SECURUS
Technologies™

DALLAS COUNTY, TEXAS
RFP 2019-064-6828
CLARIFICATION QUESTIONS AND
BEST AND FINAL OFFER

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

An RFP Solution Prepared for:
Dallas County, Texas
Inmate Phone, Video Visitation Service and
Multi-Function Kiosk Provider
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CLARIFICATION QUESTIONS

1.   Can you provide sanitized copies of system architecture diagrams and data flow diagrams for your application?

Please see diagrams below.

Dallas, TX Central Office

SECURUS Technologies

PSTN and/or ISP

Friend /Family

SAN

SAN

AC Power-A

AC Power-B

Internet Routers

Securus Secure Socket Layer Website

Remote Investigators and Administrators

Web Servers

Direct Connect to Securus Network

Facility

Facility

Facility

Securus' Private Network Voice and Video

Facility

Facility

Facility

Facility

AC Power-A

AC Power-B

SAN

SECURUS Technologies

PSTN and/or ISP

Friend /Family

Atlanta, GA Central Office

2.   Do you use firewalls to enforce segmentation between trusted and untrusted networks?
Yes. Please refer to the diagrams above.

3.   Will you require remote access to the Dallas County network? If so, do you enforce secure remote access controls?

In general, Securus does not require remote access to the Dallas County network. However, if the integration with Dallas County's JMS or commissary provider uses Web Services, we may require access. This method integrates over secure connections.

Applications that transmit data across public networks support TLS, Certs, and encryption. Sensitive data is encrypted both at rest and in motion. Securus provides supporting TLS encryption at the application network layer. All web sessions and services are executed via HTTPS using AES 256 encryption. Securus uses both GoDaddy and Entrust SSL certificates for external connections and Microsoft Active Directory Certificate Services for internal SSL connections where needed.

**4.	What encryption controls do you use to protect confidential information in transit?**
Access to all Securus server information is done through HTTPS (HTTP over TLS). HTTPS is the use of Transport Layer Security (TLS) as a sub-layer under regular HTTP application layering. The NextGen SCP dashboard encrypts and decrypts user page requests, as well as the pages that are returned by the Web server. The use of HTTPS protects against eavesdropping and man-in-the-middle attacks (an attack where the attacker secretly relays and possibly alters the communication between two parties who believe they are directly communicating with each other). Applications that transmit data across public networks support TLS, Certs, and encryption. Sensitive data is encrypted both at rest and in motion. Securus provides supporting TLS encryption at the application network layer. All web sessions and services are executed via HTTPS using AES 256 encryption. Securus uses both GoDaddy and Entrust SSL certificates for external connections and Microsoft Active Directory Certificate Services for internal SSL connections where needed.

As far as individual users within the Dallas County's network, NextGen SCP enforces strong password policies, such as:

- Minimum password length
- 30/60/90 day expirations requiring user to change password
- Both upper- and lower-case letters (case sensitivity)
- Inclusion of one or more numerical digits
- Inclusion of special characters, such as @, #, $, etc.

**5.	Do you perform security reviews of your application source code? If so, how often?**
Yes. We test source code annually and/or after a major code change for all our applications that process credit card payments, in compliance with PCI-DCSS.

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.

6.   What is your process for reporting data and/or security breaches to your customer?
In the event of a security incident, Securus will notify affected customers within 72 hours.

7.   Do you support web services in addition to batch processes for data transfers?
Yes. Securus supports web services and batch processes for data transfers.

Securus has a dedicated integration department that integrates various systems and products in the corrections environment. This dedicated integration department allows Securus to deliver fast and flexible solutions for our customers. The Securus technology has the flexibility to work with facility-owned systems, jail management system (JMS), commissary, banking, and kiosk vendors.

The most common technologies Securus uses include SOAP Web Services, HTTP, FTP push or pull of files in any textual format, JSON, XML-RPC, and TCP Sockets. All of these methods integrate over secure connections.

Securus can modify your data format for migration into our platform, without costly code modifications. Securus integration engineers consult with facilities' IT departments or system providers to determine the best integration strategy for each specific application.

8.   Do you perform background checks and/or credit checks for all users with access to confidential Data?
Yes. Securus performs background check from all our employees.

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.   Have you formally assigned a staff member or third party the responsibility of overseeing your company's overall security program?
Yes. Securus has a Cybersecurity Department dedicated to keeping our customers and company protected. We also have a Chief Information Security Officer that leads the overall security program.

10.   How do you control administrative access?

Yes. Securus understands the importance of security, particularly in the corrections industry, and takes security concerns seriously.

Securus uses role-based access controls to provision and deprovision administrative access within our applications and systems. Administrative accounts are viewed monthly.

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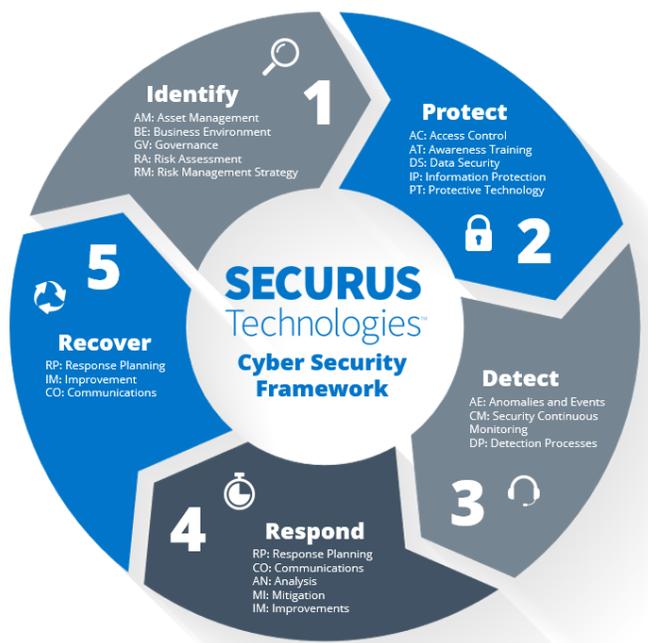
Data Security

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

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

- Security personnel are on premise 24x7x365
- Cardkey reader (electronic badge) access for entry
- All persons having a business need to access company premises must carry identification badges at all times

- Man traps at each entry and exit point in the data center. Man traps use two sets of doors that both require electronic badge entry. The first set of doors must close before the second can open.

Access Procedures

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

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

11.   To move from the phone call site to visitation site or the kiosk. Is this different logins for the user?
No. Inmate users and Facility staff do not require different logins to move from the call site to the visitation site or the kiosk.

Is this two different sites with the same login?
No. NextGen Secure Communications Platform (NextGen SCP™) is a **_single platform, in a single site with a single login_** for managing, researching, monitoring, investigating, and exploring information through Securus products and services.

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.

How many different sites?
There is a single platform, NextGen SCP.

When adding a user or deleting a user (employee), do you have to go to each application (phone and/or video visitation and/or Kiosk) to do so? Or is one site accessed?
No. Dallas County authorized personnel can set user to active or inactive status from a single login into the NextGen SCP interface.

Can you set a time limit for user access? (One day, a week, annually etc...)
We will work with Dallas County to determine its requirements for this feature.

12.   Reports:

Is there any disclaimer at the bottom of reports (including printed) in regards to confidentiality of the data?
Confidentiality is governed by permission-based access. In addition, all user interactions and activities within our platform are recorded, tracked, and accessible only by authorized users.

13.   Tablets:

Where are downloads from tablets stored?
Anything downloaded to the tablet is stored on the tablet's SD card.

Please provide more clarification for tablets as related to inmate listening to music or watching tv (ability to hear).
For security and privacy, the speakers on the SecureView tablets are not enabled. Securus has custom designed the tablet hardware to eliminate the ability for the speaker on the inmate tablets to be used. Inmates utilize Securus certified earbuds for all audio applications including the Phone Call app to allow for personal listening.

Describe safety measures, if any?
Both SecureView Tablet hardware and software are secure. There is no way for inmates to access the internet or communicate with anyone outside of the facility.
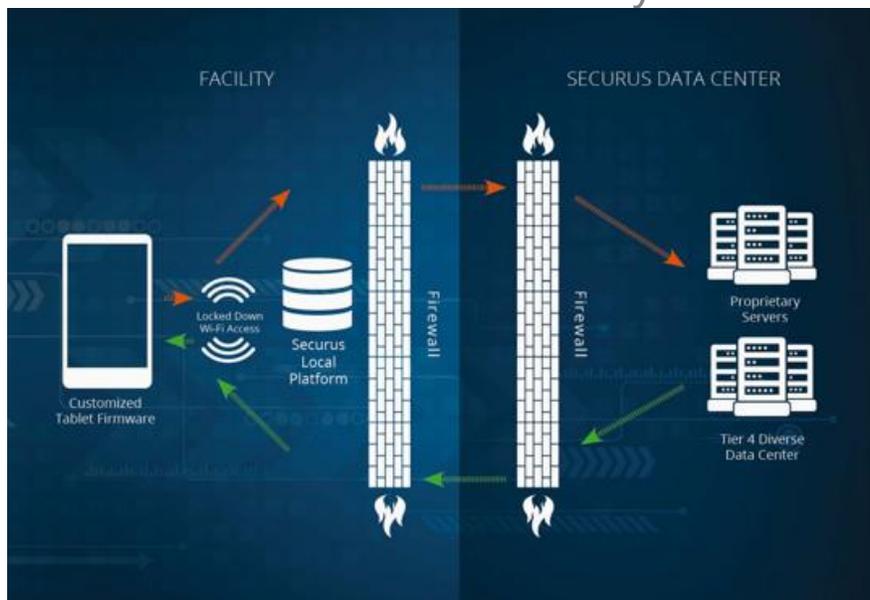
Securus takes the security and integrity of its systems and data very seriously. The SecureView Tablets Program was independently tested and the results are clear.

