BEST AND FINAL OFFER AND ACCEPTANCE FORM

TO PINAL COUNTY:

The undersigned hereby offers and agrees to furnish the material, service, or construction in compliance with all terms, conditions, specifications, and amendments in the Solicitation.

Authorized Signature:  
Title:  

Printed Name: Robert E. Pickens  
Date: October 2, 2017  

Company Name: Securus Technologies, Inc.  
Telephone: 972-277-0300  

Address: 4000 International Parkway  
City, State, Zip: Carrollton, TX, 75007

For clarification of this offer, contact:  
Name: Robert E. Pickens  
Phone: 972-277-0300  
Fax: 972-277-0301  
Email: bpickens@securustech.com

ACCEPTANCE OF OFFER
(For Pinal County Use Only)

The offer is hereby accepted and the Responder is now bound to sell or provide the materials, services, or construction as indicated by the Purchase Order or Notice of Award and based upon the solicitation, including all terms, conditions, specifications, amendments, etc. and the Offer as accepted by Pinal County.

The contract is for: Inmate Telephone Services

This contract shall henceforth be referenced to as Contract No. RFP-170223. The Offeror is cautioned not to commence any billable work or to provide any material or service under this contract until Offeror receives an executed purchase order or notice to proceed.

Awarded this 18th day of October 2017  
Name (Print): Stephen G. Miller  
Title: Chairman  
Signature:  

Approved as to form:  

Pinal County Attorney's Office

FINANCE

31 North Pinal Street, Building A, PO Box 1348  Florence, AZ 85132  T 520-866-6250  F 520-866-6944  www.pinalcountyaz.gov
BEST AND FINAL OFFER AND ACCEPTANCE FORM – Page 2

By signing the previous page of the Best and Final Offer and Acceptance Form, Responder certifies:

A. The submission of the bid did not involve collusion or other anti-competitive practices.
B. The Responder shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246.
C. The Responder has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the Submittal.
D. The Responder certifies that it complies with Executive Order 12549 related to Federal Government Debarment and Suspension (see 4-7)
E. The Responder certifies that the individual signing the bid is an authorized agent for the Responder and has the authority to bind them to the contract.

Securus Technologies, Inc.

Authorized Signature

Date: [Stamp] 10/2/17

FINANCE
31 North Pinal Street, Building A, PO Box 1348 Florence, AZ 85132 T 520-866-6200 F 520-866-6944 www.pinalcountyaz.gov
FINAL OFFER FOR PINAL COUNTY, AZ
RFP 170223 - INMATE TELEPHONE SERVICE
October, 2, 2017

Lori Pruitt
Procurement Officer
Pinal County Finance Department
PO Box 1348
Florence, AZ 85132
(p) 520-866-6262 / (f) 520-866-2903
lori.pruitt@pinalcountyaz.gov

RE: Final Offer for RFP-170223 – Inmate Telephone Services

Dear Ms. Pruitt:

We thank you for the opportunity to send our Final Offer for RFP 170223 – Inmate Telephone Service.

Herein we are sending the following:

1. **Addendum to Securus Technologies proposal which includes all negotiated changes to the proposal:**
   a. **Request for Clarification**
      Please reference to *Appendix A* for answers to the Request for Clarification.
   b. **Changed language to the Uniform Terms & Conditions Section 3.14.**
      Referencing the Section 3.14, Uniform Terms & Conditions, the original language from the RFP:

      3.14  *Ownership of Intellectual Property.*  Any and all intellectual property, including but not limited to copyright, invention, trademark, tradename, service mark, and/or trade secrets created or conceived pursuant to or as a result of this contract and any related subcontract ("Intellectual Property"), shall be work made for hire and the County shall be considered the creator of such Intellectual Property. The Pinal County department requesting the issuance of this contract shall own (for and on behalf of the
County) the entire right, title and interest to the Intellectual Property throughout the world. Contractor shall notify the County, within thirty (30) days, of the creation of any Intellectual Property by it or its subcontractor(s). Contractor, on behalf of itself and any subcontractor(s), agrees to execute any and all document(s) necessary to assure ownership of the Intellectual Property vests in the County and shall take no affirmative actions that might have the effect of vesting all or part of the Intellectual Property in any entity other than the County. The Intellectual Property shall not be disclosed by contractor or its subcontractor(s) to any entity not the County without the express written authorization of the Pinal County department requesting the issuance of this contract.

Shall be replaced with:

“The system, applications, and related records, data, and information (excepting recorded communications, for which the County retains ownership) shall at all times remain Contractor’s sole and exclusive property. However, during the term of this Agreement and for a reasonable period of time thereafter, Contractor will provide the State with reasonable access to the records. Contractor (or our licensors, if any) has 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 Contractor and its licensors, whether or not any portion thereof is or may be the subject of a valid copyright or patent.”

c. Changed language to the Scope of Work Section 2.7.1 to add that training be conducted at “PCSO, Contractor’s site, or other mutually agreed upon location”.

Referencing the Section 2.7.1 Scope of Work Section, the original language from the RFP response:

2.7.1 Contractor shall provide initial and ongoing, user, administrative, and investigative training to PCSO-ADC and PCSO Finance staff to be conducted at PCSO. 

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will provide initial and ongoing, user, administrative, and investigative training to PCSO-ADC and PCSO Finance staff to be conducted at PCSO.

Shall be replaced with:
2. **Final Offer - Rates/Commissions/Fees as agreed upon** (including a Final Offer excel document (2 tabs) with this letter to be used to submit pricing. 
   As agreed upon from the negotiations that took place between Securus Technologies and Pinal County on September 28, 2017, Location Base Services (LBS) and IPRO will be offered to the County at a total commission deduction of $0.02 per minute. Cost for each product along with the Final Offer – Rates/Commission/Fees are reflected in the Final Response Form 3, attached in Appendix B.

3. **Signed Final Offer Acceptance Form (pg. 2-3 of this letter)**
   Please refer to Appendix C for the Securus’ Signed Final Offer Acceptance Form.

Sincerely,

Robert E. Pickens, President
Securus Technologies, Inc.
4000 International Parkway
Carrollton, Texas 75007
972-277-0300
bpickens@securustechnologies.com
## APPENDIX A - ANSWERS TO THE REQUEST FOR CLARIFICATION.

<table>
<thead>
<tr>
<th>Proposal Section</th>
<th>Item</th>
<th>Question Asked</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Misc.</td>
<td>Is there a limit to how many people can have access to the facility portal?</td>
<td>Unlimited</td>
<td></td>
</tr>
<tr>
<td>Response Form 3 - Rates/Fees/Commissions</td>
<td>Fees</td>
<td>Your Pricing Proposal (Response Form 3) states that if Prepaid customer sets up account with credit card, the fee is up to $5.95, however your proposal under Ancillary Service Charges (pg. 71) states the fee is up to $6.95. Which is the correct amount?</td>
<td>Up to $5.95 is the correct fee amount</td>
</tr>
<tr>
<td>Response Form 3 - Rates/Fees/Commissions</td>
<td>Fees</td>
<td>Your Pricing Proposal states there is no fee for paper bills, however pg. 72 of Response Form 2 shows a $2 fee. Please clarify.</td>
<td>The fee for paper billing is $2</td>
</tr>
<tr>
<td>Response Form 3 - Rates/Fees/Commissions</td>
<td>Voicemail</td>
<td>Securus didn’t list Voicemail fees/commissions on their price proposal but mentioned it in their response to question 2.11 of Response Form 2 (pg. 126). What are the fees and commissions for voicemail?</td>
<td>$1.99 per voicemail and the County would receive 20% commission</td>
</tr>
<tr>
<td>Response Form 3 - Rates/Fees/Commissions</td>
<td>Instant Pay/Text2Connect</td>
<td>Securus didn’t list Instant pay and Text2Connect fees/commissions on their price proposal but mentioned it in their response to question 2.4.7 (pg. 47) on Response Form 2. Can you provide a detailed explanation as</td>
<td>The Instant Pay Program are promotional first call services. They are not the same as our traditional calling services. These options allow incarcerated individuals to quickly reach loved ones or</td>
</tr>
</tbody>
</table>
to what these features are and what are the fees and commissions for Instant Pay and Text2Connect?

bondsmen on cell phones (non-billable calls) and give the option to the called party to connect immediately through one time payment or be transferred to customer service to set up an account.

Pay Now allows the called party to pay $14.99 by credit card and connect immediately to the inmate. Bonus pay to the County is $1.60 per call.

Text2Connect allows the called party to accept the $9.99 charge to be billed as premium SMS text charge on their mobile carrier bill. Bonus pay to the county is $0.40 per call.

<table>
<thead>
<tr>
<th>Response Form 3 - Rates/Fees/Commissions</th>
<th>Interstate Calls</th>
<th>Explain and provide a breakdown of how rate/min. varies for interstate calls (as noted on pricing proposal).</th>
<th>All call destination types are 0.16/minute. There is no variance in our offer from Instate to Interstate.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response Form 2 - Method of Approach</td>
<td>Commissions Reports</td>
<td>Page 247-248 of your Response Form 2 shows a sample commission reports. During our meeting, can you explain these reports in detail so PCSO-ADC &amp; Finance staff can fully understand each category captured for auditing purposes. (There are several categories listed on page 248 that we need to understand more fully (i.e. Instant Pay - Pay Now, Instant Pay - Text2Connect, Legacy Operator Assistant, SIM, AIS VMail).</td>
<td>We will walk through the sample report during the meeting.</td>
</tr>
<tr>
<td><strong>Response Form 2 - Method of Approach</strong></td>
<td><strong>Contraband Cell Phone control</strong></td>
<td>Your response to question 2.1 on Response Form 3 (Page 7-8 of your Response Form 2 proposal) offers one of your additional products/services as Contraband cell phone control. Can you please explain in greater detail what this is, how it is used and any costs/reductions of commissions that may apply.</td>
<td>Securus Wireless Containment Solutions provides managed access for cellular devices. The system has the ability to capture actionable intel from non-authorized devices. Securus monitors the system 24/7 and actively process data to evaluate and manage the system for the life of the contract. In addition to managed access, Securus also offers cellphone detection equipment and cell phone forensics for a full comprehensive program. Pricing is dependent on needs of the County and a full site survey.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>Response Form 2 - Method of Approach</strong></td>
<td><strong>Refunds</strong></td>
<td>In the past, there has been issue with Securus &amp; Keefe communicating phone time which has resulted in PCSO Finance having to intervene to get money refunded. Is there a way that we can find out the balance of telephone time or money that is left on an inmate account prior to release? Or is this just a matter of the right person having access to facility portal in our facility?</td>
<td>Debit information by inmate account is kept in our Secure Call Platform. Administrative users in SCP can view debit balances and transactions under each custody account. This is a matter of giving the right users the access needed, which is directed by PCSO.</td>
</tr>
<tr>
<td><strong>Response Form 2 - Method of Approach</strong></td>
<td><strong>Refunds</strong></td>
<td>Your response to Question 2.6.3 on Response Form 2 (pg. 73) indicates that Securus offers to make refunds available to inmates directly via Western Union. Are there any charges to the inmate/friend or family associated with issuing refunds in that manner?</td>
<td>Yes. Fees may vary at Western Union services with no additional mark up from Securus.</td>
</tr>
</tbody>
</table>
APPENDIX B - FINAL OFFER – RATES / COMMISSIONS / FEES
### Section A

<table>
<thead>
<tr>
<th>Service</th>
<th>Connect/Surcharge</th>
<th>Rate/Minute</th>
<th>Total Cost of 8 min. call</th>
<th>Commission %</th>
<th>Total Commission on 8 min. call</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local/InterLATA/IntraLATA</td>
<td>$ -</td>
<td>$ 0.18</td>
<td>$ 1.44</td>
<td>91%</td>
<td>$ 1.31</td>
</tr>
<tr>
<td>Interstate (LD)</td>
<td>$ -</td>
<td>$ 0.18</td>
<td>$ 1.44</td>
<td>91%</td>
<td>$ 1.31</td>
</tr>
<tr>
<td>Mexico</td>
<td>$ -</td>
<td>$ 0.18</td>
<td>$ 1.44</td>
<td>91%</td>
<td>$ 1.31</td>
</tr>
<tr>
<td>International (other than Mexico)</td>
<td>$ -</td>
<td>varies</td>
<td>varies</td>
<td>91%</td>
<td>varies</td>
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</tbody>
</table>

### Section B

<table>
<thead>
<tr>
<th>Service</th>
<th>Connect/Surcharge</th>
<th>Rate/Minute</th>
<th>Total Cost of 8 min. call</th>
<th>Commission %</th>
<th>Total Commission on 8 min. call</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local/InterLATA/IntraLATA</td>
<td>$ -</td>
<td>$ 0.18</td>
<td>$ 1.44</td>
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<td>$ 1.31</td>
</tr>
<tr>
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<td>$ 1.31</td>
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<tr>
<td>Mexico</td>
<td>$ -</td>
<td>$ 0.18</td>
<td>$ 1.44</td>
<td>91%</td>
<td>$ 1.31</td>
</tr>
<tr>
<td>International (other than Mexico)</td>
<td>$ -</td>
<td>varies</td>
<td>varies</td>
<td>91%</td>
<td>varies</td>
</tr>
</tbody>
</table>

### Section C

<table>
<thead>
<tr>
<th>Service</th>
<th>Connect/Surcharge</th>
<th>Rate/Minute</th>
<th>Total Cost of 8 min. call</th>
<th>Commission %</th>
<th>Total Commission on 8 min. call</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local/InterLATA/IntraLATA</td>
<td>$ -</td>
<td>$ 0.18</td>
<td>$ 1.44</td>
<td>91%</td>
<td>$ 1.31</td>
</tr>
<tr>
<td>Interstate (LD)</td>
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<td>$ 0.18</td>
<td>$ 1.44</td>
<td>91%</td>
<td>$ 1.31</td>
</tr>
<tr>
<td>Mexico</td>
<td>$ -</td>
<td>$ 0.18</td>
<td>$ 1.44</td>
<td>91%</td>
<td>$ 1.31</td>
</tr>
<tr>
<td>International (other than Mexico)</td>
<td>$ -</td>
<td>varies</td>
<td>varies</td>
<td>91%</td>
<td>varies</td>
</tr>
</tbody>
</table>

### Group 3 - Fees

#### Prepaid Account Setup Fees

<table>
<thead>
<tr>
<th>Service</th>
<th>Minimum amount that can be funded</th>
<th>Maximum amount that can be funded</th>
<th>Fee</th>
<th>Commission %</th>
<th>Commission $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Via Live Operator/Phone</td>
<td>$ 0.01</td>
<td>$ 50.00</td>
<td>$ 5.95</td>
<td>0%</td>
<td>$ -</td>
</tr>
<tr>
<td>Via Automated System/Web</td>
<td>$ 0.01</td>
<td>$ 50.00</td>
<td>$ 3.00</td>
<td>0%</td>
<td>$ -</td>
</tr>
</tbody>
</table>

#### Customer Billing Fees

<table>
<thead>
<tr>
<th>Service</th>
<th>Fee</th>
<th>Commission %</th>
<th>Commission $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper Billing</td>
<td>$ 2.00</td>
<td>0%</td>
<td>$ -</td>
</tr>
<tr>
<td>Electronic Billing</td>
<td>$ -</td>
<td>0%</td>
<td>$ -</td>
</tr>
</tbody>
</table>

#### Funding of Prepaid Account

<table>
<thead>
<tr>
<th>Service</th>
<th>Minimum amount that can be funded</th>
<th>Maximum amount that can be funded</th>
<th>Fee</th>
<th>Commission %</th>
<th>Commission $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transfers from 3rd Party Commissary</td>
<td>$ 0.01</td>
<td>varies by vendor</td>
<td>$ -</td>
<td>0%</td>
<td>$ -</td>
</tr>
<tr>
<td>Credit Card - Via Live Operator/Phone</td>
<td>$ 0.01</td>
<td>$ 50.00</td>
<td>$ 5.95</td>
<td>0%</td>
<td>$ -</td>
</tr>
<tr>
<td>Credit Card - Via Automated System/Web</td>
<td>$ 0.01</td>
<td>$ 50.00</td>
<td>$ 3.00</td>
<td>0%</td>
<td>$ -</td>
</tr>
<tr>
<td>Check</td>
<td>$ 0.01</td>
<td>$ -</td>
<td>$ -</td>
<td>0%</td>
<td>$ -</td>
</tr>
<tr>
<td>Money Order</td>
<td>$ 0.01</td>
<td>$ -</td>
<td>$ -</td>
<td>0%</td>
<td>$ -</td>
</tr>
</tbody>
</table>

#### Other Fees, Rates, or Commissions for Proposed Features

<table>
<thead>
<tr>
<th>Service</th>
<th>Fee</th>
<th>Commission %</th>
<th>Commission $</th>
</tr>
</thead>
<tbody>
<tr>
<td>AIS Voicemail</td>
<td>$ 1.99</td>
<td>20%</td>
<td>$ 0.40</td>
</tr>
<tr>
<td>Advanced Connect Single Call - fee for one time call at regular call rates</td>
<td>$ 3.00</td>
<td>0%</td>
<td>$ -</td>
</tr>
</tbody>
</table>
Responser Name: SECURUS TECHNOLOGIES

Any rates, fees and commissions associated with Optional or Additional Technology or Services proposed in Section 2.11 of Response Form 2 shall be listed below. Additional pages may be added so long as they are clearly referenced in the spaces provided.

