: Up to 95 percent, non-condensing
-

Dell FX726TPN

The following information identifies the manufacturer-provided specifications.

Physical Specifications

- Dimensions: 17.8-inches wide x 8.1-inches deep x 1.6-inches high (440 mm x 205 mm x 43 mm)
- Weight: 5.5 pounds (2.5 kilograms)

Power Supply

- Power consumption: 13-watt maximum
- 100-240 volts AC/50-60 Hertz universal input

Environment

The following environmental conditions are necessary for optimal function:

- Operating temperature: 32° to 104° Fahrenheit (0° to 40° Celsius).
- Operating humidity: 90 percent
-

PowerWare 5115

Dimensions: 7.6 inches high x 5.9 inches wide x 15.4 inches deep (193mm x 150 mm x 390 mm)

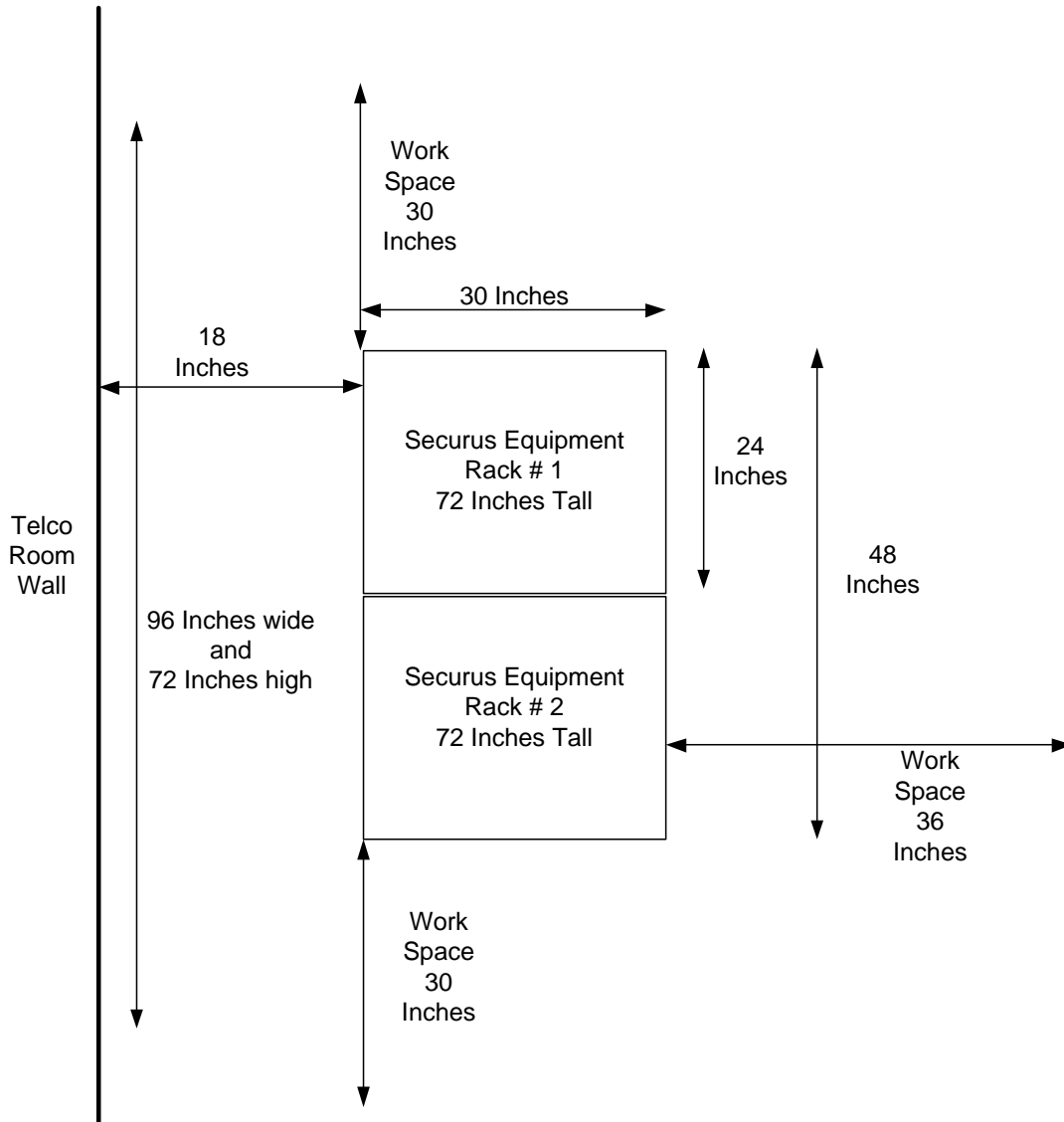
Environment

The following environmental conditions are necessary for optimal function:

- Operating Temperature: 32 to 104° Fahrenheit (0 to 40° Celsius); UL tested 77° Fahrenheit (25° Celsius)
- Relative Humidity: 5 to 95 percent non-condensing

The following sample floor diagram illustrates the space requirements for our NextGen Secure Communications Platform™ system.

SAMPLE FLOOR AND WALL SPACE REQUIREMENTS



Securus Inmate Telephones

Securus' inmate telephones are the strongest and most reliable units available and are designed specifically for the prison environment. The following information is the manufacturer-provided telephone specifications.

The Industry Standard

The GTel model JP-3500 phones are the overwhelming choice for state, Federal Bureau of Prisons, county, and city facilities nationwide because of their reliability, durability, and flexibility.

Features/Options

The proposed phone models include the following features:

- Constructed of durable 14-gauge stainless steel
- Built in mounting plate designed for fast, easy installation



- Mounting plate includes gasket which prevents moisture from entering phone
- Oversized line-wire entrance hole w/ moisture preventing gasket
- Mounts directly to the wall or installs inside a hood/enclosure
- Tamper resistant locking system
- Oversized stainless-steel ADA keypad
- Adjustable volume button for full ADA compliance
- Magnetic, sealed hookswitch
- Armored handset cord, with internal lanyard, is made to Bell Core standards and withstands minimum 1000-pound pulling test
- Handset cord retaining bracket is designed for fast, easy handset changes
- Stainless steel grommet provides added security for the handset cord
- Adjustable handset cord lengths, comes standard with 24" Handset length
- Optional noise-canceling microphone available
- Large customizable instruction card area

Video Communication Terminal

Video communication terminals are configured to meet Oakland Count's requirements.

The Securus ConnectUs terminal, which provides video communication, is a correctional facility-grade, tamper-proof steel enclosure. The wall-mounted terminal has a shatterproof touchscreen, a high-resolution video camera with integrated lighting, and is tamper-proof; it also includes a heavy, molded plastic handset with an armor-reinforced cord for audio communication.



The proposed SVC terminals include, at a minimum, the following:

- A correction-grade hardened steel enclosure
- One correction-grade audio handset per terminal for the inmate, and two detention-grade audio handsets per terminal for the public
- A shatterproof LCD monitor with adjustable, integrated, infinity lens camera
- Spill-proof enclosures
- No exposed openings to the user, including all wiring and ventilation holes
- No external hinges
- Power-over-ethernet by IEEE802.3at (PoE Plus).
- Rounded tops and corners
- Built-in LED lighting that automatically activates during video communication sessions and automatically ends when the video session completes and/or disables during all other functions

- Standards-based video conferencing CODEC
- Multiple mounting methods: wall, table/counter, pedestal or mobile cart.
- Options for re-booting the unit

Workstations

Securus will provide the required workstations, which typically include the following Dell components:

- Dell Optiplex GX380 with Open Workstation configuration CD and resides on customer's network
- OS: Windows 7 Professional
- Windows Internet Explorer 8.0
- Small Form Factor Computer
- Dell Entry USB Keyboard and mouse
- 3.5" 160GB SATA 7200 RPM HDD

Each workstation will include a Dell E170S 17" LCD monitor.



Laptop Workstations

Securus will provide the required workstations, which typically include the following Dell components:

- Dell Latitude E6530
- OS: Windows 7 Professional
- Internet Explorer and Chrome browsers
- Surge suppressor



ATTACHMENT B: TEAM RESUMES

Jim Ciampaglio
Vice President of Sales

Experience

Securus Technologies, Inc.
Vice President of Sales

Carrollton, Texas
2016 – Present

Hostway Corporation
Vice President of Channel Partners

Dallas, Texas
2014 – 2016

NTT / Verio
Sr. Director of Sales & Strategic Alliance, North America

Dallas, Texas
2012 – 2014

Armor (prev. FireHost, Inc.)
SVP of Global Sales and Marketing

Richardson, TX
2011 – 2012

Training/Certifications

- Verizon Leadership Development Program, 2003 and 2004
-

Education

Loyola College of Maryland

- Bachelor of Arts in Advertising-Marketing (1994)
-



Rob Widner
Director of Sales

Experience

- Responsible for a large new business team of Sales Executives across U.S.A.
- Prospect and partner with new County jails, prisons and detention centers.
- Support field sales organization and account management team through the sales process and support of new customers coming online.
- Coordinate efforts across Securus support/product teams to ensure overall integrity and consistency of final proposed solutions
- Leverage relationships built with prospects to go deep and wide with contacts that lead to conducting value-added technology demonstrations
- Establish, develop and maintain “wide and deep” working relationships with assigned base of customers
- Implement and execute Territory Initiatives designed to drive awareness and education/knowledge of our solutions & products.
- Identify and sell additional product offerings that would improve the accounts performance and revenues.
- Ensure assigned accounts are satisfied with the current Securus service and product offerings by conducting regular account visits and evaluating CSAT records to identify account satisfaction and areas for improvement.
- Conduct customer meetings on a regularly scheduled basis with our field service team to ensure the proper function of our product offerings

Education / Certifications

- **Texas State University**
BBA (Focus in Management/Finance, minor in Computer Science)
- Certified on all Securus Products



Joel Stubblefield

Senior Account Executive

(214) 769-5364

jstubblefield@securustechnologies.com

PROFESSIONAL EXPERIENCE

Securus Technologies

Sr. Account Executive February 2019 - Present

Covering Midwest territory, my primary responsibility is to prospect and partner with new County jails, prisons and detention centers while ensuring high quality service, relationships, and a customer first philosophy.

Securus Technologies provides leading edge civil and criminal justice technology solutions that dramatically improve Public Safety, Investigative Capabilities & Outcomes, Monitoring & Tracking Subjects as well as Modernize and Humanize the Incarceration experience. Thousands of public safety, law enforcement and corrections agencies rely on Securus for secure, easy to use, powerful technology that keeps officers & investigators safe & productive, and inmates connected to their families and friends.

Hamilton County Indiana Sheriffs Office – Jail Division

Sergeant – FTO Program Supervisor – Lead Division Instructor – Emergency Response Team Assistant Commander – Animal Control – Prisoner Transportation – Personnel Committee - Budget Committee – Operations Committee September 2006 – February 2019

Senior Level Supervisor responsible for the care and humane treatment of a 300+ ADP facility, 17 staff on shift, 100+ agency employees' training & development, 16 SERT operators, as well and numerous civilian, part time, volunteer, and additional staff members. Starting as a part time officer, I worked my way through the rank and file eventually becoming a very influential and motivating problem solver within our agency.

CERTIFICATIONS

- Indiana Law Enforcement Training Board Certified Instructor
 - o AXON (Taser) Instructor
 - o Ground Fighting Instructor
 - o Physical Tactics Instructor
 - o NARCAN Administration Instructor
- Indiana Sheriffs Association



- Jail Mission Team Member
- Annual Jail Officer Training Instructor
- Excited Delirium & Arrest Related Death Response
- Field Training Officer Program Development
- Field Trauma Care of Law Enforcement
- First Line Supervision
- National Incident Management System
- Supervision, Leadership, & Officer Discipline
- Hamilton County Indiana Part Time Animal Control
- Emergency Response Team Development & Operations

Education / Athletics

Indiana University

Sports Marketing & Management

Football Scholarship

Indiana State University

Recreational Sports Management

Football Scholarship





Bill Stawick, Sales Manager

T: (317) 319-7824 | E: bstawick@allpaid.com



Bill is a successful senior sales professional with highly developed communication skills and superior work ethic. He has expertise in identifying opportunities through creative revenue generation ideas and forward thinking. Bill's extensive years of sales experience in Financial Services has given him the insight to quickly increase revenue through effective implementation and management skills.

Employment History

AllPaid, Inc.

Sales Manager, January 2021 to Current

- Achieve growth and hit sales targets by successfully managing the sales team
- Understand and align business objectives and sales strategies
- Lead a team of 10-15 Sr. Account Executives places across the US
- Design and implement a strategic sales plan that expands active and productive client base
- Manage new and existing relationships with contracted agencies
- Oversee rollout of services for newly acquired clients to align both parties' interests
- Drive upsell of additional products and services to existing clients
- Build and promote strong, long-lasting customer relationships by partnering with them and understanding their needs

MoneyGram International

Regional Sales Manager, December 2009 to January 2021

- Directed Multi-state sales team – IL, IN, IA, MA, ME, MN, NH, NY (excludes NYC DMA) OH, PA (west 2/3) RI, VT with 5 to 10 direct reports
- Hired, trained, mentored, motivated direct reports to produce desired results
- Developed and successfully executed regional plans in coordination with direct reports
- Generated an average of \$25 million in annual revenue
- Managed multi-product line of financial services from cold call thru installation



- Worked closely with various intercompany departments including credit, finance, legal, agent support and compliance to ensure company, agents, and end-consumer requirements were met

MoneyGram International

Sales Executive, July 2002 to December 2009

- Responsible for all current revenue and revenue growth for IN and KY
- Signed 350 new accounts including 32 direct competitive takeaway accounts
- Achieved sales success and consistently ranked 1st in Midwest region every year
- Generated sales leads through cold calling, networking and trade shows which contributed to revenue growth

Education

Indiana University, Bloomington, IN

Bachelor of Science in Sports Marketing & Management



Renee Amorez, Account Manager

T: (317) 713-6552 | E: ramorez@allpaid.com



Renee is responsible for coordinating the necessary training and onboarding of new accounts into our account management system, arranging all functions necessary to implement the agreed-upon client requirements, and providing start-up and ongoing training. She has extensive experience with client management.

Employment History

AllPaid, Inc., dba GovPayNet

Account Manager, October 2018 to Current

- Manage a base of existing accounts for retention, referrals and upselling of products
- Make monthly contact with client agents to encourage growth and determine additional needs
- Worked with agency administration to ensure seamless product integration
- Organize data within contact list to a current status in Salesforce
- Delivery of necessary training and onboarding of new accounts and arrange all functions necessary for implementation
- Assist with Project Management of enhancements and new features for payment services

American Health and Wellness Group

Implementation Specialist (contract), September 2018 to December 2018

- Client Support during onboarding; ongoing main point of contact for medical and ancillary benefits technology administration for clients and business partners
- Webinar training for new and existing customers
- Analyze reports and collaborate with other account managers and sales team for customer success



Kronos Incorporated

Learning Management (LMS) Administrator, June 2017 to April 2018

- Upload job aids and videos for reference and SCORM files to develop new curricula in LMS system
- Coordinate and schedule ILT Training with WFR trainers, create training events and sessions; maintain training history for both internal and external training in dual LMS systems
- Develop and maintain custom pages and work with internal services team to create user accounts and schedule partners/customers training in LMS
- Collaborate with account management and other internal groups to analyze report metric and understand impacts to training around processes used in implementation for customer success

Education

Harrison College

Associates in Business Management (Project Management & Administration) 2010

ATTACHMENT C: STATEMENT OF WORK

Securus' extensive experience installing and maintaining inmate communication systems has helped us develop installation and cut-over procedures that will minimize disruptions and errors, and allow your new system to come online with little or no staff involvement. Our employees are trained to observe the rules of the facility while working quickly and effectively on the required tasks. Securus developed an implementation plan that includes all of the required components from your request for proposal (RFP), and allows time to adapt and overcome challenges that may occur. Our installation team has worked on new facilities as well as facilities constructed prior to development of inmate communications technology, and we have left all of them having exceeded our customer's expectations and look forward to doing the same for Oakland County.



The following pages detail Securus' implementation approach, and cover the following topics:

- Sample project plan overview
- Communications plan
- Sample implementation plan and transition overview
 - Scheduled communications
 - Follow-up meetings with Oakland County
 - Project reports
 - Project controls and quality checks
 - Transition period
 - Integration process
 - Testing
 - Service coordination
 - Training
 - Oakland County responsibilities during transition and implementation
 - Implementation procedures
 - Quality management plan
 - Quarterly performance reviews
 - Transition impact to Oakland County inmates, staff, and friends and families

Sample Project Plan Overview

The sample project plan in **Attachment D** identifies specific technologies Securus will implement under a phased-in deployment schedule. Using a phased-in approach delivers efficiencies where Oakland County needs efficiencies first. Securus proposes an implementation plan that transitions all inmate telephone services on or before the date specified in this RFP. This includes the complete turn-key installation of all hardware, software, integrations, and configurations for the inmate telephone system (ITS).

Communication Plan for Installation of the ITS for Oakland County

The success of any major undertaking must include a clear and comprehensive communication plan. The experience of installing more than 2,800 customers with our Inmate Telephone System (ITS) has educated us that each customer has special needs and priorities, and each facility has its own special intricacies. We will work closely with Oakland County throughout the project.

Because of the vital importance of meeting your stated completion date, Securus will establish specific teams for the different segments of the conversion process. From our previous discussions with Oakland County, you have stated that there are many departments with stakeholders in this project, and we are prepared to support all of these groups. For this reason, we believe that our team approach will expedite the details that need to be addressed in a very efficient manner.

The Securus Teams will be comprised of Securus associates that specialize in that team's objectives and, in many cases, will work simultaneously to achieve coordinated effort. Together, we will finalize this overview of Team responsibilities as the process develops.

Team Functions

The team will perform the following functions:

- Initial meeting with Securus Team Members and Oakland County Team Members
- Introduction and discussions of plan and objectives
- Identify and confirm tasks, responsibilities, and time frames
- Create contract deliverables checklist
- Identify all technical aspects involved with the installation process
- Establish specific areas of concern for the Transition to a new system
 - Meetings to identify specific items that need to be implemented on or before the date required in this RFP
 - Identify technical issues that both Oakland County and Securus need to integrate.
 - Installation and testing of the new Oakland County inmate telephone system
 - Training of Department Staff and Investigative Teams
 - Post installation Review and Support Team responsibilities

Sample Implementation Plan and Transition Date Schedule Overview

It is Securus' intent to assign three Implementation Teams and one Corporate Project Management Support Team. All teams are experienced in implementations of this size, scope, and complexity. Implementation discussions will cover multiple points, including:

- Responsibilities of each onsite team
- Procedures for the transition of service and equipment from the existing ITS to your new ITS
- Identify times when phone instruments will be operational

- Service coordination requirements between Securus and the local exchange companies (LECs)
- Any software programming, including integration requirements and preparation for installation of the system and all required equipment
- Responsibilities required of Oakland County during implementation, such as staffing requirements for facility escorts.

Our Implementation Plan includes organizational meetings and tasks associated with the conversion from the current Oakland County ITS to Securus’ proposed system. During the implementation, Securus will work closely with Oakland County to ensure the installation schedules are closely monitored as each site is cut over and the installation procedures are complete. Weekly coordination meetings prior to cutover will be proposed to review action items and activities during installation phases.

The Implementation Plan for the inmate telephones will be updated throughout the process to ensure that Oakland County is getting the most accurate, up to date information. We will survey each site and order network lines as quickly as possible. All equipment identified from the site survey will be ordered to coincide with the implementation plan timeline. The system equipment will be assembled, and then forwarded to a staging and testing area prior to shipment.



INSTALLATION PROCESS

The project and implementation plans for the inmate telephones describe the work necessary to meet the expectations established by Oakland County. The plan outlines the Securus Team’s responsibilities of:

- Establishing hardware and software requirements
- Planning the transition

- Installing the system
- Completing test and acceptance procedures
- Providing training
- Providing inter-departmental support

The implementation project team will be organized into two teams led by an Implementation Manager, a Field Service Manager, and a lead corporate Project Management Team member to support each of Oakland County's facilities. Each facility will have a team specifically assigned to it.

The Implementation Manager overseeing each team, via phone calls and in-person visits, will be in regular contact with Oakland County personnel as the installation progresses. A project plan overview identifying key tasks and objectives is provided on the following pages:

Our communication plan for the implementation of Oakland County's inmate telephone system also includes a Project Initiation Meeting to formalize:

- Plan objectives and Time Tables
- Weekly Communication Schedule
- Project Benchmarks for Completion
- Project Status Report System
- Weekly Installation Updates
- Post-implementation Communications
- Quarterly Performance Reviews

One of the most important meetings after contract award is the initial project meeting between Oakland County and Securus. The Securus' Account and Project Management teams will attend this meeting with the respective counterparts from Oakland County. During the initial project meeting, we will have an opportunity to understand Oakland County's priorities, policies, and expectations resulting from the RFP. Prior to the meeting, we will circulate an agenda to the participants to give everyone an opportunity to comment and prepare for the meeting. We will also document the meeting minutes and the action items to ensure that key items are assigned to the proper individuals for subsequent meetings.

Securus will present proposed plans for implementation and discuss the proposed timelines for the installation. The initial project meeting will provide a venue to discuss the needs of Oakland County as well as a forum for tailoring the implementation plan, taking into consideration the following points:

- Oakland County and Securus staff introductions with contact information, roles and responsibilities Securus' Project Management Plan
- Escalation information
- Project Manager contact information
- Unique elements of each facility

- Reporting requirements and distribution methods
 - Phone and wiring condition
 - Security clearances including passwords for Oakland County staff
 - Site survey schedules
 - Inmate database information including PIN, allowed list, archived CDRs and recorded conversations
 - Review install schedule for value add services selected by Oakland County
 - Review Oakland County policies and regulations
- Review training modules for staff, inmates and friends and family members

Scheduled Communications

In addition to periodic meetings and reports, Securus recommends weekly status calls during the implementation phase to review installation progress and to discuss possible opportunities for improvement. Upon successful installation and cut over to Securus' system at each facility, Oakland County will be provided with a set of installation reports that document all installed equipment and system configurations.

Follow Up Meetings

At the Initial project meeting, Securus and Oakland County representatives will decide on an appropriate set of meetings to ensure on-going communications, especially during the implementation phase of the project. For each scheduled meeting, Securus will prepare and distribute an agenda so participants can prepare questions and answers, ensuring that each meeting is effective and successful.

Topics for discussion will include those initially agreed upon and any additional topics requested by Oakland County. Securus will prepare and distribute minutes promptly after each meeting.

Reports

At the initial project meeting, Securus and Oakland County representatives will finalize an appropriate set of periodic reports that Securus will present to Oakland County during each phase of the inmate telephone system installation project.

Pertinent details will include:

- Planned corrective actions when appropriate
- Status of any previously initiated corrective actions or risk mitigations
- Anticipated circumstances that might impair or prevent on-time delivery of equipment or other deliverables or completion of scheduled events
- Anticipated changes in key project personnel with reason for change explained

- Confirmed or updated schedules for anticipated deliverables and, if applicable, the expected date of completion for each phase of the project

The following sections of our plan cover various portions of the project that will ensure a quality transition from the current ITS to the Securus calling services on the NextGen Secure Communications Platform™ (NextGen SCP™).

Project Controls and Quality Checks

Securus will monitor the project using scheduled completion dates to ensure an on-time completion of all milestones. By monitoring the project in this manner, we can correct implementation or operational problems, as well as any problems reported through the Securus trouble reporting system. By tracking problems; providing summary reports, trend analysis, and schedule monitoring; Securus can make adjustments on-the-fly to prevent making the same mistake twice.