Securus provides multiple layers of security to ensure proper tablet usage and to prevent security breaches or tablet misuse.

Security Layer 1

Tablet Firmware

SecureView Tablets run a custom developed proprietary firmware to harden the security and prevent any access to unauthorized content by the inmates. The customized firmware does not have any of the common apps that are found on the consumer grade tablets. The following security measures have been taken to harden the firmware on these tablets:

- Browser, contacts, calendar, native phone and messaging clients have been removed
- No option for users to change the settings.
- NFC, Bluetooth and Cellular wireless radio has been disabled, except for Wi-Fi.
- Users cannot install and un-install apps. Authorized apps are pushed to the tablets through Securus' app state management process.
- No access to the third-party app stores.

Wi-Fi Access

The firmware only allows the tablets to connect to a Securus provided unique SSID (Service Set Identifier) for Wi-Fi. The credentials for the SSID are stored in the firmware of the tablet and the users have no access to view or modify these credentials. These security mechanisms prevent the tablet from connecting to any other Wi-Fi network other than the one provided by Securus for exclusive use by the tablets.

Securus uses Wireless Access Points that are manufactured by Ruckus Wireless, Inc. and is customized to only broadcast the SSID to support SecureView Tablets.

Security Layer 2

Securus Local Platform (SLP)

All the WAPs are connected to a Securus Local Platform running Securus' custom developed proprietary software. As a result, all wireless traffic is routed through the SLP with no exception. These SLPs have components that inspect all the network packets and provides firewall, transparent proxy, DHCP, DNS and routing services for the tablets.

The SLP is essential to all tablet functionality. The SLP is configured to govern what the tablets can access. The tablet cannot receive any content from the network that the SLP has not been configured to provide. The SLP inspects all tablets traffic and ensures that the access is granted only to authorized content.

Although a tablet can connect to the Wi-Fi network, it cannot obtain an IP address unless it is recognized as an authorized device by the SLP. The tablet provisioning services notifies and configures the SLP at the time of provisioning with the MAC address of the tablet, so that tablet is marked as authorized to obtain the IP address. If a tablet is not known by the SLP it will not be granted access to the wireless network and will be rendered useless for applications that require network connectivity.

The SLP at the facility premise is connected to Securus' Data Center over an IPsec VPN tunnel. The IPsec VPN service provides secure Internet Protocol (IP) communications by authenticating and encrypting each IP packet of a communication session.

Security Layer 3

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 99.99% 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 4 (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

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.

Securus applies a high level of security to protect against cyber-attacks. Applications transmitting data across public networks support SSL, Certifications and encryption. Cisco routers, switches and firewalls are used throughout the network to protect Securus and our customers. All servers, laptops, and workstations require anti-virus and anti-spyware protection software and the latest operating system patches.

14.   Communication:

Is there mass communication for all users? Super User needs to convey the same message to all users (employees).
Yes.

15.   Tablets:

Please provide the following information concerning the portable tablet system:

Average Inmate Population for the three facilities on 11/06/19 is as follows:

North tower- 2,758

West tower- 698

South tower- 1,568

Total= 5024

How does the vendor propose getting free tablets to all the inmates?
Securus will provide as many tablets as there are inmates. All tablets are free community tablets with essential applications like law library, job search and phone applications. Inmates have the option of renting the tablet for the month, in which case it will be for that inmate's sole usage. Our implementation team will work closely with Dallas County staff to ensure the least problematic installation of the tablet infrastructure. Once we have tablets in place, Securus automatically monitors tablet usage and will automatically ship the necessary number of tablet to Dallas County.

Will all inmates receive free services and if so how does tablet usage become equitable? – for example, if inmate A pays for movies/music and has an expectation of usage and tablets are limited in number, how will an inmate who can't afford movies/music or want movies/music get a tablet if a paying inmate has one assigned to them.
Yes, all inmates will receive free services with as many tablets as requested by the facility, e.g., 1:1 ratio.

If an inmate would like to purchase premium content such as movies and television shows, then the community tablet will be converted to a personal tablet to allow access to that particular content.

16.   How many tablets will be provided?
Our offer includes 5500 tablets to ensure 1:1 access.

17.   What is the plan if more inmates want to use tablets than the vendor plans on providing?
Securus automatically maintains inventory levels of Community Tablets. With just in time shipping, Securus ensures there are always enough Community Tablets on site to supply inmates with equal access to critical applications and content, with no need to store a large amount of tablets.

18.   Will there be a hidden cost if more tablets are needed?
No. Our offer includes 5500 Tablets and replacements will be provided as needed throughout the term.

19.   Will any of these costs be passed on to the inmate/Friends & Family?
The only cost for inmates/Friends and Family will be the $5 monthly rental cost and the cost of premium content, such as games, music or movie rentals. Those costs are disclosed to the inmate prior to his or her purchase of the item.

Free Community Tablets, of course, will always be available for each inmate for free.

20.   Tablets:

Please provide the following information concerning the portable tablet system

How many total tablets will be provided by the vendor?
Our offer includes 5,500 tablets, but we will provide, on-site, a one to one tablet to inmate ratio. Will we add more tablets if the inmate population increases.

Provide a photograph or document showing the charging station(s) for the tablets?

What are the dimensions of the charging system/charging rack?

- Material: *Steel*
- Color Finish: *Black*
- Capacity: *80 tablets*
- Dimensions: *40.6"W*16.9"D*45.5"H*
- Weight: *282 lbs*
- Shelf Quantity: *4*
- Divider Make: *Steel*
- Doors: *Two Front, Two back*
- Locks Qty: *2, front and back*

Does the battery degrade if not used and placed into a charge cycle – that being, if tablets are not in use and are stored, how many days of inactivity before they need to be charged back to full charge?
Not unless the battery stays at super low battery voltage (less than 20%) for a long time.

If the device is at 70%-80%, which is the recommended battery level for storage, it can last at least a year before it reaches a very low battery voltage *if* powered off. If battery drops less than 20% voltage, recharging is recommended.

How many charge/use cycles will a tablet average before needing replacement of the tablet unit, if known?

The battery cycle is approximately 500 cart charges; however, the battery will still hold a charge, but will diminish over time.

Charging system - what is/are the power requirements, wall plug, separate power source, and separate power line routed from fuse box?

- Charging Cart is standard 110 voltage AC outlet

- Individual charging cord can be plugged into a standard electrical outlet.

Does the system necessitate a standalone surge protector? Does one exist within the charging system or external unit necessary?
No.

How many tablet devices can charge at once?
Eighty tablets may be charge in each charging cart.

What is the charge time to full capacity?
Approximately 3.5 hours or less.

How long does the device typically last - run time between charges?
Our SecureView lithium batteries allow up to 65 hours of use.

What are the WiFi requirements – does the building have to have WiFi, or just WiFi at the charging area/stations?
Securus installs, at no cost, WAPS (secure wireless access points) in all areas where tablets are intended to function, including charging areas. Additionally, any Officer Tablet areas will have WAPS.

Does the system require the tablet be in constant contact with a WiFI/WAP and how would the tablet provide any content without WiFi/WAP access such as might be encountered in a single cell?
Downloaded content such as eBooks, games, songs, Lantern coursework, etc. does not require constant contact with a WIFI/WAP. Other Apps require constant contact with a Wi-Fi/WAP due to content supplier requirements and/or security requirements (such as Law Library, Job Search and streaming movie rentals).

Please provide a list of the "apps" that are available on the tablet and a brief description of what each one does?

SecureView Inmate Tablet Applications

Phone

For facilities that use the Securus SCP Inmate Telephone Service, the SecureView Phone application will allow the SecureView tablet to function as a telephone extension of the SCP platform. Just like SCP, the SecureView tablet has the feature that will only allow that inmate to make calls from the housing unit where he resides.

All the features and restrictions of the SCP Inmate Telephone Service will apply such as PIN/PAN lists, velocity controls, family and friend billing/customer service, and recording and monitoring. There are no additional fees or rate increases applied.
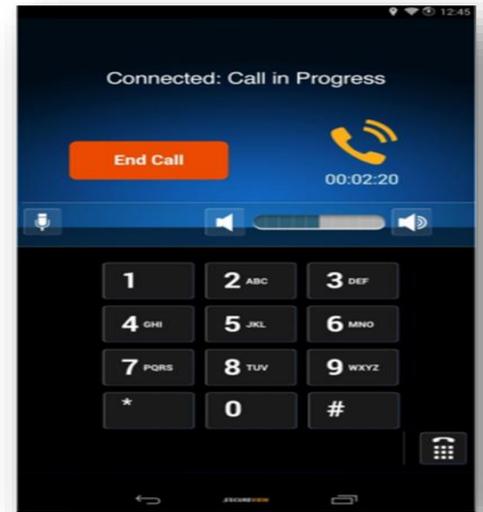
Capabilities:

- Allows inmates to place calls through the Secure Calling Platform (SCP)
- Phone Groups for locking a tablet to a housing area
- Volume controls
- Standard 9-Key dialing pad
- Visual call timer

Benefits:

- Intuitive design and use
- Ability to place calls with more privacy and safety
- Assists in avoiding and minimizing confrontation in common areas
- Gives inmate more visibility into duration of phone call

EMESSAGING

eMessaging allows inmate to communicate with their family & friends through a text based message or picture.