<table>
<thead>
<tr>
<th>ITEM PROPOSED</th>
<th>RATE, FEE AND/OR COMMISSION (EXPLAIN AS NECESSARY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location Based Services</td>
<td>0.01 per minute commission deduction</td>
</tr>
<tr>
<td>IPro</td>
<td>0.01 per minute commission deduction</td>
</tr>
<tr>
<td>GEX Call Monitoring Services</td>
<td>0.02 per minute commission deduction</td>
</tr>
</tbody>
</table>
APPENDIX C - SECURUS’ SIGNED FINAL OFFER ACCEPTANCE FORM.
September 28, 2017

Robert E. Pickens
Securus Technologies
4000 International Parkway
Carrollton, TX 75007
bpickens@securustechnologies.com

RE: Final Offer for RFP-170223 – Inmate Telephone Services

Dear Mr. Pickens:

As a result of the negotiations that took place between Securus Technologies and Pinal County on September 28, 2017, and in accordance with Pinal County Procurement Code PC1-328 (G), the County requests that Securus Technologies submit their Final Offer for RFP-150223. As discussed during that meeting, the County requests that Securus Technologies Final Offer include the following:

1. Addendum to Securus Technologies proposal which includes all negotiated changes to the proposal:
   a. Request for Clarification.
   b. Changed language to the Uniform Terms & Conditions Section 3.14.
   c. Changed language to the Scope of Work Section 2.7.1 to add that training be conducted at “PCSO, Contractor's site, or other mutually agreed upon location”.

2. Final Offer - Rates/Commissions/Fees as agreed upon (including a Final Offer excel document (2 tabs) with this letter to be used to submit pricing.

3. Signed Final Offer Acceptance Form (pg. 2-3 of this letter)

Please return signed Final Offer on or before Tuesday, October 3, 2017, 10:00 a.m. Arizona Time to Lori Pruitt via email at lori.pruitt@pinalcountyaz.gov or by fax at 520-866-2903.

If you have any questions, please feel free to contact me at the number or email address listed below.

Thank you.

Respectfully,

Lori Pruitt
Procurement Officer
Pinal County Finance Department
PO Box 1348
Florence, AZ 85132
(p) 520-866-6262 / (f) 520-866-2903
lori.pruitt@pinalcountyaz.gov

cc: Cecil Truong ctruong@securustechnologies.com
Endlosures: RFP 170223 – Final Offer Response Form 3- Pricing (.xls)
BEST AND FINAL OFFER AND ACCEPTANCE FORM

TO PINAL COUNTY:

The undersigned hereby offers and agrees to furnish the material, service, or construction in compliance with all terms, conditions, specifications, and amendments in the Solicitation.

Authorized Signature: ___________________________ President
Title: ___________________________

Printed Name: Robert E. Pickens Date: October 2, 2017

Company Name: Securus Technologies, Inc. Telephone: 972-277-0300

Address: 4000 International Parkway City, State, Zip: Carrollton, TX, 75007

For clarification of this offer, contact:
Name: Robert E. Pickens Phone: 972-277-0300 Fax: 972-277-0301
Email: bpickens@securustechologies.com

ACCEPTANCE OF OFFER
(For Pinal County Use Only)

The offer is hereby accepted and the Responder is now bound to sell or provide the materials, services, or construction as indicated by the Purchase Order or Notice of Award and based upon the solicitation, including all terms, conditions, specifications, amendments, etc. and the Offer as accepted by Pinal County.

The contract is for: Inmate Telephone Services

This contract shall henceforth be referenced to as Contract No. RFP-170223. The Offeror is cautioned not to commence any billable work or to provide any material or service under this contract until Offeror receives an executed purchase order or notice to proceed.

Awarded this ____________ day of ______________________ 2017.

Name (Print): ___________________________ Title: ___________________________ Signature: ___________________________

Approved as to form:

Pinal County Attorney's Office

FINANCE

31 North Pinal Street, Building A, PO Box 1348 Florence, AZ 85132 T 520-866-6250 FREE 888-451-1311 F 520-866-6944 www.pinalcountyaz.gov
BEST AND FINAL OFFER AND ACCEPTANCE FORM – Page 2

By signing the previous page of the Best and Final Offer and Acceptance Form, Responder certifies:

A. The submission of the bid did not involve collusion or other anti-competitive practices.
B. The Responder shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246.
C. The Responder has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the Submittal.
D. The Responder certifies that it complies with Executive Order 12549 related to Federal Government Debarment and Suspension (see 4-7).
E. The Responder certifies that the individual signing the bid is an authorized agent for the Responder and has the authority to bind them to the contract.

Securus Technologies, Inc.

Authorized Signature

Approved by Legal Initial & Date

10/2/17
SECTION ONE – TITLE PAGE, OFFER AND ACCEPTANCE FORM, ADDENDUM ACKNOWLEDGMENT FORM AND W9
<table>
<thead>
<tr>
<th><strong>Solicitation Number</strong></th>
<th>RFP-170223</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responder Name</strong></td>
<td>Securus Technologies, Inc.</td>
</tr>
<tr>
<td><strong>Address</strong></td>
<td>4000 International Parkway, Carrollton, Texas, 75007</td>
</tr>
<tr>
<td><strong>Telephone</strong></td>
<td>(972) 277-0300</td>
</tr>
<tr>
<td><strong>Solicitation Contact</strong></td>
<td>Robert E. Pickens</td>
</tr>
<tr>
<td><strong>Name</strong></td>
<td>President</td>
</tr>
<tr>
<td><strong>Email address</strong></td>
<td><a href="mailto:bpickens@securustechnologies.com">bpickens@securustechnologies.com</a></td>
</tr>
<tr>
<td><strong>Phone number</strong></td>
<td>(972) 277-0300</td>
</tr>
</tbody>
</table>
August 8, 2017

Lori Pruitt, Procurement Officer  
Pinal County Purchasing Department  
31 North Pinal Street, Building A  
Florence, Arizona  85132

RE: Pinal County Request for Proposal for Inmate Telephone Services (RFP-170223)

Dear Ms. Pruitt:

Securus Technologies, Inc. (Securus) appreciates the opportunity to submit our proposal for the provision of an Inmate Telephone Services System by Pinal County for the Pinal County Sheriff’s Office – Adult Detention Center (PCSO-ADC). Securus had the good fortune to partner with the PCSO-ADC on its inmate telephone services for more than 5 years, and we look forward to expanding our relationship. We have thoroughly reviewed your Request for Proposal (RFP) and have gathered relevant information regarding the current and future needs of the PCSO-ADC. We believe our proposed solution will continue to meet and exceed all of the requirements stated in the RFP.

In our response, we have highlighted Securus’ commitment to always provide the highest level of technology, products, and service regarding our solution for your inmate telephone services system. The solution is a state-of-the-art Web-based platform that combines an integrated inmate telephone system (including phone monitoring and recording) with advanced fraud control features and support services. The proposal includes all equipment, consultation, database design, software development, integration, implementation, training, maintenance, and support.

The PCSO-ADC will receive the following benefits by partnering with Securus:

- **Unmatched Industry Experience** – We have over 30 years of experience providing inmate communications solutions to correctional facilities. We have more than 2,700 deployments of our flagship Secure Call Platform (SCP).

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

- **Increased Staff Efficiency through Technology and Automation** – Securus will continue to deliver Web-based applications designed to enhance and
improve staff and facility efficiencies. Securus also provides ongoing training at no cost to ensure that PSCO-ADC personnel benefit from all of Securus’ industry advantages.

- **Best Technology in the Industry** – Securus is the leading technology innovator in the inmate communications industry. We have developed and currently own nearly 250 patents. Virtually every large inmate communications provider in the industry relies on Securus for technology development and uses Securus’ patented technologies under license agreements.

- **Unmatched Service and Support** – Securus understands that the most important differentiator in the inmate communications industry is service. We have more full-time field service technicians than any other inmate technology provider, and our commitment to customer service is unmatched in the industry. We focus on what we do so you can focus on what you do – protect and serve your community.

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

As President of Securus Technologies, I am authorized to contractually commit Securus to the terms of this proposal and any resulting contract. Please do not hesitate to contact me with any additional questions, or to request supporting information. You may contact me by email at bpickens@securustech.com, or by telephone at (972) 277-0300.

Thank you again for the opportunity to provide this proposal. We look forward to sharing our inmate visitation solution with Pinal County and the Pinal County Sheriff’s Office – Adult Detention Center as we continue to grow our mutually beneficial partnership.

Sincerely,

Robert E. Pickens, President
Securus Technologies, Inc.
4000 International Parkway
Carrollton, Texas  75007
972-277-0300
bpickens@securustech.net
OFFER & ACCEPTANCE FORM

OFFER AND ACCEPTANCE FORM

TO PINAL COUNTY:

The undersigned hereby offers and agrees to furnish the material, service, or construction in compliance with all terms, conditions, specifications, and amendments in the Solicitation.

Authorized Signature: Robert E. Pickens
Title: President
Printed Name: Robert E. Pickens
Date: 08/08/2017
Company Name: Securus Technologies, Inc.
Telephone: 972-277-0300
Address: 4000 International Parkway
Carrollton, Texas, 75007
City, State, Zip:

For clarification of this offer, contact:
Name: Robert E. Pickens
Phone: 972-277-0300
Fax: 972-277-0301
Email: bpickens@securustechnologies.com

ACCEPTANCE OF OFFER
(For Pinal County Use Only)

The offer is hereby accepted and the Responder is now bound to sell or provide the materials, services, or construction as indicated by the Purchase Order or Notice of Award and based upon the solicitation, including all terms, conditions, specifications, amendments, etc. and the Offer as accepted by Pinal County.

The contract is for: Inmate Telephone Services

This contract shall henceforth be referenced to as Contract No. RFP-170223. The Offeror is cautioned not to commence any billable work or to provide any material or service under this contract until Offeror receives an executed purchase order or notice to proceed.

Awarded this __________ day of __________ 2017.

Name (Print): __________________________ Title: __________

Approved as to form:

Pinal County Attorney’s Office

Solicitation No: 170223
Available online at
http://pinalcountyaz.gov/Purchasing/Pages/CurrentSolicitations.aspx
Page 30 of 32
OFFER AND ACCEPTANCE FORM – Page 2

By signing the previous page of the Offer and Acceptance Form, Responder certifies:

A. The submission of the bid did not involve collusion or other anti-competitive practices.
B. The Responder shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246.
C. The Responder has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the Submittal.
D. The Responder certifies that it complies with Executive Order 12549 related to Federal Government Debarment and Suspension (see 4-7).
E. The Responder certifies that the individual signing the bid is an authorized agent for the Responder and has the authority to bind them to the contract.

Securus Technologies, Inc.
Company Name

[Signature]
Authorized Signature
ADDENDUM ACKNOWLEDGEMENT FORM

Solicitation Addendums are posted on the Pinal County website at the following address:
http://pinalcountyaz.gov/Purchasing/Pages/CurrentSolicitations.aspx. It is the responsibility of the Responder to periodically check this website for any Solicitation Addendum.

This page is used to acknowledge any and all addendums that might be issued. Any addendum issued within five days of the solicitation due date, will include a new due date to allow for addressing the addendum issues. Your signature indicates that you took the information provided in the addendums into consideration when providing your complete response.

Please sign and date:

ADDENDUM NO. 1 Acknowledgement
Signature
Date

ADDENDUM NO. 2 Acknowledgement
Signature
Date

ADDENDUM NO. 3 Acknowledgement
Signature
Date

ADDENDUM NO. 4 Acknowledgement
Signature
Date

ADDENDUM NO. 5 Acknowledgement
Signature
Date

AMENDED RESPONSE FORM 3 Acknowledgement
Signature
Date

Solicitation No: 170223
Available online at http://pinalcountyaz.gov/Purchasing/Pages/CurrentSolicitations.aspx
Page 28 of 32
Form W-9

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

1. Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

2. Business name/disregarded entity name, if different from above.

3. Check appropriate box for federal tax classification; check only one of the following seven boxes:
   - Individual/sole proprietor
   - C Corporation
   - S Corporation
   - Partnership
   - Trust/estate
   - Single-member LLC
   - Limited liability company
   - Note: for a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.

4. Exempt organizations (code apply only to certain entities, not individuals; see instructions on page 3):
   - Exemption from FATCA reporting code (if any)

5. Address (number, street, and apt. or suite no.)

6. City, state, and ZIP code

7. List account number(s) here (optional)

8. Requestor’s name and address (optional)

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see how to get a TIN on page 3.

Note: if the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Social security number

7 5 2 7 2 2 1 4 4

Employer identification number

Part II. Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and

2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here

Signature of U.S. person

Date 3/2/11

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN), which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other unreported on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (adjustable mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third-party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).

2. Certify that you are not subject to backup withholding, or

3. Obtain exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, you allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners’ share of effectively connected income, and

4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from FATCA reporting is correct. See What is FATCA reporting? on page 2 for further information.

Cat. No. 10391X

Form W-9 (Rev. 12-2014)
Attachment A:
Executive Summary
Executive Summary

Securus Technologies, Inc. (Securus) is committed to connecting both civil and criminal justice organizations in ways that make our world a safer place to live. Securus delivers the products, services, and support needed to provide comprehensive public safety solutions, investigative solutions, communications solutions, and monitoring solutions. Securus Technologies focuses on connecting what matters®.

Securus Technologies, Inc. (Securus) appreciates the opportunity to submit our proposal for the provision of an Inmate Telephone Services System by Pinal County for the Pinal County Sheriff’s Office – Adult Detention Center (PCSO-ADC). Securus has had the good fortune to partner with the PCSO-ADC on its inmate telephone services for more than five (5) years, and we look forward to expanding our relationship. Securus has the qualifications, experience, technology, equipment, and service and support resources required to deliver the most reliable and efficient inmate telephone service solutions available, both today and for the years to come.

After reviewing your RFP, Securus is confident that we can continue to meet and exceed the specifications set forth by the PCSO-ADC. We have designed a solution that will further help to improve the efficiency of your facility and safety of your community. We will provide supervision, labor, materials, equipment, documentation, training, technical support and supplies necessary to install, operate and maintain our solution at no cost to Pinal County. Securus delivers the best technology in the inmate telephone services industry, and we tailor it to meet each partner’s specific needs.

Securus understands what is important to county law enforcement professionals, and we will meet or exceed your expectations in relation to all of your selection criteria:

- **Method of Approach** – Securus follows a three-pronged approach when serving the inmate telephone services market: (1) provide industry-leading, technology, products, and services; (2) deliver unmatched support to our partners; and (3) lower the financial burden on inmates’ family members and friends.

  Our turnkey solution will meet all the technical requirements as stated in the RFP. It will include our flagship inmate telephone services platform, known as the Secure Call Platform (SCP). The SCP has over 550 integrated features and has been installed at more than 2,700 facilities. It is the most deployed inmate telephone services system in the inmate communications industry.

  We have included several additional technologies with the base system in order to improve the efficiency of your facility and enhance the safety and security of your community. We will provide our Automated Information Services (AIS) technology, which is the industry’s first and only hosted interactive voice
response (IVR) system that automatically provides inmate-specific and general facility information to detainees and outside callers. We will also deliver our full suite of advanced investigative solutions to assist PCSO-ADC officers and investigators in solving current investigations and preventing future crimes from taking place.

The solution will include all installation, implementation, and ongoing service and support of the entire solutions. We will provide full upgrades four (4) times a year to ensure that the PCSO-ADC is always on the cutting edge of inmate telephone services technology.

We will also support Pinal County's financial objectives by including an attractive commission percentage on the revenues we receive from the inmate telephone services system. In addition, we have tailored the proposed solution to lessen the burden on inmates' family members and friends by providing some of the lowest call rates in the industry.

- **Rates/Commissions/Fees** – Securus is committed to family members and friends of inmates. We are focused on providing some of the lowest call rates in the industry. We work closely with facilities to set rates that meet the desired balance between high revenue and low call rates.

  The proposed solution will support the County's financial objectives by providing some of the most competitive commission rates in the industry, including added advantage of prepaid commissions, with low rates and fees for the inmates and your constituents.

  Our value proposition of high technology solutions, low call rates, high commissions, and industry-leading service cannot by matched by any of our competitors. Our full financial offer can be found in the Section Four, page 170 of the full proposal.

- **Capacity of Responder** – Founded in 1986, Securus and its predecessor organizations have been providing inmate communications systems and related products for more than 30 years. Securus' wide range of products and technologies are installed at more than 3,450 safety, law enforcement, and corrections agencies that house more than 1,200,000 inmates across North America.

  Securus has installed the SCP in over 2,700 federal, state, county, and municipal prisons and jails over the past three years. We have developed installation and cut-over procedures that minimize disruptions and maximize customer satisfaction, and we meet our partners’ timelines. **We install and maintain all of the hardware and software used in our projects.**

- **Conformance to Terms and Conditions and Statement of Work** – Securus' response to the Inmate Telephone System RFP from Pinal County is comprehensive and complete. We confirm that we will meet all terms and
conditions of the RFP, and we request no exceptions. Our Secure Call Platform, coupled with our industry-leading service teams, will meet and exceed the specifications listed in the Statement of Work.

CORPORATE BACKGROUND AND EXPERTISE

Founded in 1986, Securus and its predecessor organizations have been providing inmate communications systems and related products for more than 30 years. Securus' wide range of products and technologies are installed at more than 3,450 safety, law enforcement, and corrections agencies that house more than 1,200,000 inmates across North America. We serve facilities in 48 states nationwide.

In the state DOC space, Securus currently partners with 14 of the 50 DOCs in the United States. We also serve many “mega-county” facilities that on a daily basis house thousands of inmates, including the facilities of Maricopa County.

Securus currently partners with 12 facilities in Arizona, including the PCSO-ADC. Our network of facilities allows us to provide extended information sharing capabilities to help support multi-jurisdictional investigations and drive greater shared services between law enforcement departments.

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

PATENTS AND COPYRIGHTS

Securus is the leading technology innovator in the inmate communications industry. Over the past three (3) years, we have invested over $600 million in technologies, patents, and acquisitions. This is in comparison to less than $50 million invested by the rest of the industry combined.

We also invest heavily in research and development, and employ over 100 software designers. Securus had developed and currently owns nearly 250 issued and pending patents, almost twice as many as the rest of the industry combined. Virtually every large inmate communications provider relies on Securus for technology development, and uses Securus' patented technologies under license agreements.
INMATE COMMUNICATIONS SERVICES

Inmate Communications Services: General Features and Functions

Securus has the technology, experience, and financial resources needed to deliver the industry’s leading inmate communications solutions. Our solutions allow our partners to effectively and efficiently protect the communities they serve.