Other less formal reviews of the installation status are held throughout the installation process. Operations staff meetings provide the Implementation Manager, Field Service Manager, and Lead Project Manager with periodic status updates and allow coordination and dissemination of the information to Securus Installation Field Technicians.

Transition Period with Minimum Service Disruptions

By installing all Securus ITS equipment and circuits prior to the cutover date—usually one to two weeks in advance of the cutover date—this allows for all systems, circuits, etc., to be fully tested. By testing prior to cutover, there is no risk of service interruptions due to the change-over to the new Securus ITS system. The Securus team has used this process with much success throughout their many multiple site accounts in the US & Canada.

Securus will install and test all necessary equipment and circuits at each site prior to the actual cutover date. After the Securus ITS system is installed, it will be running on Securus' circuits and will not have any impact on the existing ITS. There will be no interruption of service at that time. On the cutover date, the inmate telephones will be unplugged from the existing ITS and reconnected to the Securus ITS system. There will not be any interruption of service. The cutover may be conducted during the time the facility has all phones off, i.e., a count time, prior to the phones coming on at the beginning of the day, or after the phones go off for the day. This minimizes any downtime for the facilities.

Securus will coordinate any removal of the existing inmate telephones in all of the Oakland County facilities. After all instruments have been replaced, the new system will be flash-cut from your existing vendor to Securus during low-use time periods. Typically, the time required for instrument change-out is less than 10 minutes per phone. All onsite work will be performed in accordance with Oakland County policies and at your convenience.

Securus does support late-night transitions to our proposed technology to further mitigate downtime. Using this approach, our team installs and tests all systems, and then after the majority of the population has been locked down for the evening, we begin the system cutover, starting with the booking and intake areas, then moving to bring the other areas online, based on Oakland County's established priority. The system will be fully transitioned when the inmates begin their day.

The Implementation Teams and the Corporate Project Management Team are sensitive to avoid disruption of phone services to inmates and to creating undue work for Oakland County staff.

Securus Integration Process

The dedicated Securus integration team is our dedicated team that designs, develops, tests, and implements all custom integrations with corrections and banking systems to ensure system interoperability. Our mission is to deliver fast and flexible solutions that do not create more work for our customers. This process is incorporated into the overall Project Plan for the installation of the NextGen SCP system. Major milestones include:

- Collect Preliminary Needs/Requirements
- Approved Scope Statement
- Finalize Design Document
- Schedule Customer Implementation
- Develop Custom Integration Solution
- Test Custom Integration Solution
- Implement Custom Integration Solution
- Customer Approval and Sign off

To replicate inmate profile information located in the existing personal identification numbers (PIN) and personal allowed numbers (PAN) database—if applicable—Securus recommends transferring this data from the existing inmate telephone system in an importable file format. Securus will work closely with Oakland County to ensure accurate and timely information is imported immediately prior to final cutover at each institution.

Testing

Each system is placed under 'stress-testing' for seven days before it leaves the production facility. This testing procedure simulates that all ports on the system are in constant use 24 hours straight, for 7 days. The system is again tested onsite to ensure total functionality. Test calls are placed from each station port to each trunk. The network integration is validated through a battery of tests that include frame testing and file transmission.

Service Coordination with LEC

Securus will order the required network services immediately upon award to ensure that the network services are available as soon as possible. To avoid the risk of a transition problem, a Network Provisioning Specialist will be assigned to Oakland County until the project is completed.

Provisioned services from local exchange carriers remain active until all services for a facility have been replaced with the Securus services. Also, Securus-installed cable termination blocks will be labeled and considered the property of Oakland County, providing a clear demarcation point.



Training

Securus provides ongoing product training on all NextGen SCP features deployed at Oakland County, at no cost. We want your staff to use the tools we provide, and training is essential to the adoption process. Experienced Securus employees conduct all training through online, instructor-led classes or on-site, one-on-one and classroom training sessions at no cost to you. We deliver standard training using both hands-on experience with your data and instructor demonstrations to ensure each trainee understands all concepts.

Securus' training programs enable facility staff to use all features the first day of installation. Because NextGen SCP is web-based, after a two- to three-hour training session, most users find it easy to use the system immediately.

In addition to standard training, Securus will work with you to customize your training experience to meet the unique needs of your staff and facility. We offer separate classes focused on different agency functions, such as, creative investigations, well-organized live call monitoring, and efficient system administration. Training for product upgrades, new facility staff, or a general refresher course is offered through online instructor-led courses available twice a month throughout the year—Securus' ongoing training ensures your staff understands current and newly released NextGen SCP features.

NextGen SCP Calling Services 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 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 NextGen SCP inmate telephone system while focusing on the unique features of our applications.

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

NextGen SCP ITS Course Modules

Course Module	Objective
Getting Started	<ul style="list-style-type: none"> ▪ Logging in ▪ Navigating through the features ▪ Managing your password ▪ Contacting Technical Support for service calls
User Administration Activities	<ul style="list-style-type: none"> ▪ Creating and changing user accounts ▪ Defining a user's role and granting access permission ▪ Resetting a user's password ▪ Deactivating and/or deleting users

It was apparent that [the trainers] have a great amount of knowledge with the material. They were also able to give great case file examples of how the system was used to apprehend criminals and also gather intelligence.
-Cuyahoga County, Ohio, Investigator Training Attendee

I enjoyed the training. This product is an efficient investigative tool that will enable me to continue to conduct criminal investigations without adding more time and steps to the process.
-Okaloosa County, Florida, IPRO Training Attendee

Great training, I never knew that Securus had so many features.
-San Diego County, California, Investigative Training Attendee

Inmate Administration Activities	<ul style="list-style-type: none"> ▪ Running user management reports ▪ Adding and changing inmate phone accounts ▪ Deactivating inmate phone accounts ▪ Setting up the phones to meet your requirements ▪ Using administrative reports
Monitoring Activities	<ul style="list-style-type: none"> ▪ Reviewing Call Detail Records (CDRs) ▪ Monitoring live calls ▪ Listening to recorded calls ▪ Using monitoring reports ▪ Saving calls and burning to CD
Investigation Activities	<ul style="list-style-type: none"> ▪ Using CDRs for investigations ▪ Recognizing trends in inmate activity ▪ Using other investigative tools to collect evidence ▪ “Digging” into the details
Super User Activities	<ul style="list-style-type: none"> ▪ Learning time-saving tips and tricks ▪ Discussing actual facility situations and turning evidence into intelligence ▪ Troubleshooting for operational and maintenance staff to minimize unnecessary service calls

Oakland County Staffing Responsibilities

Degree of Involvement from Oakland County

Securus makes every effort to limit the administrative burden that can occur during a transition of service providers. We have the experience of installing our calling services in over 2,800 customer locations—more experience than any of our competitors. This level of experience ensures that we do not waste any time. Our teams arrive at your facilities ready to get the job done.

At the beginning of the project, the Securus Project and Implementation Teams will meet with Oakland County onsite at an Oakland County location. These well-organized meetings allow us to introduce the project members and review the project plan and timetables with the Oakland County Team in person and ensure a successful kick-off to our project.

Our Project Managers will work with Oakland County. Team to coordinate equipment deliveries and facility access. When the Securus Technicians arrive onsite, they may require escorts to the phone and equipment locations. The majority of our project activity will occur during normal business hours. Again, Securus can accommodate late-night/overnight cut-over activities. Some of our customers choose this method to eliminate service interruptions and reduce interaction with inmates.

Implementation Procedures

The project plan consists of the following activities:

- Project Initiation Phase
- Project Planning Phase

- Project Execution Phase
- Project Monitoring/Controlling Phase
- Project Closure Phase

Project Initiation Phase

Securus will send personnel to Oakland County to begin planning upon notification of a contract award. Because each day of the transition process is critical, Securus will start the plan immediately to maintain our commitment of a cut-over on or the mutually agreed upon date that has been communicated in this RFP.

The Securus Project Management Team will host a meeting with the Oakland County Team to review project scope, critical success factors, and the implementation timeline. We will coordinate site survey activities to assess the latest physical characteristics of each location.

Project Planning Phase

During the Project Planning Phase, the Securus Project Management Team coordinates the resources required for the project. Travel, facility access, deliveries, and customer training will be coordinated during this phase. Securus will work directly with all interstate, intrastate, and local exchange carriers (LEC) to coordinate the installation of services and equipment required for the project. The Securus Project Management Team will coordinate all activities and timelines with the Oakland County Team.

Project Execution Phase

During the Project Execution Phase, Securus Technicians will travel to each location and complete pre-installation activities in preparation for the cut-over. The pre-installation activities include pre-wiring, hardware staging, and telecom test and turn-up activities that can be done ahead of the cut-over.

The Securus Project Management Team will coordinate cut-over activities with the Oakland County Team to ensure a seamless transition of phone service. Transition of service can be coordinated for after-hours or during inmate lockdown to limit service interruptions. If a service interruption is required, the activity will be coordinated with the Oakland County Team in advance of the scheduled activity and schedules can be adjusted to meet the needs of the facility.

During the cut-over, the Securus Team performs a thorough inspection of the installation and will resolve any potential issues prior to finalizing the implementation. The Securus Project Management Team will review all installation documentation and checklists with the Oakland County Team during a walk-through. The Securus Project Management Team will host a Customer Acceptance Review Meeting with the Oakland County Team prior to finalizing the cut-over at each location.

Project Monitoring/Controlling Phase

During the Project Monitoring/Controlling Phase, the Securus Project Management Team will complete any remaining action items. The Securus Installation and Site Engineering

Team will perform daily diagnostic checks and monitoring to ensure the system meets the requirements of Oakland County.

The Securus Project Management Team maintains frequent communication with the Oakland County Team until all action items are resolved and customer acceptance is completed for the full project.

Project Closure Phase

During the Project Closure Phase, the Securus Project Management Team verifies there are no outstanding actions or deliverables, and will work with the Oakland County Team to review the full implementation project and obtain customer acceptance.

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

Project Quality Management Plan

The Implementation Project Plan includes quality control checkpoints at important stages throughout the project. The quality control checkpoints are essential elements of the Securus project that ensure consistent high-quality implementations. The Securus Installation Support team uses a Project Management Institute quality measurement technique, which identifies and removes the causes of errors, and minimizes variability in the installation process. Each installation project follows a defined sequence of steps with quantifiable targets. These targets can be financial or any other area that is critical to our customers. Securus truly provides a level of quality assurance that is unmatched in our industry. This attention to detail, combined with our time working inside some of the largest, and oldest facilities, in our Country, has provided us with real experience we use to exceed our customer's expectations every day.

The Securus transition process into our facility proved to be seamless, due to the professionalism and the attention to detail of their assigned transition team.

-Donald J. Lombardo, Warden for Cape May County, New Jersey

A key factor in our levels of satisfaction with Securus was the seamless transition from our previous inmate phone service provider. Securus was very organized and went the extra mile to ensure that we experienced limited interruption in services.

-Major David Bell, Chief Deputy at Roanoke City Jail, Virginia

Securus was extremely efficient and effective in the implementation of their system. The planning, design and installation of the equipment was expertly completed within their scheduled timeline. The installation team worked well with both my custody and maintenance staff to accomplish this task. The installation of the equipment was completed in a professional manner, the wiring was neat and secure, and the installation was completed with little down-time for the transfer over to the new system.

-Raymond C. Skradzinski, Warden for Salem County, New Jersey

Quality Control Checkpoint 1: Customer Provisioning

Prior to any onsite installation activity, Securus Installation Support Technicians provision the NextGen SCP calling services. The provisioning activity prepares our system to support Oakland County's inmate calling traffic, and ensures that all of the necessary applications and calling features are configured. After the customer provisioning is complete, the Installation Technician submits a quality control review form to the Engineer, Project Manager, and Account Manager for the Oakland 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 complete a checklist to ensure that the physical installation characteristics meet or exceed Securus' standards. Equipment inventory, equipment location, electrical, network/telecom, and telephone installation standards are reviewed during this checkpoint.

Quality Control Checkpoint 3: Equipment Testing / Functional Validation

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

Quality Control Checkpoint 4: Customer Acceptance

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

Post-Implementation Communications

For the duration of the contract, Securus' Client Services Manager will be the primary point of contact for ongoing maintenance and support needs.

Securus' Field Services Manager and Account Manager are accessible by telephone and email 24 x 7x 365.

Oakland County is provided with Securus' escalation procedure and appropriate contact information, which may include telephone numbers, email addresses, fax numbers, or other requested information.

Oakland County facility personnel will be provided with Securus' toll free Technical Support number and email address. Our Technical Support number is answered 24 x 7x 365 by a Securus Technical Support Representative.

Securus' Account Manager will provide Oakland County with the required or requested reports based on information in inmate telephone system databases, such as inmate call details, call traffic statistics, call revenue, system usage and performance reports. If desirable, Securus will provide periodic system service reports to demonstrate system uptime. Based on Oakland County's preference, service reports can be provided via mail, email, or Internet download from our Secure FTP Report Server.

Quarterly Performance Reviews

Securus has assigned a dedicated account management team, which includes not only the sales and support staff, but also Oakland County's assigned Account Manager who will monitor the ongoing service and maintenance request and will conduct regularly scheduled site visits to ensure that you are receiving the highest level of customer service. In addition to these site visits, Securus offers quarterly Operational Reviews in which your Account Manager will meet with the Oakland County staff and discuss operational performance, successes, and opportunities for improvement. Securus uses the information from these meetings to improve our service delivery platform. This approach allows Securus to consistently perform at Net Promoter Scores that are among the highest recorded by any business in any industry.

Minimizing the Transition Impact to Inmates, Staff, and Friends and Families

Securus will address the needs of inmates, staff, and friends and families to minimize the impact of transition. Changing from Oakland County's inmate telephone service to Securus' inmate telephone service is not difficult, and we are prepared to support all aspects of the transition to minimize impact.

Securus' experience with the security and operations of inmate facilities will expedite the tasks of site surveys and new equipment installation. Securus plans on-site activities with Oakland County to minimize disruption.

Securus will provide an extensive and comprehensive training program both initially and ongoing for Administrative and Investigative personnel.

Downtime of telephone service to inmates will be minimal. Securus and Oakland County will develop a plan of installation times and dates that reduces the downtime for the inmate population at all Oakland County locations.

Prior to the transition to a new system, Securus will provide a calling campaign to the phone numbers that are in the Oakland County ITS database informing them of the new system and how to use the services going forward. A Securus phone number and Website will be provided to assist them in the change. Securus' Customer Service Center will also be instrumental in the smooth transition of services.

ATTACHMENT D: PROJECT PLAN, LICENSES, AND SAMPLE MSA,

Oakland County, MI-ITS/SVC-RFP005218-052021 - Exported Tasks

Task Name	Duration	Start On	Due On
Core Project Plan	68 Days	8/2/21	11/4/21
Acknowledge HEAT Ticket Assignment(s)	2 Days	8/2/21	8/3/21
Search Workfront for Other Projects for Agency (Refer to Workflow Specialist with conflicts)	2 Days	8/2/21	8/3/21
Review and Confirm Scope of Work (SOW)	2 Days	8/2/21	8/3/21
Request to Telecom Team for Evaluation (if they say yes, add template) (PM: if needed, duplicate this task and move it under line 23)	7 Days	8/4/21	8/12/21
Make all necessary updates to Project Details > Custom Forms	1 Day	8/4/21	8/4/21
Attach Templates in this order	9 Days	8/4/21	8/16/21
Attach Telecom Template Line 23 (ONLY IF Telecom says an order is needed)	2 Days	8/13/21	8/16/21
Attach Equipment Ordering Template Line 23 (If Needed)	2 Days	8/4/21	8/5/21
Attach Securus Debit Template Line 23 (If Needed)	2 Days	8/4/21	8/5/21
Attach Products & Feature Templates Line 23 (As Needed)	2 Days	8/4/21	8/5/21
Add Additional Sites to GO LIVE tasks for EVERY product/feature	2 Days	8/4/21	8/5/21
Update Project Plan, Change Project Status to "Active"	1 Day	8/6/21	8/6/21
Staff the Plan	2 Days	8/17/21	8/18/21
Assign Implementations Specialist (IS) As Needed	2 Days	8/17/21	8/18/21
Assign Integrations team (IC and INT) As Needed	2 Days	8/17/21	8/18/21
Assign Implementations Site Engineer (ISE) As Needed	2 Days	8/17/21	8/18/21
Assign Field Service Tech resource As Needed	2 Days	8/17/21	8/18/21
Internal Kick Off Call (or Email)	1 Day	8/12/21	8/12/21
External Kick Off Call (or Email)	1 Day	8/16/21	8/16/21
Baseline Project Plan	1 Day	8/16/21	8/16/21
Host Agency Integration Meeting (If Needed)	1 Day	8/19/21	8/19/21
ATTACH ALL TEMPLATES HERE	56 Days	8/13/21	11/1/21
Telecom Transport Delivery	48 Days	8/13/21	10/20/21
TELECOM-***Set the predecessor of this task to "Request to Telecom Team for Evaluation"***	1 Day	8/13/21	8/13/21
TELECOM-Provide info to Telecom Team so they request telecom solution	1 Day	8/13/21	8/13/21
TELECOM-Request Telecom Solution/Solution is delivered	45 Days	8/16/21	10/18/21
TELECOM-Request Telecom Solution: Oakland County Jail Facility & Oakland County Children's Village	45 Days	8/16/21	10/18/21
TELECOM-Email Tech Support and Telecom Escalations team that TTU is occurring and equipment may be temporarily down	1 Day	10/19/21	10/19/21
TELECOM-Install and Provision circuit	1 Day	10/19/21	10/19/21
TELECOM-Install and provision circuit: Oakland County Jail Facility & Oakland County Children's Village	1 Day	10/19/21	10/19/21
TELECOM-Notify NOC that Telecom TTU is complete and new telecom circuit is online and in use	1 Day	10/20/21	10/20/21
Equipment Ordering and Install	51 Days	8/17/21	10/27/21
EQUIPMENT-***Set the predecessor of this Equipment Ordering task to External Kickoff**	1 Day	8/17/21	8/17/21
EQUIPMENT: Request Site Survey	2 Days	8/18/21	8/19/21
EQUIPMENT-Request and Receive Site Survey: Oakland County Jail Facility & Oakland County Children's Village	2 Days	8/18/21	8/19/21

Oakland County, MI-ITS/SVC-RFP005218-052021 - Exported Tasks (cont'd)

Task Name	Duration	Start On	Due On
EQUIPMENT: Create S-BOM	10 Days	8/20/21	9/2/21
EQUIPMENT-Create S-BOM > get Field approval > attach S-BOM > "update" PM > resolve HEAT assignment and WF: Oakland County Jail Facility & Oakland County Children's Village	10 Days	8/20/21	9/2/21
EQUIPMENT: Create NDS and Port Term forms	10 Days	8/20/21	9/2/21
EQUIPMENT-Create NDS and Port Termination forms for project: Oakland County Jail Facility & Oakland County Children's Village	10 Days	8/20/21	9/2/21
EQUIPMENT: Assign IPs	1 Day	9/3/21	9/3/21
EQUIPMENT-Assign IP Addresses Subnet and submit BARFs for project: Oakland County Jail Facility & Oakland County Children's Village	1 Day	9/3/21	9/3/21
EQUIPMENT: Email Port Term and IP info to Field	1 Day	9/3/21	9/3/21
EQUIPMENT-Email Port Term and IP Info to Field: Oakland County Jail Facility & Oakland County Children's Village	1 Day	9/3/21	9/3/21
EQUIPMENT: TABLET Network Design Review Meeting	3 Days	9/3/21	9/8/21
EQUIPMENT-TABLET (INSTALLS: Host tablet network design review meeting with ISE, SR, IS and ROC: Oakland County Jail Facility & Oakland County Children's Village	3 Days	9/3/21	9/8/21
EQUIPMENT: Financially Approve S-BOM	1 Day	9/9/21	9/9/21
EQUIPMENT-Financially Approve S-BOM: Oakland County Jail Facility & Oakland County Children's Village	1 Day	9/9/21	9/9/21
EQUIPMENT: Create Sales Order and Get Internal Approval	2 Days	9/10/21	9/13/21
EQUIPMENT-Create Sales Order, Attach to Workfront, Get Internal Approval: Oakland County Jail Facility & Oakland County Children's Village	1 Day	9/10/21	9/13/21
EQUIPMENT: Submit Sales Order to Purchasing/Equipment Shipped	20 Days	9/14/21	10/11/21
EQUIPMENT-Submit approved Sales Order to Purchasing via HEAT; Equipment shipped to site: Oakland County Jail Facility & Oakland County Children's Village	20 Days	9/14/21	10/11/21
EQUIPMENT: Confirm Delivery	1 Day	10/12/21	10/12/21
EQUIPMENT-Confirm all Equipment has been delivered: Oakland County Jail Facility & Oakland County Children's Village	1 Day	10/12/21	10/12/21
EQUIPMENT: Schedule Team to install and Configure Equipment	10 Days	10/13/21	10/26/21
EQUIPMENT-Schedule Equipment Installation date/time: Oakland County Jail Facility	5 Days	10/13/21	10/19/21
EQUIPMENT-Schedule Equipment Installation date/time: Oakland County Children's Village	5 Days	10/20/21	10/26/21
EQUIPMENT: Install and Configure Equipment at Site	6 Days	10/20/21	10/27/21
EQUIPMENT-Install Equipment at Site: Oakland County Jail Facility	3 Days	10/20/21	10/22/21
EQUIPMENT-Install Equipment at Site: Oakland County Children's Village	3 Days	10/25/21	10/27/21
ITS - New - NextGen SCP	53 Days	8/17/21	10/29/21
ITS-New - ***Set the predecessor of this task to External Kickoff***	1 Day	8/17/21	8/17/21
ITS-New - Submit Customer Training request "NextGen SCP - Go live training new customers"	1 Day	8/18/21	8/18/21
ITS-New - Request appropriate credentials to access the data feed	3 Days	8/19/21	8/23/21
ITS-New - After you submit first SO, submit Customer Training request "NextGen SCP - Pre Go Live"	1 Day	8/19/21	8/19/21
ITS-New - Have Feature Review Call with IS to discuss Agency's desired SCP configurations (ITS Cut Sheet)	1 Day	8/26/21	8/26/21
ITS-New - Create the Facility and Sites in SPP	3 Days	8/27/21	8/31/21
ITS-New - Provision and Configure items from the ITS Cutsheet	2 Days	9/1/21	9/2/21
ITS-New - Coordinate data feed with vendor	10 Days	8/24/21	9/7/21
ITS-New - Request Great Plains vendor ID (if Agency will have Securus Debit)	3 Days	8/24/21	8/26/21
ITS-New - Request SCP Call Prompts	3 Days	8/27/21	8/31/21
ITS-New - Get Do Not Record (DNR) list from Agency	3 Days	9/1/21	9/3/21
ITS-New - Obtain list of personnel from Agency who will need SCP logons	2 Days	9/7/21	9/8/21

Oakland County, MI-ITS/SVC-RFP005218-052021 - Exported Tasks (cont'd)

