

Boone County Purchasing

Melinda Bobbitt, CPPO
Director of Purchasing



613 E. Ash, Room 110
Columbia, MO 65201
Phone: (573) 886-4391
Fax: (573) 886-4390
mbobbitt@boonecountymo.org

February 22, 2016

Securus Technologies, Inc.
Attn: Cecilia Truong, Account Manager
14651 N. Dallas Pkwy, 6th Floor
Dallas, TX 75254

RE: Contract # 15-07APR09 – Inmate Telephone System

Dear Ms. Case:

The County of Boone wishes to renew contract # 15-07APR09 – Inmate Telephone System on a month to month basis until 90 days written notice of cancellation is given by either party.

This arrangement is spelled out in Section 4, Contract Duration, of the Purchase Agreement.

The month to month renewal starts **March 1, 2016**.

Please keep us apprised of any developments in the FCC rulings concerning Inmate Calling Rates.

Sincerely,



Melinda Bobbitt, CPPO
Director of Purchasing

cc: Keith Hoskins, Leasa Quick, Gary German, Dwayne Carey, Sheriff Department
Contract File

**PURCHASE AGREEMENT FOR
INMATE TELEPHONE SYSTEM**

THIS AGREEMENT dated the 15th day of September 2009 is made between Boone County, Missouri, a political subdivision of the State of Missouri through the Boone County Commission, herein "County" and **Evercom Systems, Inc., a Delaware corporation and a wholly owned subsidiary of Securus Technologies, Inc.**, herein "Contractor."

IN CONSIDERATION of the parties performance of the respective obligations contained herein, the parties agree as follows:

1. Contract Documents - This agreement shall consist of this Purchase Agreement for the furnishing, delivery, installation and on-going maintenance of an **Inmate Telephone System**, Boone County Request for Proposal for Inmate Telephone System, proposal number **15-07APR09**, Instructions and General Conditions, Introduction and General Information, Scope of Services, Proposal Submission Information, the un-executed Response / Pricing Page, Addendum Numbers 1, 2, 3 and 4, Best and Final Offer Number 1 with response dated August 14, 2009, executed by Robert E. Pickens, as well as the Contractor's proposal response dated April 3, 2009 and executed by William D. Markert on behalf of the Contractor. All such documents shall constitute the contract documents, which are attached hereto and incorporated herein by reference. Service or product data, specification and literature submitted with proposal response may be permanently maintained in the County Purchasing Office proposal file for this proposal if not attached. In the event of conflict between any of the foregoing documents, this Purchase Agreement, the Instructions and General Conditions, Introduction and General Information, Scope of Services, Proposal Submission Information, the un-executed Response / Pricing Page, Addendum Numbers 1, 2, 3 & 4 and Best and Final Offers Number 1 shall prevail and control over the Contractor's proposal response.

2. Basic Services - The County agrees to purchase from the Contractor and the Contractor agrees to supply the County services and deliverables in the proposal specifications and as outlined in the Contractor's proposal response and Best and Final Offer Number One to include all software, hardware, installation, implementation, training and software and hardware maintenance throughout the contract period. Deliverables shall include:

- 53% Gross Revenue on Collect Calls
- Signing Bonus of \$20,000.00
- Upgrade to SCP (Digital Web-based Secure Call Platform with all applications and functionality)
- Free Prepaid Cards with Face Value of \$5,000.00
- 35% commission on prepaid card calls
- Provision of two (2) standard HP EliteBook 8730W Mobile Workstation laptops or equivalent
- Securus shall facilitate access to the tape archive that County has established with the inmate phone system.
- Provision of four (4) Guard Check Pipes.
- Provision of maintenance support and upgrades/enhancement that become available for the County's current Guard Check System for the life of the contract.

3. Delivery - Contractor agrees to deliver for all requests in accordance with the proposal specifications and Contractor proposal response.

4. Contract Duration - The products and services under this agreement shall be guaranteed from the commencing date of the contract through December 31, 2014. At the expiration of this contract, the County has the option of continuing the inmate telephone system services with Contractor at the same commission and rates for a period of two (2) additional years in one-year increments. Each optional year

RECEIVED
09-15-09 VBS



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 2/16/2016

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 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: Willis of Texas, Inc. CONTACT NAME: Willis Towers Watson Certificate Center. INSURED: Securus Technologies, Inc. INSURER A: Travelers Indemnity Co. of America

COVERAGES CERTIFICATE NUMBER: 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.

Table with columns: INSR LTR, TYPE OF INSURANCE, POLICY NUMBER, POLICY EFF, POLICY EXP, LIMITS. Rows include Commercial General Liability, Automobile Liability, Umbrella Liability, and Workers Compensation.

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) THIS CERTIFICATE VOIDS AND REPLACES PREVIOUSLY ISSUED CERTIFICATE DATED: 09/03/2015

CERTIFICATE HOLDER: Boone County. 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.



AGENCY CUSTOMER ID: SECUHOL-01

SINGHRM

LOC #: 1

ADDITIONAL REMARKS SCHEDULE

Page 1 of 1

AGENCY Willis of Texas, Inc.		NAMED INSURED Securus Technologies, Inc.	
POLICY NUMBER SEE PAGE 1		14651 Dallas Parkway	
CARRIER SEE PAGE 1		NAIC CODE SEE P 1	Suite 600
		Dallas, TX 75264-8815	
		EFFECTIVE DATE: SEE PAGE 1	

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
FORM NUMBER: ACORD 25 FORM TITLE: Certificate of Liability Insurance

Description of Operations/Locations/Vehicles:

Waiver of Subrogation applies in favor of Additional Insureds with respects to General Liability and Auto Liability as per written contract.

**COUNTY OF BOONE - MISSOURI
 WORK AUTHORIZATION CERTIFICATION
 PURSUANT TO 285.530 RSMo
 (FOR ALL AGREEMENTS IN EXCESS OF \$5,000.00)**

County of DALLAS)
)ss
 State of TEXAS)

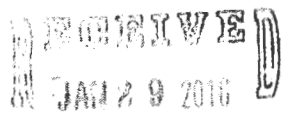
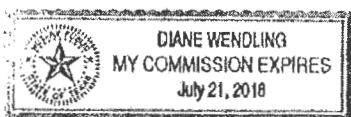
My name is Robert Pickens . I am an authorized agent of Starvision Systems
 _____ (Bidder). This business is enrolled and participates in a federal
 work authorization program for all employees working in connection with services
 provided to the County. This business does not knowingly employ any person that is an
 unauthorized alien in connection with the services being provided. Documentation of
 participation in a federal work authorization program is attached hereto.

Furthermore, all subcontractors working on this contract shall affirmatively state
 in writing in their contracts that they are not in violation of Section 285.530.1, shall not
 thereafter be in violation and submit a sworn affidavit under penalty of perjury that all
 employees are lawfully present in the United States.

[Signature] 2-3-14
 Affiant Date
Robert Pickens
 Printed Name

Subscribed and sworn to before me this 3 day of February, 2014.

[Signature]
 Notary Public



BY:

Company ID Number: 60113

ARTICLE I

PURPOSE AND AUTHORITY

This Memorandum of Understanding (MOU) sets forth the points of agreement between the Social Security Administration (SSA), the Department of Homeland Security (DHS) and **Evercom Systems, Inc.** (Employer) regarding the Employer's participation in the Employment Eligibility Verification Program (E-Verify). E-Verify is a program in which the employment eligibility of all newly hired employees will be confirmed after the Employment Eligibility Verification Form (Form I-9) has been completed.

Authority for the E-Verify program is found in Title IV, Subtitle A, of the Illegal Immigration Reform and Immigrant Responsibility Act of 1996 (IIRIRA), Pub. L. 104-208, 110 Stat. 3009, as amended (8 U.S.C. § 1324a note).

ARTICLE II

FUNCTIONS TO BE PERFORMED

A. RESPONSIBILITIES OF THE SSA

1. Upon completion of the Form I-9 by the employee and the Employer, and provided the Employer complies with the requirements of this MOU, SSA agrees to provide the Employer with available information that allows the Employer to confirm the accuracy of Social Security Numbers provided by all newly hired employees and the employment authorization of U.S. citizens.
2. The SSA agrees to provide to the Employer appropriate assistance with operational problems that may arise during the Employer's participation in the E-Verify program. The SSA agrees to provide the Employer with names, titles, addresses, and telephone numbers of SSA representatives to be contacted during the E-Verify process.
3. The SSA agrees to safeguard the information provided by the Employer through the E-Verify program procedures, and to limit access to such information, as is appropriate by law, to individuals responsible for the verification of Social Security Numbers and for evaluation of the E-Verify program or such other persons or entities who may be authorized by the SSA as governed by the Privacy Act (5 U.S.C. § 552a), the Social Security Act (42 U.S.C. 1306(a)), and SSA regulations (20 CFR Part 401).
4. SSA agrees to establish a means of automated verification that is designed (in conjunction with DHS's automated system if necessary) to provide confirmation or tentative nonconfirmation of U.S. citizens' employment eligibility and accuracy of SSA records for both citizens and aliens within 3 Federal Government work days of the initial inquiry.

Company ID Number: 60113

5. SSA agrees to establish a means of secondary verification (including updating SSA records as may be necessary) for employees who contest SSA tentative nonconfirmations that is designed to provide final confirmation or nonconfirmation of U.S. citizens' employment eligibility and accuracy of SSA records for both citizens and aliens within 10 Federal Government work days of the date of referral to SSA, unless SSA determines that more than 10 days may be necessary. In such cases, SSA will provide additional verification instructions.

B. RESPONSIBILITIES OF THE DEPARTMENT OF HOMELAND SECURITY

1. Upon completion of the Form I-9 by the employee and the Employer and after SSA verifies the accuracy of SSA records for aliens through E-Verify, DHS agrees to provide the Employer access to selected data from DHS's database to enable the Employer to conduct:

- Automated verification checks on newly hired alien employees by electronic means, and
- Photo verification checks (when available) on newly hired alien employees.

2. DHS agrees to provide to the Employer appropriate assistance with operational problems that may arise during the Employer's participation in the E-Verify program. DHS agrees to provide the Employer names, titles, addresses, and telephone numbers of DHS representatives to be contacted during the E-Verify process.

3. DHS agrees to provide to the Employer a manual (the E-Verify Manual) containing instructions on E-Verify policies, procedures and requirements for both SSA and DHS, including restrictions on the use of E-Verify. DHS agrees to provide training materials on E-Verify.

4. DHS agrees to provide to the Employer a notice, which indicates the Employer's participation in the E-Verify program. DHS also agrees to provide to the Employer anti-discrimination notices issued by the Office of Special Counsel for Immigration-Related Unfair Employment Practices (OSC), Civil Rights Division, and U.S. Department of Justice.

5. DHS agrees to issue the Employer a user identification number and password that permits the Employer to verify information provided by alien employees with DHS's database.

6. DHS agrees to safeguard the information provided to DHS by the Employer, and to limit access to such information to individuals responsible for the verification of alien employment eligibility and for evaluation of the E-Verify program, or to such other persons or entities as may be authorized by applicable law. Information will be used only to verify the accuracy of Social Security Numbers and employment eligibility, to enforce the Immigration and Nationality Act and federal criminal laws, and to ensure accurate wage reports to the SSA.

7. DHS agrees to establish a means of automated verification that is designed (in conjunction with SSA verification procedures) to provide confirmation or tentative nonconfirmation of employees' employment eligibility within 3 Federal Government work days of the initial inquiry.

Company ID Number: 60113

8. DHS agrees to establish a means of secondary verification (including updating DHS records as may be necessary) for employees who contest DHS tentative nonconfirmations and photo non-match tentative nonconfirmations that is designed to provide final confirmation or nonconfirmation of the employees' employment eligibility within 10 Federal Government work days of the date of referral to DHS, unless DHS determines that more than 10 days may be necessary. In such cases, DHS will provide additional verification instructions.

C. RESPONSIBILITIES OF THE EMPLOYER

1. The Employer agrees to display the notices supplied by DHS in a prominent place that is clearly visible to prospective employees.

2. The Employer agrees to provide to the SSA and DHS the names, titles, addresses, and telephone numbers of the Employer representatives to be contacted regarding E-Verify.

3. The Employer agrees to become familiar with and comply with the E-Verify Manual.

4. The Employer agrees that any Employer Representative who will perform employment verification queries will complete the E-Verify Tutorial before that individual initiates any queries.

- A. The employer agrees that all employer representatives will take the refresher tutorials initiated by the E-Verify program as a condition of continued use of E-Verify.
- B. Failure to complete a refresher tutorial will prevent the employer from continued use of the program.

5. The Employer agrees to comply with established Form I-9 procedures, with two exceptions:

- If an employee presents a "List B" identity document, the Employer agrees to only accept "List B" documents that contain a photo. (List B documents identified in 8 C.F.R. § 274a.2 (b) (1) (B)) can be presented during the Form I-9 process to establish identity).
- If an employee presents a DHS Form I-551 (Permanent Resident Card) or Form I-766 (Employment Authorization Document) to complete the Form I-9, the Employer agrees to make a photocopy of the document and to retain the photocopy with the employee's Form I-9. The employer will use the photocopy to verify the photo and to assist the Department with its review of photo non-matches that are contested by employees. Note that employees retain the right to present any List A, or List B and List C, documentation to complete the Form I-9. DHS may in the future designate other documents that activate the photo screening tool.

6. The Employer understands that participation in E-Verify does not exempt the Employer from the responsibility to complete, retain, and make available for inspection Forms I-9 that relate to its employees, or from other requirements of applicable regulations or laws, except for the following modified requirements applicable by reason of the Employer's participation in E-Verify: (1) identity documents must have photos, as described in paragraph 5 above; (2) a

Company ID Number: 60113

rebuttable presumption is established that the Employer has not violated section 274A(a)(1)(A) of the Immigration and Nationality Act (INA) with respect to the hiring of any individual if it obtains confirmation of the identity and employment eligibility of the individual in compliance with the terms and conditions of E-Verify ; (3) the Employer must notify DHS if it continues to employ any employee after receiving a final nonconfirmation, and is subject to a civil money penalty between \$500 and \$1,000 for each failure to notify DHS of continued employment following a final nonconfirmation; (4) the Employer is subject to a rebuttable presumption that it has knowingly employed an unauthorized alien in violation of section 274A(a)(1)(A) if the Employer continues to employ any employee after receiving a final nonconfirmation; and (5) no person or entity participating in E-Verify is civilly or criminally liable under any law for any action taken in good faith on information provided through the confirmation system. DHS reserves the right to conduct Form I-9 compliance inspections during the course of E-Verify, as well as to conduct any other enforcement activity authorized by law.

7. The Employer agrees to initiate E-Verify verification procedures within 3 Employer business days after each employee has been hired (but after both sections 1 and 2 of the Form I-9 have been completed), and to complete as many (but only as many) steps of the E-Verify process as are necessary according to the E-Verify Manual. The Employer is prohibited from initiating verification procedures before the employee has been hired and the Form I-9 completed. If the automated system to be queried is temporarily unavailable, the 3-day time period is extended until it is again operational in order to accommodate the Employer's attempting, in good faith, to make inquiries during the period of unavailability. In all cases, the Employer must use the SSA verification procedures first, and use DHS verification procedures and photo screening tool only after the the SSA verification response has been given.

8. The Employer agrees not to use E-Verify procedures for pre-employment screening of job applicants, support for any unlawful employment practice, or any other use not authorized by this MOU. The Employer must use E-Verify for all new employees and will not verify only certain employees selectively. The Employer agrees not to use E-Verify procedures for re-verification, or for employees hired before the date this MOU is in effect. The Employer understands that if the Employer uses E-Verify procedures for any purpose other than as authorized by this MOU, the Employer may be subject to appropriate legal action and the immediate termination of its access to SSA and DHS information pursuant to this MOU.

9. The Employer agrees to follow appropriate procedures (see Article III.B. below) regarding tentative nonconfirmations, including notifying employees of the finding, providing written referral instructions to employees, allowing employees to contest the finding, and not taking adverse action against employees if they choose to contest the finding. Further, when employees contest a tentative nonconfirmation based upon a photo non-match, the Employer is required to take affirmative steps (see Article III.B. below) to contact DHS with information necessary to resolve the challenge.

10. The Employer agrees not to take any adverse action against an employee based upon the employee's employment eligibility status while SSA or DHS is processing the verification request unless the Employer obtains knowledge (as defined in 8 C.F.R. § 274a.1 (1)) that the employee is not work authorized. The Employer understands that an initial inability of the SSA or DHS automated verification to verify work authorization, a tentative nonconfirmation, or the finding of

Company ID Number: 60113

a photo non-match, does not mean, and should not be interpreted as, an indication that the employee is not work authorized. In any of the cases listed above, the employee must be provided the opportunity to contest the finding, and if he or she does so, may not be terminated or suffer any adverse employment consequences until and unless secondary verification by SSA or DHS has been completed and a final nonconfirmation has been issued. If the employee does not choose to contest a tentative nonconfirmation or a photo non-match, then the Employer can find the employee is not work authorized and take the appropriate action.

11. The Employer agrees to comply with section 274B of the INA by not discriminating unlawfully against any individual in hiring, firing, or recruitment or referral practices because of his or her national origin or, in the case of a protected individual as defined in section 274B(a)(3) of the INA, because of his or her citizenship status. The Employer understands that such illegal practices can include selective verification or use of E-Verify, discharging or refusing to hire eligible employees because they appear or sound "foreign", and premature termination of employees based upon tentative nonconfirmations, and that any violation of the unfair immigration-related employment practices provisions of the INA could subject the Employer to civil penalties pursuant to section 274B of the INA and the termination of its participation in E-Verify. If the Employer has any questions relating to the anti-discrimination provision, it should contact OSC at 1-800-255-7688 or 1-800-237-2515 (TDD).

12. The Employer agrees to record the case verification number on the employee's Form I-9 or to print the screen containing the case verification number and attach it to the employee's Form I-9.

13. The Employer agrees that it will use the information it receives from the SSA or DHS pursuant to E-Verify and this MOU only to confirm the employment eligibility of newly-hired employees after completion of the Form I-9. The Employer agrees that it will safeguard this information, and means of access to it (such as PINS and passwords) to ensure that it is not used for any other purpose and as necessary to protect its confidentiality, including ensuring that it is not disseminated to any person other than employees of the Employer who are authorized to perform the Employer's responsibilities under this MOU.

14. The Employer acknowledges that the information which it receives from SSA is governed by the Privacy Act (5 U.S.C. § 552a (i) (1) and (3)) and the Social Security Act (42 U.S.C. 1306(a)), and that any person who obtains this information under false pretenses or uses it for any purpose other than as provided for in this MOU may be subject to criminal penalties.

15. The Employer agrees to allow DHS and SSA, or their authorized agents or designees, to make periodic visits to the Employer for the purpose of reviewing E-Verify -related records, i.e., Forms I-9, SSA Transaction Records, and DHS verification records, which were created during the Employer's participation in the E-Verify Program. In addition, for the purpose of evaluating E-Verify, the Employer agrees to allow DHS and SSA or their authorized agents or designees, to interview it regarding its experience with E-Verify, to interview employees hired during E-Verify use concerning their experience with the pilot, and to make employment and E-Verify related records available to DHS and the SSA, or their designated agents or designees. Failure to comply with the terms of this paragraph may lead DHS to terminate the Employer's access to E-Verify.

Company ID Number: 60113

ARTICLE III

REFERRAL OF INDIVIDUALS TO THE SSA AND THE DEPARTMENT OF HOMELAND SECURITY

A. REFERRAL TO THE SSA

1. If the Employer receives a tentative nonconfirmation issued by SSA, the Employer must print the tentative nonconfirmation notice as directed by the automated system and provide it to the employee so that the employee may determine whether he or she will contest the tentative nonconfirmation.

2. The Employer will refer employees to SSA field offices only as directed by the automated system based on a tentative nonconfirmation, and only after the Employer records the case verification number, reviews the input to detect any transaction errors, and determines that the employee contests the tentative nonconfirmation. The Employer will transmit the Social Security Number to SSA for verification again if this review indicates a need to do so. The Employer will determine whether the employee contests the tentative nonconfirmation as soon as possible after the Employer receives it.

3. If the employee contests an SSA tentative nonconfirmation, the Employer will provide the employee with a referral letter and instruct the employee to visit an SSA office to resolve the discrepancy within 8 Federal Government work days. The Employer will make a second inquiry to the SSA database using E-Verify procedures on the date that is 10 Federal Government work days after the date of the referral in order to obtain confirmation, or final nonconfirmation, unless otherwise instructed by SSA or unless SSA determines that more than 10 days is necessary to resolve the tentative nonconfirmation..

4. The Employer agrees not to ask the employee to obtain a printout from the Social Security Number database (the Numident) or other written verification of the Social Security Number from the SSA.

B. REFERRAL TO THE DEPARTMENT OF HOMELAND SECURITY

1. If the Employer receives a tentative nonconfirmation issued by DHS, the Employer must print the tentative nonconfirmation notice as directed by the automated system and provide it to the employee so that the employee may determine whether he or she will contest the tentative nonconfirmation.

2. If the Employer finds a photo non-match for an alien who provides a document for which the automated system has transmitted a photo, the employer must print the photo non-match tentative nonconfirmation notice as directed by the automated system and provide it to the employee so that the employee may determine whether he or she will contest the finding.

3. The Employer agrees to refer individuals to DHS only when the employee chooses to contest a tentative nonconfirmation received from DHS automated verification process or when

Company ID Number: 60113

the Employer issues a tentative nonconfirmation based upon a photo non-match. The Employer will determine whether the employee contests the tentative nonconfirmation as soon as possible after the Employer receives it.

4. If the employee contests a tentative nonconfirmation issued by DHS, the Employer will provide the employee with a referral letter and instruct the employee to contact the Department through its toll-free hotline within 8 Federal Government work days.

5. If the employee contests a tentative nonconfirmation based upon a photo non-match, the Employer will provide the employee with a referral letter to DHS. DHS will electronically transmit the result of the referral to the Employer within 10 Federal Government work days of the referral unless it determines that more than 10 days is necessary.

6. The Employer agrees that if an employee contests a tentative nonconfirmation based upon a photo non-match, the Employer will send a copy of the employee's Form I-551 or Form I-766 to DHS for review by:

- Scanning and uploading the document, or
- Sending a photocopy of the document by an express mail account (furnished and paid for by DHS).

7. The Employer understands that if it cannot determine whether there is a photo match/non-match, the Employer is required to forward the employee's documentation to DHS by scanning and uploading, or by sending the document as described in the preceding paragraph, and resolving the case as specified by the Immigration Services Verifier at DHS who will determine the photo match or non-match.

ARTICLE IV

SERVICE PROVISIONS

The SSA and DHS will not charge the Employer for verification services performed under this MOU. The Employer is responsible for providing equipment needed to make inquiries. To access the E-Verify System, an Employer will need a personal computer with Internet access.

ARTICLE V

PARTIES

This MOU is effective upon the signature of all parties, and shall continue in effect for as long as the SSA and DHS conduct the E-Verify program unless modified in writing by the mutual consent of all parties, or terminated by any party upon 30 days prior written notice to the others. Any and all system enhancements to the E-Verify program by DHS or SSA, including but not limited to the E-Verify checking against additional data sources and instituting new verification procedures, will be covered under this MOU and will not cause the need for a supplemental MOU that outlines these changes. DHS agrees to train employers on all changes made to E-Verify through the use of mandatory refresher tutorials and updates to the E-Verify manual. Even

Company ID Number: 60113

without changes to E-Verify, the Department reserves the right to require employers to take mandatory refresher tutorials.

Termination by any party shall terminate the MOU as to all parties. The SSA or DHS may terminate this MOU without prior notice if deemed necessary because of the requirements of law or policy, or upon a determination by SSA or DHS that there has been a breach of system integrity or security by the Employer, or a failure on the part of the Employer to comply with established procedures or legal requirements. Some or all SSA and DHS responsibilities under this MOU may be performed by contractor(s), and SSA and DHS may adjust verification responsibilities between each other as they may determine.

Nothing in this MOU is intended, or should be construed, to create any right or benefit, substantive or procedural, enforceable at law by any third party against the United States, its agencies, officers, or employees, or against the Employer, its agents, officers, or employees.

Each party shall be solely responsible for defending any claim or action against it arising out of or related to E-Verify or this MOU, whether civil or criminal, and for any liability wherefrom, including (but not limited to) any dispute between the Employer and any other person or entity regarding the applicability of Section 403(d) of IIRIRA to any action taken or allegedly taken by the Employer.

The employer understands that the fact of its participation in E-Verify is not confidential information and may be disclosed as authorized or required by law and DHS or SSA policy, including but not limited to, Congressional oversight, E-Verify publicity and media inquiries, and responses to inquiries under the Freedom of Information Act (FOIA).

The foregoing constitutes the full agreement on this subject between the SSA, DHS, and the Employer.

The individuals whose signatures appear below represent that they are authorized to enter into this MOU on behalf of the Employer and DHS respectively.

To be accepted as a participant in E-Verify, you should only sign the Employer's Section of the signature page. If you have any questions, contact E-Verify Operations at 888-464-4218.

Employer Evercom Systems, Inc.

Kate S Lengyel

Name (Please type or print)

Title

Electronically Signed

10/09/2007

Signature

Date

Department of Homeland Security – Verification Division

Company ID Number: 60113

USCIS Verification Division

Name (Please type or print)

Title

Electronically Signed

10/09/2007

Signature

Date

Company ID Number: 60113

**INFORMATION REQUIRED
FOR THE E-VERIFY PROGRAM**

Information relating to your Company:

Company Name: Evercom Systems, Inc.

Company Facility Address: 14651 Dallas Parkway, Suite 600
Dallas, TX 75254

Company Alternate Address: _____

County or Parish: DALLAS

Employer Identification Number: 752722144

North American Industry
Classification Systems Code: 517

Parent Company: _____

Number of Employees: 500 to
999 Number of Sites Verified for: 1

Are you verifying for more than 1 site? If yes, please provide the number of sites verified for in each State.

- TEXAS 1 site(s)

Information relating to the Program Administrator(s) for your Company on policy questions or operational problems:

Name: **Karen Zeitman**
Telephone Number: **(972) 277 - 0320** Fax Number: **(972) 277 - 0617**
E-mail Address: **kzeitman@securustech.net**

Name: **Kate S Lengyel**
Telephone Number: **(972) 277 - 0306** Fax Number: **(972) 277 - 0617**
E-mail Address: **klengyel@securustech.net**

Search Results

Current Search Terms: securus* technologies*

Notice: This printed document represents only the first page of your SAM search results. More results may be available. To print your complete search results, you can download the PDF and print it.
No records found for current search.

Glossary

Search

Results

Entity

Exclusion

Search

Filters

By Record Status

By Functional Area - Entity Management

By Functional Area - Performance Information

SAM | System for Award Management 1.0

IBM v1.P.42.20160129-1215

WWW1

Note to all Users: This is a Federal Government computer system. Use of this system constitutes consent to monitoring at all times.





SECUHOL-01

FISERMA

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

9/9/2016

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 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 Willis of Texas, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 37230-5191	CONTACT NAME: PHONE (A/C, No, Ext): (877) 945-7378 FAX (A/C, No): (888) 467-2378 E-MAIL ADDRESS: <table style="width: 100%;"> <tr> <th style="width: 80%;">INSURER(S) AFFORDING COVERAGE</th> <th style="width: 20%;">NAIC #</th> </tr> <tr> <td>INSURER A : Berkley National Insurance Company</td> <td>38911</td> </tr> <tr> <td>INSURER B : Berkley Regional Insurance Company</td> <td>29580</td> </tr> <tr> <td>INSURER C :</td> <td></td> </tr> <tr> <td>INSURER D :</td> <td></td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Berkley National Insurance Company	38911	INSURER B : Berkley Regional Insurance Company	29580	INSURER C :		INSURER D :		INSURER E :		INSURER F :	
INSURER(S) AFFORDING COVERAGE	NAIC #														
INSURER A : Berkley National Insurance Company	38911														
INSURER B : Berkley Regional Insurance Company	29580														
INSURER C :															
INSURER D :															
INSURER E :															
INSURER F :															
INSURED Securus Technologies, Inc. 14651 Dallas Parkway Suite 600 Dallas, TX 75254-8815															

COVERAGES**CERTIFICATE NUMBER:****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.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:	X		TCP7008991-10	09/09/2016	09/09/2017	EACH OCCURRENCE \$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000
							MED EXP (Any one person) \$ 10,000
							PERSONAL & ADV INJURY \$ 1,000,000
							GENERAL AGGREGATE \$ 2,000,000
							PRODUCTS - COMP/OP AGG \$ 2,000,000
							\$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS	X		TCP7008991-10	09/09/2016	09/09/2017	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
							BODILY INJURY (Per person) \$
							BODILY INJURY (Per accident) \$
							PROPERTY DAMAGE (Per accident) \$
							\$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000	X		TUL7008990-10	09/09/2016	09/09/2017	EACH OCCURRENCE \$ 5,000,000
							AGGREGATE \$ 5,000,000
							\$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	TWC7008989-10	09/09/2016	09/09/2017	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER
							E.L. EACH ACCIDENT \$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE \$ 1,000,000
							E.L. DISEASE - POLICY LIMIT \$ 1,000,000

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

Re: #43-14OCT14 - Inmate Telephone System.

Umbrella policy follows Form.

County of Boone and Owner are included as Additional Insureds as respects to General Liability and Auto Liability as required by written contract.

Waiver of Subrogation applies in favor of Additional Insureds with respects to General Liability and Auto Liability as per written contract.

CERTIFICATE HOLDER**CANCELLATION**

Boone County 613 E. Ash Street, Room 109 Columbia, MO 65201	<p>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.</p> <p>AUTHORIZED REPRESENTATIVE</p>
--------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

© 1988-2014 ACORD CORPORATION. All rights reserved.

Boone County Purchasing

Melinda Bobbitt, CPPO
Director of Purchasing



613 E. Ash, Room 110
Columbia, MO 65201
Phone: (573) 886-4391
Fax: (573) 886-4390
mbobbitt@boonecountymo.org

February 22, 2016

Securus Technologies, Inc.
Attn: Cecilia Truong, Account Manager
14651 N. Dallas Pkwy, 6th Floor
Dallas, TX 75254

RE: Contract # 15-07APR09 – Inmate Telephone System

Dear Ms. Case:

The County of Boone wishes to renew contract # 15-07APR09 – Inmate Telephone System on a month to month basis until 90 days written notice of cancellation is given by either party.

This arrangement is spelled out in Section 4, Contract Duration, of the Purchase Agreement.

The month to month renewal starts **March 1, 2016**.

Please keep us apprised of any developments in the FCC rulings concerning Inmate Calling Rates.

Sincerely,

A handwritten signature in cursive script, appearing to read "Melinda Bobbitt".

Melinda Bobbitt, CPPO
Director of Purchasing

cc: Keith Hoskins, Leasa Quick, Gary German, Dwayne Carey, Sheriff Department
Contract File



ADDITIONAL REMARKS SCHEDULE

AGENCY Willis of Texas, Inc.		NAMED INSURED Securus Technologies, Inc. 14651 Dallas Parkway Suite 600 Dallas, TX 75254-8815	
POLICY NUMBER SEE PAGE 1		EFFECTIVE DATE: SEE PAGE 1	
CARRIER SEE PAGE 1	NAIC CODE SEE P 1		

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
FORM NUMBER: ACORD 25 FORM TITLE: Certificate of Liability Insurance

Description of Operations/Locations/Vehicles:
Waiver of Subrogation applies in favor of Additional Insureds with respects to General Liability and Auto Liability as per written contract.

**COUNTY OF BOONE - MISSOURI
 WORK AUTHORIZATION CERTIFICATION
 PURSUANT TO 285.530 RSMo
 (FOR ALL AGREEMENTS IN EXCESS OF \$5,000.00)**

County of DALLAS)
)ss
 State of TEXAS)

My name is Robert Pukens. I am an authorized agent of Gar-Execim Systems
 (Bidder). This business is enrolled and participates in a federal
 work authorization program for all employees working in connection with services
 provided to the County. This business does not knowingly employ any person that is an
 unauthorized alien in connection with the services being provided. Documentation of
 participation in a federal work authorization program is attached hereto.

Furthermore, all subcontractors working on this contract shall affirmatively state
 in writing in their contracts that they are not in violation of Section 285.530.1, shall not
 thereafter be in violation and submit a sworn affidavit under penalty of perjury that all
 employees are lawfully present in the United States.

RP Affiant 2-3-14 Date
Robert Pukens
 Printed Name

Subscribed and sworn to before me this 3 day of February, 2014.

Diane Wendling
 Notary Public



RECEIVED
 JAN 29 2014

Company ID Number: 60113

ARTICLE I

PURPOSE AND AUTHORITY

This Memorandum of Understanding (MOU) sets forth the points of agreement between the Social Security Administration (SSA), the Department of Homeland Security (DHS) and **Evercom Systems, Inc.** (Employer) regarding the Employer's participation in the Employment Eligibility Verification Program (E-Verify). E-Verify is a program in which the employment eligibility of all newly hired employees will be confirmed after the Employment Eligibility Verification Form (Form I-9) has been completed.

Authority for the E-Verify program is found in Title IV, Subtitle A, of the Illegal Immigration Reform and Immigrant Responsibility Act of 1996 (IIRIRA), Pub. L. 104-208, 110 Stat. 3009, as amended (8 U.S.C. § 1324a note).

ARTICLE II

FUNCTIONS TO BE PERFORMED

A. RESPONSIBILITIES OF THE SSA

1. Upon completion of the Form I-9 by the employee and the Employer, and provided the Employer complies with the requirements of this MOU, SSA agrees to provide the Employer with available information that allows the Employer to confirm the accuracy of Social Security Numbers provided by all newly hired employees and the employment authorization of U.S. citizens.
2. The SSA agrees to provide to the Employer appropriate assistance with operational problems that may arise during the Employer's participation in the E-Verify program. The SSA agrees to provide the Employer with names, titles, addresses, and telephone numbers of SSA representatives to be contacted during the E-Verify process.
3. The SSA agrees to safeguard the information provided by the Employer through the E-Verify program procedures, and to limit access to such information, as is appropriate by law, to individuals responsible for the verification of Social Security Numbers and for evaluation of the E-Verify program or such other persons or entities who may be authorized by the SSA as governed by the Privacy Act (5 U.S.C. § 552a), the Social Security Act (42 U.S.C. 1306(a)), and SSA regulations (20 CFR Part 401).
4. SSA agrees to establish a means of automated verification that is designed (in conjunction with DHS's automated system if necessary) to provide confirmation or tentative nonconfirmation of U.S. citizens' employment eligibility and accuracy of SSA records for both citizens and aliens within 3 Federal Government work days of the initial inquiry.

Company ID Number: 60113

5. SSA agrees to establish a means of secondary verification (including updating SSA records as may be necessary) for employees who contest SSA tentative nonconfirmations that is designed to provide final confirmation or nonconfirmation of U.S. citizens' employment eligibility and accuracy of SSA records for both citizens and aliens within 10 Federal Government work days of the date of referral to SSA, unless SSA determines that more than 10 days may be necessary. In such cases, SSA will provide additional verification instructions.

B. RESPONSIBILITIES OF THE DEPARTMENT OF HOMELAND SECURITY

1. Upon completion of the Form I-9 by the employee and the Employer and after SSA verifies the accuracy of SSA records for aliens through E-Verify, DHS agrees to provide the Employer access to selected data from DHS's database to enable the Employer to conduct:

- Automated verification checks on newly hired alien employees by electronic means, and
- Photo verification checks (when available) on newly hired alien employees.

2. DHS agrees to provide to the Employer appropriate assistance with operational problems that may arise during the Employer's participation in the E-Verify program. DHS agrees to provide the Employer names, titles, addresses, and telephone numbers of DHS representatives to be contacted during the E-Verify process.

3. DHS agrees to provide to the Employer a manual (the E-Verify Manual) containing instructions on E-Verify policies, procedures and requirements for both SSA and DHS, including restrictions on the use of E-Verify.. DHS agrees to provide training materials on E-Verify.

4. DHS agrees to provide to the Employer a notice, which indicates the Employer's participation in the E-Verify program. DHS also agrees to provide to the Employer anti-discrimination notices issued by the Office of Special Counsel for Immigration-Related Unfair Employment Practices (OSC), Civil Rights Division, and U.S. Department of Justice.

5. DHS agrees to issue the Employer a user identification number and password that permits the Employer to verify information provided by alien employees with DHS's database.

6. DHS agrees to safeguard the information provided to DHS by the Employer, and to limit access to such information to individuals responsible for the verification of alien employment eligibility and for evaluation of the E-Verify program, or to such other persons or entities as may be authorized by applicable law. Information will be used only to verify the accuracy of Social Security Numbers and employment eligibility, to enforce the Immigration and Nationality Act and federal criminal laws, and to ensure accurate wage reports to the SSA.

7. DHS agrees to establish a means of automated verification that is designed (in conjunction with SSA verification procedures) to provide confirmation or tentative nonconfirmation of employees' employment eligibility within 3 Federal Government work days of the initial inquiry.

Company ID Number: 60113

8. DHS agrees to establish a means of secondary verification (including updating DHS records as may be necessary) for employees who contest DHS tentative nonconfirmations and photo non-match tentative nonconfirmations that is designed to provide final confirmation or nonconfirmation of the employees' employment eligibility within 10 Federal Government work days of the date of referral to DHS, unless DHS determines that more than 10 days may be necessary. In such cases, DHS will provide additional verification instructions.

C. RESPONSIBILITIES OF THE EMPLOYER

1. The Employer agrees to display the notices supplied by DHS in a prominent place that is clearly visible to prospective employees.

2. The Employer agrees to provide to the SSA and DHS the names, titles, addresses, and telephone numbers of the Employer representatives to be contacted regarding E-Verify.

3. The Employer agrees to become familiar with and comply with the E-Verify Manual.

4. The Employer agrees that any Employer Representative who will perform employment verification queries will complete the E-Verify Tutorial before that individual initiates any queries.

- A. The employer agrees that all employer representatives will take the refresher tutorials initiated by the E-Verify program as a condition of continued use of E-Verify.
- B. Failure to complete a refresher tutorial will prevent the employer from continued use of the program.

5. The Employer agrees to comply with established Form I-9 procedures, with two exceptions:

- If an employee presents a "List B" identity document, the Employer agrees to only accept "List B" documents that contain a photo. (List B documents identified in 8 C.F.R. § 274a.2 (b) (1) (B)) can be presented during the Form I-9 process to establish identity).
- If an employee presents a DHS Form I-551 (Permanent Resident Card) or Form I-766 (Employment Authorization Document) to complete the Form I-9, the Employer agrees to make a photocopy of the document and to retain the photocopy with the employee's Form I-9. The employer will use the photocopy to verify the photo and to assist the Department with its review of photo non-matches that are contested by employees. Note that employees retain the right to present any List A, or List B and List C, documentation to complete the Form I-9. DHS may in the future designate other documents that activate the photo screening tool.

6. The Employer understands that participation in E-Verify does not exempt the Employer from the responsibility to complete, retain, and make available for inspection Forms I-9 that relate to its employees, or from other requirements of applicable regulations or laws, except for the following modified requirements applicable by reason of the Employer's participation in E-Verify: (1) identity documents must have photos, as described in paragraph 5 above; (2) a

Company ID Number: 60113

rebuttable presumption is established that the Employer has not violated section 274A(a)(1)(A) of the Immigration and Nationality Act (INA) with respect to the hiring of any individual if it obtains confirmation of the identity and employment eligibility of the individual in compliance with the terms and conditions of E-Verify ; (3) the Employer must notify DHS if it continues to employ any employee after receiving a final nonconfirmation, and is subject to a civil money penalty between \$500 and \$1,000 for each failure to notify DHS of continued employment following a final nonconfirmation; (4) the Employer is subject to a rebuttable presumption that it has knowingly employed an unauthorized alien in violation of section 274A(a)(1)(A) if the Employer continues to employ any employee after receiving a final nonconfirmation; and (5) no person or entity participating in E-Verify is civilly or criminally liable under any law for any action taken in good faith on information provided through the confirmation system. DHS reserves the right to conduct Form I-9 compliance inspections during the course of E-Verify, as well as to conduct any other enforcement activity authorized by law.

7. The Employer agrees to initiate E-Verify verification procedures within 3 Employer business days after each employee has been hired (but after both sections 1 and 2 of the Form I-9 have been completed), and to complete as many (but only as many) steps of the E-Verify process as are necessary according to the E-Verify Manual. The Employer is prohibited from initiating verification procedures before the employee has been hired and the Form I-9 completed. If the automated system to be queried is temporarily unavailable, the 3-day time period is extended until it is again operational in order to accommodate the Employer's attempting, in good faith, to make inquiries during the period of unavailability. In all cases, the Employer must use the SSA verification procedures first, and use DHS verification procedures and photo screening tool only after the the SSA verification response has been given.

8. The Employer agrees not to use E-Verify procedures for pre-employment screening of job applicants, support for any unlawful employment practice, or any other use not authorized by this MOU. The Employer must use E-Verify for all new employees and will not verify only certain employees selectively. The Employer agrees not to use E-Verify procedures for re-verification, or for employees hired before the date this MOU is in effect. The Employer understands that if the Employer uses E-Verify procedures for any purpose other than as authorized by this MOU, the Employer may be subject to appropriate legal action and the immediate termination of its access to SSA and DHS information pursuant to this MOU.

9. The Employer agrees to follow appropriate procedures (see Article III.B. below) regarding tentative nonconfirmations, including notifying employees of the finding, providing written referral instructions to employees, allowing employees to contest the finding, and not taking adverse action against employees if they choose to contest the finding. Further, when employees contest a tentative nonconfirmation based upon a photo non-match, the Employer is required to take affirmative steps (see Article III.B. below) to contact DHS with information necessary to resolve the challenge.

10. The Employer agrees not to take any adverse action against an employee based upon the employee's employment eligibility status while SSA or DHS is processing the verification request unless the Employer obtains knowledge (as defined in 8 C.F.R. § 274a.1 (1)) that the employee is not work authorized. The Employer understands that an initial inability of the SSA or DHS automated verification to verify work authorization, a tentative nonconfirmation, or the finding of

Company ID Number: 60113

a photo non-match, does not mean, and should not be interpreted as, an indication that the employee is not work authorized. In any of the cases listed above, the employee must be provided the opportunity to contest the finding, and if he or she does so, may not be terminated or suffer any adverse employment consequences until and unless secondary verification by SSA or DHS has been completed and a final nonconfirmation has been issued. If the employee does not choose to contest a tentative nonconfirmation or a photo non-match, then the Employer can find the employee is not work authorized and take the appropriate action.

11. The Employer agrees to comply with section 274B of the INA by not discriminating unlawfully against any individual in hiring, firing, or recruitment or referral practices because of his or her national origin or, in the case of a protected individual as defined in section 274B(a)(3) of the INA, because of his or her citizenship status. The Employer understands that such illegal practices can include selective verification or use of E-Verify, discharging or refusing to hire eligible employees because they appear or sound "foreign", and premature termination of employees based upon tentative nonconfirmations, and that any violation of the unfair immigration-related employment practices provisions of the INA could subject the Employer to civil penalties pursuant to section 274B of the INA and the termination of its participation in E-Verify. If the Employer has any questions relating to the anti-discrimination provision, it should contact OSC at 1-800-255-7688 or 1-800-237-2515 (TDD).

12. The Employer agrees to record the case verification number on the employee's Form I-9 or to print the screen containing the case verification number and attach it to the employee's Form I-9.

13. The Employer agrees that it will use the information it receives from the SSA or DHS pursuant to E-Verify and this MOU only to confirm the employment eligibility of newly-hired employees after completion of the Form I-9. The Employer agrees that it will safeguard this information, and means of access to it (such as PINS and passwords) to ensure that it is not used for any other purpose and as necessary to protect its confidentiality, including ensuring that it is not disseminated to any person other than employees of the Employer who are authorized to perform the Employer's responsibilities under this MOU.

14. The Employer acknowledges that the information which it receives from SSA is governed by the Privacy Act (5 U.S.C. § 552a (i) (1) and (3)) and the Social Security Act (42 U.S.C. 1306(a)), and that any person who obtains this information under false pretenses or uses it for any purpose other than as provided for in this MOU may be subject to criminal penalties.

15. The Employer agrees to allow DHS and SSA, or their authorized agents or designees, to make periodic visits to the Employer for the purpose of reviewing E-Verify -related records, i.e., Forms I-9, SSA Transaction Records, and DHS verification records, which were created during the Employer's participation in the E-Verify Program. In addition, for the purpose of evaluating E-Verify, the Employer agrees to allow DHS and SSA or their authorized agents or designees, to interview it regarding its experience with E-Verify, to interview employees hired during E-Verify use concerning their experience with the pilot, and to make employment and E-Verify related records available to DHS and the SSA, or their designated agents or designees. Failure to comply with the terms of this paragraph may lead DHS to terminate the Employer's access to E-Verify.

Company ID Number: 60113

ARTICLE III

REFERRAL OF INDIVIDUALS TO THE SSA AND THE DEPARTMENT OF HOMELAND SECURITY

A. REFERRAL TO THE SSA

1. If the Employer receives a tentative nonconfirmation issued by SSA, the Employer must print the tentative nonconfirmation notice as directed by the automated system and provide it to the employee so that the employee may determine whether he or she will contest the tentative nonconfirmation.

2. The Employer will refer employees to SSA field offices only as directed by the automated system based on a tentative nonconfirmation, and only after the Employer records the case verification number, reviews the input to detect any transaction errors, and determines that the employee contests the tentative nonconfirmation. The Employer will transmit the Social Security Number to SSA for verification again if this review indicates a need to do so. The Employer will determine whether the employee contests the tentative nonconfirmation as soon as possible after the Employer receives it.

3. If the employee contests an SSA tentative nonconfirmation, the Employer will provide the employee with a referral letter and instruct the employee to visit an SSA office to resolve the discrepancy within 8 Federal Government work days. The Employer will make a second inquiry to the SSA database using E-Verify procedures on the date that is 10 Federal Government work days after the date of the referral in order to obtain confirmation, or final nonconfirmation, unless otherwise instructed by SSA or unless SSA determines that more than 10 days is necessary to resolve the tentative nonconfirmation..

4. The Employer agrees not to ask the employee to obtain a printout from the Social Security Number database (the Numident) or other written verification of the Social Security Number from the SSA.

B. REFERRAL TO THE DEPARTMENT OF HOMELAND SECURITY

1. If the Employer receives a tentative nonconfirmation issued by DHS, the Employer must print the tentative nonconfirmation notice as directed by the automated system and provide it to the employee so that the employee may determine whether he or she will contest the tentative nonconfirmation.

2. If the Employer finds a photo non-match for an alien who provides a document for which the automated system has transmitted a photo, the employer must print the photo non-match tentative nonconfirmation notice as directed by the automated system and provide it to the employee so that the employee may determine whether he or she will contest the finding.

3. The Employer agrees to refer individuals to DHS only when the employee chooses to contest a tentative nonconfirmation received from DHS automated verification process or when

Company ID Number: 60113

the Employer issues a tentative nonconfirmation based upon a photo non-match. The Employer will determine whether the employee contests the tentative nonconfirmation as soon as possible after the Employer receives it.

4. If the employee contests a tentative nonconfirmation issued by DHS, the Employer will provide the employee with a referral letter and instruct the employee to contact the Department through its toll-free hotline within 8 Federal Government work days.

5. If the employee contests a tentative nonconfirmation based upon a photo non-match, the Employer will provide the employee with a referral letter to DHS. DHS will electronically transmit the result of the referral to the Employer within 10 Federal Government work days of the referral unless it determines that more than 10 days is necessary.

6. The Employer agrees that if an employee contests a tentative nonconfirmation based upon a photo non-match, the Employer will send a copy of the employee's Form I-551 or Form I-766 to DHS for review by:

- Scanning and uploading the document, or
- Sending a photocopy of the document by an express mail account (furnished and paid for by DHS).

7. The Employer understands that if it cannot determine whether there is a photo match/non-match, the Employer is required to forward the employee's documentation to DHS by scanning and uploading, or by sending the document as described in the preceding paragraph, and resolving the case as specified by the Immigration Services Verifier at DHS who will determine the photo match or non-match.

ARTICLE IV

SERVICE PROVISIONS

The SSA and DHS will not charge the Employer for verification services performed under this MOU. The Employer is responsible for providing equipment needed to make inquiries. To access the E-Verify System, an Employer will need a personal computer with Internet access.

ARTICLE V

PARTIES

This MOU is effective upon the signature of all parties, and shall continue in effect for as long as the SSA and DHS conduct the E-Verify program unless modified in writing by the mutual consent of all parties, or terminated by any party upon 30 days prior written notice to the others. Any and all system enhancements to the E-Verify program by DHS or SSA, including but not limited to the E-Verify checking against additional data sources and instituting new verification procedures, will be covered under this MOU and will not cause the need for a supplemental MOU that outlines these changes. DHS agrees to train employers on all changes made to E-Verify through the use of mandatory refresher tutorials and updates to the E-Verify manual. Even

Company ID Number: 60113

without changes to E-Verify, the Department reserves the right to require employers to take mandatory refresher tutorials.

Termination by any party shall terminate the MOU as to all parties. The SSA or DHS may terminate this MOU without prior notice if deemed necessary because of the requirements of law or policy, or upon a determination by SSA or DHS that there has been a breach of system integrity or security by the Employer, or a failure on the part of the Employer to comply with established procedures or legal requirements. Some or all SSA and DHS responsibilities under this MOU may be performed by contractor(s), and SSA and DHS may adjust verification responsibilities between each other as they may determine.

Nothing in this MOU is intended, or should be construed, to create any right or benefit, substantive or procedural, enforceable at law by any third party against the United States, its agencies, officers, or employees, or against the Employer, its agents, officers, or employees.

Each party shall be solely responsible for defending any claim or action against it arising out of or related to E-Verify or this MOU, whether civil or criminal, and for any liability wherefrom, including (but not limited to) any dispute between the Employer and any other person or entity regarding the applicability of Section 403(d) of IIRIRA to any action taken or allegedly taken by the Employer.

The employer understands that the fact of its participation in E-Verify is not confidential information and may be disclosed as authorized or required by law and DHS or SSA policy, including but not limited to, Congressional oversight, E-Verify publicity and media inquiries, and responses to inquiries under the Freedom of Information Act (FOIA).

The foregoing constitutes the full agreement on this subject between the SSA, DHS, and the Employer.

The individuals whose signatures appear below represent that they are authorized to enter into this MOU on behalf of the Employer and DHS respectively.

To be accepted as a participant in E-Verify, you should only sign the Employer's Section of the signature page. If you have any questions, contact E-Verify Operations at 888-464-4218.

Employer Evercom Systems, Inc.

Kate S Lengyel

Name (Please type or print)

Title

Electronically Signed

10/09/2007

Signature

Date

Department of Homeland Security – Verification Division

Company ID Number: 60113

USCIS Verification Division

Name (Please type or print)

Title

Electronically Signed

10/09/2007

Signature

Date

Company ID Number: 60113

**INFORMATION REQUIRED
FOR THE E-VERIFY PROGRAM**

Information relating to your Company:

Company Name: Evercom Systems, Inc.

Company Facility Address: 14651 Dallas Parkway, Suite 600
Dallas, TX 75254

Company Alternate Address: _____

County or Parish: DALLAS

Employer Identification Number: 752722144

North American Industry
Classification Systems Code: 517

Parent Company: _____

Number of Employees: 500 to
999 Number of Sites Verified for: 1

Are you verifying for more than 1 site? If yes, please provide the number of sites verified for in each State.

- TEXAS 1 site(s)

Information relating to the Program Administrator(s) for your Company on policy questions or operational problems:

Name: **Karen Zeitman**
Telephone Number: **(972) 277 - 0320**
E-mail Address: **kzeitman@securustech.net**
Fax Number: **(972) 277 - 0617**

Name: **Kate S Lengyel**
Telephone Number: **(972) 277 - 0306**
E-mail Address: **klengyel@securustech.net**
Fax Number: **(972) 277 - 0617**

Search Results

Current Search Terms: securus* technologies*

Notice: This printed document represents only the first page of your SAM search results. More results may be available. To print your complete search results, you can download the PDF and print it.
No records found for current search.

Glossary

Search

Results

Entity

Exclusion

Search

Filters

By Record
Status

By
Functional
Area - Entity
Management

By
Functional
Area -
Performance
Information

SAM | System for Award Management 1.0

IBM v1.P.42.20160129-1215

WWW1

Note to all Users: This is a Federal Government computer system. Use of this system constitutes consent to monitoring at all times.



Boone County Purchasing

Melinda Bobbitt, CPPO
Director of Purchasing



613 E. Ash, Room 110
Columbia, MO 65201
Phone: (573) 886-4391
Fax: (573) 886-4390
mbobbitt@boonecountymo.org

March 26, 2015

Securus Technologies, Inc.
Attn: Bonnie Case, Account Manager
14651 N. Dallas Pkwy, 6th Floor
Dallas, TX 75254

RE: Contract # 15-07APR09 – *Inmate Telephone System*

Dear Ms. Case:

The County of Boone wishes to renew contract # 15-07APR09 – *Inmate Telephone System*.

Confirming our letter dated **March 20, 2015**, you agreed to renew the contract under the same terms and conditions with no increase in cost.

The contract renewal period is **March 1, 2015 through February 28, 2016**.

Sincerely,

Melinda Bobbitt, CPPO
Director of Purchasing

cc: Warren Brewer, Leasa Quick, Chad Martin, Dwayne Carey, Sheriff Department
Contract File

Boone County Purchasing

Melinda Bobbitt, CPPO
Director of Purchasing



613 E. Ash, Room 110
Columbia, MO 65201
Phone: (573) 886-4391
Fax: (573) 886-4390
mbobbitt@boonecountymo.org

March 20, 2015

Securus Technologies, Inc.
Attn: Bonnie Case, Account Manager
14651 N. Dallas Pkwy.
Sixth Floor
Dallas, TX 75254

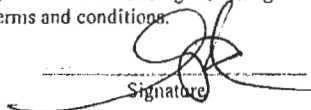
RE: # 15-07APR09 – Inmate Telephone System

Dear Ms. Case:

The County of Boone is interested in renewing the above referenced contract for the period **March 1, 2015 through February 28, 2016**. Please return this renewal no later than **March 27, 2015**

Please sign and date below if you agree to renew the contract under the same terms and conditions.

I, Geoffrey Boyd, Chief Financial Officer, of Securus Technologies, Inc. agree to renew contract # 15-07APR09 – Inmate Telephone System under the same terms and conditions.


Signature

3/26/15
Date



Please sign and date below if you do not wish to renew # 15-07APR09 – Inmate Telephone System.

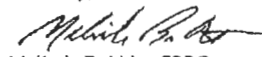
I, _____ of Securus Technologies, Inc. do not wish to renew the above referenced contract.

Signature

Date

Please sign and return by fax or email. Should you have any questions or need additional information, I may be reached at (573) 886-4391 or by e-mail to: mbobbitt@boonecountymo.org.

Sincerely,


Melinda Bobbitt, CPPO
Director of Purchasing

cc: Bid File
Warren Brewer, Leasa Quick, Sheriff's Dept

Note: The contractor's failure to complete and return this renewal shall not stop the action specified herein. If the contractor fails to complete and return this renewal prior to the return date specified or the effective date of the contract period stated above, the County may renew the contract at the same price(s) as the previous contract period or at the price(s) allowed by the contract, whichever is lower.

An Affirmative Action/Equal Opportunity Institution

RECEIVED
MAR 25

BY:

Boone County Purchasing

Amy Robbins
Senior Buyer



613 E. Ash Street, Room 109
Columbia, MO 65201
Phone: (573) 886-4392
Fax: (573) 886-4390

January 30, 2015

Securus Technologies, Inc.
Attn: Contracts Administrator
14651 N. Dallas Pkwy
Sixth Floor
Dallas, TX 75254

RE: Boone County Contract #15-07APR09 – *Inmate Telephone System*

Dear Contract Administrator ,

The County of Boone is interested in extending contract #15-07APR09 -- *Inmate Telephone System* which expires on **February 1, 2015**.

Please sign and date below if you agree to extend the contract under the same terms and conditions as set in the original contract for an **additional one-month period**. The contract extension period will cover **February 2, 2015 through March 1, 2015**.

I, Renee Seiders of Securus Technologies, Inc. agree to extend contract #15-07APR09 – *Inmate Telephone System* for an additional one-month period under the same terms and conditions as set in the original bid.

Renee Seiders
Signature

2/2/2015
Date

Please sign and date below if you **do not** wish to extend contract # 15-07APR09 -- *Inmate Telephone System*.

I, _____ of Securus Technologies, Inc. **do not** wish to extend the above referenced contract.

Signature

Date

Please sign and return this form either via US Mail to the address on this letterhead, via fax to Attn: Amy Robbins at (573) 886-4390 or by email to: arobbins@boonecountymmo.org.

Sincerely,

Amy Robbins
Amy Robbins
Senior Buyer

cc: Contract File

An Affirmative Action/Equal Opportunity Institution

Boone County Purchasing

Amy Robbins
Senior Buyer



613 E. Ash Street, Room 109
Columbia, MO 65201
Phone: (573) 886-4392
Fax: (573) 886-4390

October 21, 2014

Securus Technologies, Inc.
Attn: Contracts Administrator
14651 N. Dallas Pkwy
Sixth Floor
Dallas, TX 75254

RE: Boone County Contract #15-07APR09 – *Inmate Telephone System*

Dear Ms. Case:

The County of Boone wishes to extend the above referenced contract through February 1, 2015.

Confirming your extension letter dated **September 23, 2014**, you agree to extend the contract under the same terms and conditions.

The contract extension period will cover **January 1, 2015 through February 1, 2015**.

Should you have any questions or need additional information, I may be reached at (573) 886-4392 or by e-mail to: arobbins@boonecountymo.org.

Sincerely,



Amy Robbins
Senior Buyer

cc: Contract File

Boone County Purchasing

Amy Robbins
Senior Buyer



613 E. Ash Street, Room 109
Columbia, MO 65201
Phone: (573) 886-4392
Fax: (573) 886-4390

September 22, 2014

Securus Technologies, Inc.
Attn: Contracts Administrator
14651 N. Dallas Pkwy.
Sixth Floor
Dallas, TX 75254

RE: Boone County Contract #15-07APR09 – Inmate Telephone System

Dear Ms. Case

The County of Boone is interested in extending contract #15-07APR09 – Inmate Telephone System which expires on December 31, 2014.

Please sign and date below if you agree to extend the contract under the same terms and conditions as set in the original contract for an **additional one month period**. The contract extension period will cover **January 1, 2015 through February 1, 2015**.

I, Robert Pickens, President of Securus Technologies, Inc. agree to extend contract # 15-07APR09 – Inmate Telephone System for an additional one month period under the same terms and conditions as set in the original bid.

Robert Pickens 9-23-14
Signature Date



Please sign and date below if you **do not** wish to extend contract # 15-07APR09 – Inmate Telephone System.

I, _____ of Securus Technologies, Inc. do not wish to extend the above referenced contract.

Signature Date

Please sign and return using the enclosed self-addressed envelope. Should you have any questions or need additional information, I may be reached at (573) 886-4392 or by e-mail to: arobbins@boonecountymo.org.

Sincerely,
Amy Robbins
Amy Robbins
Senior Buyer

cc: Contract File



SECURUSTM
TECHNOLOGIES

November 2, 2010

Mr. Dwayne Carey
Boone County Jail
2121 County DR
Columbia, MO 65202

Re: Evercom Systems, Inc. Name Change

Dear Mr. Carey,

We are very pleased to inform you that Evercom Systems, Inc. is changing its name to **Securus Technologies, Inc.** This is a name change only. This is neither a merger nor a transfer of assets among companies. This name change will not affect the services you or inmate friends and family receive in anyway. You and friends and family will continue to work with the very same people at our company and there will be no change in any contact telephone numbers.

We have filed for all required document changes at both state and federal agencies. Over the next few weeks the "branding" of calls will be changed to the Securus name and, as we work with our billing agents, the name on customer bills will also be changed to the Securus name.