- Corrections-grade hardware (including ADA compliant telephones and TDD devices)
- Interagency investigative information sharing
- Secure remote access anytime and anywhere
- Over 50 standard reports
- Facility Portal: access to audit all revenues and payments

Data Centers

- Co-located in Dallas and Atlanta
- Redundant architecture
- Trunks provisioned as outgoing only (no incoming calls permitted)

Payment Options

- Collect
- Direct billing
- Prepaid collect
- Inmate debit

Security Features

- Access rights granted based on duties and roles
- Personal IDs and passwords
- Disable telephones 24/7/365 remotely or through manual intervention

Service and Maintenance

- Provided free for life of the contract
- Provided entirely by U.S.-based Securus employees
- Free integration with existing and future systems (including Spillman Technologies and Keefe Commissary Services)
- Free quarterly upgrades
- 24/7/365 technical support
- 24/7/365 family members and friends support
- Largest field service team in industry
- Same day response to most service and repair requests
- Free product documentation and onsite training

Facility Portal

The Facility Portal is available to authorized PCSO-ADC personnel. The Facility Portal allows our partners to view their historic commission payments, preliminary revenue projections, investigative reports, trouble tickets system, and a wide variety of other time-saving and revenue-generating features and services. The tool provides unmatched visibility into the financial and operational performance of the inmate telephone services system while at the same time automating administrative tasks.
Data Centers
Securus' centralized off-premise equipment is co-located in Dallas and Atlanta in Securus support data centers, which are composed of carrier-class commercial-grade high-performance components for a managed inmate telephone services system built to the latest technology standards. This includes all hardware and software required in maintaining data storage, fraud controls, investigative features, user utilities, call processing, and call recording. All systems include redundancy to protect our partners from service outages.

Security
The Securus technology platform provides an advanced, multi-level password scheme designed to give facility administrators the ability to dictate which features, functions, and data will be accessible to each user. The platform provides administrators flexible password policy options, enabling them to customize log-in security measures to meet specific facility requirements.

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

Disabling Telephones
The Securus platform also allows authorized personnel to immediately disable a telephone, a group of telephones, or an entire facility from any personal computer or mobile device with access to the Internet. The platform is also compatible with manual cut-off switches that are typically located in the main control room, officer substations, or guard towers.

Securus will maintain an uninterruptible power supply (UPS) backup for the equipment installed at the PCSO-ADC. In the event of an electrical outage, the UPS will maintain all in-progress telephone calls for up to 30 minutes and no additional connections will be allowed. After 30 minutes, the system will terminate all calls in progress and power down to a quiescent state that allows it to resume full operations automatically after the restoration of commercial power.

Integration and Interfaces
Securus currently integrates our technology with more than 110 different vendors worldwide and more than 60 independent, facility-owned systems and shared databases. We have a dedicated Integration Department that has the expertise and flexibility to work with facility-owned systems, JMS, OMS, commissary providers, banking services, and kiosk vendors. Securus has extensive experience working with Spillman Technologies and Keefe Commissary Services to integrate their services with our inmate communications solutions. We will continue to work closely with both vendors during our engagement with the PCSO-
ADC, along with any new vendor that may replace Keefe Commissary Services once their contract with Pinal County expires in 2018.

**SECURE CALL PLATFORM (SCP)**

Securus recommends that the PCSO-ADC continue to use the state-of-the-art Secure Call Platform (SCP) for its inmate telephone services system. Over 2,700 federal, state, county, and municipal prisons and jails have had the SCP installed, making it the industry's most deployed inmate telephone system.

<table>
<thead>
<tr>
<th>Secure Call Platform (SCP)</th>
<th>Efficiency Solutions</th>
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<tr>
<td>Over 550 features have been included with the platform, with approximately 50 more being added each year.</td>
<td>SCP User Interface</td>
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<td>Automated Information Services (AIS)</td>
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<td>• Jail Voicemail</td>
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<td>Automated Operator Services (AOS) <strong>(no live operator)</strong></td>
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<td>Call detail records (CDRs)</td>
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<td>Call monitoring and recording</td>
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<td>Free calls (as designated by Pinal County)</td>
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<td>Multilingual capability (English and Spanish standard)</td>
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<td>• Maximum of nine (9) languages available</td>
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<td>Personal Identification Number (PIN) administration</td>
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<td>Programmable call duration and termination warnings</td>
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<td>Programmable calling schedules and call velocity</td>
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<td>Prohibited and blocked calls</td>
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| | Security Solutions |
| | Covert Alerts |
| | Fraud management |
| | • Accurate answer supervision |
| | • Extra digit dialing prevention (patented) |
| | • Remote call forwarding detection |
| | • Switch hook dialing detection and prevention |
| | • Three-way conference calling detection (patented) |
| | • Voice overlays |

| | Advanced Investigative Solutions |
| | **ICER:** interagency inmate-to-inmate communications detection |
| | **Investigator Pro (IPro):** voice biometric analysis of entire call |
| | **Location Based Services (LBS):** cell phone location tracking |
| | **THREADS:** data analytics |
The SCP is capable of handling all types of calls, including local calls, calling within the Local Area Transport Area (intraLATA), calls outside the Local Access Transport Area (interLATA), and interstate calls. The SCP can also process prepaid collect international calls.

**Efficiency Solutions**

The SCP is cloud-based and Web-enabled, and has virtually unlimited capacity to support facility expansion. It **automates the management** of the inmate telephone services system, and delivers an array of **cost reduction functions** and **safety enhancement features**. Authorized users can access the system **anytime and anywhere** from a workstation or mobile device that has Internet access.

**SCP User Interface**

The SCP User Interface will be the PCSO-ADC's window to all SCP features and functions. The platform delivers one of the only **single-point-access** user interfaces in the industry. We built it to allow our partners to have complete control over their systems in a simple, reliable, and secure environment. Authorized users can easily apply settings and configurations to turn on a telephone, restrict a telephone, change a blocked number, and turn on or off officer and inmate features and applications — all in real time. As a result, facilities benefit from **increased efficiency, increased flexibility, on-demand access to call recordings, and unequalled investigative access to potential criminal activity**.

**Automated Information Services (AIS)**

Automated Information Services (AIS) is the industry's first and only hosted, interactive voice response (IVR) system that provides general facility and inmate-specific information to the community and inmates over the telephone. In addition to providing information, AIS can be configured to enable inmate family members and friends to directly open or fund prepaid calling accounts.

All functionality of the AIS is available **24/7/365**, thus providing the community and inmates the ability to access the system as needed. AIS can be configured to provide callers a wide range of information:

- Criminal charges against specific inmates
- Bond amounts and types
- Court dates, times, and locations
- Projected release date
- Commissary balance
- Visitation eligibility
- General facility information

AIS retrieves information from a facility's various management information systems, including jail management and court systems, every 15 minutes. The service offers an
English and Spanish interface, text-to-speech playback of inmate names, and a touchtone and speech recognition interface.

- **AIS Trust Funding**
  AIS can also be configured to allow family members and friends to fund an inmate's trust account over the telephone. This additional funding option makes it easier and more convenient for an inmate's loved ones to contribute funds. Securus recently acquired JPay, Inc., and it serves as our money transfer agent. JPay will process all trust deposits and respond to all customer inquiries regarding the inmate's trust account.

- **Jail Voicemail**
  Jail Voicemail is a one-way communication product that allows family members and friends to leave a 45-second voicemail for an inmate. The feature provides a quick and easy way for the inmate's loved ones to initiate communication or deliver timely information to the inmate. When an inmate accesses the AIS, he or she will be alerted to any new voicemail messages. As is the case with all inmate telephone calls, Jail Voicemail is recorded and monitored for investigative purposes. The calling party is charged a small fee for this service.

**Call Acceptance**
For obvious security reasons, the SCP system ensures all lines of communication are fully muted until the system detects positive acceptance from the called party. Neither the inmate nor the called party can communicate prior to positive acceptance of the call. Upon initiating the call, the inmate selects the calling language and dials approved family members and friends. When answering the telephone, the called party hears a recorded message stating the inmate's name, the inmate's specific facility, and a reminder that the call will be monitored and recorded. The automated operator then quotes the price-per-minute for the call and directs the called party to accept or reject the call. The called party must generally press “1” on the keypad to accept the call. Billing begins once the call is accepted. There is no charge for unanswered or rejected telephone calls.

**Call Detail Records**
The SCP has a dedicated report writer that provides investigative information based on call detail records (CDRs). This sophisticated reporting tool provides a reporting interface into all calling activities. Details include date, time, duration, telephone number, origination, destination, inmate ID, termination reason, and more. Users can customize the standard reports by varying search criteria, such as date range, facility, or call length. The SCP allows investigators to save a report in Adobe PDF, Microsoft Excel, or Comma Separated (CSV) file formats. The SCP retains CDRs on all call attempts for the life of the contract.

**Call Monitoring and Recording**
The SCP has an integrated recording and monitoring system that records all inmate calls 24/7/365 (except for those deemed “private” as discussed below). The automated system is designed to be a cost-effective solution for correctional facilities of any size. Multiple
levels of security allow only authorized personnel to access and monitor the inmate recordings. Investigators can listen to live or archived recordings via any workstation or mobile device with Internet access. There is no limit to the number of investigators that can monitor live or archived calls at one time. Authorized personnel can also create a CD Image whose link can be sent to specific addresses where the recipients can directly download the information without needing to be a SCP user.

Investigators have the ability to immediately terminate monitored calls, or “barge in” and speak to both the inmate and called party. The SCP has the ability to record multiple calls simultaneously, and it allows investigators to listen to a pre-recorded call while active calls continue to be recorded without the loss of information. The SCP’s integrated advanced media player has a time shifting capability enabling investigators to pause, rewind, and replay the call, even as the recording continues.

The SCP automatically eliminates all monitoring and recording of private calls, such as calls between inmates and legal counsel. The inmate must first designate the number as a “private” number. After the number is verified, the SCP prevents all future attempts to monitor and record calls made to that telephone number.

Recordings will be stored on-line for immediate access for (1) year, and then archived for one (1) year. Specific recordings can be locked down so they are not archived and remain active after the one (1) year period. In addition, the SCP can burn the information to CD or DVD for court or investigative purposes.

**Personal Identification Number (PIN) Administration**

Personal Identification Numbers (PINs) play a key role in the functionality of the SCP. The SCP is generally configured to require inmates to enter a PIN prior to making any telephone call. Each inmate is issued a unique PIN.

PIN numbers are automatically created by the SCP by linking an inmate’s Custody Account (all the information about an inmate, plus information such as call schedules, durations, and restrictions) to a number four (4) digits to 16 digits in length, based on the PCSO-ADC’s policies. If desired by the PCSO-ADC, the PIN can be configured to only work in the specific inmate’s individual POD.

PIN operations through the SCP are highly flexible. Facilities have the ability to enable or disable PIN operations as needed at the facility, inmate account, or telephone level. By using their PIN for telephone calls, inmates create audit trails that detail the inmate that placed the call, the date and time of the call, and the number that was dialed. PINs also enable facility staff to authorize or restrict inmates from calling specific numbers.

In order to minimize the need to re-enter inmate information, facility administrators have the ability to transfer PINs and all associated information from site to site when inmates change locations. PIN transfer can be automated through the Securus E-Imports application, Web services, or a custom integration.
**Prohibited Calls and Call Blocking**
At installation, Securus will prohibit the calling of any numbers (0, 00, 411, 555-1212, 700, 800, 877, 888, 900, 911, 950+1, 976, 10-10xxx and others) that the PCSO-ADC requests. PCSO-ADC personnel will always have complete control over adding and removing numbers from restricted and prohibited lists. The SCP can block an unlimited amount of numbers.

The SCP also provides a Perma block process which allows called parties to block their number prior to accepting a call. This feature may be used to block calls from any inmate in the facility, or the facility as a whole. The ability to immediately block calls helps decrease the number of complaints from called parties and reduce facility labor requirements.

**Security Solutions**

**Covert Alerts**
The SCP enables investigators to assign a Covert Alert status to inmate PINs, telephones, or dialed numbers. When a call with a Covert Alert status takes place, the SCP immediately connects the call to the investigator’s designated telephone, thus allowing the call to be monitored in real-time. For extra security, Covert Alerts can be configured to require a PIN to be entered before the investigator can monitor the call.

**Fraud Management**
Securus provides the most advanced fraud detection capabilities in the inmate communications industry. The SCP continuously analyzes call data and system parameters to detect any anomalies.

- **DTMF Detection and Prevention**
The SCP dual-tone-multi-frequency (DTMF) detection system, by default, does not allow the inmate to chain dial by pressing additional digits. The SCP uses our patented DTMF collection techniques to collect and only act upon digits that the system is expecting. For example, the SCP does not expect digits after call connection and will not accept any extra pressed digits. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after the initial call is connected. **The patented DTMF feature is only available on the SCP from Securus.**

- **Remote Call Forwarding Detection**
Securus leads the industry in fraud detection and prevention and is pleased to offer real-time Remote Call Forwarding Detection (RCFD). Our RCFD solution can immediately terminate a call if it detects that a called party’s telephone number is call forwarded to another telephone number.

Depending upon PCSO-ADC policies, SCP can also allow the call to continue with one of the two following options if false disconnects are a concern:
- Announce to the inmate and called party that remote forwarded calls are not allowed, and mark the call in the CDR
- Mark the call in the CDR without an announcement to the inmate and called party

- **Switch Hook Dialing Detection and Prevention**
  The SCP will prevent any attempt by an inmate to perform switch hook dialing. The SCP will disconnect a call immediately if the switch hook is pushed down or moved from its idle position during a call. The fraudulent activity will be reflected in the CDR with a termination reason code noted.

- **Three-Way Conference Calling Fraud Detection**
  The SCP is unique in its ability to detect and foil an accomplice’s attempt to connect three-way calls. When a three-way event is recognized by the SCP, the system will automatically take one of two actions, based on the PCSO-ADC’s preference:
  - Disconnect the call with termination notification sent to inmate and called party and marked in the CDR for later review
  - Mark the call in the CDR for later review with no interruption of the call

  The three-way calling feature is patented and only available on the SCP from Securus. The SCP also has the unique ability to disable three-way call detection for calls to a specific telephone number or groups of numbers, while keeping the feature enabled for all other calls.

**Advanced Investigative Solutions**

**ICER**

Every day, inmates around the nation illegally exploit conference bridges and other types of modern telecommunications technology in order to speak to inmates at other facilities. The prevalence of these inmate-to-inmate communications (ITIC) endanger the safety of inmates, correctional staff, and communities around the country. The ICER (Inmate Communication Evaluation and Reporting) system offers an effective solution to this problem. It detects and reports ITIC events that take place, and helps prevent such communications from happening in the future. ICER is a Securus solution and Securus manages the solution roadmap.

**Investigator Pro (IPro)**

Investigator Pro (IPro) is the most powerful voice biometrics solution in the industry. Using advanced voice biometrics technology developed for the U.S. Department of Defense, IPro goes far beyond the limited capabilities of standard biometric verification systems by identifying all inmates speaking on a call. IPro biometrically analyzes the entire telephone call, detecting suspicious voice prints and automatically presenting findings. It flags potential criminal calling activity and immediately alerts investigators to those calls.
It also allows investigators to bookmark/tag specific recordings and add notes to those recordings. With its inherent ability to prevent PIN sharing and inmate fraud, IPro assists Securus partners in pre-empting and unraveling criminal plans. IPro is a Securus solution and Securus manages the solution roadmap.

**Location Based Services (LBS)**

Securus’ proprietary Location Based Services (LBS) technology allows facilities to determine the true location of a cellular phone. LBS provides the following benefits to correctional institutions:

- Provides the called party's true location at the time of an inmate's call via a link in the CDR.
- Able to establish “Geo-Fence” perimeters around any location to notify investigators when an inmate calls a cell phone that is within the set geo-fence.
- Identifies the real-time location, on-demand, of a suspect's cell phone, including mapping the location of where the call started and ended.

**THREADS**

Traditionally, inmate communications data available for analysis by corrections investigators and law enforcement officers has resided on one individual's computer, or in software that only a few agents could access. THREADS bridges the gap between law enforcement agencies and correctional facilities and allows investigators to reach from coast to coast to uncover focused leads in a matter of seconds.

When coupled with the SCP, **THREADS is the largest centralized data repository** and **most powerful analysis software** on the market. The data available for analysis includes that of any corrections facility enrolled in our nationwide community and employing the SCP:

- More than 600,000 people with billing name and address (not incarcerated)
- More than 950,000 inmates
- More than 1,900 correctional facilities
- More than 100,000,000 CDRs between inmates and called parties

**SCP Reporting**

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

- Per telephone, per location, and per inmate
- Destination number (partial or full number entry)
- Date and time range
- Call frequency
- Number restriction and/or status assignment
- Suspected fraudulent call activity
- Inmate name
- Inmate PIN (if used) and/or account number
- Prepaid calling card number
- Destination zone (local, interLATA, interstate, intraLATA, international)

PCSO-ADC personnel can customize the standard reports available through the SCP by re-defining the content of the parameter fields.

**IMPLEMENTATION, SERVICE, AND MAINTENANCE**

*Implementation Plan*

Securus has developed a preliminary implementation plan that includes all of the required components of the proposed solution. The PCSO-ADC implementation plan includes a complete, turnkey installation of equipment, facilities, and connectivity for the upgrade of the SCP. The PCSO-ADC-specific implementation plan can be found on Attachment I.

*Installation*

Securus Installation Technicians will travel to the PCSO-ADC facility and complete any pre-installation activities in preparation for the upgrade. Such activities can include pre-wiring, hardware staging, or telecom test & turn-up activities that can be done in advance to reduce the time and complexity of the SCP upgrade.

The Securus team will coordinate all upgrade activities with the Pinal County information technology (IT) team to ensure a seamless installation. No service interruptions are expected since the PCSO-ADC already has Securus technology installed.

During the upgrade, the Securus team will perform a thorough inspection of the installation and resolve any issues before finalizing the implementation. The Securus team will perform a walk-through with the Pinal County IT team following the implementation of the upgrade.