Task Name	Duration	Start On	Due On
ITS-New - Create User Logons	3 Days	9/9/21	9/13/21
ITS-New - Notify Agency to look out for Logon email (NG SCP)	1 Day	9/14/21	9/14/21
ITS-New - Confirm Agency has attended the Administrator training	1 Day	9/14/21	9/14/21
ITS-New - Review customization work	3 Days	9/8/21	9/10/21
ITS-New - Provision configurations and DNR list	10 Days	9/13/21	9/24/21
ITS-New - Review configuration work	3 Days	9/27/21	9/29/21
ITS-New - Verify Account/PIN format matches customer expectations	1 Day	9/30/21	9/30/21
ITS-New - Validate Do Not Record list (Data Validation - DNR Form)	1 Day	9/27/21	9/27/21
ITS-New - Sign Data Validation - DNR Form and attach to project (INT)	1 Day	9/30/21	9/30/21
ITS-New - Sign Data Validation - DNR Form and attach to project (IS)	1 Day	10/1/21	10/1/21
ITS-New - Sign Data Validation - DNR Form and attach to project (PM)	1 Day	10/4/21	10/4/21
ITS-New - Obtain dialing instructions from IC, email them to facility POC	1 Day	10/5/21	10/5/21
ITS-New - Integrations Status Checklist is complete	5 Days	10/6/21	10/12/21
ITS-New - Complete Hardware Installation *** Set Predecessor to - EQUIPMENT Schedule Equipment Installation date/time***	5 Days	10/20/21	10/26/21
ITS-New - Verify Go Live Checklist is complete	1 Day	10/27/21	10/27/21
ITS-New - Set flag to active with accurate start date	1 Day	10/28/21	10/28/21
ITS-New - Order Marketing Materials	1 Day	10/28/21	10/28/21
ITS-New - Go-Live	2 Days	10/28/21	10/29/21
ITS-New - Go-Live: Oakland County Jail Facility	1 Day	10/28/21	10/28/21
ITS-New - Go-Live: Oakland County Children's Village	1 Day	10/29/21	10/29/21
ICER	52 Days	8/18/21	10/29/21
ICER-Get names/emails of Agency personnel who will need logons	10 Days	8/18/21	8/31/21
ICER-Provision ICER and create user logons	2 Days	9/1/21	9/2/21
ICER-Submit Customer Training request (you can include it with SCP training request)	1 Day	9/3/21	9/3/21
ICER-Ensure all items on checklist are complete	1 Day	9/7/21	9/7/21
ICER - Go-Live	2 Days	10/28/21	10/29/21
ICER - Go-Live: Oakland County Jail Facility	1 Day	10/28/21	10/28/21
ICER - Go-Live: Oakland County Children's Village	1 Day	10/29/21	10/29/21
I PRO	53 Days	8/18/21	11/1/21
I PRO Submit I PRO Licensing Request	2 Days	8/18/21	8/19/21
I PRO Notify JLG which enrollment option Agency selected	1 Day	8/20/21	8/20/21
I PRO-Determine if SCP Data Cleanup is needed	1 Day	8/23/21	8/23/21
I PRO-Communicate with vendor (if SCP Data Cleanup is needed)	10 Days	8/24/21	9/7/21
I PRO-Order Marketing materials and Language Scripts	1 Day	8/23/21	8/23/21
I PRO-Obtain a current list of ACTIVE incarcerated individuals with housing unit	5 Days	8/24/21	8/30/21
I PRO-Obtain a list of Agency users	5 Days	8/24/21	8/30/21
I PRO-Schedule Enrollment Event date (Supervised or Mixed)	1 Day	8/31/21	8/31/21
I PRO-Confirm with JLG that license is in place at the appropriate data center	2 Days	9/9/21	9/10/21
I PRO-Assign SCP permissions/category for I PRO users (if needed)	2 Days	9/13/21	9/14/21

Oakland County, MI-ITS/SVC-RFP005218-052021 - Exported Tasks (cont'd)

Task Name	Duration	Start On	Due On
I-PRO-Provision and Configure I-PRO	2 Days	9/15/21	9/16/21
I-PRO-Provision and Configure enrollment phone(s) (if needed)	2 Days	9/15/21	9/16/21
I-PRO-Check population data is correct (15 days before go live)	5 Days	9/17/21	9/23/21
I-PRO-Integration Status Checklist	1 Day	9/8/21	9/8/21
I-PRO-Send go live date to JLG for them to complete the sync (MINIMUM 1 week before going live)	1 Day	9/24/21	9/24/21
I-PRO-Verify Go Live Checklist is complete	1 Day	9/27/21	9/27/21
I-PRO-Schedule all needed parties for enrollment event	1 Day	9/27/21	9/27/21
I-PRO-Submit Customer Training request (I-PRO is trained 30 days after launch)	1 Day	9/28/21	9/28/21
I-PRO-Enrollment event (Supervised or Mixed only)	1 Day	10/28/21	10/28/21
I-PRO-Go-Live	2 Days	10/29/21	11/1/21
I-PRO-Go-Live: Oakland County Jail Facility	1 Day	10/29/21	10/29/21
I-PRO-Go-Live: Oakland County Children's Village	1 Day	11/1/21	11/1/21
Outbound Voicemail (OVM)	52 Days	8/18/21	10/29/21
OVM-Confirm Agency understands products and wants product quantity defaults	10 Days	8/18/21	8/31/21
OVM-Provision Outbound Voicemail	2 Days	9/1/21	9/2/21
Outbound Voicemail - Go-Live	2 Days	10/28/21	10/29/21
Outbound Voicemail - Go-Live: Oakland County Jail Facility	1 Day	10/28/21	10/28/21
Outbound Voicemail - Go-Live: Oakland County Children's Village	1 Day	10/29/21	10/29/21
THREADS	53 Days	8/18/21	11/1/21
THREADS-Obtain list of users at Agency who will need THREADS access	2 Days	8/18/21	8/19/21
THREADS-Add THREADS to SCP dropdown in SCN	1 Day	8/20/21	8/20/21
THREADS-Create user logons	2 Days	8/23/21	8/24/21
THREADS-Submit Customer Training request (trained 30 days after going live)	1 Day	8/25/21	8/25/21
THREADS - Go-Live	2 Days	10/29/21	11/1/21
THREADS - Go-Live: Oakland County Jail Facility	1 Day	10/29/21	10/29/21
THREADS - Go-Live: Oakland County Children's Village	1 Day	11/1/21	11/1/21
Trust Funding	53 Days	8/18/21	11/1/21
TRUST-Agency completes Scope Survey and Deposit Authorization forms	5 Days	8/18/21	8/24/21
TRUST-Confirm if Agency will have kiosk hardware	1 Day	8/25/21	8/25/21
TRUST-Confirm if AIS is involved	1 Day	8/26/21	8/26/21
TRUST-Complete Trust Funding activities	21 Days	8/27/21	9/27/21
TRUST-Confirm All items on checklist are complete	1 Day	9/28/21	9/28/21
Trust Funding - Go-Live	2 Days	10/29/21	11/1/21
Trust Funding - Oakland County Jail Facility	1 Day	10/29/21	10/29/21
Trust Funding - Oakland County Children's Village	1 Day	11/1/21	11/1/21
Virtual Groups	41 Days	9/3/21	11/1/21
VGroups-Label logical ports in SPP (if needed)	2 Days	9/3/21	9/7/21
VGroups-Enable Virtual Groups feature in SCP	2 Days	9/8/21	9/9/21
VGroups-Create new phone groups and assign ports (as needed)	2 Days	9/10/21	9/13/21

Oakland County, MI-ITS/SVC-RFP005218-052021 - Exported Tasks (cont'd)

Task Name	Duration	Start On	Due On
VGroups-Map housing to terminal groups (as needed)	2 Days	9/14/21	9/15/21
VGroups-Write code and Map the Housing feed	10 Days	9/10/21	9/23/21
VGroups-Test data	1 Day	9/24/21	9/24/21
VGroups-Host call with INS and Agency to confirm groupings	2 Days	9/27/21	9/28/21
VGroups-Build virtual groups in SPP	1 Day	9/29/21	9/29/21
Virtual Groups - Go-Live	2 Days	10/29/21	11/1/21
Virtual Groups - Go-Live: Oakland County Jail Facility	1 Day	10/29/21	10/29/21
Virtual Groups - Go-Live: Oakland County Children's Village	1 Day	11/1/21	11/1/21
Word Alert	14 Days	8/18/21	9/7/21
WordAlert-Obtain list of users at Agency who will need Word Alert access	2 Days	8/18/21	8/19/21
WordAlert-Submit Customer Training request	1 Day	8/20/21	8/20/21
WordAlert-Provision Word Alert	2 Days	9/1/21	9/2/21
WordAlert-Create Word Alert user logons	2 Days	9/3/21	9/7/21
WordAlert-Ensure Agency received training	5 Days	8/23/21	8/27/21
WORD ALERT - Go Live	2 Days	8/23/21	8/24/21
WORD ALERT - Go-Live: Oakland County Jail Facility	1 Day	8/23/21	8/23/21
WORD ALERT - Go-Live: Oakland County Children's Village	1 Day	8/24/21	8/24/21
SVC - New Install	50 Days	8/17/21	10/26/21
SVC-New - ***Set the predecessor of this task to External Kickoff***	1 Day	8/17/21	8/17/21
SVC-New - Submit Customer Training Request - NextGen SVC - Pre Go Live Webinar	1 Day	8/18/21	8/18/21
SVC-New - Create site (SPP for NG; SVC for Classic)	3 Days	8/27/21	8/31/21
SVC-New - After Integrations call, request appropriate credentials to access the data feed	3 Days	8/19/21	8/23/21
SVC-New - Coordinate data feed with vendor and configure	10 Days	8/24/21	9/7/21
SVC-New - Review SVC configurations	3 Days	9/8/21	9/10/21
SVC-New - Schedule call with agency for IST to discuss and complete SVC Scheduler	1 Day	8/24/21	8/24/21
SVC-New - Request list of Agency users who will need SVC logins	2 Days	8/25/21	8/26/21
SVC-New - After you submit your first SO, submit customer Go Live training request	1 Day	8/27/21	8/27/21
SVC-New - Send information to Agency on how to open their firewall for SVC monitoring	1 Day	8/30/21	8/30/21
SVC-New - Create SVC user Logons (avoid Fridays if possible)	2 Days	8/27/21	8/30/21
SVC-New - Get Terms and Conditions from Agency	3 Days	8/27/21	8/31/21
SVC-New - Provision Terms and Conditions	2 Days	9/1/21	9/2/21
SVC-New - Submit Terms and Conditions to be posted on our site	1 Day	9/3/21	9/3/21
SVC-New - Submit Rates to be posted on our site	2 Days	9/7/21	9/8/21
SVC-New - Provision the product configurations	10 Days	9/13/21	9/24/21
SVC-New - Configure network equipment	1 Day	9/27/21	9/27/21
SVC-New - Validate all SVC data and configurations - last review before go live	3 Days	9/27/21	9/29/21
SVC-New - Agency confirms they made firewall changes	2 Days	9/29/21	9/30/21
SVC-New - Add new site in SVC Report Manager (this lists Agency on Securus online)	2 Days	9/30/21	10/1/21
SVC-New - Integrations Status Checklist is complete	5 Days	10/1/21	10/7/21

Oakland County, MI-ITS/SVC-RFP005218-052021 - Exported Tasks (cont'd)

Task Name	Duration	Start On	Due On
SVC-New - Complete Hardware Installation *** Set Predecessor to - EQUIPMENT Schedule Equipment Installation date/time***	5 Days	10/20/21	10/26/21
SVC-New - Test SVC and all ConnectUs apps BEFORE go live	3 Days	10/8/21	10/12/21
SVC-New - Verify Go Live Checklist is complete	1 Day	10/13/21	10/13/21
SVC-New - Order Marketing Materials	1 Day	10/14/21	10/14/21
SVC New Install - Go-Live	2 Days	10/14/21	10/15/21
SVC - New - Go-Live: Oakland County Jail Facility	1 Day	10/14/21	10/14/21
SVC - New - Go-Live: Oakland County Children's Village	1 Day	10/15/21	10/15/21
Commissary 3rd Party URL	42 Days	8/18/21	10/15/21
3rdPartyURL-Contact Product Mgr, complete Exhibit and Legal signoff	10 Days	8/18/21	8/31/21
3rdPartyURL-Contact vendor to get custom URL	10 Days	9/1/21	9/15/21
3rdPartyURL-Send custom URL to Network Engineering for Testing	10 Days	9/16/21	9/29/21
3rdPartyURL-Provision and Enable ConnectUs Icon	2 Days	9/30/21	10/1/21
3rdPartyURL-Verify Go Live Checklist items are complete	1 Day	10/14/21	10/14/21
Commissary 3rd Party URL - Go-Live	2 Days	10/14/21	10/15/21
Commissary 3rd Party URL on SVC - Go-Live: Oakland County Jail Facility	1 Day	10/14/21	10/14/21
Commissary 3rd Party URL on SVC - Go-Live: Oakland County Children's Village	1 Day	10/15/21	10/15/21
Incarcerated Scheduled Video Connect (ISVC)	37 Days	8/25/21	10/15/21
ISVC-Discuss ISVC with Agency (Scheduler Call)	1 Day	8/25/21	8/25/21
ISVC-Provision Incarcerated Schedule Video Connect	2 Days	9/1/21	9/2/21
ISVC-Confirm all items on Go Live checklist are complete	1 Day	10/14/21	10/14/21
Incarcerated Scheduled Video Connect - Go-Live	2 Days	10/14/21	10/15/21
Incarcerated Scheduled Video Connect on SVC - Go-Live: Oakland County Jail Facility	1 Day	10/14/21	10/14/21
Incarcerated Scheduled Video Connect on SVC - Go-Live: Oakland County Children's Village	1 Day	10/15/21	10/15/21
Law Library	42 Days	8/18/21	10/15/21
LAWLIBRARY-Get Addendum executed (only if Securus is paying)	5 Days	8/18/21	8/24/21
LAWLIBRARY-Obtain custom URL from vendor	5 Days	8/25/21	8/31/21
LAWLIBRARY-(ConnectUs) Provision and add Icon	2 Days	9/1/21	9/2/21
LAWLIBRARY-Verify Law Library checklist is complete	1 Day	10/14/21	10/14/21
LAW LIBRARY - Go-Live	2 Days	10/14/21	10/15/21
LAWLIBRARY - Go-Live on SVC: Oakland County Jail Facility	1 Day	10/14/21	10/14/21
LAWLIBRARY - Go-Live on SVC: Oakland County Children's Village	1 Day	10/15/21	10/15/21
Video Relay Service (VRS)	42 Days	8/18/21	10/15/21
VRS-Submit Customer Training request	1 Day	8/18/21	8/18/21
VRS-Confirm whether an integration with JMS or Commissary is needed, or if Agency will manually designate eligible inmates	1 Day	8/19/21	8/19/21
VRS-Request ANIs (30 Day Lead Time)	1 Day	8/19/21	8/19/21
VRS-(if an integration is needed) Communicate with vendor for data feed	15 Days	8/20/21	9/10/21
VRS-Receive confirmation ANIs were installed during change control	2 Days	10/4/21	10/5/21
VRS-Provision in SPP	2 Days	10/6/21	10/7/21
VRS-Confirm all items on Go Live checklist are complete	1 Day	10/14/21	10/14/21

Oakland County, MI-ITS/SVC-RFP005218-052021 - Exported Tasks (cont'd)

Task Name	Duration	Start On	Due On
VRS - Go-Live	2 Days	10/14/21	10/15/21
VRS on SVC - Go-Live on SVC: Oakland County Jail Facility	1 Day	10/14/21	10/14/21
VRS on SVC - Go-Live on SVC: Oakland County Children's Village	1 Day	10/15/21	10/15/21
Project Wrap-up	1 Day	11/4/21	11/4/21
Confirm HEAT Regulatory and Billing Table assignments are Resolved	1 Day	11/4/21	11/4/21
Closing Activities	1 Day	11/4/21	11/4/21

Phase/ Activity/TaskID	Task Name	Skill Type	Dependencies with Other Tasks	Durati on	Start On	Due On
	Core Project Plan			68 Days	8/2/21	11/4/21
Project Initiation Phase	Acknowledge HEAT Ticket Assignment(s)	PM		2 Days	8/2/21	8/3/21
Project Initiation Phase	Search Workfront for Other Projects for Agency (Refer to Workflow Specialist with conflicts)	PM	Yes	2 Days	8/2/21	8/3/21
Project Initiation Phase	Review and Confirm Scope of Work (SOW)	PM	Yes	2 Days	8/2/21	8/3/21
Project Initiation Phase	Request to Telecom Team for Evaluation (if they say yes, add template) (PM: if needed, duplicate this task and move it under line 23)	PM	Yes	7 Days	8/4/21	8/12/21
Project Initiation Phase	Make all necessary updates to Project Details > Custom Forms	PM	Yes	1 Day	8/4/21	8/4/21
Project Initiation Phase	Attach Templates in this order	PM	Yes	9 Days	8/4/21	8/16/21
Project Initiation Phase	Attach Telecom Template Line 23 (ONLY IF Telecom says an order is needed)	PM	Yes	2 Days	8/13/21	8/16/21
Project Initiation Phase	Attach Equipment Ordering Template Line 23 (If Needed)	PM	Yes	2 Days	8/4/21	8/5/21
Project Initiation Phase	Attach Securus Debit Template Line 23 (If Needed)	PM	Yes	2 Days	8/4/21	8/5/21
Project Initiation Phase	Attach Products & Feature Templates Line 23 (As Needed)	PM	Yes	2 Days	8/4/21	8/5/21
Project Initiation Phase	Add Additional Sites to GO LIVE tasks for EVERY product/feature	PM	Yes	2 Days	8/4/21	8/5/21
Project Initiation Phase	Update Project Plan, Change Project Status to "Active"	PM	Yes	1 Day	8/6/21	8/6/21
	Staff the Plan			2 Days	8/17/21	8/18/21
Project Planning Phase	Assign Implementations Specialist (IS) As Needed	PM	Yes	2 Days	8/17/21	8/18/21
Project Planning Phase	Assign Integrations team (IC and INT) As Needed	PM	Yes	2 Days	8/17/21	8/18/21
Project Planning Phase	Assign Implementations Site Engineer (ISE) As Needed	PM	Yes	2 Days	8/17/21	8/18/21
Project Planning Phase	Assign Field Service Tech resource As Needed	PM	Yes	2 Days	8/17/21	8/18/21
Project Planning Phase	Internal Kick Off Call (or Email)	PM	Yes	1 Day	8/12/21	8/12/21

Project Planning Phase	External Kick Off Call (or Email)	PM	Yes	1 Day	8/16/2	1	8/16/21
Project Planning Phase	Baseline Project Plan	PM	Yes	1 Day	8/16/2	1	8/16/21
Project Planning Phase	Host Agency Integration Meeting (If Needed)	PM	Yes	1 Day	8/19/2	1	8/19/21
				56 Days	8/13/2	1	11/1/21
	ATTACH ALL TEMPLATES HERE			48 Days	8/13/2	1	10/20/2
	Telecom Transport Delivery			Days		1	1
Project Planning Phase	TELECOM-***Set the predecessor of this task to "Request to Telecom Team for Evaluation"***	PM	Yes	1 Day	8/13/2	1	8/13/21
Project Planning Phase	TELECOM-Provide Info to Telecom Team so they request telecom solution	PM	Yes	1 Day	8/13/2	1	8/13/21
Project Planning Phase	TELECOM-Request Telecom Solution/Solution is delivered	PM	Yes	45 Days	8/16/2	1	10/18/2
Project Planning Phase	TELECOM-Request Telecom Solution: Oakland County Jail Facility & Oakland County Children's Village	PM	Yes	45 Days	8/16/2	1	10/18/2
Project Planning Phase	TELECOM-Email Tech Support and Telecom Escalations team that TTU is occurring and equipment may be temporarily down	PM	Yes	1 Day	10/19/21	1	10/19/21
Project Execution Phase	TELECOM-Install and Provision circuit	PM/Inst all	Yes	1 Day	10/19/21	1	10/19/21
Project Execution Phase	TELECOM-Install and provision circuit: Oakland County Jail Facility & Oakland County Children's Village	PM/Inst all	Yes	1 Day	10/19/21	1	10/19/21
Project Execution Phase	TELECOM-Notify NOC that Telecom TTU is complete and new telecom circuit is online and in use	PM	Yes	1 Day	10/20/21	1	10/20/21
				51 Days	8/17/2	1	10/27/2
	Equipment Ordering and Install			Days		1	1
Project Planning Phase	EQUIPMENT-***Set the predecessor of this Equipment Ordering task to External Kickoff***	PM	Yes	1 Day	8/17/2	1	8/17/21
Project Planning Phase	EQUIPMENT: Request Site Survey	PM	Yes	2 Days	8/18/2	1	8/19/21
Project Execution Phase	EQUIPMENT-Request and Receive Site Survey: Oakland County Jail Facility & Oakland County Children's Village	PM	Yes	2 Days	8/18/2	1	8/19/21

Project Execution Phase	EQUIPMENT: Create S-BOM	PM/Inst all	Yes	10 Days	8/20/21	1	9/2/21
Project Execution Phase	EQUIPMENT>Create S-BOM > get Field approval > attach S-BOM > "update" PM > resolve HEAT assignment and WF: Oakland County Jail Facility & Oakland County Children's Village	PM/Inst all	Yes	10 Days	8/20/21	1	9/2/21
Project Execution Phase	EQUIPMENT: Create NDS and Port Term forms	PM/Inst all	Yes	10 Days	8/20/21	1	9/2/21
Project Execution Phase	EQUIPMENT>Create NDS and Port Termination forms for project: Oakland County Jail Facility & Oakland County Children's Village	PM/Inst all	Yes	10 Days	8/20/21	1	9/2/21
Project Execution Phase	EQUIPMENT: Assign IPs	PM/Inst all	Yes	1 Day	9/3/21		9/3/21
Project Execution Phase	EQUIPMENT-Assign IP Addresses Subnet and submit BARFs for project: Oakland County Jail Facility & Oakland County Children's Village	PM/Inst all	Yes	1 Day	9/3/21		9/3/21
Project Execution Phase	EQUIPMENT: Email Port Term and IP info to Field	PM/Inst all	Yes	1 Day	9/3/21		9/3/21
Project Execution Phase	EQUIPMENT-Email Port Term and IP Info to Field: Oakland County Jail Facility & Oakland County Children's Village	PM/Inst all	Yes	1 Day	9/3/21		9/3/21
Project Execution Phase	EQUIPMENT: TABLET Network Design Review Meeting	PM/Inst all	Yes	3 Days	9/3/21		9/8/21
Project Execution Phase	EQUIPMENT-TABLET INSTALLS: Host tablet network design review meeting with ISE, SR, IS and ROC: Oakland County Jail Facility & Oakland County Children's Village	PM/Inst all	Yes	3 Days	9/3/21		9/8/21
Project Execution Phase	EQUIPMENT: Financially Approve S-BOM	PM/Inst all	Yes	1 Day	9/9/21		9/9/21
Project Execution Phase	EQUIPMENT-Financially Approve S-BOM: Oakland County Jail Facility & Oakland County Children's Village	PM/Inst all	Yes	1 Day	9/9/21		9/9/21