Based on the most widely used messaging platform in the corrections industry, Securus eMessaging improves the efficiency of staff and reduces 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.

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.

BENEFITS

- Improves correctional staff utilization and efficiencies using all-digital review and distribution technology
- 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 incarcerated communication
- Uses existing facility and inmate hardware and network connectivity

Law Library

The SecureView Law Library application makes legal research simple. Facilities can adhere to legal obligations while reducing their costs, when inmates perform their legal research using the SecureView Law Library application. This application provides full access to inmates to complete legal research without the need for transporting to a facility library or special computer. The inmates can remain in their housing unit and research legal topics through this SecureView application. Unlike large book collections that require costly replacement of revised material, the Law Library application includes nightly automated updates that are provided to facilities at no extra charge.

Inmates will have secure and electronic access to millions of law publications and articles and they can research all Federal Supreme, Circuit, District, Bankruptcy, State decisions and more through intuitive search capabilities. The Google-like search bar is conveniently located at the top of every page, inviting you to conduct a search using either simple or complex search language. Once the results are delivered, the application offers intuitive 'search-within-a-search-capability' to further narrow the results.

The simple SecureView touch-screen user interface requires no training or prior computer experience, so this allows inmates to perform researches independently and free up staff time.

Job Search via JobView

The SecureView Job Search application makes searching for a job simple. This application allows inmates to perform job searches and view current local and nationwide jobs in numerous fields. Job Search application will assist in meeting the objective of preparing inmates for life on the outside. Having a job upon release is one of the primary ways to reduce recidivism rates. The Job Search application provides full access to inmates to complete job searches without the need for transporting inmates to a facility library or special computer. The inmates can remain in their housing unit and research employment options through this SecureView application.

Inmates will have a head-start in their job search by having secure and electronic access to over 2 million available job opportunities, in hundreds of fields, so they can be better prepared once they leave incarceration. The Job Search application is never out of date and receives updates nightly.

This secure job search software, used by this SecureView application, is currently utilized by correctional facilities (including the Federal Bureau of Prisons), probation offices and halfway houses to allow individuals returning to the community to search for current jobs without direct access to the Internet. This service is easily accessible through the SecureView tablet. The application is completely intuitive and self-service so it requires no staff intervention, freeing up staff to increase focus on the safety and security of the correctional facility.

Podcasts

Podcasts are provided via secure and tested categories including, but not limited to self-help mental health, education, news, sports, music, re-entry success, and spiritual guidance. Both audio and video podcasts are available. Podcasts provide material that consists of content which is proactive and constructive for inmates, that keeps them occupied as well.

Podcasts can be either streamed or downloaded to the physical device.

Categories Include:

- Addiction Recovery
- Comedy
- Education
- Entertainment
- Health
- Mental Health
- Music
- News

- Personal Development
- Public Radio
- Parenting & Family
- Religion
- Science
- Sports
- Technology
- Audio Books
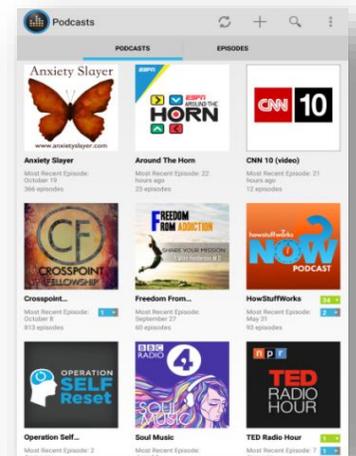
500+ podcasts available over various topics and interests, featuring podcasts in 6 different languages.

- English
- Spanish
- French
- German
- Italian

- Portuguese

Religion

Religious eBooks

To benefit the facility and inmates, Securus developed a way to provide spiritual books and literature that can be displayed on SecureView Tablets for inmates to have instant access to.

Through the eBook Reader, inmates have access to their religious scriptures and resources in the Holy Books and Religion categories.

Religious Podcasts

Unique to SecureView Tablets, dozens of weekly sermons and religious teachings are offered to inmates from various religions and faiths via the Podcast app.

Inmates have access to the most recent sermon, as well as past sermons over a range of religious topics.

Viewer

The Viewer application allows custom .PDF documents and .MP4 videos to be published to officer or inmate tablets. By publishing electronically, the Viewer app can save both time and paper costs.

The Viewer application is an ideal way for a facility to provide inmates with facility chosen and produced material that they want all inmates to have access to via the tablet.

If there are any documents or videos that an agency would like published to their tablets, they should contact Securus Technical Support with the desired PDF or MP4 file. (MP4 must be encoded for Android 480p30.)

Examples of documents that could be loaded:

- Inmate Handbook
- PREA Information
- Tablet Policies
- Mental Health Documents
- Education Documents

eBook Reader

Real time access to 50,000+ unique preapproved books spread out multiple genres, available to read and download. Books are available in a variety of genres including fiction, non-fiction, adventure, drama, and self-help. Via the eBook Reader, inmates have the ability to download and read books with options to bookmark, zoom in and out, and utilize a table of contents.

eBooks Features

- Searchable catalog
- Expansive selection with access to 50,000+ preapproved eBooks
- Occupies inmate time
- Application optimized for corrections
- Access to reference materials such as a dictionary

eBooks Benefits

- eBooks available at no extra cost
- Multiple eBooks available at the same time
- Access to religious texts
- Reduced inmate movement to libraries
- Reduces need for physical books to clutter the cells of inmates
- eBooks available for every reading

Games

Inmates can play games such as Chomping Chaz, Solitaire (and 800+ other card games), Sudoku, and 2048.

Education

SecureView's Education Platform, KA Lite, provides inmates with various available options for educational programs. For example; utilizing instructional documents, websites and videos per facility standards to provide up to date educational curriculum and courses are all options. More information on KA Lite can be found in the KA Detailed Product Guide available on MySecurus.

SecureView Tablets offers an educational solution that provides a catalog of courses that covers a vast range of topics and is in line with the common core standards.

Securus Technologies has enable more than 11 million downloads of self-paced educational content. Please read more about our successful offerings at https://www.correctionsone.com/products/facility-products/inmate-visitation/press-releases/140000-incarcerated-individuals-empower-their-lives-with-the-largest-digital-education-program-in-corrections-pIFxFeSdW32p6XSN/.

Mental Health

The SecureView Mental Health offering contains overview information about depression, anxiety, and other mental health disorders, including what they are, symptoms, types, causes, treatments, and discusses how to improve mental health. The Mental Health offered on the tablet is designed to help inmates to combat depression, alleviate negative moods, and help with anxiety, all aiding the inmates' road to recovery.

Mental Health Podcasts

Several podcasts provide a wide variety of self-help mental health capabilities including: guided meditation, anxiety relief, depression assistance, relationship problem guidance, and informational content.

Forms

The Forms/Grievance Application is used to electronically process a wide variety of forms submitted by inmates. The Forms app provides a facility the means of streamlining the Forms & Grievance process for both staff and inmates.

Inmates are able to view, update, and track any form submitted. Forms are customizable to fit specific facility needs.

Clock

Every SecureView Tablet comes standard with the "Clock" application that allows basic time keeping functionality.

Features of the app include:

- World Clock
- Stop Watch
- Timer
- Access to current time, day of the week, date
- Alarm Clock
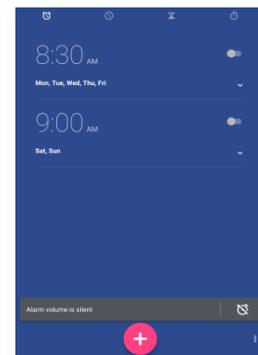
Calculator

Every SecureView Tablet comes standard with the "Calculator" application that allows basic calculator functionality.

Chasing the Dragon

Every SecureView Tablet comes preloaded with Chasing the Dragon, a documentary focusing on the dangers of opiate addiction that was produced by the FBI, in association with the DEA.

This film was developed as a resource for law enforcement and educators to inform inmates on how opiate addiction destroys lives.

Chasing the Dragon is a documentary produced by the FBI, in association with the DEA that exposes the opiate epidemic that is devastating communities across the country. This film was produced with the intent of educating inmates on how opiate addiction destroys lives. It is intended to help inmates understand how easily addiction can begin, the downward cycle that ensues, and the tragic consequences that results due to it.

By providing inmates this documentary via the SecureView Tablets, an agency can provide inmates with a resource that educates them on the dangers of opiate addiction, as well as the devastating consequences that result from it.
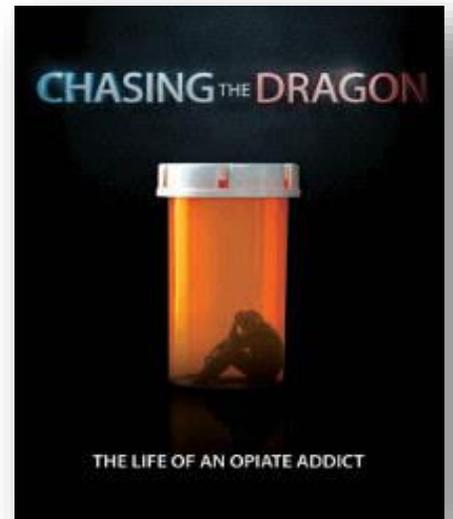
FM Receiver

With the JP5 hardware, inmates have the ability to utilize their SecureView Tablet as an FM Receiver, allowing users to listen to corrections broadcasted audio. This can be valuable at sites that play audio for the television through a FM radio signal.