*Customer Service*

**Network Operations Center (NOC)**

The Securus Network Operations Center (NOC) provides 24/7/365 remote monitoring of all data centers, infrastructure components, platform systems, kiosks, and inmate telephone services systems using a suite of network performance monitors. The performance monitors are highly flexible to provide real-time monitoring, event notification, alert history, and statistical information. All alarm conditions create immediate visual alerts and email notifications to affected parties.
Technical Support Center (TSC)
Securus provides superior customer service from a state-of-the-art operations center located in Carrollton, Texas. More than 50 technicians staff the Securus Technical Support Center (TSC) to ensure prompt problem resolution for our partners. The average tenure of our support management team is five (5) years and our technicians average four (4) years. The Securus TSC will serve as a single point of contact for PCSO-ADC personnel to request service **24/7/365**.

Family and Friends Call Center
The 150 Securus associates at the Carrollton-based Family and Friends Call Center assist inmates’ family members and friends that are using Securus inmate communications technology. We provide dedicated customer service **24/7/365**. Our associates assist family members and friends with account creation and funding, billing and payments, information on new products and services, managing account notifications, and resolving complaints.

**Maintenance**

Field Services
Securus employs the largest Field Services team in the inmate technology industry. Our field service technicians (FST) are strategically positioned across the country to support our partners, and the FSTs can generally arrive at their assigned facility in less than two (2) hours.

The TSC team has primary responsibility for resolution when a maintenance issue occurs. If the issue requires onsite service, our dispatch team contacts the assigned FST. Upon arrival at the facility, the FST will meet with the primary site contact to review the maintenance issue and perform the necessary repairs. After resolving the primary issue, the FST will perform a complementary system check to detect any unreported issues. Regular preventative maintenance will also be performed while the FST is onsite.

Quarterly Upgrades
With software updates provided three (3) to four (4) times per year, Securus will keep the PCSO-ADC on the cutting edge of technology with system upgrades at **no cost**. Additionally, the inmate telephone services system can be updated quickly and cost effectively as new software and hardware is added. Hardware is replaced on a regular basis.

**Training**
Securus will provide product training on all features of your new inmate telephone services solution. Experienced Securus employees will conduct all training either through online instructor-led classes, or one-on-one and classroom training sessions onsite. We deliver standard training, using both instructor demonstrations and hands-on instruction, to ensure that each trainee is comfortable with all system concepts. Training will be provided at **no cost** throughout the life of the contract.
CONCLUSION

Securus looks forward to continuing to grow its partnership with Pinal County and the Pinal County Sheriff’s Office. We are confident that the robust SCP solution proposed by Securus will meet and exceed all of your needs. Our solution automates traditionally manual procedures, lessens the burden on correctional officers, and lowers the number of man-hours required to effectively manage your facility.

We believe as your current vendor, we have several inherent advantages that our competitors cannot provide:

1. **Our knowledge of your needs gained from working together over the past five (5) years.** We understand your internal operating procedures and how things get done within the PCSO-ADC. There is no substitute for the experience both of our organizations have gained by working together over an extended period of time.

2. **Integration with existing processes and vendors.** There will be no need to start over and go through the difficult process of re-mapping, re-engineering, re-developing, and re-training integration links. Vendor continuity prevents system interoperability issues during transition.

3. **Immediate transitioning to RFP Offer.** We can immediately transition you to the upgraded technologies and avoid disruptive installation schedules.

4. **No impact on inmates or their friends or family members.** There will be no need to establish new accounts, arrange for refunds of existing accounts, work through call blocking problems, or answer questions about how to set up new accounts from confused end-users. By staying with Securus, you avoid inmate frustration and called party complaints.

5. **Eliminate unnecessary work by staff.** Your corrections staff will not have to learn to work with a new vendor if you stay with Securus. Your staff will continue to work with the same account team and field service technicians who already know your operation.

6. **Eliminate risk of performance.** Can a new vendor really deliver on what they say? Your experience with Securus provides you with greater certainty that you are going to get what you really need.

By partnering with Securus, Pinal County and the Pinal County Sheriff’s Office has a vendor that has the **qualifications, experience, technology, equipment, and response times to meet your maintenance and support needs.** Securus couples its industry-leading technologies with exceptional service and attractive financial incentives to deliver an inmate telephone services solution that is second to none.
SECTION TWO – RESPONSE
FORM 1 - CAPACITY OF RESPONDER
Responders shall complete the following Response Form, indicating their responses in the spaces provided. Additional pages may be added if they are clearly referenced in the spaces provided.

Offers that do not include this completed Response Form or includes a completed Response Form with unacceptable responses may cause the entire offer to be deemed unacceptable and therefore non-responsive.

1.1 Responder shall describe their company history including full company legal name, primary business location, years in business, number of employees, ownership structure, and website, if applicable.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Full company legal name: Securus Technologies, Inc. ("Securus")
Primary business location: 4000 International Parkway in Carrollton, Texas, 75005.
Years in business: Securus has been nearly 30 years in the public safety, law enforcement and corrections industry.
Number of employees: Securus has currently more than 1,400 associates nationwide.
Ownership Structure: Securus is a corporation
Website: https://www.securustechnologies.com/

Company history:

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

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

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

In 2004, Securus Technologies, Inc. (now known as Securus Technologies Holdings, Inc.) was created as the parent company of Evercom Systems, Inc. (now known as Securus Technologies, Inc.) and T-Netix, Inc. The Securus product line comes from more than 25 years of hands-on teaming with correctional facilities. Our product offerings are a direct result of our commitment to technological excellence. The Securus goal of providing outstanding customer service to correctional institutions, inmates and friends and family members of inmates drives our commitment to service.

Today, Securus provides service to approximately 2,600 correctional facilities nationwide, including locations operated by city, county, state, and federal authorities, juvenile detention centers, and private facilities.
Values

The culture of Securus focuses on people being innovative, exceptional, focused and trustworthy. In fact, the company specifically recruits for these key attributes. We believe that these characteristics actively contribute to the company’s long-term success and explain the passion Securus has for technological advancements and outstanding service. Below are our core values:

TRUSTWORTHY
Securus strives to operate with transparency and embodies the highest levels of integrity, honesty, and truthfulness.

FOCUSED
Securus focuses on delivering products and services that align with our overarching vision – ensuring our world is secure.

EXCEPTIONAL
Securus is committed to delivering the best solutions comprised of the industry’s best technology, products, and services.

INNOVATIVE
Securus leads the industry in investments to support ongoing technological advancements – resulting in numerous patents. We combine information, product features, and services in a customized way to meet the unique needs of every customer.

OUR VALUES
Creating a culture of trustworthy people who are focused on creating exceptional technological innovations.
1.2 Responder shall provide the company organizational chart.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus has included here below its organizational chart:

![Organizational Chart](chart.png)

1.3 Responder shall describe their experience providing Inmate Telephone Services to detention facilities of similar size and scope to Pinal County in which integration with Spillman Technologies has occurred. The narrative must thoroughly describe how the Responder has supplied expertise for similar contracts and must include the extent of their experience, expertise, and knowledge as a contractor for Inmate Telephone Services. Please include all experience within the State of Arizona.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus has proven experience with efficient integration and interface management. Securus currently integrates with more than 110 different vendors worldwide, including Spillman with whom we have performed seamless interface projects with 21 customers nationwide, including three in Arizona. Furthermore, we have vast experience interfacing with Keefe Commissary with whom we have implemented 76 sites for 50 customers, including two in the state of Arizona and 11 in the neighboring states of California, Colorado and New Mexico.

**Specific Integrations**

Securus has extensive experience working closely with Spillman Technologies and Keefe Group to integrate their services with our inmate communications solutions.
Furthermore, we have vast experience interfacing with Keefe Commissary with whom we have implemented 76 sites for 50 customers, including two in the state of Arizona and 11 in the neighboring states of California, Colorado and New Mexico.

Securus also integrates with more than 60 independent, facility-owned systems and shared databases.

Securus has a dedicated Integration Department that integrates various systems and products in the corrections environment. This dedicated Integration Department allows Securus to deliver fast and flexible solutions for our customers. The Securus technology has the flexibility to work with facility-owned systems, JMS, OMS, Commissary, Banking, and Kiosk vendors. Securus will fully cooperate with your facility and your vendors to automate systems.

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

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

Securus Integration Process

The dedicated Securus Integration team designs, develops, tests and implements all custom integrations with corrections industry vendors and banking systems to deliver fast and flexible solutions for our customers. This process is part of the overall Project Plan for the installation of the Securus Secure Call Platform (SCP). Major milestones include:

- Collect Preliminary Needs/Requirements
- Contract Signed
- Finalized Requirements document
- Approved Scope Statement
- Finalize Design Document
- Schedule Customer Implementation
- Develop Custom Integration Solution
- Test Custom Integration Solution
- Implement Custom Integration Solution
- Customer Approval and Sign-off

Securus currently integrates with more than 110 vendors worldwide, including:
<table>
<thead>
<tr>
<th>ABL Management, Inc.</th>
<th>FirsTech</th>
<th>PTS Solutions</th>
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<tbody>
<tr>
<td>Aramark</td>
<td>FSG Software</td>
<td>Sleuth</td>
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<td>Archonix</td>
<td>Genesis</td>
<td>Southern Software</td>
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<td>Beacon Software Solutions</td>
<td>Global Software</td>
<td>Spillman</td>
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<tr>
<td>Canteen</td>
<td>Golden Eagle</td>
<td>Stellar</td>
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<td>CBM</td>
<td>Guarded Exchange</td>
<td>Stewart Commissary</td>
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<td>CenturyLink</td>
<td>Huber &amp; Associates</td>
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<td>Circular/SecurManage</td>
<td>ID Networks</td>
<td>SunRidge Systems</td>
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<td>CIS</td>
<td>Intellitech</td>
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<td>Cisco</td>
<td>Intergraph</td>
<td>Synergistics Software Inc.</td>
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<td>Compass Group</td>
<td>J-CORR Technologies/Abbey Group</td>
<td>Syscon</td>
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<td>Correctional Food Services</td>
<td>Justice Data Solutions</td>
<td>TAC-10</td>
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<tr>
<td>Correctional Food Services/ITF</td>
<td>Justice Software</td>
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<td>Cottrell Consulting</td>
<td>Keefe</td>
<td>Telerus</td>
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<td>CTS America</td>
<td>Kimble</td>
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<td>Cushing Technologies</td>
<td>Lawrence and Associates</td>
<td>Text and Data/JAMIN</td>
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<td>D&amp;D Vending</td>
<td>M&amp;M Micro</td>
<td>Tiburon</td>
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<td>Digitech/Jail Tracker</td>
<td>MoneyGram</td>
<td>Tiger</td>
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<td>DSI/ITI</td>
<td>Netdata</td>
<td>Touchpay</td>
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<td>DSSI</td>
<td>New World</td>
<td>TriTech Software Systems</td>
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<tr>
<td>Eagle Advantage</td>
<td>Northland IT Solutions</td>
<td>Trinity Services Group</td>
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<td>edocTec</td>
<td>Northpoint Institute, Inc.</td>
<td>Turnkey</td>
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<td>EForce</td>
<td>Oasis</td>
<td>Tyler Technologies</td>
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<td>E-Justice/Crime Cog</td>
<td>Premier Supply Link</td>
<td>UniSys</td>
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<td>Embarq</td>
<td>Prevatek</td>
<td>VisionAir</td>
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<td>Emergitech</td>
<td>Primonics</td>
<td>Western Union</td>
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<tr>
<td>EnRoute 911</td>
<td>Pro Phoenix</td>
<td>Windspeed Software</td>
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Our Presence

For nearly 30 years, corrections industry constituents—facilities, inmates, and the family and friends of inmates—have relied on Securus Technologies and our predecessor organizations for communication solutions designed to fulfill their specialized needs.

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

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

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

SECURUS AT A GLANCE

30 years in business

More than 1,400 employees

Nearly 3,450 agencies and correctional facilities

1 MILLION inmate calls connected every day

99.9% network uptime

More than 200 patents issued and pending

98%+ customer retention rate

$670,000,000 investment in new technology over the past four years
Locations served by Securus Technologies
What We Do

From public safety incident response to post-incarceration community supervision – and all points in between - Securus provides a best-in-class, full spectrum of civil and criminal justice technology solutions.

**PUBLIC SAFETY SOLUTIONS**

**Rapid response is imperative.**

Systems that collect, consolidate, analyze, visualize and distribute critical information among multiple agencies, first responders, mobile public servants and/or the public.

**INVESTIGATIVE SOLUTIONS**

**Digital evidence is everywhere.**

Systems that merge big data, voice biometrics, and pattern identification, providing early detection and alerts for investigators, attorneys, courts and criminal justice systems.

**CORRECTIONS SOLUTIONS**

**Technology eases operational burdens.**

Systems that modernize the incarceration experience through jail management, communications, and inmate self-service to help inmates communicate with their family, friends, and corrections agencies run smoothly and reduce recidivism.

**MONITORING SOLUTIONS**

**Community supervision reduces cost.**

Systems that combine intuitive software, dependable hardware, and comprehensive support services to more effectively monitor and track offenders, increase compliance, reduce recidivism, and maintain public safety.

Connecting What Matters®

Securus provides leading edge civil and criminal justice technology solutions that improve public safety and modernize the incarceration experience. Thousands of public safety, criminal justice, and corrections agencies rely on Securus for secure, simple and powerful technology solutions, which are always accessible and easy to use.
## Inmate Communication Provider Technology Comparison

<table>
<thead>
<tr>
<th></th>
<th>ICS Solutions</th>
<th>GTL/Telmate</th>
<th>Securus</th>
<th>Securus Customer Advantage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Technology Platform</strong></td>
<td>Owns core, partners for technology</td>
<td>Multiple platforms from acquired companies</td>
<td>Owned, developed, and maintained by Securus</td>
<td>Securus completely controls technology</td>
</tr>
<tr>
<td><strong>Technology Deployment</strong></td>
<td>Limited, partners with others</td>
<td>Diluted across multiple platforms</td>
<td>More than 100 developers, with investment of $100 million per year</td>
<td>Securus outpaces the rest of the industry</td>
</tr>
<tr>
<td><strong>Data Center</strong></td>
<td>Tier 1</td>
<td>Unknown</td>
<td>Tier 4, redundant data center</td>
<td>Securus operates carrier class data centers 24/7/365</td>
</tr>
<tr>
<td><strong>Video Visitation</strong></td>
<td>Partners with VizVox</td>
<td>Acquired Renovo</td>
<td>Owned and maintained by Securus</td>
<td>Securus leads industry experience in remote visitation</td>
</tr>
<tr>
<td><strong>Inmate &amp; Public Automated Information System</strong></td>
<td>None</td>
<td>None</td>
<td>Owned and maintained by Securus, integrates with JMSs</td>
<td>Saves staff time and improves communications</td>
</tr>
<tr>
<td><strong>Cell Phone Managed Access Solution</strong></td>
<td>None</td>
<td>Partnership</td>
<td>Owned and maintained by Securus</td>
<td>Allows facilities to stop illegal use of cell phones</td>
</tr>
<tr>
<td><strong>Voice Biometric Identification</strong></td>
<td>None</td>
<td>Limited to verification and spot checks</td>
<td>Owns Investigator Pro</td>
<td>Investigator Pro is industry standard and owned by Securus</td>
</tr>
<tr>
<td><strong>Automated Web Site</strong></td>
<td>Limited, not mobile enabled</td>
<td>Limited</td>
<td>Comprehensive and fully mobile enabled</td>
<td>Google Analytics shows Securus has the most widely used site in the industry</td>
</tr>
</tbody>
</table>
We have tailored our **single-source solution** to provide robust technologies that will both improve the efficiency of your facilities, and expand your ability to serve your community.

**Why Securus**

As you review our proposal, you will see recurring themes that separate Securus from our competitors:

**Experience**

*Only Securus* provides services to four of the top five mega county facilities in the United States (many included in our references). We serve multiple DOCs, including the state of Illinois. We also serve other very large facilities that house thousands of inmates, including New York City DOC, Cook County, Illinois, and San Diego County, California.

**Technology**

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

*Only Securus* has the industry's most widely used, most flexible and dynamic call control platform. No other call control platform in the world has more features and investigative tools you can use to keep your community safe. No competitor comes close to the number of installations we manage of our Secure Call Platform. Our ability to share data with other agencies, both inside and outside of Arizona, is unsurpassed given the huge advantage we have over our competitors in geographic footprint.

*Only Securus* has the widest variety of corrections solutions that reduce operational workload, increase safety & security, and provide jail staff and inmates unprecedented communication access. Our commitment to technology means that we'll continue to innovate and provide you with cutting-edge solutions, now and throughout the term of our agreement.
Service

Only Securus has an extremely strong track record of retaining our customers, even though there are many choices of available providers. We believe this is because we listen closely to, and continuously adapt to our customers' needs. We are proud of our existing track record with Pinal County.

Only Securus offers the widest array of programs to complete more calls than any other competitor in the industry. Your inmates' families and loved ones are also our customers. They often play a critical role in the rehabilitation of offenders by staying in contact during incarceration. This is why we provide multiple ways to communicate, and provide more funding options than any other provider. We routinely improve call volumes when we displace our competition, making sure inmates can stay in touch with their loved ones.

Finally, Securus is proud to be Sarbanes-Oxley Section 404 compliant and SOC-1 (formerly Statement on Auditing Standards No. 70 (SAS 70), Type II) certified. These widely-recognized distinctions confirm that the company has effective controls and safeguards in place to manage its financial matters. Unlike our competitors that do not provide transparency or vigor in their financial reporting, Pinal County will get accurate and timely reporting and commission payments from Securus.