Project Execution Phase	EQUIPMENT: Create Sales Order and Get Internal Approval	PM/Inst all	Yes	2 Days	9/10/21	1	9/13/21
Project Execution Phase	EQUIPMENT-Create Sales Order, Attach to Workfront, Get Internal Approval: Oakland County Jail Facility & Oakland County Children's Village	PM/Inst all	Yes	1 Day	9/10/21	1	9/13/21
Project Execution Phase	EQUIPMENT: Submit Sales Order to Purchasing/Equipment Shipped	PM/Inst all	Yes	20 Days	9/14/21	1	10/11/21
Project Execution Phase	EQUIPMENT-Submit approved Sales Order to Purchasing via HEAT; Equipment shipped to site: Oakland County Jail Facility & Oakland County Children's Village	PM/Inst all	Yes	20 Days	9/14/21	1	10/11/21
Project Execution Phase	EQUIPMENT: Confirm Delivery	PM/Inst all	Yes	1 Day	10/12/21	1	10/12/21
Project Execution Phase	EQUIPMENT-Confirm all Equipment has been delivered: Oakland County Jail Facility & Oakland County Children's Village	PM/Inst all	Yes	1 Day	10/12/21	1	10/12/21
Project Execution Phase	EQUIPMENT: Schedule Team to Install and Configure Equipment	PM/Inst all	Yes	10 Days	10/13/21	1	10/26/21
Project Execution Phase	EQUIPMENT-Schedule Equipment Installation date/time: Oakland County Jail Facility	PM/Inst all	Yes	5 Days	10/13/21	1	10/19/21
Project Execution Phase	EQUIPMENT-Schedule Equipment Installation date/time: Oakland County Children's Village	PM/Inst all	Yes	5 Days	10/20/21	1	10/26/21
Project Execution Phase	EQUIPMENT: Install and Configure Equipment at Site	PM/Inst all	Yes	6 Days	10/20/21	1	10/27/21
Project Execution Phase	EQUIPMENT-Install Equipment at Site: Oakland County Jail Facility	PM/Inst all	Yes	3 Days	10/20/21	1	10/22/21
Project Execution Phase	EQUIPMENT-Install Equipment at Site: Oakland County Children's Village	PM/Inst all	Yes	3 Days	10/25/21	1	10/27/21
Project Planning Phase	ITS - New - NextGen SCP ITS-New - ***Set the predecessor of this task to External Kickoff***	PM	Yes	1 Day	8/17/21	1	8/17/21
Project Planning Phase	ITS-New - Submit Customer Training request "NextGen SCP - Go live training new customers"	PM	Yes	1 Day	8/18/21	1	8/18/21

Project Execution Phase	ITS-New - Request appropriate credentials to access the data feed	PM	Yes	3 Days	8/19/21	1	8/23/21
Project Execution Phase	ITS-New - After you submit first SO, submit Customer Training request "NextGen SCP - Pre Go Live"	PM	Yes	1 Day	8/19/21	1	8/19/21
Project Execution Phase	ITS-New - Have Feature Review Call with IS to discuss Agency's desired SCP configurations (ITS Cut Sheet)	PM	Yes	1 Day	8/26/21	1	8/26/21
Project Execution Phase	ITS-New - Create the Facility and Sites in SPP	PM/ Inst all	Yes	3 Days	8/27/21	1	8/31/21
Project Execution Phase	ITS-New - Provision and Configure items from the ITS Cutsheet	PM/ Inst all	Yes	2 Days	9/1/21		9/2/21
Project Execution Phase	ITS-New - Coordinate data feed with vendor	PM/ Inst all	Yes	10 Days	8/24/21	1	9/7/21
Project Execution Phase	ITS-New - Request Great Plains vendor ID (if Agency will have Securus Debit)	PM/ Inst all	Yes	3 Days	8/24/21	1	8/26/21
Project Execution Phase	ITS-New - Request SCP Call Prompts	PM/ Inst all	Yes	3 Days	8/27/21	1	8/31/21
Project Execution Phase	ITS-New - Get Do Not Record (DNR) list from Agency	PM	Yes	3 Days	9/1/21		9/3/21
Project Execution Phase	ITS-New - Obtain list of personnel from Agency who will need SCP logons	PM	Yes	2 Days	9/7/21		9/8/21
Project Execution Phase	ITS-New - Create User logons	PM	Yes	3 Days	9/9/21		9/13/21
Project Execution Phase	ITS-New - Notify Agency to look out for Logon email (NG SCP)	PM	Yes	1 Day	9/14/21	1	9/14/21
Project Execution Phase	ITS-New - Confirm Agency has attended the Administrator training	PM	Yes	1 Day	9/14/21	1	9/14/21
Project Execution Phase	ITS-New - Review customization work	PM/ Inst all	Yes	3 Days	9/8/21		9/10/21
Project Execution Phase	ITS-New - Provision configurations and DNR list	PM/ Inst all	Yes	10 Days	9/13/21	1	9/24/21
Project Execution Phase	ITS-New - Review configuration work	PM/ Inst all	Yes	3 Days	9/27/21	1	9/29/21
Project Execution Phase	ITS-New - Verify Account/PIN format matches customer expectations	PM/ Inst all	Yes	1 Day	9/30/21	1	9/30/21

Project Execution Phase	ITS-New - Validate Do Not Record list (Data Validation - DNR Form)	PM/ Inst all	Yes	1 Day	9/27/2 1	9/27/21
Project Execution Phase	ITS-New - Sign Data Validation - DNR Form and attach to project (INT)	PM/ Inst all	Yes	1 Day	9/30/2 1	9/30/21
Project Execution Phase	ITS-New - Sign Data Validation - DNR Form and attach to project (IS)	PM/ Inst all	Yes	1 Day	10/1/2 1	10/1/21
Project Execution Phase	ITS-New - Sign Data Validation - DNR Form and attach to project (PM)	PM/ Inst all	Yes	1 Day	10/4/2 1	10/4/21
Project Execution Phase	ITS-New - Obtain dialing instructions from IC, email them to facility POC	PM/ Inst all	Yes	1 Day	10/5/2 1	10/5/21
Project Execution Phase	ITS-New - Integrations Status Checklist is complete	PM/ Inst all	Yes	5 Days	10/6/2 1	10/12/2 1
Project Execution Phase	ITS-New - Complete Hardware Installation *** Set Predecessor to - EQUIPMENT Schedule Equipment Installation date/time***	PM/ Inst all	Yes	5 Days	10/20/ 21	10/26/2 1
Project Execution Phase	ITS-New - Verify Go Live Checklist is complete	PM/ Inst all	Yes	1 Day	10/27/ 21	10/27/2 1
Project Execution Phase	ITS-New - Set flag to active with accurate start date	PM/ Inst all	Yes	1 Day	10/28/ 21	10/28/2 1
Project Execution Phase	ITS-New - Order Marketing Materials	PM	Yes	1 Day	10/28/ 21	10/28/2 1
Project Execution Phase	ITS-New - Go-Live	PM/ Inst all	Yes	2 Days	10/28/ 21	10/29/2 1
Project Execution Phase	ITS-New - Go-Live: Oakland County Jail Facility	PM/ Inst all	Yes	1 Day	10/28/ 21	10/28/2 1
Project Execution Phase	ITS-New - Go-Live: Oakland County Children's Village	PM/ Inst all	Yes	1 Day	10/29/ 21	10/29/2 1
Project Planning Phase	ICER-Get names/emails of Agency personnel who will need logons	PM	Yes	52 Days	8/18/2 1	10/29/2 1
Project Execution Phase	ICER-Provision ICER and create user logons	PM/ Inst all	Yes	10 Days	8/18/2 1	8/31/21
Project Execution Phase	ICER-Provision ICER and create user logons	PM/ Inst all	Yes	2 Days	9/1/21	9/2/21

Project Execution Phase	ICER-Submit Customer Training request (you can include it with SCP training request)	PM/ Inst all	Yes	1 Day	9/3/21	9/3/21
Project Execution Phase	ICER-Ensure all items on checklist are complete	PM/ Inst all	Yes	1 Day	9/7/21	9/7/21
Project Execution Phase	ICER - Go-Live	PM/ Inst all	Yes	2 Days	10/28/ 21	10/29/ 21
Project Execution Phase	ICER - Go-Live: Oakland County Jail Facility	PM/ Inst all	Yes	1 Day	10/28/ 21	10/28/ 21
Project Execution Phase	ICER - Go-Live: Oakland County Children's Village	PM/ Inst all	Yes	1 Day	10/29/ 21	10/29/ 21
Project Planning Phase	I P R O I PRO-Submit I PRO Licensing Request	PM	Yes	2 Days	8/18/2 1	11/1/21 8/19/21
Project Planning Phase	I PRO-Notify JLG which enrollment option Agency selected	PM/ Inst all	Yes	1 Day	8/20/2 1	8/20/21
Project Planning Phase	I PRO-Determine if SCP Data Cleanup is needed	PM/ Inst all	Yes	1 Day	8/23/2 1	8/23/21
Project Execution Phase	I PRO-Communicate with vendor (if SCP Data Cleanup is needed)	PM/ Inst all	Yes	10 Days	8/24/2 1	9/7/21
Project Execution Phase	I PRO-Order Marketing materials and Language Scripts	PM/ Inst all	Yes	1 Day	8/23/2 1	8/23/21
Project Execution Phase	I PRO-Obtain a current list of ACTIVE incarcerated individuals with housing unit	PM/ Inst all	Yes	5 Days	8/24/2 1	8/30/21
Project Execution Phase	I PRO-Obtain a list of Agency users	PM/ Inst all	Yes	5 Days	8/24/2 1	8/30/21
Project Execution Phase	I PRO-Schedule Enrollment Event date (Supervised or Mixed)	PM/ Inst all	Yes	1 Day	8/31/2 1	8/31/21
Project Execution Phase	I PRO-Confirm with JLG that license is in place at the appropriate data center	PM/ Inst all	Yes	2 Days	9/9/21	9/10/21
Project Execution Phase	I PRO-Assign SCP permissions/category for I PRO users (if needed)	PM/ Inst all	Yes	2 Days	9/13/2 1	9/14/21

Project Execution Phase		PM/Inst				9/15/2		
	I PRO-Provision and Configure I PRO	all	Yes	2 Days	1		9/16/21	
Project Execution Phase		PM/Inst				9/15/2		
	I PRO-Provision and Configure enrollment phone(s) (if needed)	all	Yes	2 Days	1		9/16/21	
Project Execution Phase		PM/Inst				9/17/2		
	I PRO-Check population data is correct (15 days before go live)	all	Yes	5 Days	1		9/23/21	
Project Execution Phase		PM/Inst						
	I PRO-Integration Status Checklist I PRO-Send go live date to JLG for them to complete the sync (MINIMUM 1 week before going live)	all	Yes	1 Day		9/8/21	9/8/21	
Project Execution Phase		PM/Inst				9/24/2		
	I PRO-Verify Go Live Checklist is complete	all	Yes	1 Day	1		9/24/21	
Project Execution Phase		PM/Inst				9/27/2		
	I PRO-Schedule all needed parties for enrollment event	all	Yes	1 Day	1		9/27/21	
Project Execution Phase		PM/Inst				9/28/2		
	I PRO-Submit Customer Training request (I PRO is trained 30 days after launch)	all	Yes	1 Day	1		9/28/21	
Project Execution Phase		PM/Inst				10/28/21	10/28/21	
	I PRO-Enrollment event (Supervised or Mixed only)	all	Yes	1 Day				
Project Execution Phase		PM/Inst				10/29/21		
	I PRO Go-Live	all	Yes	2 Days			11/1/21	
Project Execution Phase		PM/Inst				10/29/21	10/29/21	
	I PRO Go-Live: Oakland County Jail Facility	all	Yes	1 Day				
Project Execution Phase		PM/Inst				11/1/21		
	I PRO Go-Live: Oakland County Children's Village	all	Yes	1 Day	1		11/1/21	
					52	8/18/21	10/29/21	
	Outbound Voicemail (OVM)				Days	1	1	
Project Planning Phase								
	OVM-Confirm Agency understands products and wants product quantity defaults	PM	Yes	10 Days	1	8/18/21	8/31/21	
Project Execution Phase		PM/Inst						
	OVM-Provision Outbound Voicemail	all	Yes	2 Days		9/1/21	9/2/21	
Project Execution Phase		PM/Inst				10/28/21	10/29/21	
	Outbound Voicemail - Go-Live	all	Yes	2 Days				

Project Execution Phase	Outbound Voicemail - Go-Live: Oakland County Jail Facility	PM/ Inst all	Yes	1 Day	10/28/ 21	10/28/ 21	1
Project Execution Phase	Outbound Voicemail - Go-Live: Oakland County Children's Village	PM/ Inst all	Yes	1 Day	10/29/ 21	10/29/ 21	1
	THREADS			53 Days	8/18/ 21		11/1/21
Project Planning Phase	THREADS-Obtain list of users at Agency who will need THREADS access	PM	Yes	2 Days	8/18/ 21		8/19/21
Project Execution Phase	THREADS-Add THREADS to SCP dropdown in SCN	PM/ Inst all	Yes	1 Day	8/20/ 21		8/20/21
Project Execution Phase	THREADS-Create user logons	PM/ Inst all	Yes	2 Days	8/23/ 21		8/24/21
Project Execution Phase	THREADS-Submit Customer Training request (trained 30 days after going live)	PM/ Inst all	Yes	1 Day	8/25/ 21		8/25/21
Project Execution Phase	THREADS - Go-Live	PM/ Inst all	Yes	2 Days	10/29/ 21		11/1/21
Project Execution Phase	THREADS - Go-Live: Oakland County Jail Facility	PM/ Inst all	Yes	1 Day	10/29/ 21		10/29/21
Project Execution Phase	THREADS - Go-Live: Oakland County Children's Village	PM/ Inst all	Yes	1 Day	11/1/ 21		11/1/21
	Trust Funding			53 Days	8/18/ 21		11/1/21
Project Planning Phase	TRUST-Agency completes Scope Survey and Deposit Authorization forms	PM	Yes	5 Days	8/18/ 21		8/24/21
Project Planning Phase	TRUST-Confirm if Agency will have kiosk hardware	PM	Yes	1 Day	8/25/ 21		8/25/21
Project Planning Phase	TRUST-Confirm if AIS is involved	PM	Yes	1 Day	8/26/ 21		8/26/21
Project Execution Phase	TRUST-Complete Trust Funding activities	PM	Yes	Days	8/27/ 21		9/27/21
Project Execution Phase	TRUST-Confirm All items on checklist are complete	PM/ Inst all	Yes	1 Day	9/28/ 21		9/28/21
Project Execution Phase	Trust Funding - Go-Live	PM/ Inst all	Yes	2 Days	10/29/ 21		11/1/21

Project Execution Phase	Trust Funding - Oakland County Jail Facility	PM/ Inst all	Yes	1 Day	10/29/ 21	10/29/2 1	
Project Execution Phase	Trust Funding - Oakland County Children's Village	PM/ Inst all	Yes	1 Day 41 Days	11/1/2 1 9/3/21	11/1/21 11/1/21	
Virtual Groups							
Project Execution Phase	VGroups-Label logical ports in SPP (if needed)	PM/ Inst all	Yes	2 Days	9/3/21	9/7/21	
Project Execution Phase	VGroups-Enable Virtual Groups feature in SCP	PM/ Inst all	Yes	2 Days	9/8/21	9/9/21	
Project Execution Phase	VGroups-Create new phone groups and assign ports (as needed)	PM/ Inst all	Yes	2 Days	9/10/2 1	9/13/21	
Project Execution Phase	VGroups-Map housing to terminal groups (as needed)	PM/ Inst all	Yes	2 Days	9/14/2 1	9/15/21	
Project Execution Phase	VGroups-Write code and Map the Housing feed	PM/ Inst all	Yes	10 Days	9/10/2 1	9/23/21	
Project Execution Phase	VGroups-Test data	PM/ Inst all	Yes	1 Day	9/24/2 1	9/24/21	
Project Execution Phase	VGroups-Host call with INS and Agency to confirm groupings	PM/ Inst all	Yes	2 Days	9/27/2 1	9/28/21	
Project Execution Phase	VGroups-Build virtual groups in SPP	PM/ Inst all	Yes	1 Day	9/29/2 1	9/29/21	
Project Execution Phase	Virtual Groups - Go-Live	PM/ Inst all	Yes	2 Days	10/29/ 21	11/1/21	
Project Execution Phase	Virtual Groups - Go-Live: Oakland County Jail Facility	PM/ Inst all	Yes	1 Day	10/29/ 21	10/29/2 1	
Project Execution Phase	Virtual Groups - Go-Live: Oakland County Children's Village	PM/ Inst all	Yes	1 Day 14 Days	11/1/2 1 8/18/2 1	11/1/21 9/7/21	
Project Planning Phase	WordAlert-Obtain list of users at Agency who will need Word Alert access	PM	Yes	2 Days	8/18/2 1	8/19/21	
Project Execution Phase	WordAlert-Submit Customer Training request	PM	Yes	1 Day	8/20/2 1	8/20/21	

Project Execution Phase	WordAlert-Provision Word Alert	PM/Inst all	Yes	2 Days	9/1/21	9/2/21
Project Execution Phase	WordAlert-Create Word Alert user logons	PM/Inst all	Yes	2 Days	9/3/21	9/7/21
Project Execution Phase	WordAlert-Ensure Agency received training	PM/Inst all	Yes	5 Days	8/23/21	8/27/21
Project Execution Phase	WORD ALERT - Go-Live	PM/Inst all	Yes	2 Days	8/23/21	8/24/21
Project Execution Phase	WORD ALERT - Go-Live: Oakland County Jail Facility	PM/Inst all	Yes	1 Day	8/23/21	8/23/21
Project Execution Phase	WORD ALERT - Go-Live: Oakland County Children's Village	PM/Inst all	Yes	1 Day	8/24/21	8/24/21
				50 Days	8/17/21	10/26/21
	SVC - New Install				1	1
Project Planning Phase	SVC-New - ***Set the predecessor of this task to External Kickoff***	PM	Yes	1 Day	8/17/21	8/17/21
Project Planning Phase	SVC-New - Submit Customer Training Request - NextGen SVC - Pre Go Live Webinar	PM	Yes	1 Day	8/18/21	8/18/21
Project Execution Phase	SVC-New - Create site (SPP for NG; SVC for Classic)	PM	Yes	3 Days	8/27/21	8/31/21
Project Execution Phase	SVC-New - After Integrations call, request appropriate credentials to access the data feed	PM/Inst all	Yes	3 Days	8/19/21	8/23/21
Project Execution Phase	SVC-New - Coordinate data feed with vendor and configure	PM/Inst all	Yes	10 Days	8/24/21	9/7/21
Project Execution Phase	SVC-New - Review SVC configurations	PM/Inst all	Yes	3 Days	9/8/21	9/10/21
Project Execution Phase	SVC-New - Schedule call with agency for IST to discuss and complete SVC Scheduler	PM/Inst all	Yes	1 Day	8/24/21	8/24/21
Project Execution Phase	SVC-New - Request list of Agency users who will need SVC logins	PM/Inst all	Yes	2 Days	8/25/21	8/26/21
Project Execution Phase	SVC-New - After you submit your first SO, submit customer Go Live training request	PM/Inst all	Yes	1 Day	8/27/21	8/27/21
Project Execution Phase	SVC-New - Send information to Agency on how to open their firewall for SVC monitoring	PM/Inst all	Yes	1 Day	8/30/21	8/30/21

Project Execution Phase	SVC-New - Create SVC user Logons (avoid Fridays if possible)	PM/ Inst all	Yes	2 Days	8/27/2 1	8/30/21
Project Execution Phase	SVC-New - Get Terms and Conditions from Agency	PM/ Inst all	Yes	3 Days	8/27/2 1	8/31/21
Project Execution Phase	SVC-New - Provision Terms and Conditions	PM/ Inst all	Yes	2 Days	9/1/21	9/2/21
Project Execution Phase	SVC-New - Submit Terms and Conditions to be posted on our site	PM/ Inst all	Yes	1 Day	9/3/21	9/3/21
Project Execution Phase	SVC-New - Submit Rates to be posted on our site	PM/ Inst all	Yes	2 Days	9/7/21	9/8/21
Project Execution Phase	SVC-New - Provision the product configurations	PM/ Inst all	Yes	10 Days	9/13/2 1	9/24/21
Project Execution Phase	SVC-New - Configure network equipment	PM/ Inst all	Yes	1 Day	9/27/2 1	9/27/21
Project Execution Phase	SVC-New - Validate all SVC data and configurations - last review before go live	PM/ Inst all	Yes	3 Days	9/27/2 1	9/29/21
Project Execution Phase	SVC-New - Agency confirms they made firewall changes	PM/ Inst all	Yes	2 Days	9/29/2 1	9/30/21
Project Execution Phase	SVC-New - Add new site in SVC Report Manager (this lists Agency on Securus online)	PM/ Inst all	Yes	2 Days	9/30/2 1	10/1/21
Project Execution Phase	SVC-New - Integrations Status Checklist is complete	PM/ Inst all	Yes	5 Days	10/1/2 1	10/7/21
Project Execution Phase	SVC-New - Complete Hardware Installation *** Set Predecessor to - EQUIPMENT Schedule Equipment Installation date/time***	PM/ Inst all	Yes	5 Days	10/20/ 21	10/26/2 1
Project Execution Phase	SVC-New - Test SVC and all ConnectUs apps BEFORE go live	PM/ Inst all	Yes	3 Days	10/8/2 1	10/12/2 1
Project Execution Phase	SVC-New - Verify Go Live Checklist is complete	PM/ Inst all	Yes	1 Day	10/13/ 21	10/13/2 1
Project Execution Phase	SVC-New - Order Marketing Materials	PM/ Inst all	Yes	1 Day	10/14/ 21	10/14/2 1

Project Execution Phase	SVC New Install - Go-Live	PM/ Inst all	Yes	2 Days	10/14/ 21	10/15/ 21	1
Project Execution Phase	SVC - New - Go-Live: Oakland County Jail Facility	PM/ Inst all	Yes	1 Day	10/14/ 21	10/14/ 21	1
Project Execution Phase	SVC - New - Go-Live: Oakland County Children's Village	PM/ Inst all	Yes	1 Day	10/15/ 21	10/15/ 21	1
	Commissary 3rd Party URL			42 Days	8/18/2	10/15/2	1
Project Execution Phase	3rdPartyURL-Contact Product Mgr, complete Exhibit and Legal signoff	PM/ Inst all	Yes	10 Days	8/18/2	1	8/31/21
Project Execution Phase	3rdPartyURL-Contact vendor to get custom URL	PM/ Inst all	Yes	10 Days	9/1/21	9/15/21	
Project Execution Phase	3rdPartyURL-Send custom URL to Network Engineering for Testing	PM/ Inst all	Yes	10 Days	9/16/2	1	9/29/21
Project Execution Phase	3rdPartyURL-Provision and Enable ConnectUs Icon	PM/ Inst all	Yes	2 Days	9/30/2	1	10/1/21
Project Execution Phase	3rdPartyURL-Verify Go Live Checklist items are complete	PM/ Inst all	Yes	1 Day	10/14/ 21	10/14/ 21	1
Project Execution Phase	Commissary 3rd Party URL - Go-Live	PM/ Inst all	Yes	2 Days	10/14/ 21	10/15/ 21	1
Project Execution Phase	Commissary 3rd Party URL on SVC - Go-Live: Oakland County Jail Facility	PM/ Inst all	Yes	1 Day	10/14/ 21	10/14/ 21	1
Project Execution Phase	Commissary 3rd Party URL on SVC - Go-Live: Oakland County Children's Village	PM/ Inst all	Yes	1 Day	10/15/ 21	10/15/ 21	1
	Incarcerated Scheduled Video Connect (ISVC)			37 Days	8/25/2	10/15/2	1
Project Planning Phase	ISVC-Discuss ISVC with Agency (Scheduler Call)	PM	Yes	1 Day	8/25/2	1	8/25/21
Project Execution Phase	ISVC-Provision Incarcerated Schedule Video Connect	PM/ Inst all	Yes	2 Days	9/1/21	9/2/21	
Project Execution Phase	ISVC-Confirm all items on Go Live checklist are complete	PM/ Inst all	Yes	1 Day	10/14/ 21	10/14/ 21	1
Project Execution Phase	Incarcerated Scheduled Video Connect - Go-Live	PM/ Inst all	Yes	2 Days	10/14/ 21	10/15/ 21	1