VIDEOS

SecureView tablets provide videos of short duration (< 60 minutes) with non-explicit content (comparable to G, PG, or PG-13 MPAA standards). Video files cannot be copied or transferred to other tablets.

Categories include:

- Education
- Meditation
- Fitness
- Motivational
- Entertainment

MUSIC

Securus is partnering with a large music distributor in order to offer inmates the ability to purchase individual songs.

- Over 15 million songs available in every genre imaginable
- Audio versions of religious texts available at a low cost
- Music supported by dedicated team
- Partnership with one of largest music distributers in the world

MOVIES & TV

Securus is partnering with one of largest distributers in the world in order to give inmates the option of renting movies and television shows with non-explicit content (comparable to G, PG, or PG-13 MPAA standards) from a pre-approved library of viewing options.

The library will include popular movies and TV shows. However, all content is encrypted and cannot be copied or transferred to other tablets.

The SecureView Rental model provides that all rented content will expire 48 hours after initial viewing.

How does the "app" update to new material – Education classes, etc.?

OVER THE AIR (OTA) UPDATES

SEAMLESS AND SYSTEMATIC

- All updates are OTA, – connected to Securus Wi-Fi

- All software updates and tablet upgrades are automatic OTA

- No need to download content every session

- No staff involvement

- No shipping tablets for fulfillment and repairs

Please provide a brief description on how an inmate will access the various "apps" on the tablet.
Inmates enter their PIN and then have access to a touch screen with icons representing the various applications.

How does the vendor envision the tablets being provided to the inmates – ownership and use?
The SecureView Tablet Program is flexible and combines the accessibility of free Community Tablets with an ability to access premium content and usage through Personal Tablets. Securus is the only provider that offers Command & Control Officer Tablets that allow facility staff to control inmate tablets.

Please see the following page for more details.

Not a "One Size Fits All" Solution

FREE COMMUNITY — Equal access to critical content

PERSONAL — Constant access to their own personal tablet and customized content

COMAND & CONTROL OFFICER — Gives your staff complete control over the tablet program

Community Tablet

With a free Community Tablet, inmates have equal access to critical applications such as phone, education, mental health, commissary ordering, inmate forms and grievances and much more. Inmates simply log in and begin using the tablets at no cost. Unlimited usage of these critical applications drives operational efficiencies, safety, and user betterment.

FREE COMMUNITY TABLETS

THE PURPOSE OF FREE TABLETS

Free Community Tablets allow all inmates equal access to essential applications. Simply log in and begin using the tablets at no cost.

- Education
- Communication
- Mental Health
- Religion
- Handbooks and Videos
- Forms and Grievances
- Commissary Access

ALL *for* FREE

Assigned/Unassigned Community Tablets

Community Tablets can be assigned or unassigned:

- Unassigned Community Tablet: Any inmate can log in to an Unassigned Community Tablet. The wallpaper will be green.
- Assigned Community Tablet: Only an assigned inmate will be able to log in to an Assigned Community Tablet. The wallpaper updates to orange to indicate the tablet is assigned to a specific inmate.

Colored wallpaper is useful for easy identification.

Personal Tablets

In addition to the assigned or unassigned community tablets, inmates can rent a tablet for their sole use.

Securus allows users to instantly rent their own Personal Tablets at $5 for the first day and receive an additional 29 days free.

Make Mine Feature (for the Personal Tablet)

The "Make Mine" feature gives the Inmate the option to immediately convert a Community Tablet into a Personal Tablet. This feature will benefit the facility staff by eliminating the task of distributing tablets to inmates. This will allow an inmate to start their subscription to access premium content, either on their own or one started by the friend or family member. Once the inmate successfully completes the "Make Mine" process, all premium applications are automatically downloaded to the tablet.

Which "apps" on the tablet are proprietary to the vendor and which "apps" belong or are owned by a third party vendor?
Securus owns all Apps except for Public Domain content providers and 3rd party apps such as Law Library (CaseBook or LexisNexis), Commissary, KA Lite, eBooks, Podcasts, Chasing the Dragon, MobiOffice, Clock, Calculator. Additionally, the SecureView Media Store is our proprietary Application that houses premier content from all the top industry providers of movies, music and games.

Can an "app" be added to the tablet if deemed necessary by DC? For example, if DC enters into an agreement with an entity that focuses on re-entry and they have an "app", or other programing that the entity has available for inmate use, can it be added to the tablet.
Yes. Securus will work with Dallas County on any content they would like to add to the tablets. The content will be fully vetted by Securus to ensure it is secure and does not allow any outside access through any links.

Does the tablet utilize a camera, and if so, for what purpose and can it be disabled?
No. The SecureView Tablet does not currently utilize a camera due to concerns about safety, security, and risk issues.

Will the tablet allow the inmate to access commissary funding levels (how much do I have on the books) and if so, how is that review/assessment conducted by the inmate?
Yes.

- Inmate Debit is a prepaid, inmate-owned account used to pay for the inmate's calls, tablet subscription, and premium media content. Inmate Debit can be configured so that:

- Commissary: inmates can transfer funds from their facility trust/commissary account to their Securus Inmate Debit account with no minimum funding amount or transaction fee for inmates.
- Funding Balance. When making a purchase, inmates are provided with detailed subscription/billing information, including:
  - Account standing
  - Current Inmate Debit balance
  - Number of days until the bill is due
  - Subscription details

What mechanism is in place to prevent one inmate from stealing tablet services from another inmate?

The SecureView Personal Tablets feature a lock screen that only allow that inmate's personal credentials to access that Personal tablet. All purchases are limited to Personal tablets. Additionally, any purchases made on a tablet prompts the user to re-enter credentials. So for example if you purchase a song or game on your Personal tablet, it is only available on that/your Personal tablet – no one can steal that song or game from you.

What services – "apps" on the tablet are provided free of charge – that being, at no cost to the inmate?

- **Job Search** – Real-time job search database allowing inmates to perform millions of up-to-date local and nationwide job searches in numerous fields so they can make a plan for a successful re-entry into society
- **Law Library** – Provides inmates with up-to-date legal information allowing them to perform comprehensive legal research
- **Commissary** – Provide access to commissary ordering (with vendor agreement and when available)
- **Educational Courses** – Self-paced preloaded educational platform with access to thousands of videos and exercises providing the complete education experience
- **Forms and Grievance** – Fully automate the process of inmates submitting requests/forms via an easy to use interface with real-time access to both current and past forms and updates
- **Viewer** – Display all facility documents and videos (e.g. Handbooks and PREA)
- **Podcasts** – Daily updated programming providing access to educational, mental health, self-help, addiction recovery, and more inmate betterment resources, as well as entertainment options that can keep inmates occupied for hours each day
- **Religion** – Religious books and podcasts providing sermons, teachings, and practices for wide range of faiths and beliefs
- **Books** – The largest library available - access to over 50 thousand titles

- **Mental Health & Addiction Recovery** – Dozens of resources designed to assist with anxiety relief, depression assistance, guided meditation, thriving after addiction, Alcoholics Anonymous, opiate addiction, 12 Step Programs, and much more
- **FM Receiver** – Provides the ability to listen to facility audio broadcasts
- Chasing the Dragon Movie – Documentary developed as a resource to educate on the dangers of opiate addiction and how it can destroy lives
- **Clock**
- **Calculator**

What services - "apps" on the tablet are charged to the inmate?

PREMIUM CONTENT
- **Phone** – Allows the tablet to function as a fully integrated extension of the SCP platform. All features and restrictions of SCP will still apply. (**Charges are only for the cost of the phone call**.)
- **eMessaging** – Two-way, corrections-grade digital messaging platform with facility regulated monitoring and control capabilities, as well as intelligence gathering opportunities
- **Music** – Over 15 million songs available, in multiple genres of music such as Country, Gospel, Rock, Pop, and more
- **Games** – 850+ games and growing – wide selection of titles at a low cost to inmates
- **Movies** – Non-explicit content only and many popular movies and TV shows available

How the fee is assessed and at what point in time is the charge assessed to the inmates account?
Fees for premium content are debited out of their account at the time of purchase or rental.

Is there a mechanism to differentiate commissary for food items vs commissary funds used for video/music options?
Inmates utilize their Securus Inmate Debit account for all SecureView subscription and tablet media purchases. The commissary fund is accessed separately from the inmate debit account.

21.   Grievance/Kites:

Please provide an image/document of the format for a grievance that is viewed by the inmate/DC personnel – are they the same or if different, provide an image?
The screen is different for inmates and DC personnel. The inmates will be using the ConnectUs Forms/Grievance screen and the personnel will be using the SCP Grievance dashboard.

Please provide an image/document of a grievance and a kite? - preferably one that was submitted by an inmate and has gone through the levels of appeal/response to the appeal.