1.4 Responder shall provide contact information for a minimum of three (3) public entity references who can comment on the company's professional work in providing Inmate Telephone Services similar in scope to that of Pinal County with Spillman Technologies integration. Please include at least one (1) reference that has awarded a contract to the Responder in the last year. Responder must include name, title, facility, phone, fax, email, physical address, and number of years working with each reference.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Reference #1

<table>
<thead>
<tr>
<th>Name</th>
<th>Ariel Monge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>Lieutenant</td>
</tr>
<tr>
<td>Facility</td>
<td>Cochise County Jail</td>
</tr>
<tr>
<td>Telephone</td>
<td>(520) 432-7540</td>
</tr>
<tr>
<td>Fax</td>
<td>(520) 432-3517</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:amonge@cochise.az.gov">amonge@cochise.az.gov</a></td>
</tr>
</tbody>
</table>
| Physical address         | 203 N JUDD DR  
|                         | BISBEE, Arizona 85603 |
| Number of years working with | 13 years |

**Securus Reference #2**

<table>
<thead>
<tr>
<th>Name</th>
<th>Tyler Evans</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>IT Administrator</td>
</tr>
<tr>
<td>Facility</td>
<td>San Juan County</td>
</tr>
<tr>
<td>Telephone</td>
<td>(505) 566-4515</td>
</tr>
<tr>
<td>Fax</td>
<td>(505) 334-6745</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:tevans@sjcounty.net">tevans@sjcounty.net</a></td>
</tr>
</tbody>
</table>
| Physical address      | 871 ANDREA DR  
|                       | FARMINGTON, New Mexico 87401  |
| Number of years working with | 12 years |

**Securus Reference #3**

<table>
<thead>
<tr>
<th>Name</th>
<th>Brady Davids</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>Sergeant</td>
</tr>
<tr>
<td>Facility</td>
<td>Beaver County Jail</td>
</tr>
<tr>
<td>Telephone</td>
<td>435-438-2862</td>
</tr>
<tr>
<td>Fax</td>
<td>N/A</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:mbdavids@beaver.utah.gov">mbdavids@beaver.utah.gov</a></td>
</tr>
</tbody>
</table>
| Physical address      | 2270 SOUTH 525 WEST  
|                       | BEAVER, Utah 84713  |
| Number of years working with | 13 years |
1.5 Responder shall describe the experience and qualifications of the staff that will be assigned to the County’s contract.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

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

Key Personnel for Pinal County

The principal personnel for Pinal County are experienced and qualified professionals that have an unparalleled combination of knowledge, skills, and technical proficiency. Cecilia Truong, your Senior Account Manager is your primary point of contact. Darrin brings the expertise of the team together to provide a total team approach. Cecilia will also provide you with new solutions and services as they become available. She will work with your staff to address core issues such as safety, efficiency, and constituent’s concerns.

Frank Gonzalez is the Field Service Technician (FST) for Pinal County. Frank lives only 8 miles from your facility. All Securus FSTs receive training on all of the Securus equipment and products including 40 hours of training on Securus platforms. Training takes place at our training labs in Carrollton, Texas. Additionally, all technicians undergo annual training on OSHA requirements, ESD, and safety in facilities.

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

Securus proposes the following personnel, by title, who will accomplish this project:

<table>
<thead>
<tr>
<th>Cecilia Truong - Senior Account Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cecilia brings more than 13 years of experience in Account Management and has dedicated the last 4 years of her career to serving the technology needs of law enforcement and corrections agencies across the country. She has successful sales leadership skills in driving revenue growth and increasing market share for technology-based solutions and services. Cecilia has strong management skills and unparalleled customer relations abilities with a proven track of client acquisition and retention.</td>
</tr>
</tbody>
</table>
Kate Leeper – Director of Account Management
Kate has more than 20 years of experience managing customer accounts and delivering on critical customer initiatives. She is responsible for working with Public Safety, State and local communities to improve the efficiency of product functionality, and helping to increase revenue while managing expenses. Her leadership skills are an important part of a successful track record of client satisfaction and measurable results through implementation of key technologies and success metrics.

Nancy Salisbury – Sales Vice President - Acquisitions
Ms. Salisbury's career includes extensive telecommunications and technology experience with strong ability to build cohesive successful sales teams in a constantly changing environment. Consistent over plan performance with focus not only on new sales but overall revenue retention.

Frank Gonzalez – Onsite Technician
Franks has 28 years of telephony and networking experience in the telecommunications industry with 8+ year experience working in a Controlled and or Corrections environment. He has devoted his last 5 years as the Securus' Arizona Field Technician installing and maintaining telecommunication and networking equipment per specifications and operational procedures at correctional facilities. Frank is proficient in the processes of troubleshooting and diagnostics; and communicates with dispatchers to receive work assignments and provides dispatchers with ticket closing information. Frank interfaces with multiple departments and/or organizations for problem solution and troubleshoots situations where standard procedures have failed in isolating or resolving problems.

Chris Sheil, Client Manager
Chris is a strategic minded individual with over 15 years of client relationship experience. In his role as Client Manager for Pinal County, Chris has an in depth knowledge of managing client’s needs and ensuring total satisfaction at all times. Chris is highly motivated and enjoys building excellent and productive client relationships by working to identify their needs and quickly resolving issues to assure business requirements are met.
Joe Dozal: Implementation Project Manager
Mr. Dozal is self-motivated, articulate, detail-oriented and reliable with a professional demeanor in responding to challenges in quick paced environments. He has strong technical and business qualifications with an impressive track record of more than 15 years of hands-on experience. He excels in environments demanding strong organizational, technical and interpersonal skills. He has managed several major projects and easily coordinates and directs all phases of project based efforts while managing, motivating and guiding teams.

Brian Owens – Field Service Manager
Mr. Owens joined Securus in 2012 and has over ten years of experience establishing and maintaining technical standards and implementing Continuous Quality Improvements that lower costs and improve and increase outputs. Mr. Owens leads field resources and delivers on objectives to assure complete customer satisfaction across Securus’ northwest region. He monitors overall service needs and ensures that the service team is meeting customer expectations.

Dean Ramsey – Corporate Trainer
Dean brings 35 years of experience continuously managing government contracts for telecommunications solutions at AT&T and Securus. For 31 years he has specialized in designing and implementing complex technology solutions for the corrections market in 44 states.

1.6 Responder shall describe at least one (1) project success and one (1) project failure of an Inmate Telephone Services contract to include how each experience improved or changed the Responder’s services.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Project Success

Athens Count Jail, GA– 1 site

New ITS Project, PINs and Inmate Debit Integration – Pre Contract

Project Summary: Athens County Jail provided a hard project go live date. This was a new construction jail for inmate population. This was a successful project because all internal and client resources defined good timelines milestones during the initiating and planning phases. The Site Survey was proactively conducted which fast tracked transport and hardware ordering. JMS and Commissary integration with Securus was specified.
This made integration a seamless process. Installation, SCP features and integration were tested and ready prior to go live. Training was coordinated ahead of schedule for admin users preparation to use Secure Call Platform. Site provided Marketing Materials for friends and family to setup user account. In addition to posting dialing instructions within the PODS informing inmates on how to make Collect and Debit calls using their PINs. Inmates were able to use the phones day 1 of cutover with minimum reported issues.

Project Failure

Kern County, CA

6 Sites to have services installed ITS, PINS, Inmate Debit and Investigative Services in 30 days.

Issue: Transport – To avoid transport delays to meet go live date, Securus Telecom team provided a quick solution for 3 out of 6 sites. This is due to the timeline provided from the other LECs that would extend cutover. The transport microwave solution that was provided was not stable to handle the bandwidth of call traffic. The site suffered from a major amount of dropped inmate calls for all 3 sites post cutover. The turnaround time for the LEC to resolve the issues was not suitable for the client.

Solution: Securus Telecom team provided another transport DSL solution and disconnected previous provider. This solution provided better bandwidth and alleviated all dropped calls for better telephone services.

1.7 Responder shall submit the following financial information: (1) a current audited financial statement, report or a copy of a current federal income tax return and a Dun & Bradstreet report.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus has included in Attachment A our most updated audited financial statements.

1.8 Responder shall provide a list of all subcontractors that will be used under this contract and identify what services and/or products each of those subcontractors will be providing.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus is a 100% turnkey provider and does not foresee utilizing any subcontractor for the services provided to Pinal County. Securus offers a complete inmate telephone system and we install 100% of the system hardware for all facilities and maintain the hardware for the life of the contract.
ATTACHMENTS
Attachment A:
Securus’ Financial Statements
Securus Technologies Holdings, Inc. and Subsidiaries
Consolidated Financial Report
December 31, 2016
<table>
<thead>
<tr>
<th>Contents</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Independent auditor's report</td>
<td>1</td>
</tr>
<tr>
<td>Financial statements</td>
<td></td>
</tr>
<tr>
<td>Consolidated balance sheets</td>
<td>2</td>
</tr>
<tr>
<td>Consolidated statements of operations</td>
<td>3</td>
</tr>
<tr>
<td>Consolidated statements of stockholder's equity</td>
<td>4</td>
</tr>
<tr>
<td>Consolidated statements of cash flows</td>
<td>5</td>
</tr>
<tr>
<td>Notes to consolidated financial statements</td>
<td>6-27</td>
</tr>
</tbody>
</table>
Independent Auditor’s Report

To the Board of Directors and Stockholder
Securus Technologies Holdings, Inc. and Subsidiaries
Dallas, Texas

Report on the Financial Statements
We have audited the accompanying consolidated financial statements of Securus Technologies Holdings, Inc. and its subsidiaries (the Company), which comprise the consolidated balance sheets as of December 31, 2016 and 2015, the related consolidated statements of operations, stockholder’s equity and cash flows for the years then ended, and the related notes to the consolidated financial statements (collectively, the financial statements).

Management’s Responsibility for the Financial Statements
Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor’s Responsibility
Our responsibility is to express an opinion on these financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor’s judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity’s preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity’s internal control. Accordingly, we express no such opinion.

An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion
In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Securus Technologies Holdings, Inc. and its subsidiaries as of December 31, 2016 and 2015, and the results of their operations and their cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

RSM US LLP
Dallas, Texas
February 28, 2017

THE POWER OF BEING UNDERSTOOD
AUDIT | TAX | CONSULTING

Securus Technologies Holdings, Inc. and Subsidiaries

Consolidated Balance Sheets
December 31, 2016 and 2015
(Dollars In Thousands, Except Per Share Amounts)

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current assets:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>$ 8,275</td>
<td>$ 6,202</td>
</tr>
<tr>
<td>Restricted cash</td>
<td>8,236</td>
<td>7,789</td>
</tr>
<tr>
<td>Account receivable, net</td>
<td>36,655</td>
<td>33,341</td>
</tr>
<tr>
<td>Inventory</td>
<td>3,827</td>
<td>4,224</td>
</tr>
<tr>
<td>Prepaid expenses and other current assets</td>
<td>10,830</td>
<td>15,532</td>
</tr>
<tr>
<td>Current deferred income taxes</td>
<td>11,268</td>
<td>11,292</td>
</tr>
<tr>
<td><strong>Total current assets</strong></td>
<td>79,091</td>
<td>76,380</td>
</tr>
<tr>
<td>Property and equipment, net</td>
<td>83,215</td>
<td>68,518</td>
</tr>
<tr>
<td>Intangibles and other assets, net</td>
<td>464,218</td>
<td>494,167</td>
</tr>
<tr>
<td>Goodwill</td>
<td>636,377</td>
<td>636,377</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td>$ 1,262,901</td>
<td>$ 1,277,442</td>
</tr>
</tbody>
</table>

| **Liabilities and Stockholder's Equity** |     |     |
| Current liabilities:                  |     |     |
| Accounts payable                      | $ 19,760 | $ 19,137 |
| Accrued liabilities                   | 77,206  | 76,611  |
| Deferred revenue and customer advances | 26,349 | 25,322 |
| Current portion of long-term debt     | 6,300   | 6,300   |
| **Total current liabilities**         | 129,615 | 127,370 |
| Deferred income taxes                 | 81,435  | 74,684  |
| Long-term debt                        | 754,653 | 774,041 |
| Other long-term liabilities           | 31,418  | 48,306  |
| **Total liabilities**                 | 997,121 | 1,022,401 |

| Commitments and contingencies |     |     |

| Stockholder's equity:             |     |     |
| Common stock, $0.01 stated value at December 31, 2016 and 2015; 1,000 shares authorized, issued and outstanding at December 31, 2016 and 2015 |     |     |
| Additional paid-in capital        | 256,657 | 254,208 |
| Retained earnings                 | 9,123   | 833     |
| **Total stockholder's equity**    | 265,780 | 255,041 |

| **Total liabilities and stockholder's equity** |     |     |
| **Total liabilities and stockholder's equity** | $ 1,262,901 | $ 1,277,442 |

See Notes to Consolidated Financial Statements.
Securus Technologies Holdings, Inc. and Subsidiaries

Consolidated Statements of Operations
Years Ended December 31, 2016 and 2015
(Dollars In Thousands)

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Direct call provisioning</td>
<td>$407,695</td>
<td>$386,898</td>
</tr>
<tr>
<td>Wholesale services</td>
<td>28,871</td>
<td>27,699</td>
</tr>
<tr>
<td>E-commerce revenue</td>
<td>112,877</td>
<td>38,566</td>
</tr>
<tr>
<td>Offender monitoring systems and services</td>
<td>29,006</td>
<td>25,920</td>
</tr>
<tr>
<td>Software sales</td>
<td>5,210</td>
<td>5,286</td>
</tr>
<tr>
<td><strong>Total revenue</strong></td>
<td>583,659</td>
<td>484,339</td>
</tr>
</tbody>
</table>

Operating costs and expenses:

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost of service</td>
<td>268,379</td>
<td>226,089</td>
</tr>
<tr>
<td>Selling, general and administrative expenses</td>
<td>156,350</td>
<td>123,054</td>
</tr>
<tr>
<td>Depreciation and amortization expense</td>
<td>89,822</td>
<td>67,149</td>
</tr>
<tr>
<td>Transaction expenses</td>
<td>(238)</td>
<td>10,382</td>
</tr>
<tr>
<td><strong>Total operating costs and expenses</strong></td>
<td>514,313</td>
<td>426,684</td>
</tr>
</tbody>
</table>

Operating income       69,346  57,655

Interest and other expenses, net | 52,155  | 47,785 |

Income before income taxes | 17,191  | 9,870  |

Income tax expense       8,901   6,352

**Net income** $8,290  $3,518

See Notes to Consolidated Financial Statements.
Securus Technologies Holdings, Inc. and Subsidiaries

Consolidated Statements of Stockholder’s Equity
Years Ended December 31, 2016 and 2015
(Dollars In Thousands)

<table>
<thead>
<tr>
<th>Common Stock</th>
<th>Additional Paid-in Capital</th>
<th>Retained Earnings (Accumulated Deficit)</th>
<th>Total Stockholder’s Equity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shares</td>
<td>Amount</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Balance, December 31, 2014</td>
<td>1,000</td>
<td>$</td>
<td>$197,794</td>
</tr>
<tr>
<td>Contribution from parent</td>
<td>-</td>
<td>-</td>
<td>54,000</td>
</tr>
<tr>
<td>Share-based compensation</td>
<td>-</td>
<td>-</td>
<td>2,414</td>
</tr>
<tr>
<td>Net income</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Balance, December 31, 2015</td>
<td>1,000</td>
<td>$</td>
<td>254,208</td>
</tr>
<tr>
<td>Share-based compensation</td>
<td>-</td>
<td>-</td>
<td>2,449</td>
</tr>
<tr>
<td>Net income</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Balance, December 31, 2016</td>
<td>1,000</td>
<td>$</td>
<td>256,657</td>
</tr>
</tbody>
</table>

See Notes to Consolidated Financial Statements.
Securus Technologies Holdings, Inc. and Subsidiaries

Consolidated Statements of Cash Flows
Years Ended December 31, 2016 and 2015
(Dollars In Thousands)

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash flows from operating activities:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net income</td>
<td>$8,290</td>
<td>$3,518</td>
</tr>
<tr>
<td>Adjustments to reconcile net income to net cash provided by operating activities:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Depreciation and amortization</td>
<td>89,622</td>
<td>67,149</td>
</tr>
<tr>
<td>Deferred income taxes</td>
<td>6,775</td>
<td>5,300</td>
</tr>
<tr>
<td>Share-based compensation</td>
<td>2,449</td>
<td>2,414</td>
</tr>
<tr>
<td>Amortization of deferred financing costs and discounts</td>
<td>3,912</td>
<td>3,698</td>
</tr>
<tr>
<td>Change in fair value of derivatives</td>
<td>(3,019)</td>
<td>1,700</td>
</tr>
<tr>
<td>Change in fair value of contingent consideration</td>
<td>(468)</td>
<td>7,577</td>
</tr>
<tr>
<td>Other operating activities, net</td>
<td>(327)</td>
<td>(335)</td>
</tr>
<tr>
<td>Changes in operating assets and liabilities:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Restricted cash</td>
<td>(447)</td>
<td>4,114</td>
</tr>
<tr>
<td>Accounts receivable</td>
<td>(3,472)</td>
<td>681</td>
</tr>
<tr>
<td>Prepaid expenses and other current assets</td>
<td>4,937</td>
<td>(5,834)</td>
</tr>
<tr>
<td>Inventory</td>
<td>397</td>
<td>(2,987)</td>
</tr>
<tr>
<td>Intangible and other assets</td>
<td>5,156</td>
<td>(4,941)</td>
</tr>
<tr>
<td>Accounts payable</td>
<td>(360)</td>
<td>4,237</td>
</tr>
<tr>
<td>Accrued and other liabilities</td>
<td>15,950</td>
<td>7,862</td>
</tr>
<tr>
<td>Net cash provided by operating activities</td>
<td>128,794</td>
<td>94,453</td>
</tr>
</tbody>
</table>

Cash flows from investing activities:
- Purchase of property and equipment | (41,469) | (39,429) |
- Additions to intangible assets | (33,624) | (26,698) |
- Business acquisitions, net of cash acquired | (32,873) | (286,819) |
- Purchase of equity investment | - | (1,378) |
- Proceeds from sale of assets | 4,346 | 202 |
| Net cash used in investing activities | (182,759) | (354,122) |

Cash flows from financing activities:
- Net activity on revolver | (17,000) | 17,000 |
- Long-term debt borrowings, net of issuance costs | - | 197,141 |
- Payments on and repurchases of long-term debt | (6,300) | (4,250) |
- Contribution from parent | - | 54,000 |
- Repayment of capital lease obligations | (378) | - |
| Cash overdraft | (244) | (83) |
| Net cash provided by (used in) financing activities | (23,922) | 263,858 |

Increase in cash and cash equivalents | 2,673 | 4,139 |

Cash and cash equivalents:
- Beginning of year | 6,292 | 2,063 |
- End of year | $8,275 | $6,202 |

Supplemental disclosures of cash flow information:
Cash paid during the year for:
- Interest | $51,483 | $42,762 |
- Income taxes, net of refunds | $1,750 | $1,992 |

Noncash investing and financing activities:
- Leasehold improvements | $3,961 | $56 |
- Capital leases | $5,258 | $-

See Notes to Consolidated Financial Statements.
Securus Technologies Holdings, Inc. and Subsidiaries

Notes to Consolidated Financial Statements

Note 1. Business and Summary of Significant Accounting Policies

Securus Technologies Holdings, Inc. (Securus or the Company), is based in Dallas, Texas and, through its subsidiaries, is a leading provider of civil and criminal justice technology solutions that improve public safety and modernize the incarceration experience for approximately 3,400 correctional facilities and over 1,200,000 inmates across North America. As one of the largest inmate communications providers and the only full-spectrum solutions provider in the corrections industry, the Company's product and service combinations deliver unique, full criminal lifecycle solutions from pre-incarceration incident management through post-incarceration monitoring.