Project Execution Phase	Incarcerated Scheduled Video Connect on SVC - Go-Live: Oakland County Jail Facility	PM/Inst all	Yes	1 Day	10/14/21	10/14/21
Project Execution Phase	Incarcerated Scheduled Video Connect on SVC - Go-Live: Oakland County Children's Village	PM/Inst all	Yes	1 Day	10/15/21	10/15/21
				42 Days	8/18/21	10/15/21
	Law Library					
Project Execution Phase	LAWLIBRARY-Get Addendum executed (only if Securus is paying)	PM	Yes	5 Days	8/18/21	8/24/21
Project Execution Phase	LAWLIBRARY-Obtain custom URL from vendor	PM	Yes	5 Days	8/25/21	8/31/21
Project Execution Phase	LAWLIBRARY-(ConnectUs) Provision and add Icon	PM/Inst all	Yes	2 Days	9/1/21	9/2/21
Project Execution Phase	LAWLIBRARY-Verify Law Library checklist is complete	PM/Inst all	Yes	1 Day	10/14/21	10/14/21
Project Execution Phase	LAW LIBRARY - Go-Live	PM/Inst all	Yes	2 Days	10/14/21	10/15/21
Project Execution Phase	LAWLIBRARY - Go-Live on SVC: Oakland County Jail Facility	PM/Inst all	Yes	1 Day	10/14/21	10/14/21
Project Execution Phase	LAWLIBRARY - Go-Live on SVC: Oakland County Children's Village	PM/Inst all	Yes	1 Day	10/15/21	10/15/21
				42 Days	8/18/21	10/15/21
	Video Relay Service (VRS)					
Project Planning Phase	VRS-Submit Customer Training request	PM	Yes	1 Day	8/18/21	8/18/21
Project Planning Phase	VRS-Confirm whether an integration with JMS or Commissary is needed, or if Agency will manually designate eligible inmates	PM/Inst all	Yes	1 Day	8/19/21	8/19/21
Project Execution Phase	VRS-Request ANIs (30 Day Lead Time)	PM/Inst all	Yes	1 Day	8/19/21	8/19/21
Project Execution Phase	VRS-(if an integration is needed) Communicate with vendor for data feed	PM/Inst all	Yes	15 Days	8/20/21	9/10/21
Project Execution Phase	VRS-Receive confirmation ANIs were installed during change control	PM/Inst all	Yes	2 Days	10/4/21	10/5/21
Project Execution Phase	VRS-Provision in SPP	PM/Inst all	Yes	2 Days	10/6/21	10/7/21

Project Execution Phase	VRS-Confirm all items on Go Live checklist are complete	PM/Inst all	Yes	1 Day	10/14/21	10/14/21
Project Execution Phase	VRS - Go-Live	PM/Inst all	Yes	2 Days	10/14/21	10/15/21
Project Execution Phase	VRS on SVC - Go-Live on SVC: Oakland County Jail Facility	PM/Inst all	Yes	1 Day	10/14/21	10/14/21
Project Execution Phase	VRS on SVC - Go-Live on SVC: Oakland County Children's Village	PM/Inst all	Yes	1 Day	10/15/21	10/15/21
Project Closure Phase	Project Wrap-up	PM	Yes	1 Day	11/4/21	11/4/21
Project Closure Phase	Confirm HEAT Regulatory and Billing Table assignments are Resolved	PM	Yes	1 Day	11/4/21	11/4/21
Project Closure Phase	Closing Activities	PM	Yes	1 Day	11/4/21	11/4/21

05
E4
1:57

CSCL/CD-760 (Rev. 10/17)

MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS CORPORATIONS, SECURITIES & COMMERCIAL LICENSING BUREAU	
Date Received	(FOR BUREAU USE ONLY)
JAN 13 2020	AC1
This document is effective on the date filed, unless a subsequent effective date within 90 days after received date is stated in the document.	
Name	FILED JAN 13 2020 ADMINISTRATOR CORPORATIONS DIVISION EFFECTIVE DATE:
Address	
City	
State	
ZIP Code	

Document will be returned to the name and address you enter above. If left blank, document will be returned to the registered office.

**APPLICATION FOR CERTIFICATE OF AUTHORITY
TO TRANSACT BUSINESS IN MICHIGAN**
For use by Foreign Limited Liability Companies
(Please read information and instruction on last page)

Pursuant to the provisions of Act 23, Public Acts of 1993, the undersigned execute the following Application:

1. The name of the limited liability company is:
Securus Technologies, LLC

2. (Complete this item only if the limited liability company name in Item 1 is not available for use in Michigan.)
The assumed name of the limited liability company to be used in all its dealings with the Bureau and in the transaction of its business in Michigan is:

3. It is organized under the laws of Delaware
The date of its organization is 08/22/1997
The duration of the limited liability company if other than perpetual is _____

4. The address of the office required to be maintained in the state of organization or, if not so required, the principal office of the limited liability company is:
4000 International Parkway, Carrollton, TX 75007
(Street Address) (City) (State) (ZIP Code)

100 ce1BJ6 1936 732
AW

5. a. The street address of its registered office in Michigan is:

40600 Ann Arbor Rd E Ste 201 Plymouth Michigan 48170-4675
(Street Address) (City) (ZIP Code)

b. The mailing address of the registered office, if different than above:

_____, Michigan _____
(Street Address or P.O. Box) (City) (ZIP Code)

c. The name of the resident agent at the registered office is:

The Corporation Company

6. The Department is appointed the agent of the foreign limited liability company for service of process if no agent has been appointed, or if appointed, the agent's authority has been revoked, the agent has resigned, or the agent cannot be found or served through the exercise of reasonable diligence.

The name and address of a member or manager or other person to whom the administrator is to send copies of any process served on the administrator is: **(Must be different than agent shown in Item 5c)**

Robert Pickens
(Name)

4000 International Parkway, Carrollton, TX 75007
(Street Address) (City) (State) (ZIP Code)

7. The specific business which the limited liability company is to transact in Michigan is as follows:
 Provider of law enforcement and corrections technology, solutions, and related services.

The limited liability company is authorized to transact such business in the jurisdiction of its organization.

Signed this 9TH day of JANUARY, 2020

By _____
(Signature)

Justin Maroldi, Authorized Person
(Type or Print Name) (Type or Print Title)

Delaware

The First State

Page 1

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.



2788631 8300
SR# 20200003614

You may verify this certificate online at corp.delaware.gov/authver.shtml

A handwritten signature in black ink, appearing to read "JBULLOCK", is written over a horizontal line. Below the line, the text "Jeffrey W. Bullock, Secretary of State" is printed in a small font.

Authentication: 202101186

Date: 01-02-20



Department of Licensing and Regulatory Affairs
Lansing, Michigan

This is to Certify That

SECURUS TECHNOLOGIES, LLC

a FOREIGN LIMITED LIABILITY COMPANY existing under the laws of the state of Delaware

was validly authorized to transact business in Michigan on the 13 day of January, 2020 in conformity with 1993 PA 23.

Said company is authorized to transact in this state any business of the character set forth in its application which a domestic company formed under this act may lawfully conduct. The authority shall continue as long as the company retains its authority to transact such business in the jurisdiction of its organization, its authority to transact business in this state has not been suspended or revoked, and the company has not surrendered its authority to transact business in this state.

This certificate is in due form, made by me as the proper officer, and is entitled to have full faith and credit given it in every court and office within the United States.



In testimony whereof, I have hereunto set my hand, in the City of Lansing, this 13th day of January, 2020.

Linda Clegg

Linda Clegg, Interim Director

Corporations, Securities & Commercial Licensing Bureau

Delaware

The First State

Page 1

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.



2788631 8100V
SR# 20198685030

You may verify this certificate online at corp.delaware.gov/authver.shtml

A handwritten signature in black ink, appearing to read "JBULLOCK". Below the signature is a horizontal line with the text "Jeffrey W. Bullock, Secretary of State" underneath it.

Authentication: 204239478
Date: 12-17-19

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 13th 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



[FCC Home](#) | [Search](#) | [Updates](#) | [E-Filing](#) | [Initiatives](#) | [For Consumers](#) | [Find People](#)

FCC Registration

[FCC](#) > [FCC Registration](#)

[FCC Site Map](#)

Search Public Information

[Return to FCC Registration Home](#)

Displaying Records 1 (of 1)

FRN	Registrant	Contact	Address	City	State	Zip	Country	RegDate
0006222319	Securus Technologies, LLC	Conde, Debbie	4000 International Parkway	Carrollton	TX	75007	United States	01/23/2002

[REFINE SEARCH](#)

Customer Service			
Frequently Asked Questions	Forms Requiring an FRN	Privacy Statement	FCC Home Page
FRN Help Line: 877-480-3201 (Mon-Fri, 8 a.m.-6 p.m. ET).			
The FRN Help desk has a dedicated staff of customer service representatives standing by to answer your questions or concerns. You can also submit a help request at https://www.fcc.gov/wireless/available-support-services .			

Michigan Public Service Commission

Below is a copy of the information you provided on your registration form:

Company Information:

Name: Securus Technologies, LLC

Federal ID: 75-2722144

Status: Approved

DBA:

DBA 1:

DBA 2:

DBA 3:

DBA 4:

DBA 5:

DBA 6:

DBA 7:

DBA 8:

DBA 9:

DBA 10:

Address Information:

Billing Street: 4000 International Parkway Billing City: Carrollton Billing State: Texas Billing
Zip/Postal Code: 75007 Billing Country: United States Home/Business Phone: (972) 277-
0300

Fax: (972) 277-0416

Email: regulatoryreports@securustechnologies.com

Website: www.securustechnologies.com

Provider Service Information:

Eligible Telecommunications Carrier (ETC): No ETC Docket Number:

Lifeline Provider:

Broadband Type:

Competitive Access Provider (CAP): false CAP Tariff Information Provided:

Competitive Local Exchange Carrier (CLEC): false CLEC Tariff Information Provided:

CLEC Docket Number:

Incumbent Local Exchange Carrier (ILEC): false Interexchange Carrier (IXC): false IXC Tariff
Information Provided:

Operator Service Provider (OSP): true

Pay Phone Provider (PP): true

Toll Reseller (TR): false

Voice Over Internet Protocol Provider (VoIP): false Wireless Type:

Other: false

Other Description:

Company Contacts:

Type: Authorized Agent
Name: THE CORPORATION COMPANY
Title: Registered Agent
Street Address: 40600 ANN ARBOR ROAD E STE 201
City: PLYMOUTH
State: Michigan
Postal Code: 48170
Country: United States
Phone: (248) 646-9033
Phone Ext:
Fax:
Email:

Type: Customer Service Contact
Name: Zach Smith
Title: Director, Customer Service
Street Address: 4000 International Parkway
City: Carrollton
State: Texas
Postal Code: 75007
Country: United States
Phone: (972) 277-0453
Phone Ext:
Fax: (972) 277-0714
Email: zsmith@securustechnologies.com

Type: Officer 1
Name: David A. Abel
Title: CEO & President
Street Address: 4000 International Parkway
City: Carrollton
State: Texas
Postal Code: 75007
Country: United States
Phone: (972) 277-0300
Phone Ext:
Fax: (972) 277-0699
Email: dabel@securustechnologies.com

Type: Officer 2
Name: Cameshia Davis
Title: Regulatory Compliance Analyst
Street Address: 4000 International Parkway
City: Carrollton
State: Texas
Postal Code: 75007
Country: United States
Phone: (972) 277-0472
Phone Ext:
Fax: (972) 277-0416
Email: regulatorycomplaints@securustechnologies.com

Verification and Submission:
Federal ID: 75-2722144
Title: Sr. Regulatory Analyst
Verifier Name: Debbie Conde
Phone: (972) 277-0395
Email: regulatoryreports@securustechnologies.com



Site Name:

State:

AFCE Number:

Project Manager:

Lead Technician:

CUSTOMER PROVISIONING CHECKLIST

PROJECT PREPARATION

Preparation – Project Manager-	Create Installation Record within Installation Project Management System: - Build Install Record to include:	
	<ul style="list-style-type: none"> - Site Name, State - Site ID - Contract ID - Billing ANI - Project Manager 	<ul style="list-style-type: none"> - Field Service Manager - Inside Support Technician - Field Service Technician - AFCE Number - AFCE Outlay
Preparation – Project Manager- Create Install Record	Review Contract, Master Service Agreement, and Statement of Work to identify specific project requirements, including: <ul style="list-style-type: none"> -Installation Scope -Feature Requirements - Installation Process Requirements, including timelines -Service Level Agreements -Recording Policy Requirements 	<input type="checkbox"/>
Preparation – Project Manager-	Update Installation Record within Installation Project Management System: -Include: <ul style="list-style-type: none"> -Installation Scope -Feature Requirements - Installation Process Requirements, including timelines -Service Level Agreements -Recording Policy Requirements 	<input type="checkbox"/>
Preparation – Project Manager / Sales Associate-	Output Installation Record and submit to Sales Associate(s) for pre-Installation review.	<input type="checkbox"/>
Preparation – Project Manager / Installation Support Team	Conduct sit-down review of Installation Project, to review: <ul style="list-style-type: none"> -Installation Scope -Feature Requirements - Installation Process Requirements, including timelines -Service Level Agreements 	<input type="checkbox"/>
Preparation – Project Manager	Lock finalized Installation Record within Installation Project Management System:	<input type="checkbox"/>
Close Preparation – Project Manager	<p style="text-align: center;">X</p> <hr style="width: 30%; margin: auto;"/> <p style="text-align: center;">Project Manager</p>	Signature / Digital Signature Required

PROVISIONING REVIEW

Review – Project Manager / Installation Support Team Supervisor / Engineer	<p>Review Customer and Site Provisioning within the SCN Customer Provisioning System. Review Installation Record within Installation Project Management System.</p> <p>Validated Feature Requirements listed in the Installation Record match the features and configurations established in the SCN Customer Provisioning System.</p> <p>Validate IP Scheme, IAD Config, and Network</p>	<input type="checkbox"/>
Review – Project Manager / Installation Support Team	<p>Conduct sit-down review of Installation Project, to review:</p> <ul style="list-style-type: none"> -Installation Scope -Feature Requirements - Installation Process Requirements, including timelines -Service Level Agreements 	<input type="checkbox"/>
Review – Project Manager	<p>Lock finalized Installation Record within Installation Project Management System:</p>	<input type="checkbox"/>
Close Review – Project Manager	<p>Finalize and Lock Customer and Site Provisioning</p>	<p>Signature / Digital Signature Required</p>

X

Project Manager

X

Installation Support Team Supervisor

X

Engineer

Facility Name	Installers Name:
State:	Ticket Number
Main Address:	Date
Contact Name	

LEGEND

√ '= Satisfactory/Complete

X =Unsatisfactory

No Mark = Not Reviewed

Site Inventory

Review Item	Result	Notes
Does the equipment received match the equipment listed on the Sales Order? Please include equipment receipt checklist with returned survey.		
Was all of the equipment received without damage?		
Is any additional equipment required to complete project? Please include equipment request form for any additional equipment.		

Equipment Location and Security

Review Item	Result	Notes
Is there sufficient HVAC in the phone room?		
Is the equipment in a secure location?		
Is the physical condition of the phone room satisfactory?		
Is there evidence of any construction occurring in or around the phone room?		
Is there adequate perimeter space around the phone equipment?		

Electrical

Review Item	Result	Notes
Is a grounded, dedicated circuit being used to power the equipment?		
Is there a secondary power source available in the phone room?		
Is the equipment grounded with a #12 green insulated copper wire?		
Is the equipment utilizing a UPS unit or building UPS?		
Is the UPS plugged into the Towermax KSU?		
Is the Towermax KSU installed correctly, and electrically grounded?		
Is there lightning protection installed on the T1/C.O. side of the system?		
Is there lightning protection installed on the station side of the system?		

Network / Telecom

Review Item	Result	Notes
Have all lines/circuits been identified, tagged, and terminated? Please include circuit/line inventory.		
Have all lines/circuits been tested?		
Has the modem line and BTN been installed and tested?		
Are all routers, channel banks, and IADs installed and visible on the network? Please include updated network diagram.		
Is all wiring cleanly installed, utilizing wire management systems and recommend best practices? Please include pictures of all phone room wiring.		
Has all network and telecom cabling been tested?		

Telephones

Review Item	Result	Notes
Have all inmate phones been installed and securely mounted?		
Are all the conduit, pedestals, and backboards securely fastened?		
Have the new placards been installed in every phone?		
Have all of the phones been tested?		
Have all of the phones been identified with a logical port ID and facility port location?		
Have all of the port assignments been setup in the SCN Customer Record?		
Have the phones been associated with the correct management port groups?		
Are the on-off times and call timers set?		
Are the TDD phones installed and securely mounted?		
Has a successful TDD to TDD call been tested?		
Has a successful TDD to relay station call been tested?		

Data Upload / Migration

Has PIN information been obtained from previous system and provided to Installation Support Team for import?		
Has blocked/free/privileged calling list information been obtained from previous system and provided to Installation Support team for import?		

Test Plan / Customer Acceptance and Approvals

Review Item	Result	Notes
Has the test plan been completed with success?		
Has the Project Manager and Engineer reviewed and accepted?		
Has the customer acceptance form been reviewed and accepted?		

X

Facility Installer

X

Secondary Reviewer

SCN CUSTOMER PROVISIONING

Provisioning – Installation Support	<p>Access Installation Project Management System and review Installation Record. Before proceeding, ensure all necessary information is contained within the record.</p>	<input type="checkbox"/>
Provisioning – Installation Support	<p>Access the SCN Customer Provisioning System</p> <ul style="list-style-type: none"> -Create Customer Record, using Customer Name, Customer State, and Contract ID -Select the required call recording and storage profile from drop down menu -Create Sub-Customer Record (Site), using Site Name and State -Select appropriate time-zone from drop down menu -Select the “Home” Data Center from drop down menu 	<input type="checkbox"/>
Provisioning – Installation Support	<p>Access the Customer Setup WIZARD within the SCN Customer Provisioning System</p> <ul style="list-style-type: none"> -Create the MAIN, BOOKING, and DISABLED Management Port Groups (MPG) 	<input type="checkbox"/>
Provisioning – Installation Support	<p>Select the desired MPG group from the drop down menu, and select required features and dialing instructions/restrictions from the Entitlements Section of the Customer Setup WIZARD.</p> <p>This includes:</p> <ul style="list-style-type: none"> -Dialing class of service, such as Collect, Debit, etc. -Site Name Audio Announcement -Enable PINs / PANs and PIN / PAN Length -MPG Call Duration and Time Schedules -Billing ANI Identification 	<input type="checkbox"/>
INTEGRATED ACCESS DEVICE (IAD) PROVISIONING		
Provisioning – Installation Support	<p>Generate IAD Config File(s) by accessing IAD Config Generation Utility</p> <ul style="list-style-type: none"> -Enter Installation Record Number -Enter Site ID -Enter Site Name, State -Choose Circuit Type (MPLS or DSL) -Enter IAD Port Count (8/24) -Enter Internal IP Address (from Internal IP Access list) -Enter LEC Provided External IP -Enter Securus Access Tag Number (from Asset Tag list) -Save Configuration, and Click “GENERATE CONFIG” 	<input type="checkbox"/>
Provisioning – Installation Support	<p>E-mail the IAD Config File(s) to the appropriate Field Service Technician(s). Upload IAD Config File(s) to Installation Record within Installation Project Management System. Update Installation Record to include Internal IP, External IP, and Asset Tag for the IAD(s).</p>	<input type="checkbox"/>
Provisioning – Installation Support / Field Service	<p>Work with Field Technician to apply IAD Config file(s) to IAD Device(s) during the Onsite Test and Turn-up (T&T) process.</p>	<input type="checkbox"/>
Provisioning – Installation Support	<p>Link IAD device(s) to Customer Record within SCN Customer Provisioning System.</p> <ul style="list-style-type: none"> -Select IAD Type -Input IAD Asset Tag -Input IAD IP Address Configuration 	<input type="checkbox"/>

Quality Assurance of Installation

Inspected by:

Date:

General QA Issues	Yes	No	Notes
Installers onsite each day at specified times?			
Tool lists prepared to prevent issues with entry?			
Dressed in the appropriate manor and representing the company appropriately?			
Cleaning up in work areas after work is performed?			
Information for turnover documents being recorded of all equipment being installed?			
QA of Network Backbone	Yes	No	Notes
Conduit runs neat and efficient			
Rigid conduit used in inmate accessible areas below 10'			
Plenum rated cable used to code			
Cable installed (fiber and copper) Fluke tested and recorded for turnover documents			
Two hole straps used and installed to specs			
Security screws used below 10'			
Penetrations fire caulked			
No junction boxes with knockouts below 10'			
Any holes produced during install filled			
Cable management neat and to industry standards			
Floor and wall penetrations to be sleeved caulked/sealed			
Power circuits labeled in Power Panels			
Power circuit run separate from data and properly supported			
LDM/SLP/NSD installed and configured			
LDM/SLP/NSD location and IP addresses recorded for turnover documents			
LDM/SLP/NSD photographed for turnover documents			
QA of IDF Installation	Yes	No	Notes
Cable management neat and to industry standards			
Racks/backboards installed independent of existing facility infrastructure			
Room numbers and locations being recorded for turnover documents			
Photographs taken of IDF locations taken after installation for turnover documents			
QA of XL2 Installation	Yes	No	Notes
Terminal mounted securely, neat, and level			
Terminal mounted in an area that does not violate PREA terms			
Cable terminated and managed neatly inside terminal			
Serial number, MAC address, IP info, and location of terminal recorded for turnover documents			
Terminal configured/provisioned based on platform			
Validation with Install Support that terminal is remotely visible			
Photographs of terminal installation taken for turnover documents			
QA of WAP Installation	Yes	No	Notes
WAP mounted in correct location to provide the best coverage			
WAP serial number, MAC address, and location recorded for turnover documents			
In inmate accessible areas, under 10' are boxes without knockouts being used?			
In areas below 10' where WAPs must be mounted are secure enclosures being used?			
Photographs of WAP installation taken for turnover documents			
QA of Phone Installation	Yes	No	Notes
Conduit runs neat and efficient			
Rigid conduit used in inmate accessible areas below 10'			
Plenum rated cable used to code			
Phone mounted securely, neat, and level			
Appropriate security screws used			
Area left clean and free of debris			

CUSTOMER ACCEPTANCE FORM



Site Name:

St:

AFCE Number:

Project Manager:

Customer Contact:

EQUIPMENT INSTALLATION

<p>Equipment Room All phone equipment is professionally installed within designated areas.</p>	Notes:	<input type="checkbox"/>
<p>Equipment Room All phone equipment is properly labeled,</p>	Notes:	<input type="checkbox"/>
<p>Equipment Room All telecom and electrical wiring is mounted securely, and managed using best practices for wire/cable management.</p>	Notes:	<input type="checkbox"/>
<p>Equipment Room The Equipment Assignment Record has been completed and is attached the equipment rack.</p>	Notes:	<input type="checkbox"/>
<p>Equipment Room All necessary equipment is grounded appropriately and using designated power sources provided by the facility.</p>	Notes:	<input type="checkbox"/>
<p>Equipment Room All excess equipment, trash, or other materials have been removed from the equipment room.</p>	Notes:	<input type="checkbox"/>
<p>Telephone Installation All phones have been installed in the correct locations.</p>	Notes:	<input type="checkbox"/>
<p>Telephone Installation All phones have been securely mounted and inspected.</p>	Notes:	<input type="checkbox"/>
<p>Telephone Installation All phone handsets and keypads have been inspected</p>	Notes:	<input type="checkbox"/>
<p>Telephone Installation All information placards have been installed.</p>	Notes:	<input type="checkbox"/>
<p>Telephone Installation All telephones have been accurately identified, and logically associated with their physical location.</p>	Notes:	<input type="checkbox"/>
<p>Workstation Installation All workstations have been installed in designated locations.</p>	Notes:	<input type="checkbox"/>
<p>Workstation Installation All workstations have been used to access S-Gate UI.</p>	Notes:	<input type="checkbox"/>

EQUIPMENT OPERATION

Phone System Operation All custom prompts (tag prompts, facility name prompts) have been reviewed and confirmed.	Notes:	<input type="checkbox"/>
Phone System Operation Detainee and called party call flows have been reviewed and confirmed.	Notes:	<input type="checkbox"/>
Phone System Operation Call time limits have been reviewed and confirmed.	Notes:	<input type="checkbox"/>
Phone System Operation Call schedules have been reviewed and confirmed.	Notes:	<input type="checkbox"/>
Phone System Operation Applicable phone system features have been reviewed and verified (further defined as necessary to include all feature requirements)	Notes:	<input type="checkbox"/>
Workstation Operation Workstations have access to S-Gate UI, and user logins have been provided to necessary personnel.	Notes:	<input type="checkbox"/>
Workstation Operation S-Gate UI functionality, including reports, block/unblock, calls schedules, live call monitoring, and audio download/CDRW) have been tested and confirmed	Notes:	<input type="checkbox"/>
Data Verification All PIN/PAN data has been uploaded or input.	Notes:	<input type="checkbox"/>
Data Verification All blocked/free/privileged calling lists have been uploaded or input.	Notes:	<input type="checkbox"/>
Data Verification All phone locations (such as POD B, Left) have been correctly input into system.	Notes:	<input type="checkbox"/>

FORM VERIFICATION

Field Installation Checklist The Field Installation Checklist has been completed with success, reviewed, and signed by necessary parties.	Notes:	<input type="checkbox"/>
Test / Validation Checklist The Test/Validation Checklist has been completed with success, reviewed, and signed by necessary parties	Notes:	<input type="checkbox"/>
30-Day Support Plan The post-implementation support plan (acceptance criteria, SLAs, support contact, and escalation list) has been completed, and provided to appropriate customer contacts.	Notes:	<input type="checkbox"/>

X

X

X

Customer Contact

Project Manager

Installation Field Technician

Installation Equipment & Provisioning User Acceptance Signature Form

Site Id: _____

Site Name: _____

By my signature below I acknowledge I have reviewed the installation check list and I hereby confirm completion of the scope of work as required for acceptance approval which includes equipment, system functionality, and provisioning of the inmate phone system installed by Securus Technologies.