For your records, we have included a W-9 form for Securus Technologies, Inc. We recommend you retain this letter with your Evercom Systems, Inc. service contract as our official notice of our name change.

Should you have any questions, please feel free to contact your Securus Account or Territory Manager, Marco Tapia, at 866-274-7142.

As always, we will continue to provide you and the inmates' friends and family members with the best service and as many programs as possible to assist in managing all calling activity.

Thank you,

Robert Pickens
Chief Operating Officer
Securus Technologies, Inc.



State of Missouri
Robin Carnahan, Secretary of State

Corporations Division
P.O. Box 778 / 600 W. Main Street, Rm 322
Jefferson City, MO 65102

File Number:
F00445549
Date Filed: 09/29/2010
Robin Carnahan
Secretary of State

**Application for an Amended Certificate of
Authority for a Foreign Corporation**

Submit with filing fee of \$25.00

The below corporation, relating to amending its certificate of authority of Foreign Corporation, does hereby state:

(1) Its name is: Evercom Systems, Inc.
and is incorporated in the State of: Delaware; and it
was qualified in the State of Missouri on December 13, 2002
month/day/year

(2) By appropriate corporate action on: 08/02/2010, the corporation:
month/day/year

(1) Changed its corporate name to: Securus Technologies, Inc.
Name it will use in Missouri if new name not available: _____

(2) Changed its period of duration to: _____

(3) Changed the state or country of its incorporation to: _____

(3) There is attached hereto a Certificate of the Secretary of State of the State of Delaware
relating to the amendment(s) set forth in item 2 above and showing that the Corporation is in existence and in good
standing in said State.

(4) The effective date of this document is the date it is filed by the Secretary of State of Missouri, unless you indicate
a future date, as follows: _____
(Date may not be more than 90 days after the filing date in this office)

In Affirmation thereof, the facts stated above are true and correct:

(The undersigned understands that false statements made in this filing are subject to the penalties provided under Section 575.040,
RSMo)

Dennis J. Reinhold VP, Gen Counsel 09/28/2010
Authorized Signature *Printed Name* *Title* *month/day/year*
and Secretary

Attached is an original current certificate attesting to the change, duly authenticated by the secretary of state or other official hav-
ing custody of corporate records in the state or country of incorporation.

Name and address to return filed document:

Name: _____
Address: _____
City, State, and Zip Code: _____



T1027316511

STATE OF MISSOURI



Robin Carnahan
Secretary of State

AMENDED CERTIFICATE OF AUTHORITY OF A FOREIGN CORPORATION

WHEREAS,

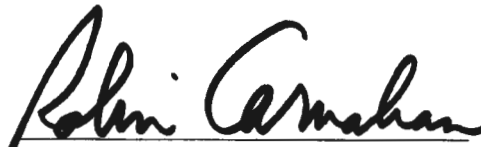
SECURUS TECHNOLOGIES, INC.
F00445549

FORMERLY,

EVERCOM SYSTEMS, INC.

incorporated under the laws of the State of Delaware and now in existence and in good standing in said State, and qualified to transact business in Missouri has delivered to me, duly authenticated evidence of an amendment to its Articles of Incorporation as provided by law, and has, in all respects, complied with the requirements of The General and Business Corporation Law of State of Missouri, governing Amendments to the Articles of Incorporation of Foreign Corporations, and in accordance therewith issue this Certificate of Amendment.

IN TESTIMONY WHEREOF, I hereunto set my hand and cause to be affixed the GREAT SEAL of the State of Missouri. Done at the City of Jefferson, this 29th day of September, 2010.


Secretary of State





MISSOURI ONLINE BUSINESS FILING

[? Online Help](#)

Gen. Business - For Profit Details as of 9/22/2014

- [Fees & Forms](#)
- [FAQ](#)
- [Corporations Home](#)
- [Business Outreach Office](#)
- [UCC Filings](#)
- [Corporation Filings](#)
- [SOS Home](#)
- [Contact Us](#)

*Required Field

If you wish to file online, select the filing from the Filing drop-down list, then click the FILE ONLINE button.

To file a registration report, click the FILE REGISTRATION REPORT button.

To order copies or certificates, click the COPIES/CERTIFICATES button.

RETURN TO
SEARCH RESULTS

ORDER COPIES/
CERTIFICATES

Select filing from the list.

Filing Type Amended Articles Accepting Professional Corp

FILE ONLINE

General Information	Filings	Address	Contact(s)
<p>Name(s) SECURUS TECHNOLOGIES, INC.</p> <p>Type Gen. Business - For Profit</p> <p>Domesticity Foreign</p> <p>Registered Agent NATIONAL REGISTERED AGENTS, INC. 120 South Central Avenue Clayton, MO 63105</p>		<p><u>Address</u> 14651 Dallas Parkway, Suite 600 Dallas, TX 75254</p> <p>Charter No. F00445549</p> <p>Home State DE</p> <p>Status Good Standing</p> <p>Date Formed 9/4/1997</p>	
<p>Duration Perpetual</p>			
<p>Report Due 4/30/2015</p>			

The information contained herein is provided as a public service. The State makes no representation or guarantee as to the correctness, completeness or suitability of the information provided or of any linked information. All critical information should be verified directly with the Secretary of State, Corporation Division. The State, its employees, contractors, subcontractors or their employees do not make any warranty, expressed or implied, or assume any legal liability for the accuracy, completeness or usefulness of any information, apparatus, product or process disclosed or represent that its use would not infringe on privately-owned rights. The information and/or services provided may change at any time without notice.

**PURCHASE AGREEMENT FOR
INMATE TELEPHONE SYSTEM**

THIS AGREEMENT dated the 15th day of September 2009 is made between Boone County, Missouri, a political subdivision of the State of Missouri through the Boone County Commission, herein "County" and **Evercom Systems, Inc., a Delaware corporation and a wholly owned subsidiary of Securus Technologies, Inc.**, herein "Contractor."

IN CONSIDERATION of the parties performance of the respective obligations contained herein, the parties agree as follows:

1. Contract Documents - This agreement shall consist of this Purchase Agreement for the furnishing, delivery, installation and on-going maintenance of an **Inmate Telephone System**, Boone County Request for Proposal for Inmate Telephone System, proposal number **15-07APR09**, Instructions and General Conditions, Introduction and General Information, Scope of Services, Proposal Submission Information, the un-executed Response / Pricing Page, Addendum Numbers 1, 2, 3 and 4, Best and Final Offer Number 1 with response dated August 14, 2009, executed by Robert E. Pickens, as well as the Contractor's proposal response dated April 3, 2009 and executed by William D. Markert on behalf of the Contractor. All such documents shall constitute the contract documents, which are attached hereto and incorporated herein by reference. Service or product data, specification and literature submitted with proposal response may be permanently maintained in the County Purchasing Office proposal file for this proposal if not attached. In the event of conflict between any of the foregoing documents, this Purchase Agreement, the Instructions and General Conditions, Introduction and General Information, Scope of Services, Proposal Submission Information, the un-executed Response / Pricing Page, Addendum Numbers 1, 2, 3 & 4 and Best and Final Offers Number 1 shall prevail and control over the Contractor's proposal response.

2. Basic Services - The County agrees to purchase from the Contractor and the Contractor agrees to supply the County services and deliverables in the proposal specifications and as outlined in the Contractor's proposal response and Best and Final Offer Number One to include all software, hardware, installation, implementation, training and software and hardware maintenance throughout the contract period. Deliverables shall include:

- 53% Gross Revenue on Collect Calls
- Signing Bonus of \$20,000.00
- Upgrade to SCP (Digital Web-based Secure Call Platform with all applications and functionality)
- Free Prepaid Cards with Face Value of \$5,000.00
- 35% commission on prepaid card calls
- Provision of two (2) standard HP EliteBook 8730W Mobile Workstation laptops or equivalent
- Securus shall facilitate access to the tape archive that County has established with the inmate phone system.
- Provision of four (4) Guard Check Pipes.
- Provision of maintenance support and upgrades/enhancement that become available for the County's current Guard Check System for the life of the contract.

3. Delivery - Contractor agrees to deliver for all requests in accordance with the proposal specifications and Contractor proposal response.

4. Contract Duration - The products and services under this agreement shall be guaranteed from the commencing date of the contract through December 31, 2014. At the expiration of this contract, the County has the option of continuing the inmate telephone system services with Contractor at the same commission and rates for a period of two (2) additional years in one-year increments. Each optional year

RECEIVED
9-15-09

will require County's approval for renewal. Following the 7th year of the contract, the contract will continue to renew at the same pricing on a month to month basis until 90 days written notice is given by either party.

5. **Binding Effect** - This agreement shall be binding upon the parties hereto and their successors and assigns for so long as this agreement remains in full force and effect.

6. **Entire Agreement** - This agreement constitutes the entire agreement between the parties and supersedes any prior negotiations, written or verbal, and any other bid or bid specification or contractual agreement. This agreement may only be amended by a signed writing executed with the same formality as this agreement.

7. **Termination by County** - This agreement may be terminated by the County upon thirty days advance written notice for any of the following reasons or under any of the following circumstances:

- a. County may terminate this agreement due to material breach of any term or condition of this agreement, or
- b. County may terminate this agreement if in the opinion of the Boone County Commission delivery of products are delayed or products delivered are not in conformity with bidding specifications or variances authorized by County, or
- c. If appropriations are not made available and budgeted for any calendar year.

8. **Termination by Contractor** - The contractor may renegotiate or terminate this Agreement upon ninety (90) days advance written notice in the event of a breach by the County that is not cured within a reasonable time upon notice or if circumstances related to the Facilities and outside the Contractor's control (including, without limitation, changes in rates, regulations, or operations mandated by law; material reduction in inmate population or capacity; material changes in jail policy; acts of God; actions the Facility takes for security reasons (such as lock-downs)) negatively impact the Contractor's business or ability to perform the services; however, the Contractor shall not unreasonably exercise such right.

IN WITNESS WHEREOF the parties through their duly authorized representatives have executed this agreement on the day and year first above written.

EVERCOM SYSTEMS, INC.
SECURUS TECHNOLOGIES, INC.

by Rust Hutch
title Chief Marketing Officer
address 17651 Dallas Parkway, Dallas, TX
75254

APPROVED AS TO FORM:

CJ [Signature]
County Counselor

BOONE COUNTY, MISSOURI

by: Boone County Commission

[Signature]
Kenneth M. Pearson, Presiding Commissioner

ATTEST:

Wendy S. Noren KS
Wendy S. Noren, County Clerk

AUDITOR CERTIFICATION:

In accordance with RSMo 50.660, I hereby certify that a sufficient unencumbered appropriation balance exists and is available to satisfy the obligation(s) arising from this contract. (Note: Certification of this contract is not required if the terms of this contract do not create a measurable county obligation at this time.)

Signature Revenue Only Date N/A 10/1/09 Appropriation Account 1255/3553

(Please complete and return with Contract)

Certification Regarding
Debarment, Suspension, Ineligibility and Voluntary Exclusion
Lower Tier Covered Transactions

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98 Section 98.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988, Federal Register (pages 19160-19211).

(BEFORE COMPLETING CERTIFICATION, READ INSTRUCTIONS FOR CERTIFICATION)

- (1) The prospective recipient of Federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- (2) Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Robert Piken, Chief Marketing officer

Name and Title of Authorized Representative

Robert Piken

Signature

9-27-09

Date

Boone County Purchasing

Melinda Bobbitt, CPPB
Director



601 E. Walnut, Room 208
Columbia, MO 65201
Phone: (573) 886-4391
Fax: (573) 886-4390

INSTRUCTIONS FOR COMPLIANCE WITH HOUSE BILL 1549

House Bill 1549 addresses the Department of Homeland Security's and the Social Security Administration's E-Verify Program (Employment Eligibility Verification Program) that requires the County to verify "lawful presence" of individuals when we contract for work/service; verify that contractor has programs to verify lawful presence of their employees when contracts exceed \$5,000; and a requirement for OSHA safety training for public works projects.

The County is required to obtain certification that the bidder awarded the attached contract participates in a federal work authorization program. To obtain additional information on the Department of Homeland Security's E-Verify program, go to:

http://www.dhs.gov/xprevprot/programs/gc_1185221678150.shtm

Please complete and return form *Work Authorization Certification Pursuant to 285.530 RSMo* if your contract amount is in excess of \$5,000. **Attach to this form the E-Verify Memorandum of Understanding that you completed when enrolling.** The link for that form is:

<http://www.uscis.gov/files/nativedocuments/save-mou.pdf>

Additional information may be obtained from:

<http://www.uscis.gov/files/nativedocuments/MOU.pdf>

COUNTY OF BOONE - MISSOURI
WORK AUTHORIZATION CERTIFICATION
PURSUANT TO 285.530 RSMo
(FOR ALL AGREEMENTS IN EXCESS OF \$5,000.00)

County of DALLAS)
State of TEXAS) ss

My name is Robert Pickens. I am an authorized agent of Securus Technologies
(Bidder). This business is enrolled and participates in a federal work authorization program for all employees working in connection with services provided to the County. This business does not knowingly employ any person that is an unauthorized alien in connection with the services being provided. **Documentation of participation in a federal work authorization program is attached to this affidavit.**

Furthermore, all subcontractors working on this contract shall affirmatively state in writing in their contracts that they are not in violation of Section 285.530.1, shall not thereafter be in violation and submit a sworn affidavit under penalty of perjury that all employees are lawfully present in the United States.

Rob Pickens 9-24-09
Affiant Date

Robert Pickens
Printed Name

Subscribed and sworn to before me this 24th day of September, 2009.

Diane Wendling
Notary Public



BEST AND FINAL OFFER FORM #1

This BAFO is issued in accordance with the Instructions to Offerer and is hereby incorporated into and made a part of the Request for Proposal Documents.

Offerer is reminded that receipt of this BAFO must be acknowledged and submitted on or before 2:00 p.m. Monday, August 17, 2009 by e-mail or United States mail.

1. BEST AND FINAL OFFER #1

1.1. Pricing Information - The County seeks to negotiate with Securus Technologies for possible award of contract. Your proposed pricing detailed on pages 2-3 on the Response/Pricing Page includes:

- * Commission Rate of 53% Gross Revenue on Collect Calls
- * Signing Bonus of \$20,000.00
- * Five year contract
- * Upgrade to SCP (Digital Web-Based Secure Call Platform with all applications and functionality)
- * Free prepaid cards with face value of \$5,000.
- * Commission Rate of 35% on prepaid card calls.

In addition to the above, the County desires that Securus Technologies supply the following as part of the original bid price:

In response to the BAFO request pursuant to RFP # 15-07APR09-Inmate Telephone System for the Boone County Jail Facility:

1.2. Two (2) laptops: HP EliteBook 8730W Mobile Workstation

Securus has read, understands, and agrees to comply

Securus will provide two (2) standard HP EliteBook 8730W Mobile Workstation laptops or the equivalent.

1.3. Facilitate access to the tape archive that the County has already established with the inmate phone system. Either transfer ownership of existing work station or provide a comparable model.

Securus has read, understands, and agrees to comply

Securus will facilitate access to the tape archive that the County has already established with the inmate phone system.

1.4. Four (4) Guard Check Pipes to be included with system.

Securus has read, understands, and agrees to comply

Securus will provide four (4) Guard Check Pipes to be included with the system.

1.5. Provide maintenance support and upgrades/enhancements that become available for County's current Guard Check System for the life of the contract.

Securus has read, understands, and agrees to comply

Securus will provide maintenance support and upgrades/enhancements that become available for the County's current Guard Check System for the life of the contract.

The Offeror hereby declares understanding, agreement and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all terms and conditions, requirements, and specifications of the original RFP as modified by any previously issued RFP amendments and by this and any previously issued BAFO requests. The Offeror agrees that the language of the original RFP as modified by any previously issued RFP amendments and by this and any previously issued BAFO requests shall govern in the event of a conflict with Offeror's proposal.

By:


Mellinda Bobbitt, CPPB
Director of Purchasing

Company Name: Evercom Systems, Inc., a Delaware corporation and a wholly owned subsidiary of Securus Technologies, Inc., (hereinafter known as "Securus")

Address: 14651 Dallas Parkway, Suite 600
Dallas, Texas 75254

Phone Number: 972-277-0300 Fax Number: 972-277-0514

E-mail Address: bpickens@securustech.net

Authorized Representative Signature  Date August 14, 2009

Printed Name: Robert E. Pickens Title: Chief Marketing Officer

Boone County Purchasing



Melinda Bobbitt, CPPB
Director

601 E. Walnut, Room 208
Columbia, MO 65201
Phone: (573) 886-4391
Fax: (573) 886-4390
E-mail: mbobbitt@boonecountymo.org

August 6, 2009

Securus Technologies
Attn: Marco A. Tapia
Territory Manager, Missouri
1802 Spiros Drive
Columbia, MO 65202

E-mail: MTapia@securustech.net

RE: Best and Final Offer #1 to 15-07APR09 – *Inmate Telephone System*

Dear Mr. Tapia:

In accordance with paragraph 4.1.2. of RFP number 15-07APR09 – *Inmate Telephone System*, this letter shall constitute an official request by the County of Boone - Missouri to enter into competitive negotiations with Securus Technologies.

The attached Best and Final Offer Form for RFP # 15-07APR09 – *Inmate Telephone System* includes any changes being made to the RFP as a result of this BAFO request. The Best and Final Offer Form must be completed, signed by an authorized representative of your organization, and returned with your detailed Best and Final Offer response.

As a result of this request for Best and Final Offer #1, you may now modify the pricing of your proposal and/or may change, add information, and/or modify any part of your proposal. Please understand that your response to this BAFO request may be your final opportunity to ensure that (1) all mandatory requirements of the RFP have been met, (2) all RFP requirements are adequately described since all areas of the proposal are subject to evaluation, and (3) this is your best offer, including a reduction or other changes to pricing.

You are requested to respond to this BAFO by e-mail by 2:00 p.m. Monday, August 17, 2009 by mail or e-mail.

You are reminded that pursuant to Section 610.021 RSMo, proposal documents including any best and final offer documents are considered closed records and shall not be divulged in any manner until after a contract is executed or all proposals are rejected. Furthermore, you and your agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must direct all questions or comments regarding the RFP, the evaluation, etc., to the buyer of record. Neither you nor your agents may contact any other County employee or evaluation committee member regarding any of these matters during the negotiation and evaluation process.

Inappropriate contacts or release of information about your proposal or BAFO are grounds for suspension and/or exclusion from specific procurements.

If you have any questions regarding this BAFO request, please call (573) 886-4391 or e-mail Mbobbitt@boonecountymo.org. I sincerely appreciate your efforts in working with Boone County - Missouri to ensure a thorough evaluation of your proposal.

Sincerely,



Melinda Bobbitt, CPPB
Director of Purchasing

cc: Evaluation Team
Proposal File

Attachments: Best and Final Offer (BAFO) Form #1

BOONE COUNTY - MISSOURI

PROPOSAL NUMER AND DESCRIPTION: 15-07APR09 – Inmate Telephone System

BEST AND FINAL OFFER FORM #1

This BAFO is issued in accordance with the Instructions to Offeror and is hereby incorporated into and made a part of the Request for Proposal Documents.

Offeror is reminded that receipt of this BAFO must be acknowledged and submitted on or before **2:00 p.m. Monday, August 17, 2009 by e-mail or United States mail.**

1. **BEST AND FINAL OFFER #1**

1.1. **Pricing Information** - The County seeks to negotiate with Securus Technologies for possible award of contract. Your proposed pricing detailed on pages 2-3 on the Response/Pricing Page includes:

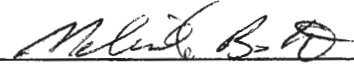
- *Commission Rate of 53% Gross Revenue on Collect Calls
- * Signing Bonus of \$20,000.00
- * Five year contract
- *Upgrade to SCP (Digital Web-Based Secure Call Platform with all applications and functionality)
- * Free prepaid cards with face value of \$5,000.
- * Commission Rate of 35% on prepaid card calls.

In addition to the above, the County desires that Securus Technologies supply the following as part of the original bid price:

- 1.2. Two (2) laptops: HP EliteBook 8730W Mobile Workstation
- 1.3. Facilitate access to the tape archive that the County has already established with the inmate phone system. Either transfer ownership of existing work station or provide a comparable model.
- 1.4. Four (4) Guard Check Pipes to be included with system.
- 1.5. Provide maintenance support and upgrades/enhancements that become available for County's current Guard Check System for the life of the contract.

The Offeror hereby declares understanding, agreement and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all terms and conditions, requirements, and specifications of the original RFP as modified by any previously issued RFP amendments and by this and any previously issued BAFO requests. The Offeror agrees that the language of the original RFP as modified by any previously issued RFP amendments and by this and any previously issued BAFO requests shall govern in the event of a conflict with Offeror's proposal.

By:



**Melinda Bobbitt, CPPB
Director of Purchasing**

Company Name Securus Technologies

Address 14651 Dallas Parkway

Dallas TX 75254

Phone Number 972.277.0384

Fax Number: 972.277.0699

E-mail Address: bpickens@Securustech.net

Authorized Representative Signature Robert Pickens

Date: 9-24-09

Printed Name: Robert Pickens

Title: Chief Marketing Officer



BOONE COUNTY, MISSOURI
Request for Proposal #: 15-07APR09 – Inmate Telephone System

ADDENDUM #4 - Issued March 31, 2009

This addendum is issued in accordance with the Introduction and General Information of Bidding in the Request for Proposal and is hereby incorporated into and made a part of the Request for Proposal Documents. Offerors are reminded that receipt of this addendum should be acknowledged and submitted with Offeror's *Response/ Pricing Page*.

Specifications for the above noted Request for Proposal and the work covered thereby are herein modified as follows, and except as set forth herein, otherwise remain unchanged and in full force and effect:

I. The County received the following questions and has provided the following responses:

Question 1: What are the current rates charged for inter-lata, intra-lata, local, and interstate calls both on a pre-paid and collect basis?

Response: The bidder will need to contact our current vendor, Securis, as that information is not available to us.

Question 2: Is the County more concerned with lower rates or higher revenues?

Response: The County is more concerned with service and availability of investigative tools. However as a secondary concern, lower rates would be more preferable.

Question 3: What is the percentage of gross revenue for commissions that the County is currently receiving along with an estimate of average total call volume monthly by the facility?

Response: We do not receive a percentage of the gross revenues. Bidder will need to contact current vendor to obtain call volume monthly.

By:

Melinda Bobbitt, CPPB
Director of Purchasing

OFFEROR has examined copy of Addendum #4 to Request for Proposal # 15-07APR09 – Inmate Telephone System, receipt of which is hereby acknowledged:

Company Name: _____

Address: _____

Phone Number: _____ Fax Number: _____

Authorized Representative Signature: _____ Date: _____

Authorized Representative Printed Name: _____



BOONE COUNTY, MISSOURI
Request for Proposal #: 15-07APR09 – Inmate Telephone System

ADDENDUM #3 - Issued March 26, 2009

This addendum is issued in accordance with the Introduction and General Information of Bidding in the Request for Proposal and is hereby incorporated into and made a part of the Request for Proposal Documents. Offerors are reminded that receipt of this addendum should be acknowledged and submitted with Offeror's *Response/ Pricing Page*.

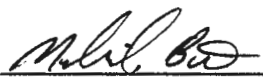
Specifications for the above noted Request for Proposal and the work covered thereby are herein modified as follows, and except as set forth herein, otherwise remain unchanged and in full force and effect:

I. The County received the following question and has provided the following response:

Question 1: Addendum #2 answers a revenue question. Is that your 'commission' revenue to the County/Agency or the gross revenue for the inmate phone system?

Response: Reported as "commission paid to County".

By:



Melinda Bobbitt, CPPB
Director of Purchasing

OFFEROR has examined copy of Addendum #3 to Request for Proposal # 15-07APR09 – Inmate Telephone System, receipt of which is hereby acknowledged:

Company Name: Secure Technologies

Address: 14651 Dallas Parkway

Dallas TX 75254

Phone Number: 972.277.0384 Fax Number: 972-277-0697

Authorized Representative Signature: Robert Pickens Date: 9-24-09

Authorized Representative Printed Name: Robert Pickens



BOONE COUNTY, MISSOURI
Request for Proposal #: 15-07APR09 – Inmate Telephone System

ADDENDUM #2 - Issued March 25, 2009

This addendum is issued in accordance with the Introduction and General Information of Bidding in the Request for Proposal and is hereby incorporated into and made a part of the Request for Proposal Documents. Offerors are reminded that receipt of this addendum should be acknowledged and submitted with Offeror's *Response/ Pricing Page*.

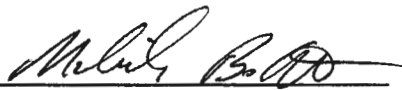
Specifications for the above noted Request for Proposal and the work covered thereby are herein modified as follows, and except as set forth herein, otherwise remain unchanged and in full force and effect:

I. The County received the following question and has provided the following response:

Question 1: What is your monthly revenue?

Response: \$3,400

By:


Melinda Bobbitt, CPPB
Director of Purchasing

OFFEROR has examined copy of Addendum #2 to Request for Proposal # 15-07APR09 – Inmate Telephone System, receipt of which is hereby acknowledged:

Company Name: Securus Technologies

Address: 14651 Dallas Parkway
Dallas TX 75254

Phone Number: 972-277-0386 Fax Number: 972-277-0699

Authorized Representative Signature: Robert Pickens Date: 3-24-09

Authorized Representative Printed Name: Robert Pickens



BOONE COUNTY, MISSOURI
Request for Proposal #: 15-07APR09 – Inmate Telephone System

ADDENDUM #1 - Issued March 19, 2009

This addendum is issued in accordance with the Introduction and General Information of Bidding in the Request for Proposal and is hereby incorporated into and made a part of the Request for Proposal Documents. Offerors are reminded that receipt of this addendum should be acknowledged and submitted with Offeror's *Response/ Pricing Page*.

Specifications for the above noted Request for Proposal and the work covered thereby are herein modified as follows, and except as set forth herein, otherwise remain unchanged and in full force and effect:

- I. CHANGE any mandatory "shall" requirement in section 3.16. regarding "pins" (personal identification numbers) to "should". This is not a mandatory requirement. Please discuss if your proposed system has this capability.**
- II. CHANGE any mandatory "shall" requirement in paragraph 3.16.6. regarding voice verification to "should". This is not a mandatory requirement. Please discuss if your proposed system has voice verification capability, and if not, please describe any verification option capabilities of your system.**
- III. The County received the following questions and has provided the following responses:**

Question 1: Section 3.16 Personal Identification Number (PIN) (ONLY IF USED OR SUBMITTED OF REQUESTED BY COUNTY)

- a. Could you provide the Jail Management System currently utilized by the Boone County Jail?

Response: JALAN from Sungard Public Sector, Inc.

Dayle Yates, Customer Account Executive, SunGard Public Sector, Inc., 1000 Business Center Drive, Lake Mary, FL 32746. Phone: (509) 467-5501; Mobile (509) 990-6195; Fax (509) 467.5580. E-mail: Dayle.Yates@SunGardps.com. Web Site: www.sungardps.com

- b. All indications are that the facility would like to utilize a PIN system with their current Jail Management System. If interface with the Jail Management System is a required function, please provide the name of the vendor, telephone number and e-mail address of their contact person?

Response: Not a required function per this addendum, paragraph I.

Question 2: Is the jail facility wishing to interface their current Commissary Ordering process, which appears to be a manual process at this time, with the Inmate Telephone System? If yes, please provide the name of the vendor, telephone number and e-mail address of their contact person?

Response: No, not wishing to interface.

Question 3: Confirm the current computer operating system (Windows 2000, Windows XP, Windows Vista, etc.) utilized by the administration and investigative body of the Boone County Sheriff's Department at this time.

Response: All Boone County Sheriff Department computers are running either Windows XP or Windows 2000. There are no current plans to implement Windows Vista.

Question 4: Does the jail facility have their own LAN network and is access to the Inmate Telephone System required to go through the LAN?

Response: The Boone County Sheriff Department has its own LAN. The current PC that administers the phone system is not on the LAN but it could be connected if minimum requirements are met, i.e. anti-virus software is loaded, all software licenses are current and Microsoft Active Directory is not a requirement since we run Novell. County would need to review Offeror's requirements before this could be answered completely.

Question 5: A Securus workstation will be included in the RFP as requested. Will this workstation reside the department's network?

Response: Answered in # 4.

By: Melinda Bobbitt
Melinda Bobbitt, CPPB
Director of Purchasing

OFFEROR has examined copy of Addendum #1 to Request for Proposal # 15-07APR09 – Inmate Telephone System, receipt of which is hereby acknowledged:

Company Name: Securus Technologies

Address: 14651 Dallas Parkway
Dallas TX 75254

Phone Number: 972-277-0386 Fax Number: 972-277-0695

Authorized Representative Signature: Robert Pickens Date: 9-24-09

Authorized Representative Printed Name: Robert Pickens

COUNTY OF BOONE - MISSOURI



**REQUEST FOR PROPOSAL
FOR
INMATE TELEPHONE SYSTEM**

**RFP #15-07APR09 – INMATE TELEPHONE SYSTEM
Release Date: March 2, 2009**

**Submittal Deadline:
April 7, 2009
not later than 10:30 a.m. Central Time**

**Boone County Purchasing
601 E. Walnut Street, Room 208
Columbia, Missouri 65201**

**Melinda Bobbitt, CPPB, Director
Phone: (573) 886-4391 Fax: (573) 886-4390
E-mail: mbobbitt@boonecountymo.org**



NOTICE OF REQUEST FOR PROPOSAL

Boone County is accepting Request for Proposals for the following:

PROPOSAL #: 15-07APR09 – Inmate Telephone System for the Boone County Jail Facility

Sealed proposals will be accepted until **10:30 a.m. on Tuesday, April 7, 2009** in the Boone County Purchasing Office, Boone County Johnson Building, Room 208, 601 E. Walnut Street, Columbia, MO 65201.

Request for Proposals are available in the Purchasing Office and requests for copies may be made by phone (573) 886-4391; fax (573) 886-4390, e-mail: mbobbitt@boonecountymo.org. or from our web page at <http://www.showmeboone.com>.

Melinda Bobbitt, CPPB
Director of Purchasing

Insertion: Wednesday, March 4, 2009
COLUMBIA DAILY TRIBUNE



1. INTRUCTIONS AND GENERAL CONDITIONS

1.1 Delivery of Proposals: Sealed proposals, subject to Instructions and General Conditions and any special conditions set forth herein, will be received at the Boone County Purchasing office until the proposal closing date and time indicated herein for furnishing the County with services as detailed in the following request for proposal.

- a) **Proposal Closing:** All proposals shall be delivered before 10:30 A.M., Central Time, on Tuesday, April 7, 2009 to:

Boone County Purchasing Department
Melinda Bobbitt, CPPB, Director
601 E. Walnut Street, Room 208
Columbia, Missouri 65201-4460

- b) The County will not accept any proposals received after 10:30 A.M. and will return such late proposals to the Offeror.
- c) Offerors must submit one (1) original, and seven (7) copies of the proposal (total of eight). Proposals will be opened publicly at 10:30 a.m. on April 7, 2009 but only names of Offerors will be read aloud. All proposal responses will be considered public information and following contract execution or rejection of all proposal responses, all responses will become a part of public record and will be released to any person or firm who requests it.
- d) Proposals must be submitted in a sealed envelope identified with the proposal number and date of closing. List the proposal number on the outside of the box or envelope and note "Response to Request for Proposal enclosed."
- e) If you do not care to submit a proposal, please return the *No Bid Response Page* and note your reason. No fax or electronic transmitted proposals will be accepted.
- f) If you have obtained this proposal document from our Web Page or from a source other than the Boone County Purchasing Department, please check with our office prior to submitting your proposal to ensure that you have a complete package. The Purchasing Department cannot be responsible for providing addenda if we do not have you on our Vendor list for this proposal.



2. INTRODUCTION AND GENERAL INFORMATION

2.1 Introduction:

- 2.1.1 This document constitutes a request for sealed proposals for an **Inmate Telephone System** as set forth herein.
- 2.1.2 Organization – This document, referred to as a Request for Proposal (RFP), is divided into the following parts:
- 1) Instructions and General Conditions
 - 2) Introduction and General Information
 - 3) Scope of Services
 - 4) Proposal Submission Information
 - 5) Response/Pricing Page

2.2. Guideline for Written Questions:

- 2.2.1 All questions regarding this Request for Proposal shall be submitted in writing, **prior to the proposal opening** and no later than **5:00 p.m., Wednesday, April 1, 2009**. All questions must be mailed, faxed or e-mailed to the attention of Melinda Bobbitt, CPPB, Director of Purchasing. All such questions will be answered in writing, and such answers will be provided to all parties having obtained a Request for Proposal packet by the County by posting the addendum on the County Web site at www.showmeboone.com (Select Purchasing, then Current Bid Opportunities). Submit questions to:
- a. Melinda Bobbitt, CPPB
Director of Purchasing
601 E. Walnut Street, Room 208
Columbia, Missouri 65201
Phone: (573) 886-4391
Fax: (573) 886-4390
E-mail: mbobbitt@boonecountymo.org
- 2.2.2 In the event that it becomes necessary to revise any part of this RFP, written addenda will be issued. Any addendum to this RFP is valid only if **in writing** and issued by the Boone County Purchasing Department. Verbal conversations or agreements with any officer, agent, or employee of the County which modify any terms or obligations of this RFP are invalid.

- 2.3. **Timeline:** The County anticipates a contract award following evaluation of the proposal responses within **45 days from the RFP opening date and completion of installation and training within 60 days from award of contract.** These dates are provided for informational purpose and may change as requirements dictate.
- 2.4. **Sunshine Laws:** Due to applicable sunshine laws and regulations concerning public documents, the County's proposal file becomes part of public record at time of contract execution or when all proposals have been rejected.



3. SCOPE OF SERVICES

3.1. Project Description:

The County of Boone – Missouri, hereafter referred to as the *County*, seeks a qualified firm to provide for the furnishing, delivery and installation of hardware and software for an **Inmate Telephone System** at the Boone County Jail Facility in Columbia, Missouri. The system shall provide for local and long distance telephone service, including a recording and monitoring system and equipment for the inmates.

3.2. Background Information:

3.2.1. Background

The system currently employed at the Boone County Jail Facility (hereafter referred to as Facility) is with Securis Technologies. This is the current manifestation of Evercom Phone system and is the descendant of the original system installed at the County in 1991.

The facility has a maximum of 210 beds and the average inmate population is 190.

There are four housing buildings at the Facility with a current total of 23 inmate phones. The County needs to add four additional phones for a total of 27 inmate phones. There are two public use coin phones located in each of our lobbies. The facility has four holding cells each equipped with a telephone that allows "free" calls to anyone local including bondspersons and family.

3.2.2. Additional information about the County of Boone – Missouri can be obtained from the following internet web site at: <http://www.showmeboone.com>.

3.2.3. Although an attempt has been made to provide accurate and up-to-date information, the County of Boone – Missouri does not warrant or represent that the background information provided herein reflects all relationships or existing conditions related to this Request for Proposal.

3.3. General Requirements:

Any item not specifically mentioned but necessary for the delivery and operation of the proposed system shall be included in the proposal response. These specifications and requirements should be in sufficient detail to secure proposals on comparable services.

- 3.3.1. The inmate telephone system shall consist of a minimum of twenty-seven (27) inmate telephone units (among the four housing buildings), eight (8) recorded *inmate visitation telephone units in the inmate visitation areas*; and five holding cell phones (in the five holding cells) that allows "free" calls to anyone local including bondspersons and family, and two (2) public use coin phones; one in each of our public lobbies. Each inmate telephone shall be connected through individual on/off switches located at each housing building control room. Contractor shall be responsible for maintenance on all equipment installed for the length of the contract at no cost to the County. Maintenance costs for the next seven years must be outlined in proposal response.
- 3.3.2. The system shall provide all of the functions necessary to operate and control all features and related accessories. The contractor shall make every effort to provide a system that shall be sufficiently flexible to meet the requirements of the user.
- 3.3.3. The system shall provide a web-based interface for administering the inmate phone system. Such interface shall include but not be limited to administrative rights control for adding, deleting and reporting on user activity, blocking numbers, PIN administration, call detail listings, and recording and playback of telephone calls. The interface shall also have the ability for the administrator of the system to monitor and report on user activities within the interface.
- 3.3.4. Describe if the inmates have the ability to call cell phones collect.
- 3.4. The system shall allow outgoing calls only.
- 3.5. The system shall allow inmate calls to be restricted to a minimum of 10 minutes. County representatives must be able to change this call duration limit by inmate PIN, specific telephone, or group of telephones. The duration may be increased up to 30 minutes at operator's discretion.
 - 3.5.1. The users -- inmate and called party -- shall be notified of limit in advance of the system terminating the call.
- 3.6. Contractor shall supply one TTY phone to the Facility. This TTY phone must be compatible with billing, recording, and monitoring the same as the regular inmate phone system.
- 3.7. The system must require active acceptance by the called party.
- 3.8. The system shall include user prompts in English and Spanish in addition to other languages that may be requested by the County.
- 3.9. The system should have the ability to complete outgoing collect, prepaid debit, calling card, and called party credit card calls. For prepaid debit transactions, the end-users funds must be made available for use within 15 minutes after the funds

have been received by the contractor. If prepaid service is offered, the Offeror should explain how it works in detail including how commissions are to be paid on each type of call from the facility.

- 3.10. The Contractor should have a program that will proactively attempt to set-up an account for individuals who are not able to accept collect calls, enabling families to quickly communicate with incarcerated individuals. Please describe your program.
- 3.11. Contractor must notify end user when they have reached 75% of its site or personal credit limit and describe process.
- 3.12. The system shall be able to provide toll free calls to local area law firms and bonding companies. This feature may be restricted to the "holding cell area only" of the jail facility.
- 3.13. The system shall provide the capability to track and identify specific telephone numbers called by each individual inmate telephone, as may be required. The system shall provide the capability of monitoring and recording all calls, from both the inmate phones and visitation phones, made by each inmate.
- 3.14. The recording system shall have the ability to fast forward and rewind recordings as necessary during the playback process. In addition, the recording system shall also have the ability to burn recordings to CD ROM and/or DVD.
- 3.15. The live monitoring system shall have the ability to notify designated parties via email, pager and/or cell phone of calls made to specific telephone numbers that are under a watch status. The notified party must be able to monitor the specific call from a remote location via the internet.
- 3.16. Personal Identification Number (PIN) *(ONLY IF USED OR SUBMITTED OF REQUESTED BY COUNTY)*
 - 3.16.1. The system must have the capability to assign PIN numbers at the time of booking.
 - 3.16.2. The system shall utilize Personal Identification Numbers (PIN) for the inmates. Describe your system's use of PINs, including Open PIN, Restricted PIN, and Closed PIN.
 - 3.16.3. The system shall prevent duplicate PINs.
 - 3.16.4. State the minimum and maximum number of digits used in a pin.
 - 3.16.5. The County must be able to restrict calls based on the inmate's PIN. This includes call duration, time of day, and destination numbers.
 - 3.16.6. The system shall provide a method of verifying the inmate's PIN to guard against fraudulent PIN use through voice verification. Provide a detailed description of your solution. List facilities where this feature has been implemented.

3.17. Fraud Management

- 3.17.1. The system shall be able to detect, notify and prevent three-way or conference calls, except for those calls to attorney's or other approved numbers. The County understands that there are industry patents in this area. Please provide a description of the process you have deployed on your platform and why you feel the technical approach provides the best three-way detection solution.
- 3.17.2. The system shall prevent the inmate from receiving a second dial tone, or "chain-dialing".
- 3.17.3. The system shall detect any extra digits dialed by the inmate after the party has accepted the call. Please describe process.
- 3.17.4. The system shall have capability to remotely survey Inmate calls and be able to transfer specific calls in progress to investigators.
- 3.17.5. The system shall brand each call with the name of the facility and the inmate placing the call.
- 3.17.6. The system shall continue to play the brand recording at random intervals throughout the call.
- 3.17.7. The system shall guard against "Hook-switch dialing," and other fraudulent activities. Please describe.
- 3.17.8. The inmate shall not communicate with the called party until the call has been accepted.
- 3.17.9. The system shall detect the difference between an accepted call, and an answering machine, busy signal, or other telephone activity. Please describe.
- 3.17.10. The system shall allow call blocking of specific numbers by inmate PIN telephones, or group of telephones. The system shall be able to block access to an unlimited number of specific telephone numbers upon request.
- 3.17.11. The system shall also assign approved calling numbers according to inmate PIN.
- 3.17.12. The system shall permit the called party to block all future calls from a correctional facility.
- 3.17.13. The system must have the capability to suspend an inmate's privilege for placing a call and set a beginning and end date without the need to manually re-enable privileges.

3.18. Other Investigative Tools

- 3.18.1. The system shall be equipped with a remote call-forwarding feature to those numbers that are under surveillance by the investigative unit. The feature shall allow authorized personnel to monitor a call, from any designated remote location, while the call is in progress. The call shall be automatically re-routed once the call is accepted by the called party and in progress. There cannot be any distance barriers to the retrieval process so the remote telephone number can be located within the facility or across the country.
- 3.18.2. The system must have the capability to move an inmate or group of inmates from one housing unit to another without the need to re-enter the information.
- 3.18.3. Please provide any other additional investigative tools, features, or creative solutions that might be available to the County.

3.19. Call Acceptance

- 3.19.1. The system shall alert the called party of the per-minute cost of the call prior to acceptance.
- 3.19.2. The called party must actively accept the call.

- 3.19.3. The inmate cannot communicate with the called party until the call has been accepted.
- 3.19.4. Billing does not begin until the call is accepted.

3.20. System Security

- 3.20.1. The proposed system must be programmed for auto shut-off at times designated by the County.
- 3.20.2. The County personnel must be able to manually shut down the system in case of emergency.
- 3.20.3. The proposed system shall be password protected to permit only appropriate facility personnel access to the system.
- 3.20.4. The system must have the capability to enable and disable any phone at the facility from any secured internet enable computer.
- 3.20.5. For security purpose, the system must be centralized non-premise system that will keep all records secure and not require the need to maintain at the facility. Describe your system and how your system will meet this requirement.

3.21. Reports

- 3.21.1. The system shall generate reports that state, at a minimum, the date and time each call is placed, the source of the call, the telephone number called, the date and time the call ends, duration of the call, and a voice recording of all parties involved in the conversation. The system shall have the capability to store calls in memory for a period of time sufficient to comply with any requirements of the Public Information (Open Records) Act. At a minimum, the County needs five years of data.
- 3.21.2. The facility shall have the capability to view and track call activity, commission information, and facility service requests from practically any location at any time via a web accessible site.
- 3.21.3. The Contractor shall supply call detail reports to the County. These reports shall contain a variety of call information and be customizable to suit the County's needs.
- 3.21.4. Standard reports should include: Frequently Dialed Numbers, 3-Way Call Attempts, and Call Volume by Telephone.
- 3.21.5. Contractor shall supply monthly revenue reports.
- 3.21.6. Contractor shall attach samples of their call detail and other standard reports.
- 3.21.7. Contractor shall provide a secure access to all calling activity within the facility via the internet/web. The hosted site will need to provide an interface that will allow a facility to view call detail reports, check and track a facility commission data, and schedule monthly payments. This system should also allow facilities to open and/or view the status of service tickets.
- 3.21.8. Real-time commission reports must be made available through the internet detailing total commissions earned for all types of calls completed through the system.
- 3.21.9. Real-time revenue reports must be made available through the internet outlining all calls made from the facility. Such reports should, at a minimum, break out calls by specific call type for collect, prepaid and calling card calls.
- 3.21.10. The system must incorporate an on-line service reporting system whereby the County can submit service request as well as monitor service ticket status and history.

3.22. Service & Maintenance

- 3.22.1. The Contractor shall offer complete hardware and software on-site contract maintenance through itself or an approved facility.
- 3.22.2. The Contractor and/or Manufacturer shall provide engineering and technical support to the County to help resolve any operational or service problems that may occur. The Contractor should provide a twenty-four-hour telephone number for emergency technical support.
- 3.22.3. Acknowledgment of receipt of a repair request from the County must be made within two hours. Contractor shall dispatch for repair within twenty-four hours for minor outages and within four hours for major outages. A minor outage is defined as the inability to originate calls from less than 20% of the stations served. A major outage is defined as the inability to originate calls from 20% or more of the stations served.
- 3.22.4. Describe the maintenance and quality assurance programs for telephones to be installed.
- 3.22.5. It is solely the Contractor's responsibility to provide installation and maintenance which includes all wiring at the facilities as well as any additional wiring required to facilitate visitation recording and monitoring.
- 3.22.6. Detail the method of determining service interruptions and service call priorities. List response time for each priority and the level of expertise devoted to each priority.
- 3.22.7. Provide a contact person who will be responsible for ongoing account management and support.
- 3.22.8. List the service office responsible for the facilities.
- 3.22.9. The Contractor/Manufacturer shall maintain a complete stock of component parts for the system, both for repair and future expansion, as required. Such parts shall include all electronic, electrical, and mechanical components, circuit boards, control modules and standard cabinet modules used as part of the standard system.
- 3.22.10. Parts and labor support for repair and system expansion and upgrades when new technology becomes available shall be continued for the duration of the time that the system is in use. Repair parts shall be available for shipment on an expedited handling basis within 24 hours, 365 days per year, including weekends and holidays. The contractor shall provide a 24-hour telephone number for the handling of such orders.
- 3.22.11. System upgrades, including software upgrades should be provided free of charge to the County for the life of the contract.

3.23. Installation and Cut-Over

- 3.23.1. Installation shall be performed by the Contractor, at no cost to the County. The Contractor shall arrange and be responsible for all facilities and systems necessary to interface the inmate telephone system with all necessary telephone carriers and the equipment and systems.
- 3.23.1. The Contractor shall provide inmate phone sets, the remote administration station and the automated inmate call control system, install the visitation recording sets, remote system access via the LAN and the system and insure that they are working properly. This installation shall be completed within sixty (60) days after award of the contract.

- 3.23.2. An Offeror shall submit a complete and detailed schedule of the time-frame required for installation, utility coordination, training, cut over and testing. The system must be installed in a manner and under a time-frame designed to minimize disruption of the normal functioning of the facilities.
- 3.23.3. If the schedule cannot be met within the 60 days stated above, Contractor must propose an installation schedule of events. Failure to state installation time in the proposal response shall obligate the Contractor to complete installation so as required in the bid. Extended installation time may be considered when in the best interest of the County.
- 3.23.4. Any delay in the implementation of the contractors' schedule that is caused by the County will increase the Contractor's time allowance to complete installation, but the Contractor must submit a complete and detailed schedule of additional time required.
- 3.23.5. The risk of loss and or damage shall be assumed by the Contractor during shipment, unloading and installation.
- 3.23.6. In order to ensure an understanding of the system requirements, a qualified technical representative of the Contractor should conduct an on-site visit to ensure that all required functions shall be present and properly configured in the proposed system. To arrange a site visit, please contact Captain Keith Hoskins at (573) 875-1111 (extension 6235) or Chief Warren Brewer at (573) 876-2128 at the Boone County Sheriff Department.

3.24. Call Monitoring & Recording

- 3.24.1. The proposed system shall maintain 120 days of call recording online.
- 3.24.2. Facility personnel must be able to search call recordings by dialed number, date, time, inmate account, or site ID.
- 3.24.3. Facility personnel must be able to simultaneously listen to and record conversations.
- 3.24.4. Recordings must be backed for archival. Please describe system utilized.

3.25. Training

- 3.25.1. Contractor shall provide on-site training to the County staff (20-25 individuals) for system administration, operation and reporting.
- 3.25.2. The training shall be scheduled at the convenience of the County in order to minimize the impact on shift personnel and scheduling.
- 3.25.3. All applicable manuals shall be provided. The operator's manual shall be clearly written and illustrated to instruct personnel in the proper use of all installed features. Drawings, photographs and/or screen captures should show the location of all operator controls. This manual shall be provided in addition to all other manuals furnished. Copies of any and all operator's manuals shall be provided in advance of the installation, in order to provide personnel with the opportunity to become familiar with the system.
- 3.25.4. Describe training program; include description and any applicable documents.

3.26. Payment Options

- 3.26.1. The proposed system shall allow collect calls only.
- 3.26.2. The proposed system shall provide a debit account for inmates' families and other approved parties.

- 3.26.3. All prepaid calls will be subject to the same restrictions and features as standard inmate collect calls.
- 3.26.4. The called party shall be informed of the per-minute cost of the call prior to accepting the charges.
- 3.26.5. The proposed Contractor shall have a system in place that will allow inmate families and friends to set-up alternate billing methods directly with the Contractor. Two of the methods the County would like to see offered are
 - a) The Contractor should have a system in place that will allow inmate families and friends to set-up an account directly with the Contractor;
 - b) The Contractor should allow customers to prepay for calls from the facility.

3.27. Equipment

- 3.27.1. All equipment shall be of the highest professional quality and reliability. The equipment proposed shall reflect "state-of-the-art" design. All materials installed from this contract shall be new and shall be the best of their respective types, free of corrosion, scratches or other defects. The offering shall only include items which are currently in design and production. Prototype or subset designs shall not be considered. The system being proposed should have been in production and continuous service in similar customer settings for a period of not less than one year. Prototype hardware or systems with less than a one-year proven track record of satisfactory commercial performance shall be not acceptable under this specification. Design and construction shall be consistent with good engineering practice and shall be performed in a neat, professional, and craftsman-like manner.
- 3.27.2. The proposed inmate telephone system shall be a turnkey, non-coin telephone system and service.
- 3.27.3. The Contractor shall provide non-coin, collect call, inmate telephones composed of durable, tamper-free equipment suitable for jail environments. Equipment must not contain any removable parts.
- 3.27.4. The proposed system must be able to utilize the current PCs that are available at the County without the need for additional PCs.
- 3.27.5. The proposed system shall have the ability, as authorized by the Sheriff's office, to monitor live or listen to previously recorded calls at the Sheriff's Offices.
- 3.27.6. The proposed system software shall be based on security level and password protected.
- 3.27.7. All Contractor equipment shall comply with FCC regulations.
- 3.27.8. The proposed equipment and system shall be scalable to meet the County's growing needs.
- 3.27.9. Contractor equipment shall include a backup power supply.
- 3.27.10. Disclose, with percentages clearly shown, what work is or will be subcontracted, and what work is or will be performed by the Contractor's employees.
- 3.27.11. Indicate your systems ability to be monitored from any PCs with proper access permissions.
- 3.27.12. Indicate your firm's ability to provide the facility with a system that will integrate with the County's computer, monitor, and programming to integrate with the inmate telephone system. Indicate the ability of the system to identify:
 - Telephone number originating call
 - Time of call

- Telephone number called
 - Most frequently called numbers
 - Length of call
 - Identify numbers called from a specific telephone number
 - Identify telephone numbers called by a specific inmate
 - Alarm number status
 - Alarm a telephone number and allow automatic recording of the call
 - Multiply calls from different inmate phones to the same number
- 3.27.13. Detail equipment installation charges, if any.
- 3.27.14. Describe plan for off-site archive redundancy for storage of the inmate phone calls.

3.28. Warranty - The system shall include a warranty consistent with industry standards. The Contractor shall certify that this warranty shall apply to the end user of the system. Please describe warranty.

3.29. FEES, RATES & FACILITY COMMISSIONS

Fees, Rates & Commission

- 3.29.1. The system shall have the capability to inform the called party of the call cost prior to acceptance.
- 3.29.2. The rates charged to users shall not exceed the tariffs as mandated by the Public Utilities Commission for all services. Please provide a copy of the rates that will be charged.
- 3.29.3. Offeror shall provide a rate table for all calls.
- 3.29.4. The Contractor shall be responsible for the collection of charges for fraudulent or otherwise uncollectible calls.
- 3.29.5. The Contractor shall be responsible for any and all billing disputes, claims, or liabilities that may arise in regards to its provisions of this contract.
- 3.29.6. Contractor billing to called parties must include the Contractor information and a toll-free telephone number to resolve billing disputes.
- 3.29.7. Billing charges shall begin at the time of the call completion when the calling party is connected to the called party and shall be terminated when either party hangs up. Incomplete call such as network intercept recordings, busy signals, no answers, refusals of calls, answering machine pick-ups, etc. shall not be billed.
- 3.29.8. Under no circumstances will the commission rate be adjusted lower than the rate agreed to at contact award, nor will the County be obligated to renegotiate any portion of this contract as a result of an increase to the commission rate.
- 3.29.9. Commissions shall be based on Gross Billed Revenue. Gross billed revenues shall be defined as total billable minutes without any allowances or deduction for fraud, line charges, equipment charges, bad debt, true-up fees, billing fees, local access fees, long distance fees, service fees or any other fees associated with the operation of the inmate telephone system. Offeror shall include a detailed analysis as to how they determine gross revenue.

Commission Structure

- 3.29.10. What is the percentage of commission you will pay Boone County? Please provide on the Pricing / Response Form. Failure to state proposed commission percentage will result in rejection of proposal.

- 3.29.11. Explain in detail the method used to calculate revenue to the County (e.g. gross revenue, adjusted gross revenue, net revenue).
- 3.29.12. State applicable deductions from Gross Revenue before calculating the County's revenue (i.e. uncollectible calls, total calls, access line charges, clearing house charges, RBOC, LIDB, etc).
- 3.29.13. Method of reporting the calculations of the County's commission payment.
- a. Provide samples of proposed reports.
 - b. Is there a charge for customized reports?
 - c. If yes, provide amounts.
- 3.29.14. Describe collection procedures.
- a. The County will reserve the right to: audit collection procedures and commission computations and to terminate the contract if repeated inaccuracies in either procedures or computations are revealed.
 - b. What types of reports are available to Boone County to audit commission payments? Provide samples of reports.
 - c. Boone County requires detailed reports of placed, accepted, local and long distance calls.
- 3.29.15. Describe the procedure for handling uncollectible revenue. State whether this expense reduces County commission and, if so, specify in what manner.
- 3.29.16. Describe the procedure for billing.
- a. Describe your billing process and who handles billing.
 - b. Will there be any handling fees charged to the County?
 - c. Are there any deductions from revenues?
- 3.29.17. Provide Contractor proposed calling rates for local, intraLATA, interLATA, and interstate calls.
- 3.29.18. The system must generate maximum financial return to County. In the event of a revenue dispute that cannot be resolved within 30 days, Contractor agrees to pay the cost of any necessary audit.
- 3.29.19. At the County's option, a commission based on inmate daily average population may be negotiated.

3.30. SPECIAL CONDITIONS

3.30.1. Offeror shall provide a list of customers that have notified Offeror that there are additional commissions owed for any reason, provide names and addresses of the customers and provide status of the resolutions of these issues.

3.30.2.. Offeror shall provide a list of customers that have experienced inmate telephone system outages lasting longer than 24 hours.

3.31. **Contract Term:** The contract will be for a period of five (5) years. At the expiration of this contract, the County will have the option of continuing the phone services with the Offeror's company at the same commission and rates for a period of two (2) additional years in one-year increments. Each optional year will require County's approval for renewal. (Please note, contract renewals are subject to appropriations being made available and budgeted for any calendar year). Following the 7th year of the contract, the contract will continue to renew at the same pricing on a month to month basis until 90 days written notice is given by either party.

3.32. Termination of Contract: The obligation to provide further service under the terms of the resulting agreement may be terminated by the County upon ninety (90) days written notice in the event of material breach by the Contractor to perform in accordance with the terms hereof, or any contract resulting from this RFP. In the event that the County chooses to discontinue this contract either by termination or not extending the contract, the Offeror warrants that it will remove all its equipment from the facilities without charge. Service and equipment will not be removed until another Contractor has been acquired. The removal of equipment and disconnecting of service process will occur during the implementation of the new system with minimal interruption of service to the County facility. It will be necessary that the incumbent Contractor cooperate with the new Contractor during the implementation of the new system.

3.33. The successful Contractor is prohibited from assigning, transferring, conveying, subletting, or otherwise disposing of this agreement or its rights, title or interest therein, or its power to execute such agreement to any other person, company or corporation without the prior consent and approval in writing by the County.

3.34. Damage and Repair Liability: The County will have no liability to the Contractor for fraud, theft, vandalism/damage or loss of the Contractor's equipment inflicted by the inmates or the public. All costs associated with the repair will be the responsibility of the Contractor.

Contractor shall make repairs at its expense. Contractor shall make all reasonable efforts to ensure that the phone system is operational and repaired as quickly as possible.

3.35. Installation/Disconnection: The Contractor shall be responsible for all costs of installation or disconnection throughout the term of the contract. The Contractor shall furnish and install equipment, dedicated lines and any other item necessary to make this service functional. (Note: The incumbent Contractor will remove all equipment, dialers and/or dedicated phone lines from the County facilities without charge).

3.36. In performing all services under the resulting contract agreement, the Contractor shall comply with all local, state and federal laws.

3.37. Patents and Copyrights: The Contractor will hold harmless the County, its officers, and employees against all claims that machines or software supplied infringe a U.S. patent or copyright. The Contractor further asserts that the equipment and software proposed do not infringe on any U.S. patent or copyright.

3.37.1. Please describe all Patents your company holds or has developed. Please supply patent information for proposed equipment or software, where applicable to the inmate telephone system.

3.38. Insurance Requirements: The Contractor shall not commence work under this contract until they have obtained all insurance required under this paragraph and such insurance has been approved by the County, nor shall the Contractor allow any subcontractor to commence work on their subcontract until all similar insurance required of subcontractor has been so obtained and approved. All policies shall be in amounts,

liable, in connection with providing these services. This provision does not, however, require contractor to indemnify, hold harmless, or defend the County of Boone from its own negligence.



4. PROPOSAL SUBMISSION INFORMATION

4.1. RESPONSE TO PROPOSAL

4.1.1. Submission of Proposals:

4.1.1.1. When submitting a proposal, the Offeror should include the **original and seven (7) additional copies**.

a. The Offeror shall submit the proposal to:

Boone County Purchasing Department
Attn: Melinda Bobbitt, CPPB, Director of Purchasing
601 E. Walnut Street, Room 208
Columbia, MO 65201

b. The proposals must be delivered no later than **10:30 a.m. on April 7, 2009**. Proposals will not be accepted after this date and time.

c. The package at a minimum should include a system overview and description, a detailed drawing of each user-accessed component with all controls identified, an itemized listing of the exact equipment being offered, a complete description of each applicable feature of the system, a manufacturer's data sheet for each major system component, and a complete list of options available for the system. Failure to submit a complete, detailed package shall be just cause for the proposal to be rejected as non-responsive. The Contractor, by submitting a proposal response, certifies that the equipment list included with the proposal is complete and suitable for the equipment being offered, and that it is compliant with the intent of the specifications.

4.1.1.2. To facilitate the evaluation process, the Offeror is encouraged to organize their proposal into distinctive sections that correspond with the individual evaluation categories described herein.

a. Each distinctive section should be titled with each individual evaluation category and all material related to that category should be included therein.

b. The signed response page from the original RFP and all signed amendments should be placed at the beginning of the proposal.