Inmate View of Facility Response

MY FORMS

TOTAL FORMS PENDING YOUR UPDATES: 5

Form Type	Status	Date	Owner	Appeal Level	
(ALL)	(ALL)	(ALL)	(ALL)	(ALL)	
Inmate Handbook Acknowledgement	Actively Accepted	2015-12-23	Inmate	0	
General Grievance	Resolved	2015-12-22	Inmate	0	Update
General Grievance	Complete with Objection	2015-12-21	Inmate	0	
General Grievance	Working	2015-12-11	Processing	0	

Pressing Update opens the form to enable the inmate to read the Processor's proposed resolution.

STATUS: RESOLVED

RESOLUTION/RESPONSE TO GRIEVANCE

12/29/2015 9:25:08
What kind of coffee do you like?
12/29/2015 9:42:49
An espresso maker will be added to the mess hall.

* REASON FOR APPEAL

I might spill my espresso. I need the espresso maker in my cell.

[ACCEPT]   [APPEAL]   [ACCEPT WITH OBJECTIONS]

When finished, the inmate options are:
- Accept: Resolution is accepted and form status changes to Actively Accepted. The inmate can enter additional comments into inmate fields but they are not retained.
- Accept with Objections: Resolution is not acceptable to the inmate, but there are no more appeal levels. The inmate can enter additional comments into inmate fields which will be retained after Accept with Objections is pressed.
- Do nothing: Form will automatically be closed after the Passive Acceptance days have elapsed
- Appeal: If an Appeal level is available, the inmate can enter their reason for appeal and press the Appeal button which sends the form to the next appeal level's Assigner.

FACILITY DASHBOARD

The All Available Grievances tab of the Grievance Dashboard lists forms to which the User has a View Only role. All instances of submitted forms are listed regardless of the forms' statuses. Typically View Only is assigned to Managers / Supervisors so they can monitor forms and see reports on form processing by their group.

	My Pending Grievances		All Available Grievances										
2 RESULTS				PAGE 1 OF 1						Age Summary	EXCEL	PDF	CSV
	GRIEVANCE	DATE SUBMITTED (CENTRAL TIME)	INMATE NAME	ACCOUNT #	PIN#	GRIEVANCE TYPE	WORK QUEUE	STATUS	LEVEL	SITE	TERMINAL	DAYS IN STATUS
	22296	12/30/2015 14:16:56	James Bond	0007	000 7	General Grievance	Processing	Assigned	Level 0	Securus Marketing Demo, TX	Pod B-2	0
	22100	12/29/2015 09:21:40	James Bond	0007	000 7	General Grievance	Inmate	Actively Accepted	Level 0	Securus Marketing Demo, TX	Pod B-2	1

Note: the order the forms are listed can be altered by clicking on a column title.

Note: the time of form submittal is always shown in Central Time Zone.

Please provide an image/document of the format for a Kite request (religious, education, haircut, miscellaneous requests)

Inmate Grievance Dashboard
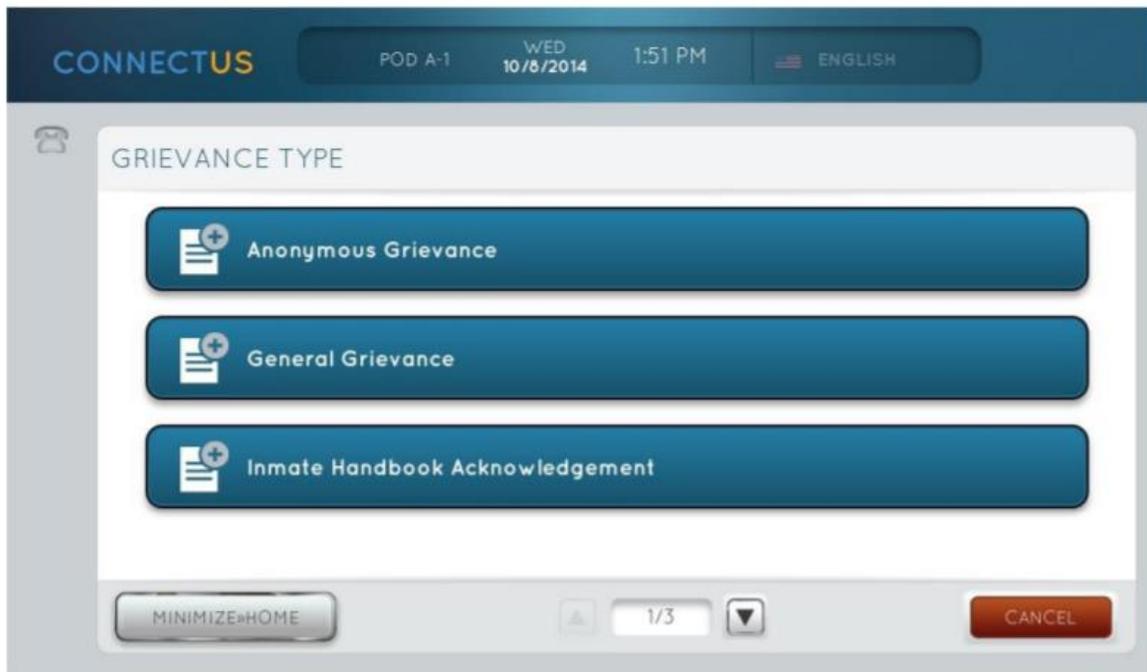
Notes

1. Up to three form types are presented per page.

2. Forms are listed in alphabetical order.

3. A form is not presented until it is marked Active within SCP Grievance Administration (Section 7.5)

Please provide an image of what the inmate will view when submitting a grievance/Kite – specifically format?

Inmate Input of Grievance through ConnectUs

Character limits per Grievance/Kite – what is the max number of characters the inmate can use and can it be limited if deemed appropriate by DCSD?

The maximum number of characters an inmate can input into a grievance/Kite is 3,960 characters. The number of characters can be limited if deemed appropriate by DCSD.

Character limits per Grievance/Kite – what is the max number of characters DCSD/Parkland can use in a response?

The maximum number of characters DCSD/Parkland can input into a grievance/Kite is 3,960 characters.

Please provide an image/copy of a document reflecting the audit trail from start to finish of a grievance.

The Audit Trail for a submitted form is located at the bottom of a forms Work Page and details each action taken on the form.

Audit

Date/Time (CENTRAL TIME)	Escalation Level	Action	Field	Old Value	New Value	Comments
12/29/2015 15:35:48	Level 0	View				
12/29/2015 10:03:21	Level 0	Update	Status	Resolved	Actively Accepted	
12/29/2015 10:01:03	Level 0	Update	Resolution/Response to Grievance	12/29/2015 9:25:08 What kind of coffee do you like? 12/29/2015 9:42:49 An espresso maker will be added to the mess hall.	12/29/2015 9:25:08 What kind of coffee do you like? 12/29/2015 9:42:49 An espresso maker will be added to the mess hall. 12/29/2015 9:59:29 Your request is not allowed as described in chapter 4, section 8, paragraph 1 of Inmate Handbook.	
12/29/2015 10:01:03	Level 0	Update	Status	Working	Resolved	
12/29/2015 10:01:03	Level 0	View				
12/29/2015 09:58:51	Level 0	Update	Status	Remand	Working	
12/29/2015 09:58:51	Level 0	View				
12/29/2015 09:58:12	Level 0	View				
12/29/2015 09:56:00	Level 0	View				
12/29/2015 09:55:53	Level 0	Update	Assigned To	Richard Rundstein (rrundstein@SECUR.TX)	Richard Rundstein (rrundstein@SECUR.TX)	

Please provide an image of a typical aging report showing what will be viewed by a DCSD employee when viewing pending grievances.

An integrated Aging Report is available from both the "My Pending Grievances" and "All Available Grievances" tabs when the DCSD employee is viewing pending grievances. This integrated capability it useful to identify forms that have been stalled in their processing. The Aging Report is a pie chart with four sections reflecting counts of submitted forms whose time in their current work queue falls within user definable boundaries.

The integrated aging report on the "My Pending Grievances" tab provides a personal aging report for current user to see if there are forms requiring attention for which they are responsible.

The integrated aging report on the "All Available Grievances" tab provides an overview of all forms the user has permission to view regardless of whether they have a task to perform with them or not. It is typically used by managers and supervisors to assess their department's effectiveness processing forms.

12 RESULTS   **PAGE 1 OF 1**   Age Summary   EXCEL   PDF   CSV

GRIEVANCE	DATE SUBMITTED (CENTRAL TIME)	INMATE NAME	ACCOUNT #	PIN#	GRIEVANCE TYPE	WORK QUEUE	STATUS	LEVEL	SITE	TERMINAL	DAYS IN STATUS
67	10/15/2014 12:26:32	N/A	N/A	N/A	Anonymous Grievance	Assignment	Waiting Assignment	level 0	Securus Marketing Demo, TX	Pod A-6	1
64	10/15/2014 09:17:54	N/A	N/A	N/A	Anonymous Grievance	Assignment	Waiting Assignment	level 0	Securus Marketing Demo, TX	Pod A-6	1
61	10/13/2014 08:27:03	Sen Katie Cosmicflight	0004	0004	General Grievance	Processing	Working	level 0	Securus Marketing Demo, TX	Pod A-1	3
60	10/09/2014 09:22:35	James Bond	0007	0007	Inmate Handbook Acknowledgement	Assignment	Waiting Assignment	level 0	Securus Marketing Demo, TX	Pod A-6	7
58	10/09/2014 09:19:07	N/A	N/A	N/A	Anonymous Grievance	Assignment	Waiting Assignment	level 0	Securus Marketing Demo, TX	Pod A-6	7
57	10/09/2014 09:01:07	Sen Katie Cosmicflight	0004	0004	Inmate Handbook Acknowledgement	Assignment	Waiting Assignment	level 0	Securus Marketing Demo, TX	Pod A-2	7
55	10/06/2014 08:31:04	James Bond	0007	0007	Medical Request Form	Assignment	Waiting Assignment	level 0	Securus Marketing Demo, TX	Pod A-6	10

Days in Status Summary

- <=7 Days
- >7 and <=14 Days
- >14 and <=21 Days
- >21 Days

Range	# of Days	Count
Not more than	7	6
More than above but not more than	14	2
More than above but not more than	21	4
Greater than	21	0

Update

Additionally, our system provides a manual aging summary, which allows the user to see a breakdown of the aging at each different level from site level down to individual SCP users. The manual aging summary export options include Excel, CSV, and PDF.