Facility Point of Contact Name:

Printed Name: _____

Signature: _____ **Date:** _____

Install Field Technicians assigned to installation:

Printed Name: _____

Printed Name: _____

ATTACHMENT E: SECURUS' MOST RECENT FINANCIAL STATEMENT



**Consolidated Financial Statements
December 31, 2020 and 2019**

Contents

Report of Independent Auditors	1
<hr/>	
Financial Statements	
Consolidated Balance Sheets	2
Consolidated Statements of Operations	3
Consolidated Statements of Member's Equity	4
Consolidated Statements of Cash Flows	5
Notes to Consolidated Financial Statements	6-24



Report of Independent Auditors

To the Management and the Board of Directors of Aventiv Technologies, LLC

We have audited the accompanying consolidated financial statements of Aventiv Technologies, LLC and its subsidiaries, which comprise the consolidated balance sheets as of December 31, 2020 and 2019, and the related consolidated statements of operations, member's equity and cash flows for the years then ended.

Management's Responsibility for the Consolidated Financial Statements

Management is responsible for the preparation and fair presentation of the consolidated financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on the consolidated financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on our judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, we consider internal control relevant to the Company's preparation and fair presentation of the consolidated financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of Aventiv Technologies, LLC and its subsidiaries as of December 31, 2020 and 2019, and the results of their operations and their cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

PricewaterhouseCoopers LLP

March 26, 2021

Aventiv Technologies, LLC

Consolidated Balance Sheets
December 31, 2020 and 2019
(dollars in thousands)

ASSETS	2020	2019
Current assets:		
Cash and cash equivalents	\$ 10,863	\$ 8,334
Restricted cash	16,368	11,162
Investments	504	-
Accounts and other receivables, net	43,824	34,428
Inventory	2,097	9,837
Prepaid expenses and other current assets	24,570	20,778
Total current assets	<u>98,226</u>	<u>84,539</u>
Operating lease right-of-use assets, net	34,057	43,079
Property and equipment, net	209,315	205,733
Intangibles and other assets, net	723,284	753,626
Goodwill, net	<u>1,018,119</u>	<u>1,018,119</u>
Total assets	<u>\$ 2,083,001</u>	<u>\$ 2,105,096</u>
LIABILITIES AND MEMBER'S EQUITY		
Current liabilities:		
Accounts payable	\$ 13,507	\$ 19,848
Accrued liabilities	91,724	61,980
Operating lease liabilities	6,494	7,053
Deferred revenue and customer advances	42,807	34,918
Current portion of long-term debt	10,880	10,880
Total current liabilities	<u>165,412</u>	<u>134,679</u>
Deferred income taxes	111,343	109,145
Long-term debt	1,356,046	1,389,923
Operating lease liabilities, long-term	30,224	36,452
Other long-term liabilities	20,635	11,255
Total liabilities	<u>1,683,660</u>	<u>1,681,454</u>
Commitments and contingencies (see Note 7)		
Member's equity:		
Member's capital	437,467	445,501
Retained deficit	(38,126)	(21,859)
Total member's equity	<u>399,341</u>	<u>423,642</u>
Total liabilities and member's equity	<u>\$ 2,083,001</u>	<u>\$ 2,105,096</u>

The accompanying notes are an integral part of these consolidated financial statements.

Aventiv Technologies, LLC

Consolidated Statements of Operations
Years Ended December 31, 2020 and 2019
(dollars in thousands)

	2020	2019
Revenue:		
Communication, media, and other services	\$ 579,718	\$ 516,256
Payment services	153,710	150,996
Electronic monitoring services	34,049	30,695
Total revenue	<u>767,477</u>	<u>697,947</u>
Operating costs and expenses:		
Cost of service (exclusive of depreciation and amortization shown separately below)	358,045	331,470
Selling, general, and administrative expenses	200,148	214,157
Depreciation, amortization, and impairment expense	128,912	109,094
Transaction expenses	-	3,973
Total operating costs and expenses	<u>687,105</u>	<u>658,694</u>
Operating income	80,372	39,253
Interest and other expenses, net	99,021	111,172
Loss before income taxes	<u>(18,649)</u>	<u>(71,919)</u>
Income tax benefit	(2,382)	(18,506)
Net loss	<u>\$ (16,267)</u>	<u>\$ (53,413)</u>

The accompanying notes are an integral part of these consolidated financial statements.

Aventiv Technologies, LLC

Consolidated Statements of Member's Equity
Years Ended December 31, 2020 and 2019
(dollars in thousands)

	Member's Capital	Retained Earnings/ (Deficit)	Total Member's Equity
Balance, December 31, 2018	\$ 445,501	\$ 34,395	\$ 479,896
Cumulative effect of accounting change	-	(1,562)	(1,562)
Dividend paid	-	(1,279)	(1,279)
Net loss	-	(53,413)	(53,413)
Balance, December 31, 2019	\$ 445,501	\$ (21,859)	\$ 423,642
Cash distribution to parent	(2,300)	-	(2,300)
Tax effect of purchase of outstanding debt by entity under common control	(5,734)	-	(5,734)
Net loss	-	(16,267)	(16,267)
Balance, December 31, 2020	<u>\$ 437,467</u>	<u>\$ (38,126)</u>	<u>\$ 399,341</u>

The accompanying notes are an integral part of these consolidated financial statements.

Aventiv Technologies, LLC

Consolidated Statements of Cash Flows
Years Ended December 31, 2020 and 2019
(dollars in thousands)

	2020	2019
Cash flows from operating activities:		
Net loss	\$ (16,267)	\$ (53,413)
Adjustments to reconcile net loss to net cash provided by operating activities:		
Depreciation, amortization, and impairment expense	128,912	109,094
Deferred income taxes	(3,536)	(19,360)
Amortization of deferred financing costs and discounts	5,003	4,000
Change in fair value of derivatives	8	770
Other operating activities, net	586	(313)
Increase/(decrease) in operating assets and liabilities:		
Accounts and other receivables, net	(9,397)	1,488
Prepaid expenses and other current assets	(3,291)	(3,329)
Inventory	7,740	1,629
Other assets	(6,359)	(6,326)
Accounts payable	(6,334)	(7,518)
Accrued and other liabilities	36,421	(2,764)
Net cash provided by operating activities	<u>133,486</u>	<u>23,958</u>
Cash flows from investing activities:		
Purchase of property and equipment	(49,514)	(91,012)
Additions to capitalized software development costs and patents	(27,956)	(28,892)
Purchase of investments	(504)	-
Net cash used in investing activities	<u>(77,974)</u>	<u>(119,904)</u>
Cash flows from financing activities:		
Proceeds from revolver	36,000	182,000
Repayments of revolver	(64,000)	(144,000)
Long-term debt borrowings, net of issuance costs	-	64,271
Payments on long-term debt	(10,880)	(10,711)
Proceeds from financing obligations	-	9,214
Repayment of financing obligations	(3,316)	(690)
Repayment of finance lease obligations	(3,281)	(3,176)
Cash distribution to parent	(2,300)	-
Payment of dividend to parent	-	(1,279)
Net cash provided by (used in) financing activities	<u>(47,777)</u>	<u>95,629</u>
Increase/(decrease) in cash and cash equivalents, and restricted cash	7,735	(317)
Cash and cash equivalents, and restricted cash:		
Beginning of period	19,496	19,813
End of period	<u>\$ 27,231</u>	<u>\$ 19,496</u>
Supplemental disclosures of cash flow information:		
Cash paid for interest	<u>\$ 88,025</u>	<u>\$ 116,408</u>
Cash paid for income tax payment	<u>\$ 1,401</u>	<u>\$ 1,876</u>
Increase/(decrease) in noncash purchases of property and equipment	<u>\$ (7)</u>	<u>\$ 810</u>
Right of use assets obtained in exchange for new finance lease liabilities	<u>\$ 16,100</u>	<u>\$ 4,652</u>
Purchase of equipment under financing obligation	<u>\$ 1,052</u>	<u>\$ 9,214</u>
Purchase of software under financing obligation	<u>\$ 2,210</u>	<u>\$ -</u>

See accompanying notes to consolidated financial statements.

The accompanying notes are an integral part of these consolidated financial statements.

Aventiv Technologies, LLC

Notes to Consolidated Financial Statements

Note 1. Business and Summary of Significant Accounting Policies

Aventiv Technologies, LLC (Aventiv), together with its subsidiaries (collectively, the Company), is based in Dallas, Texas and is a leading provider of civil and criminal justice technology solutions that improve public safety and modernize the incarceration experience for approximately 3,500 correctional facilities and over 1,200,000 incarcerated people across North America. As one of the largest communication and media providers for the United States' incarcerated population, the Company's product and service combinations deliver unique, full criminal lifecycle solutions from pre-incarceration incident management through post-incarceration monitoring.

On October 10, 2019, Aventiv announced the change of its name from Securus Technologies Holdings, LLC to Aventiv Technologies, LLC as part of its rebranding initiatives to reflect the Company's continuing transformation from a traditional corrections telecommunications service provider to a diversified technology company providing innovative solutions to customers across multiple sectors.

Principles of consolidation and basis of presentation: The accompanying consolidated financial statements have been prepared in accordance with U.S. generally accepted accounting principles (GAAP) and include the accounts of Aventiv and its wholly owned subsidiaries. All intercompany accounts and transactions have been eliminated in consolidation.

In 2020, the Company changed its presentation of revenue on the Consolidated Statements of Operations to combine its Inmate telecommunication and investigative products and Media and communication services revenue into one category, Communications and media services, to more accurately reflect the way in which the Company provides its services to the incarcerated population. The 2019 financial information was reclassified to reflect this new format. There was no impact to Total revenue or Net loss on the Consolidated Statements of Operations.

Accounting estimates: The preparation of financial statements in conformity with GAAP requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosures of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenue and expenses during the reporting period. Significant items subject to such estimates include the valuation allowances for receivables, the recoverability of property and equipment, goodwill, intangible and other assets, the carrying amount and estimated useful lives of contract costs, the carrying amount of operating lease right-to-use assets and operating lease liabilities, and deferred income taxes.

Management evaluates its estimates and assumptions on an ongoing basis using historical experience and other factors, including the current economic environment. Management believes this approach to be reasonable under the circumstances. Management adjusts such estimates and assumptions when facts and circumstances dictate. As future events and their effects cannot be determined with precision, actual results could differ significantly from these estimates. Changes in estimates will be accounted for prospectively.

Cash and cash equivalents and restricted cash: Cash equivalents consist of highly liquid investments, such as certificates of deposits, money market funds and short-term treasury instruments, with original maturities of 90 days or less. Restricted cash accounts hold amounts designated for regulatory requirements mandated as part of the Company's payment services operations or for the benefit of certain customers in the event the Company does not perform under the provisions of the respective underlying contracts with these customers.

Investments: The Company's investments consist of one year and two year certificates of deposits (CD's), which will be held to maturity. These CD's are recorded at cost, for which the Company earns simple interest income, which is recorded in Interest and other expenses, net, in the Consolidated Statement of Operations.

Accounts receivable: The Company extends credit to customers and other parties in the normal course of business. Trade accounts receivable are recorded at the invoice amount and do not bear interest. The Company's trade receivables are analyzed for collectability based on the age of individual accounts, economic events or other factors

Aventiv Technologies, LLC

Notes to Consolidated Financial Statements

and an allowance for doubtful accounts is recorded when necessary. The allowance for doubtful accounts is the Company's best estimate of the amount of probable credit losses.

Fair value of financial instruments: The Company's financial instruments consist of cash and cash equivalents, restricted cash, investments, accounts receivable, interest rate caps, accounts payable, and long-term debt (including the current portion) as of December 31, 2020 and December 31, 2019. The Company is not required to disclose the fair value of financial instruments carried at amortized cost, including long-term debt.

Concentrations of credit risk: Financial instruments, which potentially expose the Company to concentrations of credit risk, consist primarily of cash and cash equivalents and accounts receivable. At December 31, 2020 and 2019, one credit card processor comprised approximately 18.6% and 16.3% of total trade accounts receivable, respectively. The Company does not require collateral on accounts receivable balances and provides allowances for potential credit losses. The Company's revenues are concentrated in the United States in the corrections industry.

A significant portion of the Company's inventory and electronic components used in our property and equipment are manufactured in China and other overseas countries where manufacturing plants have been and are continuing to operate under various restrictions and delays caused by the COVID-19 Coronavirus. However, Management does not believe that the delays in the shipments of such components will materially impact the Company's business operations.

Inventory: The Company's inventory consists of media tablets. Inventory is stated at the lower of average cost or net realizable value. Inventory is fully comprised of finished goods.

Property and equipment: All purchases of property and equipment are stated at cost and include costs necessary to place such property and equipment in service. Property and equipment acquired through business combinations are recorded at fair value as of their acquisition date. Major renewals and improvements that extend an asset's useful life are capitalized, while repairs and maintenance are charged to operations as incurred. Construction in progress represents the cost of material purchases and construction costs for telecommunications hardware systems and electronic tracking devices in various stages of completion.

Depreciation is computed on a straight-line basis using estimated useful lives of 2 to 8 years for telecommunications equipment, video connection equipment, electronic tracking devices, and office furniture and equipment. Media kiosks are depreciated on a straight-line basis using an estimated useful life of 5 to 7 years, and media tablets are depreciated on a straight-line basis using an estimated useful life of 18 months. Leasehold improvements are depreciated over the lesser of their useful life or lease term, and equipment acquired through finance lease arrangements are depreciated either over the lease term or over the asset's useful life in the event the lease includes a bargain purchase option that is likely to be exercised at the end of the lease.

Business combinations: Business acquisitions are accounted for under the acquisition method of accounting. Allocating the purchase price to the assets acquired and liabilities assumed requires the Company to estimate the fair value of various assets and liabilities as well as contingent consideration which requires determining the appropriate valuation model and estimated fair values. The Company primarily establishes fair value using the income approach which requires the use of many assumptions and estimates including future revenues and expenses, as well as discount factors and income tax rates.

Goodwill, intangibles, and other assets: Goodwill represents the excess of the purchase price over the fair value of identifiable net assets acquired in business combinations accounted for as acquisitions. There were no changes to goodwill during the years ended December 31, 2020 and 2019.

Intangible and other assets includes indefinite-lived tradenames, patents and trademarks, capitalized software development costs, acquired technology rights, acquired contract rights, costs to obtain and to fulfill customer contracts, an equity investment, and deposits and other long-term assets.

Aventiv Technologies, LLC

Notes to Consolidated Financial Statements

The Company's capitalized software development cost consists of capitalized labor and other costs associated with software developed for internal use. Software is considered for internal use if acquired, internally developed, or modified solely to meet the entity's internal needs and if during the software's development or modification, no plan exists to market the software externally. Costs incurred during the application development stage are capitalized, which includes costs to design the software configuration and interfaces, coding, installation, and testing. Capitalization of cost begins when the preliminary project stage is completed and management with the relevant authority authorizes and commits to funding a computer software project and believes that it is probable that the project will be completed and the software will be used to perform the function intended. Capitalization ceases when the project is complete or it is no longer probable that the project will be completed. Costs related to training and maintenance are expensed as incurred. The Company capitalizes interest costs associated with capitalized software development cost based on the effective interest rate on aggregate borrowings.

The Company capitalizes costs incurred to obtain and costs incurred to fulfill a customer contract. Capitalized costs to obtain are comprised of sales commissions related to new contracts and up-front payments required by facility customers as part of awarding a contract, which are referred to in the industry as signing bonuses. Capitalized costs to fulfill are comprised of personnel and contractor costs incurred for the setup of new customers subsequent to the signing of the contract.

The Company defers implementation costs incurred in cloud computing arrangements that qualify as hosted arrangements. These types of arrangements are comprised of contracts with third party providers of online solutions used for sales functions. The long-term and short-term portions of these costs are included within Intangibles and other assets, net and within Prepaid expenses and other current assets on the Consolidated Balance Sheet, respectively, and are amortized as Selling, general, and administrative expenses on the Consolidated Statement of Operations over each hosting arrangement's term.

Intangible and other assets are amortized based on the useful life of each asset. Amortization of acquired technology is computed over useful asset lives which range from 6 to 17 years and in accordance with the pattern of the projected economic benefit of the asset. Amortization of acquired contracts, including customer relationships, license agreements and non-compete agreements, is computed over useful asset lives which range from 3 to 20 years and in accordance with the pattern in which the economic benefit is projected to be earned each year over the life of the contract. Amortization of capitalized software development costs is computed on a straight-line basis over 3 to 5 years. As of December 31, 2020 and December 31, 2019, the weighted average amortization period for all intangible assets subject to amortization was approximately 15.5 and 15.9 years, respectively.

Impairment of Property and Equipment and intangibles subject to amortization: Long-lived assets are grouped with other assets at the lowest level of identifiable cash flow streams and are reviewed for impairment as a group whenever events or changes in circumstances indicate that the carrying amount of an asset may not be recoverable. Recoverability of assets to be held and used is measured by a comparison of the carrying value of the assets to the estimated undiscounted future cash flows expected to be generated by the assets. If the carrying value of the assets exceed their estimated future cash flows, an impairment charge is recognized for the amount by which the carrying value of the assets exceed the fair value of the assets. See Note 2 for further detail on impairments of the Company's intangible assets.

Impairment of Goodwill and indefinite-lived intangibles: The Company performs an annual qualitative assessment of goodwill and indefinite-lived intangibles as of October 1 of each year, or whenever events or circumstances indicate the fair value of the reporting unit is less than the carrying amount, to determine whether quantitative impairment testing is necessary. The Company performs its annual goodwill and indefinite-lived intangibles impairment test by comparing the fair value of a reporting unit to its carrying amount and recognizes an impairment charge for the amount by which the carrying amount exceeds the reporting unit's fair value, if necessary. The Company determined no goodwill impairment existed during the years ended December 31, 2020 and 2019.

Aventiv Technologies, LLC

Notes to Consolidated Financial Statements

Leases: Effective January 1, 2019, the Company adopted Accounting Standards Update (ASU) 2016-02 (ASC 842), *Leases*, and all related amendments using the modified retrospective method. The Company recognized right-of-use assets for both operating and finance leases, and operating lease liabilities that represent the present value of its obligation to make payments over the lease term. The present value of the operating lease payments was calculated using the Company's incremental borrowing rate, which was based on the rate of interest required to borrow an amount equal to the lease payments on a collateralized basis over a similar term. The present value of the financing lease payments was calculated using the rate implicit in each financing lease agreement.

The Company elected to adopt the package of practical expedients that allowed it to carry forward the historical determination of contracts as leases and lease classification, and to not reassess initial direct costs for historical lease arrangements. The Company also adopted the hindsight application for evaluating the lives of its lease arrangements, elected to combine lease and non-lease components, and did not apply the recognition requirement of ASC 842 to short-term leases. The finance lease classification under ASC 842 includes leases previously classified as capital leases under ASC 840.

The adoption of ASC 842 resulted in the recognition of operating lease liabilities of \$46.4 million and operating right-of-use assets of \$46.2 million, with existing prepaid and deferred rent accruals recorded as an offset to the right-of-use assets. Further, based on the Company's election of the hindsight practical expedient, the Company reassessed the contractual terms for all leases, which resulted in the reduction of the Company's assets financed through capital leases under ASC 840 by \$2.1 million, and a cumulative impact to retained earnings of \$1.6 million, net of tax. The standard did not materially impact the Company's Consolidated Statement of Operations or the Consolidated Statement of Cash Flows. See Note 6 for additional detail on the Company's leases.

Derivatives: The Company uses derivatives instruments primarily to manage interest rate risk exposure and to add stability to interest expense, with the primary objective being to minimize interest rate risks associated with the Company's financing activities. These agreements involve the receipt of variable rate amounts from a counterparty if interest rates rise above the strike rate of the contract in exchange for an upfront premium. Upon the effective dates of each of the Company's derivative instruments, management has determined that all instruments would be a nondesignated hedge. Therefore, none would be monitored for effectiveness. Derivative financial instruments are recorded in the Consolidated Balance Sheets in intangible and other assets, net and are measured at fair value. Changes in market value of the derivative financial instruments are recorded in Interest and other expenses, net, in the Consolidated Statement of Operations.

During the years ended December 31, 2020 and 2019, the Company was party to two interest rate cap agreements: one with Goldman Sachs (GS) and another with Deutsche Bank (DB), each with a notional amount of \$350.0 million and a cap rate of 3.5%. The Company paid a premium of \$1.36 million and \$1.38 million, respectively, to enter into the GS and DB agreements, and the fair value of the GS and DB agreements were each and in aggregate zero and \$8 thousand at December 31, 2020 and 2019, respectively. Both cap agreements terminate on September 30, 2021.

