

**COUNTY OF SAN DIEGO – DEPARTMENT OF PURCHASING AND CONTRACTING
CONTRACT NO. 542145 AMENDMENT NO. 1**

To: **Securus Technologies, Inc., Contractor ("Securus")**. Pursuant to the contract changes clause, you are directed to make the changes described herein to the Contract or do the following described work not included in the previous agreed on Statement of Work.

Title of Contract, Project, or Program: **Detention Facilities –Inmate Telephone Services** Effective Date: **January 17, 2013**

Description of Contract Change(s) and/or Work To Be Done:

1. **DESCRIPTION:** The applicable process and instructions are described in Attachment 1: Process and in Attachment 2: Inmate Calling Instructions. Upon receipt of County's written request, Securus shall provide County with Prepaid Calling Accounts for use by inmates. These Accounts are in the form of telephone time credited and tied to a specific phone number (to restrict use) provided to Securus by County Child Welfare Services personnel.

2. **PAYMENT & REFUND:** Per Attachment 1, Securus shall send invoices monthly for previous month's ordered "purchase" amounts to:

County of San Diego Health & Human Services Agency
Child Welfare Services
Attn: Fiscal Support
6950 Levant Street
San Diego, CA 92111
BPA# ___TBD___

County shall pay Securus by check, "net 30."

County of San Diego Child Welfare Services is responsible for tracking time used and for notifying Securus within 6 months of issuance that a refund is owed to the County. Securus shall refund purchased, unused time within six months of issuance and within 30 days of written County request.

3. **REFUNDS.** Credits will be issued for requested refunds and applied to next invoice for Prepaid Calling Cards. Refunds can only be requested 30 days after placing Prepaid Calling Card order. Prepaid Calling Cards expire six months after the date of issuance. Expiration date will be provided when prepaid calling cards/accounts are provided.

4. **CALLING RATES:** Securus will charge rates that are in compliance with Collect rates specified in Contract Section A-1, and with state and federal regulatory requirements. International rates, if applicable, will vary by country.

5. This amendment only pertains to calls involving County of San Diego Child Welfare Services.

All other Terms and Conditions remain in effect.

IN WITNESS WHEREOF, County and Contractor have executed this Amendment effective as of the date first set forth above. We, the undersigned Contractor, have given careful consideration to the change proposed and hereby agree, if this proposed change is approved, that we will provide all equipment, furnish all materials, except as may otherwise be noted above, and perform all services necessary for the work specified herein.
Contract time for completion remains unchanged.

THIS AMENDMENT IS NOT VALID UNLESS APPROVED BY THE DIRECTOR, DEPARTMENT OF PURCHASING AND CONTRACTING.

RECEIVED
MAR 21 2013

BY:

Department Review and Recommended Approval:

By: Robert Pickens

ROBERT PICKENS, Chief Operating Officer
Securus Technologies, Inc.
14651 Dallas Parkway, 6th Floor, Dallas, TX 75254
972.277.0386
bpickens@securusTech.net
Date: _____

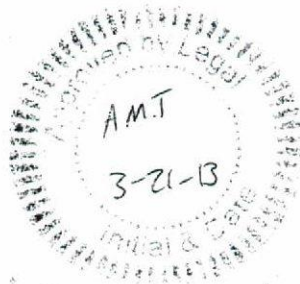
By: _____

KEITH SPEARS, Contracts Manager
Sheriff Department
Date: 3-27-13

APPROVED: [Signature]
By: WINSTON F. McCOLL, Director
Department of Purchasing and Contracting
Date: 4/2/2013
JOHN M. PELLEGRINO

APPROVED AS TO FORM AND LEGALITY:

By: [Signature]
Date: 3/29/13
Deputy County Counsel



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Attachment 1 – Process

Process below will be used for Child Welfare Services Agency (CWS) to request accounts, funding, or phone number changes.

1. CWS emails cardfulfillment@securustech.net and CC: calsabrook@securustech.net, including:
 1. Inmate first and last name and, if known, the Inmate site ID (*see list below*) and Inmate booking #.
 2. Indicate if this a new or existing CWS account for this Inmate. If the Inmate has more than one account, include phone #(s) as needed.
 3. Indicate the amount of funds to add to the account(s). If no amount is indicated, Securus assumes \$25.
 4. If only changing phone # allowed, CWS provides Inmate name and current phone #, as well as new phone #. Securus will change both the account # and the allowed phone #. If phone # already exists, Securus will add 2 random digits to the end for the account # and indicate this in its reply email.