Principles of consolidation and basis of presentation: The accompanying consolidated financial statements include the accounts of Securus Technologies Holdings, Inc. and its wholly-owned subsidiaries, Securus Technologies, Inc. and T-Netix, Inc. Securus Technologies, Inc. also includes the accounts of Primotronics (2006), Inc. (Primotronics), Direct Hit Systems, Inc. (Direct Hit), Satellite Tracking of People, LLC (STOP), Archonix Systems, LLC and its wholly owned subsidiary, Parnet Software LLC (Archonix), Telerus, Inc. (Telerus), JLG Technologies, LLC (JLG), CellBlox Acquisitions, LLC (CellBlox), JPAY, Inc. (JPAY) through a merger subsidiary, Cara Clinicals, Inc. (Cara Clinicals), and Guarded Exchange, LLC (Guarded Exchange). All intercompany accounts and transactions have been eliminated in consolidation.

On July 31, 2015, Securus acquired all outstanding stock of JPAY through a Stock Purchase Agreement (the JPAY Acquisition). JPAY became a wholly owned subsidiary on the effective date of the acquisition (see Note 2).

On October 30, 2015, Securus acquired all interests in Guarded Exchange through a membership interest purchase agreement. On July 31, 2015, Securus acquired all interests in Cara Clinicals through a stock purchase agreement. On January 14, 2015, Securus acquired all interests in CellBlox through an asset purchase agreement. Guarded Exchange, Cara Clinicals, and CellBlox (collectively known as the Other 2015 Acquisitions) became wholly own subsidiaries on the effective dates of the respective acquisitions (see Note 2).

On February 19, 2015, Securus acquired 20.3% of the common stock of Cottonwood Creek Technologies, Inc. This investment is classified within intangibles and other assets on the Consolidated Balance Sheet and the unrealized gain (loss) on investment is reported within interest and other expenses on the Consolidated Statement of Operations.

Management evaluated the disclosure of any material subsequent events through February 28, 2017, which was the date the financial statements were issued.

Accounting estimates: The preparation of financial statements in conformity with accounting principles generally accepted in the United States of America (GAAP) requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosures of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenue and expenses during the reporting period. Significant items subject to such estimates include the valuation allowances for receivables, the recoverability of property and equipment, goodwill, intangible and other assets, contingent consideration (Note 2) and deferred income taxes.
Securus Technologies Holdings, Inc. and Subsidiaries

Notes to Consolidated Financial Statements

Note 1. Business and Summary of Significant Accounting Policies (Continued)

Management evaluates its estimates and assumptions on an ongoing basis using historical experience and other factors, including the current economic environment. Management believes this approach to be reasonable under the circumstances. Management adjusts such estimates and assumptions when facts and circumstances dictate. As future events and their effects cannot be determined with precision, actual results could differ significantly from these estimates. Changes in estimates resulting from continuing changes in the economic environment will be reflected in the financial statements in future periods.

Cash and cash equivalents and restricted cash: Cash equivalents consist of highly liquid investments, such as certificates of deposits, money market funds and short term treasury instruments, with original maturities of 90 days or less. Restricted cash accounts hold amounts established for regulatory requirements or for the benefit of certain customers in the event the Company does not perform under the provisions of the respective underlying contracts with these customers.

Trade accounts receivable: Trade accounts receivable are recorded at the invoice amount and do not bear interest. The majority of trade accounts receivable represents amounts collected by credit card processors and third party billing agents for calls placed or to be placed through the Company's telephone platforms. Additionally, the Company holds receivables from various government agencies for prepaid calling plans, software sales, offender monitoring services, e-commerce services, and investigative analysis. The Company's trade receivables are analyzed for collectability based on the age of individual accounts or types of customers, and an allowance for doubtful accounts is maintained based on the age of those receivables. The allowance for doubtful accounts is the Company's best estimate of the amount of probable credit losses in its existing accounts receivable. The Company's policy is to write-off accounts after 90-180 days from invoice date, depending on the type of customer, or after all collection efforts have failed.

The following table includes the activity related to the Company's allowance for doubtful accounts during the years ended December 31, 2016 and 2015 (in thousands):

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance, beginning of year</td>
<td>$3,406</td>
<td>$2,702</td>
</tr>
<tr>
<td>Additions charged to expense</td>
<td>4,992</td>
<td>3,907</td>
</tr>
<tr>
<td>Accounts written-off</td>
<td>(5,235)</td>
<td>(3,203)</td>
</tr>
<tr>
<td>Balance, end of year</td>
<td>$3,163</td>
<td>$3,406</td>
</tr>
</tbody>
</table>

Fair value of financial instruments: The Company's financial instruments consist of cash and cash equivalents, restricted cash, accounts receivable, accounts payable, interest rate swaps, and long-term debt (including the current portion) as of December 31, 2016 and 2015. Due to their short term maturities, the carrying values of cash and cash equivalents, restricted cash, accounts receivable, accounts payable and other liabilities approximated their fair values at December 31, 2016 and 2015. The interest rate swaps are recorded in the Consolidated Balance Sheet at fair value. The Company's long-term debt, including the current portion, reflects the original amounts borrowed net of unamortized discounts and deferred financing costs. Carrying amounts and estimated fair value of debt and derivatives are presented in Notes 4 and 5. The interest rate swap positions are recorded in accordance with market interest rates.
Securus Technologies Holdings, Inc. and Subsidiaries

Notes to Consolidated Financial Statements

Note 1. Business and Summary of Significant Accounting Policies (Continued)

Concentrations of credit risk: Financial instruments, which potentially expose the Company to concentrations of credit risk, consist primarily of cash and cash equivalents and accounts receivable. The Company's revenues are concentrated in the United States in the corrections industry. At December 31, 2016 and 2015, one billing agent comprised approximately 13.6% and 16.5% of total trade accounts receivable, respectively. The Company does not require collateral on accounts receivable balances and provides allowances for potential credit losses. No customer generated more than 10% of revenues during the years ended December 31, 2016 or 2015.

Primonics conducts certain transactions using the Canadian dollar, while its functional currency is the U.S. dollar. Fluctuations in exchange rates between the U.S. dollar and the Canadian dollar did not have a material effect on the business, financial condition, and results of operations of the Company. Gains and losses on foreign exchange are reported within interest and other expenses on the Consolidated Statement of Operations.

Inventory: The Company's inventory consists of media players. Inventory is stated at the lower of cost (first-in, first-out basis) or market, not to exceed net realizable value. Inventory is fully comprised of finished goods.

Property and equipment: All purchases of property and equipment are stated at cost and include costs necessary to place such property and equipment in service. Property and equipment acquired through mergers and acquisitions are recorded at fair value as of their acquisition date. Major renewals and improvements that extend an asset's useful life are capitalized, while repairs and maintenance are charged to operations as incurred. Construction in progress represents the cost of material purchases and construction costs for telecommunications hardware systems and offender tracking devices in various stages of completion.

Depreciation is computed by the straight-line basis using estimated useful lives of 3 to 5 years for telecommunications equipment, offender tracking devices and office equipment. Depreciation is computed by the straight-line basis using an estimated useful life of 5 years for money transmittal kiosk equipment. Leasehold improvements and equipment acquired through capital lease arrangements are depreciated over the lesser of their useful life or lease term. No depreciation is recorded on construction in progress until the asset is placed in service.

Goodwill and intangible and other assets: Goodwill represents the excess of the purchase price over the fair value of identifiable net assets acquired in business combinations accounted for as acquisitions. Intangible and other assets include patents and trademarks, capitalized software development costs, acquired technology rights, acquired contract rights, equity investment, and deposits and other long-term assets.

In connection with the JPay Acquisition and Other 2015 Acquisitions, management assessed the value of the Company's additions to goodwill and intangible assets with the assistance of an independent appraiser based on a discounted cash flow model and multiple of earnings. Assumptions critical to the Company's fair value estimates under the discounted cash flow model include the discount rate, royalty rate, projected average revenue growth, and projected long-term growth rates in the determination of terminal values.
Securus Technologies Holdings, Inc. and Subsidiaries

Notes to Consolidated Financial Statements

Note 1. Business and Summary of Significant Accounting Policies (Continued)

The changes in the carrying amount of goodwill during the years ended December 31, 2016 and 2015 are as follows (dollars in thousands):

<table>
<thead>
<tr>
<th>Description</th>
<th>December 31,</th>
<th>Balance</th>
<th>Goodwill acquired through JPAY Acquisition</th>
<th>Goodwill acquired through Other 2015 Acquisitions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance, December 31, 2014</td>
<td>$423,130</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Goodwill acquired through JPAY Acquisition</td>
<td>191,227</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Goodwill acquired through Other 2015 Acquisitions</td>
<td>22,020</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Balance, December 31, 2015</td>
<td>$636,377</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Goodwill acquired in 2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Balance, December 31, 2016</td>
<td>$636,377</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Amortization of acquired technology is computed over useful asset lives which range from 3 to 12 years and in accordance with the pattern of the projected economic benefit of the asset. Amortization of acquired contracts is computed over useful asset lives which range from 3 to 25 years and in accordance with the pattern in which the economic benefit is projected to be earned each year over the life of the contract. As of December 31, 2016, acquired contracts included customer relationships, customer license agreements, noncompete contracts, and upfront customer incentives. Amortization of capitalized software development costs is computed on the straight-line basis over 3 to 5 years. As of December 31, 2016, the weighted average amortization period for all intangible assets subject to amortization was approximately 13.1 years.

The Company performs an annual qualitative assessment on December 31st of goodwill as of the last day of each fiscal year, or whenever events or circumstances indicate the fair value of the reporting unit is less than the carrying amount, to determine whether quantitative impairment testing is necessary. When necessary, the quantitative impairment test of goodwill is a two-step process and requires goodwill to be allocated to the Company’s reporting units. In the first step, the fair value of the reporting unit is compared with the carrying value of the reporting unit. If the fair value of the reporting unit is less than the carrying value, goodwill impairment may exist and the second step of the test is performed. In the second step, the implied fair value of the goodwill is compared with the carrying value of the goodwill. An impairment loss is recognized to the extent that the carrying value of the goodwill exceeds the implied fair value of the goodwill. An impairment loss is recognized by reducing the carrying value of the asset to its implied fair value. The Company determined no goodwill impairment existed as of and for the years ended December 31, 2018 and 2016.

Other intangible assets with indefinite useful lives, primarily certain trademarks and tradenames, are reviewed qualitatively annually and tested for impairment annually or more frequently if events or changes in circumstances indicate that the asset may be impaired. For this impairment test, the carrying value of the intangible asset is compared to its fair value. If the carrying value exceeds the fair value, an impairment loss is recognized by reducing the carrying value of the intangible asset to its fair value. The Company determined no impairment existed for assets with indefinite useful lives as of and for the years ended December 31, 2016 and 2015.

Long-lived assets, such as property, equipment and purchased intangibles subject to amortization, are grouped with other assets producing the same cash flow streams and are reviewed for impairment as a group whenever events or changes in circumstances indicate that the carrying amount of an asset may not be recoverable. Recoverability of assets to be held and used is measured by a comparison of the carrying value of the assets to the estimated undiscounted future cash flows expected to be generated by the assets. If the carrying value of the assets exceed their estimated future cash flows, an impairment charge is recognized by the amount by which the carrying value of the assets exceed the fair value of the assets. The Company determined no impairment existed as of and for the years ended December 31, 2016 and 2015.
Securus Technologies Holdings, Inc. and Subsidiaries

Notes to Consolidated Financial Statements

Note 1. Business and Summary of Significant Accounting Policies (Continued)

The Company capitalizes labor and other costs associated with software developed for internal use. Software is considered for internal use if acquired, internally developed, or modified solely to meet the entity's internal needs and if during the software's development or modification, no plan exists to market the software externally. Costs incurred during the application development stage are capitalized, which includes costs to design, the software configuration and interfaces, coding, installation, and testing. Capitalization of cost begins when the preliminary project stage is completed and management with the relevant authority authorizes and commits to funding a computer software project and believes that it is probable that the project will be completed and the software will be used to perform the function intended. Capitalization ceases when the project is complete or it is no longer probable that the project will be completed. Costs related to training and maintenance are expensed as incurred.

The Company capitalizes interest costs associated with internally developed software based on the effective interest rate on aggregate borrowings. The Company capitalized interest in the amount of $0.3 million during each of the years ended December 31, 2016 and 2015. The Company capitalizes contract acquisition costs representing up-front payments required by customers as part of the competitive process to award a contract. These capitalized costs are included in acquired contract rights within the balance sheet caption “Intangibles and other assets, net” and are commonly referred to as signing bonuses in the industry.

The Company owns 20.3% of the common stock of Cottonwood Creek Technologies, Inc. This non-marketable investment is accounted for under the equity method as the Company exercises significant influence but does not have control over the investee. As of December 31, 2016 and 2015, this investment had a carrying value of approximately $1.6 million, and the share of gains on investment during the year ended December 31, 2016 was nil.

Revenue recognition: Revenues related to collect and prepaid calling services generated by the direct call provisioning contracts are recognized during the period in which the calls are made. Revenues related to convenience fees are recorded as incurred. Revenues related to automated interactive voice response systems, investigative call analysis, and live call monitoring are recognized during the period in which the service is used based on call volume. Advance payments received to fund customer accounts are deferred until the services are delivered. The Company records the related telecommunication costs for validating, transmitting, billing and collection, and line and long distance charges, along with commissions payable to the facilities and allowances for uncollectible calls, based on historical experience, during the same period in which revenue is recognized. Regulatory fees and taxes billed to customers are recorded on a net basis.

Revenues related to wholesale services are recognized in the period in which the calls are processed through the billing system, or when equipment is sold. During the same period, the Company records the related telecommunication costs for validating, transmitting, and billing and collection costs, along with allowances for uncollectible calls, as applicable, based on historical experience. The Company records call revenues related to wholesale services at the net amount since the Company is acting as an agent on behalf of another provider. For records processed through the billing system, this is the amount charged to the end user customer less the amount paid to the inmate telecommunications provider.
Securus Technologies Holdings, Inc. and Subsidiaries

Notes to Consolidated Financial Statements

Note 1. Business and Summary of Significant Accounting Policies (Continued)

Revenues related to software sales are primarily comprised of the licensing of the Company’s software products, the associated maintenance agreements, most of which are on an annual basis, and professional services. In accordance with current guidance, revenue is recognized when persuasive evidence of an arrangement exists, delivery has occurred, the sales price is fixed or determinable, and collectability is reasonably assured. Vendor-specific objective evidence, or VSOE, has been established for the products and services which have historically been sold individually and therefore for which a fair value can be determined. Revenue for these items is recognized upon delivery. Alternatively, when evidence of the fair value of one or more undelivered elements within a bundled sale does not exist, all revenue is deferred and recognized ratably over the period in which those elements are delivered.

Revenues related to offender monitoring systems and services are comprised of a subscription-based model. A flat, daily fee is charged by the Company to its customers in accordance with the number of offender monitoring devices used by the customer, and the revenue is recognized as the services are performed.

Revenues related to e-commerce are primarily generated through the provision of online secure payment services, electronic communication solutions, music and other media content services, and media devices. These goods and services are provided in accordance with multi-year contracts entered into between the Company and the facilities, and revenue is recognized upon delivery of the goods and services to the inmate. Deferred revenue consists of payments received for advanced sales of electronic communication or media content services.

401(k) plan: The Company sponsors a 401(k) savings plan for the benefit of eligible full-time employees. The plan is a qualified benefit plan in accordance with the Employee Retirement Income Security Act. Employees participating in the plan can generally contribute a portion of annual earnings not to exceed $18,000, or $24,000 for employees 50 years of age or older, in 2016. The 401(k) plan provides for the Company to make discretionary matching contributions of 50% of an eligible employee’s contribution for up to 6% of their salary. Matching contributions and plan expenses were $1.0 million and $1.6 million during the years ended December 31, 2016 and 2015, respectively.

Income taxes: The Company records deferred tax assets and liabilities at an amount equal to the expected future tax consequences of transactions and events. Deferred tax assets and liabilities are determined based on the future tax consequences attributable to the differences between the financial statement carrying amounts of existing assets and liabilities and their respective tax bases and operating loss and tax credit carryforwards. Deferred tax assets and liabilities are measured using enacted income tax rates expected to apply to taxable income in the years in which those differences are expected to be recovered or settled. The effect on deferred tax assets and liabilities of a change in income tax rates is recognized in the results of operations in the period that includes the enactment date.