NOTE: In addition to standard reporting, Securus developed a customized tool for Dallas County to review all outstanding grievances to comply with Texas Jail Standards.

This form is color coded by aging. This report is provided to Dallas County on a weekly basis.

Can Grievances/Kites be routed to Parkland Medical with overview/review by DC Personnel when released back into the grievance/Kite systems?
Yes. The Grievance Team at Dallas County has oversight of all grievances including Medical grievances for Parkland.

22.   Commissary:

Is there a way to distinguish the method funds are placed on an inmates account and from whom (check, money order, credit card)?
Based on compliance with CPNI (Customer Proprietary Network Information), this information cannot be disclosed without a subpoena.

What is the method of returning unused funds to the remitter upon the release of the inmate, specifically, how will friends and family be able to discern unused commissary funds from unused phone/video visitation funds?
Commissary funds are returned to inmates by the commissary provider.

Unused funds for phone calls and video visits are provided by Securus. Securus will send a check for cash deposits in an inmate account and will credit a credit card for accounts funded via credit card. The timeframe for credit card refunds is 2-3 business days, depending on the Financial Institution.
Please explain the protocol and restrictions in place to prevent the use of a stolen PIN.

Protocols and restrictions to prevent the use of a stolen PIN for commissary purchases are provided by the designated commissary vendor. Notwithstanding the foregoing, 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. Generally speaking, we reduced fraud and PIN theft by limited PIN number usage within a virtual group.

In addition, for Dallas County, we have implemented "AUTO PAN" (personal allowed numbers) for each inmate with ten numbers they are allowed to call. This ensures inmate PINs are of no value to other inmates.

We are currently implementing Virtual Group Settings, which means that inmate PINS only work in his or her assigned housing area. We will work with the facility for best guidelines for additional security features.

If stolen, what is the procedure to replace/change a PIN. Will an employee of DCSD have the authority to change/replace a stolen PIN?
If necessary, PINs may be changed by authorized staff. Any changes will be recorded for administrative and record-keeping purposes.

23.   Video Visitation:

Please provide a picture/document depicting what the initial screen displays to the inmate.
Below is the home screen for the video visitation terminal.

Once the inmate choses the video visitation by clicking on the Video Visitation icon, the will be presented with the screen below, which will display the video visitation schedule with on that specific terminal or all visitations.
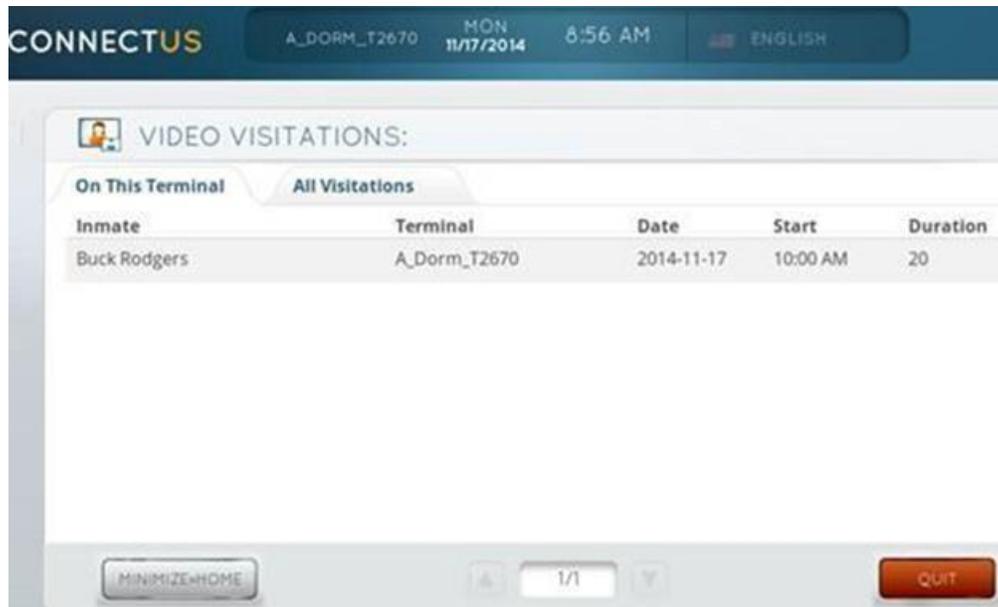
Are the various options available to the inmate displayed upon first touch, and if so, how many options/items are available to be placed on the Video Visitation unit (inmate handbook, law library, forms – grievance/kite, medical sick call button, other?

Yes. There are various options available to be displayed to the inmate upon first touch. The ConnectUs™ software used on our video visitation terminal provides an "app store" environment where new functionality can quickly and easily be developed and delivered to the inmate. The items available are configurable for Dallas County and is only limited by which applications the County choses to include. Options that can be displayed include:

- Video Visitation
- Phone Call
- eMessaging
- VRS
- Law Library
- PREA
- Commissary
- Sick Call
- Inmate Forms

- Inmate Handbook

- Grievance

- Job Search

- Reentry Manual

- Emergency Call

- Education

Digital Bulletin Board

Further, upon first touch, the terminal home screen includes a Digital Bulletin Board, which allows the County to easily publish notifications.

Is there a limitation as to the number of options available and can the system accommodate expansion?
No. There is not a limitation as to the number of options available and the system can accommodate expansion.

Can the Video Visitation unit scroll a message across the bottom? If so, what is the format that that occurs?
Yes. Securus' video visitation units can display messages across the bottom through the Digital Bulletin Feature. The Digital Bulletin Board area, at the bottom of the home screen is used to display notifications from Dallas County. In addition to providing pertinent facility-related information, these messages can be used to promote new products, services, and promotions such as Video Visitation.

Can a general, or specific video generated by DC be shown on the Video Visitation unit, such as a message from the Sheriff and/or a Detention Officer reading the Inmate Handbook to accommodate any inmates who might be illiterate. If the video were to run, would it be part of the

banner on the bottom or could it take up the entire screen until such time as the Video Visitation Unit is used/activated by the inmate?

Yes. The Securus terminals can accommodate both a general or specific video generated by Dallas County to be shown. Dallas County would provide Securus the video and our team would up load it to the system. The video would have its own application icon on the home screen for the inmate to select. We will work with Dallas County on video placement for viewing.

Will usage reports, per facility (North Tower, West Tower, South Tower) be available, and if so, to what extend and detail (facility, floor, pod/tank or?)

Yes. Usage reports will be available per facility. 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)

What is the retention period for Video Visits?

Video visits are retained for ninety days.

24.   Phone:

What is the retention period of phone calls?

Our standard retention time for phone recordings is 12 months. NextGen SCP can also be used to burn the information to a digital file that can be transferred to CD or DVD for additional back up, if necessary.

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.

Is there a method to combine voice recognition of phones and video visitation?
Yes. Investigator Pro™ (IPRO) is the most powerful voice biometrics solution in the corrections industry. It is currently installed at several hundred state, county, and local agencies across the United States. IPRO was initially developed by JLG Technologies, which Securus acquired in 2014.

IPRO includes a wide range of tools that identify voices by name, deter inmate PIN abuse, and provide leads for investigators pursuing illicit activity carried out over the inmate telephone system.

Investigator Pro is a Securus solution and Securus manages the solution roadmap. It is fully integrated with the Securus call platform and is hosted in Securus' data centers. No additional hardware is required. The interface for investigators is browser-based and runs on Windows.

Is there the capability to import voice exemplars into the system, that being, if another agency is utilizing sophisticated investigative techniques and wishes to check that exemplar against the inmate data base, how is that accomplished?
Securus will work with Dallas County to determine the optimal method to incorporate voice examplars into investigative tools.

Can the outside agencies exemplar be imported into the system and retained in the event the unknown subject is arrested at some future point in time and utilizes the phone/video visitation system?
Securus will work with Dallas County to determine the optimal method to incorporate outside agencies' voice examplars.

What is the method of obtaining and retaining voice exemplars of DC employees, how long can the exemplar be retained?
Currently, voice exemplars of county employees can be achieved through the assignment of inmate ID numbers to enroll them in IPRO as they are inmates. These actions present significant legal and operational concerns that, as a result, Securus strongly advises not to take.