- c. The Proposal must, at a minimum, address all mandatory and desired services, equipment, materials, etc. Responses shall fully describe how the service shall be performed and what hardware/software (if any) is required at the County to access the service.
- 4.1.1.3. The Offeror is cautioned that it is the Offeror's sole responsibility to submit information related to the evaluation categories, and that the County is under no obligation to solicit such information if it is not included with the proposal. The Offeror's failure to submit such information may cause an adverse impact on the evaluation of the proposal. Any Offeror whose responses deviate from the outlined specifications may automatically be disqualified.
- 4.1.1.4. Offeror's Contacts: Offerors and their agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must direct all of their questions or comments regarding the RFP, the evaluation, etc. to the buyer of record indicated on the first page of this RFP. Offerors and their agents may not contact any County employee other than the buyer of record regarding any of these matters during the solicitation and evaluation process. Inappropriate contacts are grounds for suspension and/or exclusion from specific procurements. Offerors and their agents who have questions regarding this matter should contact the buyer of record.
- 4.1.2. **Competitive Negotiation of Proposals:** The Offeror is advised that under the provisions of this Request for Proposal, the County reserves the right to conduct negotiations of the proposals received or to award a contract without negotiations. If such negotiations are conducted, the following conditions shall apply:
 - 4.1.2.1. Negotiations may be conducted in person, in writing, or by telephone.
 - 4.1.2.2. Negotiations will only be conducted with potentially acceptable proposals. The County reserves the right to limit negotiations to those proposals, which received the highest rankings during the initial evaluation phase.
 - 4.1.2.3. Terms, conditions, prices, methodology, or other features of the Offeror's proposal may be subject to negotiation and subsequent revision. As part of the negotiations, the Offeror may be required to submit supporting financial, pricing and other data in order to allow a detailed evaluation of the feasibility, reasonableness, and acceptability of the proposal.
 - 4.1.2.4. The mandatory requirements of the Request for Proposal shall not be negotiable and shall remain unchanged unless the County determines that a change in such requirements is in the best interest of the entities.

4.1.3. Evaluation and Award Process:

4.1.3.1. Boone County has selected an evaluation team to review responses and to make a formal recommendation for award to the County Commission. After determining a responsible Offeror and a responsive proposal through the determination that the proposal satisfies the mandatory requirements stated in the Request for Proposal, the evaluation team will use both objective analysis and subjective judgment in conducting a comparative assessment of the proposal in accordance with the evaluation criteria stated below:

a. **Method of Performance** - Technology offering, system features, account support team, maintenance offered, proposed project plan, scheduling, and implementation with minimal interruption of service

b. **Experience/Expertise of Offeror**

c. **Financial Offering** – financial return to the County.

4.1.3.2. After an initial evaluation process, a question and answer interview may be conducted with the Offeror, if deemed necessary by the County. In addition, the Offeror may be asked to make an oral presentation and demonstration of their proposed system at a designated Boone County location or other site. Attendance cost shall be at the Offeror's expense. All arrangements and scheduling will be coordinated by the County.

4.1.4. Evaluation:

4.1.4.1. Experience and reliability of the Offeror's organization are considered subjectively in the evaluation process. Therefore, the Offeror is advised to submit any information, which documents successful and reliable experience in past performances, especially those performances related to the requirements of this RFP.

4.1.4.2. **Qualifications Statement/References:** The Offeror shall provide the following information related to previous and current services/contracts performed by the Offeror's organization and any proposed subcontractors which are similar to the requirements of this RFP.

a) The Offeror shall be providing inmate telephone service to five County jail facilities for five years or more (preferably in Missouri). Please provide an overview of your firm, including years and nature of experience in telephone business, ownership of your company, number of years in business, total number of employees, etc.

b. References: Please provide a list of five government agencies/municipalities (preferably County and preferably in Missouri) for whom you have provided the telephone system (hardware and software) proposed in your proposal response. The list should provide a contact name, e-mail address, telephone number, address, length of time using your system and a brief description of the users' equipment and software configuration.

- 4.1.4.3. The Offeror should submit a copy of all licenses, certifications, accreditation, and/or permits, which may be required by state, federal, and/or local law, statute, or regulation in the course of conduct of the Offeror's business. If not submitted with the proposal, the County reserves the right to request and obtain a copy of any license or certification required to perform the defined services prior to contract award.
- 4.1.4.4. Proposals will be subjectively evaluated based on the Offeror's distinctive plan for performing the requirements of the RFP. Therefore, the Offeror should present a written narrative, which demonstrates the method or manner in which the Offeror proposes to satisfy these requirements. The language of the narrative should be straightforward and limited to facts, solutions to problems, and plans of action.
- 4.1.4.5. Where the words "shall" or "must" are used, they signify a required minimum function of system capacity that will heavily impact the Offeror's final response rating.
- 4.1.4.6. Where the words "should", "may" or "desired" are used, they signify that the feature or capacity is desirable but not mandatory; therefore, the specifications in question will possess minimal impact on the Offeror's final response rating.
- 4.1.4.7. Each Offeror must prepare a written response. Proposal shall be formatted consistent with the specific sections and numbered paragraphs and must respond to each on an individual basis. Failure to address any item may be interpreted as non-compliance. The Offeror should address each specific paragraph and subparagraph of the Specifications by paragraph and page number as an item for discussion. Immediately below these numbers, write descriptions of how, when, by whom, with what, to what degree, why, where, etc, the requirements will be satisfied.

4.1.5. Rejection / Withdrawal of Proposals Response:

Rejection of Proposals The right is reserved by the County at its discretion to reject any or all proposals or parts thereof. The County reserves the right to waive defects or informalities, to negotiate with Offeror's and to accept the proposal deemed to be in the

best interest of the County. The County will take into account the relative importance of commissions offered and other evaluation factors set forth in the RFP. Therefore, in selecting a Contractor, the County will not rely exclusively on commission offering in awarding a contract.

Withdrawal of Proposals Proposals may be withdrawn on written request from the Offeror at the address shown in the solicitation prior to the time of acceptance.

Negligence on the part of the Offeror in preparing the proposal confers no right of withdrawal after the time fixed for the acceptance of the proposals.

4.1.6. Validity of Proposal Response:

Offeror agrees that proposal response shall remain firm for a period of ninety (90) calendar days after the date specified for the return of proposals.



5. Response/Pricing Page

In compliance with this Request for Proposal and subject to all the conditions thereof, the Offeror agrees to furnish the services/equipment/supplies requested and proposed and certifies he/she has read, understands, and agrees to all terms, conditions, and requirements of this proposal and is authorized to contract on behalf of the firm named below. (Note: This form must be signed. All signatures must be original and not photocopies).

Company Name: Securus Technologies

Address: 14651 Dallas Parkway
Dallas TX 75254

Telephone: 972.277.0386 Fax: 972.277.0699

Federal Tax ID (or Social Security #): _____

Print Name: Robert Pickens Title: CMD

Signature: Rob Pick Date: 9-24-09

E-Mail Address: bpickens@Securustech.net

5.1. Attach Cost of Services for any items that may be charged to Boone County at the beginning of the contract and throughout the contract period. Attach to this page and place at the beginning of your proposal response: List individual cost items and a grand total for proposed services. All costs shall be included and may include software, hardware, installation, implementation, training, and software and hardware maintenance. We understand there may be no associated costs. If so, please provide a statement to that affect.

5.2. Attach a Letter of Transmittal to this page and place at the beginning of your proposal response. Included in the letter shall be a statement that identifies all materials and enclosures being identified in your proposal response. The letter of transmittal must be signed by the person who is authorized to contractually commit the Offeror's organization.

5.3. Describe percentage of commission provided to Boone County.

5.4. Provide a contact person who will be responsible for coordinating the efforts and personnel of all parties involved in the response, to include, but not be limited to, oral presentations, demonstrations, site visits and responses to request for clarification, if any. Provide the following:

Name:

Organization:

Address:

E-mail:

Phone Number:

Fax:



"No Bid" Response Form

Boone County Purchasing
601 E. Walnut, Room 208
Columbia, MO 65201

Melinda Bobbitt, CPPB, Director
(573) 886-4391 – Fax: (573) 886-4390

"NO BID RESPONSE FORM"

**NOTE: COMPLETE AND RETURN THIS FORM ONLY IF YOU DO NOT WANT TO
SUBMIT A BID**

If you do not wish to respond to this bid request, but would like to remain on the Boone County vendor list for this service/commodity, please remove form and return to the Purchasing Department by mail or fax.

If you would like to FAX this "No Bid" Response Form to our office, the FAX number is (573) 886-4390.

Bid: 15-07APR09 – Inmate Telephone System

Business Name: _____

Address: _____

Telephone: _____

Contact: _____

Date: _____

Reason(s) for Not Submitting Proposal Response :

COPY

***An RFP Solution Presented
Expressly for the***

**Boone County Purchasing
Department**

**"Response to Request for Proposal
Enclosed"**

**RFP# 15-07APR09 -
Inmate Telephone System**

Tuesday, April 7, 2009 @ 10:30 AM

Presented to:

**Boone County Purchasing Department
Melinda Bobbitt, CPPB, Director
601 E. Walnut Street, Room 208
Columbia, Missouri 65201-4460**

Presented by:

**Marco Tapia
Territory Manager
573-239-9449**



**14651 N. Dallas Pkwy.
Suite 600
Dallas, Texas 75254**

www.securustech.net

THE POWER OF ONE

TABLE OF CONTENTS

Table of Contents..... 1

Response/Pricing Page..... 2

Signed Addendums 4

Letter of Transmittal..... 10

Executive Summary 13

Notice of Request for Proposal 20

1. Instructions and General Conditions..... 22

2. Introduction and General Information..... 24

3. Scope of Services 26

4. Proposal Submission Information 116

No Bid Response Form..... 156

Attachments 157

Attachment A: SECURUS Licenses and Certifications

Attachment B: SECURUS Sample SCP Reports

Attachment C: SECURUS Sample Commission Report

Attachment D: SECURUS Preliminary Project Plan

Attachment E: SECURUS Call Rate Tables

Attachment F: SECURUS Sample Service Level Agreement

Attachment G: Equipment

Attachment H: SCP Voice Biometrics Customer List

RESPONSE/PRICING PAGE

5. Response/Pricing Page

In compliance with this Request for Proposal and subject to all the conditions thereof, the Offeror agrees to furnish the services/equipment/supplies requested and proposed and certifies he/she has read, understands, and agrees to all terms, conditions, and requirements of this proposal and is authorized to contract on behalf of the firm named below. (Note: This form must be signed. All signatures must be original and not photocopies).

Company Name: Evercom Systems, Inc. a wholly owned subsidiary of SECURUS Technologies, Inc.

Address: 14651 N Dallas Parkway, Suite 600, Dallas, Texas 75254

Telephone: 972-277-0300 __ Fax: 972-277-0514

Federal Tax ID (or Social Security #): 75-2722144

Print Name: William D. Markert Title: Chief Financial Officer

Signature:  Date: April 3, 2009

E-Mail Address: wdmarkert@securustech.net

5.1. Attach Cost of Services for any items that may be charged to Boone County at the beginning of the contract and throughout the contract period. Attach to this page and place at the beginning of your proposal response: List individual cost items and a grand total for proposed services. All costs shall be included and may include software, hardware, installation, implementation, training, and software and hardware maintenance. We understand there may be no associated costs. If so, please provide a statement to that affect.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS will be responsible for all software, hardware, installation, implementation, training, and software and hardware maintenance, at no cost to Boone County, throughout the contract period.

5.2. Attach a Letter of Transmittal to this page and place at the beginning of your proposal response. Included in the letter shall be a statement that identifies all materials and enclosures being identified in your proposal response. The letter of transmittal must be signed by the person who is authorized to contractually commit the Offerer's organization.

 **SECURUS has read and understands, and agrees to comply.**

Please refer to the Letter of Transmittal.

5.3. Describe percentage of commission provided to Boone County.

 **SECURUS has read and understands, and agrees to comply.**

Competitive Commission Rate: 53% Gross Revenue on Collect Calls

As a result of previously negotiated agreements, the currently commission payment rate to Boone County, is 40% Net.

This proposal presents a substantial increase of the commission rate to 53% Gross Revenue. Mathematically this equates to an increase of more than 100%. Our estimates are that the commissions paid to Boone County will exceed \$140,000 per year in our proposal.

The term “Gross Billed Revenue”, used within the body of this RFP, is a term used by other Inmate Telephone System providers. The SECURUS term “Gross Revenue” is defined as the revenue generated by ALL gross billed calls. **There are no deductions to Boone County for fraud, line charges, uncollectible revenue or the equipment required to process such calls.** Commission is not payable on any taxes or billing /collection fees, if any. **There will be no deduction of commission made for prepaid calls regardless of the prepay method.**

Signing Bonus: \$20,000.00

Upon the award of RFP #15-07APR09 to SECURUS and contract execution, Boone County will receive a signing bonus of \$20,000.00.

Contract will be for five (5) years

Upgrade to SCP (Digital Web-based Secure Call Platform with all applications and functionality)

- E-Imports (Personal Identification Numbers) Included
- Visitation Phone Monitoring (VPM) Included

Free Prepaid Cards with Face Value of \$5,000.

- 35% commission on prepaid card calls

5.4. **Provide a contact person** who will be responsible for coordinating the efforts and personnel of all parties involved in the response, to include, but not be limited to, oral presentations, demonstrations, site visits and responses to request for clarification, if any. Provide the following:

Name: Marco Tapia, Territory Manager

Organization: SECURUS Technologies, Inc. providing services through its wholly owned subsidiary Evercom Systems, Inc.

Address: 1802 Spiros Drive, Columbia, Missouri 65202

E-mail: mtapia@securustech.net

Phone Number: 573-239-9449 Fax: 972-277-0514



BOONE COUNTY, MISSOURI
Request for Proposal #: 15-07APR09 – Inmate Telephone System

ADDENDUM #1 - Issued March 19, 2009

This addendum is issued in accordance with the Introduction and General Information of Bidding in the Request for Proposal and is hereby incorporated into and made a part of the Request for Proposal Documents. Offerors are reminded that receipt of this addendum should be acknowledged and submitted with Offeror's *Response/ Pricing Page*.

Specifications for the above noted Request for Proposal and the work covered thereby are herein modified as follows, and except as set forth herein, otherwise remain unchanged and in full force and effect:

- I. **CHANGE any mandatory "shall" requirement in section 3.16. regarding "pins" (personal identification numbers) to "should". This is not a mandatory requirement. Please discuss if your proposed system has this capability.**
- II. **CHANGE any mandatory "shall" requirement in paragraph 3.16.6. regarding voice verification to "should". This is not a mandatory requirement. Please discuss if your proposed system has voice verification capability, and if not, please describe any verification option capabilities of your system.**
- III. **The County received the following questions and has provided the following responses:**

Question 1: Section 3.16 Personal Identification Number (PIN) (ONLY IF USED OR SUBMITTED OF REQUESTED BY COUNTY)

- a. Could you provide the Jail Management System currently utilized by the Boone County Jail?

Response: JALAN from Sungard Public Sector, Inc.

Dayle Yates, Customer Account Executive, SunGard Public Sector, Inc., 1000 Business Center Drive, Lake Mary, FL 32746. Phone: (509) 467-5501; Mobile (509) 990-6195; Fax (509) 467.5580. E-mail: Dayle.Yates@SunGardps.com. Web Site: www.sungardps.com

- b. All indications are that the facility would like to utilize a PIN system with their current Jail Management System. If interface with the Jail Management System is a required function, please provide the name of the vendor, telephone number and e-mail address of their contact person?

Response: Not a required function per this addendum, paragraph I.

Question 2: Is the jail facility wishing to interface their current Commissary Ordering process, which appears to be a manual process at this time, with the Inmate Telephone System? If yes, please provide the name of the vendor, telephone number and e-mail address of their contact person?

Response: No, not wishing to interface.

Question 3: Confirm the current computer operating system (Windows 2000, Windows XP, Windows Vista, etc.) utilized by the administration and investigative body of the Boone County Sheriff's Department at this time.

Response: All Boone County Sheriff Department computers are running either Windows XP or Windows 2000. There are no current plans to implement Windows Vista.


Question 4: Does the jail facility have their own LAN network and is access to the Inmate Telephone System required to go through the LAN?

Response: The Boone County Sheriff Department has its own LAN. The current PC that administers the phone system is not on the LAN but it could be connected if minimum requirements are met, i.e. anti-virus software is loaded, all software licenses are current and Microsoft Active Directory is not a requirement since we run Novell. County would need to review Offeror's requirements before this could be answered completely.

Question 5: A Securus workstation will be included in the RFP as requested. Will this workstation reside the department's network?

Response: Answered in # 4.

By:


Melinda Bobbitt, CPPB
Director of Purchasing

OFFEROR has examined copy of Addendum #1 to Request for Proposal # 15-07APR09 – Inmate Telephone System, receipt of which is hereby acknowledged:

SECURUS Technologies, Inc., providing services through its
Company Name: wholly owned subsidiary Evercom Systems, Inc.

Address: 14651 N Dallas Parkway, Suite 600
Dallas, Texas 75254

Phone Number: 972-277-0300 Fax Number: 972-277-0514

Authorized Representative Signature:  Date: April 3, 2009

Authorized Representative Printed Name: William D. Markert, Chief Financial Officer



BOONE COUNTY, MISSOURI
Request for Proposal #: 15-07APR09 – Inmate Telephone System

ADDENDUM #2 - Issued March 25, 2009


This addendum is issued in accordance with the Introduction and General Information of Bidding in the Request for Proposal and is hereby incorporated into and made a part of the Request for Proposal Documents. Offerors are reminded that receipt of this addendum should be acknowledged and submitted with Offeror's *Response/ Pricing Page*.

Specifications for the above noted Request for Proposal and the work covered thereby are herein modified as follows, and except as set forth herein, otherwise remain unchanged and in full force and effect:

I. The County received the following question and has provided the following response:

Question 1: What is your monthly revenue?

Response: \$3,400

By: 
Melinda Bobbitt, CPPB
Director of Purchasing

OFFEROR has examined copy of Addendum #2 to Request for Proposal # 15-07APR09 – Inmate Telephone System, receipt of which is hereby acknowledged:

SECURUS Technologies, Inc., providing services through
Company Name: its wholly owned subsidiary Evercom Systems, Inc.

Address: 14651 N Dallas Parkway, Suite 600
Dallas, Texas 75254

Phone Number: 972-277-0300 Fax Number: 972-277-0514

Authorized Representative Signature:  Date: April 3, 2009

Authorized Representative Printed Name: William D. Markert, Chief Financial Officer



BOONE COUNTY, MISSOURI
Request for Proposal #: 15-07APR09 – Inmate Telephone System

ADDENDUM #3 - Issued March 26, 2009

This addendum is issued in accordance with the Introduction and General Information of Bidding in the Request for Proposal and is hereby incorporated into and made a part of the Request for Proposal Documents. Offerors are reminded that receipt of this addendum should be acknowledged and submitted with Offeror's *Response/ Pricing Page*.

Specifications for the above noted Request for Proposal and the work covered thereby are herein modified as follows, and except as set forth herein, otherwise remain unchanged and in full force and effect:

I. The County received the following question and has provided the following response:

Question 1: Addendum #2 answers a revenue question. Is that your 'commission' revenue to the County/Agency or the gross revenue for the inmate phone system?

Response: Reported as "commission paid to County".

By: _____

Melinda Bobbitt
Melinda Bobbitt, CPPB
Director of Purchasing

OFFEROR has examined copy of Addendum #3 to Request for Proposal # 15-07APR09 – Inmate Telephone System, receipt of which is hereby acknowledged:

Company Name: SECURUS Technologies, Inc., providing services through its wholly owned subsidiary Evercom Systems, Inc.

Address: 14651 N Dallas Parkway, Suite 600
Dallas, Texas 75254

Phone Number: 972-277-0300 Fax Number: 972-277-0514

Authorized Representative Signature: *W.D. Markert* Date: April 3, 2009

Authorized Representative Printed Name: William D. Markert, Chief Financial Officer



BOONE COUNTY, MISSOURI
Request for Proposal #: 15-07APR09 – Inmate Telephone System

ADDENDUM #4 - Issued March 31, 2009

This addendum is issued in accordance with the Introduction and General Information of Bidding in the Request for Proposal and is hereby incorporated into and made a part of the Request for Proposal Documents. Offerors are reminded that receipt of this addendum should be acknowledged and submitted with Offeror's *Response/ Pricing Page*.

Specifications for the above noted Request for Proposal and the work covered thereby are herein modified as follows, and except as set forth herein, otherwise remain unchanged and in full force and effect:

I. The County received the following questions and has provided the following responses:

Question 1: What are the current rates charged for inter-lata, intra-lata, local, and interstate calls both on a pre-paid and collect basis?

Response: The bidder will need to contact our current vendor, Securis, as that information is not available to us.

Question 2: Is the County more concerned with lower rates or higher revenues?

Response: The County is more concerned with service and availability of investigative tools. However as a secondary concern, lower rates would be more preferable.

Question 3: What is the percentage of gross revenue for commissions that the County is currently receiving along with an estimate of average total call volume monthly by the facility?

Response: We do not receive a percentage of the gross revenues. Bidder will need to contact current vendor to obtain call volume monthly.

By: _____

Melinda Bobbitt
Melinda Bobbitt, CPPB
Director of Purchasing

OFFEROR has examined copy of Addendum #4 to Request for Proposal # 15-07APR09 – Inmate Telephone System, receipt of which is hereby acknowledged:

Company Name: SECURUS Technologies, Inc. providing services through its wholly owned subsidiary Evercom Systems, Inc.

Address: 14651 N. Dallas Parkway, Suite 600
Dallas, Texas 75254

Phone Number: 972-277-0300 Fax Number: 972-277-0514

Authorized Representative Signature  Date: April 3, 2009

Authorized Representative Printed Name: William D. Markert, Chief Financial Officer

LETTER OF TRANSMITTAL

April 3, 2009

Boone County Purchasing Department
Melinda Bobbitt, CPPB, Director
601 E. Walnut Street, Room 208
Columbia, Missouri 65201-4460

Dear Ms. Bobbitt,

SECURUS Technologies, Inc., providing services through our wholly owned subsidiary Evercom Systems, Inc. since 1991, is pleased to submit our response to the Boone County Request for Proposal No. 15-07APR09 – Inmate Telephone System.

Since 1991, SECURUS has provided Boone County with an advanced inmate communications system. Over the course of this partnership, and through our hands-on involvement with Boone County staff, SECURUS has been committed to providing the best possible product, service and support. Not only a commitment to your facility, staff and detainees, but to the constituents of Boone County as well. During your evaluation of our comprehensive, solution-based proposal, we are confident that you will agree that our commitment to Boone County goes well beyond a mere promise of higher commission payments.

First, we would like to take this opportunity to thank the following individual's for their insight, that over the years, has helped us gain a more comprehensive understanding of the Inmate Telephone System requirements of Boone County.

Mr. Warren Brewer, Superintendent of Corrections
Captain Keith Hoskins
Captain Jenny Atwell
Detective Andy Anderson
Investigator Bill Haus, Boone County Prosecutors Office (Retired)

For instance, during several conversations with Warren Brewer, it was learned that Boone County wished to expand its current investigative capabilities. Our web-based Secure Call Platform is specifically designed to meet that objective. Coupled with the **clarity of a digital transmission**, the ability to **access the SCP from any location** and your ability to **collect very specific call related data** that may be crucial in the investigation of organized criminal activity (i.e. through Call Frequency Reports for suspect "Dialed to Numbers" – conduct a "Link Analysis"). These are but a few examples of the increased efficiency and productivity the SCP offers your investigative staff.

One "real-world" example of the flexibility and innovation the Secure Call Platform provides, involves the Phelps County Sheriff's Department - Missouri. **The Phelps County Sheriff's Department wanted to expand their investigative capabilities through our Secure Call Platform. The solution was to configure the In-Car, remote computer systems, of selected Investigators, so they could access real-time call data from their vehicles, greatly enhancing their response to "real-world" investigative situations through the collection of essential and timely information. Coupled with the "Covert Alert" capability and timely intelligence gathered through our call/visitation monitoring and recording**

functions, investigators are now more fluid in their surveillance and response capabilities.

Through multiple conversations with Captain Keith Hoskins, it became very clear that the ability to retrieve current, and previously recorded call data, is an essential investigative need of Boone County. For that reason, **SECURUS has incorporated an extended call data storage capability, that extends through the life of the contract period, designed to meet the unforeseen investigative needs of Boone County.** This capability well exceeds the 120 days of recorded call data outlined in section 3.24.1 of the RFP. Additionally, Boone County can rest assured knowing that our **patented call recording process not only defends the integrity of recorded evidence, but also meets the rigorous evidentiary standards required for submission to a judicial proceeding.** These are but a few examples of our needs-based, solution-driven commitment to our partners.

With our Secure Call Platform's new open architecture, **all upgrades and system enhancements**, that become available as a result of our extensive Research and Development programs, are **provided real time to Boone County.** Unlike other providers of Inmate Telephone Service, **SECURUS does not depend on 3rd party vendors to bring you the most advanced call management system available.** Through our commitment to excellence and innovation, our technology never becomes obsolete.

SECURUS also understands that **connecting more detainees with their loved ones**, not only reduce the number of detainee grievances received by officers, but also reduce anxiety for friends and family members. This is an area in which SECURUS excels in this industry. Our **patented First Call Connect** feature proactively connects a detainee to a friend/family member on that first initial call – regardless of billing status – creating even more relationships with the called parties. **If an individual has any reasonable means to pay for a call, and they want to receive a call, we will guarantee that the call will be connected.** Because SECURUS has been your provider for 18-years, through our wholly owned subsidiary Evercom Systems, Inc, we already have a large number of established “called party” relationships. This means more “Total Revenue” for the County because there is no ramp up time required.

We take our partnership with Boone County seriously and prove it every day through the dedication and support of our Boone County Account Team. **Marco Tapia** – Missouri Territory Manager, **Russell Tylutki** – Field Service Technician and **Marlon Miller** – Central Region Technical Support Manager are the core of our highly trained, certified and dedicated SECURUS support personnel that stand ready to meet the needs of Boone County. Unlike other providers, **SECURUS does not utilize “contract service personnel”** to meet the needs of a facility. Our service personnel are solely dedicated to the successful operation of your inmate telephone system.

We understand the expense of changing vendors is time consuming and brings the unknown. We firmly believe that our history of people, products and unparalleled industry knowledge and experience serve to provide a comprehensive plan that will continue to provide complete satisfaction for Boone County, now and well into the future. Furthermore our financial offering coupled with over 22-years of industry experience, provides Boone County with a network of resources capable of meeting the multitude of challenges within the correctional environment.....creating value far above commissions alone.

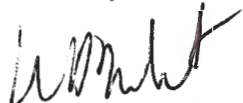
Materials and Enclosures:

As required, this proposal includes this Letter of Transmittal, an Executive Summary, the Notice of Request for Proposal, Instructions and General Conditions, Introduction and General Information, Scope of Services, Proposal Submission Information, Response/Pricing Page, No Bid Response Form, and the following Attachments:

- Attachment A – SECURUS Licenses and Certifications
- Attachment B – SECURUS Sample SCP Reports
- Attachment C – SECURUS Sample Commission Report
- Attachment D – SECURUS Preliminary Project Plan
- Attachment E – SECURUS Call Rate Tables
- Attachment F – SECURUS Sample Service Level Agreement
- Attachment G – Equipment
- Attachment H – SCP Voice Biometrics Customer List

We thank you for your consideration of the attached proposal and look forward to the opportunity to continue our partnership with Boone County.

Sincerely,



William D. Markert
Chief Financial Officer
SECURUS Technologies, Inc.
14651 North Dallas Parkway, Suite 600
Dallas, Texas 75254

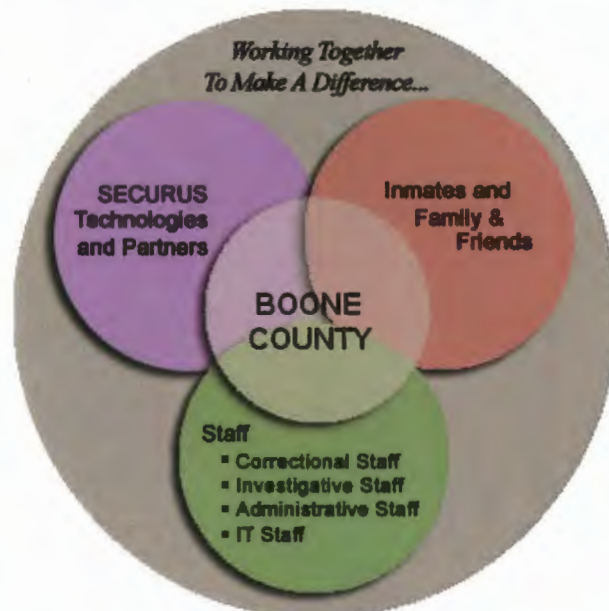
EXECUTIVE SUMMARY

Introduction:

Thank you for the opportunity to submit the SECURUS Technologies, Inc. (providing services through our wholly owned subsidiary Evercom Systems, Inc.) response to your Request for Proposal # 15-07APR09. As the incumbent provider, it is with great pride that we deliver to you our *continued* commitment to remain your designated partner while providing technology applications and services to meet your needs.

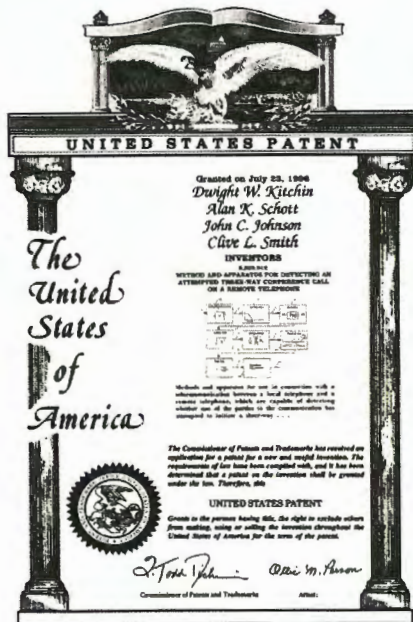
Over the years, the time spent at your facility has enabled SECURUS to provide a specific response based on addressing the key issues of Boone County. The knowledge gained from your feedback has allowed us to understand the critical areas where SECURUS can provide a solution. With our new direction towards developing applications and services to meet your needs, we can now bring even more value to Boone County than ever before such as improving revenue opportunities, increasing call completion, creating staff efficiencies, and providing technology upgrades. The critical areas of need for Boone County can now be solved with a SECURUS solution.

Our long standing relationship is representative of the very foundation upon which our company strives to build and humbly maintain. A foundation focused on our greatest asset, YOU, our “*most valued partner.*”



In this proposal, you will find the best combination of innovative technology and applications available in the correctional industry today, along with a competitive financial proposal. SECURUS is confident that we can provide the best “total package” to Boone County.

In response to this RFP, SECURUS meets or exceeds all material aspects and will provide the Boone County Jail with the best overall solution. The RFP response contains extensive and additional information about specific applications and their overall value to Boone County. SECURUS believes that we will *improve* the overall financial position of Boone County while providing technological advancements only SECURUS can offer.

THE SECURUS COMMITMENT:

SECURUS' commitment to technology is more than just words. As a technology company, we proudly hold 51 inmate-calling patents and have approximately 80 patents pending and/or in process. No other inmate processing company can claim such a history of product innovation. In fact, we believe that the combined number of inmate calling patents held by all other companies is no more than ten (10). Among the many technological advances we have made to our Inmate Telephone System, there are a few that clearly differentiate us from the competition. Our reputation is firmly established as the leader in fraud prevention, advanced call processing technology and customer service in the corrections industry.

The corrections and law enforcement community is our only business. SECURUS understands that the nature of the law enforcement industry requires speed, accuracy and agility in everything we do. We are the industry leader in this field and will be here in the long run to serve the needs of the Boone County Jail.

THE SECURUS OFFER:**Competitive Commission Rate: 53% Gross Revenue on Collect Calls**

As a result of previously negotiated agreements, the currently commission payment rate to Boone County, is 40% Net.

This proposal presents a substantial increase of the commission rate to 53% Gross Revenue. Mathematically this equates to an increase of more than 100%. Our estimates are that the commissions paid to Boone County will exceed \$140,000 per year in our proposal.

The term "Gross Billed Revenue", used within the body of this RFP, is a term used by other Inmate Telephone System providers. The SECURUS term "Gross Revenue" is defined as the revenue generated by ALL gross billed calls. There are no deductions to Boone County for fraud, line charges, uncollectible revenue or the equipment required to process such calls. Commission is not payable on any taxes or billing /collection fees, if any. There will be no deduction of commission made for prepaid calls regardless of the prepay method.

Signing Bonus: \$20,000.00

Upon the award of RFP #15-07APR09 to SECURUS and contract execution, Boone County will receive a signing bonus of \$20,000.00.

Contract will be for five (5) years**Upgrade to SCP (Digital Web-based Secure Call Platform with all applications and functionality)**

- E-Imports (Personal Identification Numbers) Included
- Visitation Phone Monitoring (VPM) Included

Free Prepaid Cards with Face Value of \$5,000.

- 35% commission on prepaid card calls

System Upgrade: Digital, Web-Based Secure Call Platform (SCP)

The current Call Application Management System (CAM) will be replaced with the SECURUS digital, web-based Secure Call Platform. This system upgrade includes all phones outlined in the RFP. Additionally, our system upgrade includes all labor, cabling and associated equipment required to meet the needs of Boone County.

The SECURUS' Secure Call Platform (SCP) is a reliable web-based and easy-to-use system designed to provide Boone County with the ultimate in inmate call control and reporting. The system can be accessed without special software or hardware. All investigative and administrative resources are available from any Windows based computer with access to the World Wide Web, eliminating the need for additional workstations or servers.

The Secure Call Platform allows for immediate, real-time monitoring of calls in progress and previously recorded calls. Facility personnel (with appropriate password privileges) are able to monitor live calls by simply highlighting the call in progress and clicking on the speaker icon. This process is undetectable by either the inmate or the called party and does not disrupt the recording process. Full disclosure of the recording process is provided to each party of the call.

Superior Security through Technology

- ***3- Way Call Detection***
- ***Automated Remote Monitoring***
- ***Advanced Recording & Monitoring Features***
- ***Integration capabilities & experience.***
- ***Connecting more families & generating more revenue while enhancing investigative features through NEW Secure Mail and Voice Messaging applications.***

System Features:

Advanced Connect	Announcements
Anywhere Acceptance	Audit Trail / User Activity Tracking
Automated Phone Assistance	Call Center Assistance
Call Detail Reporting	Call Duration Timers
Call Playback	Call Schedules
Call Transport	Called Party Blocking
Calling Restrictions	CBS Customer Care Center
Centralized Phone Cutoff	Centralized Single Point of Access
Crime Tip	Commissary Order By Phone
Covert Alert	Downloading & Burning Calls
DTMF Detection – Prevention – Collection	E-Imports (coming soon)
English/Spanish Language Prompts	Exact Called Party Rate Quote
First Call Connect	Free Booking Phones
Free Local Calling	In-Application User Manual
In-Field Service Support	Investigative Reports
Line Supervision	Live Call Monitoring

Multi-Level Password Security
PIN
Private Attorney Calls
Real Time Monitor
Single Account Funding
Regionalized Technical Support
3-Way Call Detection
Web Site Assistance
Dell GX360-Optiplex Workstation
HP 6940 Printer

Packet Based-Digital Architecture
Positive Call Acceptance
Proprietary Validation System
S-Gate User Licenses
Data Storage: 5-yr Purge
TTY Phone Service
Watched Numbers
Webinar User Training
17" Monitor

System Upgrade: Visitation Phone Monitoring and Recording (VPM)

Currently, the visitation phone system is not capable of being monitored or recorded. By incorporating the visitation phone system into the complete system upgrade to the Secure Call Platform, Boone County will have the full functionality and control, inherent to the Secure Call Platform, applied to the visitation phone system as well.

The inclusion of VPM into your Secure Call Platform portfolio of applications and functions, not only greatly enhance Boone County's investigative capability, but also increases the potential to intercept vital information. Information that may be detrimental to the safety and security of the facility and staff, other criminal justice professionals, victims, witnesses, detainees and other members of the community. Traditionally, an unmonitored visitation area has been a major concern of administrators as a potential risk-point in the security of a correctional facility. No longer will this be the threat for Boone County.

System Upgrade: Personal Identification Numbers (PIN)

The Secure Call Platform is designed to interface with a facilities Jail Management System (JMS). SECURUS provides an automated PIN management system called "E-Imports" that can off-load facility labor requirements associated with the manually entry of Personal Identification Numbers. The SCP has no limit or restrictions on the number of PIN or Non-PIN inmate telephones operating at the facility.

Securus will coordinate the interface of our "E-Imports" PIN functions with Boone County's JMS provider, "JALAN" from Sungard Public Sector, Inc.

Free Pre Paid Calling Cards: \$5,000.00 Value

Securus is offering Boone County \$5,000.00 in free pre paid calling cards to be disseminated in whatever manner the staff should decide. Pre paid calling cards provide Boone County more flexibility in the delivery of calling services to the detainee population. If additional pre paid calling cards are requested, the Boone County account is set-up for a 35% discount rate on further card purchases.

Prepaid calling cards provide a secure communication between inmates and their friends and family in instances where they may not have otherwise been able to communicate. Prepaid calling cards give inmates the option to call friends and family members who may not be able to receive calls in other ways, like wireless phones. Calling cards are

purchased through the inmate's commissary and are easily budgeted by the inmate which relieves financial pressure from the friend or family member.

Guard 1 Plus: Licensing Fees

SECURUS has incorporated the licensing fees associated with the continued utilization of the Guard 1 Plus (Guard Check) for the term of this agreement.

Postalized Rates: Single Rate Plan

By adopting a uniform Postalized Rate Plan, the benefits include a standardized call rate plan that is easy for Boone County staff and detainees to understand, addresses and reducing detainee call fraud and in the process of reducing fraud, increase commission revenue for Boone County. Our experience indicates that detainees may mask the true destination of a call by obtaining a local telephone number and forwarding this number to a distant location. This fraudulent activity becomes a non-issue through the "Single Rate Plan". By implementing a standardized rate, your staff will be able to answer rate-based questions from detainees and family members immediately, eliminating inefficient research time.

Currently, Missouri Standardized Rates mean a call from the Boone County Jail can cost a detainee between \$3.01 for local calls, up to \$3.95 surcharge – plus \$0.89 per minute for Interstate calls. Under the new Postalized Rate Plan, all calls (Local, In-State Long Distance, and Inter-State Long Distance) will be charged the same simple fee; a flat rate of \$2.00 surcharge – plus \$0.40 per minute.

Technology:

As you will see during your evaluation of the SECURUS' response to this RFP, SECURUS' is committed to the development of innovative technology that continually enhances the capabilities of the criminal justice function. The architecture of SCP is built to implement software upgrades in real time, limiting disruption to the phone service. As new features are Generally Available (GA), the feature is added to the central processor, making the feature available to all facilities. New features will not be turned on unless Boone County authorizes SECURUS to do so. If service has to be disrupted for an upgrade, the upgrade will be conducted between the hours of 11 pm - 7 am, and usually will not exceed two (2) hours.

An example of the SECURUS commitment to innovation is evident in our call recording technology. Regardless of the expertise and effort displayed during a criminal investigation, if the evidence presented in a criminal proceeding cannot withstand the rigorous scrutiny of the "Rules of Evidence", the investigative efforts of a department may be lost. SECURUS understands the importance of recorded evidence and has developed processes to defend the integrity of that process. SECURUS considers this unique absolute chain of the evidence process such an important advancement, that it is the subject of a patent pending before the U.S. Patent Trademark Office.

Unlike many other inmate calling platforms, SECURUS' audio data and Call Detail Reports are combined in-memory and written onto disk as a continuous data stream—one stream for each recorded call. Because the recording is never modified after it is written onto disk, an absolute chain of evidence is maintained. If someone is monitoring a live call, the recording that is sent to the PC/monitoring device is "complete" at the time the data is sent and does not depend on the call completing 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 respect to 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) COULD NOT HAVE BEEN MODIFIED. In addition, data cannot be transposed with another recording to confuse the identity of the subject.

Your Territory Manager, Marco Tapia, who is dedicated to your account, will communicate when new features are available and will schedule additional training if the need arises.

Service: Technical Service Center & Field Service Technicians

The Technical Service Center (TSC) is located at SECURUS' headquarters and represents the largest Service Center of its kind. The TSC provides a single point of contact for every remedial maintenance issue or trouble that may arise 24 hours per day, 7 days per week, 365 days per year. The TSC is manned by trained Customer Service Representatives. The TSC is staffed twenty-four hours per day and will take all calls that come into the center through a customer provided toll free number.

In order to provide Boone County with the best customer service in the industry, all Field Service Technicians (FST) servicing the Boone County facilities are SECURUS employees. Each employee carries in their vehicle all of the necessary parts required to restore service to all of their facilities. Additionally, all have been trained and certified on the equipment at each of the respective locations. Unlike other providers, SECURUS' does not utilize "contractors" to meet the service needs of a partner facility.

Service: Call Centers / Customer Care

SECURUS' Call Centers provide a staff of trained professional, backed by a state of the art automated call processing system, to assist Friends & Family with account information, maintenance, and funding questions. SECURUS' CALL CENTERS ARE THE ONLY NATIONWIDE CUSTOMER CARE CENTERS DEDICATED SOLELY TO THE CORRECTIONAL INDUSTRY. SECURUS will provide a unique toll free number specifically for friends and families of inmates. In addition, any of our 350 SECURUS Customer Care Specialists will be capable of assisting Boone County customers and all of our representatives are specifically trained to handle account inquiries that arise in this very specialized industry. Customer Care Specialists provide callers with all of the information necessary in order to have complete control over all of their account activity. All of our call centers are benchmarked with monthly customer satisfaction ratings, which are measured by our customers (Friends & Family members accepting calls from inmates). Friends & Family are able to:

- Make payments (Check, Credit Card)
- Confirm per minute rates
- Obtain information on credit limits
- Review call durations & history
- Fund prepaid accounts
- Learn about Western Union payments

- **Receive notification of new service availability (ex: Voice Mail, SIM, etc.)**
- **Fund trust & commissary accounts**
- **Confirm originating facility**
- **Review account balances**

It is with great pleasure that SECURUS' has the opportunity to remain your trusted partner in the continued delivery of innovative technology, support and service. The entire SECURUS family stands ready to be your "Most Valued Partner" in the Inmate Telephone Service.

**Marco Tapia
Territory Manager - Missouri
Securus Technologies, Inc.
1802 Spiros Drive
Columbia, Missouri 65202**

NOTICE OF REQUEST FOR PROPOSAL

COUNTY OF BOONE - MISSOURI



**REQUEST FOR PROPOSAL
FOR
INMATE TELEPHONE SYSTEM**

**RFP #15-07APR09 – INMATE TELEPHONE SYSTEM
Release Date: March 2, 2009**

**Submittal Deadline:
April 7, 2009
not later than 10:30 a.m. Central Time**

**Boone County Purchasing
601 E. Walnut Street, Room 208
Columbia, Missouri 65201**

**Melinda Bobbitt, CPPB, Director
Phone: (573) 886-4391 Fax: (573) 886-4390
E-mail: mbobbitt@boonecountymo.org**



NOTICE OF REQUEST FOR PROPOSAL

Boone County is accepting Request for Proposals for the following:

PROPOSAL #: 15-07APR09 – Inmate Telephone System for the Boone County Jail Facility

Sealed proposals will be accepted until **10:30 a.m. on Tuesday, April 7, 2009** in the Boone County Purchasing Office, Boone County Johnson Building, Room 208, 601 E. Walnut Street, Columbia, MO 65201.

Request for Proposals are available in the Purchasing Office and requests for copies may be made by phone (573) 886-4391; fax (573) 886-4390, e-mail: mbobbitt@boonecountymo.org, or from our web page at <http://www.showmeboone.com>.

Melinda Bobbitt, CPPB
Director of Purchasing

Insertion: Wednesday, March 4, 2009
COLUMBIA DAILY TRIBUNE

1. INSTRUCTIONS AND GENERAL CONDITIONS



1. Instructions and General Conditions

1.1 **Delivery of Proposals:** Sealed proposals, subject to Instructions and General Conditions and any special conditions set forth herein, will be received at the Boone County Purchasing office until the proposal closing date and time indicated herein for furnishing the County with services as detailed in the following request for proposal.

- a) **Proposal Closing:** All proposals shall be **delivered before 10:30 A.M.**, Central Time, on Tuesday, April 7, 2009 to:

Boone County Purchasing Department
Melinda Bobbitt, CPPB, Director
601 E. Walnut Street, Room 208
Columbia, Missouri 65201-4460

 **SECURUS has read and understands, and agrees to comply.**

- b) The County will not accept any proposals received after 10:30 A.M. and will return such late proposals to the Offeror.

 **SECURUS has read and understands.**

- c) Offerers must submit one (1) original, and seven (7) copies of the proposal (total of eight).

 **SECURUS has read and understands, and agrees to comply.**

Proposals will be opened publicly at 10:30 a.m. on April 7, 2009 but only names of Offerers will be read aloud.

 **SECURUS has read and understands.**

All proposal responses will be considered public information and following contract execution or rejection of all proposal responses, all responses will become a part of public record and will be released to any person or firm who requests it.

 **SECURUS has read and understands.**

- d) Proposals must be submitted in a sealed envelope identified with the proposal number and date of closing.

 **SECURUS has read and understands, and agrees to comply.**

List the proposal number on the outside of the box or envelope and note "Response to Request for Proposal enclosed."

 **SECURUS has read and understands, and agrees to comply.**

- e) If you do not care to submit a proposal, please return the *No Bid Response Page* and note your reason.

 **SECURUS has read and understands, and has submitted a proposal response.**

No fax or electronic transmitted proposals will be accepted.

 **SECURUS has read and understands.**

- f) If you have obtained this proposal document from our Web Page or from a source other than the Boone County Purchasing Department, please check with our office prior to submitting your proposal to ensure that you have a complete package.

 **SECURUS has read and understands, and agrees to comply.**

The Purchasing Department cannot be responsible for providing addenda if we do not have you on our Vendor list for this proposal.

 **SECURUS has read and understands.**

2. INTRODUCTION AND GENERAL INFORMATION



2. Introduction and General Information

2.1 Introduction:

2.1.1 This document constitutes a request for sealed proposals for an **Inmate Telephone System** as set forth herein.

 **SECURUS has read and understands.**

2.1.2 Organization - This document, referred to as a Request for Proposal (RFP), is divided into the following parts:

- 1) Instructions and General Conditions
- 2) Introduction and General Information
- 3) Scope of Services
- 4) Proposal Submission Information
- 5) Response/Pricing Page

 **SECURUS has read and understands, and agrees to comply.**

2.2. Guideline for Written Questions:

2.2.1 All questions regarding this Request for Proposal shall be submitted in writing, **prior to the proposal opening** and no later than **5:00 p.m., Wednesday, April 1, 2009**. All questions must be mailed, faxed or e- mailed to the attention of Melinda Bobbitt, CPPB, Director of Purchasing. All such questions will be answered in writing, and such answers will be provided to all parties having obtained a Request for Proposal packet by the County by posting the addendum on the County Web site at www.showmeboone.com (Select Purchasing, then Current Bid Opportunities). Submit questions to:

- a. Melinda Bobbitt, CPPB Director of Purchasing 601 E. Walnut Street, Room 208
Columbia, Missouri 65201 Phone: (573) 886-4391 Fax: (573) 886-4390 E-mail:
mbobbitt@boonecountymo.org

 **SECURUS has read and understands, and agrees to comply.**

2.2.2 In the event that it becomes necessary to revise any part of this RFP, written addenda will be issued. Any addendum to this RFP is valid only if in writing and issued by the Boone County Purchasing Department. Verbal conversations or agreements with any officer, agent, or employee of the County which modify any terms or obligations of this RFP are invalid.

 **SECURUS has read and understands, and agrees to comply.**

2.3. Timeline: The County anticipates a contract award following evaluation of the proposal responses within **45 days from the RFP opening date and completion of installation and training within 60 days from award of contract.** These dates are provided for informational purpose and may change as requirements dictate.

 **SECURUS has read and understands.**

2.4. Sunshine Laws: Due to applicable sunshine laws and regulations concerning public documents, the County's proposal file becomes part of public record at time of contract execution or when all proposals have been rejected.

 **SECURUS has read and understands.**

3. SCOPE OF SERVICES



3. Scope of Services

3.1. Project Description:

The County of Boone - Missouri, hereafter referred to as the *County*, seeks a qualified firm to provide for the furnishing, delivery and installation of hardware and software for an **Inmate Telephone System** at the Boone County Jail Facility in Columbia, Missouri. The system shall provide for local and long distance telephone service, including a recording and monitoring system and equipment for the inmates.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS will provide the County with state-of-the-art inmate telephone equipment and the custom-built Secure Call Platform (SCP) system, which can monitor, record, and block/unblock inmate telephone calls, and generate reports, all in real time. SECURUS' SCP allows inmates the privilege of telephone communication while simultaneously providing administrative staff and investigators with the ability to maintain security through a reliable and easy-to-use inmate call control system. The SCP provides security to the public through automated operators instead of live operators, personal allowed number (PAN) lists that do not allow calls to numbers that have not been approved by the system administration, inmate call monitoring and recording for investigative and safety purposes, call duration settings and telephone on/off times, call detail records for investigative purposes, and fraud control features.

The SCP allows our customers to operate a smarter and more efficient jail. The SCP's investigative tools permit a higher degree of accuracy and allow investigators to locate inmate-calling information more quickly and reliably. Routine inmate calling operations can be configured to require minimal administration, allowing a facility's staff to focus on what they do best—maintaining a safer, more secure correctional environment. The SCP also allows for immediate, real-time, live monitoring of calls in progress. All of these investigative and administrative resources are available to approved personnel through our single-point access S-GATE™ Command Center. Access can be made from any Windows-based computer with access to the Internet.

3.2. Background Information:

3.2.1. **Background**

The system currently employed at the Boone County Jail Facility (hereafter referred to as Facility) is with Securis Technologies. This is the current manifestation of Evercom Phone system and is the descendant of the original system installed at the County in 1991.

The facility has a maximum of 210 beds and the average inmate population is 190.

There are four housing buildings at the Facility with a current total of 23 inmate phones. The County needs to add four additional phones for a total of 27 inmate phones. There are two public use coin phones located in each of our lobbies. The facility has four holding cells each equipped with a telephone that allows "free" calls to anyone local including bondspersons and family.

 **SECURUS has read and understands.**

- 3.2.2. Additional information about the County of Boone - Missouri can be obtained from the following internet web site at: <http://www.showmeboone.com>.

 **SECURUS has read and understands, and agrees to comply.**

- 3.2.3. Although an attempt has been made to provide accurate and up-to-date information, the County of Boone - Missouri does not warrant or represent that the background information provided herein reflects all relationships or existing conditions related to this Request for Proposal.

 **SECURUS has read and understands.**

3.3. General Requirements:

Any item not specifically mentioned but necessary for the delivery and operation of the proposed system shall be included in the proposal response. These specifications and requirements should be in sufficient detail to secure proposals on comparable services.

 **SECURUS has read and understands, and agrees to comply.**

- 3.3.1. The inmate telephone system shall consist of a minimum of twenty-seven (27) inmate telephone units (among the four housing buildings), eight (8) recorded inmate visitation telephone units in the inmate visitation areas; and five holding cell phones (in the five holding cells) that allows "free" calls to anyone local including bondspersons and family, and two (2) public use coin phones; one in each of our public lobbies.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS will provide the number of telephones in each location as required by Boone County including a minimum of twenty-seven (27) inmate telephone units (among the four housing buildings), eight (8) recorded inmate visitation telephone units in the inmate visitation areas; and five holding cell phones (in the five holding cells) that allows "free" calls to anyone local including bondspersons and family, and two (2) public use coin phones; one in each of our public lobbies.

Each inmate telephone shall be connected through individual on/off switches located at each housing building control room.

SECURUS has read and understands, and agrees to comply.

The SCP is flexible in disabling phone use at any time of day through manual intervention or preset calling schedules

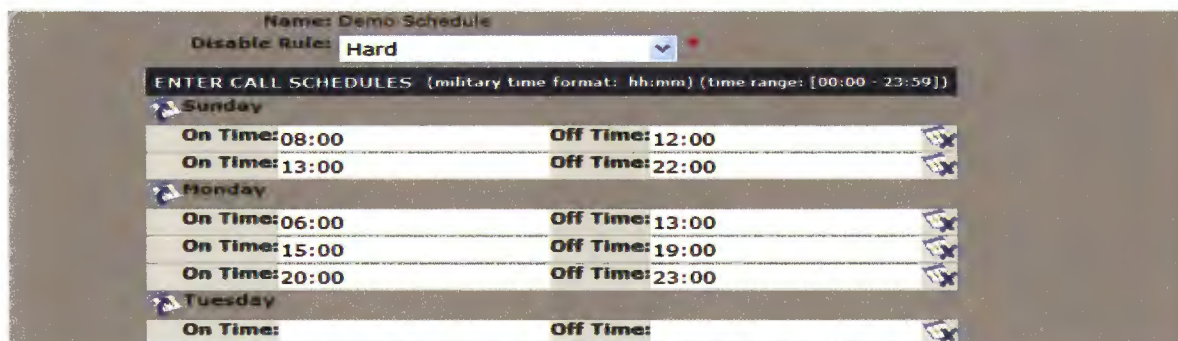
The S-GATE Website permits authorized users the ability to immediately disable a telephone, group of telephones or the entire facility from any PC with access to the Internet.



Proprietary and Confidential

If predetermined schedules are required to have the phones off during certain times of the day or night, automated calling schedules can also be assigned without daily intervention of facility staff to keep track of manual switching terminals.

Calling Schedules control when calls can be placed by setting multiple on and off times of day, within a week and by day of week. Calling Schedules can be configured and applied to individual phones, groups of phones, individual inmates, and globally.



Proprietary and Confidential

The SCP is compatible with manual cut-off switches typically located in the main control room, officer substations or guard towers as required.

Contractor shall be responsible for maintenance on all equipment installed for the length of the contract at no cost to the County. Maintenance costs for the next seven years must be outlined in proposal response.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS will be responsible for maintenance on all equipment installed for the length of the contract, at no cost to Boone County.

- 3.3.2. The system shall provide all of the functions necessary to operate and control all features and related accessories. The contractor shall make every effort to provide a system that shall be sufficiently flexible to meet the requirements of the user.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS' Secure Call Platform (SCP) is a state-of-the-art system designed to provide Boone County with the ultimate in inmate call control and reporting. The advanced features of SCP provide extremely powerful and flexible tools for controlling inmate calling, reducing fraud, increasing investigative capabilities and generating valuable administrative reports.

Custom-built for the corrections industry, by SECURUS Development, SCP is a fully integrated platform of simple to use software tools, computer and telephony hardware. SCP's hardware and software components readily adapt to the changing needs of a facility's operations. SCP can monitor, record, and block/unblock inmate telephone calls, and generate reports, all in real time.

Scalable and flexible, the system helps reduce labor demands by automating many tasks. SCP also increases efficient usability by providing anywhere, anytime access to authorized personnel.

- 3.3.3. The system shall provide a web-based interface for administering the inmate phone system. Such interface shall include but not be limited to administrative rights control for adding, deleting and reporting on user activity, blocking numbers, PIN administration, call detail listings, and recording and playback of telephone calls.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS provides partnering facilities with one of the only anywhere, anytime single-point access customer portals in the industry. At any time, day or night, 24-7, the county can utilize our S-GATE™ Command Center to securely access the facility's operations. Approved Users can access all calling activity, including all call detail reports. Approved users can also check and track facility commission data and review monthly commission payments. In addition, facilities can also use the S-GATE™ Command Center to open new service tickets and view the status of existing service tickets. Facility personnel can also share documents between the facility and our support personnel.

In the call detail area, users can choose the date range, the site (if there are more than one), the originating number (or all), and the called number (or all). The initial report shows the number of calls and the revenue for that originating number. Users can click on the originating number to view additional details such as: date, time, number of minutes, and revenue for that call. Users can even click on the called number to see whom that number is registered to (if listed).

For commission data users can view commissions for any date range specified. The default view provides the previous three months. Users can select other months by entering appropriate dates. For each month, users can see the total number of calls, the total minutes, the overall revenue, and the facility's commissions.

The interface shall also have the ability for the administrator of the system to monitor and report on user activities within the interface.

 **SECURUS has read and understands, and agrees to comply.**

SCP's audit and tracking feature provides the ability to track and log a user's specific activity for investigative purposes. This feature creates an activity log that can be accessed by specified site administrators only or by site personnel with authorized security credentials. The system tracks user's activity to assure complete control and audit capabilities by the client.

Activities such as:

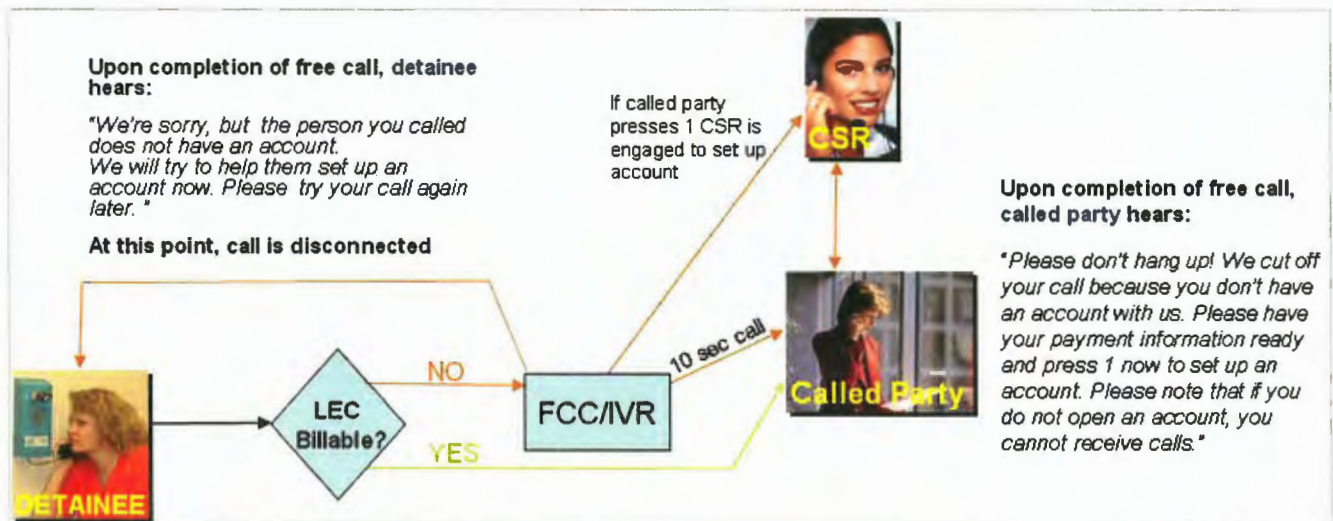
- when a user logs in to the system
- how long a user stays in the system
- which recordings were monitored or played by that specific user
- how the user interacted with a recording are all provided to assure system usage integrity is maintained at all times.

In addition, changes to custody accounts, PANs, global list entries, security templates, etc. are also comprehensively tracked and logged for each event.

3.3.4. Describe if the inmates have the ability to call cell phones collect.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS' First Call Connect™ connects inmates to friends and family who do not have a billing arrangement, to establish a friends and family prepaid account. First Call Connect completes the call to called parties who do not have a billing arrangement, use a cell phone, or use a CLEC carrier. First Call Connect allows the first call to connect for a period of time, after which time the system provides the friend or family member a direct connection to SECURUS' CBS customer support center. Upon contact, the friend or family member is given the opportunity to set up a prepaid account.



Proprietary and Confidential

First Call Connects goal is to consistently and profitably connect calls placed from an inmate facility, and effectively bill for those calls. The intent of this patented product is to address demand that has gone unrecognized in the past and turn that demand into revenue by setting up account arrangements such as a prepaid account. We do this by allowing customers with whom we could not have historically done business, to talk to their incarcerated loved one for a short time, then providing promotional messaging to the called party to help them set up an account. This creates a sense of urgency with the called party, prompting them to facilitate receiving more calls. This patent-pending product takes a best-of-breed approach to addressing the accessible market through innovation and leveraging SECURUS' current processes and products. This exciting new feature not only increases facility revenues, but also serves to decrease complaints from the friends and family member as well as the inmate population.

3.4. The system shall allow outgoing calls only.

 **SECURUS has read and understands, and agrees to comply.**

To assure the SECURUS system provides maximum security the trunks in the SCP data center are provisioned outgoing-only, ensuring that no incoming calls can reach the inmate. SECURUS has performed full testing of these trunks, verifying compliance with this requirement.