Share-based compensation: The Company offers share-based awards to executives and certain key management personnel in a long-term equity incentive plan of Securus Investment Holdings, LLC (the Plan). The Company accounts for the Plan based on the grant date estimated fair value of each award, net of estimated forfeitures or cancellations, over the vesting period of the equity grant. The Company recorded compensation expense of approximately $2.4 million during each of the years ended December 31, 2016 and 2015 (see Note 7).

Commitments and contingencies: Liabilities for loss contingencies arising from claims, assessments, litigation, fines, and penalties and other sources are recorded when it is probable that a liability has been incurred and the amount of the assessment and/or remediation can be reasonably estimated. Legal fees related to loss contingencies are expensed as services are rendered.
Note 1. Business and Summary of Significant Accounting Policies (Continued)

Acquisition accounting: Business acquisitions are accounted for under the acquisition method of accounting. Allocating the purchase price requires the Company to estimate the fair value of various assets and liabilities as well as contingent consideration. Management is responsible for determining the appropriate valuation model and estimated fair values, and in doing so, considers a number of factors, including information provided by an outside valuation advisor. The company primarily establishes fair value using the income approach based upon a discounted cash flow model. The income approach requires the use of many assumptions and estimates including future revenues and expenses, as well as discount factors and income tax rates.

Recently issued accounting pronouncements: In April 2015, the Financial Accounting Standards Board ("FASB") issued an update to clarify the accounting treatment for fees paid in cloud computing arrangements, such as software as a service, platform as a service, and other hosting arrangements. Under this update, if a cloud computing arrangement includes a software license, then the customer should account for the software license element of the arrangement consistent with the acquisition of other software licenses. Alternatively, if a cloud computing arrangement does not include a software license, the customer should account for the arrangement as a service contract. The guidance has not changed the accounting treatment for service contracts. This update became effective for annual periods beginning after December 15, 2015, with early adoption permitted. The Company adopted this update in 2016 with no impact to its consolidated financial statements.

In August 2015, the FASB released an amendment to their January 2014 update regarding the implementation of Accounting Standards Codification ("ASC") 606, Revenue from Contracts with Customers. ASC 606 will supersede ASC 605, Revenue Recognition, and most industry-specific guidance throughout the Industry Topics of the Codification. In addition, the existing requirements for the recognition of a gain or loss on the transfer of nonfinancial assets that are not in a contract with a customer (for example, assets within the scope of ASC 360, Property, Plant, and Equipment, and intangible assets within the scope of ASC 350, Intangibles—Goodwill and Other) will be amended to be consistent with the guidance on recognition and measurement (including the constraint on revenue) in this update. Throughout 2016, the FASB has issued additional updates regarding the implementation of ASC 606. These updates include additional guidance regarding principal versus agent considerations, identification of performance obligations and licensing, assessment of collectability criterion and accounting for customer arrangements which don’t meet the criteria of a contract, noncash consideration, impairment testing of contracts and provision for losses on contracts, and disclosures. Early adoption is permitted. Non-public companies are required to adopt the new revenue guidance for annual reporting periods beginning after December 15, 2018, with the option to implement a full or modified retrospective approach. The Company is currently evaluating the impact of this update on its consolidated financial statements.

In November 2015, the FASB issued an update to simplify the presentation of deferred income taxes by requiring all deferred tax liabilities and assets to be classified as noncurrent in the financial statements. This update is effective for annual reporting periods beginning after December 15, 2017, with early adoption permitted. The Company will evaluate the impact of this update on its consolidated financial statements.
Securus Technologies Holdings, Inc. and Subsidiaries

Notes to Consolidated Financial Statements

Note 1. Business and Summary of Significant Accounting Policies (Continued)

In February 2016, the FASB issued an update which supersedes the leasing guidance in ASC 840, Leases. Under the new guidance, lessees are required to recognize lease assets and lease liabilities on the balance sheet for all leases with terms longer than 12 months. Leases will be classified as either finance or operating, with classification affecting the pattern of expense recognition in the income statement. This update is effective for fiscal years beginning after December 15, 2019, and a modified retrospective transition approach is required for lessees for capital and operating leases existing at, or entered into after, the beginning of the earliest comparative period presented in the financial statements. The Company will evaluate the impact of this update on its consolidated financial statements.

In August 2016, the FASB issued an update to clarify the classification of various types of transactions within the statement of cash flows. In this update, cash payments not made soon after the acquisition date of a business combination by an acquirer to settle a contingent consideration liability should be classified as cash outflows for financing activities and operating activities. Cash payments up to the amount of the contingent consideration liability recognized at the acquisition date (including measurement-period adjustments) should be classified as financing activities; any excess should be classified as operating activities. Cash payments made soon after the acquisition date of a business combination by an acquirer to settle a contingent consideration liability will still be classified as cash outflows for investing activities. This update is effective for annual reporting periods beginning after December 15, 2017. The Company will evaluate the impact of this update on its consolidated financial statements.

In November 2016, the FASB issued an update to the presentation of transactions involving restricted cash within the statement of cash flows. In this update, amounts generally described as restricted cash and restricted cash equivalents should be included with cash and cash equivalents when reconciling the beginning-of-period and end-of-period total amounts shown on the statement of cash flows. This update does not provide a definition of restricted cash or restricted cash equivalents. This update is effective for non-public entities for annual reporting periods beginning after December 15, 2018, and early adoption is permitted. The Company will evaluate the impact of this update on its consolidated financial statements.

In January 2017, the FASB issued an update to clarify the definition of a business for purposes of classifying whether a transaction should be accounted for as an acquisition or disposal of a business or of an asset. This update rules that even if a group of assets acquired has both inputs and processes, if those assets are concentrated in a single identifiable asset or a group of similar identifiable assets, they do not constitute a business. This update is effective for non-public entities for annual reporting periods beginning after December 15, 2018, and early adoption is permitted under certain conditions. The Company will evaluate the impact of this update on its consolidated financial statements.

Note 2. Acquisitions

JPay Acquisition: On July 31, 2015, the Company acquired all outstanding stock of JPay through a stock purchase agreement. The aggregate purchase price was approximately $309.5 million, of which $252.5 million was paid at closing. Under the acquisition method, the total purchase price of JPay was allocated to tangible and identifiable intangible assets acquired and liabilities assumed based upon their estimated fair values as of the July 31, 2015 closing date. The funding for the acquisition consisted of $197.1 million in net debt proceeds, $54.0 million in equity proceeds, and approximately $1.4 million of cash.
Securus Technologies Holdings, Inc. and Subsidiaries

Notes to Consolidated Financial Statements

Note 2.  Acquisitions (Continued)

The purchase price included approximately $57.0 million of contingent consideration expected to be paid in 2016 through 2018 based on JPay’s financial performance as compared to certain metrics as set forth in the stock purchase agreement. Fair value was estimated using the Monte Carlo method as of the acquisition date. At December 31, 2018 and 2017, the fair value of the contingent consideration was estimated at approximately $34.4 million and $64.6 million, respectively, with $29.7 million paid during the year ended December 31, 2016. The $0.5 million decrease and $7.8 million increase in fair value was recorded as Transaction expenses in the Company’s Consolidated Statement of Operations for the years ended December 31, 2018 and 2017, respectively. The current and non-current portions of this contingent consideration was approximately $22.6 million reported within Accrued Liabilities and $11.8 million reported within Other long-term liabilities on the Consolidated Balance Sheet, respectively, as of December 31, 2016.

The purchase price of JPay on July 31, 2015 was allocated as follows (in thousands):

<table>
<thead>
<tr>
<th>Current assets</th>
<th>$ 15,334</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property and equipment</td>
<td>6,780</td>
</tr>
<tr>
<td>Identifiable intangible assets:</td>
<td></td>
</tr>
<tr>
<td>Operating contracts and customer agreements</td>
<td>40,730</td>
</tr>
<tr>
<td>Trademarks and tradenames</td>
<td>24,330</td>
</tr>
<tr>
<td>Technology rights</td>
<td>41,100</td>
</tr>
<tr>
<td>Goodwill</td>
<td>191,227</td>
</tr>
<tr>
<td>Other assets</td>
<td>257</td>
</tr>
<tr>
<td>Other liabilities</td>
<td>(10,296)</td>
</tr>
<tr>
<td><strong>Total purchase price</strong></td>
<td><strong>309,462</strong></td>
</tr>
</tbody>
</table>

JPay’s total gross contractual receivables at the acquisition date were approximately $5.5 million, of which approximately $0.4 million were not expected to be collected. The Company recorded the fair value of the receivables of approximately $5.1 million as of July 31, 2015, equal to the receivables expected to be collected. Transaction expenses in relation to the JPay Acquisition of approximately $2.3 million were included in the Company’s Consolidated Statement of Operations for the year ended December 31, 2015.

Other 2015 Acquisitions: On January 14, 2015, Securus acquired all interests in CellBox through an asset purchase agreement. The aggregate purchase price was $15.0 million paid in cash at closing. On July 31, 2015, Securus acquired all interests in Cara Clinicals through a stock purchase agreement. The aggregate purchase price was approximately $10.4 million paid in cash at closing. On October 30, 2015, Securus acquired all interests in Guarded Exchange through a securities purchase agreement. The aggregate purchase price was approximately $11.5 million, of which $8.9 million was paid in cash at closing. Guarded Exchange’s purchase price included approximately $2.5 million of contingent consideration based on performance metrics which were satisfied as of December 31, 2015 and an approximate $0.4 million working capital adjustment, both of which were paid during the year ended December 31, 2016. The Company accrued for this contingent consideration and working capital adjustment within Accrued liabilities on its Consolidated Balance Sheet as of December 31, 2015. Transaction expenses in relation to the Other 2015 Acquisitions of approximately $0.3 million were included in the Company’s Consolidated Statement of Operations for the year ended December 31, 2015.
Securus Technologies Holdings, Inc. and Subsidiaries

Notes to Consolidated Financial Statements

Note 2.  Acquisitions (Continued)

Under the acquisition method, the total purchase prices of the Other 2015 Acquisitions were allocated to tangible and identifiable intangible assets acquired and liabilities assumed based upon their estimated fair values as of the date of purchase. The purchase price of Other 2015 Acquisitions was allocated as follows (in thousands):

<table>
<thead>
<tr>
<th>Current assets</th>
<th>$ 775</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property and equipment</td>
<td>1,020</td>
</tr>
<tr>
<td>Identifiable intangible assets:</td>
<td></td>
</tr>
<tr>
<td>Operating contracts and customer agreements</td>
<td>50</td>
</tr>
<tr>
<td>Technology rights</td>
<td>14,130</td>
</tr>
<tr>
<td>Goodwill</td>
<td>22,020</td>
</tr>
<tr>
<td>Deferred income taxes</td>
<td>146</td>
</tr>
<tr>
<td>Other liabilities</td>
<td>(1,046)</td>
</tr>
<tr>
<td><strong>Total purchase price</strong></td>
<td>$ 37,093</td>
</tr>
</tbody>
</table>

The total gross contractual receivables of the Other 2015 Acquisitions were approximately $0.8 million, all of which are expected to be collected. Accordingly, the Company recorded the fair value of the receivables of approximately $0.8 million as of the respective acquisition dates.

Through the 2015 acquisitions, the Company is broadening its array of products and services it offers to the corrections industry. Goodwill arising from the acquisitions represents synergies expected to be gained in the corrections market because of the complementary technologies acquired. The tax deductible goodwill is $135.0 million, $11.5 million, nil, and $7.5 million for the JPay, CellBlox, Cara, and Guarded Exchange acquisitions, respectively.

Note 3.  Balance Sheet Components

Accounts receivables, net consist of the following at December 31 (in thousands):

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade accounts receivable</td>
<td>$37,868</td>
<td>$34,004</td>
</tr>
<tr>
<td>Current portion of notes receivable</td>
<td>1,292</td>
<td>1,509</td>
</tr>
<tr>
<td>Income tax receivable</td>
<td>658</td>
<td>1,234</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>39,818</td>
<td>36,747</td>
</tr>
<tr>
<td>Less allowance for doubtful accounts</td>
<td>(3,163)</td>
<td>(3,406)</td>
</tr>
<tr>
<td><strong>Net</strong></td>
<td>$36,655</td>
<td>$33,341</td>
</tr>
</tbody>
</table>
Securus Technologies Holdings, Inc. and Subsidiaries

Notes to Consolidated Financial Statements

Note 3. Balance Sheet Components (Continued)

Property and equipment, net consists of the following at December 31 (in thousands):

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telecommunications equipment</td>
<td>$37,840</td>
<td>$31,416</td>
</tr>
<tr>
<td>Money transmittal kiosks</td>
<td>22,981</td>
<td>19,902</td>
</tr>
<tr>
<td>Video visitation equipment</td>
<td>21,931</td>
<td>18,810</td>
</tr>
<tr>
<td>Offender tracking devices</td>
<td>14,116</td>
<td>9,261</td>
</tr>
<tr>
<td>Inmate media devices</td>
<td>2,672</td>
<td>2,421</td>
</tr>
<tr>
<td>Construction in progress</td>
<td>11,736</td>
<td>4,410</td>
</tr>
<tr>
<td>Office equipment</td>
<td>24,574</td>
<td>15,917</td>
</tr>
<tr>
<td>Leasehold improvements</td>
<td>9,619</td>
<td>4,309</td>
</tr>
<tr>
<td><strong>Less accumulated depreciation and amortization</strong></td>
<td><strong>145,469</strong></td>
<td><strong>106,555</strong></td>
</tr>
<tr>
<td></td>
<td>(62,254)</td>
<td>(38,037)</td>
</tr>
<tr>
<td></td>
<td><strong>$ 83,215</strong></td>
<td><strong>$ 68,518</strong></td>
</tr>
</tbody>
</table>

Depreciation expense for the years ended December 31, 2016 and 2015 was approximately $27.7 million and $17.9 million, respectively. Property and equipment acquired through capital lease (see Note 9) equaled $5.2 million, net of accumulated depreciation of $0.1 million, at December 31, 2016.

Intangibles and other assets, net consist of the following at December 31 (in thousands):

<table>
<thead>
<tr>
<th></th>
<th>Gross</th>
<th>Accumulated</th>
<th>Weighted Average Life</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Carrying Value</td>
<td>Amortization</td>
<td>Net</td>
</tr>
<tr>
<td>2016:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patents and trademarks</td>
<td>$77,723</td>
<td>$(499)</td>
<td>$77,224</td>
</tr>
<tr>
<td>Capitalized software development costs</td>
<td>67,589</td>
<td>(25,786)</td>
<td>41,794</td>
</tr>
<tr>
<td>Acquired technology rights</td>
<td>197,682</td>
<td>(74,302)</td>
<td>123,380</td>
</tr>
<tr>
<td>Acquired contract rights</td>
<td>303,108</td>
<td>(82,603)</td>
<td>220,505</td>
</tr>
<tr>
<td>Deposits and other long-term assets</td>
<td>9,730</td>
<td>-</td>
<td>9,730</td>
</tr>
<tr>
<td>Equity investment</td>
<td>1,586</td>
<td>-</td>
<td>1,586</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$647,409</td>
<td>$(183,190)</td>
<td>$464,219</td>
</tr>
<tr>
<td>2015:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patents and trademarks</td>
<td>$77,241</td>
<td>(223)</td>
<td>$77,018</td>
</tr>
<tr>
<td>Capitalized software development costs</td>
<td>47,158</td>
<td>(13,061)</td>
<td>34,097</td>
</tr>
<tr>
<td>Acquired technology rights</td>
<td>180,802</td>
<td>(50,806)</td>
<td>129,996</td>
</tr>
<tr>
<td>Acquired contract rights</td>
<td>297,829</td>
<td>(56,852)</td>
<td>240,977</td>
</tr>
<tr>
<td>Deposits and other long-term assets</td>
<td>10,504</td>
<td>-</td>
<td>10,504</td>
</tr>
<tr>
<td>Equity investment</td>
<td>1,575</td>
<td>-</td>
<td>1,575</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$616,108</td>
<td>$(120,042)</td>
<td>$496,067</td>
</tr>
</tbody>
</table>

For the year ended December 31 2016, gross and net intangibles comprised of software costs acquired through capital lease (see Note 9) equaled $0.1 million.
Securus Technologies Holdings, Inc. and Subsidiaries

Notes to Consolidated Financial Statements

Note 3. Balance Sheet Components (Continued)

Long-term notes receivable with initial face values of $7.9 million, discounts totaling $1.4 million, and average effective interest rates of 6.6% and 6.5% were outstanding at December 31, 2016 and 2015, respectively. The Company recorded $0.2 million and $0.3 million in interest income related to these notes receivable for the year ended December 31, 2016 and 2015, respectively. Outstanding balances of $1.2 million and $2.4 million, net of unamortized discounts of $0.3 million and $0.5 million at December 31, 2016 and 2015, respectively, are reported within Intangibles and other assets, not within the Consolidated Balance Sheets. Long-term notes receivable are primarily related to patent infringement settlement agreements and are recorded at net present value with interest income recognized as earned.

At December 31, 2016 and 2015, the carrying amount of patents and trademarks that were not subject to amortization was $74.5 million.