25.   Access to court related documents.

Will the Video Visitation Units allow for an inmate to access information concerning court dates, attorney, indictments, release dates, pending charges, etc.?
Yes. 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. Inmates can access AIS through the Phone app giving access to Court dates, Release dates, and Criminal charges (indictments).

Will the Tablet system allow for an inmate to access information concerning court dates, attorney, indictments, release dates, pending charges, etc.?
Yes. The inmates may use the phone application to access AIS.

26.   Investigative Techniques:

What is the method for distinguishing who places funds on an inmate's commissary account/Video Visitation/Tablet movies/music? DC would like to be able to view funding sources as an investigative tool?
The NextGen Inmate Debit Report allows Dallas County users to:

- Query Inmate Debit call detail records (CDRs) by the user-specified criteria
- View all debits and credits that occurred during a specific period for an individual inmate, for all inmates within a facility, or for all facilities
- For CPNI compliance, the identities of the persons who put funds in the accounts are currently protected.

Maximum retention period for phone calls – voice comparison purposes.
Standard retention is three years; however, it may be extended based on County requirements.

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.

Maximum retention period for video visits – voice comparison purposes.
Standard retention periods for videos can vary depending on the site requirements from 15 to 90 days.

Please provide a fixed cost per movies, games, music and any other premium items.

Below are the average costs per purchase/rental and delivery of Premium Content on the Securus tablets. These average costs are based on the activity in our current facilities utilizing our tablet program. Actual costs may vary depending on the inmate's individual selections.

- Music $1.69
- Movies $4.99
- Games $4.99

Other content that is offered free of charge by Securus is listed below. These items are not necessarily free with other competitor models.

- E-Books
- TV/Audio FM Receiver
- Law Library
- Jobview
- Mental Health Programming
- Education (KA Lite, Lantern)
- Parenting Guides
- Religious Books and Programming
- Re-entry Programming
- Resume Building
- Personal Development

The Securus content is delivered in a Purchase/Rental Model which means that the inmate only pays for Games and Music content once and it then can be accessed at any time without additional charges. Movies are a rental and are available for viewing for 48 hours.

Other competitors in the market offer Subscription Models that could be limited to a specific number of days (7, 14, 30 days), a small selection of content, and the content is only available during the subscription period (it has to be paid for multiple times). Each content type may have its own subscription period and cost. They also have a history of charging expensive infrastructure service fees. Please also note that many competitors charge a per minute usage charge in addition to any content.

The quality of the content also matters to the facility. What Securus delivers is premium content from the industry leaders, while others may be using public domain/consumer type content.

What is 3rd party fee for funding Western Union?

The third party fee for Western Union is $5.95. This is a Western Union fee. This type of transaction to fund accounts is very rare (.000035 percent). We make it available for anyone needing that option. Please see our updated answer on these fees below.

NEW QUESTIONS FROM 11/27/19 COMMUNICATIONS

Tablet Timeline: Currently 90 days. Can we shrink the timeline?

Unfortunately, no. After checking with all the responsible parties, we do not feel comfortable committing to less than 90 days. In an install of this type, it is important not to sacrifice the steps we know are necessary to have a successful install. As a result, the Tablet Timeline remains at 90 days.

Please note: Any provider will have the same challenges and if a timeline is promised below ours they could be cutting corners somewhere or not providing the same level of connectivity throughout the facility. The only thing that could decrease their timeline would be less network being installed, the manual labor required is what it is.

Free Minutes: Can we add additional 10K Pre-Paid Calling Cards?

Yes. We will add 10,000 additional prepaid calling cards, for a total of 20,000 free prepaid calling cards annually, this to our offer.

Provide total minutes/calls that were free in booking for 2017 and 2018.

Below is the number of free calls that occurred at Dallas for 2017 and 2018. Please note that the list below represents ALL free calls. If necessary, we can delineate the Booking Calls from the total free calls.

	Calls	Minutes
2017	295,531	1,496,516
2018	257,014	1,324,559

3rd Party Fee: Very important. Can we lower 3rd party charges?
We have received confirmation from MoneyGram and Western Union that the fee will be reduced to $3.95.

International Rates: International rates current offer is $.10. Can this be lower?
Yes. We will reduce the international rate from $0.10 per minute to $0.08.

Provide process on releasing funds when inmates are released.

All customer account balances are refunded to the customer upon request. For inmate debit accounts, when an inmate is released their balance is automatically sent to Western Union where the inmate picks up their refund.   Advance Connect balances expire after 180 days; however, we still process refunds after a balance expires if requested by a customer.

AdvanceConnect Terms and Conditions:

Refunds of unused balances, when provided, are credited back to the credit or debit card used to fund the AdvanceConnect account. If the AdvanceConnect account holder used a prepaid Visa or MasterCard to fund their account, the account holder must maintain possession of the card to ensure they receive their refund. If the AdvanceConnect account holder funded the account through check, money order, Western Union or MoneyGram, a refund check will be mailed to the AdvanceConnect account holder, which could take up to four weeks for processing. AdvanceConnect account holders have 180 days from the date of the last call received on the AdvanceConnect account to request a refund of any unused balance. The balance of the refund may vary based on when calls were last received. The account holder is not notified of a credit balance. The account holder may access their account at any time, obtain their balance, close their account and request a refund. The account holder can close their account and get a refund online, through the IVR or through a customer care associate.

Inmate Debit - Upon inmate's release, the inmate's unused Inmate Debit account balance* will be made available for you to collect at any Western Union retail location. The refund should be available for collection at any Western Union retail location within 15 minutes of your release. Note, refund balances that exceed $100.00 require validation and will be available within 24 business hours. Your refund will be available for collection for 90 days. No refund will be issued after 90 days. Unclaimed funds are returned to Securus. With Inmate Debit, Securus can handle the refunds or the facility can – adding another level of flexibility for Securus customers. Refunds can be sent to the facility to be distributed to inmates per the standard release process. To maximize efficiencies, facilities can also select refunds to be handled by Securus. This is done by making refunds available directly to inmates at Western Union retail locations.

BAFO OFFER
Dallas County Request for Proposal Inmate Phone Services

Attachment No.5
Price Proposal

RATES ~~AND COMMISSIONS~~

Please complete the following chart for the charges you propose for each rate and call type. Note: If more than one rate ~~and commission structure~~ is offered, please complete a chart for each optional package using the format below. (include voicemail inbound and outbound)

Collect Phone Calls

Call Type	1st Min Rate	Add'l Min Rate	15 Min. Charge
Local	0.0119	0.0119	0.178
IntraLATA	0.0119	0.0119	0.178
InterLATA	0.0119	0.0119	0.178
Interstate	0.0119	0.0119	0.178
International	0.08	0.08	1.20

PREPAID CALLS

Call Type	1st Min Rate	Add'l Min Rate	15 Min. Charge
Local	0.0119	0.0119	0.178
IntraLATA	0.0119	0.0119	0.178
InterLATA	0.0119	0.0119	0.178
Interstate	0.0119	0.0119	0.178
International	0.08	0.08	1.20

DEBIT CALLS

Call Type	1st Min Rate	Add'l Min Rate	15 Min. Charge
Local	0.0119	0.0119	0.178
IntraLATA	0.0119	0.0119	0.178
InterLATA	0.0119	0.0119	0.178
Interstate	0.0119	0.0119	0.178
International	0.08	0.08	1.20

Please note that ALL Securus offers include:
1. Unlimited FREE calls in Booking/Intake area.
2. Unlimited FREE calls to numbers designated by the County as being necessary for inmate well-being, such as public defenders and bail bondsmen.
3. 20,000 FREE prepaid calling cards every year for distribution by county staff to indigent inmates or as directed by the Jail/County.

Video Visitation Calls

Call Type	1st Min Rate	Add'l Min Rate	15 Min. Charge
Local	0.13	0.13	1.95 *
IntraLATA	0.13	0.13	1.95
InterLATA	0.13	0.13	1.95
Interstate	.013	0.13	1.95
International	0.13	0.13	1.95

*We recommend video visits for preset periods of time for improved inmate experience.

TDD/TTY/VRS (Video Relay Service-American Sign Language)

Call Type	1st Min Rate	Add'l Min Rate	15 Min. Charge
Local	0	0	0
IntraLATA	0	0	0
InterLATA	0	0	0
Interstate	0	0	0
International	0	0	0

Other Technology (i.e. tablets and email)

Call Type	Inmate Rental for Device	Cost to Inmate per application	Per use cost (access/retrieval)
Tablet Free Community Tablets for all inmates.	$5.00/month for personal tablet	Free Apps on All Tablets*** Premium Content**	0
Email	0	1 Stamp	0
Other technology not specified above			
Digital Mail	0	0	0
Inbound Voicemail	0	.50 per message	0

BAFO OFFER
COST OF STAMP
REDUCED
TO .24.

* A stamp currently costs $0.25.

Please note that sales tax, universal service fund fees, telecommunications Relay Services (TRS) fees may also apply, based on local, state and federal taxing authority. But no part of these funds go to Securus.

Securus charges a returned check fee of $25.