3.5. The system shall allow inmate calls to be restricted to a minimum of 10 minutes. County representatives must be able to change this call duration limit by inmate PIN, specific telephone, or group of telephones. The duration may be increased up to 30 minutes at operator's discretion.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS' SCP system can set a maximum time limit for any type of call, from a specific inmate phone or established phone group, as well as all calls related to an individual PIN and/or all PINs. In addition, many restrictions may be tagged to any PIN or telephone number associated with a PIN.

Examples of restrictions include:

- Maximum duration of a call for PIN
- Maximum number of concurrent calls to any number or from that PIN per day/week/month/amount, etc.

As a labor saver for facility personnel, when restrictions are imposed, they are automatically managed by the calling platform.

3.5.1. The users - inmate and called party - shall be notified of limit in advance of the system terminating the call.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS' Call Termination Warning provides both the inmate and the called party with notifications of call terminations by voice prompt at one minute prior to the end of the call's pre-programmed time limit. All call records contain a 'reason for termination' code that indicates why a call ended.

3.6. Contractor shall supply one TTY phone to the Facility. This TTY phone must be compatible with billing, recording, and monitoring the same as the regular inmate phone system.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS will provide one (1) TTY phone to Boone County.

SECURUS' program for inmates who are deaf or hearing impaired allows those inmates to place outgoing telephone calls using a TTY (Text Telephone) device that is integrated with the Secure Call Platform (SCP). The technology provided eliminates the need for a correctional officer or staff member from initiating the call process. The inmate calling process is initiated when the handset is placed on the TTY Device and the speed-dial number is entered. The inmate then types the information into the TTY device that dials out through the SECURUS Inmate Telephone System (ITS) to the state's Telecommunication Relay Center (TRS). The information includes the option of including the inmate's PIN Number 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 the ITS allows for various policy and security measures that would be specified by the county such as time limits, recording of calls, remote printing the content of the calls, prevent redialing, etc. All TTY calls originating from a corrections environment that are integrated with the SECURUS ITS are processed through a TRS.

Below are the manufacturer specifications of the TTY device SECURUS will provide.

SUPERPRINT 4425 PORTABLE TDD

- Built-in, 24-character printer
- 3 selectable print sizes
- 32k memory
- Date/time printed at the beginning of each call
- Turbo Code® and Auto IDTM
- Built-in ring flasher
- Arrow keys for easy review of memory
- Convenient GA/SK keys
- Easy-touch greeting memo
- Baudot code (45.5/50 baud rate)
- Sticky key feature (for single-handed typing)
- ASCII code is available
- Model CT-178ADP
- FCC Registered: 1U8USA-74411-CC-T
- TTY Announcer™ tells hearing callers you are using a TTY



ADDITIONAL TDD FEATURES INCLUDE:

- Direct connect (with 2 jacks) to standard telephone line
- User-programmable Relay Voice Announcer
- Call progress - display indicates "ringing" or "busy"
- Auto-Answer capabilities (with programmable message)
- Auto-busy redial and Wait for Response
- Remote message retrieval
- Tone or pulse dial
- Keyboard dialing
- Memory dialing/redial

3.7. The system must require active acceptance by the called party.

 SECURUS has read and understands, and agrees to comply.

SECURUS offers our patented 2-party Active Consent application. 2-party Active Consent ensures that all recordings of inmate calls are communicated to both parties by requiring the inmate and the called party to give "permission" to record and monitor the call.

The 2-party Active Consent application uses a database that recognizes input numbers as confidential, such as attorneys, religious advisers and physicians, and disables recording for those numbers. The protection does not stop there. When an inmate places a call to a number not designated as “confidential” in the database, the system notifies the inmate that the call may be monitored or recorded and requires the inmate to push a digit to consent before the call can be completed.

To further confirm consent, rather than merely receiving passive notification, the inmate is required to actively consent to the recording and monitoring. If the inmate does not provide permission by pushing the digit, the call will not be completed.

In addition, the called party hears an instruction to push a digit if they wish to accept charges and consent to recording and monitoring. They must also provide active consent before the call can be completed.

The 2-party Active Consent system ensures that inmate calls placed to attorneys, religious advisors or a person acting as a self appointed attorney, that are not identified in the system as “do not record” calls, are recorded *ONLY* with permission from all participating parties.

This feature is provided as a value added feature for all clients who elect to use the 2-Party Active Consent feature. As such, installation and maintenance are provided at no additional charge.

- 3.8. The system shall include user prompts in English and Spanish in addition to other languages that may be requested by the County.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS’ SCP system provides message prompts in both English and Spanish. Inmates simply select a specific language at the beginning of the call process by dialing a single digit. This initiates the selected language prompts for the inmate and called party.

To further assist in the calling process, SECURUS provides durable printed dialing instructions in both English and Spanish on each inmate telephone, using materials and techniques appropriate for the correctional environment that explains the process in an easy to read clearly defined manner.

Some examples of the voice prompts provided to the inmates if a call was not completed are as follows:

ENGLISH VERSION

- “That number is restricted”
- “The number you have dialed has a collect call block”
- “Try your call again at a later time”
- “That is not a valid number”
- “This call is being terminated; dialing of additional digits is not allowed”
- “No calls are allowed at this time”
- “Your call was refused”

- “All circuits are busy”
- “No one is answering at this time”
- “No third-party or credit-card calls are allowed”
- “You have reached your maximum allowed number of calls” (PIN/debit).

SPANISH VERSION

- “Aquel número es restringido”
- “El número que usted ha marcado tiene un bloque de llamada por cobrar”
- “Intente su llamada otra vez en un tiempo posterior”
- “No es un número válido”
- “Esta llamada está siendo terminada, marcando de dígitos adicionales no es permitido”
- “Ningunas llamadas son permitidas en este tiempo”
- “Su llamada fue rechazada”
- “Todo el recorrido está ocupado”
- “Nadie contesta en este tiempo”
- “No permiten a ningún tercero o llamadas de tarjeta de crédito”
- “Usted ha alcanzado su máximo permitido el número de llamadas” (número personal de identificación/débito)”

- 3.9. The system should have the ability to complete outgoing collect, prepaid debit, calling card, and called party credit card calls.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS’ SCP Call Management System is an outgoing call only system that completes station-to-station collect and prepaid collect calls billed to the called party, as well as calling cards used by inmates to pay for calls.

By April 2009, SECURUS’ SCP Call Management System will support the use of a prepaid debit account to pay for calls. Inmates can place money into a debit account used specifically to pay for calls.

SECURUS’ SCP Call Management System allows the called party to use their credit card to fund a prepaid collect account. The price of each call is then deducted automatically from their prepaid collect account at the conclusion of each call.

For prepaid debit transactions, the end-users funds must be made available for use within 15 minutes after the funds have been received by the contractor.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS' SCP call managements system allows for auto synchronization (Automatic Management) of offender custody accounts and the offender prepaid account. The system will automatically create, update, and deactivate the offender prepaid accounts as update are made to the offender custody account. The system is capable of receiving a file with inmate funding, which automatically updates in the offender prepaid account within 15 minutes of receipt of the file. SECURUS will provide specifications of the file layout and file requirements in order to ensure accuracy of the file transmission.

If prepaid service is offered, the Offeror should explain how it works in detail including how commissions are to be paid on each type of call from the facility.

 **SECURUS has read and understands, and agrees to comply.**

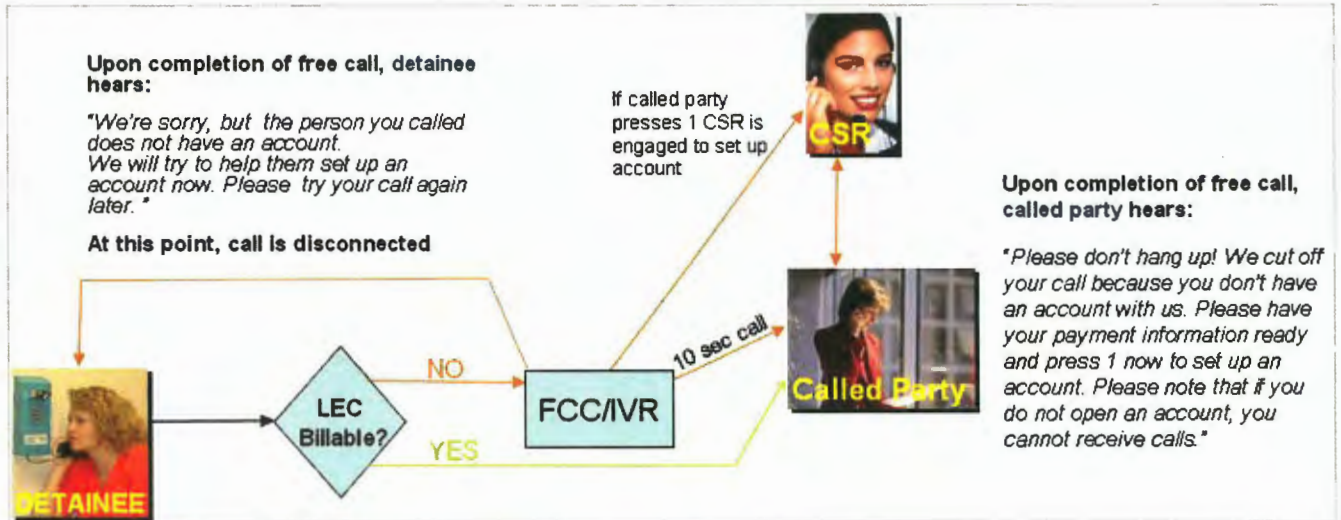
Commissions will be calculated without any deductions for fraud, bad debt, uncollectible and/or unbillable calls. SECURUS defines gross revenue as all charges (excluding taxes) billed by SECURUS relating to all calls whether collected or not.

There are no deductions to Boone County for fraud, line charges, uncollectible revenue or the equipment required to process such calls. Commission is not payable on any taxes or billing /collection fees, if any. There will be no deduction of commission made for prepaid calls regardless of prepay method.

- 3.10. The Contractor should have a program that will proactively attempt to set-up an account for individuals who are not able to accept collect calls, enabling families to quickly communicate with incarcerated individuals. Please describe your program.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS' First Call Connect™ connects inmates to friends and family who do not have a billing arrangement, to establish a friends and family prepaid account. First Call Connect completes the call to called parties who do not have a billing arrangement, use a cell phone, or use a Competitive Local Carrier (CLEC). First Call Connect allows the first call to connect for a period of time, after which time the system provides the friend or family member a direct connection to SECURUS' CBS customer support center. Upon contact, the friend or family member is given the opportunity to set up a prepaid account.



Proprietary and Confidential

First Call Connects goal is to consistently and profitably connect calls placed from an inmate facility, and effectively bill for those calls. The intent of this patented product is to address demand that has gone unrecognized in the past and turn that demand into revenue by setting up account arrangements such as a prepaid account. We do this by allowing customers with whom we could not have historically done business, to talk to their incarcerated loved one for a short time, then providing promotional messaging in the to the called party to help them set up an account. This creates a sense of urgency with the called party, prompting them to facilitate receiving more calls. This patent-pending product takes a best-of-breed approach to addressing the accessible market through innovation and leveraging SECURUS' current processes and products. This exciting new feature not only increases facility revenues, but also serves to decrease complaints from the friends and family member as well as the inmate population.

Correctional Billing Services (CBS)

SECURUS has a comprehensive solution suite providing friends & family of incarcerated individuals complete assistance with account funding, account maintenance, and inquiries. Friends and family members are able to make payments through a wide variety of options: their local telephone companies, SECURUS direct billing, or through SECURUS' prepay payment methods. SECURUS also partners with national vendors to further facilitate transaction funding (i.e., Western Union). In order to facilitate communication it is necessary to maximize the types of payment methods (personal checks, credit cards, debit cards, money orders, etc.) and provide the most avenues to accept payments (Western Union, phones, website, etc.) in order to provide conveniences to the friends and family members of inmates.

Again, it is SECURUS' goal to reduce the burden on the County by optimizing the convenience to the public, maximizing an inmate's ability to make commissary purchases, and provide answers to any questions raised by friends and family members of inmates. Facilities can significantly reduce staff involvement allowing

SECURUS to handle routine questions and issues that arise. SECURUS provides a number of self-service and assisted channels for funding accounts and resolving friends & family issues related to communications. In addition, because SECURUS enables more calls to connect; revenues to the state will increase and costs to the state will decrease. SECURUS' Funding Enablers solution has several sources of assistance. They are:

- 24X7 Automated Phone Access
- 24X7 "Live Person" Call Center Access
- Web Site Access

SECURUS' Funding Enablers ensure that friends & family have unlimited access to fund and maintain accounts in order to ensure their ability to receive inmate communications – without consuming limited facility staff resources. Everything in SECURUS' Funding Enabler Suite focuses on increasing an inmate's chance to successfully connect and maintain contact with friends and family

24X7 Automated Phone Access

Automated Phone Access turns any phone into a powerful account maintenance and funding tool, available 24 hours a day, 7 days a week. This touch-tone controlled application assists callers with easy access to account funding and informational aid from any standard telephone. Callers have the ability to dial directly into the system where an automated assistant guides them through every step. The system provides callers with self-service control over their accounts, allowing them to:

- Make payments (Personal Checks or Credit Cards)
- Check last payment
- Fund prepaid phone accounts
- Provide Western Union payment information
- Review account balances
- Request a refund

Automated Phone Access is a standard part of the SECURUS' Funding enabler suite at no charge to Boone County.

Call Center Access

SECURUS' call centers provide a staff of trained professional, backed by a state of the art automated call processing system, to assist friends and family with account information, maintenance, and funding questions. SECURUS' call centers are the only nationwide customer care centers dedicated solely to the correctional industry. SECURUS will provide a unique toll free number specifically for friends and families of inmates. In addition, any of our 300 SECURUS Customer Care Specialists will be capable of assisting Boone County customers and all of our representatives are specifically trained to handle account inquiries that arise in this very specialized industry. Customer Care Specialists provide callers with all of the information necessary in order to have complete control over all of their account activity. All of our call centers are benchmarked with monthly customer satisfaction ratings, which

are measured by our customers (friends and family members accepting calls from inmates). Friends & family are able to:

- Make payments (Check, Credit Card)
- Confirm per minute rates
- Obtain information on credit limits
- Review call durations & history
- Fund prepaid accounts
- Learn about Western Union payments
- Receive notification of new service availability (ex: Voice Mail, SIM, etc.)
- Confirm originating facility
- Review account balances
- Turn on/off user account notifications

Call Center Access is a standard part of the SECURUS' Funding enabler suite at no additional charge to Boone County.

Web Site Access

SECURUS' Customer Web Site specializes in assisting friends & family members who have access to the Internet. Accessible via the Correctional Billing Services Web Portal (<https://www.correctionalbilloingservices.com/>), the online site provides access to vital customer information 24 hours a day, 7 days a week. Web Site users can also access their funding options as well as important information at the touch of a button.

The easy to use Web Site interface ensures secure, intuitive, self-service access for handling all account needs, including:

- Make payments (Check, Credit Card)
- Confirm per minute rates
- Obtain information on credit limits
- Review call durations & history
- Fund Prepaid or Direct Bill accounts
- Answers to Frequently Asked Questions (FAQs)
- Learn about Western Union payments
- Review account balances
- Chat with a live representative 24X7
- Confirm facilities we service

Web Site Access is included as a standard part of the SECURUS' Funding enablers suite at no additional charge to Boone County.

The extraordinary values of SECURUS' Funding enablers result from the increase in communication between the inmate and their friends or family members. This occurs

by increasing payment types and payment avenues, which ease the funding process of friends and family members of inmates. This value ultimately benefits the facility through decreased cost and increased revenue.

The SECURUS' Funding enablers is designed to increase account assistance in four ways:

1. 24X7 self-service account management & funding via Automated Phone Access
2. 24X7 Live assistance from trained Customer Care Specialists via Call Center Access
3. 24X7 self-service account management & funding via Web Site Access

Other value of SECURUS' Funding enablers lies in improved satisfaction for inmate friends & family. Increased customer satisfaction results from improved account maintenance, the ability to make and ensure funding to accounts, and most importantly provide real-time access to friends and family members to resolve issues quickly and efficiently.

Ultimately, Boone County will benefit from a reduction in inquiries and issues from friends & family related to account management.

The entire SECURUS' Funding Enablers provide a comprehensive set of funding and account management channels that is unique in the industry. While other competitors may offer point solutions, no other competitor is able to offer the breadth of centralized integrated funding enablers provided by SECURUS via Automated Phone Access, Call Center Access, and Web Site Access. Simply stated – there is no combined competitive offering comparable in the industry today.

- 3.11. Contractor must notify end user when they have reached 75% of its site or personal credit limit and describe process.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS Customer Care notifies customers when their prepaid collect balance has reached \$20.00 or less. Notification is completed via an auto dialer that announces that their balance is low and provides an 800 number to call to place additional funds into their account.

- 3.12. The system shall be able to provide toll free calls to local area law firms and bonding companies. This feature may be restricted to the "holding cell area only" of the jail facility.

 **SECURUS has read and understands, and agrees to comply.**

During installation, a "Global List" of uniquely dialed numbers is created in SECURUS' SCP which includes approved free calls to specific numbers. Typically, the list includes numbers that are normally blocked to local judges, sheriff, facility personnel, jury members, witnesses, etc. However, users can also indicate which numbers are allowed free calls such as Attorneys, Bonding Companies, and Crime Stoppers. Because a Global List may contain thousands of entries, the SCP offers unlimited potential to add new entries after installation. Free calls are required in

many cases but can easily be misused causing loss of revenues to the facility. SECURUS utilizes all methods possible to properly manage the use of free call provisioning to assure proper usage levels are maintained and revenue maximization is achieved.

- 3.13. The system shall provide the capability to track and identify specific telephone numbers called by each individual inmate telephone, as may be required.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS' Call Tracker entries mark calls for use with the SCP Call Tracker feature. This feature provides a way to add a tracking number (such as a case number) to a call, and view from a call report such as a Call Detail report. Call Tracker allows investigators to share notes about the call. Additionally, it protects recordings from being purged when the client storage policy expires by enabling the user to extend the expirations date for the associated call or download. Call Tracker is one of the many investigative tools SECURUS provides partnering facilities to assist in solving more crimes.

The system shall provide the capability of monitoring and recording all calls, from both the inmate phones and visitation phones, made by each inmate.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS' Recording and Monitoring System is fully integrated with its Secure Call Platform (SCP), and provides secure recordings of inmate telephone conversations. It can be configured to accommodate the recording requirements for correctional facilities of any size. The system is fully automated and is designed to be a cost-effective solution for all correctional facilities. Authorized personnel can listen to live or archived recordings via multi-media PC interfaces connected over Local Area Networks (LAN'S). Multiple levels of security provide that only authorized personnel can access and monitor the inmate recordings.

Call Monitoring

The SCP Live application allows for immediate, real-time monitoring of calls in progress via the multi-media PC workstation. Facility personnel (with appropriate password privileges) are able to monitor live calls by simply highlighting the call in progress and clicking on the speaker icon. This process is undetectable by either the inmate or the called party and does not disrupt the recording process. Concise descriptions of activity are displayed for each phone in use, (i.e., the system displays the specific telephone location, inmate PIN and name (if option is used), the destination number dialed, city and state of the destination, time and duration of call, any restrictions such as "Watched" or "Private", and the status of the call, such as "In Progress," "Calling Destination," "Get Acceptance".)

The system also provides the ability to automatically eliminate all monitoring or recording of special calls, such as to legal counsel, by designating the number as a "private" number. In the event that a retrieval of a "private" call is attempted, the SCP will inform the user that, *"This call is prohibited from monitoring."*

Call Monitoring, Silent

When monitoring is invoked, the system incorporates analog suppression/amplification hardware that allows guard monitoring of calls without inmate or called party detection. To assure complete investigator anonymity, there is absolutely no noise, dB loss or other indicator when this feature is activated via handset, headset or amplification instrument (speakerphone, orator, magnetic, taping equipment, etc.).

Call Recording

The SCP'S unique, fully integrated recording application, works independently of other product(s) so there is never a need for a 3rd party manufacturers' product to be integrated into the system. This allows the facility to deal with a sole source provider if any issues arise.

The SCP also employs large capacity hard drives along with RAID (Redundant Array of Inexpensive Disks) that virtually extend the call storage period and enhance system redundancy and call backup to meet your specific needs. Recordings are stored on-line for immediate access for 24 months. The SCP can also burn the information to CD and/or DVD for additional back up, if necessary.

The SCP is capable of recording all calls simultaneously and also allow personnel to listen to a pre-recorded call, while active calls continue to be recorded—all without loss of information. Because the recording and monitoring applications are fully integrated features of the system, call synchronization between call record time and recording time is guaranteed.

When an inmate places a call using a phone that is linked to SCP, the call is routed via a conferencing application to connect both parties. The conference application enables both parties to talk while the SCP interjects voice-over messages into the call, while simultaneously recording everything said by both parties and any voice-over announcements. SECURUS uses a unique method in this conferencing application that has no limitations in regards to the length of the call to listen, talk, record, or analyze. This industry leading capability enables SECURUS to deliver to partnering facilities many new and unique features.

Upon the call being answered, the recording process starts immediately. This is known as "record on connect" and provides a record of the entire interaction between the calling platform and the person receiving the call, including the leg prior to the person making the call actually being connected to the called party. This interaction includes everything the called party says and all voice-over announcements, including: where the call is originating from, the name of the person calling, calling rates, call acceptance and any notification messages such as the standard announcement that the call is subject to monitoring and recording.

A phone call made on the SCP creates a record, known as a call detail record (CDR), which includes—at a minimum—the following information: the customer name, the facility name and the station that originated the call, the destination number, the time the call started, and the time the call ended. Many facilities also require a person using the phone to enter a PIN (personal identification number), which uniquely identifies the user by an account/booking/custody number. If this requirement is chosen, this unique PIN is also stored in the CDR for identification purposes.

Unlike many other inmate calling platforms, the audio data and CDR are combined in-memory and written onto disk as a continuous data stream—one stream for each recorded call. Because the recording is never modified after it is written onto disk, an absolute chain of evidence is maintained. If someone is monitoring a live call, the recording that is sent to the PC/monitoring device is “complete” at the time the data is sent and does not depend on the call completing 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 respect to 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 could not have been modified. In addition, data cannot be transposed with another recording to confuse the identity of the subject. SECURUS considers this unique absolute chain of evidence process such an important advancement, that it is the subject of a patent pending before the U.S. Patent Trademark Office.

- 3.14. The recording system shall have the ability to fast forward and rewind recordings as necessary during the playback process.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS' SCP allows authorized users to real-time live monitor calls in progress via any Windows based multi-media PC connected to the Internet. The SCP Live monitoring feature provides users with the tools they need to efficiently monitor live calls.

The feature provides users with selectable scanning of all live calls in progress. By selecting active calls only, the user does not have to sort through all phones to find conversations allowing quick selection of calls in progress by one click of the mouse.

The features integrated media player has a time shifting capability enabling the investigator to pause, rewind and replay as the call continues to process and be recorded. As long as the call is queued up in the media player, the investigator can replay any part of the conversation even after the call has ended.

In addition, the recording system shall also have the ability to burn recordings to CD ROM and/or DVD.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS' SCP provides users with the capability to copy recorded conversation to any external media device connected to the users PC such as CD, DVD, mp3 player, thumb drive, etc. This feature allows the mobility of conversations for transporting the information to investigative personnel, court cases, playback on another windows based PC, or simply to have a personal backup of the conversation.

- 3.15. The live monitoring system shall have the ability to notify designated parties via email, pager and/or cell phone of calls made to specific telephone numbers that are under a watch status. The notified party must be able to monitor the specific call from a remote location via the internet.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS' Covert Alert feature helps investigators focus on other job duties while still monitoring calls, live from anywhere in the country. Investigators can specify an e-mail address and/or a telephone number to call when a specific inmate uses the phone, when a particular telephone number is called, or when a specific PIN is used. Covert Alert is part of SECURUS' base investigative set of tools specifically designed to help facility investigators solve more crimes. SCP allows an Administrator the ability to set up multiple alerts to multiple authorized personnel.

3.16. Personal Identification Number (PIN) (ONLY IF USED OR SUBMITTED OF REQUESTED BY COUNTY)

3.16.1. The system must have the capability to assign PIN numbers at the time of booking.

 **SECURUS has read and understands, and agrees to comply.**

SCP has the ability to randomly generate PINs and automatically assign PINs to the inmate at booking.

3.16.2. The system **shall** utilize Personal Identification Numbers (PIN) for the inmates. Describe your system's use of PINs, including Open PIN, Restricted PIN, and Closed PIN.

Per Addendum #1 dated March 19, 2009:

I. **CHANGE any mandatory "shall" requirement in section 3.16. regarding "pins" (personal identification numbers) to "should". This is not a mandatory requirement. Please discuss if your proposed system has this capability.**

 **SECURUS has read and understands, and agrees to comply.**

SECURUS' SCP enables each inmate telephone to be individually programmed for Personal Identification Number (PIN) or non-PIN operation. This provides the facility with a great amount of leeway in PIN placements. For example, facility personnel may wish to allow PIN operation in Maximum Security or long-term areas, while allowing an "all calls" option in overnight, work release, or Trustee areas. The SCP has no limit or restrictions on the number of PIN or Non-PIN inmate telephones operating at the facility.

Some inmate facilities may choose to operate using a PIN system, under which each inmate is assigned a personal identification number (PIN). In such cases, the inmate must enter his or her PIN before making a telephone call. PINs also provide an audit trail of the inmate that placed each specific call. Additionally, it allows the facility increased control over which inmate can call which numbers.

Each inmate is assigned a unique PIN, ranging anywhere from 4 to 16 digits. This range creates a maximum number of 9 billion PIN combinations.

This traditional method of creating Approved Calling Lists provides the most restrictive type of calling privileges, including an Approved Calling list with a minimum of 20 numbers for each PIN. The facility will determine the maximum number of telephone numbers each inmate can register. Telephone number registration includes the number, name of the party who the inmate wishes to call, and the relationship of that party to the inmate. For the facility's convenience, the telephone numbers registered by each inmate are identified with the inmate's PIN and reside in the system.

The following three primary modes may be applied to a single phone or group of phones in a facility:

Mode 1 – Open PIN: This is the most basic mode of operations, and the simplest to administer. Each inmate is assigned a unique PIN to use to make a phone call; however, no individual phone number restrictions or calling lists are used in this mode. Only global system calling restrictions are applied to the inmates' calls.

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

Mode 3 – Closed PIN: Mode 3 provides the most restrictive type of calling privileges; however, it also requires the most administration of the three modes. In the System's standard configuration, each inmate can register from 1 to 20 telephone numbers. The total number of destination numbers available to put on an inmate's list is unlimited. The facility determines the maximum number of telephone numbers each inmate can register. Telephone number registration includes the number, name of the party who the inmate wishes to call, and the relationship of that party to the inmate. The telephone numbers registered by each inmate are identified with the inmate's PIN and reside in the system. Only that PIN may validate calls to those numbers. Updating calling lists is a continuous process as inmates are booked into, or released from the facility, or as the inmates request changes to their calling lists. This type of control is usually recommended only for facilities with a low rate of inmate population turnover or where such extreme security measures are desirable. Note that in a Closed PIN environment, the facility may choose to make certain telephone numbers "commonly available" to all inmates. The common numbers may be assigned Global and/or Facility Accounts.

The system can set a maximum time limit for any type of call and/or all calls related to an individual PIN and/or all PINs. Many restrictions may be tagged to any PIN or telephone number associated with a PIN.

Examples of restrictions are:

- Time of day and/or days of week that a number may be called

- **Maximum duration of a call**
- **Maximum number of calls to that number or from that PIN per day/week/month/amount, etc.**
- **The calling platform automatically manages calling restrictions, if they are imposed.**

SECURUS provides an automated pin management system called E-Imports that can off-load facility labor requirements to enter PINS manually.

3.16.3. The system shall prevent duplicate PINs.

 **SECURUS has read and understands, and agrees to comply.**

3.16.4. State the minimum and maximum number of digits used in a pin.

 **SECURUS has read and understands, and agrees to comply.**

Each inmate is assigned a unique Personal Identification Number (PIN), ranging anywhere from four (4) to sixteen (16) digits. This range creates a maximum number of 9 billion PIN combinations.

3.16.5. The County must be able to restrict calls based on the inmate's PIN. This includes call duration, time of day, and destination numbers.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS' Calling Restrictions enable the control of calling activity; such as call durations by inmate, by port, by managed phone group, by customer, or by facility. Calling activity may also include allotted limits and thresholds applied to phone numbers and inmates by attempt or to control an inmate's calling activity.

SCP provides the facility with the capacity to set a maximum time limit for any type of call and/or all calls related to an individual PIN and/or all PINs. In addition, multiple restrictions may be tagged to any PIN or telephone number associated with a PIN.

Examples of restrictions are:

- **Maximum duration of a call for PIN**
- **Maximum number of calls from that PIN per day/week/month/amount, etc.**

To relieve facility staff from calling restriction maintenance responsibilities, all imposed calling restrictions are automatically managed by the calling platform.

If court restraining orders or called party financial conditions require a limit to the amount of time or monthly cost of inmate calling to a particular party, the system automatically complies with such restrictions by denying calls when maximum restrictions are met.

SECURUS' Calling Restrictions also provide additional PIN suspension features to further assist facility staff in maintaining control of inmate activity. A single inmate's PIN or any number of inmates' PINs may be suspended for a specified time from either the on-site Administrative terminal or an authorized remote terminal. This suspension feature, frequently used for punitive reasons, allows the facility to deny telephone privileges to one or more inmates without affecting other inmates who share the same inmate telephones. The length of time for PIN denial is entered and automatically policed, enforced, and released by the system. The system will automatically reset the PIN to allow calls on the day requested, with no manual intervention required. This feature allows inmates, if necessary, to make privileged calls even while on suspension from other calls. Direct control of this suspension feature is also allowed from the on-site administrative terminals or authorized remote terminals.

- 3.16.6. The system **shall** provide a method of verifying the inmate's PIN to guard against fraudulent PIN use through voice verification. Provide a detailed description of your solution.

Per Addendum #1 dated March 19, 2009:

- II. **CHANGE** any mandatory "shall" requirement in paragraph 3.16.6. regarding voice verification to "should". This is not a mandatory requirement. Please discuss if your proposed system has voice verification capability, and if not, please describe any verification option capabilities of your system.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS takes pride in the ability to provide targeted services to specific customers. Our calling platforms make available multitudes of features that can be turned on or off according to a facility's wishes. Our ability to restrict an inmate to the PIN and to the phone is one of those feature options built-in to every SECURUS system.

Phones are generally consolidated into a group because, in most cases, housing units have more than one telephone on the wall. SECURUS has taken the grouping of phones one step further by identifying and locking PINs to a group of phones or facility based upon the housing unit identified during the enrollment. An easy-to-use PIN transfer module is available for site administrators to transfer a single PIN or a group of PINs when inmate(s) are moved to another housing unit.

As an optional feature, SECURUS uses advanced voiceprint technology as a powerful biometric authentication of a person's identity. Compared to other biometric techniques, it is quick, natural, non-intrusive, and cost-effective. Our voice biometric does not require a technology upgrade for each phone because it works with the existing SCP technology and features, such as inmate name recording.

The technology works because each person's voice contains a unique signature. As a means of identification, a person's voice is as reliable as

his or her fingerprint. Our biometric voiceprint technology compares a digitized speech sample of an inmate to a previously processed and stored template of the inmate's voice.

When using voiceprint technology, an inmate is asked to say his/her name (and/or password) during the first call into the preprogrammed phone four times. These repeated utterances of his/her name teach the system the subtle variations of the targets voice and when fully educated, enrolls the inmate into the system. The initial voiceprint become the basis for the inmate's personal voice verification file.

List facilities where this feature has been implemented.



SECURUS has read and understands, and agrees to comply.

SECURUS' Voice Biometrics has been implemented in approximately 140 facilities. Please refer to Attachment H – SCP Voice Biometrics Customer List.

3.17. Fraud Management

- 3.17.1. The system shall be able to detect, notify and prevent three-way or conference calls, except for those calls to attorney's or other approved numbers. The County understands that there are industry patents in this area. Please provide a description of the process you have deployed on your platform and why you feel the technical approach provides the best three-way detection solution.



SECURUS has read and understands, and agrees to comply.

The ability to detect three way events has been an elusive challenge for many facilities. SECURUS' 3-Way Prevention system has been awarded several patents and is one of the best 3-Way detection systems in the world. With the release of SCP's (Secure Call Platform) new digitally clean line transmission; our 3-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 three things (based on the facility's choice):

- **disconnect the call with messaging to inmate and called party**
- **mark the call with no interruption to the call**
- **warn the inmate that third party calls are not allowed**

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 disable three-way call detection on a particular number or groups of numbers, such as attorneys.

Detecting and preventing three-way or conference calls is a very important aspect of an inmate calling system and SECURUS leads the industry in this area. We would be pleased to demonstrate these tests and accuracies as needed for the County. With an accurate 3-way detection system, Boone County can retain valuable investigative intelligence while curtailing revenue leakage from calls, which should not be connected. The patents protecting our technological breakthroughs on 3-Way calling include:

- U.S. Patent #5,319,702 Methods and Apparatus for Detecting and Responding to Hook Flash Events Occurring on a Remote Telephone
- U.S. Patent #5,539,812 Method an Attempted Three-Way Conference Call on a Remote Telephone
- U.S. Patent #5,805,685 Three-Way Call Detection by Counting Signal Characteristics
- U.S. Patent #5,796,811 Three-Way Call Detection

SECURUS' patented 3-way Call Detection feature has been proven and certified in independent tests.

With all 3-way call blocking methods, the technology requires "specific usage finessing" as well as science. Its configuration will be customized by SECURUS to adjust sensitive parameters and thresholds for optimum performance.

3-Way Detection and Prevention

Simply having the best 3-way call detection in the industry was not enough for SECURUS. We have continued to research this issue and develop enhancements to our solution. Recent advancements in our 3-way call detection methodology have led our customers to tell us they believe our 3-way detection operates nearly flawlessly. This led SECURUS to commission an outside firm, SIBRIDGE consulting, an independent consultancy, to verify the accuracy of the three-way call detection feature.

The SIBRIDGE study collected and audited call recordings and event logs for approximately 6,000 calls. This independent test of our new 3-way calling detection capability revealed SECURUS' overall success rate to be in the mid to high nineties, most significantly the system accurately detected and prevented illegal 3-way call attempts.

- 3.17.2. The system shall prevent the inmate from receiving a second dial tone, or "chain-dialing".

 **SECURUS has read and understands, and agrees to comply.**

The SCP uses industry-standard telephony cards that incorporate sophisticated answer supervision techniques. These advanced methods enable the SCP to distinguish a legitimate call answer and call acceptance event from network ring/busy signals, answering machines, operator intercepts, SIT (Signal Interface Tones) tones, pagers, hacking, chain dialing, and other non-conforming telephone activity. If an inmate's call was not completed, due to one of these calling events, SECURUS' SCP informs the inmate audibly, providing the specific reason for termination.

- 3.17.3. The system shall detect any extra digits dialed by the inmate after the party has accepted the call. Please describe process.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS' SCP uses a dual-tone multi-frequency (DTMF)-detection feature that prompts inmates and called parties during call set up and acceptance.

DTMF collection listens for the inmate or called party to respond to the prompt. The system can also detect or reject additional digits that are pressed after call completion on standard collect calls. This DTMF prevention feature prevents inmates from obtaining and using a secondary dial tone to place additional calls.

SECURUS' DTMF detection is part of our extensive fraud prevention tools that are provided with every SCP installation.

- 3.17.4. The system shall have capability to remotely survey Inmate calls and be able to transfer specific calls in progress to investigators.

 **SECURUS has read and understands, and agrees to comply.**

Because the recording and monitoring applications are fully integrated into the system our Inmate Telephone System is extremely user friendly. The system allows for remote access by other agencies such as the local PD's, without having to reside on the County network. Any authorized users with an approved user name and password can easily remotely access monitoring and recording of inmate calls from any Windows 2000 Service pack 4 or Windows XP PC with Internet Explorer 6.0 or 7.0.

Providing real-time mobility to enhance investigator efficiency, Covert Alert is an integrated feature that enables automated remote forwarding of flagged inmate calls to an investigators' telephone for remote monitoring—*no matter where the investigator is located*. This feature will allow your facility's investigators to "multi-task", even off-site, without the risk of missing important investigative information.

The system is equipped with a remote call-forwarding feature for those numbers that are under surveillance by the investigative unit. The Covert Alert feature allows authorized personnel to monitor a call, from any designated remote location, while the call is in progress. Once a number, or PIN, is assigned a 'covert' status, the user simply enters a telephone number (cellular, home, office, etc.) to which he/she wants the call sent for 'Live' monitoring. The call is then automatically re-routed once the call is accepted by the called party and in progress.

There are no distance barriers to the retrieval process so the remote telephone number can be located within the facility or across the country. As an additional benefit, administrators may continue to monitor other calls, through the on-site workstation, while utilizing the 'Covert Alert' remote live call-forwarding feature. This mobility means increased productivity and greater operating efficiencies for Investigators and is offered at no additional cost to the County.

- 3.17.5. The system shall brand each call with the name of the facility and the inmate placing the call.

 **SECURUS has read and understands, and agrees to comply.**

The SCP provides customized professionally recorded voice prompts allowing for specific call progressions and requirements. Personalized prompts can be branded by a facility during each attempted call.

Additionally, the inmate can be required to record his or her name only during the first call associated with the inmate PIN. For clients with multiple facilities, the inmate's stored name file can be easily transferred with his or her PIN information to the destination facility without the need of the inmate to re-enroll the recorded name. This client-focused feature was designed to reduce the workload requirements of the facility's staff.

As an optional feature, SECURUS uses advanced voiceprint technology as a powerful biometric authentication of a person's identity. Compared to other biometric techniques, it is quick, natural, non-intrusive, and cost-effective. Our voice biometric does not require a technology upgrade for each phone because it works with the existing SCP technology and features, such as inmate name recording.

The technology works because each person's voice contains a unique signature. As a means of identification, a person's voice is as reliable as his or her fingerprint. Our biometric voiceprint technology compares a digitized speech sample of an inmate to a previously processed and stored template of the inmate's voice.

When using voiceprint technology, an inmate is asked to say his/her name (and/or password) during the first call into the preprogrammed phone four times. These repeated utterances of his/her name teach the system the subtle variations of the targets voice and when fully educated, enrolls the inmate into the system. The initial voiceprint become the basis for the inmate's personal voice verification file. This method of identification may

be used in different parts of the prison to allow or prevent access to different areas.

After the inmate has registered, the inmate enters his or her PIN, and then the system prompts the inmate for his or her name (and/or PIN#). The inmate may be asked to repeat his or her name, if the register of the inmates voice does not appear the same. Inmates voice matches usually take less than a second to be approved. Upon approval the inmate will then be able to place his or her call.

SECURUS has deployed voice biometrics for more than seven years in Local, County, and State correctional institutions identifying more than 50,000 inmates a day. As one of the largest deployed voice biometric Inmate Identification systems in use today, facilities can be assured that the system is time-tested for accuracy and robustness and will withstand the challenges of the correctional environment.

In addition, voice biometrics technology is a proactive security system and works without human involvement, eliminating the need to monitor screens or maintain other biometric equipment damaged by the inmate population.

Of the limited providers who offer a voice biometric identification system, most provide facilities with “*best case*” testing results. SECURUS is proud to provide “*worst case*” as well as “*best case*” scenarios. Our system has continually shown superior operational accuracy in all conditions.

We have benchmarked our Inmate Voice Biometric Identification System on a telephony database having 11,224 trials and our deployed system has performed at 98.9% accuracy. During the trials, less than 1.1% of the true users were denied and less than 1.1% of imposters were accepted. This outstanding performance was measured on a worst-case basis, where the imposter knew the password of the person being impersonated. In normal use where the imposter did not know the password of the user that he or she was trying to impersonate, the accuracy during the trial was well above 99%.

- 3.17.6. The system shall continue to play the brand recording at random intervals throughout the call.

 **SECURUS has read and understands, and agrees to comply.**

The announcements feature is configurable and provides options to play various messages to inmates and called parties during specific segments of a call. This convenient feature can include, but is not limited to, adding announcements during call setup, call acceptance, when an event occurs, or when interaction from the inmate or called party is required.

- 3.17.7. The system shall guard against "Hook-switch dialing," and other fraudulent activities. Please describe.

 **SECURUS has read and understands, and agrees to comply.**

SCP's line supervision feature provides all the features administrators expect and require, including the ability to detect answer, hang up, acceptance, anti-hook switch dialing, anti-chain dialing, isolate talk paths, detect secondary dial tone, and loop current.

- 3.17.8. The inmate shall not communicate with the called party until the call has been accepted.

 **SECURUS has read and understands, and agrees to comply.**

The SCP requires positive 'called party' acceptance in order for a two-way conversation to take place. When the called party answers the phone, the system's answer detection triggers the call acceptance voice message. This message announces the inmate's call and asks the called party if they wish to accept the charges of a collect call. The called party is instructed to dial a single digit on his or her own telephone to accept the collect call charges, or hang-up to disconnect the call and refuse charges. This 'active' acceptance procedure ensures that the called party does not get billed for any charges that they have not authorized.

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

 **SECURUS has read and understands, and agrees to comply.**

The SCP uses industry-standard telephony cards that incorporate sophisticated answer supervision techniques. These advanced methods enable the SCP to distinguish a legitimate call answer and call acceptance event from network ring/busy signals, answering machines, operator intercepts, SIT (Signal Interface Tones) tones, pagers, hacking, chain dialing, and other non-conforming telephone activity. If an inmate's call was not completed, due to one of these calling events, SECURUS' SCP informs the inmate audibly, providing the specific reason for termination.

- 3.17.10. The system shall allow call blocking of specific numbers by inmate PIN telephones, or group of telephones. The system shall be able to block access to an unlimited number of specific telephone numbers upon request.

 **SECURUS has read and understands, and agrees to comply.**

During installation, a "Global Call Blocking" table is established, which immediately prevents inmates from making calls to specific numbers. Typically, the database includes numbers to local judges, sheriff, facility personnel, jury members, attorneys, witnesses, etc. Because a Global Call Blocking table may contain thousands of entries, SECURUS' SCP offers unlimited blocking potential.

All dial around area codes and exchanges such as 800, 900, and 976 are blocked by default as well as access to live operator services such as 0, 411 and 911.

To provide the maximum in connivance to facility personnel, authorized facility personnel can administer blocked numbers using our single point access S-GATE Command Center website or by calling SECURUS technical support directly. All blocked numbers have an associated note field stored in the blocked number database to record specific information for future reference.

3.17.11. The system shall also assign approved calling numbers according to inmate PIN.

 SECURUS has read and understands, and agrees to comply.

SECURUS' SCP enables each inmate telephone to be individually programmed for Personal Identification Number (PIN) or non-PIN operation. This provides the facility with a great amount of leeway in PIN placements. For example, facility personnel may wish to allow PIN operation in Maximum Security or long-term areas, while allowing an "all calls" option in overnight, work release, or Trustee areas. The SCP has no limit or restrictions on the number of PIN or Non-PIN inmate telephones operating at the facility.

Some inmate facilities may choose to operate using a PIN system, under which each inmate is assigned a personal identification number (PIN). In such cases, the inmate must enter his or her PIN before making a telephone call. PINs also provide an audit trail of the inmate that placed each specific call. Additionally, it allows the facility increased control over which inmate can call which numbers.

Each inmate is assigned a unique PIN, ranging anywhere from 4 to 16 digits. This range creates a maximum number of 9 billion PIN combinations.

This traditional method of creating Approved Calling Lists provides the most restrictive type of calling privileges, including an Approved Calling list with a minimum of 20 numbers for each PIN. The facility will determine the maximum number of telephone numbers each inmate can register. Telephone number registration includes the number, name of the party who the inmate wishes to call, and the relationship of that party to the inmate. For the facility's convenience, the telephone numbers registered by each inmate are identified with the inmate's PIN and reside in the system.

The following three primary modes may be applied to a single phone or group of phones in a facility:

Mode 1 – Open PIN: This is the most basic mode of operations, and the simplest to administer. Each inmate is assigned a unique PIN to use to make a phone call; however, no individual phone number restrictions or calling lists are used in this mode. Only global system calling restrictions are applied to the inmates' calls.

Mode 2 – Open PIN with Restrictions: Mode 2 builds on the Mode 1 Open PIN feature and adds the ability to place call restrictions and limits on specific call types, while allowing all other phone numbers to be processed

as they would in an Open PIN system. Mode 2 restrictions can also include the recording and alarming of numbers, forced language options and the use of facility or global number lists for special circumstance numbers such as attorneys and external crime tip numbers

Mode 3 – Closed PIN: Mode 3 provides the most restrictive type of calling privileges; however, it also requires the most administration of the three modes. In the System's standard configuration, each inmate can register from 1 to 20 telephone numbers. The total number of destination numbers available to put on an inmate's list is unlimited. The facility determines the maximum number of telephone numbers each inmate can register. Telephone number registration includes the number, name of the party who the inmate wishes to call, and the relationship of that party to the inmate. The telephone numbers registered by each inmate are identified with the inmate's PIN and reside in the system. Only that PIN may validate calls to those numbers. Updating calling lists is a continuous process as inmates are booked into, or released from the facility, or as the inmates request changes to their calling lists. This type of control is usually recommended only for facilities with a low rate of inmate population turnover or where such extreme security measures are desirable. Note that in a Closed PIN environment, the facility may choose to make certain telephone numbers "commonly available" to all inmates. The common numbers maybe assigned Global and/or Facility Accounts.

The system can set a maximum time limit for any type of call and/or all calls related to an individual PIN and/or all PINs. Many restrictions may be tagged to any PIN or telephone number associated with a PIN.

Examples of restrictions are:

- Time of day and/or days of week that a number may be called
- Maximum duration of a call
- Maximum number of calls to that number or from that PIN per day/week/month/amount, etc.
- The calling platform automatically manages calling restrictions, if they are imposed.

SECURUS provides an automated pin management system called E-Imports that can off-load facility labor requirements to enter PINS manually.

- 3.17.12. The system shall permit the called party to block all future calls from a correctional facility.



SECURUS has read and understands, and agrees to comply.

The SCP provides an optional feature that allows the called party to permanently block future calls from the facility by dialing a predetermined digit on his or her telephone. This feature, when implemented, notifies the called party of this option during the call acceptance process.

- 3.17.13. The system must have the capability to suspend an inmate's privilege for placing a call and set a beginning and end date without the need to manually re-enable privileges.

 **SECURUS has read and understands, and agrees to comply.**

A single inmate's PIN or any number of inmates' PINs may be suspended for a specified time from either the on-site Administrative terminal or an authorized remote terminal. This suspension feature, frequently used for punitive reasons, allows the facility to deny telephone privileges to one or more inmates without affecting other inmates who share the same inmate telephones. The length of time for PIN denial is entered and automatically policed, enforced, and released by the system. The system will automatically reset the PIN to allow calls on the day requested, with no manual intervention required. This feature allows inmates, if necessary, to make privileged calls even while on suspension from other calls. Direct manual control of this suspension feature is also allowed from the on-site administrative terminals or authorized remote terminals.

3.18. Other Investigative Tools

- 3.18.1. The system shall be equipped with a remote call-forwarding feature to those numbers that are under surveillance by the investigative unit. The feature shall allow authorized personnel to monitor a call, from any designated remote location, while the call is in progress. The call shall be automatically rerouted once the call is accepted by the called party and in progress. There cannot be any distance barriers to the retrieval process so the remote telephone number can be located within the facility or across the country.

 **SECURUS has read and understands, and agrees to comply.**

The SCP is equipped with a manual and automated call-forwarding feature for those dialed numbers, telephones or inmate PINs that are under surveillance by the investigative unit. In addition to manually forwarding a call, the Covert Alert feature allows authorized personnel to assign multiple direct dialed telephone numbers for remote monitoring of these areas of surveillance. A PIN is assigned to the remote monitored call allowing secure and safe investigative access. As a bonus, an email can be assigned to the same area of surveillance that will notify the investigator of the date, time, inmate PIN, originating telephone and dialed number immediately after the call is accepted by the called party. Covert Alert is part of SECURUS' base investigative set of tools specifically designed to help facility investigators solve more crimes.

- 3.18.2. The system must have the capability to move an inmate or group of inmates from one housing unit to another without the need to re-enter the information.

 **SECURUS has read and understands, and agrees to comply.**

An easy-to-use PIN transfer module is available for site administrators to transfer a single PIN or a group of PINs when inmate(s) are moved to another housing unit.

- 3.18.3. Please provide any other additional investigative tools, features, or creative solutions that might be available to the County.

 **SECURUS has read and understands, and agrees to comply.**

The system's investigative tools enable users to research all calls securely and thoroughly and will permit investigators to locate inmate calling information more quickly and effectively to improve investigative efforts. Further, routine inmate calling operations can be configured to require minimal administration – allowing the Facility staff to focus on what they do best, maintaining a safer, more secure correctional environment. Our offering to the Boone County includes Live Digital Recording, Live Monitoring, and Live Remote Forwarding of Calls, the Alerting of Watched Numbers, Keeping Files on Individual Inmate Callers, and Crime Tip functionality.

BASE INVESTIGATIVE FEATURE SET

SECURUS provides a base investigative feature set that is a Web-based data search application that allows users to utilize centralized database repositories including hundreds of data points from our 2,600 facilities nation-wide in order to assist investigators in their quest to protect citizens of the County and beyond. Authorized users can access Base Investigative Feature Set from any internet-capable computer using their assigned username and password.

Base investigative features provide the ability to link valuable law enforcement data sources SECURUS currently serves. The County will be provided information in a meaningful format to assist frontline defenders and investigators in developing a comprehensive crime fighting strategy. The base investigative application provides a platform whereby a law enforcement investigator can realize significant value through the ability to actively obtain information about people, places, things, and events from a wide array of public and private data sources, including SECURUS proprietary data such as Call Detail Records (CDRs).

CRIME TIP (NO ADDITIONAL FEES)

Crime Tip is a means by which inmates can provide crucial information without looking like an informant. Inmates can report information pertaining to narcotics or fraudulent activities, or on someone who is planning to commit a crime or who has already committed one.

The inmate's identity remains anonymous. He/she may be rewarded by the facility for information leading to the successful prevention of a crime, or to the apprehension of an individual caught in the act of committing a reported crime.

The SECURUS Crime Tip feature includes:

- A prearranged telephone number (designated by the facility), which is provided to all inmates
- SCP system anonymously records all messages left on the Crime Tip Hotline
- Offers inmates a secure way to provide crime tips or leave contact information for follow up if they desire
- System provides report of all recorded messages with date and time
- Option to listen to all or selected recorded messages
- Option to burn specific information onto CDs for use as evidence

VISITATION PHONE MONITORING (NO FEE)

Created in the SECURUS Development Center in Dallas, TX, the Visitation Phone Monitoring (VPM) technology monitors and records all inmate visitation conversations, using SECURUS' efficient, solid-state telephone system—Secure Call Platform (SCP).

SCP, with its feature-rich and upgradeable software, powers SECURUS' VPM system. The VPM features

- Anti-tamper screws on a stainless steel wall plate
- Spiral-wound stainless steel armored cable
- Anti-tamper transmitter/receiver installed in a small encasement

The system is one of the most secure in the industry. Site Administrators use the system to record and monitor attempts to defraud, coerce, blackmail, intimidate, harass, or bribe individuals.

Investigators find the system an ideal tool to search for or track leads pertaining to criminal activity or to the commission of a crime.

VPM incorporates Digital Signal Processor (DSP) technology to allow for efficient voice recording and state-of-the-art monitoring of single-line telephones. VPM features include:

- Software that is scalable and upgradeable
- Call recording and monitoring
- Call detail records that are stored for each visitation conversation

As with all SECURUS releases, the system is easy to install and integrates well with the recording and monitoring visitation telephones.

VPM can be ordered as a stand-alone system or as part of a complete integrated package along with SECURUS' SCP system.

MESSAGING – VOICEMAIL (OPTIONAL – FEE BASED)

SECURUS is one of the only inmate communications vendors to provide secure voicemail opportunities to the facility. Voicemail opens up a new

path of communication as well as new investigative opportunities for the facility. In addition, inbound voice mail contact provides a new revenue source for incoming calls.

How the System Works

Secure messages are left by any caller who has a voice mail account utilizing the existing calling platform. Voice mail messages can be left for individual inmates or for multiple inmates in multiple facilities. Inmates can access messages from any approved inmate phone. The system creates a secured password protected account for specific (facility approved) inmates.

System Security

Since Messaging runs on the SECURUS SCP (Secure Calling Platform), facilities have the same control of recording and monitoring as with their voice phone system.

Voice mail messages can only be accessed by the inmate, the sender and approved facility personnel.

Increased Investigating Capabilities

Messaging provides investigators with the same recording and monitoring capabilities as any call. However, with the friends and family members new capability to call in and leave a message, investigative possibilities are increased substantially.

Hardware/Software Requirements

There is no need for a computer, Messaging is handled the same as a call on the facility's SCP system.

Cost = 75 cents

Length = 30 seconds

SECURE INSTANT MAIL™ (OPTIONAL – FAMILY AND FRIENDS FEE BASED)

SECURUS Secure Instant Mail™ (SIM) offers an independent, fully controlled, electronic mail communication between the inmates and their families and friends (F&F) while providing correctional facilities with an array of investigative tools to inhibit inmates' illegal activities, and the influx of contraband into facilities through traditional U.S. mail routes, Secure Instant Mail helps to ensure public and staff safety. Further, SIM retains sophisticated layers of security to protect the integrity of these correspondences as investigative tools.

Text only e-messages coming to authorized inmates within a correctional facility are created and sent by any individual from any personal computer after sender's identifying information is authenticated during an initial enrollment process. Facility personnel with proper authorization may access identifying information on the party sending the correspondence, which allows quality investigative information.

These correspondences are securely stored on the Secure Instant Mail server until they are downloaded, automatically sorted and printed upon review of the correctional staff on the dedicated terminal provided to Boone County. Inmates then receive a hard copy of approved correspondences, thus eliminating individual assessment of each individual correspondence for contraband.

With Boone County's approval, an inmate may write a return letter to the sender. Return letters are scanned into the system and automatically routed to originator. All incoming and outgoing e-messaging letters are digitally recorded, catalogued, stored and available to Boone County for investigative review at any time.

To further enhance correctional personnel investigative abilities, Secure Instant Mail™ automatically scans these correspondences and highlights any key words monitored by investigators through a customizable list of key words. Additionally, the application transliterates e-messages from twelve foreign languages into English, a powerful tool to aid correctional personal.

To reduce the staff's manual labor hours and to increase operational efficiency, the Secure Instant Mail™ application provides inmates' families and friends with the option to electronically fund inmates' trust fund accounts. This feature is available at no additional cost, should Boone County elect to enable it.

All costs involved with Secure Instant Mail™ application will be borne by the inmates' families and friends that set up an account to use the feature. Rates are determined based on SECURUS' full commitment to provide affordable communication rates to the family and friends of inmates and Boone County's review.

Secure Instant Mail is extremely user friendly and provides easy access to investigative personnel to SIM's investigative benefits. A detailed illustration flow chart on the manner in which Secure Instant Mail is utilized is outlined below.

Friends & Family View

Inmates' friends and families can set up a Secure Instant Mail account by going to SECURUS' website: www.4inmates.com.

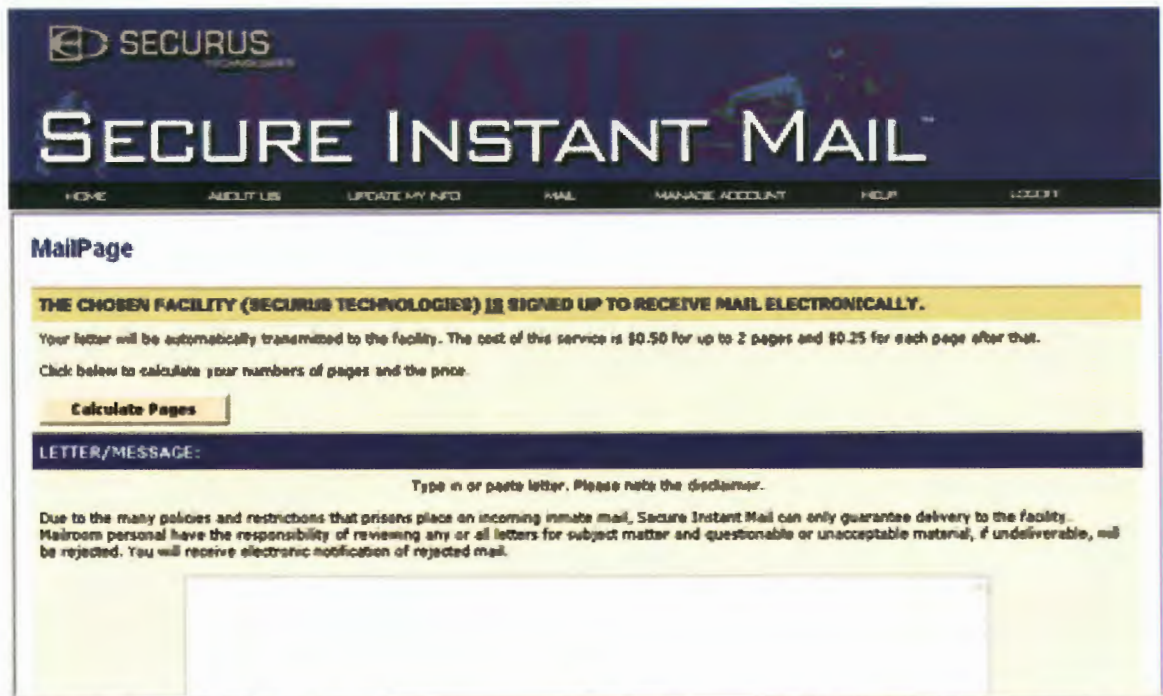
During the enrollment process Friends & Family (F&F) provide the following personal information:

- First Name
- Last Name
- Phone Number
- Address
- E-mail Address
- Password to be used to log in to the SECURUS' secure website
- Credit Card information to fund a Secure Instant Mail account

After a new account is established and funded, Sender is asked to choose a correctional facility from a simple drop down list and to provide Inmate's information, such as:

- First Name
- Last Name
- Facility's ID number
- Housing Assignment (where appropriate and desired by Boone County)

Sender is then prompted to compose an e-message using standard characters to avoid sending custom gang symbols. For security reasons, text only messages are allowed.

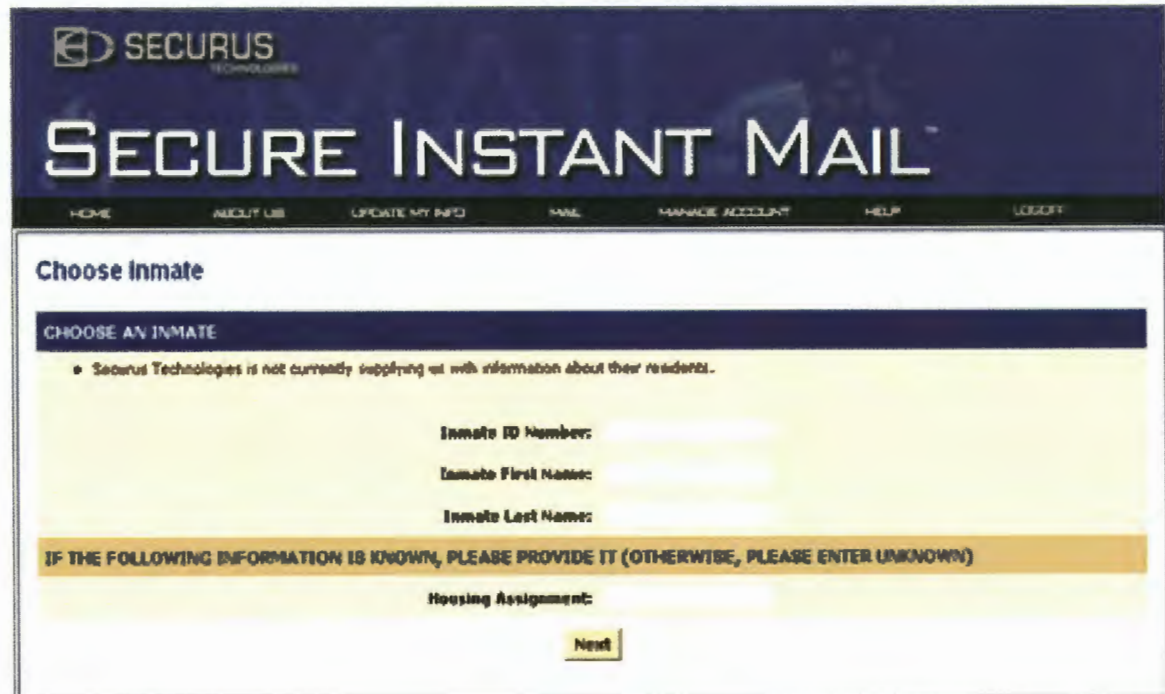


Proprietary and Confidential



The screenshot shows the 'Choose Facility' step of the 'SECURE INSTANT MAIL' interface. At the top, the Securus Technologies logo and the title 'SECURE INSTANT MAIL' are displayed. A navigation bar includes links for HOME, ABOUT US, UPDATE MY INFO, MAIL, MANAGE ACCOUNT, HELP, and LOGOUT. The main content area is titled 'Choose Facility' and contains a dark blue header 'CHOOSE THE FACILITY:'. Below this is a dropdown menu for 'Name of Facility:' with 'Alfred State Prison' selected. A note states: '[*] - denotes facilities that are able to receive electronic letter delivery.' A 'Next' button is located at the bottom of the form.