Site ID List:

1	04857	SDCJ	San Diego Central Jail
2	04858	VDF	San Diego Vista Detention Facility
3	04908	GBDF	San Diego George Bailey Detention Facility
4	04910	LCDF	San Diego Las Colinas Detention Facility
5	04935	SBCJ	San Diego South Bay Detention Facility
6	09300	SF8	San Diego Facility 8
7	09301	EMDF	San Diego East Mesa Detention Facility

2. Securus will send CWS a reply email with a ticket number (usually within the hour) and then a final email with completion status (**within 24 business hours**).

Notables:

- Securus will send **Monthly Inmate Account Report** to Theo Bedania Theodore.Bedania@sdcounty.ca.gov and Jack Haydock Jack.Haydock@sdcounty.ca.gov
- Securus will send **Prepaid Card Website** to CWS for real-time access to individual account info (balances).
- Securus will send invoices monthly for previous month's "purchase" amounts to:

County of San Diego Health & Human Services Agency
 Child Welfare Services
 Attn: Fiscal Support
 6950 Levant Street
 San Diego, CA 92111

BPA# TBD Account #: TBD

Contacts:

<p><u>Card Fulfillment/Prepaid</u> cardfulfillment@securustech.net 1-866-533-3959</p> <p>Card Fulfillment hours: M-F 6am-5pm CST (3:00 pm PST).</p> <p><u>After Hours (Technical Support 24x7)</u> 1-866-558-2323</p>	<p>Christi Alsabrook Supervisor, Prepaid Cards 866-533-3959 Press 1 ask for Christi calsabrook@securustech.net</p> <p>Marlon Miller Manager, Technical Support 972-277-0323 MMiller@securustech.net</p>
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COUNTY OF SAN DIEGO – DEPARTMENT OF PURCHASING AND CONTRACTING
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Attachment 2 – Inmate Calling Instructions

The dialing instructions include choosing a language, choosing a call type and entering a PIN to place a call.

Inmates have three call choices:

(1) Collect or (2) Debit or (4) Prepaid Card

- **Inmates using the cardless solution to call their children by court order will need to Press 4 for a Prepaid Card Call. With this option, callers cannot call a social worker or any other number.**
- **Collect Calls directly to Child Welfare Offices need to be dialed to the Social Worker's desk phone and not to a cell phone. Collect Calls to cell phones require an account to be setup by the person receiving the call with the cell phone.**

Call Flow will be as follows:

First...

Pickup Inmate phone and listen for voice prompts

1. For English, Press 1
2. Para español, marque 2 *(if Spanish is chosen, the rest of the prompts are in Spanish)*

Next...

Choose Call Type

1. For a Collect Call, Press 1 (calls to cell phones will be required to setup an account at pay now)
2. For a Debit Call, Press 2 (only used for Inmate debit accounts)
3. For a Calling Card, Press 4 (only used to call a child as court ordered)

Then....

FOLLOW THE INSTRUCTIONS

IF YOU CHOOSE #4 TO CALL A CHILD, YOU WILL HEAR:

1. Enter your Pin # now (this is the INMATE PIN from SCP required for ALL call types)
2. Please enter the area code and phone number you are calling now
3. Enter your calling card number now *(most will be the same as the phone # unless a duplicate # exists with more than 1 child)*
4. Please state your name at the beep
5. "This call is subject to recording and monitoring. To continue Press 1, to disconnect Press 2. You may hear silence during the acceptance of your call. Please continue to hold." *(This is where the call recording begins)*
6. "You have ___ dollar(s) and ___ cent(s)"

When the call is answered, the person who answered will hear:

"Hello, this is a free call from _____ an Inmate at _____. This call is subject to recording and monitoring. To accept this free call, press 1. To refuse this free call, press 2. If you would like to permanently block your number from receiving calls from this facility, press 6."

If the caller accepts the call, final prompt plays... "Thank You for using SECURUS, you may start the conversation now."

If the child is in foster care, anyone who answers these calls at the foster home will need to know how to accept these calls and NOT to hit 6 to block. Which child they are calling for will not be stated on the call. The card is billed for the first minute when the call is accepted even if the call ends within the first minute. CALLER ID FOR PREPAID CALLS IS NOT THE SAME AS CALLER ID FOR DEBIT or COLLECT – CALLER FOR PREPAID CARDLESS IS 213-543-0000.

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