Revenue Recognition: The Company earns revenue primarily from incarcerated individuals and other consumers who utilize the Company's services as outlined under multi-year contracts with government agencies for communication and media services, payment services, and electronic monitoring services. Revenue is recognized upon transfer of control of the promised products or services equal to an amount that reflects the consideration the Company expects to receive in exchange for those products or services.

Nature of goods and services

Specifically, revenues related to communication services, such as voice calls, emessages, and video connections, are recognized at the point in time the services are delivered. Revenues related to convenience fees are recorded as incurred. Revenues related to automated interactive voice response systems, investigative call analysis, and live call monitoring are recognized during the period in which the service is used based on call volume. Advance payments

Aventiv Technologies, LLC

Notes to Consolidated Financial Statements

received to fund customer accounts are deferred until the services are delivered. Regulatory fees and taxes billed to customers are recorded on a net basis.

Revenues related to media services, such as tablets and downloads of music, movies, and games, are recognized upon delivery of the goods and services to the incarcerated person. Deferred revenue is recorded for payments received in advance for the sales of these services.

Communications and media breakage revenue is recorded upon the expiration of customer accounts, which is generally six months after last usage, or upon the passage of time where future redemption is unlikely, which is based on an analysis of the Company's historical redemption trends and is approximately six months from the original transaction date.

Revenues related to payment services are comprised of fees charged for the facilitation of online payments, which are recognized when the payments are processed. The arrangements under which these services are rendered are generated by multi-year contracts entered into between the Company and the facilities or government agencies.

Revenues related to electronic monitoring services are comprised of a subscription-based model. A flat, daily fee is charged by the Company to its customers in accordance with the number of electronic monitoring devices used by the customer, and the revenue is recognized on a daily basis as the services are performed.

Performance obligations

The Company identifies performance obligations in a contract based on the types of services that will be transferred to the customer that are identifiable from other promises in the contract, or distinct. If not considered distinct, the promised services are combined together and accounted for as a combined performance obligation. Determining the distinct performance obligations in a contract requires judgment. The Company allocates the transaction price of the contract to each distinct performance obligation based on a relative standalone selling price basis. Determining such standalone selling prices requires judgment and are based on multiple factors including historical selling prices and internal pricing policies. The majority of the Company's revenues are prepaid when cash is deposited into a customer's pre-established account, at which point revenue is deferred by the Company and then recognized upon delivery of the service.

401(k) plan: The Company sponsors a 401(k) savings plan for the benefit of eligible full-time employees. The plan is a qualified benefit plan in accordance with the Employee Retirement Income Security Act of 1974. Employees participating in the plan can generally contribute a portion of annual earnings not to exceed \$19,500, or \$26,000 for employees 50 years of age or older. The 401(k) plan provides for the Company to make discretionary matching contributions of 50% of an eligible employee's contribution for up to 6% of their salary. Matching contributions and plan expenses were \$2.0 million and \$2.4 million during the years ended December 31, 2020 and December 31, 2019, respectively.

Transaction expenses: The Company recorded approximately \$3.9 million of transaction expenses during the year ended December 31, 2019, all of which were costs incurred for due diligence services for the potential acquisition of Inmate Calling Solutions, LLC, for which the purchase agreement was terminated in 2019. There were no transaction expenses incurred during the year ended December 31, 2020.

Income taxes: The Company records deferred tax assets and liabilities at an amount equal to the expected future tax consequences of transactions and events. Deferred tax assets and liabilities are determined based on the future tax consequences attributable to the differences between the financial statement carrying amounts of existing assets and liabilities and their respective tax bases and operating loss and tax credit carryforwards. Deferred tax assets and liabilities are measured using enacted income tax rates expected to apply to taxable income in the years in which those differences are expected to be recovered or settled. The effect on deferred tax assets and liabilities of a change in income tax rates is recognized in the results of operations in the period that includes the enactment date.

Aventiv Technologies, LLC

Notes to Consolidated Financial Statements

A valuation allowance is provided when it is more likely than not that some portion or the entire net deferred tax asset will not be realized. The Company calculated the deferred tax liability, deferred tax asset, and the related valuation of net deferred tax assets, including net operating loss carryforwards, for the taxable temporary differences on a jurisdiction by jurisdiction basis. The valuation allowance represents the excess deferred tax assets including the net operating loss carryforwards, over the net deferred tax liabilities, excluding deferred liabilities that are not available to offset deferred tax assets.

The Company accounts for the uncertainty in income taxes on the determination of whether tax benefits claimed or expected to be claimed on a tax return should be recorded in the financial statements. The tax benefit from an uncertain tax position may be recognized only if it is more likely than not that the tax position will be sustained on examination by the taxing authorities. The determination is based on the technical merits of the position and presumes that each uncertain tax position will be examined by the relevant taxing authority that has full knowledge of all relevant information. The Company's policy with respect to recognition of interest and penalties on uncertain tax position is to assess the likelihood, for each uncertain tax position, that any interest and penalties may be assessed by the relevant taxing authorities and, based on such assessment, record any significant interest and penalties as a component of income tax expense.

Incentive Compensation Plan: On April 30, 2018, SCRS Holding Corporation (SCRS) implemented a long term incentive compensation plan pursuant to which certain employees of the Company may be entitled to receive compensation in the event of certain Qualifying Events, as defined in the plan, and pursuant to certain conditions set forth in the plan. The Company's compensation committee administers the plan, which is designed to serve as an incentive to attract and retain qualified and competent employees. Performance units, which are granted to employees under individual grant agreements, mature over a 4.5 to 5 year period with any unvested units fully maturing upon a change of control or initial public offering. The maximum number of units that may be awarded under the Plan is 30.0 million units. Upon the occurrence of a Qualifying Event, participants will be entitled to receive a cash payment (or stock in the event of an IPO) for their share of the value of the Qualifying Event. The plan expires and terminates at the earlier of either a change of control or on April 30, 2026.

Compensation costs are recognized for an award based on the award's fair value remeasured at each reporting date until the date of the settlement. Change in the fair value of a liability that occurs during the requisite service period is recognized as compensation cost over that period. Any difference between the amount for which a liability award is settled and its fair value at the settlement date is an adjustment of compensation costs in the period of settlement. No Qualifying Events occurred and, therefore, no compensation costs were recorded under the plan during the years ended December 31, 2020 and 2019.

Commitments and contingencies: Liabilities for loss contingencies arising from claims, assessments, litigation, fines, and penalties and other sources are recorded when it is probable that a liability has been incurred and the amount of the assessment and/or remediation can be reasonably estimated. Legal fees related to loss contingencies are expensed as services are rendered.

Recently issued accounting pronouncements: In August 2018, the FASB issued an update in which it adjusted the accounting policy for costs incurred for implementation of an entity's hosted arrangements. These types of arrangements include but are not limited to contracts with third party providers of online solutions used for project management, customer installation, and sales functions. The Company elected to adopt this update on January 1, 2020 using a prospective approach, under which it now defers its implementation costs to Prepaid expenses and other current assets on the Consolidated Balance Sheet and amortizes them as Selling, general, and administrative expenses on the Consolidated Statement of Operations over the hosting arrangement's term. The adoption of this update did not materially impact the Company's consolidated financial statements.

In November 2019, the FASB issued an update to introduce an 'expected credit loss' model for impairment of financial assets measured at amortized cost in replacement of the 'probable, incurred loss' model for such assets. This includes clarifications for treatments regarding recoveries of financial assets with credit deterioration, troubled

Aventiv Technologies, LLC

Notes to Consolidated Financial Statements

debt restructurings, and financial assets secured by collateral maintenance provisions. This update is effective for public entities for fiscal years beginning after December 15, 2019. For all other entities, it is effective for fiscal years beginning after December 15, 2020. Early adoption is permitted, and the method of adoption is a modified retrospective approach, except for other-than temporary impairments on debt securities which is to receive a prospective transition approach. The adoption of this update did not materially impact the Company's consolidated financial statements.

In December 2019, the FASB issued an update to simplify the accounting for income taxes by removing certain exceptions and improving the consistency of the application of the principles outlined in ASC 740, *Income Taxes*. This update includes the removal of the exception to the incremental approach for intraperiod tax allocation when there is a loss from continuing operations with income from other items, the exception to the requirement to recognize a deferred tax liability for equity method investments of a foreign subsidiary, and the exception to calculating income taxes in an interim period when a year-to-date loss exceeds the anticipated loss for the year. Further, this update requires recognition of a franchise tax that is partially based on income as an income-based tax, evaluation when a step up in tax basis of goodwill should be considered part of the business combination rather than a separate transaction, and reflection of the effect of an enacted change in tax laws or rates in the annual effective tax rate computation in the interim period that includes the enactment date, as well as removes the requirement to allocate the consolidated amount of current and deferred tax expense to a legal entity that is not subject to tax in its separate financial statements. This update is effective for public entities for fiscal years beginning after December 15, 2020. For all other entities, it is effective for fiscal years beginning after December 15, 2021. Early adoption is permitted, and all amendments within this update must be adopted at the same time. The method of adoption allowed varies between retrospective approach, modified retrospective approach, and prospective approach based on the nature of each amendment. The Company is evaluating the impact of this update on its consolidated financial statements for the interim and annual fiscal periods beginning in 2021.

In March 2020, the FASB issued an update to provide for a limited period of time alternatives to using the London Interbank Offered Rate (LIBOR), during which entities are allowed to use rates that are more observable or transaction based. This update provides exceptions for applying GAAP to contracts, hedging relationships, and other transactions affected by reference rate reform if certain criteria are met, but only applies to such transactions that reference LIBOR. The Company will not be electing to adopt this update, since it has multiple rates available for the calculation of interest on its debt and other financial instruments, and therefore is not reliant on LIBOR. As such, this update has no impact to the Company's consolidated financial statements.

Note 2. Certain Balance Sheet Components

Accounts and other receivables, net consisted of the following at December 31 (in thousands):

	2020	2019
Trade accounts receivable	\$ 45,765	\$ 35,004
Current portion of notes receivable	130	151
Income tax receivable	358	1,493
	<u>46,253</u>	<u>36,648</u>
Less allowance for doubtful accounts	(2,429)	(2,220)
	<u>\$ 43,824</u>	<u>\$ 34,428</u>

Aventiv Technologies, LLC

Notes to Consolidated Financial Statements

Property and equipment, net consisted of the following at December 31 (in thousands):

	<u>2020</u>	<u>2019</u>
Media kiosks and tablets	\$ 144,721	\$ 115,460
Telecommunications equipment	64,585	52,683
Office furniture and equipment	41,612	34,802
Construction in progress	32,086	32,965
Video connection equipment	30,565	28,312
Electronic tracking devices	24,397	15,951
Leasehold improvements	14,724	14,545
	<u>352,690</u>	<u>294,718</u>
Less accumulated depreciation and amortization	(143,375)	(88,985)
	<u>\$ 209,315</u>	<u>\$ 205,733</u>

Depreciation expense for the years ended December 31, 2020 and 2019 was approximately \$62.2 million and \$44.6 million, respectively. Property and equipment acquired through finance leases (see Note 6) equaled \$30.8 million (\$19.0 million, net of accumulated depreciation of \$11.8 million) as of December 31, 2020 and \$15.8 million (\$8.2 million, net of accumulated depreciation of \$7.6 million) as of December 31, 2019.

Goodwill, net consisted of the following (in thousands):

Balance, December 31, 2018		
Goodwill	\$ 1,029,747	
Accumulated impairment losses		(11,628)
		<u>\$ 1,018,119</u>
Changes to Goodwill		-
Balance, December 31, 2019		
Goodwill	\$ 1,029,747	
Accumulated impairment losses		(11,628)
		<u>\$ 1,018,119</u>
Changes to Goodwill		-
Balance, December 31, 2020		
Goodwill	\$ 1,029,747	
Accumulated impairment losses		(11,628)
		<u>\$ 1,018,119</u>

There were no changes to goodwill during the years ended December 31, 2020 and 2019.

Aventiv Technologies, LLC

Notes to Consolidated Financial Statements

Intangibles and other assets, net consisted of the following at December 31 (in thousands):

	Gross Carrying Value	Accumulated Amortization	Net	Weighted Average Life
2020				
Intangible assets:				
Indefinite-lived tradenames	\$ 108,130	\$ -	\$ 108,130	
Patents and trademarks	4,797	(1,303)	3,494	13.2
Capitalized software development costs	93,301	(31,840)	61,461	4.6
Acquired technology rights	172,872	(79,712)	93,160	9.4
Acquired contract rights	495,415	(64,189)	431,226	20.0
	<u>874,515</u>	<u>(177,044)</u>	<u>697,471</u>	
Other long-term assets:				
Costs to obtain customer contracts	\$ 10,195	\$ (3,216)	\$ 6,979	8.2
Costs to fulfill customer contracts	16,899	(2,602)	14,297	9.7
Deposits and other long-term assets	4,537	-	4,537	
	<u>31,631</u>	<u>(5,818)</u>	<u>25,813</u>	
Intangible and other assets, net	<u>\$ 906,146</u>	<u>\$ (182,862)</u>	<u>\$ 723,284</u>	
2019				
Intangible assets:				
Indefinite-lived tradenames	\$ 108,092	\$ -	\$ 108,092	
Patents and trademarks	4,211	(808)	3,403	12.7
Capitalized software development costs	64,943	(16,403)	48,540	4.6
Acquired technology rights	172,872	(55,628)	117,244	9.4
Acquired contract rights	495,415	(39,526)	455,889	20.0
	<u>845,533</u>	<u>(112,365)</u>	<u>733,168</u>	
Other long-term assets:				
Costs to obtain customer contracts	\$ 7,718	\$ (1,670)	\$ 6,048	8.1
Costs to fulfill customer contracts	11,207	(1,320)	9,887	9.8
Deposits and other long-term assets	3,914	-	3,914	
Equity investment	609	-	609	
	<u>23,448</u>	<u>(2,990)</u>	<u>20,458</u>	
Intangible and other assets, net	<u>\$ 868,981</u>	<u>\$ (115,355)</u>	<u>\$ 753,626</u>	

During the year ended December 31, 2020, the Company wrote off its equity investment upon the conclusion that it no longer had value. As a result, an impairment loss of \$0.6 million was recorded with earnings and losses from equity investment in Interest and other expenses, net in the Consolidated Statement of Operations. Furthermore, during the year ended December 31, 2019, as part of its rebranding initiative, the Company determined that one of its tradenames related to its payment service line of business would no longer be used and concluded that it therefore had no value. Accordingly, the Company recorded an impairment loss of \$3.6 million in depreciation, amortization, and impairment expense in the Consolidated Statement of Operations.

Aventiv Technologies, LLC

Notes to Consolidated Financial Statements

Total capitalized costs to obtain were approximately \$8.7 million and \$7.3 million as of December 31, 2020 and 2019, respectively, while total capitalized costs to fulfill were approximately \$16.2 million and \$11.0 million as of December 31, 2020 and 2019, respectively. The long-term and short-term portions of these costs are included within Intangibles and other assets, net and within Prepaid expenses and other current assets on the Consolidated Balance Sheet, respectively. These contract costs are amortized over the contractual periods to which they pertain, including expected renewals. The costs comprised of sales commissions and customer setup are amortized into Selling, general and administrative expenses in the Consolidated Statement of Operations, while the costs related to the Company's signing bonuses are amortized into Cost of Service. The weighted average amortization period for the Company's costs to obtain was approximately 8.2 and 8.1 years as of December 31, 2020 and 2019, respectively, while the weighted average amortization period for the Company's costs to fulfill was approximately 9.7 and 9.8 years as of December 31, 2020 and 2019, respectively.

Amortization of intangible assets for the years ended December 31, 2020 and 2019 was approximately \$64.7 million and \$64.5 million, respectively. Estimated amortization expense related to intangible assets for each of the next five years through December 31, 2025 and thereafter is summarized as follows (in thousands):

2021	\$	69,567
2022		65,814
2023		57,892
2024		50,111
2025		42,738
Thereafter		303,219
	\$	<u>589,341</u>

Accrued liabilities consisted of the following at December 31 (in thousands):

	<u>2020</u>	<u>2019</u>
Accrued expenses	\$ 40,681	\$ 33,042
Accrued compensation	14,216	9,255
Amounts due to correctional facilities	16,317	11,149
Accrued taxes	5,413	3,792
Short-term portion of financing obligations, including leases	10,535	4,705
Accrued interest and other	4,562	37
	<u>\$ 91,724</u>	<u>\$ 61,980</u>

Aventiv Technologies, LLC

Notes to Consolidated Financial Statements

Note 3. Debt

Debt consisted of the following at December 31 (in thousands):

	<u>2020</u>	<u>2019</u>
Revolving credit facility due November 2022	\$ 60,000	\$ 88,000
Secured first lien term loans due November 2024	1,055,395	1,066,275
Secured second lien loans due November 2025	<u>282,500</u>	<u>282,500</u>
	1,397,895	1,436,775
Less unamortized deferred financing costs	(3,953)	(4,531)
Less unamortized discount	<u>(27,016)</u>	<u>(31,441)</u>
	1,366,926	1,400,803
Less current portion of long-term debt	<u>(10,880)</u>	<u>(10,880)</u>
	<u>\$ 1,356,046</u>	<u>\$ 1,389,923</u>

Future maturities of debt for each of the following five years are as follows (in thousands):

2021	\$ 10,880
2022	70,880
2023	10,880
2024	1,022,755
2025	282,500
Thereafter	-
	<u>\$ 1,397,895</u>

The Company is party to a first and second lien credit agreement (collectively, the Secured Lien Credit Agreements), which provide for secured credit facilities and consist of the following as of December 31, 2020:

- A \$1.1 billion first lien term loan including a \$150.0 million revolving credit facility, which provides for a \$50.0 million sublimit for the issuance of letters of credit. The maturity date of the first lien term loan and of the revolving credit facility is November 1, 2024 and November 1, 2022, respectively.
- A \$282.5 million second lien term loan with a maturity date of November 1, 2025.

On April 30, 2019, the Company borrowed an additional \$67.0 million on its first lien term loan, net of approximately \$0.8 million of original issue discount and approximately \$1.7 million of debt issuance costs, which was used to pay down the Company's revolving credit facility as well as accrued interest of \$0.4 million.

The first lien term loan requires equal quarterly repayments equal to 0.25% of the original principal amount, and bears interest at an annual rate at the Company's option equal to either: (a) the Base Rate plus the Applicable Margin of 3.5%, or (b) the LIBO Rate plus the Applicable Margin of 4.5%. Advances under the revolving credit facility bear interest at an annual rate of the Base Rate plus Applicable Margin of 2.5%, or the LIBO Rate plus Applicable Margin of 3.5%. The Base Rate is the greatest of: (a) The Federal Funds Rate, as defined in the Secured Lien Credit Agreements, plus 0.50%, (b) the Prime Rate, as set by Deutsche Bank New York, in effect on such day,

Aventiv Technologies, LLC

Notes to Consolidated Financial Statements

and (c) the LIBO Rate for an interest period of one month, plus 1.00%. The LIBO Rate must be at least 1.00% for the first lien term loan and 0.00% for the revolving credit facility. The letter of credit fees of 3.50% plus a fronting fee of 0.125% per annum are payable on a quarterly basis with respect to outstanding letters of credit, and the unused amount of the revolving credit facility is subject to commitment fees of 0.375% per annum. The effective interest rate on the first lien term loan was 6.2% and 6.9% at December 31, 2020 and 2019, respectively, payable quarterly in arrears.

The first lien term loan allows for voluntary prepayments at any time (subject to certain requirement and limitations for voluntary prepayments of first lien term loans), and requires mandatory prepayments of first lien term loans upon the occurrence of certain events, including certain sales of assets and receipt of certain insurance proceeds, subject to reinvestment rights, and the issuance of debt (other than debt permitted to be incurred under the credit agreement). To the extent the Company generates excess cash flow (as defined in the Secured Lien Credit Agreements) in any fiscal year, starting with the fiscal year ended December 31, 2018, the Company is required to prepay principal equal to 50% of such excess cash flow less voluntary repayments of the loans (Accelerated Payment) during such fiscal year if, as of the last day of the most recently ended fiscal year, the Consolidated First Lien Net Leverage Ratio (as defined in the Secured Lien Credit Agreements) is greater than 4.20:1.00. If the Consolidated First Lien Net Leverage ratio is less than or equal to 4.20:1.00 but greater than 3.70:1.00, the Company is required to prepay principal equal to 25% of such excess cash flow less voluntary repayments of the loans. No payment is required if the Consolidated First Lien Net Leverage ratio is less than or equal to 3.70:1.00.

The first lien credit agreement contains a springing financial covenant for the benefit of only the lenders under the revolving credit facility, which covenant requires that the Consolidated First Lien Net Leverage Ratio cannot be greater than 7.00:1.00 only if usage of the revolver exceeds 35% of the amount of the revolving credit facility commitment (excluding letters of credit) on any quarterly test date. The Company was in compliance with this covenant at both December 31, 2020 and December 31, 2019.

The Company draws from the revolving credit facility to cover normal business cash requirements. As of December 31, 2020, the Company had \$60.0 million outstanding on the revolving credit facility, no letters of credit outstanding, and \$90.0 million of borrowing availability under the revolving credit facility, which includes \$50.0 million of unused letter of credit availability.

The full principal balance of the second lien term loan is due in full on its maturity date, and bears interest at an annual rate at the Company's option equal to either: (a) the Base Rate plus the Applicable Margin of 7.25%, or (b) the LIBO Rate plus the Applicable Margin of 8.25%. The Base Rate is the greatest of: (a) The Federal Funds Rate, as defined in the Secured Lien Credit Agreements, plus 0.50%, (b) the Prime Rate, as set by Deutsche Bank New York, in effect on such day, and (c) the LIBO Rate for an interest period of one month, plus 1.00%. The LIBO Rate must be at least 1.00%. The effective interest rate at December 31, 2020 and 2019 was 10.0% and 10.9%, respectively, payable quarterly in arrears. The Secured Lien Credit Agreements allow for voluntary prepayments of the second lien term loan, and, subject to application to the first lien loans, requires the same Accelerated Payment of the second lien term loan as the Secured Lien Credit Agreements require of the first lien term loan.

All of Aventiv's material domestic subsidiaries, subject to certain exceptions, are jointly and severally liable for the secured revolving credit facility, first lien term loans and second lien term loans under the Secured Lien Credit Agreements.

The Secured Lien Credit Agreements contain operating covenants that limit the Company's ability to incur additional indebtedness, make certain payments including dividends to shareholders, divest company assets, make investments, acquisitions and loans, permit liens on their assets, merge, dissolve or engage in other fundamental changes, change the nature of its business and enter into transactions with affiliates, in each case, subject to customary limitations, cure rights and exceptions. In the event that the Company fails to comply with these covenants and restrictions, the Company may be in default, at which time payment of the long-term debt and unpaid interest may be accelerated by the Company's lenders and become immediately due and payable. As of both

Aventiv Technologies, LLC

Notes to Consolidated Financial Statements

December 31, 2020 and December 31, 2019, the Company was in compliance with all covenants of the Secured Lien Credit Agreements.