Proprietary and Confidential



The screenshot shows the 'Choose Inmate' step of the 'SECURE INSTANT MAIL' interface. It features the same header and navigation bar as the previous step. The main content area is titled 'Choose Inmate' and has a dark blue header 'CHOOSE AN INMATE'. A message reads: 'Securus Technologies is not currently supplying us with information about their residents.' Below this are three input fields: 'Inmate ID Number:', 'Inmate First Name:', and 'Inmate Last Name:'. A yellow banner contains the instruction: 'IF THE FOLLOWING INFORMATION IS KNOWN, PLEASE PROVIDE IT (OTHERWISE, PLEASE ENTER UNKNOWN)'. Below the banner is a 'Housing Assignment:' field. A 'Next' button is positioned at the bottom of the form.

Proprietary and Confidential

To provide an automated efficiency and to help encourage contacts between inmates and their Friends & Family, Boone County may benefit from an additional value-added feature that will be made available to Boone County. This feature provides the sender with an opportunity to fund an Inmate's trust account and/or prepay a reply letter from the Inmate.

If the mail reply option is chosen, the sender is prompted to prepay the reply. Conditional on the staff's approval or rejection of the reply mail request, an additional blank page(s) containing computer code.

Inmate, using a pen or pencil, writes a reply on a return page(s) which is then scanned by Facility personnel on a scanner which is provided to the correctional facility. This scanner automatically scans both sides and automatically routes the reply mail back to the sender based on the computer code illustrated above.

After the sender is finished composing a letter and funding inmate's trust fund account, Secure Instant Mail application provides a summary of the transaction. Once the transaction is authorized, sender is provided with the transaction confirmation number and printed receipt.

Then, the sender's account is debited, the e-message is encrypted and sent to Secure Instant Mail server for further review and clearance by authorized staff. All correspondences are viewed at a dedicated mail computer terminal provided by SECURUS. All transaction details, incoming and outgoing text messages are stored for the term of the contract and are available to Boone County.

3.19. Call Acceptance

- 3.19.1. The system shall alert the called party of the per-minute cost of the call prior to acceptance.

 **SECURUS has read and understands, and agrees to comply.**

To assure complaints coming into the facility are kept to a minimum, SECURUS' SCP provides a convenience feature that allows the called party to hear the call cost prior to acceptance. When the called party selects this option, the prompt informs him or her of the initial fee and any additional per minute costs.

- 3.19.2. The called party must actively accept the call.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS offers our patented 2-party Active Consent application. 2-party Active Consent ensures the called party hears an instruction to push a digit if they wish to accept charges and consent to recording and monitoring. They must also provide active consent before the call can be completed.

Additionally, all recordings of inmate calls are communicated to both parties by requiring the inmate and the called party to give "permission" to record and monitor the call.

The 2-party Active Consent application uses a database that recognizes input numbers as confidential, such as attorneys, religious advisers and physicians, and disables recording for those numbers. The protection does not stop there. When an inmate places a call to a number not designated as "confidential" in the database, the system notifies the inmate that the call may be monitored or recorded and requires the inmate to push a digit to consent before the call can be completed.

To further confirm consent, rather than merely receiving passive notification, the inmate is required to actively consent to the recording and monitoring. If the inmate does not provide permission by pushing the digit, the call will not be completed.

The 2-party Active Consent system ensures that inmate calls placed to attorneys, religious advisors or a person acting as a self appointed attorney, that are not identified in the system as “do not record” calls, are recorded *ONLY* with permission from all participating parties.

This feature is provided as a value added feature for all clients who elect to use the 2-Party Active Consent feature. As such, installation and maintenance are provided at no additional charge.

- 3.19.3. The inmate cannot communicate with the called party until the call has been accepted.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS’ SCP completes a call only after it detects positive acceptance by the called party. The mandatory method for call acceptance is dual tone multi-frequency (DTMF), as it is more accurate than rotary detect.

- 3.19.4. Billing does not begin until the call is accepted.

 **SECURUS has read and understands, and agrees to comply.**

Billing begins upon positive acceptance of the call by the called party.

3.20. System Security

- 3.20.1. The proposed system must be programmed for auto shut-off at times designated by the County.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS’ Calling Schedules control when calls can be placed by setting multiple on and off times of day within a week and by day of week. The Calling Schedules feature can be configured and applied to individual phones, groups of phones, individual inmates, and globally.

- 3.20.2. The County personnel must be able to manually shut down the system in case of emergency.

 **SECURUS has read and understands, and agrees to comply.**

SCP provides manual cut-off switches which are typically located in the main control room, officer substations, or guard towers, as required.

- 3.20.3. The proposed system shall be password protected to permit only appropriate facility personnel access to the system.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS' SCP provides an advanced multi-level password scheme specifically designed to provide facility administrators with the ability to assign their own unique levels of access to individuals who will use different features of the SCP. Additionally there are view and change options for each module dependant upon the need of the user.

Management Level: Securus Demo Site

Add New

Name	Description	Predefined
Advanced User II	Sales Vice Presidents and Sales Team members	Predefined
Read Only - No Monitor	User is set to Read Only and is not allowed to monitor or listen to recordings.	
Pan Admin	maintain detainee pan lists	
Administrator	Administrator Role	✓
Read-Only	Read-only user	✓
Advanced User	User without Admin rights	✓
DTN Maintenance	DTN Maintenance Users	✓
Security Templates & Roles	alpha-beta functional testing	
Admin - No Monitor	Administrator w/o Live Monitoring Rights	✓
Sales Demo	For Sales Team demonstration	
Training Monitor	This account is set up for training. Used to train monitors at facilities.	
Training Investigator	Training account with investigator rights.	

© 2006 SECURUS Technologies, Inc., Dallas, TX U.S.A., All Rights Reserved.

Predefined User Levels

Proprietary and Confidential

The Administrator may modify the initial access levels and/or create additional levels based on facility clearance objectives and designated entry to each tool in accordance with this requirement. A user log is provided illustrating the user name, time of access, and modules accessed.

- 3.20.4. The system must have the capability to enable and disable any phone at the facility from any secured internet enable computer.

SECURUS has read and understands, and agrees to comply.

SECURUS' SCP is flexible in disabling phone use at any time of day through manual intervention or preset calling schedules. The S-GATE Command Center permits anywhere, anytime access to authorized users who can immediately disable a telephone, group of telephones, or the entire facility from any PC with access to the Internet.

- 3.20.5. For security purpose, the system must be centralized non-premise system that will keep all records secure and not require the need to maintain at the facility. Describe your system and how your system will meet this requirement.

SECURUS has read and understands, and agrees to comply.

SECURUS' Secure Call Platform (SCP) is a centralized non-premise system. Call recordings (online) are centralized in Disaster-Resistant Carrier-Class Data Centers that are managed under the direct supervision and immediate hands-on maintenance by trained data center personnel.

Call recordings are initially stored for online retrieval in Redundant Arrays of Independent Disk (RAID) configuration in two separate storage area networks (SAN).

3.21. Reports

- 3.21.1. The system shall generate reports that state, at a minimum, the date and time each call is placed, the source of the call, the telephone number called, the date and time the call ends, duration of the call, and a voice recording of all parties involved in the conversation.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS' SCP has a dedicated reports writer that provides investigative information based on the Call Detail Records. This sophisticated reporting tool provides a reporting interface into all calling activities. . Reports can be generated online and exported in:

- **Excel**
- **CSV (Comma Separated Values)**
- **Adobe PDF format**

Users can search and analyze call details on all calls placed from each inmate telephone through SCP. These details include date, time and duration, telephone number or origination and destination, if used, inmate ID, reason for termination, and much more. SCP retains call details on all call attempts, except those to blocked numbers. Users can customize the standard reports by varying search criteria, such as date range, facility, or call length.

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:

- **Per phone, per location and per inmate**
- **Destination number (partial and/or full number entry)**
- **Date and time range**
- **Call frequency**
- **Call type (i.e. completed, incomplete, blocked, etc.)**
- **Number restriction and/or status assignment**
- **Personal Allowed Number (PAN) cross-referencing**
- **Graphical display of call fluctuation**
- **Broad search with no data entry**
- **Suspected fraudulent call activity.**
- **Inmate Name**
- **If used, inmate Personal Identification Number (PIN) and/or Account Number**
- **Prepaid Calling Card Number**

- Destination Zone (i.e. Local, InterLata, InterState, IntraLata, International)

The Investigative Reports section compiles the data and displays the information in a report format, on the workstation monitor. Investigative Reports provides multiple functions for call playback, copying calls to remote media Users can utilize this unique application to generate a report with little or no concrete information available.

For example, SCP's Frequently Called Number Report (FCN) shows information relative to the amount of calls to a particular number and reflects the facility location(s) from which the number was called.

The FCN feature allows investigators to generate a report by entering a frequency threshold that instructs the system to search for only those numbers that have been called 'x' number of times throughout the facility. (i.e., by entering '50' in the parameter field, the system shows only those numbers that have been called 50 or more times within a designated timeframe.) After the report appears on-screen, clicking the mouse produces a second report that represents all areas of the facility from which a specific number has been called. From this report, investigators can analyze data to determine specific call patterns, detail suspicious activity and selectively assign a watched number status to potential fraudulent numbers.

A full set of set reports administrative users need day in and day out as well as a full set of investigative reports makes SECURUS' Standard Reports generator *anything* but standard.

Sample Call Detail Search Criteria Screen

Call Detail Search Criteria page is used by authorized users to define search criteria that enables the user to limit and or expand the content of the generated report(s).

Proprietary and Confidential

Sample Call Detail Report Results Screen

Call Detail Search Results Page is used by authorized users to view selected call detail records, playback and listen to selected calls, and select and save call detail records to a CD folder.

Proprietary and Confidential

Sample Call Frequency Search Criteria Screen

Call Frequency Setup Page is used to set the threshold for retrieving the frequency at which one or more numbers were called and to define any other search criteria including the date range for the search.

Proprietary and Confidential

Sample Call Frequency Report Results

Dialed Number	Frequency
4123410001	109
4123410003	78
4123410013	77
4123410002	77
9722770520	76
4123410016	76
4123410011	76
4123410007	76
4123410012	75
4123410021	75

List of called numbers that met search criteria

Click on one of the selected frequency folders to view call detail records associated with the selected called number

© 2006 SECURUS Technologies, Inc., Dallas, TX U.S.A., All Rights Reserved.

The Call Frequency report results page displays each number that met or exceed the frequency threshold defined in the search criteria. It also provides the ability to view all call detail records associated with the called numbers

Proprietary and Confidential

Sample Hourly Usage Search Criteria Screen

Click the down arrow to select a Call Status

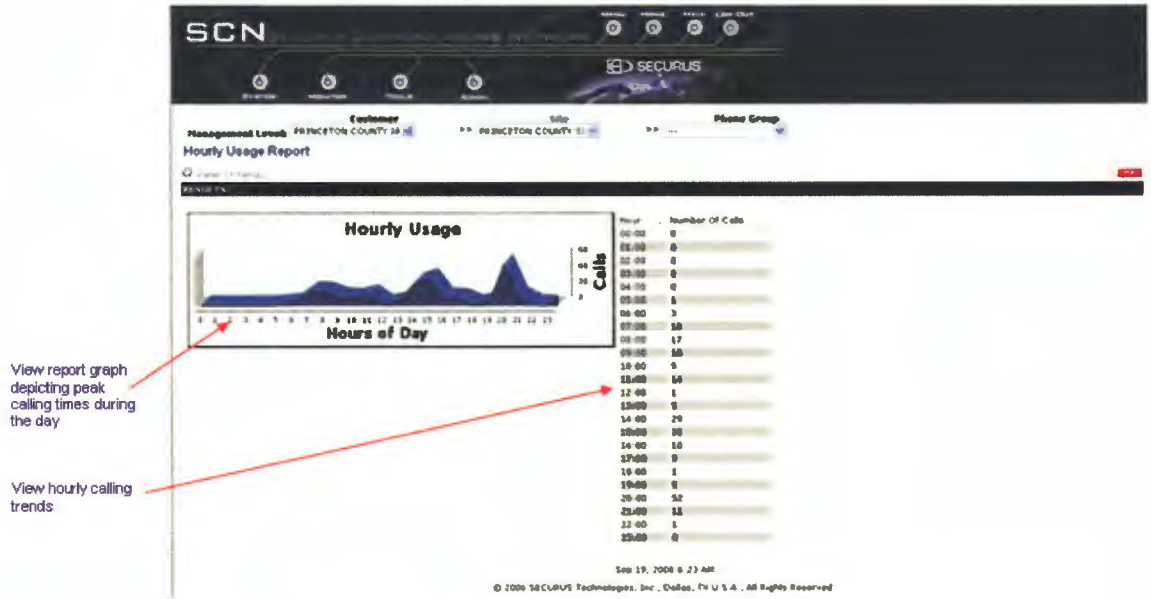
Click the calendar icon to set the start and end date/time range

© 2006 SECURUS Technologies, Inc., Dallas, TX U.S.A., All Rights Reserved.

Hourly Usage search criteria page is used to define the date range, and to select the call status types for the search.

Proprietary and Confidential

Sample Hourly Usage Report Results



Hourly Usage Report Page is used by authorized users to view a report graph of peaks and lows in hourly calling trends. Graph can also be used to view calls made outside of the authorized calling times.

Proprietary and Confidential

Sample Covert Alert Call Detail Search Criteria Screen

Covert Alert search criteria screen provides site administrators and investigators the ability to set the date range or the call status type to retrieve call detail records relative to a specific alertee, inmate custody account, PIN or dialed number.

Proprietary and Confidential

Sample Covert Alert Call Detail Report Results

Management Level: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Covert Alert Call Detail Records Search

View Criteria

25 RESULTS

Play	Site	Port	Alarmer Country Code	Alarmer Dialed Number	Alarmer First Name	Alarmer Last Name	Term. Cat.	Start Date/Time	End Date/Time	Dur. (s)	Country Code	Dialed Number	Acct#
	Securus Demo Site	LP 12	1	9722770363	Test	Test	No Investigator Acceptance	07-18-2008 06:20:13	07-18-2008 06:20:38	25	1	9722212804	9722770363
	Securus Demo Site	LP 12	1	9722770363	Test	Test	No Investigator Acceptance	07-18-2008 06:21:58	07-18-2008 06:22:30	32	1	9722212804	9722770363
	Securus Demo Site	LP 12	1	9722770363	Test	Test	No Investigator Acceptance	07-18-2008 06:42:16	07-18-2008 06:42:49	33	1	9722212804	9722770363
	Securus Demo Site	LP 12	1	9722770363	Test	Test	No Investigator Acceptance	07-18-2008 09:08:22	07-18-2008 09:08:54	32	1	9722212804	9722770363
	Securus Demo Site	LP 1112	1	9729534170	Jill	Garcia	Investigator Line Busy	07-23-2008 10:09:49	07-23-2008 10:09:50	1	1	4695460203	0123456

Click the speaker icon to listen to the call

The Alarmer's information (dialed number, First and Last Name)

Covert Alert Call Detail Report results displays detailed information regarding calls forwarded for remote conferencing. It also shows the dialed number, and the person to whom the alert notification was sent and whether or not it was accepted.

Proprietary and Confidential

Sample Block Call Detail Search Criteria Screen

Management Level: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Block Call Search

FILL IN SEARCH CRITERIA (* indicates required fields)

Country Code: Dialed Number:

Blocked Reason Code: -- ALL -- Call Type: -- ALL --

Date Criteria: Date/Time Range
Start Date/Time: 08/18/2008 00:00:00 End Date/Time: 08/18/2008 23:59:59

Reset Search

© 2006 SECURUS Technologies, Inc., Dallas, TX U.S.A., All Rights Reserved.

Enter the dialed number for the search

Click the respective down arrow to select the Blocked reason code and/or the Call Type

Click the calendar icon to select the start and end date/time range

Block Call Detail Search criteria screen provides the ability to select the date and time range for a specific record search, and to retrieve records in the report by call type and or by blocked reason code.

Proprietary and Confidential

Sample Blocked Call Detail Report Results



Site	Port Loc	Dialed Number	Start Date/Time	End Date/Time	Dur. (s)	Acct#	PIN	First Name	Last Name	Call Type	Block Reason
Securus Demo Site	LP 26	4123410277	01-10-2007 01:47:13	01-10-2007 01:47:38	0	37898	1234	Olive	Oyle	Person Call	No billing arrangement
Securus Demo Site	LP 26	9998882424	01-10-2007 01:57:53	01-10-2007 01:58:13	0	37898	1234	Olive	Oyle	Person Call	Invalid number dialed

Display search criteria screen to generate a new report

View the reason calls to a selected dialed number was not completed.

© 2006 SECURUS Technologies, Inc., Dallas, TX U.S.A., All Rights Reserved.

Blocked Call Detail Report Page is used by authorized users to review call detail report to determine why calls to the selected phone numbers that were not completed successfully. The report also shows the type of call and the specific reason why the call was not completed successfully or the reason it was terminated.

Proprietary and Confidential

The system shall have the capability to store calls in memory for a period of time sufficient to comply with any requirements of the Public Information (Open Records) Act. At a minimum, the County needs five years of data.

SECURUS has read and understands, and agrees to comply.

Our standard inmate calling system can record and store basic call data with the capability to provide management reports. Data can be stored on site with network storage of CDRs for an additional time period. The length of time the calls are stored is not limited to a minimum or maximum period. Since every sites requirements is different, SECURUS is happy to discuss the optimal timeframe for on-site and off-site storage with the Facility. Typically, based on the Facilities requests, we provide up to one (1) year of online and up to five (5) years of off-line storage for call recordings. Call Detail Records (CDRs) are typically stored for five (5) years.

The system also uses an AIT (Advanced Intelligent Tape) device for long-term storage and archival of inmate conversations. Investigators can retrieve recorded calls quickly by directly accessing the system hard drive, or inserting a tape into their workstations. With our platform, all calls are maintained on-site for easy access when immediate retrieval of information is critical to your investigative team.

- 3.21.2. The facility shall have the capability to view and track call activity, commission information, and facility service requests from practically any location at any time via a web accessible site.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS provides partnering facilities with one of the only anywhere, anytime single-point access customer portals in the industry. At any time, day or night, 24-7, the county can utilize our S-GATE™ Command Center to securely access the facility's operations. Approved Users can access all calling activity, including all call detail reports. Approved users can also check and track facility commission data and review monthly commission payments. In addition, facilities can also use the S-GATE™ Command Center to open new service tickets and view the status of existing service tickets. Facility personnel can also share documents between the facility and our support personnel.

In the call detail area, users can choose the date range, the site (if there are more than one), the originating number (or all), and the called number (or all). The initial report shows the number of calls and the revenue for that originating number. Users can click on the originating number to view additional details such as: date, time, number of minutes, and revenue for that call. Users can even click on the called number to see whom that number is registered to (if listed).

For commission data users can view commissions for any date range specified. The default view provides the previous three months. Users can select other months by entering appropriate dates. For each month, users can see the total number of calls, the total minutes, the overall revenue, and the facility's commissions.

In addition, facilities can also use the S-GATE™ Portal to open new service tickets and view the status of existing service tickets. Document sharing between the facility and our support personnel, is also done through the S-GATE™ Portal.

- 3.21.3. The Contractor shall supply call detail reports to the County. These reports shall contain a variety of call information and be customizable to suit the County's needs.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS' SCP has a dedicated reports writer that provides investigative information based on the Call Detail Records. This sophisticated reporting tool provides a reporting interface into all calling activities. Reports can be generated online and exported in:

- **Excel**
- **CSV (Comma Separated Values)**
- **Adobe PDF format**

Users can search and analyze call details on all calls placed from each inmate telephone through SCP. These details include date, time and duration, telephone number or origination and destination, if used, inmate ID, reason for termination, and much more. SCP retains call details on all call attempts, except those to blocked numbers. Users can customize the

standard reports by varying search criteria, such as date range, facility, or call length.

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:

- Per phone, per location and per inmate
- Destination number (partial and/or full number entry)
- Date and time range
- Call frequency
- Call type (i.e. completed, incomplete, blocked, etc.)
- Number restriction and/or status assignment
- Personal allowed number cross-referencing
- Graphical display of call fluctuation
- Broad search with no data entry
- Suspected fraudulent call activity.
- Inmate Name
- If used, inmate PIN and / or Account Number
- Prepaid Calling Card Number
- Destination Zone (i.e. Local, InterLata, InterState, IntraLata, International)

The Investigative Reports section compiles the data and displays the information in a report format, on the workstation monitor. Investigative Reports provides multiple functions for call playback, copying calls to remote media Users can utilize this unique application to generate a report with little or no concrete information available.

For example, SCP's Frequently Called Number Report (FCN) shows information relative to the amount of calls to a particular number and reflects the facility location(s) from which the number was called.

The FCN feature allows investigators to generate a report by entering a frequency threshold that instructs the system to search for only those numbers that have been called 'x' number of times throughout the facility. (i.e., by entering '50' in the parameter field, the system shows only those numbers that have been called 50 or more times within a designated timeframe.) After the report appears on-screen, clicking the mouse produces a second report that represents all areas of the facility from which a specific number has been called. From this report, investigators can analyze data to determine specific call patterns, detail suspicious activity and selectively assign a watched number status to potential fraudulent numbers.

A full set of set reports administrative users need day in and day out as well as a full set of investigative reports makes SECURUS' Standard Reports generator *anything* but standard.

Sample Call Detail Search Criteria Screen

Call Detail Search Criteria page is used by authorized users to define search criteria that enables the user to limit and or expand the content of the generated report(s).

Proprietary and Confidential

Sample Call Detail Report Results Screen

Play	Download	Recording Accessed	Site	Port Loc	Country Code	Dialed Number	Start Date/Time	End Date/Time	Dur. (s)	Acct#	PIN	Prepaid Acct#	First Name
<input type="checkbox"/>			Securus Demo Site	LP 25	1	8774105487	08-01-2008 15:55:51	08-01-2008 15:56:17	26	0806070	0806070		LOUIS EDWARD
<input type="checkbox"/>			Securus Demo Site	LP 336	1	2148648060	08-01-2008 16:20:22	08-01-2008 16:20:46	24	789456789456	5555		Christopher
<input type="checkbox"/>			Securus Demo Site	LP 1113	1	9722770324	08-04-2008 14:24:09	08-04-2008 14:27:59	230	9722770668	0668		Patrick
<input type="checkbox"/>			Securus Demo Site	LP 1086	1	8774119982	08-05-2008 09:48:15	08-05-2008 09:48:30	15	789456789456	5555		Christopher

Call Detail Search Results Page is used by authorized users to view selected call detail records, playback and listen to selected calls, and select and save call detail records to a CD folder.

Proprietary and Confidential

Please refer to Attachment B- SECURUS Sample SCP Reports.

- 3.21.4. Standard reports should include: Frequently Dialed Numbers, 3-Way Call Attempts, and Call Volume by Telephone.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS' SCP (Secure Call Platform) has a dedicated reports writer that provides investigative information based on the Call Detail Records. This sophisticated reporting tool provides a reporting interface into all calling activities. Reports can be generated online and exported in:

- **Excel**
- **CSV (Comma Separated Values)**
- **Adobe PDF format**

Users can search and analyze call details on all calls placed from each inmate telephone through SCP. These details include date, time and duration, telephone number or origination and destination, if used, inmate ID, reason for termination, and much more. SCP retains call details on all call attempts, except those to blocked numbers. Users can customize the standard reports by varying search criteria, such as date range, facility, or call length.

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:

- **Per phone, per location and per inmate**
- **Destination number (partial and/or full number entry)**
- **Date and time range**
- **Call frequency**
- **Call type (i.e. completed, incomplete, blocked, etc.)**
- **Number restriction and/or status assignment**
- **Personal allowed number cross-referencing**
- **Graphical display of call fluctuation**
- **Broad search with no data entry**
- **Suspected fraudulent call activity.**
- **Inmate Name**
- **If used, inmate PIN and / or Account Number**
- **Prepaid Calling Card Number**
- **Destination Zone (i.e. Local, InterLata, InterState, IntraLata, International)**

The Investigative Reports section compiles the data and displays the information in a report format, on the workstation monitor. Investigative Reports provides multiple functions for call playback, copying calls to remote media Users can utilize this unique application to generate a report with little or no concrete information available.

For example, SCP's Frequently Called Number Report (FCN) shows information relative to the amount of calls to a particular number and reflects the facility location(s) from which the number was called.

The FCN feature allows investigators to generate a report by entering a frequency threshold that instructs the system to search for only those numbers that have been called 'x' number of times throughout the facility. (i.e., by entering '50' in the parameter field, the system shows only those numbers that have been called 50 or more times within a designated timeframe.) After the report appears on-screen, clicking the mouse produces a second report that represents all areas of the facility from which a specific number has been called. From this report, investigators can analyze data to determine specific call patterns, detail suspicious activity and selectively assign a watched number status to potential fraudulent numbers.

A full set of set reports administrative users need day in and day out as well as a full set of investigative reports makes SECURUS' Standard Reports generator *anything but standard*.

- 3.21.5. Contractor shall supply monthly revenue reports.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS provides a secure access Administrative Assistant website that will allow Boone County to easily access, review, and audit real-time commission and revenue data, along with service ticket status online ANYWHERE in the world, ANYTIME.

Please refer to Attachment C– SECURUS Sample Commission Report.

- 3.21.6. Contractor shall attach samples of their call detail and other standard reports.

 **SECURUS has read and understands, and agrees to comply.**

Please refer to Attachment B– SECURUS Sample SCP Reports.

- 3.21.7. Contractor shall provide a secure access to all calling activity within the facility via the internet/web. The hosted site will need to provide an interface that will allow a facility to view call detail reports, check and track a facility commission data, and schedule monthly payments. This system should also allow facilities to open and/or view the status of service tickets.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS provides partnering facilities with one of the only anywhere, anytime single-point access customer portals in the industry. At any time,

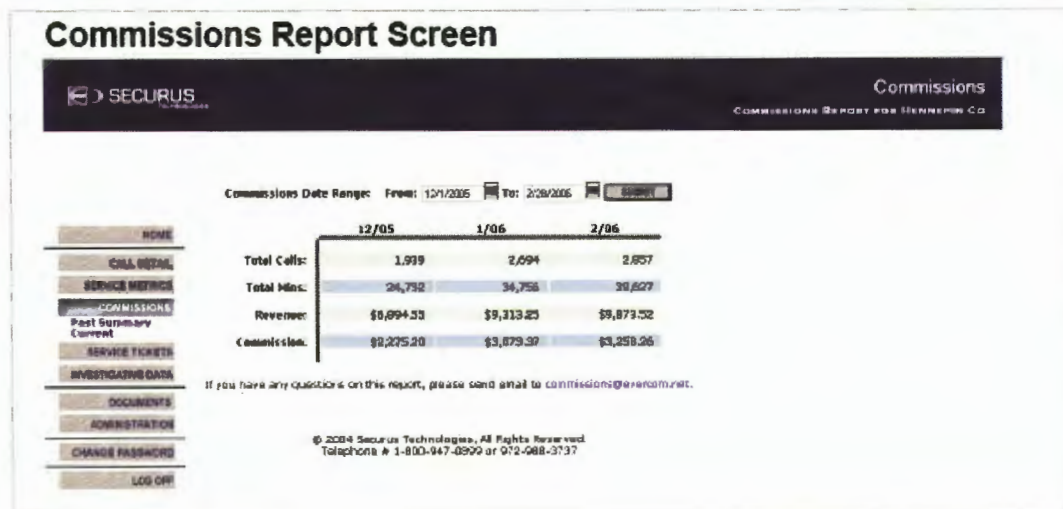
day or night, 24-7, the county can utilize our S-GATE™ Command Center to securely access the facility’s operations. Approved Users can access all calling activity, including all call detail reports. Approved users can also check and track facility commission data and review monthly commission payments. In addition, facilities can also use the S-GATE™ Command Center to open new service tickets and view the status of existing service tickets. Facility personnel can also share documents between the facility and our support personnel.

- 3.21.8. Real-time commission reports must be made available through the internet detailing total commissions earned for all types of calls completed through the system.

 **SECURUS has read and understands, and agrees to comply.**

Boone County can use SECURUS’ S-GATE™ Command Center to provide a secure window into the facility’s operations. The customized user interface allows approved users to check and track facility commission data and review monthly commission payments.

The S-GATE Command Center also shows commission data for the specified date range. The previous three months activity always appears by default. Users can also select other months by entering appropriate dates. For each month, the total number of calls, the total minutes, the overall revenue, and the facility’s commission will appear.



Commissions Report Screen

SECURUS TECHNOLOGIES

Commissions
COMMISSIONS REPORT FOR TENNESSEE CO

Commissions Date Range: From: 12/1/2005 To: 2/28/2006

	12/05	1/06	2/06
Total Calls:	1,939	2,694	2,857
Total Mins:	24,732	34,755	30,627
Revenue:	\$8,894.33	\$9,313.25	\$9,873.52
Commissions:	\$2,275.10	\$3,679.39	\$3,259.26

If you have any questions on this report, please send email to commissions@sec.com.net.

© 2004 Securus Technologies. All Rights Reserved
Telephone # 1-800-947-0990 or 972-088-3737

Proprietary and Confidential

- 3.21.9. Real-time revenue reports must be made available through the internet outlining all calls made from the facility. Such reports should, at a minimum, break out calls by specific call type for collect, prepaid and calling card calls.

 **SECURUS has read and understands, and agrees to comply.**

A revenue report allows customers to understand the type of call traffic and total revenue generated by each facility. This can be very helpful in

predicting and analyzing revenue for monthly budgeting purposes by narrowing down what months is higher (lower) volume as well as looking at trending for yearly budgeting . These reports are also another way to help controllers for the City and County have more checks and balances when confirming that commissions are correct as well as call volumes.

The County can monitor revenue reports on-line through it Administrative Portal capability. As a free value added feature, SECURUS will provide its Administrative Portal capability. SECURUS' Administrative Portal will provide customers with the ability to access, share and review call record detail, commission information, and service request status online—anywhere and anytime. This means the County will have the capability to continuously monitor and audit commissions and other significant data elements in real time.

SECURUS' Portal opens a secure window into a facility's operations, providing authorized personnel with the access to an array of applications, functions and modules that are design to aid correctional facilities in maintaining safe and efficient operations. Whether you need to investigate inmates' potentially fraudulent activities or require technical support, all functions are available 24 hours a day, 365 days a year.

- 3.21.10. The system must incorporate an on-line service reporting system whereby the County can submit service request as well as monitor service ticket status and history.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS recognizes the need to understand and track customers service history and response time therefore has implemented the HEAT software for event tracking system. HEAT is a web-based system that logs, tracks, manages and assures appropriate response to all support queries. The service query results in a trouble ticket with priority level assignment, which drives the query diagnosis and response process. More than 95% of all service queries are addressed remotely through the call center.

3.22. Service & Maintenance

- 3.22.1. The Contractor shall offer complete hardware and software on-site contract maintenance through itself or an approved facility.

 **SECURUS has read and understands, and agrees to comply.**

As the incumbent provider of the inmate telephone system and service for Boone County, SECURUS is uniquely positioned to manage this contract. Our local field technicians, along with other members of the project team, know Boone County and your special requirements for the facility, as we have served Boone County successfully since 1991, for over five years.

- 3.22.2. The Contractor and/or Manufacturer shall provide engineering and technical support to the County to help resolve any operational or service problems that may occur. The Contractor should provide a twenty-four-hour telephone number for emergency

technical support.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS provides superior customer service capabilities from a state-of-the-art customer service center at our headquarters in Dallas, Texas. The SECURUS' Technical Support Center (TSC) is staffed by 120 call center professionals and handles some 60,000 inbound calls per month. The TSC utilizes a call distribution system to automatically manage the flow of inbound customer calls. The TSC provides a single-point-of-contact for every remedial maintenance issue or trouble that may arise 24 hours per day, 7 days per week, 365 days a year. All issues may be reported on the 24 hour toll-free number 1-866-558-2323. The service call results in a trouble ticket with severity level assignment, which drives the problem diagnosis and repair process. More than 95% of all service calls are handled remotely through the call center.

- 3.22.3. Acknowledgment of receipt of a repair request from the County must be made within two hours. Contractor shall dispatch for repair within twenty-four hours for minor outages and within four hours for major outages. A minor outage is defined as the inability to originate calls from less than 20% of the stations served. A major outage is defined as the inability to originate calls from 20% or more of the stations served.

 **SECURUS has read and understands, and agrees to comply.**

Please refer to Attachment F – SECURUS Sample Service Level Agreement.

- 3.22.4. Describe the maintenance and quality assurance programs for telephones to be installed.

 **SECURUS has read and understands, and agrees to comply.**

Throughout the contract term, SECURUS will provide at no cost to Boone County, the complete maintenance of the Inmate Calling System. SECURUS will maintain the system in good working order throughout the term of the contract, this includes all warranties, remedies, and any incidental requirements as identified in this RFP.

This will include but is not limited to the following:

- **Check physical condition – Visually inspect the phone housing to ensure that it is structurally sound and free of any damage. Make sure that there are no security screws missing; if there are, replace them. Tug slightly on the phone to ensure that it is securely mounted to the wall. Check the cradle to make sure that it is not loose and that there are no cracks or chips in it. Take the handset off hook and make sure that the hook switch springs up all the way. Check handset for any cracks or chips and inspect the lanyard to ensure that it is secure and without separations or exposed wires. Inspect wiring to ensure that it is in conduit and that there are no exposed wires.**

- **Check for voice prompts – Pick up the handset and go off hook and listen for voice prompts.**
- **ID phone port – Pick up the handset and press 9 on the dial pad. Listen as the SYSTEM tells you what system and port the phone is assigned to. Document the assignment to be checked with the SYSTEM setup.**
- **Test handset – Pick up the handset and press 7 on the dial pad. The SYSTEM will then tell you the time, have you record your name and then play it back to you.**
- **Test dial pad – Pick up the handset and press every button on the dial pad to ensure that they are working properly.**
- **Perform Test Call – Pick up the handset and make a complete call to both Local and Long Distance to ensure that they are completing properly.**
- **Test 3-Way – Pick up the handset and make a complete call and test 3-Way feature**
- **Cable termination and routing – NO SPLICES. If this is an existing cable that has been spliced properly then it will be “grandfathered”. Once service is needed the technician will ensure that the following standards are met. Take the front housing off of the phone to ensure the cable is terminated properly using a terminal block. Make sure that all of the spade connections on the pig tale (satin cord w-RJ 11) are terminated to the block. Make sure that the cable will not be pinched when the housing is closed. Check cable coming into the phone and make sure that it is not crimped behind the phone or any other object. Remove any debris (notify officer if it is contraband) & clean the inside of the phone.**
- **Internal components – If the phone passes the physical condition check then it is not necessary to open the phone but once service is needed you must ensure that the following standards are met. Make sure that there are no screws loose or missing and all connections are solid. Ensure that handset wires are neatly tucked out of the way to prevent them from being damaged when the housing is being reinstalled. Make sure that all handset retainers are being properly used.**
- **Cut-off Switches & Relays**
- **Cabling to cut-off switch – Ensure that both ring & tip are run to the c/o switch and back. The ring side should be cut through the switch. This can be done by clipping onto the pair with your butt set and checking the polarity. If the polarity light is green then your “red” lead is on the ring side.**
- **Proper mounting – Ensure that the switch is mounted securely in the switch box and is not able to rotate.**

- **Testing switch – Toggle the switch on/off and ensure that it is also turning the voice prompts on/off at the phone.**
- **Connections – Make sure all connections are solid and soldered if possible. Make sure that there are no loose connections or any bare spots in the insulation.**
- **Labeling – Ensure that all c/o switches are labeled correctly with the phone location and on/off position. This can be done by asking facility staff for help to toggle the switches on / off. Visually inspect the switches to ensure that they are all in the same position when in the on or off position.**

3.22.5. It is solely the Contractor's responsibility to provide installation and maintenance which includes all wiring at the facilities as well as any additional wiring required to facilitate visitation recording and monitoring.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS will provide installation and maintenance, which includes all wiring at the detention facilities, as well as any additional wiring required to facilitate visitation recording and monitoring.

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

 **SECURUS has read and understands, and agrees to comply.**

Upon contract award SECURUS will provide a complete list of contractors/ subcontractors, managers, administrators, technicians, etc. to include a complete list of business, cellular and beeper numbers as well as escalation contacts and numbers.

Below is the standard SCP Service Levels for both normal maintenance and emergency outages.

Each service query will be assigned an initial priority level. Upon contact from the facility, each service query is assigned one of three initial priority levels, each with its own resolutions and escalation timeline. The SECURUS technician performs initial diagnosis and isolation. Many items can be resolved during the first call. When a query is received the SECURUS technician determines if there is problem by utilizing proper diagnosis and isolation procedures. If a problem is found, the nature of the problem is determined and either immediately resolved or the technician will engage the appropriate party for problem resolution. The TSC at all times retains ownership of any reported queries and is responsible for the escalation and update functions. Every effort is made to resolve the problem remotely, within the framework of the resolution timeframes. If the problem cannot be resolved remotely, a service technician is dispatched to the facility to expedite problem resolution.

	Severity Description	Response Time	Customer Communication Guideline	Escalation Email Guideline
<u>P1</u>	A P1 is our highest service level which is 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 S-Gate, all phones down.	Two (2) Hours	<ul style="list-style-type: none"> ▪ If a dispatch is not required, SECURUS notifies the facility when the service issue is resolved. ▪ If a technician is required, SECURUS contacts the customer with an estimated time of arrival. 	<ul style="list-style-type: none"> ▪ Respective Technical Support Department ▪ Technical Support Manager ▪ Executive Director of Service ▪ Regional Field Manager. ▪ If resolution is delayed, escalation procedures within SECURUS' Management Team are activated to ensure appropriate resources are allocated to resolve the problem.
<u>P2</u>	A P2 assignment is 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 work station, specific system ports, LEC circuits, unblocks, block numbers, missing CDRs, call searching.	Twenty-four (24) Hours	<ul style="list-style-type: none"> ▪ If a dispatch is not required, SECURUS notifies the facility when the service issue is resolved. ▪ If a technician is required, SECURUS contacts the customer with an estimated time of arrival. 	<ul style="list-style-type: none"> ▪ Technical Support Department
<u>P3</u>	A P3 assignment is defined as less the 5% of the functionality of the System being adversely affected by the System Event. Single and multiple phones related issues. Examples of P3 service assignments would include items such as static on the phone, a party not being able to hear, unable to dial, a broken phone, dial pad not working, cut off switches not working, and inability to generate reports.	Seventy-two (72) Hours	<ul style="list-style-type: none"> ▪ If a dispatch is not required, SECURUS notifies the facility when the service issue is resolved. ▪ If a technician is required, SECURUS contacts the customer with an estimated time of arrival. 	<ul style="list-style-type: none"> ▪ Technical Support Department

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

 SECURUS has read and understands, and agrees to comply.

Marco Tapia, Territory Manager
1802 Spiros Drive, Columbia, Missouri 65202
Cell: 573-239-9449
mtapia@securustech.net

- 3.22.8. List the service office responsible for the facilities.

 **SECURUS has read and understands, and agrees to comply.**

Marco Tapia is the Territory Manager and resides in Columbia, Missouri. SECURUS' primary Technician for Boone County is Mr. Russell Tylutki, located in St. Louis. Russell's backup is Chuck Charlton, located in Springfield.

Pat Robertson is SECURUS' Regional Service Manager for the Area. All Field technicians in Missouri report directly to him.

In addition to the service personnel listed above, the Technical Service Center (TSC) is located at SECURUS' headquarters and represents the largest Service Center of its kind. The TSC provides a single point of contact for every remedial maintenance issue or trouble that may arise 24 hours per day, 7 days per week, 365 days per year. The TSC is manned by trained Customer Service Representatives. The TSC is staffed twenty-four hours per day and will take all calls that come into the center through a customer provided toll free number.

SECURUS Technical Support

For Any and All Service Assistance

technicalsupport@securustech.net or 1-866-558-2323

- 3.22.9. The Contractor/Manufacturer shall maintain a complete stock of component parts for the system, both for repair and future expansion, as required. Such parts shall include all electronic, electrical, and mechanical components, circuit boards, control modules and standard cabinet modules used as part of the standard system.

 **SECURUS has read and understands, and agrees to comply.**

In order to provide the County with the best customer service in the industry, all technicians servicing the Boone County facilities are SECURUS employees. Each employee carries in their vehicle all of the necessary parts required to restore service to all of their facilities. Additionally, all have been trained and certified on the equipment at each of the respective locations.

- 3.22.10. Parts and labor support for repair and system expansion and upgrades when new technology becomes available shall be continued for the duration of the time that the system is in use.

 **SECURUS has read and understands, and agrees to comply.**

Repair parts shall be available for shipment on an expedited handling basis within 24 hours, 365 days per year, including weekends and holidays.

 **SECURUS has read and understands, and agrees to comply.**

The contractor shall provide a 24-hour telephone number for the handling of such orders.

 **SECURUS has read and understands, and agrees to comply.**

The Technical Service Center (TSC) is located at SECURUS' headquarters and represents the largest Service Center of its kind. The TSC provides a single point of contact for every remedial maintenance issue or trouble that may arise 24 hours per day, 7 days per week, 365 days per year. The TSC is manned by trained Customer Service Representatives. The TSC is staffed twenty-four hours per day and will take all calls that come into the center through a customer provided toll free number.

SECURUS Technical Support

For Any and All Service Assistance

technicalsupport@securustech.net or 1-866-558-2323

- 3.22.11. System upgrades, including software upgrades should be provided free of charge to the County for the life of the contract.

 **SECURUS has read and understands, and agrees to comply.**

The architecture of SCP is built to implement software upgrades in real time, limiting disruption to the phone service. As new features are Generally Available, the feature is added to the central processor, making the feature available to all facilities but will not be turned on unless the County authorizes SECURUS to do so. If service has to be disrupted for an upgrade, the upgrade will be conducted between the hours of 11 pm - 7 am, and usually never for more than two (2) hours.

Your Territory Manager, Marco Tapia, who is dedicated to your account, will communicate when new features are available and will schedule additional training if the need arises.

3.23. Installation and Cut-Over

- 3.23.1. Installation shall be performed by the Contractor, at no cost to the County.

 **SECURUS has read and understands, and agrees to comply.**

The Contractor shall arrange and be responsible for all facilities and systems necessary to interface the inmate telephone system with all necessary telephone carriers and the equipment and systems.

 **SECURUS has read and understands, and agrees to comply.**

Since SECURUS is the incumbent provider, any transition to our proposed solution will be seamless, WITHOUT ANY DISRUPTION IN SERVICE, COMMISSIONABLE REVENUE OR LOSS OF RECORDED CALL DATA. SECURUS will furnish and install equipment, dedicated lines and any other item necessary to make the service functional.

- 3.23.1. The Contractor shall provide inmate phone sets, the remote administration station and the automated inmate call control system, install the visitation recording sets, remote system access via the LAN and the system and insure that they are working properly.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS will install and test all hardware and software to insure that they are working properly.

This installation shall be completed within sixty (60) days after award of the contract.

 **SECURUS has read and understands, and agrees to comply.**

Please refer to Attachment D – SECURUS Preliminary Project Plan.

- 3.23.2. An Offeror shall submit a complete and detailed schedule of the time-frame required for installation, utility coordination, training, cut over and testing.

 **SECURUS has read and understands, and agrees to comply.**

Please refer to Attachment D – SECURUS Preliminary Project Plan.

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

 **SECURUS has read and understands, and agrees to comply.**

- 3.23.3. If the schedule cannot be met within the 60 days stated above, Contractor must propose an installation schedule of events. Failure to state installation time in the proposal response shall obligate the Contractor to complete installation so as required in the bid. Extended installation time may be considered when in the best interest of the County.

 **SECURUS has read and understands, and agrees to comply.**

The 60 day install requirement will be met and SECURUS will always communicate with the County and consider the best interest of Boone County.

- 3.23.4. Any delay in the implementation of the contractors' schedule that is caused by the County will increase the Contractor's time allowance to complete installation, but the Contractor must submit a complete and detailed schedule of additional time required.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS will comply with any needs of the County and will work according to the County's schedule.

- 3.23.5. The risk of loss and or damage shall be assumed by the Contractor during shipment, unloading and installation.

 **SECURUS has read and understands, and agrees to comply.**

Any loss or damage will be assumed by SECURUS during shipment, unloading and installation.

Our offer includes the installation of all new equipment to the latest generation of the SECURUS Secure Call Platform (SCP). This upgrade will be a "turn-key" installation owned and maintained by SECURUS throughout the life of the contract. All additional wiring, cabling, conduit, cross-connects, jacks, plates and related hardware, necessary for the operation of the system shall be provided at no cost to the County. SECURUS assigns fully qualified, factory trained field technicians to inspect shipped equipment, install and maintain the SCP for the duration of the contract period.

- 3.23.6. In order to ensure an understanding of the system requirements, a qualified technical representative of the Contractor should conduct an on-site visit to ensure that all required functions shall be present and properly configured in the proposed system. To arrange a site visit, please contact Captain Keith Hoskins at (573) 875-1111 (extension 6235) or Chief Warren Brewer at (573) 876-2128 at the Boone County Sheriff Department.

 **SECURUS has read and understands, and agrees to comply.**

On March 12, 2009 a site survey was conducted at the Boone County jail. This visit was coordinated through Captain Keith Hoskins.

3.24. Call Monitoring & Recording

- 3.24.1. The proposed system shall maintain 120 days of call recording online.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS will store call records and recordings for immediate access online for twelve (12) months and provide archived access for the life of contract. Call recordings (online) are centralized in Disaster-Resistant Carrier-Class Data Centers that are managed under the direct supervision and immediate hands-on maintenance by trained data center personnel.

Call recordings are initially stored for online retrieval in a Redundant Arrays of Independent Disk (RAID) configuration in two separate storage area networks (SAN).

- 3.24.2. Facility personnel must be able to search call recordings by dialed number, date, time, inmate account, or site ID.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS allows access from facilities and its investigators to research calls via a single access portal known as S-Gate™. The S-Gate Command Center provides a single-point access to all the investigative tools provided in the SCP.

Investigators can specify search criteria for calls, such as called party, calling phone, date, time, PIN, account, duration, and locations, and search across a site or group of sites based on their security authorization. This search is performed across the CDR records and can include a search for either all call attempts or just completed calls.

The results of this search allow for viewing of detailed information about the call and, whether or not a recording was made. If a recording was made, within the limits of security access granted, the investigator can listen to that recording using a powerful call player that has easy-to-use search capabilities, and features such as, pause and play.

To aid in reducing the time spent performing the search, the call player allows the user to see the wave activity of the call to quickly search through areas of limited talk time or to help identify a particular event.

The act of listening to a recording involves what is known as “streaming” the recording to a program on the computer that can ‘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 to eliminate any chance of manipulation, whether intentional or accidental, that could later be brought as a challenge to the authenticity of the call recording.

- 3.24.3. Facility personnel must be able to simultaneously listen to and record conversations.

 **SECURUS has read and understands, and agrees to comply.**

The SCP allows an authorized user to simultaneously monitor a “live call” as it is being recorded and also allows approved personnel to listen to a pre-recorded call, while active calls continue to be recorded—all without loss of information. The system records the entire conversation from call acceptance to call termination. Because the recording and monitoring applications are fully integrated features of the system, call synchronization between call record time and recording time is guaranteed.

SCP allows for immediate, real-time monitoring of calls in progress and immediate playback of pre-recorded conversations via any Windows-based multi-media PC workstation. Facility personnel (with appropriate password privileges) can monitor live calls or pre-recorded conversations by highlighting the call in progress and clicking on the speaker icon. Boone County users with the appropriate password can conduct investigations and listen to conversations from any PC with Web access, allowing easy portability.

- 3.24.4. Recordings must be backed for archival. Please describe system utilized.

 **SECURUS has read and understands, and agrees to comply.**

Archiving is automated and managed by robotic tape drives. The facility does not have to intervene or manage tape or archiving libraries. Access to archived recordings takes approximately 30 seconds for the Oracle database to identify the location of archived call, retrieve tape, insert tape in tape drive, and move to online availability. This type of storage eliminated the storage of tapes and the associated manpower to access when needed.

3.25. Training

- 3.25.1. Contractor shall provide on-site training to the County staff (20-25 individuals) for system administration, operation and reporting.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS will provide on-site user training covering all features outlined in the agreement. All training is conducted by experienced employees of SECURUS and may also include online instructor led classes provided at no cost to you. SECURUS' training programs enable facility personnel to use all application features the first day of installation. Since Secure Call Network applications are Web-based, most participants find it easy to maneuver through the features immediately.

- 3.25.2. The training shall be scheduled at the convenience of the County in order to minimize the impact on shift personnel and scheduling.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS will work with Boone County to schedule training in order to minimize the impact on shift personnel and scheduling.

- 3.25.3. All applicable manuals shall be provided. The operator's manual shall be clearly written and illustrated to instruct personnel in the proper use of all installed features. Drawings, photographs and/or screen captures should show the location of all operator controls. This manual shall be provided in addition to all other manuals furnished. Copies of any and all operator's manuals shall be provided in advance of the installation, in order to provide personnel with the opportunity to become familiar

with the system.

 **SECURUS has read and understands, and agrees to comply.**

3.25.4. Describe training program; include description and any applicable documents.

 **SECURUS has read and understands, and agrees to comply.**

Training Course Elements

SECURUS is committed to providing your facility personnel with training that will maximize the potential of the Secure Call Network applications you selected. The standard SECURUS training course uses a user-friendly task oriented approach to teach your facility personnel what they need to know to do their job. Courses are often separated into modules based on the types of duties officers tend to perform. Each course covers these common elements along with the tasks your officers can perform using the unique features of the application.

The following table details the standard training elements that SECURUS provides at no charge.

Course Module	Learn About
Getting Started	<ul style="list-style-type: none"> • Logging in for the First Time • Logging in the Rest of the Time • Navigating • Managing Your Password
User Administration Activities	<ul style="list-style-type: none"> • Creating User Accounts • Defining a User's Role and Granting Access Permission • Changing User Accounts • Resetting a User's Password • Deactivating / Deleting Users • Running User Management Reports
Inmate Administration Activities	<ul style="list-style-type: none"> • Adding Inmate Accounts • Changing Inmate Accounts • Deactivating Inmate Accounts • Phone Administration • Using Administrative Reports
Monitoring Activities	<ul style="list-style-type: none"> • Reviewing Call Detail Reports (CDRs) • Monitoring Live Calls (when applicable) • Listening to Calls (when available) • Other Monitoring Features • Using Monitoring Reports • Saving Calls • Using CDR Reports for Monitoring Purposes

Course Module	Learn About
Investigation Activities	<ul style="list-style-type: none"> • Using CDRs for Investigations • Using Other Investigative Tools • Listening to Calls • Digging into the Details • Mapping Locations

Self-Help Elements

SECURUS Inmate Phone System also provides an online self-help system accessible from a handy Help menu. Users navigate to the information they are seeking topic by topic or they can follow the table of contents for a complete training experience.

Current features include:

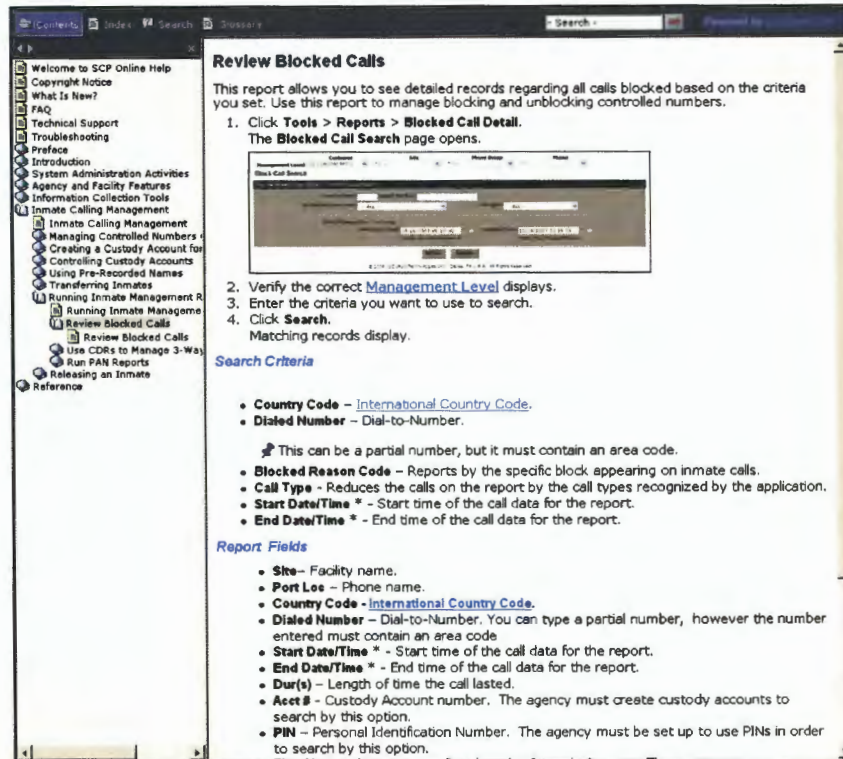
- Welcome Pages - High level descriptions of the purpose and function of the selected feature.
- Using Help – Instructions for using the help system.
- Easy Navigation – Find the information needed in three clicks or less using the Table of Contents or Key Word search.
- How To – Task based procedures designed to assist users in efficiently using the application to get their job done. Each topic includes a link to email Technical Support for further assistance when necessary.
- Robust Linking – Links to associated topics such as how to search for a record help beginning users gain the skills necessary to become proficient users. Additionally, links to tasks that must be performed before or after the displayed task help keep new users on track.
- Related Topics – Links to similar topics users may find beneficial.
- What’s New – Describes new features in this release with links to more details or task based instructions.
- Links to Useful Tools – Download Adobe Reader, Excel Viewer, and QuickTime.
- Pop-up Definitions – Glossary Terms and Index words are defined at the click of a mouse without having to leave the topic to assist your users in quickly assimilating new concepts and technology.
- Field Level Hot Spots – Task based topics include field level hotspots with a definition of each field on the related screen used to perform the task.
- Tips and Tricks – Short cuts, helpful hints, and advanced topics for highly skilled users looking to improve their performance.

- **Solutions in SCP – real world examples of how to use SCP to help you solve or prevent crime.**
- **FAQ – Common questions and their answers including links to helpful related tasks.**
- **Troubleshooting – Self help to help your users figure out unexpected results within the application and what to do next to get back on track including links to helpful related tasks.**
- **Reference – Handy reference material such as international dialing codes available inside help for your convenience.**

Features that are currently in development and will become available to the County include the following:

- **Show me tutorials – Video clips launched from an icon support users in learning more complicated tasks.**
- **Feedback Mechanism – ‘Was this Helpful?’ and ‘I still haven't found what I'm looking for’ surveys provide feedback for authors to improve content based on what the users want to know. For example, authors can get reports on such things as unanswered questions, frequently asked questions, and which topics are visited most often.**
- **Advanced management functions – Track how often users access specific items in the help system thus identifying areas where usability improvements or more focused training might be helpful.**
- **Screen Level Help – Help for the page the user is on with the option to navigate to additional information in the entire help system.**
- **Field Level Help – Field definitions displayed at the click of a button or by hovering on a field to quickly assist a user during data entry.**
- **Self running scripts for some first level support with the option to navigate to additional information in the entire help system.**

Online Help sample:



3.26. Payment Options

3.26.1. The proposed system shall allow collect calls only.

 **SECURUS has read and understands, and agrees to comply.**

The SCP system is designed for collect calls. We also allow Calling Card calls and Debit calling.

3.26.2. The proposed system shall provide a debit account for inmates' families and other approved parties.

 **SECURUS has read and understands, and agrees to comply.**

The SECURUS owned billing company called CBS (Correctional Billing Services) is where we provide traditional and pre-paid/debit services for each called party and obtain real time rating of each call prior to processing to the called party.

CBS provides dedicated customer service to the called party 24 hours per day, 7 days a week. For the convenience of the customer, CBS also provides personal account access through our Website at www.correctionalbillingservices.com, by emailing them directly at customer_service@correctionalbillingservices.com, or by toll-free number.

- 3.26.3. All prepaid calls will be subject to the same restrictions and features as standard inmate collect calls.

 **SECURUS has read and understands, and agrees to comply.**

All calls, including inmate prepaid calls, are subject to call restrictions based upon call type. In many cases, carriers do not allow collect call billing to called party numbers. In these cases, inmate prepaid calls would be allowed for these type of restrictions.

SECURUS also employs the most sophisticated intelligent validation network in the industry. As a real-time, computer telephony-based switching system, the SCP never allows an inmate to be connected to a conventional dial tone. All dialed numbers—whether prepaid or collect—are thoroughly analyzed before the call is allowed to process. This includes determining if the area code and exchange are valid, checking the number against any restrictions such as customer requested blocks, and verifying through the national Line information Database (LIDB). Only after the dialed number passes all these tests will it be dialed by the SCP. We currently serve several inmate facilities with our validation hub, and this collective information is very effective in reducing fraudulent and illicit calling.

- 3.26.4. The called party shall be informed of the per-minute cost of the call prior to accepting the charges.

 **SECURUS has read and understands, and agrees to comply.**

To assure complaints coming into the facility are kept to a minimum, SECURUS' SCP provides a convenience feature that allows the called party to hear the call cost prior to acceptance. When the called party selects this option, the prompt informs him or her of the initial fee and any additional per minute costs.

- 3.26.5. The proposed Contractor shall have a system in place that will allow inmate families and friends to set-up alternate billing methods directly with the Contractor. Two of the methods the County would like to see offered are:

- a) The Contractor should have a system in place that will allow inmate families and friends to set-up an account directly with the Contractor;

 **SECURUS has read and understands, and agrees to comply.**

The SECURUS owned billing company, Correctional Billing Services (CBS), provides dedicated customer service to the called party 24 hours per day, 7 days a week. CBS establishes Collect and Pre-paid Collect accounts for each customer as well as providing, to the called party (end-user) real time rating for each call prior to processing. Customer complaints, refund requests, and number blocking are all handled by CBS. For the convenience of the customer,

CBS also provides personal account access through our Website at www.correctionalbillingservices.com, by emailing them directly at customer_service@correctionalbillingservices.com, or by toll-free number at 1-800-844-6591.

- b) The Contractor should allow customers to prepay for calls from the facility.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS' CBS center offers inmate families workable payment options such as prepayment of the charges, remittance directly to the local phone company, and alternative payment methods (i.e. money orders, credit card, cashier checks, Western Union payments, etc.) to establish an equitable relationship with our customers.