**Premium Tablet Content
Games.........1.99 -12.99
Movies/TV..... .99 - 9.99
Music........... 1.06 - 1.99

***Free Tablet Content
eBooks
Educational content
JobView
Law Library
FM Receiver
Mental Health and Addiction resources
Forms and Grievances

Attachment No.5

Option 2 - No Funding Fees. Rates Predicated on 15 Min. Calls

RATES ~~AND COMMISSIONS~~

Please complete the following chart for the charges you propose for each rate and call type. Note: If more than one rate ~~and commission structure~~ is offered, please complete a chart for each optional package using the format below. (include voicemail inbound and outbound)

Collect Phone Calls

Call Type	1st Min Rate	Add'l Min Rate	15 Min. Charge
Local	0.009	0.009	0.135
IntraLATA	0.009	0.009	0.135
InterLATA	0.009	0.009	0.135
Interstate	0.009	0.009	0.135
International	0.08	0.08	1.20

PREPAID CALLS

Call Type	1st Min Rate	Add'l Min Rate	15 Min. Charge
Local	0.009	0.009	0.135
IntraLATA	0.009	0.009	0.135
InterLATA	0.009	0.009	0.135
Interstate	0.009	0.009	0.135
International	0.08	0.08	1.20

DEBIT CALLS

Call Type	1st Min Rate	Add'l Min Rate	15 Min. Charge
Local	0.009	0.009	0.135
IntraLATA	0.009	0.009	0.135
InterLATA	0.009	0.009	0.135
Interstate	0.009	0.009	0.135
International	0.08	0XXX 0.08	1.20

Please note that ALL Securus offers include:
1. Unlimited FREE calls in Booking/Intake area.
2. Unlimited FREE calls to numbers designated by the County as being necessary for inmate well-being, such as public defenders and bail bondsmen.
3. 20,000 FREE prepaid calling cards every year for distribution by county staff to indigent inmates or as directed by the Jail/County.

Video Visitation Calls

Call Type	1st Min Rate	Add'l Min Rate	15 Min. Charge
Local	0.13	0.13	1.95*
IntraLATA	0.13	0.13	1.95
InterLATA	0.13	0.13	1.95
Interstate	.013	0.13	1.95
International	0.13	0.13	1.95

*We recommend video visits for preset periods of time for improved inmate experience.

TDD/TTY/VRS (Video Relay Service-American Sign Language)

Call Type	1st Min Rate	Add'l Min Rate	15 Min. Charge
Local	0	0	0
IntraLATA	0	0	0
InterLATA	0	0	0
Interstate	0	0	0
International	0	0	0

Other Technology (i.e. tablets and email)

Call Type	Inmate Rental for Device	Cost to Inmate per application	Per use cost (access/retrieval)
Tablet Free Community Tablets for all inmates.	$5.00/month for personal tablet	Free Apps on All Tablets*** Premium Content**	*** 0
Email	0	1 Stamp*	0
Other technology not specified above			
Digital Mail	0	0	0
Inbound Voicemail	0	.50 per message	0

BAFO OFFER: STAMPS REDUCED TO .24 each.

* A stamp currently costs $0.25.

Please note that sales tax, universal service fund fees, telecommunications Relay Services (TRS) fees may also apply, based on local, state and federal taxing authority. But no part of these funds go to Securus.

Securus charges a returned check fee of $25.

**Premium Tablet Content
Games.........1.99 -12.99
Movies/TV..... .99 - 9.99
Music........... 1.06 - 1.99

***Free Tablet Content
eBooks
Educational content
JobView
Law Library
FM Receiver
Mental Health and Addiction resources
Forms and Grievances

Attachment No.5

Option 3 - Low Funding Fees. Rates predicated on 15 min. calls

RATES AND COMMISSIONS

Please complete the following chart for the charges you propose for each rate and call type. Note: If more than one rate and commission structure is offered, please complete a chart for each optional package using the format below. (include voicemail inbound and outbound)

Collect Phone Calls

Call Type	1st Min Rate	Add'l Min Rate	15 Min. Charge
Local	0.008	0.008	0.12
IntraLATA	0.008	0.008	0.12
InterLATA	0.008	0.008	0.12
Interstate	0.008	0.008	0.12
International	0.08	0.08	1.20

PREPAID CALLS (Including Advanced Connect-Single Call)

Call Type	1st Min Rate	Add'l Min Rate	15 Min. Charge
Local	0.008	0.008	0.12
IntraLATA	0.008	0.008	0.12
InterLATA	0.008	0.008	0.12
Interstate	0.008	0.008	0.12
International	0.08	0.08	1.20

DEBIT CALLS

Call Type	1st Min Rate	Add'l Min Rate	15 Min. Charge
Local	0.008	0.008	0.12
IntraLATA	0.008	0.008	0.12
InterLATA	0.008	0.008	0.12
Interstate	0.008	0.008	0.12
International	0.08	0.08	1.20

Please note that ALL Securus offers include:
1. Unlimited FREE calls in Booking/Intake area.
2. Unlimited FREE calls to numbers designated by the County as being necessary for inmate well-being, such as public defenders and bail bondsmen.
3. 20,000 FREE prepaid calling cards every year for distribution by county staff to indigent inmates and/ or as directed by the Jail/County.

Video Visitation Calls

Call Type	1st Min Rate	Add'l Min Rate	15 Min. Charge
Local	0.13	0.13	1.95 *
IntraLATA	0.13	0.13	1.95
InterLATA	0.13	0.13	1.95
Interstate	.013	0.13	1.95
International	0.13	0.13	1.95

*We recommend video visits for preset periods of time for improved inmate experience.

TDD/TTY/VRS (Video Relay Service-American Sign Language)

Call Type	1st Min Rate	Add'l Min Rate	15 Min. Charge
Local	0	0	0
IntraLATA	0	0	0
InterLATA	0	0	0
Interstate	0	0	0
International	0	0	0

Other Technology (i.e. tablets and email)

Call Type	Inmate Rental for Device	Cost to Inmate per application	Per use cost (access/retrieval)
Tablet Free Community Tablets for all inmates.	$5.00/month for personal tablet	Free Apps on All Tablets*** Premium Content**	0
Email	0	1 Stamp*	0
Other technology not specified above			
Digital Mail	0	0	0
Inbound Voicemail	0	.50 per message	0

BAFO OFFER STAMP COST REDUCED TO .24.

* A stamp currently costs $0.25.

Please note that sales tax, universal service fund fees, telecommunications Relay Services (TRS) fees may also apply, based on local, state and federal taxing authority. But no part of these funds go to Securus.

Securus charges a returned check fee of $25.

Premium Tablet Content
Games.........1.99 -12.99
Movies/TV..... .99 - 9.99
Music........... 1.06 - 1.99

***Free Tablet Content**
eBooks
Educational content
JobView
Law Library
FM Receiver
Mental Health and Addiction resources
Forms and Grievances

Account Set Up Fee: None

Transaction Funding Fee (including Advanced Connect-Single Call): $1.99

Attachment No.5

Option 4 - County Funded. Rates predicated on 15 min calls.

RATES ~~AND COMMISSIONS~~
Please complete the following chart for the charges you propose for each rate and call type. Note: If more than one rate ~~and commission structure~~ is offered, please complete a chart for each optional package using the format below. (include voicemail inbound and outbound)

Collect Phone Calls

Call Type	1st Min Rate	Add'l Min Rate	15 Min. Charge
Local	0	0	0
IntraLATA	0	0	0
InterLATA	0	0	0
Interstate	0	0	0
International	0	0	0

PREPAID CALLS

Call Type	1st Min Rate	Add'l Min Rate	15 Min. Charge
Local	0	0	0
IntraLATA	0	0	0
InterLATA	0	0	0
Interstate	0	0	0
International	0	0	0

DEBIT CALLS

Call Type	1st Min Rate	Add'l Min Rate	15 Min. Charge
Local	0	0	0
IntraLATA	0	0	0
InterLATA	0	0	0
Interstate	0	0	0
International	0	0	0

This option makes calls is free to inmates; the County, however, will be billed at a rate of .008 per minute.

Please note that ALL Securus offers include:
1. Unlimited FREE calls in Booking/Intake area.
2. Unlimited FREE calls to numbers designated by the County as being necessary for inmate well-being, such as public defenders and bail bondsmen.
3. 20,000 FREE prepaid calling cards every year for distribution by county staff to indigent inmates and/ or at the direction of the Jail/County.

Video Visitation Calls

Call Type	1st Min Rate	Add'l Min Rate	15 Min. Charge
Local	0.13	0.13	1.95*
IntraLATA	0.13	0.13	1.95
InterLATA	0.13	0.13	1.95
Interstate	.013	0.13	1.95
International	0.13	0.13	1.95

* We recommend video visits for preset periods of time for improved inmate experience.

TDD/TTY/VRS (Video Relay Service-American Sign Language)

Call Type	1st Min Rate	Add'l Min Rate	15 Min. Charge
Local	0	0	0
IntraLATA	0	0	0
InterLATA	0	0	0
Interstate	0	0	0
International	0	0	0

Other Technology (i.e. tablets and email)

Call Type	Inmate Rental for Device	Cost to Inmate per application	Per use cost (access/retrieval)
Tablet Free Community Tablets for all inmates.	$5.00/month for personal tablet	Free Apps on All Tablets*** Premium Content**	*** 0
Email	0	1 Stamp*	0
Other technology not specified above			
Digital Mail	0	0	0
Inbound Voicemail	0	.50 per message	0

BAFO OFFER: STAMP COST REDUCED TO .24.

* A stamp currently costs $0.25.

Please note that sales tax, universal service fund fees, telecommunications Relay Services (TRS) fees may also apply, based on local, state and federal taxing authority. But no part of these funds go to Securus.

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