The Secured Lien Credit Agreements provide an incremental basket to incur additional secured loans, along with related debt baskets which permit the incurrence of junior and unsecured loans and the issuance of notes, in an aggregate amount which is the greater of (I) (x) \$190 million and (y) the last four quarters of consolidated EBITDA, plus (II) an unlimited amount so long as (x) in the case of the incurrence of additional *pari passu* loans, the Consolidated First Lien Net Leverage Ratio, determined on a pro forma basis, does not exceed 4.70 to 1.00, and in the case of the incurrence of additional junior lien loans, so long as the Consolidated Senior Secured Net Leverage Ratio (as defined in the Secured Lien Credit Agreements) determined on a pro forma basis is no more than 6.10:1.00 or (y) the Fixed Charge Coverage Ratio (as defined in the Secured Lien Credit Agreements), determined on a pro forma basis, is not less than the Fixed Charge Coverage Ratio for the most recently ended quarter (less the amount of any previously issued incremental loans and notes allocated to this basket).

Note 4. Income Taxes

Income tax expense (benefit) was as follows (in thousands):

	<u>2020</u>	<u>2019</u>
Current:		
U.S. federal	\$ (340)	\$ (341)
U.S. state	1,487	1,178
Foreign	7	17
Total current	<u>1,154</u>	<u>854</u>
Deferred:		
U.S. federal	(4,433)	(14,885)
U.S. state	1,114	(3,766)
Foreign	(217)	(709)
Total deferred	<u>(3,536)</u>	<u>(19,360)</u>
Total income tax expense	<u>\$ (2,382)</u>	<u>\$ (18,506)</u>

Aventiv Technologies, LLC

Notes to Consolidated Financial Statements

Income taxes differed from the expected statutory income tax expense (benefit), by applying the U.S. federal income tax rate of 21% to pre-tax earnings/(loss) from continuing operations due to the following (in thousands):

	<u>2020</u>	<u>2019</u>
Expected statutory income tax expense (benefit)	\$ (3,916)	\$ (15,103)
State taxes, net of federal benefit	1,746	(2,652)
Rate changes	499	(389)
Transaction expenses	(867)	(808)
Amounts not deductible for income tax	168	273
Other	(12)	173
Total income tax benefit	<u>\$ (2,382)</u>	<u>\$ (18,506)</u>

The rate changes in the above table were state tax benefits from revaluing deferred tax liabilities due to changes in the deferred state tax rate.

The tax effects of temporary differences that give rise to significant portions of the deferred income tax assets and deferred income tax liabilities as of December 31, 2020 and 2019 were as follows (in thousands):

	<u>2020</u>	<u>2019</u>
Net current deferred income tax assets (liabilities):		
Deferred income tax assets:		
Allowance for doubtful accounts	\$ 609	\$ 555
Accrued expenses	5,551	2,976
Deferred revenue	8,727	7,484
Net operating loss and tax credit carryforwards	36,036	39,253
Accrued interest	24,012	33,878
Operating lease liabilities	9,089	10,748
Transaction expenses	1,442	554
Other	(169)	272
Deferred income tax assets	<u>85,297</u>	<u>95,720</u>
Deferred income tax liabilities:		
Property and equipment principally due to differences in depreciation	(28,244)	(32,130)
Lease right-of-use assets	(8,287)	(11,011)
Intangible assets due to difference in book/tax basis	(141,023)	(149,091)
Goodwill	(19,086)	(12,633)
Deferred income tax liabilities	<u>(196,640)</u>	<u>(204,865)</u>
Net deferred income tax liabilities	<u>\$ (111,343)</u>	<u>\$ (109,145)</u>

Aventiv Technologies, LLC

Notes to Consolidated Financial Statements

On March 27, 2020, the Coronavirus Aid, Relief, and Economic Security Act (the CARES Act) was signed into law making changes to the Internal Revenue Code. Changes included, but were not limited to, the ability to increase the interest deduction limitation from 30% to 50% of adjusted taxable income for 2019 and 2020, and it temporarily suspended the 80% taxable income limitation to allow net operating losses to fully offset taxable income for years before 2021. The CARES Act did not have a material impact to the Company's consolidated financial statements.

During the second quarter of 2020, an entity under common control with the Company purchased certain of the Company's outstanding debt at a discount. As a result of this transaction, the Company recognized the income tax effects of the transaction within equity.

At December 31, 2020, the Company had U.S. federal net operating loss carryforwards for tax purposes aggregating approximately \$151.8 million, \$114.3 million of which, if not utilized to reduce taxable income in future periods, will expire from 2020 through 2037. The remaining \$37.5 million in net operating loss carryforwards have an indefinite carryforward period. Approximately \$83.8 million of these net operating loss carryforwards are subject to certain rules under Internal Revenue Code (IRC) Section 382. The Company believes these IRC Section 382 limitations will not ultimately affect its ability to use substantially all of the net operating loss carryforwards for income tax purposes. The federal net operating loss carryforwards in the income tax returns filed included unrecognized tax benefits taken in prior years. The net operating losses for which a deferred tax asset is recognized for financial statement purposes are presented net of these unrecognized tax benefits. The Company had approximately \$97.3 million of interest expense incurred in 2018 and forward that was not deductible for Federal income tax purposes but can be carried forward indefinitely. The Company has not offset any of the net deferred tax assets, including net operating loss carryforwards, with a valuation allowance for the tax periods ended December 31, 2020 and 2019, respectively.

As of December 31, 2020 and 2019, the Company had gross unrecognized tax benefits of \$2.0 million. The Company does not believe it is reasonably possible that the total amount of unrecognized tax benefits will materially change in the next twelve months. The majority of the unrecognized tax benefits at December 31, 2020, if recognized, would affect the effective tax rate. The Company has recorded an immaterial amount of accrued interest and penalties as of December 31, 2020 and 2019, respectively.

Aventiv or one of its subsidiaries files income tax returns in the U.S. federal jurisdiction, Canada and various states. As of December 31, 2020, the Company has filed domestic income tax returns as part of a consolidated group at the SCRS Holding Corporation level and has open tax years for the U.S. federal return from 2007 forward with respect to its net operating loss carryforwards, where the IRS may not raise tax for these years, but can reduce net operating loss carryforwards. Otherwise, with few exceptions, the Company is no longer subject to federal, state, or local income tax examinations for years prior to 2016.

Note 5. Related Party Transactions

Under the Corporate Advisory Services Agreement between SCRS Acquisition Corporation, the parent of Aventiv, and Platinum Equity Advisors, LLC, an affiliate of the Company, the Company incurred expenses of \$10.2 million during each of the years ended December 31, 2020 and 2019, which were all charged to Selling, general, and administrative expenses.

Aventiv Technologies, LLC

Notes to Consolidated Financial Statements

Note 6. Leases

The Company utilizes both operating and finance lease agreements to obtain right-of-use assets for its operations. As of December 31, 2020, the Company's leases have remaining lease terms of 1 to 9 years. The majority of the Company's operating lease agreements are for real estate used in operations, but also include company vehicles and office equipment. Some real estate operating leases contain renewal options that may be exercised, and some leases include options to terminate the leases within one year. The Company accounts for escalating rents on a straight-line basis over the life of the lease. Rent expense under operating lease agreements for the years ended December 31, 2020 and 2019 was approximately \$10.9 million and \$10.8 million, respectively. Finance lease arrangements are primarily for office furniture, select telecommunications equipment, and media kiosks and tablets. The current and non-current portions of these finance lease obligations are included in Accrued liabilities and in Other long-term liabilities on the Consolidated Balance Sheet, respectively. Of total future payments for finance lease agreements in effect at December 31, 2020 and 2019, \$2.1 million and \$0.6 million is comprised of interest, respectively.

Upon adoption of ASC 842 on January 1, 2019, the Company recognized right-of-use assets for both operating and finance leases, and operating lease liabilities that represent the present value of its obligation to make payments over the lease term. The present value of the operating lease payments was calculated using the Company's incremental borrowing rate as of the ASC 842 adoption date, which was based on the rate of interest required to borrow an amount equal to the lease payments on a collateralized basis over a similar term. The present value of payments for operating leases entered into subsequent to the adoption date is calculated using the Company's incremental borrowing rate at lease inception. The present value of the Company's finance lease payments is calculated using the rate implicit in each finance lease agreement. Since the adoption of ASC 842, the Company has obtained approximately \$0.4 million and \$16.1 million of operating right-of-use assets and of finance leases, respectively, in exchange for new lease liabilities during the year ended December 31, 2020, and approximately \$3.6 million and \$4.6 million of operating right-of-use assets and of financing leases, respectively, in exchange for new lease liabilities during the year ended December 31, 2019.

Supplemental information related to leases is as follows (in thousands):

	December 31, 2020	December 31, 2019
Operating Leases:		
Operating lease right-of-use assets, net	\$ 34,057	\$ 43,079
Operating lease liabilities - short term	\$ 6,494	\$ 7,053
Operating lease liabilities - long term	30,224	36,452
Total operating lease liabilities	\$ 36,718	\$ 43,505

Aventiv Technologies, LLC

Notes to Consolidated Financial Statements

	December 31, 2020	December 31, 2019
Operating Leases:		
Operating lease right-of-use assets, net	\$ 34,057	\$ 43,079
Operating lease liabilities - short term	\$ 6,494	\$ 7,053
Operating lease liabilities - long term	30,224	36,452
Total operating lease liabilities	\$ 36,718	\$ 43,505
Finance Leases:		
Property, plant and equipment, at cost	\$ 30,847	\$ 15,822
Accumulated depreciation and amortization	(11,828)	(7,587)
Property, plant and equipment, net	\$ 19,019	\$ 8,235
Accrued liabilities	\$ 6,477	\$ 1,901
Other long-term liabilities	11,258	3,152
Total finance lease obligation	\$ 17,735	\$ 5,053
Amortization and Interest:		
Amortization of right-of-use assets	\$ 4,586	\$ 2,475
Interest on lease obligation	1,423	145
Total finance lease cost	\$ 6,009	\$ 2,620
Weighted-Average Remaining Lease Term:		
Operating leases	6.7 yrs	7.1 yrs
Finance leases	2.6 yrs	2.8 yrs
Weighted-Average Discount Rate:		
Operating leases	7.0%	7.0%
Finance leases	8.6%	8.8%

Aventiv Technologies, LLC

Notes to Consolidated Financial Statements

Supplemental cash flow information related to leases is as follows (in thousands):

	December 31,	
	2020	2019
Cash paid for lease liabilities:		
Operating cash flows from operating leases	\$ 10,062	\$ 9,595
Operating cash flows from financing leases	707	104
Financing cash flows from financing leases	3,281	3,176
Total cash paid for lease liabilities	<u>\$ 14,051</u>	<u>\$ 12,875</u>

Future minimum maturities of lease obligations are as follows (in thousands):

	2020	
	Operating Leases	Finance Leases
2021	\$ 8,890	\$ 7,825
2022	7,245	7,817
2023	6,080	4,171
2024	5,671	25.96
2025	5,153	-
Thereafter	14,114	-
Total lease payments	<u>47,153</u>	<u>19,839</u>
Less imputed interest	(10,435)	(2,104)
Total	<u>\$ 36,718</u>	<u>\$ 17,735</u>

During the year ended December 31, 2020, the Company entered into a third party agreement under which it financed its purchase of \$2.2 million of software licensing. The software license did not qualify as a lease agreement given the nature of the asset acquired, and as a result, the short-term and long-term portions of the liabilities are recorded in Accrued liabilities and Other long-term liabilities on the Consolidated Balance Sheet, respectively.

During the years ended December 31, 2020 and 2019, the Company entered into multiple third party agreements (Sales Agreements) under which it sold portions of its telecommunication equipment, media kiosks and tablets, computer software and related maintenance agreements in exchange for total cash of \$1.1 million and \$9.2 million, respectively. In addition, the Company entered into corresponding lease agreements to lease back the same assets sold to the same third party under the Sales Agreements. Under these agreements, the Company effectively sold the assets and immediately leased them back in their entirety for continued use. These transactions are classified as financing obligations instead of sale leasebacks since the transactions under the Sales Agreements failed to qualify as a sale of the assets. As such, the proceeds were recorded as a financial liability, with the short-term and long-term portions recorded in Accrued liabilities and Other long-term liabilities on the Consolidated Balance Sheet, respectively.

During the year ended December 31, 2020, the Company wrote off its right-of-use asset for one of its office building operating leases after determining that the likelihood of subletting the space was remote, for which an impairment loss of \$2.0 million was recorded in Depreciation, amortization, and impairment expense in the Consolidated Statement of Operations.

Aventiv Technologies, LLC

Notes to Consolidated Financial Statements

Note 7. Commitments and Contingencies

Minimum guaranteed payments: The Company is required to make the following minimum commission payments to certain of its correctional facility customers regardless of the level of revenues generated by the Company on those contracts, as follows (in thousands):

2021	\$	57,237
2022		36,552
2023		20,464
2024		16,996
2025		13,941
Thereafter		20,340
Total minimum commission payments	\$	<u>165,530</u>

Employment agreements: As of December 31, 2020 and December 31, 2019, the Company had employment agreements with certain key management personnel, which provided for minimum compensation levels and incentive bonuses along with provisions for termination of benefits in certain circumstances and for certain severance payments in the event of a change in control.

Litigation and regulatory matters: The Company has been, and expects to continue to be, subject to various legal and administrative proceedings or claims in the normal course of business. Various claims have been settled that were not material to its financial condition and results of operations. Additionally, the Company believes the ultimate disposition of open matters will not have a material effect on its financial condition, liquidity, or results of operations.

Note 8. Subsequent Events

The COVID-19 Coronavirus continues to affect global markets, supply chains, workforces, and communities. However, based on the nature of the Company's industry, the Company did not experience a significant adverse impact to its operations during the year ended December 31, 2020. Management believes the Company is taking appropriate actions to mitigate future impacts; however, the economic impact of COVID-19 is unknown and cannot be reasonably estimated at this time.

Management evaluated the disclosure of any material subsequent events through March 26, 2021, which was the date the financial statements were issued. As of March 26, 2021, there were no other subsequent events that required recognition or disclosure.

6.0 PRICE PROPOSAL REQUIREMENTS

6.0 PRICE PROPOSAL REQUIREMENTS

Respondents are required to submit separate and distinct price information for their primary system proposal and any alternatives in a separate section. All price quotations shall be valid for a minimum of 180 days from the proposal due date. The respondent will be responsible for achieving an operational configuration for the cost quoted. The cost of any items determined to be missing from the quote but essential to fulfilling the configuration shall be borne by the respondent.

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

6.1 PRICE PROPOSAL CONTENT

Every respondent shall provide an itemized Price Proposal including APPENDIX D – COST RESPONSE TABLES. Quote costs for all software and services described in this RFP. Each major component, including integrated software and hardware elements, shall be identified by both common names. Both unit prices and extensions (if applicable) shall be quoted for each component or basic subsystem. All items (such as software interfaces, cables, connectors etc.) needed to achieve the proposed configuration shall be identified and priced. All additional charges (i.e., shipping, installation, insurance etc.) shall be quoted. In addition:

1. The cost of system documentation must be included in the total software costs.

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

2. Quote annual costs for the proposed maintenance agreement where applicable. In addition, list cost of training increments included with the system purchase. Quote the cost of additional training increments along with any conditions attached to their purchase.

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

3. Professional services required to satisfy the requirements set forth in the RFP must be identified and costs for these implementation services must be documented in APPENDIX D – COST RESPONSE TABLES. Quote a lump sum and hourly rates for implementation services and consulting services that could be enlisted for the implementation of the solution.

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

4. List separately any optional features price, but do not include these optional features in the total system price.

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

5. Specify any discount options associated with the proposal(s). If applicable, State Bulletin prices should be included for reference.

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

APPENDIX D – COST RESPONSE TABLES

This section asks you to provide information on how your solution is priced. Table D-1 covers any one-time costs that may be associated with your solution. Table D-2 covers recurring support, maintenance and other (recurring) costs. Table D-3 covers pricing for any additional items not covered by Table D-1 or Table D-2.

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

If you wish to provide alternative pricing that does not fit into these tables, you may do at the end of the document.

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

Respondents should identify inapplicable costs with N/A.

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

Note: If costs that are NOT listed are subsequently determined by Oakland County or the contractor to be required, then contractor shall provide all unlisted costs to Oakland County at no charge beyond annual support fees.

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



Table D – Contractor inmate Phone/Visitation & Investigative Tools
(Will Not incur a cost to Oakland County)

Cost Description	Quantity	Price	Total Implementation Cost
Implementation/Professional Services (include all costs to ensure the solution is fully installed and functional for Oakland County)	N/A	N/A	N/A
Hardware (list manufacturer, part number, model, and description for each item(s) individually)	N/A	N/A	N/A
Software (list manufacturer, part number, model, and description for each item(s) individually)	N/A	N/A	N/A
Equipment and Installation cost for carrier lines, circuits or ISP services and equipment to meet the solution requirements.	N/A	N/A	N/A
Training (onsite or remote)	N/A	N/A	N/A
Training documentation and User Guides	N/A	N/A	N/A
	N/A	N/A	N/A
Other (list as individual line items and include description)	N/A	N/A	N/A
	N/A	N/A	N/A
Detail all discounts and savings programs	N/A	N/A	N/A
	N/A	N/A	N/A
Grand Total	N/A	N/A	N/A

**Table D-2: Recurring Support, Maintenance & Other (Recurring) Cost Table
(Will Not incur a cost to Oakland County)**

Cost Description	Quantity	Price	Total Recurring Cost
Recurring Hardware Support & Maintenance	N/A	N/A	N/A
	N/A	N/A	N/A
Recurring Software Support & Maintenance	N/A	N/A	N/A
Ongoing equipment and installation cost for carrier lines, circuits or ISP services and equipment to meet the solution requirements.	N/A	N/A	N/A
Other Recurring Costs	N/A	N/A	N/A
Grand Total	N/A	N/A	N/A

**Table D-3: Other Cost Table
Contractor solution Will Not incur any costs for Oakland County**

Cost Description	Pricing Structure	Price
N/A	N/A	N/A
N/A	N/A	N/A

Please list additional Cost Assumptions below:

1. N/A
2. N/A
3. N/A

Alternate Proposal

- Three Year Contract
- Five Year Contract

APPENDIX D-4: MONTHLY COMMISSION RATES PROPOSAL TABLE - INMATE PHONE/VIDEO VISITATION

Note: Domestic interstate rates apply for calls to U.S. territories including American Samoa, Guam, Northern Mariana Islands, Puerto Rico, and U.S. Virgin Islands. All non-U.S. destinations are rated as international**

<i>Collect Calling Rates Options 1 & 2</i>	<i>Surcharge</i>	<i>Rate/Minute</i>	<i>Average # Calls/Month</i>	<i>Average Monthly Minutes</i>	<i>Monthly Earned Revenue</i>	<i>Monthly Commission Earned 3 yrs. 72%</i>	<i>Monthly Commission Earned 5 yrs. 80%</i>
Local Station to Station	\$0	.16	177	381	\$61	\$43	\$48
Intrastate/Intra-LATA	\$0	.16	0	0	\$0	\$0	\$0
Interstate/Inter-LATA	\$0	.16	13	31	\$5	\$3	\$4
Interstate	\$0	.16	7	17	\$3	\$2	\$2
International	\$0	.50	0	0	\$0	\$0	\$0
Total	\$0		197	429	\$69	\$48	\$54
<i>Prepaid & Debit Calling Rates Options 1 & 2</i>	<i>Surcharge</i>	<i>Rate/Minute</i>	<i>Average # Calls/Month</i>	<i>Average Monthly Minutes</i>	<i>Monthly Earned Revenue</i>	<i>Monthly Commission Earned 3 yrs.72%</i>	<i>Monthly Commission Earned 5 yrs.80%</i>
Local Station to Station	\$0	.16	17,215	117,170	\$18,747	\$13,498	\$14,997
Intrastate/Intra-LATA	\$0	.16	61,675	498,370	\$79,739	\$57,412	\$63,791
Interstate/Inter-LATA	\$0	.16	3,164	25,742	\$4,118	\$2,964	\$3,294
Interstate	\$0	.16	6,733	55,840	\$8,934	\$6,432	\$7,147
International Debit	\$0	.50	76	639	\$319	\$229	\$255
Video Connect (50%)	\$0	\$0.25	391	11,730	\$2,932	\$1,466	\$1,466
Voicemail (50%)	\$0	\$0.66	242	726	\$479	\$239	\$239
Total	\$0		89,496	710,217	\$115,268	\$82,240	\$91,189

<i>Collect Calling Rates Options 3 & 4 ALL Value Adds included</i>	<i>Surcharge</i>	<i>Rate/Minute</i>	<i>Average # Calls/Month</i>	<i>Average Monthly Minutes</i>	<i>Monthly Earned Revenue</i>	<i>Monthly Commission Earned 3 yrs. 25.3%</i>	<i>Monthly Commission Earned 5 yrs. 33.3%</i>
Local Station to Station	\$0	.16	177	381	\$61	\$15	\$20
Intrastate/Intra-LATA	\$0	.16	0	0	\$0	\$0	\$0
Interstate/Inter-LATA	\$0	.16	13	31	\$5	\$1	\$2
Interstate	\$0	.16	7	17	\$3	\$1	\$1
International	\$0	.50	0	0	\$0	\$0	\$0
Total	\$0		197	429	\$69	\$17	\$23

<i>Prepaid & Debit Calling Rates Options 3 & 4 ALL Value Adds included</i>	<i>Surcharge</i>	<i>Rate/Minute</i>	<i>Average # Calls/Month</i>	<i>Average Monthly Minutes</i>	<i>Monthly Earned Revenue</i>	<i>Monthly Commission Earned 3 yrs. 25.3%</i>	<i>Monthly Commission Earned 5 yrs. 33.3%</i>
Local Station to Station	\$0	.16	17,215	117,170	\$18,747	\$4,743	\$6,243
Intrastate/Intra-LATA	\$0	.16	61,675	498,370	\$79,739	\$20,174	\$26,553
Interstate/Inter-LATA	\$0	.16	3,164	25,742	\$4,118	\$1,042	\$1,372
Interstate	\$0	.16	6,733	55,840	\$8,934	\$2,260	\$2,975
International Debit	\$0	.50	76	639	\$319	\$81	\$106
Video Connect (50%)	\$0	\$0.25	391	11,730	\$2,932	\$1,466	\$1,466
Voicemail (50%)	\$0	\$0.66	242	726	\$479	\$239	\$239
Total	\$0		89,496	710,217	\$115,268	\$30,005	\$38,954

<i>Prepaid & Debit Calling Rates Option 5 ALL Value Adds included</i>	<i>Surcharge</i>	<i>Rate/Minute</i>	<i>Average # Calls/Month</i>	<i>Average Monthly Minutes</i>	<i>Monthly Earned Revenue</i>	<i>Monthly Commission Earned 3 yrs. 0%</i>	<i>Monthly Commission Earned 5 yrs. 0%</i>
Local Station to Station	\$0	.07	17,215	117,170	\$8,201	\$0	\$0
Intrastate/Intra-LATA	\$0	.07	61,675	498,370	\$34,885	\$0	\$0
Interstate/Inter-LATA	\$0	.07	3,164	25,742	\$1,801	\$0	\$0
Interstate	\$0	.07	6,733	55,840	\$3,908	\$0	\$0
International Debit	\$0	.50	76	639	\$319	\$0	\$0
Video Connect	\$0	\$0.25	391	11,730	\$2,932	\$0	\$0
Voicemail	\$0	\$0.66	242	726	\$479	\$0	\$0
Total	\$0		89,496	710,217	\$52,525	\$0	\$0

** Fees must be consistent and follow the FCC rules and regulations and must not exceed amounts set by the FCC.

Alternate Proposal

- Three Year Contract
- Five Year Contract