3.27. Equipment

- 3.27.1. All equipment shall be of the highest professional quality and reliability.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS will provide Boone County with state-of-the-art inmate telephone equipment.

The equipment proposed shall reflect "state-of-the-art" design. All materials installed from this contract shall be new and shall be the best of their respective types, free of corrosion, scratches or other defects.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS Inmate Telephones are the strongest and most reliable units available, and are designed specifically for the prison environment.

The dimensions of our inmate telephones are 2 ½ inches deep, 11 ½ inches high, and 9 inches wide. The shipping weight of our inmate telephones is 10 lbs. The standard length of the receiver cord and stainless steel lanyard is 18 inches.

Below is a detailed description of the equipment provided by the manufacturer.

THE INDUSTRY STANDARD:

The overwhelming choice for State Prison Systems, the Federal Bureau of Prisons, County and City Facilities nationwide. Proven reliability, durability, and flexibility.

FEATURES:

- **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.**

- **Built-in user controlled volume "LOUD" button for ADA mandated volume control (must be user-controlled volume amplification AND volume must reset to normal with on-hook to meet ADA requirements)**
- **Powder Coated cold rolled steel provides rugged vandal resistant telephone housing designed and built 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**
- **Heavy chrome metal keypad bezel, buttons, and hookswitch lever to help withstand abuse and vandalism**
- **Armored handset cord is equipped with a steel lanyard (1000# 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 (DF4USA-75652-CC-E)**

The offering shall only include items which are currently in design and production. Prototype or subset designs shall not be considered.

SECURUS has read and understands, and agrees to comply.

The system being proposed should have been in production and continuous service in similar customer settings for a period of not less than one year. Prototype hardware or systems with less than a one-year proven track record of satisfactory commercial performance shall be not acceptable under this specification. Design and construction shall be consistent with good engineering practice and shall be performed in a neat, professional, and craftsman-like manner.

SECURUS has read and understands, and agrees to comply.

SECURUS services approximately 2,600 correctional facilities in 47 states, including locations operated by city, county, state and federal authorities and other types of facilities such as juvenile detention centers and private jails. By consistently offering unequaled expertise, superior service and application driven solutions, SECURUS has earned its place among the correctional industry's top telecommunications and information systems providers. Our sole focus is serving the highly specialized needs of the correctional industry and to continually strive to provide creative industry products and solutions to our customers.

- 3.27.2. The proposed inmate telephone system shall be a turnkey, non-coin telephone system and service.

SECURUS has read and understands, and agrees to comply.

Our offer includes the installation of all new equipment to the latest generation of the SECURUS Secure Call Platform (SCP) inmate telephone system (non-coin). This upgrade will be a “turnkey” installation owned and maintained by SECURUS throughout the life of the contract. All additional wiring, cabling, conduit, cross-connects, jacks, plates and related hardware, necessary for the operation of the system shall be provided at no cost to the County. SECURUS assigns fully qualified, factory trained field technicians to inspect shipped equipment, install and maintain the SCP for the duration of the contract period.

SECURUS provides local, long distance, inter/intra lata calls to inmates through an automated system prompting for call set up options and acceptance of admonishments. When inmates pick up the phone, they are connected to SECURUS’ calling platform, which encrypts, translates, stores, tracks, and routes the call through validation where we determine the destination of the call (local, long distance, etc.). All this takes less than one second to complete. Once routing information is passed through the system, SCP routes the call through the appropriate carrier to provide termination to the called party.

- 3.27.3. The Contractor shall provide non-coin, collect call, inmate telephones composed of durable, tamper-free equipment suitable for jail environments. Equipment must not contain any removable parts.

SECURUS has read and understands, and agrees to comply.

SECURUS Inmate Telephones are the strongest and most reliable units available, and are designed specifically for the prison environment.

The dimensions of our inmate telephones are 2 ½ inches deep, 11 ½ inches high, and 9 inches wide. The shipping weight of our inmate telephones is 10 lbs. The standard length of the receiver cord and stainless steel lanyard is 18 inches.

Below is a detailed description of the equipment provided by the manufacturer.

THE INDUSTRY STANDARD:

The overwhelming choice for State Prison Systems, the Federal Bureau of Prisons, County and City Facilities nationwide. Proven reliability, durability, and flexibility.

FEATURES:

- 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.

- **Built-in user controlled volume "LOUD" button for ADA mandated volume control (must be user-controlled volume amplification AND volume must reset to normal with on-hook to meet ADA requirements)**
- **Powder Coated cold rolled steel provides rugged vandal resistant telephone housing designed and built 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**
 - **Heavy chrome metal keypad bezel, buttons, and hookswitch lever to help withstand abuse and vandalism**
 - **Armored handset cord is equipped with a steel lanyard (1000# 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 (DF4USA-75652-CC-E)**



3.27.4. The proposed system must be able to utilize the current PCs that are available at the County without the need for additional PCs.

 **SECURUS has read and understands.**

The SCP system proposed will utilize the current Boone County PC's. No additional equipment is needed.

3.27.5. The proposed system shall have the ability, as authorized by the Sheriffs office, to monitor live or listen to previously recorded calls at the Sheriffs Offices.

 **SECURUS has read and understands, and agrees to comply.**

THE SCP allows an authorized user to simultaneously monitor a "live call" as it is being recorded and immediate playback of pre-recorded conversations via any Windows-based multi-media PC workstation. Facility personnel (with appropriate password privileges) can monitor live calls or pre-recorded conversations by highlighting the call in progress and clicking on the speaker icon. Boone County users with the appropriate password can conduct investigations and listen to conversations from any PC with Web access, allowing easy portability.

3.27.6. The proposed system software shall be based on security level and password protected.

SECURUS has read and understands, and agrees to comply.

SECURUS' SCP provides an advanced multi-level password scheme specifically designed to provide facility administrators with the ability to assign their own unique levels of access to individuals who will use different features of the SCP. Additionally there are view and change options for each module dependant upon the need of the user.

The screenshot shows a web interface for user management. At the top, it says 'Customer' and 'Management Level: SecurUS Demo Site'. Below this is an 'Add New' button and a table of user levels. A yellow callout box with the text 'Predefined User Levels' points to the 'Predefined' column in the table.

Name	Description	Predefined
Advanced User II	Sales Vice Presidents and Sales Team members	Predefined
Read Only - No Monitor	User is set to Read Only and is not allowed to monitor or listen to recordings.	
Pan Admin	maintain detainee pan lists	
Administrator	Administrator Role	✓
Read-Only	Read-only user	✓
Advanced User	User without Admin rights	✓
OTN Maintenance	OTN Maintenance Users	✓
Security Templates & Roles	alpha-beta functional testing	✓
Admin - No Monitor	Administrator w/o Live Monitoring Rights	✓
Sales Demo	For Sales Team demonstration	
Training Monitor	This account is set up for training. Used to train monitors at facilities.	
Training Investigator	Training account with investigator rights.	

© 2006 SECURUS Technologies, Inc., Dallas, TX U.S.A., All Rights Reserved.

Proprietary and Confidential

The Administrator may modify the initial access levels and/or create additional levels based on facility clearance objectives and designated entry to each tool in accordance with this requirement. A user log is provided illustrating the user name, time of access, and modules accessed.

3.27.7. All Contractor equipment shall comply with FCC regulations.

SECURUS has read and understands, and agrees to comply.

Evercom Systems, Inc. (a wholly owned subsidiary of SECURUS Technologies, Inc.) is registered to provide Pay Telephone Service. Evercom Systems, Inc. certifies by this statement that it complies with all State and Federal laws, regulations and requirements pertaining to the provision of inmate telecommunications services. As laws, regulations and/or requirements change, Evercom Systems, Inc. revises its practices and procedures as needed to remain in compliance.

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

SECURUS has read and understands, and agrees to comply.

SECURUS' Secure Call Platform (SCP) is a state-of-the-art system designed to provide Boone County with the ultimate in inmate call control and

reporting. The advanced features of SCP provide extremely powerful and flexible tools for controlling inmate calling, reducing fraud, increasing investigative capabilities and generating valuable administrative reports.

Custom-built for the corrections industry, by SECURUS Development, SCP is a fully integrated platform of simple to use software tools, computer and telephony hardware. SCP's hardware and software components readily adapt to the changing needs of a facility's operations. SCP can monitor, record, and block/unblock inmate telephone calls, and generate reports, all in real time.

Scalable and flexible, the system helps reduce labor demands by automating many tasks. SCP also increase efficient usability by providing anywhere, anytime access to authorized personnel.

- 3.27.9. Contractor equipment shall include a backup power supply.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS will maintain an uninterruptible power supply (UPS) backup for the equipment installed on Boone County premises. SECURUS commonly uses Dell Powerware 1525 1500 VS UPS, which eliminates spikes, sags, surges, transients, and all other over/under voltage and frequency conditions, providing clean power to connected critical loads.

In addition to the equipment onsite, SECURUS operates and maintains three major datacenters networked to the equipment installed on Boone County premises. Each data center has its own Internet connection, UPS, and generator to ensure maximum facility uptime. The traditional data circuits (MPLS, Frame Relay, VoIP) all have dual connectivity feeds to/from the telecommunication carrier to our data centers.

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

- 3.27.10. Disclose, with percentages clearly shown, what work is or will be subcontracted, and what work is or will be performed by the Contractor's employees.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS offers a full turn-key inmate telephone system in which SECURUS employees install 100% of the system hardware for all facilities and will maintain for the life of the contract.

3.27.11. Indicate your systems ability to be monitored from any PCs with proper access permissions.

 **SECURUS has read and understands, and agrees to comply.**

Any authorized users with an approved user name and password can easily remotely access recording and monitoring of inmate calls from any PC running Windows 2000 Service Pack 4 and Windows XP with Internet Explorer 6.0 or 7.0.

3.27.12. Indicate your firm's ability to provide the facility with a system that will integrate with the County's computer, monitor, and programming to integrate with the inmate telephone system. Indicate the ability of the system to identify:

- Telephone number originating call
- Time of call
- Telephone number called
- Most frequently called numbers
- Length of call
- Identify numbers called from a specific telephone number
- Identify telephone numbers called by a specific inmate
- Alarm number status
- Alarm a telephone number and allow automatic recording of the call
- Multiply calls from different inmate phones to the same number

 **SECURUS has read and understands, and agrees to comply.**

All reports are available through the use of the SECURUS S-GATE website and easily selectable by the click of a mouse or simply entry of a partial, or entire, destination number.

The SCP has a dedicated reports writer that provides investigative information based on the Call Detail Records on a real-time basis, via the on-site terminal; in addition, this feature is accessible to authorized users on any Windows XP Operating System PC with Access to the Internet.

Reports can be exported into Excel, comma-separated text, or Adobe PDF format to be imported into other external databases. The SCP can search and analyze call details on all calls placed from each inmate telephone through the SCP. These details include date, time and duration, telephone number or origination and destination, if used, inmate ID, reason for termination, and much more. The SCP retains call details on all call attempts. Users can customize the standard reports by varying search criteria.

3.27.13. Detail equipment installation charges, if any.

 **SECURUS has read and understands, and agrees to comply.**

There will be no charge to Boone County for installation of the SCP system equipment.

3.27.14. Describe plan for off-site archive redundancy for storage of the inmate phone calls.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS will store call records and recordings for immediate access online for 12 months and provide archived access for the life of contract. Call recordings (online) are centralized in Disaster-Resistant Carrier-Class Data Centers that are managed under the direct supervision and immediate hands-on maintenance by trained data center personnel.

Call recordings are initially stored for online retrieval in a Redundant Arrays of Independent Disk (RAID) configuration in two separate storage area networks (SAN).

Archiving is automated and managed by robotic tape drives. The facility does not have to intervene or manage tape or archiving libraries. Access to archived recordings takes approximately 30 seconds for the Oracle database to identify the location of archived call, retrieve tape, insert tape in tape drive, and move to online availability. This type of storage eliminated the storage of tapes and the associated manpower to access when needed.

3.28. Warranty - The system shall include a warranty consistent with industry standards. The Contractor shall certify that this warranty shall apply to the end user of the system. Please describe warranty.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS is committed to providing you with reliable, high quality Applications, and we offer certain assurances about the quality of our Applications (the “Service Level Agreement”). The Service Level Agreement for each Application is as set forth in the applicable contract Schedule. THE SERVICE LEVEL AGREEMENT SETS FORTH THE SOLE AND EXCLUSIVE REMEDIES FOR FAILURE OR DEFECT OF AN APPLICATION. WE DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ANY IMPLIED WARRANTY ARISING FROM A COURSE OF DEALING OR USAGE OF TRADE, AND NONINFRINGEMENT.

Please refer to Attachment F – SECURUS Sample Service Level Agreement.

3.29. FEES, RATES & FACILITY COMMISSIONS

Fees, Rates & Commission

3.29.1. The system shall have the capability to inform the called party of the call cost prior to acceptance.

 **SECURUS has read and understands, and agrees to comply.**

To assure complaints coming into the facility are kept to a minimum, SECURUS’ SCP provides a convenience feature that allows the called party to hear the call cost prior to acceptance. When the called party selects this

option, the prompt informs him or her of the initial fee and any additional per minute costs.

- 3.29.2. The rates charged to users shall not exceed the tariffs as mandated by the Public Utilities Commission for all services.

 **SECURUS has read and understands, and agrees to comply.**

"Please note that Evercom Systems, Inc. holds a Certificate of Service Authority to provide Private Pay Phone Services as granted by the Missouri Public Utilities Commission. Please note that under its certification, Evercom is not required to file tariffs with the Public Utilities Commission nor is Evercom subject to rate caps as none are set by the Commission which are applicable to Evercom's services. Evercom will not change the rates agreed upon by contract with the County without prior written notification."

Please provide a copy of the rates that will be charged.

Please refer to Attachment E – SECURUS Call Rate Tables.

- 3.29.3. Offeror shall provide a rate table for all calls.

 **SECURUS has read and understands, and agrees to comply.**

Please refer to Attachment E – SECURUS Call Rate Tables.

- 3.29.4. The Contractor shall be responsible for the collection of charges for fraudulent or otherwise uncollectible calls.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS will be responsible for the collection of charges for fraudulent or otherwise uncollectible calls.

- 3.29.5. The Contractor shall be responsible for any and all billing disputes, claims, or liabilities that may arise in regards to its provisions of this contract.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS will be responsible for any and all billing disputes, claims or liabilities that may arise in regards to its provisions of this contract.

- 3.29.6. Contractor billing to called parties must include the Contractor information and a toll-free telephone number to resolve billing disputes.

 **SECURUS has read and understands, and agrees to comply.**

Correctional Billing Services (CBS), a division of SECURUS, provides dedicated customer service to the called party 24 hours per day, 7 days a

week. CBS establishes Collect and Pre-paid Collect accounts for each customer as well as providing, to the called party (end-user) real time rating for each call prior to processing. Customer complaints, refund requests, and number blocking are all handled by CBS. For the convenience of the customer, CBS also provides personal account access through our Website at www.correctionalbillingservices.com, by emailing them directly at customer_service@correctionalbillingservices.com, or by toll-free number at 1-800-844-6591. Our CBS center offers inmate families workable payment options such as prepayment of the charges, remittance directly to the local phone company, and alternative payment methods (i.e. money orders, credit card, cashier checks, Western Union payments, etc.) to establish an equitable relationship with our customers.

- 3.29.7. Billing charges shall begin at the time of the call completion when the calling party is connected to the called party and shall be terminated when either party hangs up. Incomplete call such as network intercept recordings, busy signals, no answers, refusals of calls, answering machine pick-ups, etc. shall not be billed.

 **SECURUS has read and understands, and agrees to comply.**

Billing for inmate calls begins upon positive acceptance of the call by the called party.

The Secure Call Platform (SCP) uses industry-standard telephony cards that incorporate sophisticated answer supervision techniques. These advanced methods enable the SCP to distinguish a legitimate call answer and call acceptance event from network ring/busy signals, answering machines, operator intercepts, SIT (Signal Interface Tones) tones, pagers, hacking, chain dialing, and other non-conforming telephone activity. If an inmate's call was not completed, due to one of these calling events, SECURUS' SCP informs the inmate audibly, providing the specific reason for termination.

- 3.29.8. Under no circumstances will the commission rate be adjusted lower than the rate agreed to at contact award, nor will the County be obligated to renegotiate any portion of this contract as a result of an increase to the commission rate.

 **SECURUS has read and understands, and agrees to comply.**

Commission rates will not change during the contract with out the expressed approval of Boone County. No renegotiation will occur unless there is a significant change in inmate population.

- 3.29.9. Commissions shall be based on Gross Billed Revenue. Gross billed revenues shall be defined as total billable minutes without any allowances or deduction for fraud, line charges, equipment charges, bad debt, true-up fees, billing fees, local access fees, long distance fees, service fees or any other fees associated with the operation of the inmate telephone system. Offeror shall include a detailed analysis as to how they determine gross revenue.

SECURUS has read and understands, and agrees to comply.

Gross revenue is defined as the revenue generated by ALL gross billed calls. There are no deductions to Boone County for fraud, line charges, uncollectible revenue or the equipment required to process such calls. Commission is not payable on any taxes or billing /collection fees, if any. SECURUS is proud of the detailed reporting available to insure commission accuracy. SECURUS can accurately report the outcome of every attempted call and not just completed calls.

Commission Structure

3.29.10. What is the percentage of commission you will pay Boone County? Please provide on the Pricing / Response Form. Failure to state proposed commission percentage will result in rejection of proposal.

SECURUS has read and understands, and agrees to comply.

Competitive Commission Rate: 53% Gross Revenue on Collect Calls

As a result of previously negotiated agreements, the currently commission payment rate to Boone County, is 40% Net.

This proposal presents a substantial increase of the commission rate to 53% Gross Revenue. Mathematically this equates to an increase of more than 100%. Our estimates are that the commissions paid to Boone County will exceed \$140,000 per year in our proposal.

The term “Gross Billed Revenue”, used within the body of this RFP, is a term used by other Inmate Telephone System providers. The SECURUS term “Gross Revenue” is defined as the revenue generated by ALL gross billed calls. There are no deductions to Boone County for fraud, line charges, uncollectible revenue or the equipment required to process such calls. Commission is not payable on any taxes or billing /collection fees, if any. There will be no deduction of commission made for prepaid calls regardless of the prepay method.

Signing Bonus: \$20,000.00

Upon the award of RFP #15-07APR09 to SECURUS and contract execution, Boone County will receive a signing bonus of \$20,000.00.

Contract will be for five (5) years

Upgrade to SCP (Digital Web-based Secure Call Platform with all applications and functionality)

- E-Imports (Personal Identification Numbers) Included
- Visitation Phone Monitoring (VPM) Included

Free Prepaid Cards with Face Value of \$5,000.

- 35% commission on prepaid card calls

- 3.29.11. Explain in detail the method used to calculate revenue to the County (e.g. gross revenue, adjusted gross revenue, net revenue).

 **SECURUS has read and understands, and agrees to comply.**

SECURUS defines gross revenue as all charges (excluding taxes and surcharges, if any) billed by SECURUS relating to either Collect Calls or Debit Account Calls.

- 3.29.12. State applicable deductions from Gross Revenue before calculating the County's revenue (i.e. uncollectible calls, total calls, access line charges, clearing house charges, RBOC, LIDB, etc).

 **SECURUS has read and understands, and agrees to comply.**

Commissions will be calculated without any deductions for fraud, bad debt, uncollectible and/or unbillable calls. SECURUS defines gross revenue as all charges (excluding taxes) billed by SECURUS relating to all calls whether collected or not.

There are no deductions to Boone County for fraud, line charges, uncollectible revenue or the equipment required to process such calls. Commission is not payable on any taxes or billing /collection fees, if any. There will be no deduction of commission made for prepaid calls regardless of prepaid method.

- 3.29.13. Method of reporting the calculations of the County's commission payment.

- a. Provide samples of proposed reports.

 **SECURUS has read and understands, and agrees to comply.**

Boone County can use SECURUS' S-GATE™ Command Center to provide a secure window into the facility's operations. Users can securely access all calling activity, including all call detail reports. The customized user interface allows approved users to check and track facility commission data and review monthly commission payments. In addition, facilities can also use the S-GATE Command Center to open new service tickets and view the status of existing service tickets. Document sharing between the facility and our support personnel is also done through the Command Center.

The S-GATE Command Center provides anywhere, anytime access to all of the facility's call details. The user can choose the date range, the site (if there is more than one), the originating number (or all), and the called number (or all). The S-GATE Command Center also shows commission data for the specified date range. The previous three months activity always appears by default. Users can also select other months by entering appropriate dates. For each month, the total number of calls, the total minutes, the overall revenue, and the facility's commission will appear.

Commissions Report Screen

Commissions
COMMISSIONS REPORT FOR HENNEPIN CO

Commissions Date Range: From: 12/1/2005 To: 2/28/2006

	12/05	1/06	2/06
Total Calls:	1,999	2,094	2,857
Total Mins:	24,732	34,756	38,627
Revenue:	\$8,894.33	\$9,313.23	\$9,879.52
Commissions:	\$2,275.20	\$3,073.37	\$3,258.26

If you have any questions on this report, please send email to commissions@securus.com.

© 2004 Securix Technologies, All Rights Reserved.
Telephone # 1-800-947-0599 or 072-988-3737

Proprietary and Confidential

Current Daily Commissions Report

Current Daily Commissions

Date	Calls	Mins.	Revenue	Commission
4/25/2006	70	804	\$220.07	\$72.62
4/24/2006	85	1287	\$316.65	\$104.49
4/23/2006	70	1003	\$295.53	\$97.52
4/22/2006	89	1348	\$380.35	\$128.82
4/21/2006	110	1306	\$374.50	\$123.61
4/20/2006	86	1308	\$307.62	\$101.51
4/19/2006	77	1043	\$308.38	\$101.77
4/18/2006	85	1128	\$389.89	\$129.60
4/17/2006	100	1339	\$339.95	\$118.78
4/16/2006	111	1416	\$301.48	\$120.19
4/15/2006	86	1170	\$311.02	\$102.64
4/14/2006	102	1384	\$308.43	\$121.58
4/13/2006	99	1300	\$304.44	\$100.47
4/12/2006	92	1233	\$380.89	\$125.69
4/11/2006	85	1168	\$298.02	\$98.64
4/10/2006	95	1318	\$305.55	\$130.53
Total	1442	19819	\$5,413.76	\$1,786.54

Commission Percent: 33 %

Proprietary and Confidential

b. Is there a charge for customized reports?

SECURUS has read and understands, and agrees to comply.
SECURUS will provide customized reports as no cost to Boone County.

c. If yes, provide amounts.

SECURUS has read and understands, and agrees to comply.
SECURUS will provide customized reports as no cost to Boone County.

3.29.14. Describe collection procedures.

- a. The County will reserve the right to: audit collection procedures and commission computations and to terminate the contract if repeated inaccuracies in either procedures or computations are revealed.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS commits to continually strive toward the highest standard for accuracy and excellence in our service and commissioning to each and every customer. SECURUS occasionally receives requests to review commission payments. While we do not track audit requests such as these as an item year over year, we do work with our customers to review financial statements, provide them with a tool for the real time auditing of inmate call commission information and address any concerns or questions our customers may have.

The Administrative Portal is a personalized portal that provides real-time access to commissions and call detail, as well as a suite of expanded investigative tools for future implementation and use. This means the County can constantly monitor and audit commissions and other critical data elements via their personal workstations and secured access logins. Boone County can also share information across the network, review commission statements, and access self-service reporting.

As a public company, we are subject to audit by a major accounting and auditing firm annually and are required to comply with the Sarbanes-Oxley Act of 2002, which mandates strict adherence to accounting procedures and ethical standards. Additionally, from time to time we have been audited by agents of the correctional facilities. Any discrepancies found in commissions were researched and resolved in a timely manner after discovery.

- b. What types of reports are available to Boone County to audit commission payments? Provide samples of reports.

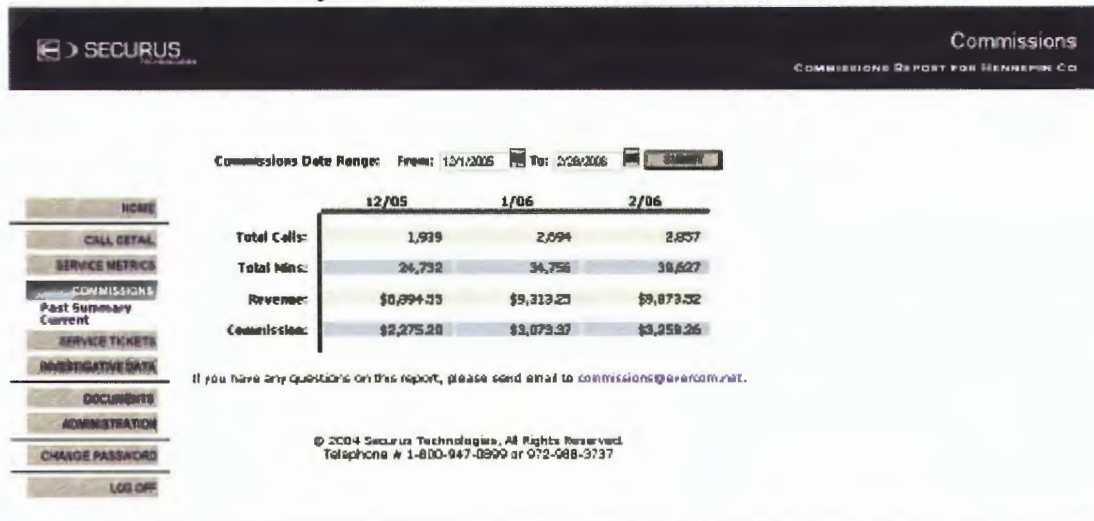
 **SECURUS has read and understands, and agrees to comply.**

Boone County can use SECURUS' S-GATE™ Command Center to provide a secure window into the facility's operations. Users can securely access all calling activity, including all call detail reports. The customized user interface allows approved users to check and track facility commission data and review monthly commission payments. In addition, facilities can also use the S-GATE Command Center to open new service tickets and view the status of existing service tickets. Document sharing between the facility and our support personnel is also done through the Command Center.

The S-GATE Command Center provides anywhere, anytime access to all of the facility's call details. The user can choose the date range, the site (if there is more than one), the originating number (or all), and the called

number (or all). The S-GATE Command Center also shows commission data for the specified date range. The previous three months activity always appears by default. Users can also select other months by entering appropriate dates. For each month, the total number of calls, the total minutes, the overall revenue, and the facility's commission will appear.

Commissions Report Screen



SECURUS TECHNOLOGIES Commissions
COMMISSIONS REPORT FOR HENNEPIN CO

Commissions Date Range: From: 12/1/2005 To: 2/28/2006

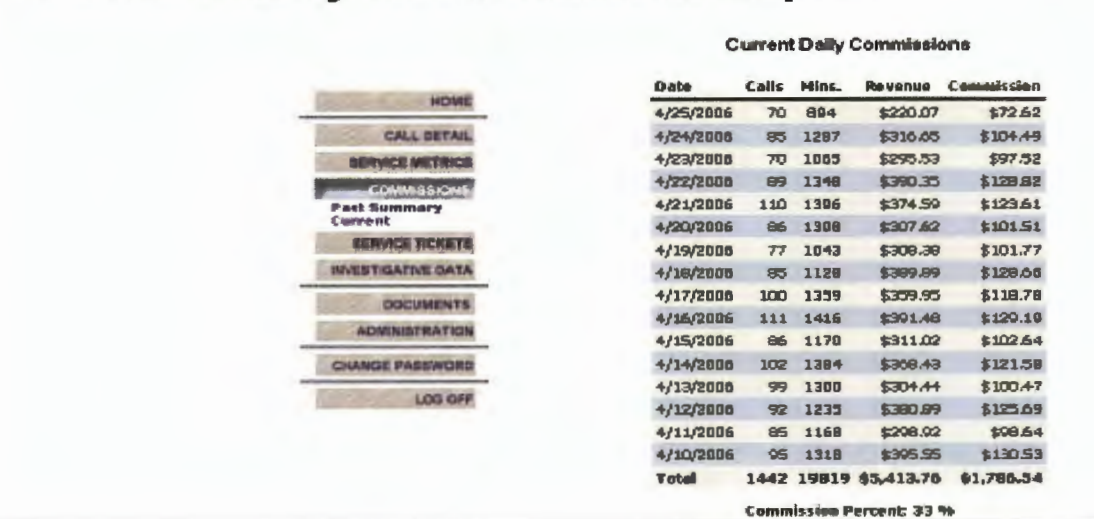
	12/05	1/06	2/06
Total Calls:	1,939	2,094	2,857
Total Mins:	26,732	36,756	38,627
Revenue:	\$0,094.25	\$9,313.25	\$9,873.32
Commission:	\$2,275.20	\$3,073.37	\$3,258.26

If you have any questions on this report, please send email to commissions@searcom.net.

© 2004 Securus Technologies, All Rights Reserved.
Telephone # 1-800-947-0999 or 972-988-3737

Proprietary and Confidential

Current Daily Commissions Report



Current Daily Commissions

Date	Calls	Mins.	Revenue	Commission
4/25/2006	70	804	\$220.07	\$72.62
4/24/2006	85	1287	\$316.65	\$104.49
4/23/2006	70	1063	\$295.53	\$97.52
4/22/2006	89	1348	\$380.35	\$128.82
4/21/2006	110	1306	\$374.50	\$123.61
4/20/2006	86	1308	\$307.62	\$101.51
4/19/2006	77	1043	\$308.38	\$101.77
4/18/2006	85	1128	\$389.89	\$128.66
4/17/2006	100	1359	\$359.95	\$118.78
4/16/2006	111	1416	\$301.48	\$120.10
4/15/2006	86	1170	\$311.02	\$102.64
4/14/2006	102	1384	\$308.43	\$121.58
4/13/2006	99	1300	\$304.44	\$100.47
4/12/2006	92	1233	\$380.89	\$125.69
4/11/2006	85	1168	\$208.02	\$68.64
4/10/2006	95	1318	\$395.55	\$130.53
Total	1442	19819	\$5,413.78	\$1,786.34

Commission Percent: 33 %

Proprietary and Confidential

Please refer to Attachment C – SECURUS Sample Commission Report.

- c. Boone County requires detailed reports of placed, accepted, local and long distance calls.

 **SECURUS has read and understands, and agrees to comply.**

3.29.15. Describe the procedure for handling uncollectible revenue. State whether this expense reduces County commission and, if so, specify in what manner.

 **SECURUS has read and understands, and agrees to comply.**

Boone County will not be responsible for uncollectible revenue. This expense does not reduce County commissions.

3.29.16. Describe the procedure for billing.

a. Describe your billing process and who handles billing.

 **SECURUS has read and understands, and agrees to comply.**

Correctional Billing Services (CBS) performs the following billing and collection responsibilities:

- 1) **Retrieves data from the call processor daily via remote access**
- 2) **Rates and sorts calls prior to billing and/or distribution**
- 3) **Stores billing and call records off-site to insure secure replication**
- 4) **Processes direct monthly billing statements**
- 5) **Distributes call data to either a clearing-house or LEC for inclusion on customers' monthly statement**
- 6) **Offers several optional payment plans through our customer service center**
- 7) **Pursues uncollectibles by utilizing the services of the clearing house, LEC's and RBOC's billing and collection agreements, and other such agencies**

b. Will there be any handling fees charged to the County?

 **SECURUS has read and understands, and agrees to comply.**

SECURUS will not charge Boone County handling fees.

c. Are there any deductions from revenues?

 **SECURUS has read and understands, and agrees to comply.**

There will be NO deductions from revenues.

- 3.29.17 Provide Contractor proposed calling rates for local, intraLATA, interLATA, and interstate calls.

 **SECURUS has read and understands, and agrees to comply.**

Please refer to Attachment E– SECURUS Call Rate Tables.

- 3.29.18. The system must generate maximum financial return to County.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS agrees that if the County, in good faith, believes that an error has been made in calculating commissions, the County may conduct an audit of SECURUS' records specifically related to the agreement during SECURUS' regular business hours and upon ten (10) days prior written notice to SECURUS at any time during the term of the agreement, but not more than once in any consecutive 12 month period. However, SECURUS shall not be obligated to expend any costs in relation to such audit.

- 3.29.19. At the County's option, a commission based on inmate daily average population may be negotiated.

 **SECURUS has read and understands, and agrees to comply.**

3.30. SPECIAL CONDITIONS

- 3.30.1 Offerer shall provide a list of customers that have notified Offerer that there are additional commissions owed for any reason, provide names and addresses of the customers and provide status of the resolutions of these issues.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS' takes great pride in the fact that commissions paid on revenue generated through our collect call platform is accurate and timely.

From time to time SECURUS receives inquiries regarding commission payments from customers and works quickly to resolve any issues. At this time we do not have any outstanding issues.

- 3.30.2.. Offerer shall provide a list of customers that have experienced inmate telephone system outages lasting longer than 24 hours.

 **SECURUS has read and understands, and agrees to comply.**

The proposed SECURUS' Secure Call Platform (SCP) has been Generally Available (GA) since October 2006 and has never experienced total system failure lasting more than 24 hours. SCP is currently installed and operated at over 800 customer sites as of March 2009. The SECURUS Network Operations Center is dedicated to monitoring and measuring the

performance of SCP insuring that when outages occur, they are handled timely and expediently limiting customer impact to total system failure.

SCP uptime statistics are as follows:

YTD 2009:

SCN Platform- 99.941%

SCN UI - S-Gate – 99.467%

February 2009:

SCN Platform – 99.938%

SCN UI – S-Gate – 98.934%

- 3.31 Contract Term:** The contract will be for a period of five (5) years. At the expiration of this contract, the County will have the option of continuing the phone services with the Offerer's company at the same commission and rates for a period of two (2) additional years in one-year increments. Each optional year will require County's approval for renewal. (Please note, contract renewals are subject to appropriations being made available and budgeted for any calendar year). Following the 7th year of the contract, the contract will continue to renew at the same pricing on a month to month basis until 90 days written notice is given by either party.



SECURUS has read and understands, and agrees to comply.

- 3.32. Termination of Contract:** The obligation to provide further service under the terms of the resulting agreement may be terminated by the County upon ninety (90) days written notice in the event of material breach by the Contractor to perform in accordance with the terms hereof, or any contract resulting from this RFP. In the event that the County chooses to discontinue this contract either by termination or not extending the contract, the Offeror warrants that it will remove all its equipment from the facilities without charge. Service and equipment will not be removed until another Contractor has been acquired. The removal of equipment and disconnecting of service process will occur during the implementation of the new system with minimal interruption of service to the County facility. It will be necessary that the incumbent Contractor cooperate with the new Contractor during the implementation of the new system.



SECURUS has read and understands, and agrees to comply.

- 3.33.** The successful Contractor is prohibited from assigning, transferring, conveying, subletting, or otherwise disposing of this agreement or its rights, title or interest therein, or its power to execute such agreement to any other person, company or corporation without the prior consent and approval in writing by the County.



SECURUS has read and understands, and agrees to comply.

- 3.34. Damage and Repair Liability:** The County will have no liability to the Contractor for fraud, theft, vandalism/damage or loss of the Contractor's equipment inflicted by the inmates or the public. All costs associated with the repair will be the responsibility of the Contractor.

Contractor shall make repairs at its expense. Contractor shall make all reasonable efforts to ensure that the phone system is operational and repaired as quickly as possible.

 **SECURUS has read and understands, and agrees to comply.**

- 3.35. **Installation/Disconnection:** The Contractor shall be responsible for all costs of installation or disconnection throughout the term of the contract. The Contractor shall furnish and install equipment, dedicated lines and any other item necessary to make this service functional, (Note: The incumbent Contractor will remove all equipment, dialers and/or dedicated phone lines from the County facilities without charge).

 **SECURUS has read and understands, and agrees to comply.**

- 3.36. In performing all services under the resulting contract agreement, the Contractor shall comply with all local, state and federal laws.

 **SECURUS has read and understands, and agrees to comply.**

Evercom Systems, Inc. (a wholly owned subsidiary of SECURUS Technologies, Inc.) is registered to provide Pay Telephone Service. Evercom Systems, Inc. certifies by this statement that it complies with all State and Federal laws, regulations and requirements pertaining to the provision of inmate telecommunications services. As laws, regulations and/or requirements change, Evercom Systems, Inc. revises its practices and procedures as needed to remain in compliance.

- 3.37. **Patents and Copyrights:** The Contractor will hold harmless the County, its officers, and employees against all claims that machines or software supplied infringe a U.S. patent or copyright. The Contractor further asserts that the equipment and software proposed do not infringe on any U.S. patent or copyright.

 **SECURUS has read and understands, and agrees to comply.**

- 3.37.1. Please describe all Patents your company holds or has developed. Please supply patent information for proposed equipment or software, where applicable to the inmate telephone system.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS' commitment to technology is more than just words. As a technology company, we proudly hold 58 inmate-calling patents and have approximately 80 patents pending and/or in process. No other inmate processing company can claim such a history of product innovation. In fact, we believe that the combined number of inmate calling patents held by all other companies is no more than 10. Among the many technological advances we have made to our Inmate Telephone System, there are a few that clearly differentiate us from the competition. Our reputation is firmly established as the leader in fraud prevention, advanced call processing technology and customer service in the corrections industry.

The list of our patents is the best illustration in our never ending quest to meet the current and future needs of the corrections market place. It is also the best testimony of our commitment to not only learn from our customers, but also to provide them with the tools to connect more calls safely, improve facility economics and staff efficiency, fight crime and combat inmates' illegal activity.

- 3.38. Insurance Requirements:** The Contractor shall not commence work under this contract until they have obtained all insurance required under this paragraph and such insurance has been approved by the County, nor shall the Contractor allow any subcontractor to commence work on their subcontract until all similar insurance required of subcontractor has been so obtained and approved. All policies shall be in amounts, form and companies satisfactory to the County which must carry an A-6 or better rating as listed in the A.M. Best or equivalent rating guide. Insurance limits indicated below may be lowered at the discretion of the County.
- 3.38.1. Compensation Insurance** - The Contractor shall take out and maintain during the life of this contract, **Employee's Liability and Worker's Compensation Insurance** for all of their employees employed at the site of work, and in case any work is sublet, the Contractor shall require the subcontractor similarly to provide Worker's Compensation Insurance for all of the latter's employees unless such employees are covered by the protection afforded by the Contractor. Worker's Compensation coverage shall meet Missouri statutory limits. Employers' Liability limits shall be \$1,000,000.00 each employee, \$1,000,000.00 each accident, and \$1,000,000.00 policy limit. In case any class of employees engaged in hazardous work under this Contract at the site of the work is not protected under the Worker's Compensation Statute, the Contractor shall provide and shall cause each subcontractor to provide Employers' Liability Insurance for the protection of their
- 3.38.2. Comprehensive General Liability Insurance** - The Contractor shall take out and maintain during the life of this contract, such comprehensive general liability insurance as shall protect them and any subcontractor performing work covered by this contract, from claims for damages for personal injury including accidental death, as well as from claims for property damages, which may arise from operations under this contract, whether such operations be by themselves or for any subcontractor or by anyone directly or indirectly employed by them. The amounts of insurance shall be not less than \$2,000,000.00 combined single limit for any one occurrence covering both bodily injury and property damage, including accidental death.
- 3.38.3. COMMERCIAL Automobile Liability** - The Contractor shall maintain during the life of this contract, automobile liability insurance in the amount of not less than \$2,000,000.00 combined single limit for any one occurrence, covering both bodily injury, including accidental death, and property damage, to protect themselves from any and all claims arising from the use of the Contractor's own automobiles, teams and trucks; hired automobiles, teams and trucks; and both on and off the site of work.
- 3.38.4. Proof of Carriage of Insurance** - The Contractor shall furnish the County with Certificate(s) of Insurance which name the County as additional insured in an amount as required in this contract, contain a description of the project or work to be performed,

and requiring a thirty (30) day mandatory cancellation notice. In addition, such insurance shall be on occurrence basis and shall remain in effect until such time as the County has made final acceptance of the facility contracted.

 **SECURUS has read and understands, and agrees to comply.**

3.39. INDEMNITY AGREEMENT: To the fullest extent permitted by law, Contractor shall indemnify, hold harmless and defend the County, its directors, officers, agents, and employees from and against all claims, damages, losses and expenses (including but not limited to attorney's fees) arising by reason of any act or failure to act, negligent or otherwise, of Contractor, of any subcontractor (meaning anyone, including but not limited to consultants having a contract with contractor or a subcontract for part of the services), of anyone directly or indirectly employed by contractor or by any subcontractor, or of anyone for whose acts the contractor or its subcontractor may be liable, in connection with providing these services. This provision does not, however, require contractor to indemnify, hold harmless, or defend the County of Boone from its own negligence.

 **SECURUS has read and understands, and agrees to comply.**

4. PROPOSAL SUBMISSION INFORMATION



4. PROPOSAL SUBMISSION INFORMATION

4.1. RESPONSE TO PROPOSAL

4.1.1. Submission of Proposals:

4.1.1.1. When submitting a proposal, the Offeror should include the **original and seven (7) additional copies**.

 **SECURUS has read and understands, and agrees to comply.**

a. The Offeror shall submit the proposal to:

Boone County Purchasing Department
Attn: Melinda Bobbitt, CPPB, Director of Purchasing
601 E. Walnut Street, Room 208
Columbia, MO 65201

 **SECURUS has read and understands, and agrees to comply.**

b. The proposals must be delivered no later than **10:30 a.m. on April 7, 2009**. Proposals will not be accepted after this date and time.

 **SECURUS has read and understands, and agrees to comply.**

c. The package at a minimum should include a system overview and description,

 **SECURUS has read and understands, and agrees to comply.**

SECURUS' Secure Call Platform (SCP) is a state-of-the-art system designed to provide Boone with the ultimate in inmate call control and reporting. The advanced features of SCP provide extremely powerful and flexible tools for controlling inmate calling, reducing fraud, increasing investigative capabilities and generating valuable administrative reports.

Custom-built for the corrections industry, by SECURUS Development, SCP is a fully integrated platform of simple to use software tools, computer and telephony hardware. SCP's hardware and software components readily adapt to the changing needs of a facility's operations. SCP can monitor, record, and block/unblock inmate telephone calls, and generate reports, all in real time.

Scalable and flexible, the system helps reduce labor demands by automating many tasks. SCP also increase efficient usability by providing anywhere, anytime access to authorized personnel.

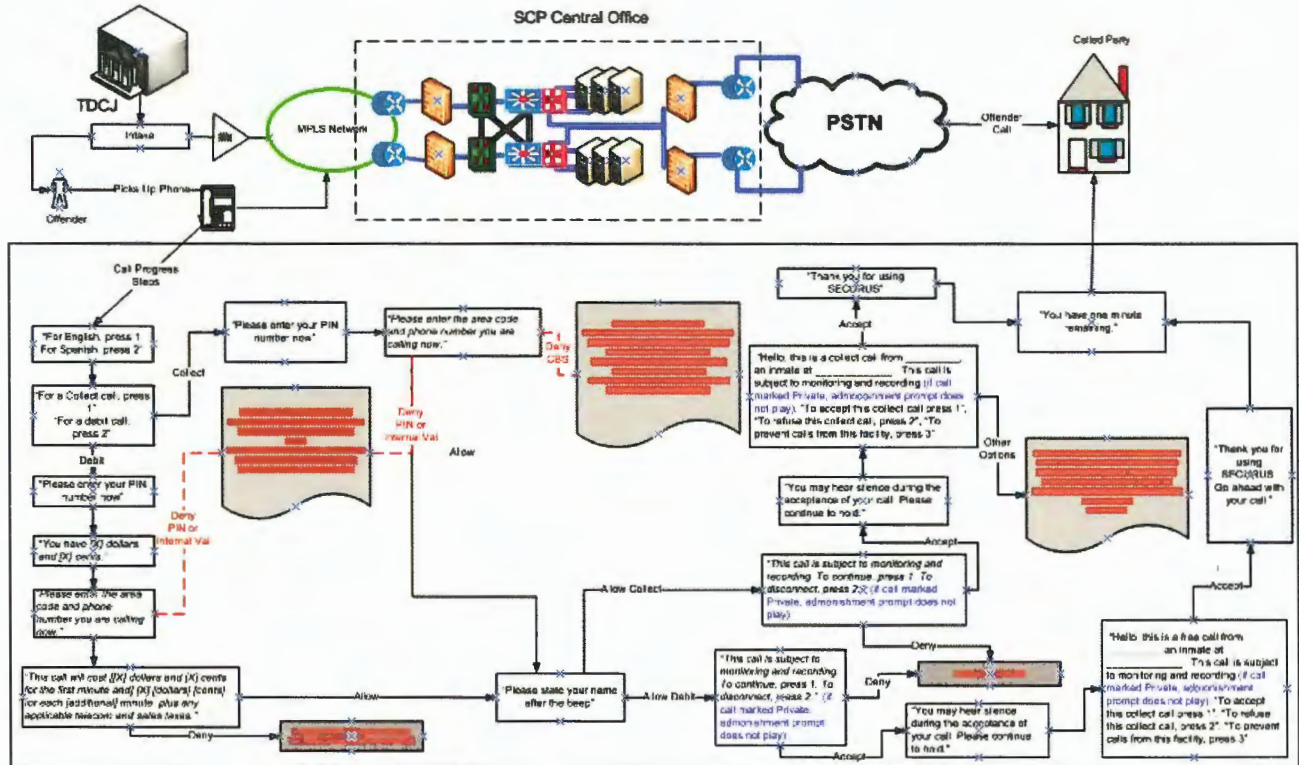
SECURE CALL PLATFORM

SECURUS will provide the County with state-of-the-art inmate telephone equipment and the custom-built SCP system, which can monitor, record, and block/unblock inmate telephone calls, and generate reports, all in real time. SECURUS' SCP allows inmates the privilege of telephone communication while simultaneously providing administrative staff and investigators with the ability to maintain security through a reliable and easy-to-use inmate call control system. The SCP provides security to the public through automated operators instead of live operators, personal allowed number (PAN) lists that do not allow calls to numbers that have not been approved by the system administration, inmate call monitoring and recording for investigative and safety purposes, call duration settings and telephone on/off times, call detail records for investigative purposes, and fraud control features.

The SCP allows our customers to operate a smarter and more efficient jail. The SCP's investigative tools permit a higher degree of accuracy and allow investigators to locate inmate-calling information more quickly and reliably. Routine inmate calling operations can be configured to require minimal administration, allowing a facility's staff to focus on what they do best—maintaining a safer, more secure correctional environment. The SCP also allows for immediate, real-time, live monitoring of calls in progress. All of these investigative and administrative resources are available to approved personnel through our single-point access S-GATE™ Command Center. Access can be made from any Windows-based computer with access to the Internet.

a detailed drawing of each user-accessed component with all controls identified,

 **SECURUS has read and understands, and agrees to comply.**



an itemized listing of the exact equipment being offered,

SECURUS has read and understands, and agrees to comply.

- WORKSTATION, DELL, GX360, OPTIPLEX, OPEN
- MONITOR, 17", LCD
- PRINTER, HP 6940, #C8970A#B1H, DESK JET
- PHONE, 7010, 18 INCH HANDSET W/CONFIDENCER, BL
- PHONE, 7010, 32 INCH HANDSEST, BLUE
- PHONE, 7010, 32" HANDSET, BLUE, VC WITH FLASHER ■
- PHONE, BABY, TDD, PV 20
- ADTRAN, 924, #4212924L1, EVE-349033
- KIT, ADTRAN 924, ADD ON
- KIT, INSTALLATION, ADTRAN 924
- KIT, INSTALLATION, WORKSTATION
- LIGHTNING PROTJMLLT1
- SURGE SUPPRESSOR#M4KSU,40OUTLET
- STANDOFF#S89B,MOUNTING BRACKET 66 BLOCK
- BACKBOARD,#63-63-009 PHONE, 178A
- BLOCK, 66.M1-50, NO DUST COVER, NO STAND OFF

BLOCK, 66,MC4LH-«, DUST COVER
CABLE, CAT 6E,T353W3B605.4 FOOT, YELLOW, CROSS
CABLE, CAT5E, #1585AD15U10Q0, PLENUM

a complete description of each applicable feature of the system,

 **SECURUS has read and understands, and agrees to comply.**

Introduction

The SECURUS Secure Call Platform (SCP) is a highly featured, flexible, state-of-the-art system designed to provide [Customer Name] with the ultimate in inmate call control, reporting, and investigative capabilities. The advanced features of the system provide extremely powerful and flexible tools for controlling inmate calling, reducing fraud, and generating valuable administrative and investigative reports.

Secure Call Platform

SECURUS will provide [Customer Name] with state-of-the-art inmate telephone equipment and a custom built SCP system, which is capable of real time inmate telephone monitoring, inmate telephone recording, call blocking/unblocking, report generation, and much more. SCP allows inmates the privilege of telephone communication while enabling staff and investigators the ability to maintain security through a reliable and easy-to-use inmate call control system. SCP provides security to the public through the use of:

- automated operators instead of live operators
- personal allowed number (PAN) lists that do not allow calls to numbers that have not been approved by the system administration
- inmate call monitoring and recording for investigative and safety purposes
- call duration settings and telephone on/off times
- call detail records for investigative purposes, and fraud control features
- real time rate quotes
- real time blocking by called party

SCP enables our customers to operate a smarter and more efficient jail. The SCP's investigative tools permit a higher degree of accuracy and allow investigators to locate inmate-calling information more quickly and reliably. Routine inmate calling operations can be configured to require minimal administration—allowing a facility's staff to focus on what they do best, maintaining a safer, more secure correctional environment. SCP also allows for immediate, live monitoring of calls in progress. All of these investigative and administrative resources are

available from any Windows based computer with access to the World Wide Web.

SECURUS' custom built SCP is an integrated platform of software tools and computer and telephony hardware. The SCP's hardware and software components are designed to adapt to the changing needs of a facility's operations. SCP is capable of inmate telephone monitoring, inmate telephone recording, call blocking/unblocking, comprehensive report generation, and many more investigate tools and capabilities.

The SCP is equipped with the following standard applications:

- Digital recording and playback of calls
- Dedicated customer care center to specifically address called party inquiries
- A variety of optional calling methods and platform flexibility to increase options and income for the facility while increasing the inmate's calling ability
- Number restriction/blocking capabilities
- Identification of watched numbers, attorney calls (Private) on CDR
- Multi-level password security entry system
- Comprehensive Call Detail Reports based on user search criteria
- Inmate Custody Accounts (PIN Application) with or without Personal Allowed Number (PAN) list capabilities
- Expanded fraud control features (3-way, biometric identification, additional digit dialing prevention, etc.)
- Bilingual Automated Voice Messaging, Instructional prompts, tag lines and voice overlays
- Fully integrated debit-based calling platform
- Interface and integration capabilities
- Immediate port disabling (Remote Kill Switch) from anywhere in the world with authorized access
- Automated PAN assignment
- Open architecture interface with Jail / Offender Management System to send electronic files for immediate upload into SCP
- Remote live monitoring capabilities—anywhere world wide
- True call portability for playback, replay, and download of conversations without the need of proprietary software

Call Monitoring

The inmate call-monitoring feature offers an investigative tool that allows authorized individuals to click on any call in progress and listen to the live conversation through a speakerphone or headset. The

monitoring of live calls is undetectable by either the inmate or the called party and does not disrupt the recording process. There is no drop in volume or noticeable “click” when monitoring begins and the conversing parties are not tipped off to the monitor’s presence.

Call Recording

SECURUS’ SCP is designed with a configurable amount of year(s) for storage of recordings, all accessible through the online web interface, for ease of access by [customer name]. No proprietary software is required to access SCP.

SECURUS’ SCP allows for live monitoring of calls in progress and playback of pre-recorded conversations via any Windows based multi-media PC workstation. Facility personnel (with appropriate password privileges) are able to monitor live calls or pre-recorded conversations by simply clicking on the speaker icon. [customer name] personnel with the appropriate level of security will be able to conduct investigations and listen to conversations from any PC with Web access allowing ease of use and portability.

Below is a sample of a call detail report. To listen to the call, the user simply clicks on the speaker ICON on the left side of the screen.

Covert Alert

SCP is equipped with a live call-forwarding feature for those numbers that are under surveillance by the investigative unit. The Covert Alert feature enables authorized personnel to monitor a call, from any designated remote location, while the call is in progress. Once a phone number, PIN, or phone is assigned a ‘covert alert’ status, the user simply enters a telephone number (cellular, home, office, etc.) to which he/she wants the call sent for ‘Live’ monitoring and their e-mail address. The call is then automatically re-routed once the call is accepted (also configurable by when the phone number is dialed, prior to the call being accepted) by the called party and is in progress. There are no distance barriers to the retrieval process so the remote telephone number can be located within the facility or across the world. As an additional benefit, administrators may continue to monitor other calls, through the on-site workstation, while utilizing the ‘Covert Alert’ live call-forwarding feature.

In addition the Covert Alert feature has the capability to send an e-mail notification to the authorized personnel regarding the call in progress. The email will provide the phone number being called, the phone in use, the phone group in which the phone resides, the inmate name, the inmate account number, and if the call is being recorded (private calls will alert through e-mail only)

Call Blocking

During installation, a “Global List” table is established which allows for blocked number and denies inmates from making calls to specific numbers. Typically, access is denied to residential or business lines,

including those of judges, sheriffs, facility personnel, jury members, attorneys and witnesses. Because Call Blocking tables often contain thousands of entries, SCP offers virtually unlimited blocking potential with a standard capability of 1,000,000 individual entries. The entries may consist of an entire area code, an entire exchange code within an area code, or a specific telephone number. All 800, 900 and 976 area codes are normally blocked along with all foreign area codes, unless specified. This blocked number list may be administered locally by facility personnel using the Administrative Workstation, or remotely by the SECURUS Technical Service Center. All blocked numbers have an associated 'block' reason code that is stored in the blocked number database for future reference. The S-Gate Global List page provides reporting and updates to this database.

Called Party Blocking

SCP provides an optional feature that allows the called party to permanently block future calls from the facility by dialing a predetermined digit on his or her telephone. This feature, when implemented, notifies the called party of this option during the call acceptance process.

Rate Quote

SCP provides an additional feature that allows the called party to be informed of the call cost prior to acceptance. Once the option is selected, the prompt informs the called party of both the initial costs and any additional per minute costs.

Programmable Call Duration

Specific call durations may be assigned to inmate accounts (PIN), inmate telephones, phone groups, or globally by facility. For example, assigning the call duration to a PIN forces all permitted numbers for that PIN be limited to that duration, while assigning a different call duration to a phone group only impacts that specific group of phones. This type of programming resolution ensures that the call duration requirements of a facility can be met at many different and specific levels.

Call Metering by Time Periods

Calling limits may be programmed to establish thresholds for number of call attempts, accepts, denies, and total call duration for selected periods of time (days, weeks, or months). Time periods range from one to twenty-eight days, and may begin on any day of the week (i.e., Wed-Tue). Should any of these adjustable thresholds be met during the selected time period, the caller is informed by voice announcement as to why his or her call cannot be completed.

Free Calls

SCP may be programmed to provide free calls to designated individuals such as public defenders, and other city offices. Any or all inmate

phones may be programmed with specific numbers designated as free calls to eliminate the need for facility personnel to escort inmates to a special free-designated telephone.

Speed Dial

SCP allows programmable Speed Dial numbers that may be entered from any inmate telephone. A standard speed-dial table allows for translations from a dialed number into another dialed number. This allows for absolute translations of a seven or ten digit number into another or the translation of a 3 digit number into a phone number. The speed dial numbers “110” or “111”, for example, may represent specific requests such as inmate medical alerts or officer assistance requests. The capability also exists to merge additional features.

Custody Accounts / PIN Operation (Open & Controlled)

Each inmate telephone may be programmed for PIN or non-PIN operation. This allows the facility to utilize the PIN operation in maximum security or long-term areas, while allowing an “all calls” option in overnight, work release, or trustee areas. SCP has no limit or restrictions on the number of PIN or Non-PIN inmate telephones operating at the facility.

Some inmate facilities may choose to operate using a PIN system, under which each inmate is assigned a personal identification number (PIN). The inmate then enters his or her PIN before being allowed to make a telephone call. PINs also provide an audit trail of the specific inmate that placed a specific call. Additionally, SCP enables the facility to allow or deny telephone numbers based on inmate identity.

True Number Validation

SECURUS also employs the most sophisticated intelligent validation network in the industry. As a real-time, computer telephony based switching system, the SCP never allows an inmate to be connected to a conventional dial tone. All dialed numbers are thoroughly analyzed before the call is allowed to process. This includes determining if the area code and exchange are valid, checking the number against any restrictions such as customer requested blocks, and verifying through the national Line Information Database (LIDB) that the number is able to receive collect calls, and is not a cellular or pay phone, pager, etc. Only once the dialed number passes all of these tests will it be dialed by the SCP. We currently serve several inmate facilities with our validation hub, and this collective information is very effective in reducing fraudulent and illicit calling.

Active Call Acceptance

The SCP requires positive ‘called party’ acceptance in order for a two-way conversation to take place. When the called party answers the phone, the system’s answer detection triggers the call acceptance voice message. This message announces the inmate’s call and asks the

called party if they wish to accept the charges of a collect call. The called party is instructed to dial a single digit on his or her own telephone to accept the collect call charges, or hang-up to disconnect the call and refuse charges. This 'active' acceptance procedure ensures that the called party does not get billed for any charges that they have not authorized.

Bi-lingual Capability

Each standard system is capable of providing message prompts in multiple languages (English & Spanish). An inmate selects a specific language at the beginning of the call process by dialing a single digit. This will initiate the selected language prompts to both the inmate and the called party in English or Spanish. Once the County has identified which languages they require, any new languages may be developed.

Call Termination Warning

Both the inmate and the called party are notified of call termination by voice prompting at one minute prior to the end of the call's pre-programmed time limit. All call records contain a 'reason for termination' code that indicates why a call ended.

Three-Way Conference Calling Fraud Detection

SECURUS is the industry leader when it comes to Three-way call detection and prevention. T-NETIX holds a series of patents surrounding this feature. Without this feature Offender's 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, the offenders have in effect, unrestricted access to the outside world, defeating the correctional objectives and policies of the Department along with subjecting the public to offender harassment and fraud. The SCP is unique in its ability to detect and foil an accomplice's attempt to activate the three-way call

Second Dial Tone/Anti-Chain Dialing

The SCP does not allow an inmate to obtain a second dial tone without termination of the first call. Follow-on, or "chain" dialing, is prevented by a combination of features. When the called party disconnects prior to, or without the inmate hanging up, the Public Switched Telephone Network (PSTN) should by today's standards not return a "second" dial tone. Instead, a pre-recorded message such as "If you would like to make a call, please hang up then place your call," is played to the inmate. Since not all Local Exchange Carriers implement this standard, the SCP uses the SECURUS patented three-way Call Detection System, plus standard battery, dial tone, and DTMF prevention, to detect the called party's on-hook condition.

The SCP constantly monitors the hookswitch of the inmate telephone. If the hookswitch is depressed at any time, an internal dial tone

reappears. This prevents hookswitch manipulation for fraudulent purposes and prevents dialing if a secondary dial tone is received after the called party hangs-up. Should an on-hook transition be missed by the SCP, the SCP continuously looks for the occurrence of DTMF (dual tone multi-frequency) tones and dial tone. After proper timing qualification of these tones, to prevent inadvertent disconnects due to ambient background noise, the SCP causes call termination resulting in the re-establishment of either the PIN tone, or dial tone to the inmate, forcing a new, fully-controlled call.

Extra Dialed Digits

The Call Control Processor incorporates sophisticated technology to identify specific activities and eliminate fraud attempts by not allowing extra digits to be dialed or passed to the carrier. Once a call is accepted any extra dialed digits will not be allowed.

Call Branding

The SCP currently brands each inmate call with the name of the facility and the name of the inmate placing the call. Recorded inmate names are tracked and associated with inmate custody account. SCP is a Centralized platform and when servicing a multiple facility environment and the inmate's stored name file automatically transfers with his or her custody account information to the destination facility.

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 [Customer Name] Jail." The facility name branding can be customized for every facility.

Voice Overlay

Voice overlay messages may be played throughout the call as an additional fraud protection feature. The frequency that the established message is played may be programmed by minute increments or a random setting. An example of a voice overlay message is *"This call is from the Boone County Jail."*

Fraud Detection Data Analysis

The SCP, in combination with our SECURE Call Network and our Network Operations Center is continuously analyzing 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 'Hookswitch Dialing', 'Black Boxing', 'Hacking', or any other fraudulent telephone activities.

Controlled Talk/Listen Audio Paths

To prevent the inmate from passing messages or harassing comments to the called party prior to call acceptance, the audio talk paths are separated until positive acceptance occurs. After the called party answers, the SCP plays the acceptance message to the called party and the inmate. During this time, the inmate cannot talk to the called party or proceed with any additional dialing. The two-way talk path is not established until the called party agrees to pay the charges by dialing an acceptance digit.

Accurate Answer Supervision

The Platform utilizes industry-standard telephony cards that incorporate sophisticated answer supervision techniques. These advanced methods enable the SCP to distinguish a legitimate call answer and call acceptance event from network ring/busy signals, answering machines, operator intercepts, SIT (Signal Interface Tones) tones, pagers, hacking, chain dialing, and other non-conforming telephone activity. The SCP informs the inmate with one of the various reasons that the call was not completed.

Rate Quote

After the called party is notified by the SCP that they have a collect call from the [Customer Name]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.

Alerts

This feature enables facility personnel with password authorization to ‘tag’ specific dialed numbers or PINs that provide notification when those ‘tagged’ parameters are detected in the process of a call. The SCP provides multi-level alerts that can be assigned to appropriate investigative groups. Real time alerts can be generated through the use of the Phone System Monitor. Otherwise there are various inmate reports available that can be used by the investigator through the online web portal (S-Gate).

PIN/PAN Calling List Administration

The PIN (Personal Identification Number) tool offers very powerful call control features and expanded investigative tools. The PIN feature alone requires that each inmate use a PIN (typically his/her booking number) to successfully place a call. And, when the PAN (Personal

Allowed Number) feature is incorporated, the inmate can place calls to only those numbers on his/her PAN list. Additionally, the PIN feature can control the inmate's pre-recorded name that may be used every time an inmate makes a call.

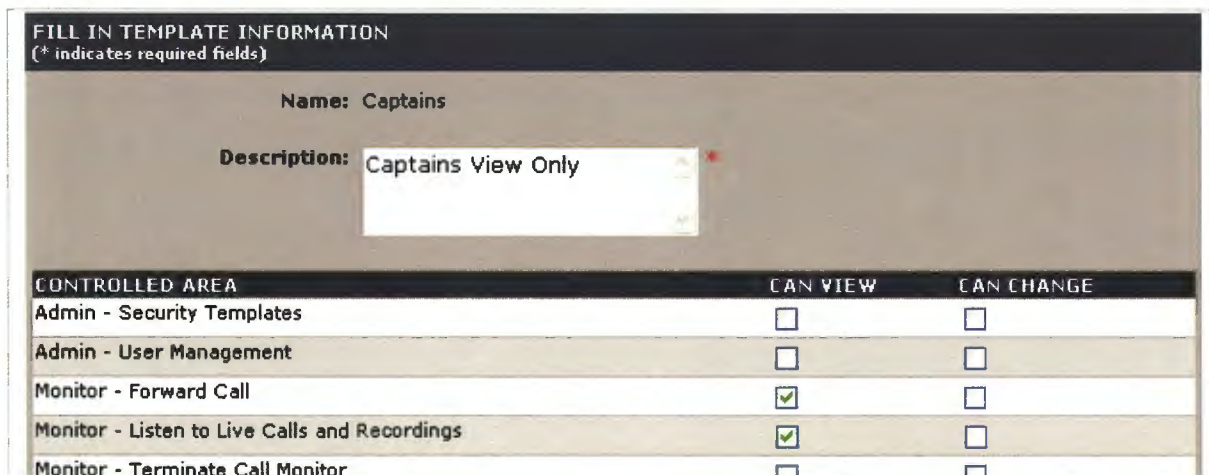
Multi-level Password Protection

The secure access tool is a multi-level password scheme specifically designed to enable facility administrators to assign different levels of access to individuals who will use different features of the SCP. While a high access level allows clearance to all functions of a particular SCP tool, a medium access level may only allow access to a particular function or functions within the same tool. A low access level may be given to duty officers to routinely use the information search function of a given tool, while denying access or clearance to other functions or features.



Proprietary and Confidential

Managing Security Roles/Access Levels



Proprietary and Confidential

Call Data

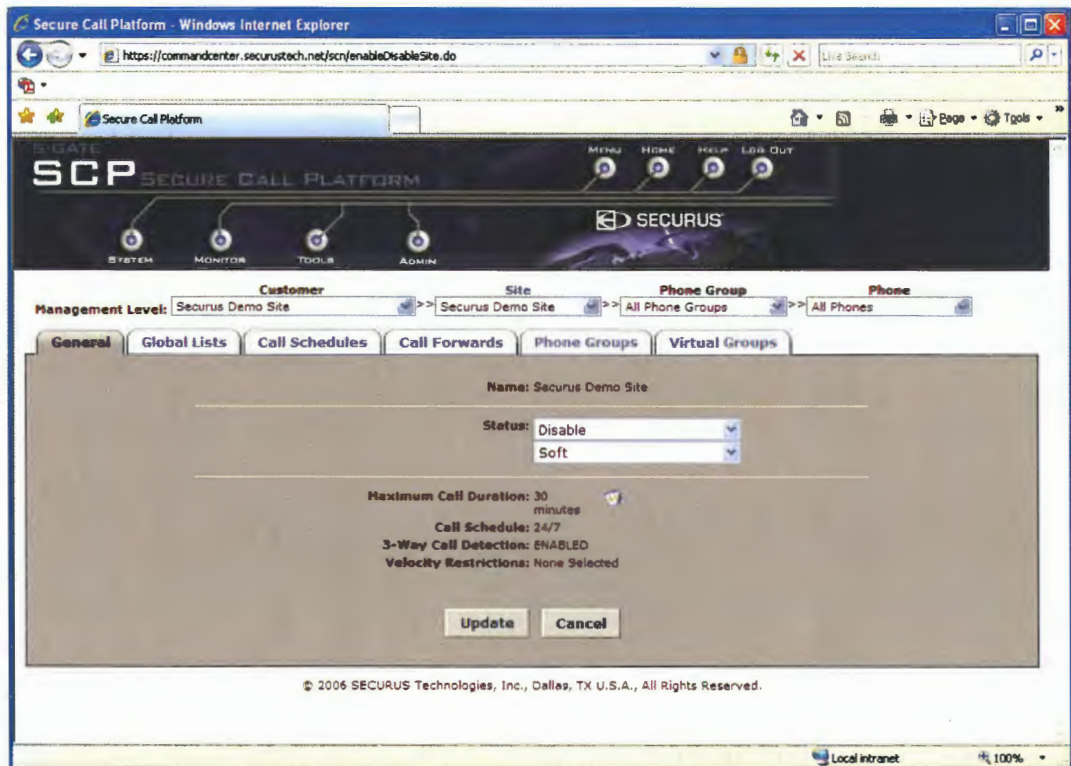
The SCP stores all Call Detail Records on a centralized SAN, located within the data centers. This data is kept in a proprietary format that provides detail for management reports, fraud analysis, and conversion to industry standard billing formats. All Call Detail Records are collected daily by SECURUS' Billing Systems for billing purposes and are archived at our secure Data Center.

Station On/Off Timers

The SCP may be programmed to automatically enable or disable phones at different times of the day or night. Multiple programmable on/off times are provided for each individual phone group, facility, and / or specific inmate custody account to eliminate the need for manually disconnecting inmate phones during curfew hours. Changes to the on/off timers may be implemented by authorized facility personnel or remotely by SECURUS.

Manual Station Control



Through the remote kill switch, individual phones, phone groups, sites / facilities, and the entire customer can be taken out of service instantaneously. The Remote Kill switch is accessed through S-Gate by authorized facility staff, remotely, and anywhere / anytime access. Emergency disconnects are almost immediate, they can usually be accomplished in less than thirty seconds.




Proprietary and Confidential

In SCP, the call monitoring list may be sorted show all phones currently on hook (not being used) or off hook (being used). The SCP Live Monitoring screen also allows additional investigative capabilities to show recent call history to a particular phone number or from a particular phone, reducing the time needed for certain investigation. The check boxes located at the bottom left-hand portion of the call monitoring screen is used to sort the call list by any of the above categories.

- Select the **Active Calls Only** check box to show the phones that are currently being used (off hook)
- uncheck the **Active Calls Only** option to show all phone locations within the facility
- Select the **Sort Phones** check box to short the list by phone location
- Simply select the phone location or the Dialed Number to see a recent call history of the selected item listed in descending order

To listen to a 'live' conversation simply click the  icon at the beginning of the line of the selected 'In Progress' call. The icon blinks  a darker shade, indicating monitoring is in progress, as well as the player at the bottom of the screen shows actual call in progress and the conversation is heard through speakers connected to the workstation.



The screenshot displays the SCP (Secure Call Platform) interface. At the top, there are navigation buttons: SYSTEM, MONITOR, TOOLS, ADMIN, MENU, HOME, HELP, and LOG OUT. Below these is the SECURUS logo. The main area shows a table of call data with columns for Management Level, Location, Acct No., Prepaid Acct No., Dialed Number, City, St, Fwd Dur (s), Priv, Watch, Status, Dialed Number, and Call Date/Time. The table is filtered to show 'Active Calls Only' and 'Sort Phones'. A playback control bar is visible at the bottom, showing a progress bar and a 'stopped' status.

Management Level:	Customer	Site	Phone Group	Phone							
Play	Location	Acct No.	Prepaid Acct No.	Dialed Number	City, St	Fwd Dur (s)	Priv	Watch	Status	Dialed Number	Call Date/Time
	A1-2	206917		8666363753		348			Call in Progress	6066642727	12-09-2008 12:12:36
	A1-5	167904		5027783270	LOUISVILLE, KY	180			Call in Progress	2709041755	12-09-2008 12:07:17
	D1-1	175141		2709041755	BOWLINGGREEN, KY	169			Call in Progress	209041755	12-09-2008 12:06:36
									Call in Progress	2705753842	12-09-2008 11:30:08
									Call in Progress	6063489706	12-09-2008 10:50:43
									Call in Progress	8593942153	12-09-2008 00:53:48
									Call in Progress	2706835535	12-08-2008 23:17:58
									Call in Progress	2702312585	12-08-2008 23:17:25
									Call in Progress	2702312582	12-08-2008 23:15:56
									Call in Progress	270	12-08-2008 23:14:54
									Call in Progress	2703155739	12-08-2008 23:14:29
									Call in Progress	2702313476	12-08-2008 23:14:18
									Call in Progress	5027722205	12-08-2008 23:01:01

Showing calls from D1-2

Active Calls Only Sort Phones

0:00:07.168 0:00:18.944


stopped
complete

© 2006 SECURUS Technologies, Inc., Dallas, TX U.S.A., All Rights Reserved.

Proprietary and Confidential

To stop monitoring a call in progress, simply click the  stop icon on the player. You may also fast forward, rewind, and pause playing the conversation on your speakers.

Remote Monitoring

To forward a call in progress to another phone for remote monitoring, click the  icon under the “Fwd” column of the in progress call.

The ‘*Forwarding Call*’ selection tool shown below appears allowing the user to select which phone number they would like to forward the call to or create a new phone number and forward the call.

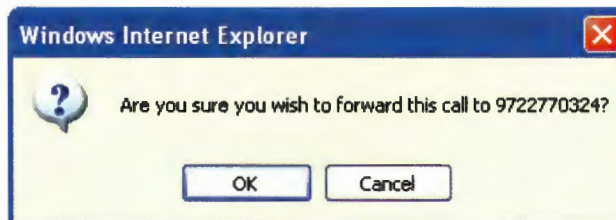
Number	Description
3606401626	Jackie
5046167174	Mitch
7163104025	mike
9726725405	jg
9739308720	cell
9788770251	t

Forward to:

Description:

Create & Forward

The confirmation dialog box appears to verify if you wish to forward the call.



Constant Fraud Controls

The SCP uses an automated operator exclusively. When a call is processed, any unnecessary dialing or hookswitch activity results in termination of the call, thereby eliminating potential fraudulent activities. These control features are the result of the SCP’s ability to control all aspects of the call process including providing its own line voltage to the inmate station, isolating it from direct connectivity to a local telephone company.

Standard Reports

The SCP has a dedicated reports writer that provides investigative information based on the Call Detail Records. This comprehensive, sophisticated reporting tool provides standard reports; however, the specific information requested for these reports is determined on a user entered criteria basis by the parameters of a specific request. The SCP is capable of searches and call detail analysis on all calls placed from

each inmate telephone through the SCP which includes date, time and duration, telephone number or origination and destination, if utilized, inmate ID, reason for termination, and much more. Call details are kept on all call attempts, except those to blocked numbers. The standard reports can be customized by varying search criteria such as date range, facility, or call length. Additionally, specialized reports, such as frequently called numbers, blocked call detail reports, Personal Allowed Numbers spanning multiple inmate custody accounts, hourly usage reports, and more.

Export Capabilities

The SCP Investigative Report modules allow the user to save a report as a file, in the Adobe® PDF format, Microsoft Excel, or CSV (comma separated file) file format. Reports may be saved to a variety of destinations. This feature allows for fast and convenient access to reports for future retrieval or sharing.

a manufacturer's data sheet for each major system component,

 **SECURUS has read and understands, and agrees to comply.**

The major system components include SECURUS proprietary software and the hardware listed in the itemized equipment list in requirement 4.1.1.1 c. Please refer to Attachment G – Equipment for a data sheet of the telephones proposed.

and a complete list of options available for the system.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS is committed to the research and development of advanced technological solutions to help Counties, Administrative, Corrections and Law Enforcement staff create greater efficiencies within their operations. Evidence of recently developed applications which demonstrate our commitment to delivering relevant solutions includes:

E-IMPORTS (AUTOPIN)

SECURUS' AutoPIN capability, known as "E-imports", eliminates the need for detention facility personnel to enter inmate profile information from the jail management system (JMS), into the inmate telephone system in cases where the use of a PIN for inmate calling is desired. To support the Auto PIN interface, the SCP system imports inmate profile information from a detention facility's JMS when an inmate is booked, transferred, updated, or released. The processing of the imported data takes place whenever there is a new file in the watched folders.

E-imports depends upon the JMS to send files to an FTP directory in our SECURUS data center. The SCP inmate profile (Custody Account) database is updated based on information exported by the JMS via FTP. E-imports monitors the FTP directory and processes batch updates

every configurable amount of minutes (i.e. every 15 minutes, 30 minutes, 5 minutes, etc...).

SECURUS has successfully installed the inmate telephone system interface capability with several other JMS and commissary providers.

E-Imports supports three different types of files described below, which include 'Booked' files, 'Released' files, and 'Complete' files. The client has the option of sending a combination of these three files. The combination and interval at which these files are supplied are up to your and the clients discretion. However, SECURUS must know which file types are chosen, what the file format will be, and at what frequency they will be delivered, in order to configure the application appropriately.

The files can be sent as fixed length or delimited format. E-Imports supports comma, pipe, colon, semi-colon, and tab delimited format.

E-Imports supports the automation of the following inmate profile information from the JMS to SCP:

1. **Site ID – Facility in which the inmate is calling from / located in. Used also for transferring inmates from one facility to another automatically in SCP**
2. **First Name – Inmate First Name**
3. **Middle Name – Inmate Middle Name (optional field)**
4. **Last Name – Inmate Last Name**
5. **Birth Date – Inmates date of birth (optional field)**
6. **Social Security Number (SSN) – Inmate Social security number (optional field)**
7. **Account Number – Inmates jail ID, booking #, or docket number, to be used as the SCP Inmate Custody Account Number. This is the number provided to the inmate permanently, that typically does not change when the inmate is released and booked back into the facility.**
8. **PIN – 8 to 16 digit code used by the inmate to place phone calls. This number is provided by the JMS and sent to SCP in order for the inmate to place phone calls.**
9. **Activate Date – Date in which the inmate account became active in the system. (optional field)**
10. **Book Date – Date in which the inmate was booked into the facility (optional field)**
11. **Gender – Inmate gender (optional field)**
12. **Housing – location of the inmate (optional field)**
13. **Race – Inmate race (optional field)**

14. **Alert Level** – Typically used for security status such as Maximum, Minimum, low risk, death row, etc... (optional field)
15. **Max Call Duration** – Call duration applied to each phone call placed by this inmate (optional field)
16. **Three Way Detection** – Setting to enable or disable three way call detection for this inmate (optional field)
17. **Language Preference** – Language in which the inmate speaks for reporting purposes, does not dictate which prompts are played over the phone (optional field)
18. **Suspended** – Setting to either allow or disallow the inmate from placing calls (optional field)
19. **Suspend Start Date** – Start date of suspension of calling privileges (optional field)
20. **Suspend End Date** – End date of suspension of calling privileges (optional field)

Our “best practice” recommendation is to send a combination of all three file formats. Send a ‘Booked’ file every time an inmate is booked into the JMS system or a change occurs with an existing inmate in the JMS system, Send a ‘Release’ file every time an inmate is released from the JMS system, and send a ‘Complete’ file once a week for reconciliation between the JMS system and SCP. A complete file is also required at the beginning of the process to import the current list of active inmates at the facility.

1. **‘Booked’ File** – This file is sent every time a new inmate is booked into the JMS, transferred to a new site (facility), when a change is made to the inmate account, or when calling eligibility changes (inmate is suspended from placing calls). Essentially, for all new custody accounts and changes to the SCP custody accounts. This file only contains the inmates added and changed and should not contain any released inmates, only active inmates.
2. **‘Released’ File** – This file is sent every time an inmate is released from the JMS
3. **‘Complete’ File** – This file contains all active inmates and their associated information. This file is traditionally sent once a week, typically at midnight, to “true up” the JMS / SCP systems to verify all accounts are synchronized between the two systems.

INMATE VOICE MAIL

Our patented method of allowing secure voicemails that are left by any caller who has an established account revolutionizes the method in which family and friends communicate with inmates. Facilities retain the same control of recording and monitoring as with their existing

recording functionalities. Messages can be left for individual or multiple inmates in multiple facilities. This application provides an additional form of communication not available in standard calling systems. The SCP takes messages from any phone and adds economic efficiency of your facility. A secured password is created and accesses a protected account for specific inmates that can only be accessed by the inmate, the sender and approved facility personnel. To ensure complete facility control and security, all messages are recorded and can be monitored in the same manner as traditional calls.

BASE INVESTIGATIVE FEATURE SET

SECURUS provides a base investigative feature set that is a Web-based data search application that allows users to utilize centralized database repositories including hundreds of data points from our SCP customers in order to assist investigators in their quest to protect citizens of the County and beyond. Authorized users can access the base investigative features from any internet-capable computer using their assigned username and password.

Base investigative features provide the ability to link valuable law enforcement data sources SECURUS currently serves. The County will be provided information in a meaningful format to assist frontline defenders and investigators in developing a comprehensive crime fighting strategy. The base investigative application provides a platform whereby a law enforcement investigator can realize significant value through the ability to actively obtain information about people, places, things, and events from a wide array of public and private data sources, including SECURUS proprietary data such as Call Detail Records (CDRs).

AUTOMATED INFORMATION SERVICES (AIS)

Today's correctional facility managers and staff have enough to worry about without answering the same types of questions from one inmate after another, or one outside caller after another.

By leveraging the latest in Speech Recognition and Interactive Voice Response (IVR) technology, SECURUS has partnered with Telerus to offer a patent-pending Automated Information Services (AIS) application to automate internal inquiries from inmates and outside calls from friends and family members on one platform.

All of this information is automatically available 24/7 from any standard day room or outside telephone with no new wiring required.

- SECURUS' AIS application reduces staffing requirements and frees time for critical tasks and projects.
- Service to the public and other agencies, such as Public Defender's Offices, improves dramatically.
- No more criticism for long waits and slow responses because callers are now empowered to serve themselves.

- **If a caller has a non-standard request, transfers are made to live agents during regular business hours, as defined by each facility.**
- **Facility security and safety improve due to fewer distractions from deputies providing inmates information.**
- **AIS requires a set-up fee to integrate with the jail management system. There is also a monthly subscription fee.**

Failure to submit a complete, detailed package shall be just cause for the proposal to be rejected as non-responsive.

 **SECURUS has read and understands, and agrees to comply.**

The Contractor, by submitting a proposal response, certifies that the equipment list included with the proposal is complete and suitable for the equipment being offered, and that it is compliant with the intent of the specifications.

 **SECURUS has read and understands, and agrees to comply.**

4.1.1.2. To facilitate the evaluation process, the Offeror is encouraged to organize their proposal into distinctive sections that correspond with the individual evaluation categories described herein.

- a. Each distinctive section should be titled with each individual evaluation category and all material related to that category should be included therein.

 **SECURUS has read and understands, and agrees to comply.**

- b. The signed response page from the original RFP and all signed amendments should be placed at the beginning of the proposal.

 **SECURUS has read and understands, and agrees to comply.**

The signed response page and signed amendments have been placed at the beginning of the proposal response.

- c. The Proposal must, at a minimum, address all mandatory and desired services, equipment, materials, etc. Responses shall fully describe how the service shall be performed and what hardware/software (if any) is required at the County to access the service.

 **SECURUS has read and understands, and agrees to comply.**

4.1.1.3. The Offeror is cautioned that it is the Offerer's sole responsibility to submit information related to the evaluation categories, and that the County is under no obligation to solicit such information if it is not included with the proposal. The Offerer's failure to submit such information may cause an adverse impact on the evaluation of the proposal. Any Offeror whose responses deviate from the outlined

specifications may automatically be disqualified.

 **SECURUS has read and understands, and agrees to comply.**

- 4.1.1.4. Offerer's Contacts: Offerors and their agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must direct all of their questions or comments regarding the RFP, the evaluation, etc. to the buyer of record indicated on the first page of this RFP. Offerors and their agents may not contact any County employee other than the buyer of record regarding any of these matters during the solicitation and evaluation process. Inappropriate contacts are grounds for suspension and/or exclusion from specific procurements. Offerors and their agents who have questions regarding this matter should contact the buyer of record.

 **SECURUS has read and understands, and agrees to comply.**

4.1.2. Competitive Negotiation of Proposals: The Offeror is advised that under the provisions of this Request for Proposal, the County reserves the right to conduct negotiations of the proposals received or to award a contract without negotiations. If such negotiations are conducted, the following conditions shall apply:

- 4.1.2.1. Negotiations may be conducted in person, in writing, or by telephone.

 **SECURUS has read and understands, and agrees to comply.**

- 4.1.2.2. Negotiations will only be conducted with potentially acceptable proposals. The County reserves the right to limit negotiations to those proposals, which received the highest rankings during the initial evaluation phase.

 **SECURUS has read and understands, and agrees to comply.**

- 4.1.2.3. Terms, conditions, prices, methodology, or other features of the Offerer's proposal may be subject to negotiation and subsequent revision. As part of the negotiations, the Offeror may be required to submit supporting financial, pricing and other data in order to allow a detailed evaluation of the feasibility, reasonableness, and acceptability of the proposal.

 **SECURUS has read and understands, and agrees to comply.**

- 4.1.2.4. The mandatory requirements of the Request for Proposal shall not be negotiable and shall remain unchanged unless the County determines that a change in such requirements is in the best interest of the entities.

 **SECURUS has read and understands, and agrees to comply.**

4.1.3. Evaluation and Award Process:

- 4.1.3.1. Boone County has selected an evaluation team to review responses and to make a formal recommendation for award to the County Commission. After determining a

responsible Offeror and a responsive proposal through the determination that the proposal satisfies the mandatory requirements stated in the Request for Proposal, the evaluation team will use both objective analysis and subjective judgment in conducting a comparative assessment of the proposal in accordance with the evaluation criteria stated below:

- a. **Method of Performance** - Technology offering, system features, account support team, maintenance offered, proposed project plan, scheduling, and implementation with minimal interruption of service.
- b. **Experience/Expertise of Offeror**
- c. **Financial Offering** - financial return to the County.

 **SECURUS has read and understands.**

- 4.1.3.2. After an initial evaluation process, a question and answer interview may be conducted with the Offeror, if deemed necessary by the County. In addition, the Offeror may be asked to make an oral presentation and demonstration of their proposed system at a designated Boone County location or other site. Attendance cost shall be at the Offeror's expense. All arrangements and scheduling will be coordinated by the County.

 **SECURUS has read and understands, and agrees to comply.**

4.1.4. Evaluation:

- 4.1.4.1 Experience and reliability of the Offeror's organization are considered subjectively in the evaluation process. Therefore, the Offeror is advised to submit any information, which documents successful and reliable experience in past performances, especially those performances related to the requirements of this RFP.

 **SECURUS has read and understands, and agrees to comply.**

- 4.1.4.2. **Qualifications Statement/References:** The Offeror shall provide the following information related to previous and current services/contracts performed by the Offeror's organization and any proposed subcontractors which are similar to the requirements of this RFP.

- a) The Offeror shall be providing inmate telephone service to five County jail facilities for five years or more (preferably in Missouri). Please provide an overview of your firm, including years and nature of experience in telephone business, ownership of your company, number of years in business, total number of employees, etc.

 **SECURUS has read and understands, and agrees to comply.**

Two leaders in correctional facility management software, T-NETIX, Inc. and Evercom have joined forces to become the biggest and best in the industry.

H.I.G., through its purchase of Evercom and its previous acquisition of T-NETIX, Inc., now holds two of the correctional industry's key providers of inmate telecommunications systems in its portfolio of companies.

T-NETIX, Inc. began under the name Tele-Matic Corporation, which was 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.

Evercom Systems, Inc., formerly Talton Invision, Inc., was incorporated August 22, 1997 in the State of Delaware. Over the next several years, the company acquired the assets of several inmate telephone service providers, all of which have been in the inmate telephone service business for between five to twelve years. Evercom has been operating under its current name since January 1, 1999.

On March 5, 2004, H.I.G. Capital, a Miami-based private equity firm, announced that it has successfully completed the tender offer for all of the outstanding shares of common stock of T-NETIX, Inc. H.I.G. Capital is a leading private equity and venture capital investment firm with more than \$1 Billion of equity capital under management. H.I.G. specializes in providing capital to small and medium-sized companies with attractive growth potential.

In January 2004, H.I.G. Capital incorporated SECURUS Technologies, Inc. and on September 9, 2004 SECURUS acquired all of the outstanding stock of the T-NETIX and Evercom corporations. The two companies have initially joined forces as subsidiaries operating under the SECURUS Technologies banner. As a result of this consolidation, SECURUS Technologies will be able to satisfy the industry's ever-expanding technological requirements while remaining close to its customer's individual needs.

SECURUS is now the largest independent provider of collect, pre-paid and debit calling services to local, county, state and private correctional facilities in the United States. SECURUS designs, implements and maintains inmate telecommunication systems and facility management

software solutions that streamline the operation of criminal justice facilities and empower administrators with administrative, investigative and economic capabilities.

SECURUS services approximately 2,600 correctional facilities in 47 states, including locations operated by city, county, state and federal authorities and other types of facilities such as juvenile detention centers and private jails. By consistently offering unequaled expertise, superior service and application driven solutions, SECURUS has earned its place among the correctional industry's top telecommunications and information systems providers. Our sole focus is serving the highly specialized needs of the correctional industry and to continually strive to provide creative industry products and solutions to our customers.

This proposal incorporates the updated call platform from Evercom named SCP, with the patented features from T-NETIX.

- b. **References:** Please provide a list of five government agencies/municipalities (preferably County and preferably in Missouri) for whom you have provided the telephone system (hardware and software) proposed in your proposal response. The list should provide a contact name, e-mail address, telephone number, address, length of time using your system and a brief description of the users' equipment and software configuration.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS client #1: Phelps County Sheriff's Department

Contact Name:	Lt. Matt Schulz
Email Address:	Matt.Schultz@Phelpscountysheriff.org
Telephone Number:	(573) 426-3810
Address:	500 W. 2 nd St., Rolla, Missouri 65401
Length of time using SCP:	September 2008
Brief description of users' equipment and software configuration:	SCP Inmate Telephone System

SECURUS client #2: Marion County Sheriff's Department

Contact Name:	Sheriff James Shinn
Email Address:	chief481@hotmail.com
Telephone Number:	(573) 767-2077
Address:	1703 Marion City Rd, Palmyra, MO 63461
Length of time using SCP:	September 2008
Brief description of users' equipment and software configuration:	SCP Inmate Telephone System

SECURUS client #3: Cape Girardeau County Sheriff's Department

Contact Name:	Captain Bud Proffer – Jail Administrator
Email Address:	BProffer@Capecountysheriff.org
Telephone Number:	(573) 204-2903
Address:	216 N. Missouri, Jackson, Missouri 63755
Length of time using SCP:	June 2007
Brief description of users' equipment and software configuration:	SCP Inmate Telephone System

SECURUS client #4: Cole County Sheriff's Department

Contact Name:	Captain Russ Bemboom – Jail Administrator
Email Address:	RBemboom@colecounty.org
Telephone Number:	(573) 634-9160
Address:	301 E. High St., Jefferson City, MO 65101
Length of time using SCP:	January 2008
Brief description of users' equipment and software configuration:	SCP Inmate Telephone System

SECURUS client #5: Lincoln County Sheriff's Department

Contact Name:	Lt. Lloyd Swafford – Jail Administrator
Email Address:	LSwafford@LCSDMO.com
Telephone Number:	(636) 359-1315
Address:	65 Business Park Dr., Troy, Missouri 63379
Length of time using SCP:	January 2009
Brief description of users' equipment and software configuration:	SCP Inmate Telephone System

- 4.1.4.3. The Offerer should submit a copy of all licenses, certifications, accreditation, and/or permits, which may be required by state, federal, and/or local law, statute, or regulation in the course of conduct of the Offeror's business. If not submitted with the proposal, the County reserves the right to request and obtain a copy of any license or certification required to perform the defined services prior to contract award.

 **SECURUS has read and understands, and agrees to comply.**

SECURUS has submitted a copy of all licenses and certifications which are required by the State of Missouri.

Please refer to Attachment A – Licenses and Certifications.

- 4.1.4.4. Proposals will be subjectively evaluated based on the Offeror's distinctive plan for performing the requirements of the RFP. Therefore, the Offerer should present a written narrative, which demonstrates the method or manner in which the Offerer proposes to satisfy these requirements. The language of the narrative should be straightforward and limited to facts, solutions to problems, and plans of action.

 **SECURUS has read and understands, and agrees to comply.**

Following is a summation of key components of the SECURUS offering to Boone County, Missouri through RFP # 15-07APR09. For a more detailed response to each item identified in the RFP response for Boone County, Missouri.

The identified needs below are based on our knowledge of the Boone County site through our hands on experience as your preferred vendor, our data gathering and the RFP:

IDENTIFIED BOONE COUNTY NEED:

System Upgrade.

SECURUS SOLUTION: SECURE CALL PLATFORM

SECURUS is aware of the advantage of web-based applications and therefore we have designed, developed and built our own platform around this capability. No longer will Boone County require an on-site server and separate workstation to manage their inmate telephone system. Our Secure Call Platform is web-based and can be accessed via any workstation with internet and password capabilities. This system also allows for easy use with other web-based applications such as commissary systems and jail management systems. No longer will you need to manually back up your system with AIT tapes for future call retrieval – we will manage this for you. No longer will you have to wait for the latest software release – we will upgrade you automatically and you will ALWAYS have the latest version. No longer will you need to assist other outside agencies by providing call recordings – the SCP can be accessed from both internal investigators and outside agencies, as designated by your System Administrator. Time savings, increased security, elimination of hardware, seamless integration – SECURUS can bring all this to you with our new platform.

SECURUS' Secure Call Platform (SCP) is a reliable web-based and easy-to-use system designed to provide Boone County with the ultimate in inmate call control and reporting. The system can be accessed without special software or hardware. All investigative and administrative resources are available from any Windows based computer with access to the World Wide Web, eliminating the need for additional workstations or servers. The advanced features of the system provide extremely powerful and flexible tools for controlling inmate calling, reducing fraud, and generating valuable administrative reports.

The Secure Call Platform allows for immediate, real-time monitoring of calls in progress and previously recorded calls. Facility personnel (with

appropriate password privileges) are able to monitor live calls by simply highlighting the call in progress and clicking on the speaker icon. This process is undetectable by either the inmate or the called party and does not disrupt the recording process. Furthermore, concise descriptions of activity are displayed for each phone in use, for example, the system displays the specific telephone location, inmate PIN and name (if option is used), the destination number dialed, city and state of the destination, time and duration of call, any restrictions such as "Watched" or "Private", and the status of the call, such as "In Progress," "Calling Destination," "Get Acceptance".

IDENTIFIED BOONE COUNTY NEED:

RFP Section 3.3.1: Inmate telephone system components.

SECURUS SOLUTION:

SECURUS will provide the number of telephones in each location as required by Boone County including a minimum of twenty-seven (27) inmate telephone units (among the four housing buildings), eight (8) recorded inmate visitation telephone units in the inmate visitation areas; and five holding cell phones (in the five holding cells) that allows "free" calls to anyone local including bondspersons and family, and two (2) public use coin phones; one in each of the public lobbies.

IDENTIFIED BOONE COUNTY NEED:

RFP Section 3.3.3: Web-based interface for administering the inmate phone system.

SECURUS SOLUTION:

SECURUS provides partnering facilities with one of the only anywhere, anytime single-point access customer portals in the industry. At any time, day or night, 24-7, the county can utilize our S-GATE™ Command Center to securely access the facility's operations. Approved Users can access all calling activity, including all call detail reports. Approved users can also check and track facility commission data and review monthly commission payments. In addition, facilities can also use the S-GATE™ Command Center to open new service tickets and view the status of existing service tickets. Facility personnel can also share documents between the facility and our support personnel.

IDENTIFIED BOONE COUNTY NEED:

RFP Section 3.3.4: Inmates ability to call cell phones.

SECURUS SOLUTION:

SECURUS' First Call Connect™ connects inmates to friends and family who do not have a billing arrangement, to establish a friends and family prepaid account. First Call Connect completes the call to called parties who do not have a billing arrangement, use a cell phone, or use a CLEC carrier. First Call Connect allows the first call to connect for a period of time, after which time the system provides the friend or family member a direct connection to

SECURUS' CBS customer support center. Upon contact, the friend or family member is given the opportunity to set up a prepaid account.

First Call Connects goal is to consistently and profitably connect calls placed from an inmate facility, and effectively bill for those calls. The intent of this patented product is to address demand that has gone unrecognized in the past and turn that demand into revenue by setting up account arrangements such as a prepaid account. We do this by allowing customers with whom we could not have historically done business, to talk to their incarcerated loved one for a short time, then providing promotional messaging to the called party to help them set up an account. This creates a sense of urgency with the called party, prompting them to facilitate receiving more calls. This patent-pending product takes a best-of-breed approach to addressing the accessible market through innovation and leveraging SECURUS' current processes and products. This exciting new feature not only increases facility revenues, but also serves to decrease complaints from the friends and family member as well as the inmate population.

IDENTIFIED BOONE COUNTY NEED:

RFP Section 3.6: Provide TTY phone to the Boone County facility.

SECURUS SOLUTION:

SECURUS will provide one (1) TTY phone to Boone County.

SECURUS' program for inmates who are deaf or hearing impaired allows those inmates to place outgoing telephone calls using a TTY (Text Telephone) device that is integrated with the Secure Call Platform (SCP). The technology provided eliminates the need for a correctional officer or staff member from initiating the call process. The inmate calling process is initiated when the handset is placed on the TTY Device and the speed-dial number is entered. The inmate then types the information into the TTY device that dials out through the SECURUS Inmate Telephone System (ITS) to the state's Telecommunication Relay Center (TRS). The information includes the option of including the inmate's PIN Number 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 the Inmate Telephone System allows for various policy and security measures that would be specified by the county such as time limits, recording of calls, remote printing the content of the calls, prevent redialing, etc. All TTY calls originating from a corrections environment that are integrated with the SECURUS ITS are processed through a Telecommunication Relay Center.

IDENTIFIED BOONE COUNTY NEED:

RFP Section 3.9: System ability to complete outgoing collect, prepaid debit, calling card, and called party credit card calls.

SECURUS SOLUTION:

SECURUS' SCP Call Management System is an outgoing call only system that completes station-to-station collect and prepaid collect calls billed to the called party, as well as calling cards used by inmates to pay for calls.

By April 2009, SECURUS' SCP Call Management System will support the use of a prepaid debit account to pay for calls. Inmates can place money into a debit account used specifically to pay for calls.

SECURUS' SCP Call Management System allows the called party to use their credit card to fund a prepaid collect account. The price of each call is then deducted automatically from their prepaid collect account at the conclusion of each call.

IDENTIFIED BOONE COUNTY NEED:

RFP Section 3.10: Proactively attempt to set-up an account for individuals who are not able to accept collect calls.

SECURUS SOLUTION:

First Call Connects goal is to consistently and profitably connect calls placed from an inmate facility, and effectively bill for those calls. The intent of this patented product is to address demand that has gone unrecognized in the past and turn that demand into revenue by setting up account arrangements such as a prepaid account. We do this by allowing customers with whom we could not have historically done business, to talk to their incarcerated loved one for a short time, then providing promotional messaging in the to the called party to help them set up an account. This creates a sense of urgency with the called party, prompting them to facilitate receiving more calls. This patent-pending product takes a best-of-breed approach to addressing the accessible market through innovation and leveraging SECURUS' current processes and products. This exciting new feature not only increases facility revenues, but also serves to decrease complaints from the friends and family member as well as the inmate population.

Correctional Billing Services (CBS)

SECURUS has a comprehensive solution suite providing Friends & Family of incarcerated individuals complete assistance with account funding, account maintenance, and inquiries. Friends & Family members are able to make payments through a wide variety of options: their local telephone companies, SECURUS direct billing, or through SECURUS' prepay payment methods. SECURUS also partners with national vendors to further facilitate transaction funding (i.e., Western Union). In order to facilitate communication it is necessary to maximize the types of payment methods (personal checks, credit cards, debit cards, money orders, etc.) and provide the most avenues to accept payments (Western Union, phones, website, etc.) in order to provide conveniences to the Friends & Family members of inmates.

Again, it is SECURUS' goal to reduce the burden on the County by optimizing the convenience to the public, maximizing an inmate's ability to make

commissary purchases, and provide answers to any questions raised by Friends & Family members of inmates. Facilities can significantly reduce staff involvement allowing SECURUS to handle routine questions and issues that arise. SECURUS provides a number of self-service and assisted channels for funding accounts and resolving Friends & Family issues related to communications. In addition, because SECURUS enables more calls to connect; revenues to the state will increase and costs to the state will decrease. SECURUS' Funding Enablers solution has several sources of assistance. They are:

- 24X7 Automated Phone Access - 1-800-844-6591
- 24X7 "Live Person" Call Center Access
- Web Site Access

IDENTIFIED BOONE COUNTY NEED:

RFP Section 3.12: Toll Free Calls to Local Area Law Firms and Bonding Companies.

SECURUS SOLUTION:

During installation, a "Global List" of uniquely dialed numbers is created in SECURUS' SCP which includes approved free calls to specific numbers. Typically, the list includes numbers that are normally blocked to local judges, sheriff, facility personnel, jury members, witnesses, etc. However, users can also indicate which numbers are allowed free calls such as Attorneys, Bonding Companies, and Crime Stoppers. Because a Global List may contain thousands of entries, the SCP offers unlimited potential to add new entries after installation. Free calls are required in many cases but can easily be misused causing loss of revenues to the facility. SECURUS utilizes all methods possible to properly manage the use of free call provisioning to assure proper usage levels are maintained and revenue maximization is achieved.

IDENTIFIED BOONE COUNTY NEED:

RFP Section 3.16: Personal Identification Number (PIN).

SECURUS SOLUTION:

SECURUS' SCP enables each inmate telephone to be individually programmed for Personal Identification Number (PIN) or non-PIN operation. This provides the facility with a great amount of leeway in PIN placements. For example, facility personnel may wish to allow PIN operation in Maximum Security or long-term areas, while allowing an "all calls" option in overnight, work release, or Trustee areas. The SCP has no limit or restrictions on the number of PIN or Non-PIN inmate telephones operating at the facility.

Some inmate facilities may choose to operate using a PIN system, under which each inmate is assigned a personal identification number (PIN). In such cases, the inmate must enter his or her PIN before making a telephone call. PINs also provide an audit trail of the inmate that placed each specific

call. Additionally, it allows the facility increased control over which inmate can call which numbers.

Each inmate is assigned a unique PIN, ranging anywhere from 4 to 16 digits. This range creates a maximum number of 9 billion PIN combinations.

SECURUS provides an automated pin management system called E-Imports that can off-load facility labor requirements to enter PINS manually.

IDENTIFIED BOONE COUNTY NEED:

RFP Section 3.18: Investigative Tools.

SECURUS SOLUTION:

The SCP is equipped with the capability to bridge a call to an authorized remote number for those numbers, or PINs, that are under surveillance by the investigative unit. The Covert Alert feature allows authorized personnel to monitor a call, from any designated remote location, while the call is in progress. Once a number, or PIN, is assigned a 'covert' status, the user simply enters a telephone number (cellular, home, office, etc.) from which he/she wants the call sent to for 'Live' monitoring. The call is then automatically bridged once the call is accepted by the called party and in progress.

There are no distance barriers to the retrieval process so the remote telephone number can be located within the facility or across the country. As an additional benefit, administrators may continue to monitor other calls, through the on-site workstation, while utilizing the 'Covert Alert' remote live call-forwarding feature. This allows for facility investigators to effectively monitor potential elicited activities regardless of the investigators' location.

The flexibility of the Live Monitoring, Call Forwarding and Covert Alert capabilities of the Secure Call Platform is clearly evident in the application of these investigative functions. Currently, the Phelps County Sheriff's Department – Missouri has authorized their investigators secure access to these investigative functions by way of their in-car, wireless computer systems. This investigative capability is proving to be a valuable tool in the investigative "tool box."

Call Monitoring, Silent

When monitoring is invoked, the system incorporates analog suppression/amplification hardware that allows guard monitoring of calls without inmate or called party detection. To assure complete investigator anonymity, there is absolutely no noise, dB loss or other indicator when this feature is activated via handset, headset or amplification instrument (speakerphone, orator, magnetic, taping equipment, etc.).

SECURUS provides a base investigative feature set that is a Web-based data search application that allows users to utilize centralized database repositories including hundreds of data points from our 2,600 facilities nation-wide in order to assist investigators in their quest to protect citizens of the County and beyond. Authorized users can access Base Investigative

Feature Set from any internet-capable computer using their assigned username and password.

Base investigative features provide the ability to link valuable law enforcement data sources SECURUS currently serves. The County will be provided information in a meaningful format to assist frontline defenders and investigators in developing a comprehensive crime fighting strategy. The base investigative application provides a platform whereby a law enforcement investigator can realize significant value through the ability to actively obtain information about people, places, things, and events from a wide array of public and private data sources, including SECURUS proprietary data such as Call Detail Records (CDRs).

IDENTIFIED BOONE COUNTY NEED:

RFP Section 3.21: Reports.

SECURUS SOLUTION:

SECURUS' SCP has a dedicated reports writer that provides investigative information based on the Call Detail Records. This sophisticated reporting tool provides a reporting interface into all calling activities. Reports can be generated online and exported in:

- Excel
- CSV (Comma Separated Values)
- Adobe PDF format

Users can search and analyze call details on all calls placed from each inmate telephone through SCP. These details include date, time and duration, telephone number or origination and destination, if used, inmate ID, reason for termination, and much more. SCP retains call details on all call attempts, except those to blocked numbers. Users can customize the standard reports by varying search criteria, such as date range, facility, or call length.

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:

- Per phone, per location and per inmate
- Destination number (partial and/or full number entry)
- Date and time range
- Call frequency
- Call type (i.e. completed, incomplete, blocked, etc.)
- Number restriction and/or status assignment
- Personal Allowed Number (PAN) cross-referencing
- Graphical display of call fluctuation
- Broad search with no data entry
- Suspected fraudulent call activity

- Inmate Name
- If used, inmate Personal Identification Number (PIN) and/or Account Number
- Prepaid Calling Card Number
- Destination Zone (i.e. Local, InterLata, InterState, IntraLata, International)

The Investigative Reports section compiles the data and displays the information in a report format, on the workstation monitor. Investigative Reports provides multiple functions for call playback, copying calls to remote media Users can utilize this unique application to generate a report with little or no concrete information available.

For example, SCP's Frequently Called Number Report (FCN) shows information relative to the amount of calls to a particular number and reflects the facility location(s) from which the number was called.

The FCN feature allows investigators to generate a report by entering a frequency threshold that instructs the system to search for only those numbers that have been called 'x' number of times throughout the facility. (i.e., by entering '50' in the parameter field, the system shows only those numbers that have been called 50 or more times within a designated timeframe.) After the report appears on-screen, clicking the mouse produces a second report that represents all areas of the facility from which a specific number has been called. From this report, investigators can analyze data to determine specific call patterns, detail suspicious activity and selectively assign a watched number status to potential fraudulent numbers.

A full set of set reports administrative users need day in and day out as well as a full set of investigative reports makes SECURUS' Standard Reports generator *anything* but standard.

IDENTIFIED BOONE COUNTY NEED:

RFP Section 3.24: Call Monitoring & Recording.

SECURUS SOLUTION:

SECURUS will store call records and recordings for immediate access online for twelve (12) months and provide archived access for the life of contract. Call recordings (online) are centralized in Disaster-Resistant Carrier-Class Data Centers that are managed under the direct supervision and immediate hands-on maintenance by trained data center personnel.

Call recordings are initially stored for online retrieval in a Redundant Arrays of Independent Disk (RAID) configuration in two separate storage area networks (SAN).

Search Call Recordings:

SECURUS allows access from facilities and its investigators to research calls via a single access portal known as S-Gate™. The S-Gate Command Center provides a single-point access to all the investigative tools provided in the SCP.

Investigators can specify search criteria for calls, such as called party, calling phone, date, time, PIN, account, duration, and locations, and search across a site or group of sites based on their security authorization. This search is performed across the CDR records and can include a search for either all call attempts or just completed calls.

The results of this search allow for viewing of detailed information about the call and, whether or not a recording was made. If a recording was made, within the limits of security access granted, the investigator can listen to that recording using a powerful call player that has easy-to-use search capabilities, and features such as, pause and play.

To aid in reducing the time spent performing the search, the call player allows the user to see the wave activity of the call to quickly search through areas of limited talk time or to help identify a particular event.

The act of listening to a recording involves what is known as “streaming” the recording to a program on the computer that can ‘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 to eliminate any chance of manipulation, whether intentional or accidental, that could later be brought as a challenge to the authenticity of the call recording.

Simultaneously Listen To And Record Conversations:

The SCP allows an authorized user to simultaneously monitor a “live call” as it is being recorded and also allows approved personnel to listen to a pre-recorded call, while active calls continue to be recorded—all without loss of information. The system records the entire conversation from call acceptance to call termination. Because the recording and monitoring applications are fully integrated features of the system, call synchronization between call record time and recording time is guaranteed.

SCP allows for immediate, real-time monitoring of calls in progress and immediate playback of pre-recorded conversations via any Windows-based multi-media PC workstation. Facility personnel (with appropriate password privileges) can monitor live calls or pre-recorded conversations by highlighting the call in progress and clicking on the speaker icon. Boone County users with the appropriate password can conduct investigations and listen to conversations from any PC with Web access, allowing easy portability.

IDENTIFIED BOONE COUNTY NEED:

RFP Section 3.29: Fees, Rates & Facility Commissions.

SECURUS SOLUTION:

To assure complaints coming into the facility are kept to a minimum, SECURUS’ SCP provides a convenience feature that allows the called party to hear the call cost prior to acceptance. When the called party selects this

option, the prompt informs him or her of the initial fee and any additional per minute costs.

"Please note that Evercom Systems, Inc. holds a Certificate of Service Authority to provide Private Pay Phone Services as granted by the Missouri Public Utilities Commission. Please note that under its certification, Evercom is not required to file tariffs with the Public Utilities Commission nor is Evercom subject to rate caps as none are set by the Commission which are applicable to Evercom's services. Evercom will not change the rates agreed upon by contract with the County without prior written notification."

SECURUS will be responsible for the collection of charges for fraudulent or otherwise uncollectible calls.

IDENTIFIED BOONE COUNTY NEED:

RFP Section 3.29.9: Commissions shall be based on gross billed revenue.

SECURUS SOLUTION:

Gross revenue is defined as the revenue generated by ALL gross billed calls. There are no deductions to Boone County for fraud, line charges, uncollectible revenue or the equipment required to process such calls. Commission is not payable on any taxes or billing /collection fees, if any. There will be no deduction of commission made for prepaid calls regardless of prepay method.

IDENTIFIED BOONE COUNTY NEED:

RFP Section 3.29.10: Percentage of commission paid to Boone County.

SECURUS SOLUTION:

Competitive Commission Rate: 53% Gross Revenue on Collect Calls

As a result of previously negotiated agreements, the currently commission payment rate to Boone County, is 40% Net.

This proposal presents a substantial increase of the commission rate to 53% Gross Revenue. Mathematically this equates to an increase of more than 100%. Our estimates are that the commissions paid to Boone County will exceed \$140,000 per year in our proposal.

The term "Gross Billed Revenue", used within the body of this RFP, is a term used by other Inmate Telephone System providers. The SECURUS term "Gross Revenue" is defined as the revenue generated by ALL gross billed calls. **There are no deductions to Boone County for fraud, line charges, uncollectible revenue or the equipment required to process such calls. Commission is not payable on any taxes or billing /collection fees, if any. There will be no deduction of commission made for prepaid calls regardless of the prepay method.**

Signing Bonus: \$20,000.00

Upon the award of RFP #15-07APR09 to SECURUS and contract execution, Boone County will receive a signing bonus of \$20,000.00.

Contract will be for five (5) years

Upgrade to SCP (Digital Web-based Secure Call Platform with all applications and functionality)

- E-Imports (Personal Identification Numbers) Included
- Visitation Phone Monitoring (VPM) Included

Free Prepaid Cards with Face Value of \$5,000.

- 35% commission on prepaid card calls

IDENTIFIED BOONE COUNTY NEED:

RFP Section 4.1.4.2 Qualifications Statement/References.

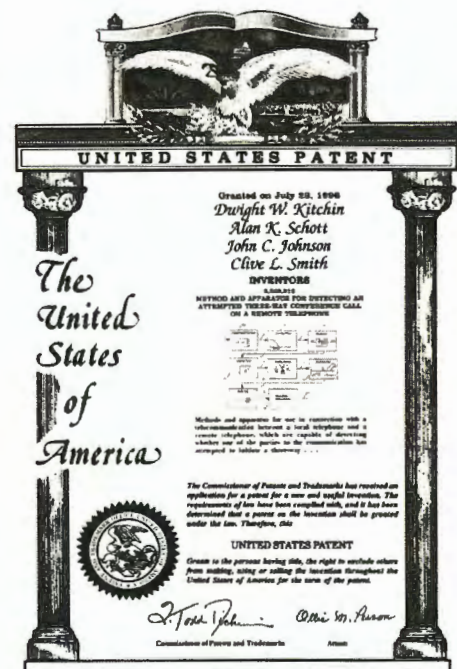
SECURUS SOLUTION:

SECURUS is now the largest independent provider of collect, pre-paid and debit calling services to local, county, state and private correctional facilities in the United States. SECURUS designs, implements and maintains inmate telecommunication systems and facility management software solutions that streamline the operation of criminal justice facilities and empower administrators with administrative, investigative and economic capabilities.

SECURUS services approximately 2,600 correctional facilities in 47 states, including locations operated by city, county, state and federal authorities and other types of facilities such as juvenile detention centers and private jails. By consistently offering unequaled expertise, superior service and application driven solutions, SECURUS has earned its place among the correctional industry's top telecommunications and information systems providers. Our sole focus is serving the highly specialized needs of the correctional industry and to continually strive to provide creative industry products and solutions to our customers.

SECURUS and its subsidiaries have been providing inmate telephone service since the late 1980's. With approximately \$390 million in revenue of which approximately 80% represents the cost of direct call provisioning to correctional facilities and 20% representing the provision of solutions, telecommunications and billing services to Regional Bell Operating Companies (RBOC), Local Exchange Carriers (LEC) and Inter-exchange Carrier (IXC) partners.

Our experience extends to both our dedicated employees as well as our extensive and unmatched patent portfolio. To Boone County it means that there is a



dedicated team of professionals and advanced applications ready to serve and support your facilities needs.

To maintain the highest levels of service availability, the Boone County Jail will benefit from the largest field staff in the industry. All of our Service personnel are factory certified and trained in the maintenance of our systems resulting in unmatched support and service. All of our field technicians work directly for SECURUS, so there's never a need to wait on an outside contractor for services.

The SECURUS Commitment:

SECURUS' commitment to technology is more than just words. As a technology company, we proudly hold 58 inmate-calling patents and have approximately 80 patents pending and/or in process. No other inmate processing company can claim such a history of product innovation. In fact, we believe that the combined number of inmate calling patents held by all other companies is no more than 10. Among the many technological advances we have made to our Inmate Telephone System, there are a few that clearly differentiate us from the competition. Our reputation is firmly established as the leader in fraud prevention, advanced call processing technology and customer service in the corrections industry.

The list of our patents is the best illustration in our never ending quest to meet the current and future needs of the corrections market place. It is also the best testimony of our commitment to not only learn from our customers, but also to provide them with the tools to connect more calls safely, improve facility economics and staff efficiency, fight crime and combat inmates' illegal activity.

The corrections and law enforcement community is our only business. SECURUS understands that the nature of the law enforcement industry requires speed, accuracy and agility in everything we do. We are the industry leader in this field and will be here in the long run to serve the needs of the Walker County Jail.

IDENTIFIED BOONE COUNTY NEED:

Enhance Operational Efficiencies.

SECURUS SOLUTION:

Automated Information System Option

The Automated Information System (AIS) application increases staff time by answering up to 85% of the day-to-day inquiries originated by friends and family as well as inmates. Questions regarding court appearances, bail amount, release dates, visitation hours, commissary balance and many others will now be answered by the automated attendant. There will be no up-front capital required by the county to

*Superior Security through
Technology*

- *3- Way Call Detection*
- *Automated Remote Monitoring*
- *Advanced Recording & Monitoring Features*
- *Integration capabilities & experience.*
- *Connecting more families & generating more revenue while enhancing investigative features through NEW Secure Mail and Voice Messaging applications.*

implement this service as SECURUS will deduct the cost from your monthly commissions. You will find, as other facilities around the country have, that the benefits of our AIS application far outweigh the costs through the redeployment of staffing resources by automating day to day inquiries.

Based on Boone County specific data, approximately 308 hours per month are spent answering various detention-based detainee and community related questions. This equates to 3,694 hours per year of detention related questions / answers that need to be addressed in person. The value for this manual process cost the county approximately \$51,383.00 per year and the services of approximately 1.85 FTE. After implementing the Automated Information System, it is estimated that Boone County realize a savings of approximately 3,140 hour of re-deployable staff time. Save approximately \$43,676.00 in re-deployable payroll dollars and reclaim the services of 1.57 FTE that could be utilized in a more essential correctional function.

SECURUS IS THE ONLY INMATE TELEPHONE PROVIDER THAT OFFERS THIS SERVICE TO BOTH THE INMATES AND THEIR FAMILIES.

SECURUS SOLUTION:

Commissary Speed Dial Option

Commissary ordering is another area that proves to be labor intensive for the facility and your staff. As such we are able to work with your commissary provider to set up a speed dial with Keefe Commissary which enables inmates to place their commissary orders over the phone.

SECURUS SOLUTION:

More Communications Completed

In addition, our prepaid calling cards and Inmate Voice Mail applications allow secure communication between inmates and their friends and family in instances where they may not have otherwise been able to communicate. Prepaid calling cards give inmates the option to call friends and family members who may not be able to receive calls in other ways. Calling cards are purchased through the inmate's commissary and are easily budgeted by the inmate which relieves financial pressure from the friend or family member. PLUS they are sold at a 10% discount off of the collect calling rate to the inmate!! This coupled with our Inmate Voice Mail capabilities enables a highly secured method of communications between the inmate and their friends and family members.

In response to this RFP, SECURUS meets or exceeds all material aspects and will provide the Boone County Jail with the best overall solution. The RFP response contains extensive and additional information about specific applications and their overall value to Boone County. SECURUS believes that we will *improve* the overall financial position of Boone County while providing technological advancements only SECURUS can offer.

Thank you for the opportunity and we look forward to continuing our partnership with Boone County.

4.1.4.5. Where the words "shall" or "must" are used, they signify a required minimum function of system capacity that will heavily impact the Offeror's final response rating.

 **SECURUS has read and understands, and agrees to comply.**

4.1.4.6. Where the words "should", "may" or "desired" are used, they signify that the feature or capacity is desirable but not mandatory; therefore, the specifications in question will possess minimal impact on the Offeror's final response rating.

 **SECURUS has read and understands, and agrees to comply.**

4.1.4.7. Each Offerer must prepare a written response. Proposal shall be formatted consistent with the specific sections and numbered paragraphs and must respond to each on an individual basis. Failure to address any item may be interpreted as non-compliance. The Offerer should address each specific paragraph and subparagraph of the Specifications by paragraph and page number as an item for discussion. Immediately below these numbers, write descriptions of how, when, by whom, with what, to what degree, why, where, etc, the requirements will be satisfied.

 **SECURUS has read and understands, and agrees to comply.**

4.1.5. Rejection / Withdrawal of Proposals Response:

Rejection of Proposals The right is reserved by the County at its discretion to reject any or all proposals or parts thereof. The County reserves the right to waive defects or informalities, to negotiate with Offeror's and to accept the proposal deemed to be in the best interest of the County. The County will take into account the relative importance of commissions offered and other evaluation factors set forth in the RFP. Therefore, in selecting a Contractor, the County will not rely exclusively on commission offering in awarding a contract.

 **SECURUS has read and understands.**

Withdrawal of Proposals Proposals may be withdrawn on written request from the Offerer at the address shown in the solicitation prior to the time of acceptance.

 **SECURUS has read and understands.**

Negligence on the part of the Offerer in preparing the proposal confers no right of withdrawal after the time fixed for the acceptance of the proposals.

 **SECURUS has read and understands, and agrees to comply.**

4.1.6. Validity of Proposal Response:

Offerer agrees that proposal response shall remain firm for a period of ninety (90) calendar days after the date specified for the return of proposals.

SECURUS has read and understands, and agrees to comply.

NO BID RESPONSE FORM



"No Bid" Response Form

Boone County Purchasing
601 E. Walnut, Room 208
Columbia, MO 65201

Melinda Bobbitt, CPPB, Director
(573) 886-4391 – Fax: (573) 886-4390

"NO BID RESPONSE FORM"

**NOTE: COMPLETE AND RETURN THIS FORM ONLY IF YOU DO NOT WANT TO
SUBMIT A BID**

If you do not wish to respond to this bid request, but would like to remain on the Boone County vendor list for this service/commodity, please remove form and return to the Purchasing Department by mail or fax.

If you would like to FAX this "No Bid" Response Form to our office, the FAX number is (573) 886-4390.

Bid: 15-07APR09 – Inmate Telephone System

Business Name: _____

Address: _____

Telephone: _____

Contact: _____

Date: _____

Reason(s) for Not Submitting Proposal Response :

RFP #: 15-07APR09

26

2/27/09



SECURUS has submitted a proposal response to Boone County.

ATTACHMENTS

- Attachment A: SECURUS Licenses and Certifications**
- Attachment B: SECURUS Sample SCP Reports**
- Attachment C: SECURUS Sample Commission Report**
- Attachment D: SECURUS Preliminary Project Plan**
- Attachment E: SECURUS Call Rate Tables**
- Attachment F: SECURUS Sample Service Level Agreement**
- Attachment G: Equipment**
- Attachment H: SCP Voice Biometrics Customer List**

Attachment A

SECURUS Licenses and Certifications

STATE OF MISSOURI



Rebecca McDowell Cook
Secretary of State
CORPORATION DIVISION

CERTIFICATE OF MERGER
FOREIGN CORPORATION SURVIVING

WHEREAS, Articles of Merger of the following corporations:

SEE ATTACHED SHEET:

Organized and existing under the laws of Missouri Alabama Delaware have been received, found to conform to law, and filed.

NOW, THEREFORE, I, REBECCA MCDOWELL COOK, Secretary of State of the State of Missouri, issue this Certificate of merger, certifying to the foregoing and certifying that the merger of the aforementioned corporations with

TALTON INVISION, INC. (#F00445549)

as the surviving corporation, shall be effective on the date on which the same becomes effective in the State of Delaware
Effective date: **December 31 1998.**

The name subsequently changed to:
EVERCOM SYSTEMS, INC.

IN TESTIMONY WHEREOF, I HAVE SET MY HAND AND IMPRINTED THE GREAT SEAL OF THE STATE OF MISSOURI, ON THIS, THE 1st DAY OF February, 1999.



Rebecca McDowell Cook
Secretary of State

\$35.00

SECRETARY OF STATE OF MISSOURI
REBECCA MCDOWELL COOK

Merger
Page 2

TALTON STC, INC. (#F00442080)
AMERITEL PAY PHONES, INC. (#00353959)
MOG COMMUNICATIONS, INC. (An Alabama corp not qualified)
TALTON TELECOMMUNICATIONS CORPORATION
(An Alabama corp not qualified)
TALTON TELECOMMUNICATIONS OF CAROLINA, INC.
(An Alabama corp not qualified)

INTO:

TALTON INVISION, INC. (#F00445549)

STATE OF MISSOURI



Rebecca McDowell Cook
Secretary of State

CORPORATION DIVISION
CERTIFICATE OF RESCISSION

I, REBECCA McDOWELL COOK, SECRETARY OF STATE OF THE STATE OF MISSOURI, HEREBY CERTIFY THAT THE ADMINISTRATIVE DISSOLUTION OR FORFEITURE ENTERED AGAINST

EVERCOM SYSTEMS, INC.

USING IN MISSOURI THE NAME

EVERCOM SYSTEMS, INC.

ON THE 14TH DAY OF SEPTEMBER, 1999, AS PROVIDED IN THE GENERAL AND BUSINESS CORPORATION LAW WAS THIS DAY RESCINDED, AND SAID CORPORATION WAS ON THIS DATE HEREBY RESTORED TO GOOD STANDING ON THE RECORDS OF THIS OFFICE.

IN TESTIMONY WHEREOF, I HAVE SET MY HAND AND IMPRINTED THE GREAT SEAL OF THE STATE OF MISSOURI, ON THIS, THE 27TH DAY OF OCTOBER, 1999.

Rebecca McDowell Cook
Secretary of State



\$ 145.00



State of Missouri
Rebecca McDowell Cook, Secretary of State
P.O. Box 778, Jefferson City, MO 65102
Corporation Division

Application for Rescinding
Administrative Dissolution

(Submit in duplicate with a filing fee of \$55 General Business, \$25 Nonprofit)

(1) The corporation's name is: Evercom Systems, Inc.

(2) The date of the administrative dissolution was: September 14, 1999

(3) The grounds for administrative dissolution which have been eliminated were:
(Check appropriate box or boxes)

Failing to file an annual registration report;

Failing to maintain a registered agent or office;

Failing to extend the period of duration;

Procuring its Charter/Authorization by fraud;

Failing to pay/file franchise taxes;

Failing to pay any final assessment of employer withholding tax or sales and use taxes, including local sales taxes.

FILED

OCT 27 1999

Rebecca McDowell Cook
SECRETARY OF STATE

(4) Attached is a certificate of tax clearance from the Department of Revenue reciting that all state taxes have been paid.

In affirmation of the facts stated above,



Chief Financial Officer

(Authorized signature of officer or chairman of the board)

(Title)

10/14/99
(Date of signature)

(110)
10f2

STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

At a Session of the Public Service
Commission held at its office
in Jefferson City on the 2nd
day of March, 1999.

In the Matter of the Merger of Talton)
Invision, Inc., AmeriTel Pay Phones, Inc.) Case No. TM-99-187
and Talton STC, Inc.)

ORDER RECOGNIZING CHANGE OF NAME

On December 22, 1998, the Commission issued its Order Approving Merger requiring Talton Invision, Inc. to file notification and other appropriate pleadings with the Commission no later than ten days after the closing date of the transaction indicating the completion of the merger transaction. On January 11, 1999, Evercom Systems, Inc. (formerly Talton Invision, Inc.) filed notification with the Commission of the completion of the merger transaction effective December 31, 1998, and of the change of its name from Talton Invision, Inc. to Evercom Systems, Inc. The company requested that its certificate of service authority be amended to reflect the name Evercom Systems, Inc.

On February 4, 1999, the Staff of the Commission (Staff) filed a memorandum recommending that the Commission issue an order to amend Talton Invision, Inc.'s certificate of service authority to provide private pay telephone to reflect the new name, Evercom Systems, Inc. Staff stated that it is unaware of any other filings which affects or would be affected by this proposal. No other filings were received by the Commission.

(MO)
2 of 2

STATE OF MISSOURI
PUBLIC SERVICE COMMISSION
JEFFERSON CITY
March 2, 1999

CASE NO: TM-99-187

Office of the Public Counsel
P.O. Box 7800
Jefferson City, MO 65102

General Counsel
Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

Dean L. Cooper
Brydon, Swearingen & England P.C.
312 East Capitol Avenue, PO Box 456
Jefferson City, MO 65102

Enclosed find certified copy of ORDER in the above-numbered case(s).

Sincerely,



Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

Uncertified Copy:

✓ **Mike Smith**
Evercom, Inc.
8201 Tristar Drive
Irving, TX 75063

72

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of the Application of Talton)
Invision, Inc. for Certificate of Service) Case No. TA-98-367
Authority to Provide Private Pay Telephone)
Service Within the State of Missouri.)

**ORDER GRANTING CERTIFICATE OF SERVICE AUTHORITY
TO PROVIDE PRIVATE PAY PHONE SERVICES**

Talton Invision, Inc. (Applicant) filed an application on February 23, 1998, with the Missouri Public Service Commission pursuant to Section 392.440, RSMo 1994 for a certificate of service authority to provide private pay telephone service to inmates in Missouri, via customer-owned pay telephone (COCT) equipment. Applicant is a Delaware corporation with its principal office located at 611 S.W. Third Street, Lees Summit, Missouri 64063-2212.

The Commission issued an Order and Notice on March 6 which set an intervention deadline of March 20. No applications to intervene were filed. The requirement for a hearing is met when the opportunity for hearing has been provided and no proper party has requested the opportunity to present evidence. State ex rel. Rex Deffenderfer Enterprises, Inc. v. Public Service Commission, 776 S.W.2d 494, 496 (Mo. App. 1989). Since no one has asked permission to intervene or requested a hearing, the Commission may grant the relief requested based upon the verified application.

The Commission finds that competition in the private pay telephone service market is in the public interest and that Applicant should be granted a certificate of service authority. The provision of private pay telephone service is classified as competitive and subject to minimum regulation pursuant to Section 392.520. That section specifically exempts COCT providers from the tariff filing requirements of Sections 392.220, RSMo Supp. 1997, 392.230, 392.370.4, 392.370.5, and 392.500. Applicant shall notify the

Commission if it ceases to provide private pay telephone services in the State of Missouri, or if the address or phone number of its principal place of business changes. The Commission finds that Applicant's service shall be provided in accordance with the following requirements:

A. The equipment shall provide users access to the following without charge and without the use of a coin: (i) dial tone; (ii) an operator; and (iii) local 911 or E-911 emergency service, or, where unavailable, prominently displayed instructions on how to reach local emergency service;

B. The equipment shall be mounted in accordance with all applicable federal, state, and local laws for the disabled, and shall provide access to telecommunications relay service calls for the hearing disabled at no charge to the caller;

C. The equipment shall allow completion of local and long distance calls;

D. The equipment shall permit access to directory assistance;

E. There shall be displayed in close proximity to the equipment, in 12 Point Times Bold print, the name, address, and telephone number of the COCT provider, the procedures for reporting service difficulties, the method of obtaining customer refunds, and the method of obtaining long distance access. If applicable, the notice shall state that only one-way calling is permitted. If an alternative operator services (AOS) provider is employed, the COCT provider shall display such notice as is required by the Commission; and

F. The equipment shall not block access to any local or interexchange telecommunications carrier.

IT IS THEREFORE ORDERED:

1. That Talton Invision, Inc. is granted a certificate of service authority to provide private pay telephone service to inmates in the State of Missouri via customer-owned pay telephone equipment, subject to the requirements of certification set out in this order.

2. That this order shall become effective on October 9, 1998.
3. That this case may be closed on October 13, 1998.

BY THE COMMISSION

Dale Hardy Roberts

Secretary/Chief Regulatory Law Judge

(S E A L)

Brian K. Harper, Regulatory Law
Judge, by delegation of authority
pursuant to 4 CSR 240-2.120(1)

(November 30, 1995) and

Section 386.240, RSMo 1994.

Dated at Jefferson City, Missouri,
on this 29th day of September, 1998.

Attachment B

SECURUS Sample SCP Reports



SECURUS

*Secure
Call Platform
(SCP)*

Sample Reports

Sample Call Detail Search Criteria Screen

SCP SECURE CALL PLATFORM

Management Level: **Customer** Securus Demo Site >> **Site** All Sites >> **Phone Group** All Phone Groups >> **Phone** All Phones

Call Detail Records Search

FILL IN SEARCH CRITERIA (* indicates required fields)

Country Code: Dialed Number:

Custody Account #: PIN: Prepaid Account #:

First Name: Last Name:

International: Watched: Private: 3-Way:

Termination Category: -- ALL -- Call Type: -- ALL -- Call Status: -- ALL --

Date Criteria: Date/Time Range

Start Date/Time: 08/05/2008 00:00:00 * End Date/Time: 08/05/2008 23:59:59 *

Format: mm/dd/yyyy HH:mm:ss

Search by Dialed Number, Prepaid card, PIN Custody Account, or First and Last Name

Click here to select Call Status Type

Click here to set Start and End date search criteria

Call Detail Search Criteria page is used by authorized users to define search criteria that enables the user to limit and or expand the content of the generated report(s).

Sample Call Detail Report Results Screen



Management Level: >> >> >>

Call Detail Records Search

[View Criteria](#)

24 RESULTS

<< < PAGE 2 OF 2

Listen to recorded calls

Select one or more call detail records to save to a CD folder

Click here to save selected call detail records to a CD folder

Click here for quick WAV file download

Click here to view whom had access to this recording

<input type="checkbox"/>	Play	Download	Recording Accessed	Site	Port Loc	Country Code	Dialed Number	Start Date/Time	End Date/Time	Dur. (s)	Acct#	PIN	Prepaid Acct#	First Name
<input type="checkbox"/>				Securus Demo Site	LP 25	1	8774105687	08-01-2008 15:55:51	08-01-2008 15:56:17	26	0806070	0806070		LOUIS EDWARD
<input type="checkbox"/>				Securus Demo Site	LP 336	1	2148648060	08-01-2008 16:20:22	08-01-2008 16:20:46	24	789456789456	55555		Christopher
<input type="checkbox"/>				Securus Demo Site	LP 1113	1	9722770324	08-04-2008 14:24:08	08-04-2008 14:27:58	230	9722770668	0668		Patrick
<input type="checkbox"/>				Securus Demo Site	LP 1086	1	8774119982	08-05-2008 09:48:15	08-05-2008 09:48:30	15	789456789456	55555		Christopher



Call Detail Search Results Page is used by authorized users to view selected call detail records, playback and listen to selected calls, and select and save call detail records to a CD folder.

Sample Call Frequency Search Criteria Screen

S-GATE
SCP SECURE CALL PLATFORM

MENU HOME HELP LOG OUT

SYSTEM MONITOR TOOLS ADMIN

SECURUS

Customer: Securus Demo Site >> Site: All Sites >> Phone Group: All Phone Groups >> Phone: All Phones

Management Level: Securus Demo Site >> All Sites >> All Phone Groups >> All Phones

Call Frequency Search

FILL IN SEARCH CRITERIA (* indicates required fields)

Threshold: 2 *

International: Watched: Private:

Termination Category: -- ALL -- Call Type: -- ALL -- Call Status: -- ALL --

Date Criteria: Date Range

Start Date/Time: 08/18/2008 * End Date/Time: 08/18/2008 *

Format: mm/dd/yyyy

Reset Search

© 2006 SECURUS Technologies, Inc., Dallas, TX U.S.A., All Rights Reserved.

Enter the frequency threshold limit

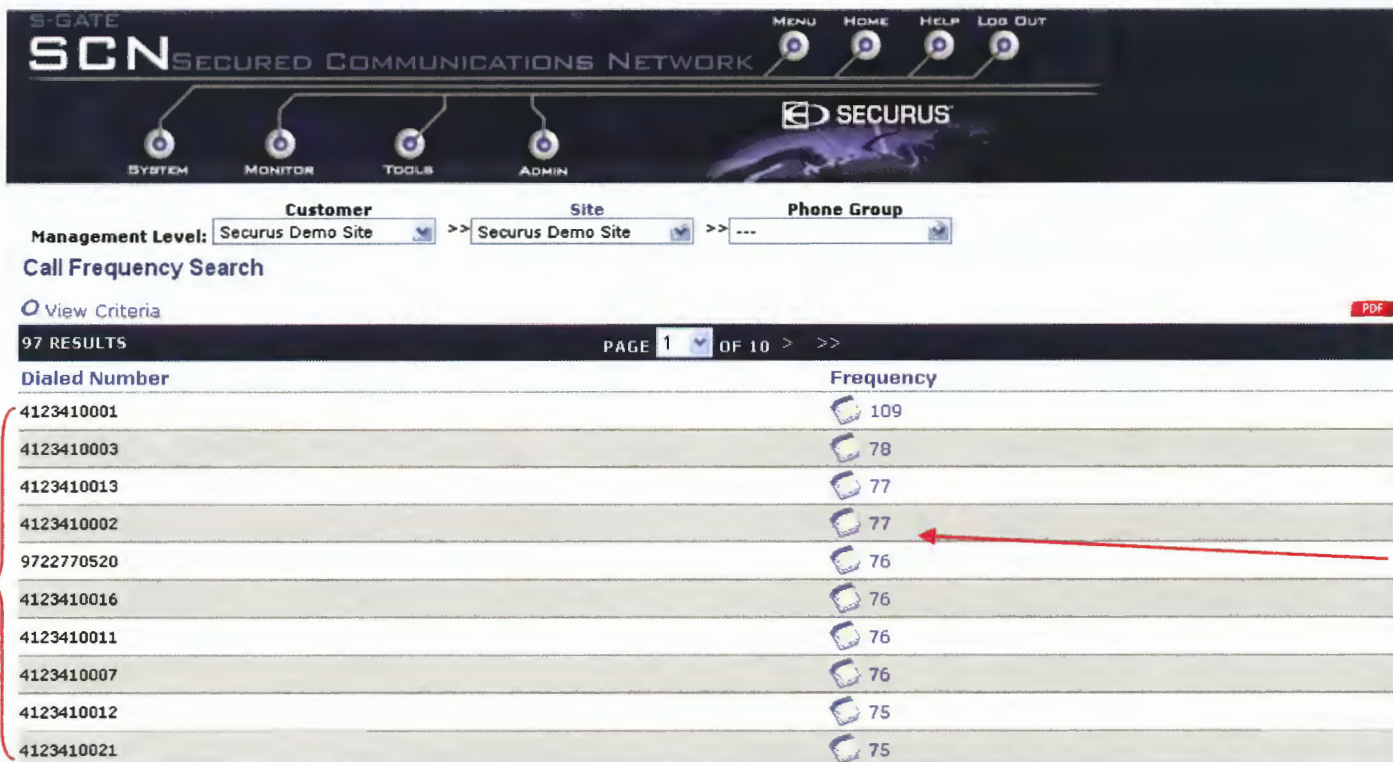
Click the respective down arrow to select Termination Category or Call Type

Click the down arrow to select a Call Status

Click the Calendar icon to set the start and end date/time range

Call Frequency Setup Page is used to set the threshold for retrieving the frequency at which one or more numbers were called and to define any other search criteria including the date range for the search.

Sample Call Frequency Report Results













Customer **Site** **Phone Group**
Management Level: Securus Demo Site >> Securus Demo Site >> ---

Call Frequency Search

[View Criteria](#) PDF

97 RESULTS PAGE 1 OF 10 >>

Dialed Number	Frequency
4123410001	 109
4123410003	 78
4123410013	 77
4123410002	 77
9722770520	 76
4123410016	 76
4123410011	 76
4123410007	 76
4123410012	 75
4123410021	 75

List of called numbers that met search criteria

Click on one of the selected frequency folders to view call detail records associated with the selected called number

© 2006 SECURUS Technologies, Inc., Dallas, TX U.S.A., All Rights Reserved.

The Call Frequency report results page displays each number that met or exceed the frequency threshold defined in the search criteria. It also provides the ability to view all call detail records associated with the called numbers



Sample Hourly Usage Search Criteria Screen

Management Level: **Customer** Securus Demo Site >> **Site** All Sites >> **Phone Group** All Phone Groups >> **Phone** All Phones

Hourly Usage Report

FILL IN SEARCH CRITERIA (* indicates required fields)

International: Watched: Private:

Call Status: -- ALL --

Date Criteria: Date/Time Range

Start Date/Time: 08/18/2008 00:00:00 * End Date/Time: 08/18/2008 23:59:59 *

Format: mm/dd/yyyy HH:mm:ss

Reset Search

Click the down arrow to select a Call Status

Click the calendar icon to set the start and end date/time range

Hourly Usage search criteria page is used to define the date range, and to select the call status types for the search.

© 2006 SECURUS Technologies, Inc., Dallas, TX U.S.A., All Rights Reserved.

Sample Hourly Usage Report Results



View report graph depicting peak calling times during the day

View hourly calling trends

Hourly Usage Report Page is used by authorized users to view a report graph of peaks and lows in hourly calling trends. Graph can also be used to view calls made outside of the authorized calling times.

Sample Covert Alert Call Detail Search Criteria Screen



Management Level: >> >> >>

Covert Alert Call Detail Records Search

Click the down arrow to select a Call Status

FILL IN SEARCH CRITERIA (* indicates required fields)

Alertee Country Code: Alertee Dialed Number:

Alertee First Name: Alertee Last Name:

Country Code: Dialed Number:

Custody Account #: PIN: First Name: Last Name:

Termination Category:

Call Status:

Date Criteria:

Start Date/Time: * End Date/Time: *

Format: mm/dd/yyyy HH:mm:ss

Click the respective down arrow to select Termination Category and or Call Status

© 2006 SECURUS Technologies, Inc., Dallas, TX U.S.A., All Rights Reserved.

Click the calendar icon to select the start and end date/time range

Covert Alert search criteria screen provides site administrators and investigators the ability to set the date range or the call status type to retrieve call detail records relative to a specific alertee, inmate custody account, PIN or dialed number.

Sample Covert Alert Call Detail Report Results








Management Level: **Customer** Securus Demo Site >> **Site** All Sites >> **Phone Group** All Phone Groups >> **Phone** All Phones

Covert Alert Call Detail Records Search

[View Criteria](#)

25 RESULTS

<< < PAGE 2 OF 2

Play	Site	Port Loc	Alertee Country Code	Alertee Dialed Number	Alertee First Name	Alertee Last Name	Term. Cat.	Start Date/Time	End Date/Time	Dur. (s)	Country Code	Dialed Number	Acct#
	Securus Demo Site	LP 12	1	9722770363	Test	Test	No Investigator Acceptance	07-18-2008 06:20:13	07-18-2008 06:20:38	25	1	9722212804	9722770363
	Securus Demo Site	LP 12	1	9722770363	Test	Test	No Investigator Acceptance	07-18-2008 06:21:58	07-18-2008 06:22:30	32	1	9722212804	9722770363
	Securus Demo Site	LP 12	1	9722770363	Test	Test	No Investigator Acceptance	07-18-2008 06:42:16	07-18-2008 06:42:49	33	1	9722212804	9722770363
	Securus Demo Site	LP 12	1	9722770363	Test	Test	No Investigator Acceptance	07-18-2008 09:08:22	07-18-2008 09:08:54	32	1	9722212804	9722770363
	Securus Demo Site	LP 1112	1	9729534170	Jill	Garcia	Investigator Line Busy	07-23-2008 10:09:49	07-23-2008 10:09:50	1	1	4695460203	0123456

Click the speaker icon to listen to the call

The Alertee's information (dialed number, First and Last Name)

Covert Alert Call Detail Report results displays detailed information regarding calls forwarded for remote conferencing. It also shows the dialed number, and the person to whom the alert notification was sent and whether or not it was accepted.



Sample Block Call Detail Search Criteria Screen

S-GATE
SCP SECURE CALL PLATFORM

MENU HOME HELP LOG OUT

SYSTEM MONITOR TOOLS ADMIN

SECURUS

Customer: Securus Demo Site >> Site: All Sites >> Phone Group: All Phone Groups >> Phone: All Phones

Block Call Search

FILL IN SEARCH CRITERIA (* indicates required fields)

Country Code: Dialed Number:

Blocked Reason Code: -- ALL -- Call Type: -- ALL --

Date Criteria: Date/Time Range

Start Date/Time: 08/18/2008 00:00:00 End Date/Time: 08/18/2008 23:59:59 *

Format: mm/dd/yyyy HH:mm:ss

Reset Search

Enter the dialed number for the search

Click the respective down arrow to select the Blocked reason code and or the Call Type

Click the calendar icon to select the start and end date/time range

Block Call Detail Search criteria screen provides the ability to select the date and time range for a specific record search, and to retrieve records in the report by call type and or by blocked reason code.

Sample Blocked Call Detail Report Results



Management Level: **Customer** Securus Demo Site >> **Site** >> **Phone Group**

Block Call Search

[View Criteria](#)

PDF

2 RESULTS PAGE 1 OF 1

Site	Port Loc	Dialed Number	Start Date/Time	End Date/Time	Dur. (s)	Acct#	PIN	First Name	Last Name	Call Type	Block Reason
Securus Demo Site	LP 26	4123410277	01-10-2007 01:47:13	01-10-2007 01:47:38	0	J7898	1234	Olive	Oyle	Person Call	No billing arrangement
Securus Demo Site	LP 26	9998882424	01-10-2007 01:57:53	01-10-2007 01:58:13	0	J7898	1234	Olive	Oyle	Person Call	Invalid number dialed

Display search criteria screen to generate a new report

View the reason calls to a selected dialed number was not completed.

© 2006 SECURUS Technologies, Inc., Dallas, TX U.S.A., All Rights Reserved.

Blocked Call Detail Report Page is used by authorized users to review call detail report to determine why calls to the selected phone numbers that were not completed successfully. The report also shows the type of call and the specific reason why the call was not completed successfully or the reason it was terminated.

Sample PAN Frequency Search Criteria Screen



SECURUS
SECURE CALL PLATFORM

SYSTEM MONITOR TOOLS ADMIN

MENU HOME HELP LOG OUT

SECURUS

Customer Site Phone Group Phone
Management Level: Securus Demo Site >> All Sites >> All Phone Groups >> All Phones

PAN Frequency Search

FILL IN SEARCH CRITERIA (* indicates required fields)

Threshold: 1 *

Reset Search

© 2006 SECURUS Technologies, Inc., Dallas, TX U.S.A., All Rights Reserved.

Enter the threshold frequency limit for the search

PAN Frequency Search criteria screen provides the ability for users to retrieve a summary list of frequently called numbers in an inmate's PAN list based on a specific frequency threshold.

Sample PAN Frequency Report Results



Management Level: **Customer** Securus Demo Site >> **Site** All Sites >> **Phone Group** All Phone Groups >> **Phone** All Phones

PAN Frequency Search

View Criteria

[Excel](#) [PDF](#) [CSV](#)

4 RESULTS PAGE 1 OF 1

Site	Country Code	Dialed Number	Frequency
Securus Demo Site	1	1111111111	7
Securus Demo Site	1	9729534170	6
Securus Demo Site	1	9729534262	5
Securus Demo Site	1	9729534242	4

Location from which the numbers were dialed

The Dialed Numbers from the PAN list

PAN Frequency Report results display a summary list of the frequently dialed PAN numbers and the location from which the number was called. The summary report also provides the ability to view complete details as it relates to each called PAN

Click on the Call Frequency icon to view detail information relating to the call



Sample PAN Frequency Detail Search Criteria Screen

The screenshot shows the SCP Secure Call Platform interface. At the top, there is a navigation bar with 'S-GATE' and 'SCP SECURE CALL PLATFORM' on the left, and 'MENU', 'HOME', 'HELP', and 'LOG OUT' on the right. Below this, there are icons for 'SYSTEM', 'MONITOR', 'TOOLS', and 'ADMIN'. The main content area features a breadcrumb trail: 'Management Level: Securus Demo Site >> All Sites >> All Phone Groups >> All Phones'. Below the breadcrumb is the title 'PAN Frequency Detail Search' and a section labeled 'FILL IN SEARCH CRITERIA (* indicates required fields)'. This section contains two input fields: 'Country Code: 1' and '* Dialed Number:'. Below these fields are 'Reset' and 'Search' buttons. A red arrow points from the 'Search' button to the 'Dialed Number' field.

© 2006 SECURUS Technologies, Inc., Dallas, TX U.S.A., All Rights Reserved.

Enter the dialed number for the search

PAN Frequency Detail Search criteria screen provides the ability for users to retrieve complete details on calls placed to numbers in an inmate's PAN list based on a specific frequency threshold.

Sample PAN Frequency Detail Report Results



Management Level: >> >> >>

PAN Frequency Detail Search

[View Criteria](#)

[Excel](#) [PDF](#) [CSV](#)

72 RESULTS

<< < PAGE 4 OF 4

Site	Country Code	Dialed Number	Last Name	First Name	Middle Name	Acct #	PIN
Securus Demo Site 1	1	9722212804	Testing Altanlta	QA		9722770363	0363
Securus Demo Site 1	1	9722232222	User 1	R		8000	8000
Securus Demo Site 1	1	9729534242	User 42	R		8041	8041
Securus Demo Site 1	1	9725557812	Wright	Kevin		D98765	
Securus Demo Site 1	1	9722770640	Zamora	Jose		996634	7418
Securus Demo Site 1	1	9722770556	Zamora	Jose		996634	7418
Securus Demo Site 1	1	9722770452	Ianham	Julie		9876-3	
Mayberry Police Department, TX	1	9723909368	test	test	test	debittest	01234
Securus Demo Site 1	1	9729534170	tester	qa		3434	3434
Securus Demo Site 1	1	9723909368	tester	qa		3434	3434
Securus Demo Site 1	1	9722730823	tester	qa		3434	3434
Securus Demo Site 1	1	9722770640	tester	qa		3434	3434

The location from which the number was dialed

The Dialed Numbers from the PAN list.

PAN Frequency Detail Report results display a summary list of the dialed PAN numbers and the location from which the number was called. The summary report also shows the inmate's full name, custody account number and PIN associated with the called number.

Inmate's First and Last name

View the inmate's Custody account number and PIN

Attachment C

SECURUS Sample Commission Report

1REPORT: SEC_CST_STRAT_CONSOL
 4RUN DATE mm/dd/yyyy
 8Process Date: 07/10/2006 08:40

2 SECURUS TECHNOLOGIES
 Call Commission Report
 For Month - 06/2006

3PAGE # 1

Call Commission Report for Revenue Period: 200606

Site: ADAMSVILLE CITY JAIL [AL]

Orig. Ani	Contr.	Port	Calls	Local		Intralata			Interlata			Interstate			Total	
				Rev.	Mins.	Calls	Rev.	Mins.	Calls	Rev.	Mins.	Calls	Rev.	Mins.	Calls	Rev.
2056749094	0	1	68	\$204.00	366	0	\$0.00	0	0	\$0.00	0	15	\$140.24	91	83	\$344.2
2056749094	0	2	50	\$125.00	287	0	\$0.00	0	0	\$0.00	0	20	\$131.87	97	70	\$256.8
2056749096	0	1	15	\$76.50	66	0	\$0.00	0	0	\$0.00	0	5	\$31.62	24	20	\$108.1
Total Collect Revenue			133	\$405.50	719	0	\$0.00	0	0	\$0.00	0	40	\$303.73	212	173	\$709.2

Orig. Ani	Coin Rev
2056749096	\$10.1
2056749097	\$15.0
Total Coin Revenue	\$25.15

B&C Cost
 Line Cost
 LD Cost
 LEC Cost

Commission Due

Attachment D

SECURUS Preliminary Project Plan

	Task Name	Duration	Start	Finish	Predecessors	Resources
1	Boone County, MO	5 days	Mon 6/1/09	Fri 6/5/09		
2						
3	Install Activities - 32 inmate phones; 16 visitation phones; 1 TDD phone	3.5 days	Mon 6/1/09	Thu 6/4/09		1 Install Tech
4	Receipt & General Install Tasks	2 days	Mon 6/1/09	Tue 6/2/09		
5	Travel to site	0.5 days	Mon 6/1/09	Mon 6/1/09		
6	Receive System Shipment at Site	0 days	Mon 6/1/09	Mon 6/1/09	5	
7	Verify Shipment Content to Pick List	2 hrs	Mon 6/1/09	Mon 6/1/09		
8	Survey site	2 hrs	Mon 6/1/09	Mon 6/1/09		
9	General Installation - System, phones (including cut-off switches)	2 days	Mon 6/1/09	Tue 6/2/09		
10	Test & Turn Up of Circuits on Site with LEC	0.5 days	Tue 6/2/09	Tue 6/2/09		
11	Test & Turn Up Circuits	2 hrs	Tue 6/2/09	Tue 6/2/09		
12	Circuits Active/Ready	2 hrs	Tue 6/2/09	Tue 6/2/09	11	
13	Cutover Tasks	1.5 days	Wed 6/3/09	Thu 6/4/09		
14	Cutover, Test & Quality Check (QC) Tasks	1.5 days	Wed 6/3/09	Thu 6/4/09		
15	Verify all Features working properly	0.5 days	Wed 6/3/09	Wed 6/3/09		
16	Verify phones work, port assignments/call groups set	1 day	Wed 6/3/09	Wed 6/3/09		
17	QC Checklist & Test Calls Completed	0.5 days	Thu 6/4/09	Thu 6/4/09		
18	Cut Sheet & QC Workbook Completed	0.25 days	Thu 6/4/09	Thu 6/4/09		
19	Site Cutover to New System	0 days	Thu 6/4/09	Thu 6/4/09		
20	Distribute Cut Sheet to Logistics Planning	1 hr	Thu 6/4/09	Thu 6/4/09		
21	Site Cutover Complete - Ready for Training	0 days	Thu 6/4/09	Thu 6/4/09	20	
22	Workstation & Firewall - 1 workstation	2 hrs	Thu 6/4/09	Thu 6/4/09		
23	Training - 32 inmate phones; 16 visitation phones; 1 TDD phone	1 day	Fri 6/5/09	Fri 6/5/09		TRAINING
24	Perform Customer Training	1 day	Fri 6/5/09	Fri 6/5/09		
25	Complete Training Sign Off Including Heat Ticket	1 hr	Fri 6/5/09	Fri 6/5/09		

Attachment E

SECURUS Call Rate Tables

Evercom Systems, Inc.
MO_Boone Co. RFP
Proposed Collect Rates

LOCAL **SURCHARGE \$ 2.00**

RATE MILEAGE	DAY		EVENING		NIGHT/WEEKEND	
	INITIAL MINUTE	EACH ADD'L MINUTE	INITIAL MINUTE	EACH ADD'L MINUTE	INITIAL MINUTE	EACH ADD'L MINUTE
0-99999	\$ 0.4000	\$ 0.4000	\$ 0.4000	\$ 0.4000	\$ 0.4000	\$ 0.4000

INTRALATA INTRASTATE **SURCHARGE \$ 2.00**

RATE MILEAGE	DAY		EVENING		NIGHT/WEEKEND	
	INITIAL MINUTE	EACH ADD'L MINUTE	INITIAL MINUTE	EACH ADD'L MINUTE	INITIAL MINUTE	EACH ADD'L MINUTE
0-99999	\$ 0.4000	\$ 0.4000	\$ 0.4000	\$ 0.4000	\$ 0.4000	\$ 0.4000

INTERLATA INTRASTATE **SURCHARGE \$ 2.00**

RATE MILEAGE	DAY		EVENING		NIGHT/WEEKEND	
	INITIAL MINUTE	EACH ADD'L MINUTE	INITIAL MINUTE	EACH ADD'L MINUTE	INITIAL MINUTE	EACH ADD'L MINUTE
0-99999	\$ 0.4000	\$ 0.4000	\$ 0.4000	\$ 0.4000	\$ 0.4000	\$ 0.4000

INTERLATA INTERSTATE **SURCHARGE \$ 2.00**

RATE MILEAGE	DAY		EVENING		NIGHT/WEEKEND	
	INITIAL MINUTE	EACH ADD'L MINUTE	INITIAL MINUTE	EACH ADD'L MINUTE	INITIAL MINUTE	EACH ADD'L MINUTE
0-99999	\$ 0.4000	\$ 0.4000	\$ 0.4000	\$ 0.4000	\$ 0.4000	\$ 0.4000

Evercom Systems, Inc.
MO_Boone Co. RFP
Proposed Prepaid Card Rates

LOCAL **SURCHARGE \$ 2.00**

RATE MILEAGE	DAY		EVENING		NIGHT/WEEKEND	
	INITIAL MINUTE	EACH ADD'L MINUTE	INITIAL MINUTE	EACH ADD'L MINUTE	INITIAL MINUTE	EACH ADD'L MINUTE
0-99999	\$ 0.3000	\$ 0.3000	\$ 0.3000	\$ 0.3000	\$ 0.3000	\$ 0.3000

INTRALATA INTRASTATE **SURCHARGE \$ 2.00**

RATE MILEAGE	DAY		EVENING		NIGHT/WEEKEND	
	INITIAL MINUTE	EACH ADD'L MINUTE	INITIAL MINUTE	EACH ADD'L MINUTE	INITIAL MINUTE	EACH ADD'L MINUTE
0-99999	\$ 0.3000	\$ 0.3000	\$ 0.3000	\$ 0.3000	\$ 0.3000	\$ 0.3000

INTERLATA INTRASTATE **SURCHARGE \$ 2.00**

RATE MILEAGE	DAY		EVENING		NIGHT/WEEKEND	
	INITIAL MINUTE	EACH ADD'L MINUTE	INITIAL MINUTE	EACH ADD'L MINUTE	INITIAL MINUTE	EACH ADD'L MINUTE
0-99999	\$ 0.3000	\$ 0.3000	\$ 0.3000	\$ 0.3000	\$ 0.3000	\$ 0.3000

INTERLATA INTERSTATE **SURCHARGE \$ 2.00**

RATE MILEAGE	DAY		EVENING		NIGHT/WEEKEND	
	INITIAL MINUTE	EACH ADD'L MINUTE	INITIAL MINUTE	EACH ADD'L MINUTE	INITIAL MINUTE	EACH ADD'L MINUTE
0-99999	\$ 0.3000	\$ 0.3000	\$ 0.3000	\$ 0.3000	\$ 0.3000	\$ 0.3000

Attachment F

SECURUS Sample Service Level Agreement

This Master Services Agreement (this "Agreement") is by and between _____ ("Customer") and [Evercom Systems, Inc. [T-NETIX Telecommunications Services, Inc.], a Delaware corporation and a SECURUS Technologies, Inc. company, ("we," "us," or "Provider"). This Agreement shall be effective as of the date signed by Customer provided the agreement is received by Provider within ten (10) days thereof (the "Effective Date").

1. Applications. This Agreement specifies the general terms and conditions under which we will perform certain inmate-related services and applications (the "Application(s)") for you. Additional terms and conditions with respect to the Applications will be specified in the schedules entered into by the parties and attached hereto (the "Schedules"). The Schedules are incorporated into this Agreement and are subject to the terms and conditions of this Agreement. In the event of any conflict between this Agreement and a Schedule, the terms of the Schedule shall govern. In the event of any conflict between any two Schedules for a particular Application, the latest in time shall govern.

2. Use of Applications. You grant us the right and license to install, maintain, and derive revenue from the Applications through our inmate systems (including, without limitation, the related hardware and software) (the "System") located in and around the inmate confinement facilities identified on the Schedules (the "Facilities"). You are responsible for the manner in which you use the Applications. Unless expressly permitted by a Schedule or separate written agreement with us, you will not resell the Applications or provide access to the Applications (other than as expressly provided in a particular Schedule), directly or indirectly, to third parties. During the term of this Agreement and subject to the remaining terms and conditions of this Agreement, Provider shall be the sole and exclusive provider of inmate related communications, including but not limited to voice, video and data (phone calls, video calls, messaging, and e-mail) at the Facilities in lieu of any other third party providing such inmate communications, including without limitation, Customer's employees, agents or subcontractors.

3. Compensation. Compensation for each Application, if any, and the applicable payment addresses are as stated in the Schedules.

4. Term.

The obligations of the parties under this Agreement are effective as of the Effective Date but the "Term" of this Agreement shall commence sixty (60) days thereafter [to allow for a reasonable installation period] and will continue for ___ years thereafter.

The initial term of this Agreement (the "Initial Term") shall begin on the Effective Date and shall end on the date that is _____ years thereafter.

Unless one party delivers to the other written notice of non-renewal at least ninety (90) days prior to the end of the then current term, this Agreement shall automatically renew for successive periods of _____ years each. Notwithstanding anything to the contrary, the terms and conditions of this Agreement shall continue to apply to each Schedule for so long as we continue to provide the Application to you after the expiration or earlier termination of this Agreement.

5. Service Level Agreement and Limited Remedy. We are committed to providing you with reliable, high quality Applications, and we offer certain assurances about the quality of our Applications (the "Service Level Agreement"). The Service Level Agreement for each Application is as set forth in the applicable Schedule. **THE SERVICE LEVEL AGREEMENT IS THE SOLE AND EXCLUSIVE REMEDY FOR FAILURE OR DEFECT OF AN APPLICATION. WE DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ANY IMPLIED WARRANTY ARISING FROM A COURSE OF DEALING OR USAGE OF TRADE, AND NONINFRINGEMENT.**

6. Software License. We grant you 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. Your rights to use any third-party software product that we provide shall be limited by the terms of the underlying license that we obtained for such product. The Software is to be used solely for your internal business purposes in connection with the Applications at the Facilities. You 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 we 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. We are not liable with regard to any Software that you use in a prohibited manner.

7. Ownership and Use. The System, the Applications, and related records, data, and information shall at all times remain our sole and exclusive property unless prohibited by law, in which event, we shall have the unlimited right to use such records, data, and information for investigative and law enforcement purposes. However, during the term of this Agreement and for a reasonable period of time thereafter, we will provide you with reasonable access to the records. We (or our

licensors, if any) have and will retain all right, title, interest, and ownership in and to (i) the Software and any copies, custom versions, modifications, or updates of the Software, (ii) all related documentation, and (iii) any trade secrets, know-how, methodologies, and processes related to our Applications, the System, and our other products and services (the "Materials"). The Materials constitute proprietary information and trade secrets of Provider and its licensors, whether or not any portion thereof is or may be the subject of a valid copyright or patent.

8. Legality/Limited License Agreement. For services related to Applications which may allow you to monitor and record inmate or other administrative telephone calls, or transmit or receive inmate electronic messages ("e-mail"); by providing the Application, we make no representation or warranty as to the legality of recording or monitoring inmate or administrative telephone calls or transmitting or receiving inmate e-mail messages. Further, you retain custody and ownership of all recordings, and inmate e-mail messages; however you grant us a perpetual limited license to compile, store, and access recordings or inmate calls and access inmate e-mail messages for purposes of (i) complying with the requests of officials at the Facility, (ii) disclosing information to requesting law enforcement and correctional officials as they may require for investigative, penological or public safety purposes, (iii) performing billing and collection functions, or (iv) maintaining equipment and quality control purposes. This license does not apply to recordings of inmate calls or e-mail messages with their attorneys or to recordings or e-mail messages protected from disclosure by other applicable privileges.

9. Confidentiality. The System, Applications, and related call records and information (the "Confidential Information") shall at all times remain confidential to Provider. You agree that you will not disclose such Confidential Information to any third party without our prior written consent. Because you will be able to access confidential information of third parties that is protected by certain federal and state privacy laws through the Software and Applications, you shall only access the Software with computer systems that have effective firewall and anti-virus protection.

10. Indemnification. To the fullest extent allowed by applicable law but subject to the limitations in this Agreement, each party (the "Indemnifying Party") will, and does hereby agree to, defend, indemnify and hold harmless the other party (the "Indemnified Party") from and against any loss, cost, claim, liability, damage, and expense (including, without limitation, reasonable attorney's fees and expenses) brought or claimed by third parties or by the Indemnified Party (collectively, "Claims") arising out of (i) a breach of either party's representations, warranties and/or covenants contained herein or (ii) the gross negligence or willful misconduct of, or intellectual property infringement or alleged intellectual property infringement by, the Indemnifying Party and/or its employees, agents, or contractors in the performance of this Agreement. The Indemnified Party shall notify the Indemnifying Party promptly in writing of any Claims for which the Indemnified Party alleges that the Indemnifying Party is responsible under this section and the Indemnifying Party shall hereupon tender the defense of such Claims to the Indemnifying Party. The Indemnified Party shall cooperate in every reasonable manner with the defense or settlement of such Claims at the Indemnifying Party's expense. The Indemnifying Party shall not be liable under this section for settlements of Claims finalized solely by the Indemnified Party unless the Indemnifying Party has approved such settlement in advance or unless the defense of such Claims has been tendered to the Indemnifying Party in writing and the Indemnifying Party has failed to promptly undertake the defense.

11. Insurance. We maintain comprehensive general liability insurance having limits of not less than \$2,000,000.00 in the aggregate. You agree to provide us with reasonable and timely written notice of any claim, demand, or cause of action made or brought against you arising out of or related to the utilization of the Applications and the System. We have the right to defend any such claim, demand, or cause of action at our sole cost and expense and within our sole and exclusive discretion. You agree not to compromise or settle any claim or cause of action arising out of or related to the utilization of the Applications or System without our prior written consent, and you are required to assist us with our defense of any such claim, demand, or cause of action.

12. Default and Termination. If either party defaults in the performance of any obligation under this Agreement, then the non-defaulting party shall give the defaulting party written notice of its default setting forth with specificity the nature of the default. If the defaulting party fails to cure its default within thirty (30) days after receipt of the notice of default, then the non-defaulting party shall have the right to terminate this Agreement upon thirty (30) days written notice and pursue all other remedies available to the non-defaulting party, either at law or in equity. Notwithstanding the foregoing, the thirty (30) day cure period shall be extended to ninety (90) days if the default is not reasonably susceptible to cure within such thirty (30) day period, but only if the defaulting party has begun to cure the default during the thirty (30) day period and diligently pursues the cure of such default. Notwithstanding the foregoing, if you breach your obligations in the section entitled "Software License" or the section entitled "Confidentiality", then we shall have the right to terminate this Agreement immediately.

13. Limitation of Liability. NOTWITHSTANDING ANYTHING TO THE CONTRARY IN THIS AGREEMENT, NEITHER PARTY SHALL HAVE ANY LIABILITY FOR INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, LOSS OF PROFITS OR INCOME, LOST OR CORRUPTED DATA, OR LOSS OF USE OR OTHER BENEFITS, HOWSOEVER CAUSED AND EVEN IF DUE TO THE PARTY'S NEGLIGENCE, BREACH OF CONTRACT, OR OTHER FAULT, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. OUR AGGREGATE LIABILITY TO YOU RELATING TO OR ARISING OUT OF THIS AGREEMENT, WHETHER IN CONTRACT, TORT OR OTHERWISE, SHALL NOT EXCEED THE AMOUNT WE PAID YOU DURING THE TWELVE (12) MONTH PERIOD PRIOR TO THE DATE THE CLAIM AROSE.

14. Uncontrollable Circumstance. We reserve the right to renegotiate or terminate this Agreement upon sixty (60) days advance written notice if circumstances other than those under our control related to the Facilities (including, without limitation, changes in rates, regulations, or operations mandated by law; material reduction in inmate population or capacity; material changes in jail policy or economic conditions; acts of God; actions you take for security reasons (such as lock-

downs)) negatively impact our business; however, we shall not unreasonably exercise such right. Further, Customer acknowledges that Provider's provision of the services is subject to certain federal, state or local regulatory requirements and restrictions which are subject to change from time-to-time and nothing contained herein to the contrary shall restrict Provider from taking any steps necessary to perform in compliance therewith.

15. Injunctive Relief. Both parties agree that a breach of any of the obligations set forth in the sections entitled "Software License," "Ownership and Use," and "Confidentiality" would irreparably damage and create undue hardships for the other party. Therefore, the non-breaching party shall be entitled to immediate court ordered injunctive relief to stop any apparent breach of such sections, such remedy being in addition to any other remedies available to such non-breaching party.

16. Force Majeure. Either party may be excused from performance under this Agreement to the extent that performance is prevented by any act of God, war, civil disturbance, terrorism, strikes, supply or market, failure of a third party's performance, failure, fluctuation or non-availability of electrical power, heat, light, air conditioning or telecommunications equipment, other equipment failure or similar event beyond its reasonable control; provided, however that the affected party shall use reasonable efforts to remove such causes of non-performance.

17. Notices. Any notice or demand made by either party under the terms of this Agreement or under any statute shall be in writing and shall be given by personal delivery; registered or certified U.S. mail, postage prepaid; or commercial courier delivery service, to the address below the party's signature below, or to such other address as a party may designate by written notice in compliance with this section. Notices shall be deemed delivered as follows: personal delivery – upon receipt; U.S. mail – five days after deposit; and courier – when delivered as shown by courier records.

18. Miscellaneous. This Agreement shall be governed by and construed in accordance with the laws of the State of Texas. No waiver by either party of any event of default under this Agreement shall operate as a waiver of any subsequent default under the terms of this Agreement. If any provision of this Agreement is held to be invalid or unenforceable, the validity or enforceability of the other provisions shall remain unaffected. This Agreement shall be binding upon and inure to the benefit of Provider and Customer and their respective successors and permitted assigns. Except for assignments to our affiliates or to any entity that succeeds to our business in connection with a merger or acquisition, neither party may assign this Agreement without the prior written consent of the other party. Each signatory to this Agreement warrants and represents that he or she has the unrestricted right and requisite authority to enter into and execute this Agreement, to bind his or her respective party, and to authorize the installation and operation of the System. Provider and Customer each shall comply, at its own expense, with all applicable laws and regulations in the performance of their respective obligations under this Agreement and otherwise in their operations. Nothing in this Agreement shall be deemed or construed by the parties or any other entity to create an agency, partnership, or joint venture between Customer and Provider. This Agreement cannot be modified orally and can only be modified by a written instrument signed by all parties. The parties' rights and obligations, which by their nature would extend beyond the termination, cancellation, or expiration of this Agreement, shall survive such termination, cancellation, or expiration (including, without limitation, any payment obligations for services or equipment received prior to such termination, cancellation, or expiration). This Agreement may be executed in counterparts, each of which shall be fully effective as an original, and all of which together shall constitute one and the same instrument. This Agreement, together with the exhibits and Schedules, constitutes the entire agreement of the parties regarding the subject matter set forth herein and supersedes any prior or contemporaneous oral or written agreements or guarantees regarding the subject matter set forth herein.

EXECUTED as of the Effective Date.

<u>CUSTOMER:</u> _____ By: _____ Name: _____ Title: _____ Date: _____ <u>Customer's Notice Address:</u> _____	<u>PROVIDER:</u> [Evercom Systems, Inc.] [T-NETIX Telecommunications Services, Inc.] By: _____ Name: John J. Viola Title: Vice President and General Manager Date: _____ <u>Provider's Notice Address:</u> 14651 Dallas Parkway, Suite 600 Dallas, Texas 75254 Attention: General Counsel <u>Provider's Payment Address:</u> 14651 Dallas Parkway, Suite 600 Dallas, Texas 75254 Attention: Accounts Receivable
----------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Attachment G

Equipment

ITC7010 Mini Coinless Phone with Volume Control



THE INDUSTRY STANDARD:

- The overwhelming choice for State Prison Systems, The Federal Bureau of Prisons and County Jails nationwide.
- Proven reliability, durability, and flexibility.
- DuraClear® Technology Is Here!

APPLICATIONS:

- Prisons, inmate facilities
- Airports, courtesy phones, taxi phones
- Universities, schools
- Any location where coinless is a low maintenance, low cost alternative

ORDERING OPTIONS:

ITC7010BL Mini Blue Phone with Volume Control
 ITC7010SS Mini Phone in Stainless Steel, with VC
 ITC5010BL Mini Blue Phone

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). *ITC7 series features Volume Control.*
- Brushed stainless steel and powder coated cold rolled steel provide 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 hookswitch lever withstand abuse and vandalism
- Armored handset cord is equipped with a steel lanyard (1000# 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 (DF4USA-75652-CC-E)

Attachment H

SCP Voice Biometrics Customer List

CustomerID	Customer Name	SiteID	Site Name	Voice Biometrics
I-002955	Texas Department Of Criminal Justice TX	6435	TDCJ-Allred	Y
I-002955	Texas Department Of Criminal Justice TX	6436	TDCJ-Beto	Y
I-002955	Texas Department Of Criminal Justice TX	6437	TDCJ-Boyd	Y
I-002955	Texas Department Of Criminal Justice TX	6438	TDCJ-Briscoe	Y
I-002955	Texas Department Of Criminal Justice TX	6439	TDCJ-Byrd	Y
I-002955	Texas Department Of Criminal Justice TX	6440	TDCJ-Central	Y
I-002955	Texas Department Of Criminal Justice TX	6441	TDCJ-Clemens	Y
I-002955	Texas Department Of Criminal Justice TX	6442	TDCJ-Clements	Y
I-002955	Texas Department Of Criminal Justice TX	6443	TDCJ-Coffield	Y
I-002955	Texas Department Of Criminal Justice TX	6444	TDCJ-Connally	Y
I-002955	Texas Department Of Criminal Justice TX	6445	TDCJ-Crain	Y
I-002955	Texas Department Of Criminal Justice TX	6446	TDCJ-Dalhart	Y
I-002955	Texas Department Of Criminal Justice TX	6447	TDCJ-Daniel	Y
I-002955	Texas Department Of Criminal Justice TX	6448	TDCJ-Darrington	Y
I-002955	Texas Department Of Criminal Justice TX	6449	TDCJ-Eastham	Y
I-002955	Texas Department Of Criminal Justice TX	6450	TDCJ-Ellis	Y
I-002955	Texas Department Of Criminal Justice TX	6451	TDCJ-Estelle	Y
I-002955	Texas Department Of Criminal Justice TX	6452	TDCJ-Ferguson	Y
I-002955	Texas Department Of Criminal Justice TX	6453	TDCJ-Goree	Y
I-002955	Texas Department Of Criminal Justice TX	6454	TDCJ-Hamilton	Y
I-002955	Texas Department Of Criminal Justice TX	6455	TDCJ-Havins	Y
I-002955	Texas Department Of Criminal Justice TX	6456	TDCJ-Hightower	Y
I-002955	Texas Department Of Criminal Justice TX	6457	TDCJ-Hilltop	Y
I-002955	Texas Department Of Criminal Justice TX	6458	TDCJ-Hobby	Y
I-002955	Texas Department Of Criminal Justice TX	6459	TDCJ-Hodge	Y
I-002955	Texas Department Of Criminal Justice TX	6461	TDCJ-Hughes	Y
I-002955	Texas Department Of Criminal Justice TX	6462	TDCJ-Huntsville	Y
I-002955	Texas Department Of Criminal Justice TX	6463	TDCJ-Jester I	Y
I-002955	Texas Department Of Criminal Justice TX	6464	TDCJ-Jester III	Y
I-002955	Texas Department Of Criminal Justice TX	6465	TDCJ-Jester IV	Y
I-002955	Texas Department Of Criminal Justice TX	6466	TDCJ-Jordan	Y
I-002955	Texas Department Of Criminal Justice TX	6467	TDCJ-Leblanc	Y
I-002955	Texas Department Of Criminal Justice TX	6468	TDCJ-Lewis	Y
I-002955	Texas Department Of Criminal Justice TX	6469	TDCJ-Luther	Y
I-002955	Texas Department Of Criminal Justice TX	6470	TDCJ-Lynaugh	Y
I-002955	Texas Department Of Criminal Justice TX	6471	TDCJ-Mcconnell	Y

CustomerID	Customer Name	SiteID	Site Name	Voice Biometrics
I-002955	Texas Department Of Criminal Justice TX	6472	TDCJ-Michael	Y
I-002955	Texas Department Of Criminal Justice TX	6473	TDCJ-Montford	Y
I-002955	Texas Department Of Criminal Justice TX	6474	TDCJ-Mountain View	Y
I-002955	Texas Department Of Criminal Justice TX	6475	TDCJ-Murray	Y
I-002955	Texas Department Of Criminal Justice TX	6476	TDCJ-Neal	Y
I-002955	Texas Department Of Criminal Justice TX	6477	TDCJ-Pack	Y
I-002955	Texas Department Of Criminal Justice TX	6478	TDCJ-Polunsky	Y
I-002955	Texas Department Of Criminal Justice TX	6479	TDCJ-Powledge	Y
I-002955	Texas Department Of Criminal Justice TX	6480	TDCJ-Ramsey	Y
I-002955	Texas Department Of Criminal Justice TX	6481	TDCJ-Roach	Y
I-002955	Texas Department Of Criminal Justice TX	6482	TDCJ-Robertson	Y
I-002955	Texas Department Of Criminal Justice TX	6483	TDCJ-Scott	Y
I-002955	Texas Department Of Criminal Justice TX	6484	TDCJ-Segovia	Y
I-002955	Texas Department Of Criminal Justice TX	6485	TDCJ-Skyview	Y
I-002955	Texas Department Of Criminal Justice TX	6486	TDCJ-Smith	Y
I-002955	Texas Department Of Criminal Justice TX	6487	TDCJ-Stevenson	Y
I-002955	Texas Department Of Criminal Justice TX	6488	TDCJ-Stiles	Y
I-002955	Texas Department Of Criminal Justice TX	6489	TDCJ-Stringfellow	Y
I-002955	Texas Department Of Criminal Justice TX	6490	TDCJ-Telford	Y
I-002955	Texas Department Of Criminal Justice TX	6491	TDCJ-Terrell	Y
I-002955	Texas Department Of Criminal Justice TX	6492	TDCJ-Torres	Y
I-002955	Texas Department Of Criminal Justice TX	6493	TDCJ-Vance	Y
I-002955	Texas Department Of Criminal Justice TX	6494	TDCJ-Wallace	Y
I-002955	Texas Department Of Criminal Justice TX	6495	TDCJ-West Texas Regional	Y
I-002955	Texas Department Of Criminal Justice TX	6496	TDCJ-Wynne	Y
I-002955	Texas Department Of Criminal Justice TX	6497	TDCJ-Carole S Young Medical Facility	Y
I-002955	Texas Department Of Criminal Justice TX	6498	TDCJ-Cotulla	Y
I-002955	Texas Department Of Criminal Justice TX	6499	TDCJ-Duncan	Y
I-002955	Texas Department Of Criminal Justice TX	6500	TDCJ-Stockton	Y
I-002955	Texas Department Of Criminal Justice TX	6501	TDCJ-Garza East	Y
I-002955	Texas Department Of Criminal Justice TX	6502	TDCJ-Garza West	Y
I-002955	Texas Department Of Criminal Justice TX	6503	TDCJ-Goodman	Y
I-002955	Texas Department Of Criminal Justice TX	6504	TDCJ-Gurney	Y
I-002955	Texas Department Of Criminal Justice TX	6505	TDCJ-Holliday	Y
I-002955	Texas Department Of Criminal Justice TX	6506	TDCJ-Marlin Facility	Y
I-002955	Texas Department Of Criminal Justice TX	6507	TDCJ-Middleton	Y

CustomerID	Customer Name	SiteID	Site Name	Voice Biometrics
I-002955	Texas Department Of Criminal Justice TX	6544	TDCJ-Lockhart Work Facility Male	Y
I-002955	Texas Department Of Criminal Justice TX	6548	TDCJ-Chase Field	Y
I-002955	Texas Department Of Criminal Justice TX	6549	TDCJ-Roach Boot Camp	Y
I-002955	Texas Department Of Criminal Justice TX	6550	TDCJ-Roach Work Camp	Y
I-002955	Texas Department Of Criminal Justice TX	6551	TDCJ-Wilderness 3	Y
I-002955	Texas Department Of Criminal Justice TX	6563	TDCJ-Exclusion Units	Y
I-302805	Arizona DOC	6322	Central Arizona Correctional Facility AZ	Y
I-302805	Arizona DOC	6395	St Marys Hospital	Y
I-302805	Arizona DOC	14027	Phoenix Alhambra AZ	Y
I-302805	Arizona DOC	14029	Globe AZ	Y
I-302805	Arizona DOC	14031	Safford AZ	Y
I-302805	Arizona DOC	14032	Picacho AZ	Y
I-302805	Arizona DOC	14033	Florence Main AZ	Y
I-302805	Arizona DOC	14034	Florence East AZ	Y
I-302805	Arizona DOC	14035	Eyman SMU 1 AZ	Y
I-302805	Arizona DOC	14036	Tuscon 1 AZ	Y
I-302805	Arizona DOC	14037	Eyman Rynning AZ	Y
I-302805	Arizona DOC	14038	Eyman Cook AZ	Y
I-302805	Arizona DOC	14039	Eyman Meadows AZ	Y
I-302805	Arizona DOC	14040	Apache AZ	Y
I-302805	Arizona DOC	14041	Tuscon SACRC. AZ	Y
I-302805	Arizona DOC	14042	Perryville AZ	Y
I-302805	Arizona DOC	14043	Douglas AZ	Y
I-302805	Arizona DOC	14044	Papago AZ	Y
I-302805	Arizona DOC	14045	Winslow AZ	Y
I-302805	Arizona DOC	14046	Ft. Grant AZ	Y
I-302805	Arizona DOC	14047	Marana AZ	Y
I-302805	Arizona DOC	14048	Eyman SMU 2 AZ	Y
I-302805	Arizona DOC	14049	Phoenix West AZ	Y
I-302805	Arizona DOC	14052	Yuma AZ	Y
I-302805	Arizona DOC	14054	Florence West AZ	Y
I-302805	Arizona DOC	14057	Sam Lewis AZ	Y
I-302805	Arizona DOC	14072	Kingman Correctional AZ	Y

COUNTY OF BOONE - MISSOURI
WORK AUTHORIZATION CERTIFICATION
PURSUANT TO 285.530 RSMo
(FOR ALL AGREEMENTS IN EXCESS OF \$5,000.00)

County of DALLAS)
State of TEXAS)ss
)

My name is Robert Pickens. I am an authorized agent of Securus Technologies
(Bidder). This business is enrolled and participates in a federal work authorization program for all employees working in connection with services provided to the County. This business does not knowingly employ any person that is an unauthorized alien in connection with the services being provided. Documentation of participation in a federal work authorization program is attached to this affidavit.

Furthermore, all subcontractors working on this contract shall affirmatively state in writing in their contracts that they are not in violation of Section 285.530.1, shall not thereafter be in violation and submit a sworn affidavit under penalty of perjury that all employees are lawfully present in the United States.

Robert Pickens 9-24-09
Affiant Date

Robert Pickens
Printed Name

Subscribed and sworn to before me this 24th day of September 2009.

Diane Wendling
Notary Public