Amortization of intangibles and other assets for the years ended December 31, 2016 and 2015 was $62.1 million and $48.3 million, respectively. Estimated amortization expense related to intangibles, excluding deposits and other long-term assets and equity investments, for each of the next five years through December 31, 2020 and thereafter is summarized as follows (in thousands):

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount (in thousands)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>64,076</td>
</tr>
<tr>
<td>2018</td>
<td>58,101</td>
</tr>
<tr>
<td>2019</td>
<td>49,251</td>
</tr>
<tr>
<td>2020</td>
<td>38,345</td>
</tr>
<tr>
<td>2021</td>
<td>30,549</td>
</tr>
<tr>
<td>Thereafter</td>
<td>138,101</td>
</tr>
<tr>
<td></td>
<td><strong>$378,423</strong></td>
</tr>
</tbody>
</table>

Accrued liabilities consist of the following at December 31 (in thousands):

<table>
<thead>
<tr>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accrued expenses</td>
<td>$52,538</td>
</tr>
<tr>
<td>Accrued compensation</td>
<td>10,236</td>
</tr>
<tr>
<td>Accrued taxes</td>
<td>6,311</td>
</tr>
<tr>
<td>Funding due to correctional facilities</td>
<td>6,176</td>
</tr>
<tr>
<td>Short term portion of capital leases</td>
<td>1,100</td>
</tr>
<tr>
<td>Accrued interest and other</td>
<td>845</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$77,206</strong></td>
</tr>
</tbody>
</table>
Securus Technologies Holdings, Inc. and Subsidiaries

Notes to Consolidated Financial Statements

Note 4. Debt

Debt consists of the following at December 31 (in thousands):

<table>
<thead>
<tr>
<th>Description</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revolving credit facility due April 2018</td>
<td></td>
<td>$ 17,000</td>
</tr>
<tr>
<td>Secured first lien term loans due April 2020</td>
<td>614,213</td>
<td>620,513</td>
</tr>
<tr>
<td>Secured second lien loans due April 2021</td>
<td>165,000</td>
<td>165,000</td>
</tr>
<tr>
<td>Less unamortized deferred financing costs</td>
<td></td>
<td>802,513</td>
</tr>
<tr>
<td>Less unamortized discount</td>
<td>(13,060)</td>
<td>(15,907)</td>
</tr>
<tr>
<td>Less current portion of long-term debt</td>
<td>(5,200)</td>
<td>(6,265)</td>
</tr>
<tr>
<td></td>
<td>760,953</td>
<td>780,341</td>
</tr>
<tr>
<td></td>
<td>(6,300)</td>
<td>(6,300)</td>
</tr>
<tr>
<td></td>
<td>$ 754,653</td>
<td>$ 774,041</td>
</tr>
</tbody>
</table>

**Deutsche Bank agreements:** The Company is party to a first lien credit agreement (as amended, the Deutsche Bank First Lien Agreement) and a second lien credit agreement (as amended, the Deutsche Bank Second Lien Agreement and, together with the Deutsche Bank First Lien Agreement, the Deutsche Bank Agreements), in each case, among Deutsche Bank, in its capacity as a lender and as the administrative agent thereunder, and various other lenders from time to time party thereto. The Deutsche Bank First Lien Agreement provides the Company with $630.0 million secured first lien term loans and a $500.0 million revolving credit facility, which provides for a $30.0 million sublimit for the issuance of letters of credit. The Deutsche Bank Second Lien Agreement provides the Company with $165.0 million secured second lien term loans. The Deutsche Bank Agreements provide an incremental basket to issue additional secured or unsecured loans or notes in an aggregate amount up to an additional $100.0 million (less the amount of any previously issued incremental loans and notes allocated to this basket) plus additional first lien loans and notes so long as the Consolidated First Lien Net Leverage Ratio (as defined in the Deutsche Bank Agreements) determined on a pro forma basis is no more than 4.25:1.00, plus additional junior lien and unsecured loans and notes so long as the Consolidated Total Net Leverage Ratio (as defined in the Deutsche Bank Agreements) determined on a pro forma basis is no more than 6.25:1.00.

The secured first lien term loans and advances under the revolving credit facility of the Deutsche Bank First Lien Agreement bear interest at an annual rate at the Company’s option equal to either: (a) the Base Rate plus the Applicable Rate, currently 2.5%, or (b) the Eurocurrency Rate plus the Applicable Rate, currently 3.25%. The Applicable Rate for Base Rate Loans and Eurocurrency Rate Loans drops by 25 basis points if the Consolidated First Lien Leverage Ratio is less than or equal to 3.50:1.00 but greater than 2.50:1.00, and a further 25 basis points if the ratio is less than or equal to 2.50:1.00. The Base Rate is the greatest of: (a) the Federal Funds Rate, as defined in the Deutsche Bank Agreements, plus 0.50%, (b) the Prime Rate, as set by Deutsche Bank Trust Company Americas, in effect on such day, and (c) the Eurocurrency Rate for an Interest Period of one month, plus 1.00%. The Eurocurrency Rate must be at least 1.25%. The letter of credit fees of 3.50% plus a fronting fee of 0.125% per annum are payable on a quarterly basis with respect to outstanding letters of credit, and the unused amount of the revolving credit facility is subject to commitment fees of 0.50% per annum. The revolving credit facility expires on April 30, 2018. The secured first lien term loans mature on April 30, 2020. The effective interest rate at December 31, 2018 was 5.2%, payable quarterly in arrears.
Securus Technologies Holdings, Inc. and Subsidiaries

Notes to Consolidated Financial Statements

Note 4. Debt (Continued)

The Deutsche Bank First Lien Agreement requires amortization payments of 1.00% per annum of the initial outstanding principal amount of the secured first lien term loans, which are due quarterly, allows for voluntary prepayments of the first lien loans, and requires mandatory prepayments upon the occurrence of certain events, including certain sales of assets and receipt of certain insurance proceeds, subject to reinvestment rights, and the issuance of debt (other than debt permitted to be incurred under the credit agreement). To the extent the Company generates excess cash flow (as defined in the Deutsche Bank Agreements) in any fiscal year, starting with the fiscal year ended December 31, 2014, the Company is required to prepay principal equal to 50% of such excess cash flow less voluntary repayments of the loans during such fiscal year if, as of the last day of the most recently ended fiscal year, the Consolidated Total Net Leverage Ratio (as defined in the Deutsche Bank Agreements) is greater than 4.00:1.00. If the Consolidated Total Net Leverage ratio is less than or equal to 4.00:1.00 but greater than 3.00:1.00, the Company is required to prepay principal equal to 25% of such excess cash flow less voluntary repayments of the loans. No payment is required if the Consolidated Total Net Leverage ratio is less than 3.00:1.00. The obligations under the Deutsche Bank First Lien Agreement are secured by a first lien on substantially all of the Company’s and the Company’s domestic subsidiaries’ assets. The Company draws from the revolving credit facility to cover normal business cash requirements. As of December 31, 2016, the Company had no balance outstanding on the revolving credit facility, $0.5 million of letters of credit outstanding, and $49.5 million of borrowing availability under the revolving credit facility, which includes $29.5 million of unused letter of credit availability.

The secured second lien term loans under the Deutsche Bank Second Lien Agreement bear interest at an annual rate at the Company’s option equal to either: (a) the Base Rate plus the Applicable Rate, currently 6.75%, or (b) the Eurocurrency Rate plus the Applicable Rate, currently 7.75%. The Base Rate is the greatest of: (a) The Federal Funds Rate, as defined in the Agreements, plus 0.50%, (b) the Prime Rate, as set by Deutsche Bank Trust Company Americas, in effect on such day, and (c) the Eurocurrency Rate for an Interest Period of one month, plus 1.00%. The Eurocurrency Rate must be at least 1.25%. The Deutsche Bank Second Lien Agreement does not require principal amortization payments and matures on April 30, 2021. The effective interest rate at December 31, 2016 was 9.7%, payable quarterly in arrears. The Deutsche Bank Second Lien Agreement allows for voluntary prepayments of the second lien term loans, and, subject to application to the first lien loans under the Deutsche Bank First Lien Agreement, requires the same mandatory prepayments of the second lien term loans as the Deutsche Bank First Lien Agreement requires of the first lien term loans.

On July 31, 2015, the Company entered into a third amendment to the Deutsche Bank First Lien Agreement (Third Amendment) through which it borrowed an additional $205.0 million (Second Tranche) of secured term loans. The net proceeds of $197.1 million, after deducting approximately $2.1 million of original issue discount and approximately $5.8 million of debt issuance costs, were used towards the acquisition of JPay, Inc. The Third Amendment requires amortization payments of 1.00% per annum of the initial principal amount of the Second Tranche, which are due quarterly commencing with the second full fiscal quarter following the JPay Closing Date, allows for voluntary prepayments of the Second Tranche, and subject to application to the initial first lien term loans, requires the same mandatory prepayments of the Second Tranche as the Deutsche Bank First Lien Agreement requires of the initial first lien term loans. The Second Tranche bears interest at an annual rate at the Company’s option equal to either: a) the Base Rate plus the Applicable Rate, currently 3.25%, or (b) the Eurocurrency Rate plus the Applicable Rate, currently 4.25%. The Eurocurrency Rate must be at least 1.00%. The Second Tranche matures on April 30, 2020. The effective interest rate at December 31, 2016 was 5.9%, payable quarterly in arrears beginning on March 31, 2016.
Securus Technologies Holdings, Inc. and Subsidiaries

Notes to Consolidated Financial Statements

Note 4. Debt (Continued)

All of the Company’s domestic subsidiaries (collectively, the Subsidiary Guarantors) are jointly and severally liable for the secured revolving credit facility, secured first lien term loans and secured second lien term loans under the Deutsche Bank Agreements. The Subsidiary Guarantors are wholly-owned by the Company.

The Deutsche Bank Agreements contain operating covenants that limit the Company’s and its restricted subsidiaries’ ability to incur additional indebtedness, make certain payments including dividends to shareholders, divest company assets, make investments, acquisitions and loans, permit liens on their assets, merge, dissolve or engage in other fundamental changes, change the nature of their business and enter into transactions with affiliates, in each case, subject to customary limitations, cure rights and exceptions. In the event that the Company fails to comply with these covenants and restrictions, it may be in default, at which time payment of the long-term debt and unpaid interest may be accelerated by the Company’s lenders and become immediately due and payable.

The Deutsche Bank First Lien Agreement contains a springing financial covenant for the benefit of only the lenders under the revolving credit facility, which covenant requires the maintenance of a specified first lien net leverage ratio only if usage of the revolver exceeds 20% of the amount of the revolving credit facility commitment (excluding $2.5 million of letters of credit and any cash collateralized letters of credit) on any quarterly test date.

The Company’s long-term debt bears interest at variable market rates; therefore, the fair value of the debt instruments approximates their carrying value at December 31, 2016 and 2015.

Future maturities of debt for each of the following five years are as follows (in thousands):

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>$6,300</td>
</tr>
<tr>
<td>2018</td>
<td>$6,300</td>
</tr>
<tr>
<td>2019</td>
<td>$6,300</td>
</tr>
<tr>
<td>2020</td>
<td>595,313</td>
</tr>
<tr>
<td>2021</td>
<td>165,000</td>
</tr>
<tr>
<td>Total</td>
<td>$779,213</td>
</tr>
</tbody>
</table>

Note 5. Derivative Instruments

The Company uses derivatives instruments primarily to manage interest rate risk exposure and to add stability to interest expense, with the primary objective being to minimize interest rate risks associated with the Company’s financing activities. These agreements involve the receipt of variable rate amounts from a counterparty if interest rates rise above the strike rate of the contract in exchange for an upfront premium. Upon the effective dates of each of the Company’s derivative instruments, management determined that all instruments would be a non-designated hedge. Therefore, none would be monitored for effectiveness.
Securus Technologies Holdings, Inc. and Subsidiaries

Notes to Consolidated Financial Statements

Note 5. Derivative Instruments (Continued)

The Company is party to two interest rate swap agreements, both under which the Company is the fixed interest rate payer. The first agreement is with BNP Paribas for a notional amount of $150.0 million, for which the Company pays a fixed interest rate of 2.78% per annum. Payment dates for the Company are quarterly, effective September 30, 2015 and will end on June 30, 2016, the termination date. As of December 31, 2016 and 2015, the derivative was recorded at the fair value of approximately $3.0 million and $4.5 million, respectively. Related interest expense of $0.8 million and $2.0 million was recorded for the periods ending December 31, 2016 and 2015, respectively. Interest expense for the period ending December 31, 2016 comprised of a $1.5 million reduction in fair value and of $2.3 million of interest incurred on the notional amount, which commenced on June 30, 2015.

The second agreement is with Deutsche Bank for a notional amount of $150.0 million, for which the Company pays a fixed interest rate of 2.79%. Payment dates for the Company are quarterly, effective September 30, 2015, and will end on June 30, 2018, the termination date. As of December 31, 2016 and 2015, the derivative was recorded at the fair value of approximately $3.1 million and $4.6 million, respectively. Related interest expense of $0.8 million and $2.0 million was recorded for the periods ending December 31, 2016 and 2015, respectively. Interest expense for the period ending December 31, 2016 comprised of a $1.5 million reduction in fair value and of $2.3 million of interest incurred on the notional amount, which commenced on June 30, 2015.

The Company’s derivative instruments are valued using quoted market prices and significant other observable and unobservable inputs. The fair value was obtained by comparing the contract rate to a published forward price of the underlying market rates and was classified within Level 2 of the fair value hierarchy. Derivative financial instruments are recorded in the Consolidated Balance Sheets in Other long-term liabilities and are measured at fair value.

Note 6. Income Taxes

Income tax expense (benefit) is as follows for the years ended December 31, 2016 and 2015 (in thousands):

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>U.S. federal</td>
<td>$ 171</td>
<td>$ 126</td>
</tr>
<tr>
<td>U.S. state</td>
<td>2,012</td>
<td>937</td>
</tr>
<tr>
<td>Foreign</td>
<td>(57)</td>
<td>(11)</td>
</tr>
<tr>
<td>Total current</td>
<td>2,126</td>
<td>1,052</td>
</tr>
<tr>
<td>Deferred:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>U.S. federal</td>
<td>5,824</td>
<td>2,705</td>
</tr>
<tr>
<td>U.S. state</td>
<td>647</td>
<td>2,648</td>
</tr>
<tr>
<td>Foreign</td>
<td>104</td>
<td>(53)</td>
</tr>
<tr>
<td>Total deferred</td>
<td>6,775</td>
<td>5,300</td>
</tr>
<tr>
<td>Total income tax expense</td>
<td>$ 6,901</td>
<td>$ 6,352</td>
</tr>
</tbody>
</table>

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Securus Technologies Holdings, Inc. and Subsidiaries

Notes to Consolidated Financial Statements

Note 6. Income Taxes (Continued)

Income taxes differ from the expected statutory income tax benefit, by applying the U.S. federal income tax rate of 35% to pre-tax earnings from continuing operations due to the following (in thousands):

<table>
<thead>
<tr>
<th>Description</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expected statutory income tax</td>
<td>$ 6,017</td>
<td>$ 3,455</td>
</tr>
<tr>
<td>Amounts not deductible for income tax</td>
<td>1,245</td>
<td>1,154</td>
</tr>
<tr>
<td>State taxes, net of federal benefit</td>
<td>1,733</td>
<td>2,266</td>
</tr>
<tr>
<td>Change in valuation allowance</td>
<td>169</td>
<td>(6,119)</td>
</tr>
<tr>
<td>Capital loss expiration</td>
<td>-</td>
<td>5,960</td>
</tr>
<tr>
<td>Rate change</td>
<td>158</td>
<td>40</td>
</tr>
<tr>
<td>Other</td>
<td>(421)</td>
<td>(444)</td>
</tr>
<tr>
<td><strong>Total income tax expense</strong></td>
<td><strong>$ 8,901</strong></td>
<td><strong>$ 6,352</strong></td>
</tr>
</tbody>
</table>

The tax effects of temporary differences that give rise to significant portions of the deferred income tax assets and deferred income tax liabilities as of December 31, 2016 and 2015, respectively, are presented below (in thousands):

<table>
<thead>
<tr>
<th>Description</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net current deferred income tax assets (liabilities):</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Allowance for doubtful accounts</td>
<td>$ 1,209</td>
<td>$ 1,300</td>
</tr>
<tr>
<td>Accrued expenses</td>
<td>1,603</td>
<td>1,602</td>
</tr>
<tr>
<td>Deferred revenue</td>
<td>8,720</td>
<td>8,538</td>
</tr>
<tr>
<td>Other</td>
<td>11</td>
<td>11</td>
</tr>
<tr>
<td>Current deferred income tax assets</td>
<td>11,543</td>
<td>11,451</td>
</tr>
<tr>
<td>Current deferred income tax liabilities</td>
<td>(239)</td>
<td>(157)</td>
</tr>
<tr>
<td>Less valuation allowance</td>
<td>(36)</td>
<td>(2)</td>
</tr>
<tr>
<td><strong>Net current deferred income tax assets</strong></td>
<td><strong>11,288</strong></td>
<td><strong>11,232</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net noncurrent deferred income tax assets (liabilities):</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Deferred income tax assets:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net operating loss and tax credit carryforwards</td>
<td>28,731</td>
<td>31,163</td>
</tr>
<tr>
<td>Derivative instruments</td>
<td>2,314</td>
<td>3,462</td>
</tr>
<tr>
<td>Goodwill</td>
<td>138</td>
<td>7,885</td>
</tr>
<tr>
<td>Contingent consideration valuation adjustment</td>
<td>2,724</td>
<td>2,898</td>
</tr>
<tr>
<td>Transaction expenses</td>
<td>1,572</td>
<td>1,699</td>
</tr>
<tr>
<td>Other</td>
<td>107</td>
<td>485</td>
</tr>
<tr>
<td><strong>Noncurrent deferred income tax assets</strong></td>
<td><strong>35,586</strong></td>
<td><strong>47,592</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deferred income tax liabilities:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Property and equipment principally due to differences in depreciation</td>
<td>(16,775)</td>
<td>(15,091)</td>
</tr>
<tr>
<td>Intangible assets due to difference in book/tax basis</td>
<td>(100,099)</td>
<td>(107,173)</td>
</tr>
<tr>
<td><strong>Noncurrent deferred income tax liabilities</strong></td>
<td><strong>(116,874)</strong></td>
<td><strong>(122,264)</strong></td>
</tr>
<tr>
<td>Less valuation allowance</td>
<td>(147)</td>
<td>(12)</td>
</tr>
<tr>
<td>Net noncurrent deferred income tax liabilities</td>
<td>(81,435)</td>
<td>(74,684)</td>
</tr>
<tr>
<td><strong>Net deferred income tax liabilities</strong></td>
<td><strong>(81,435)</strong></td>
<td><strong>(74,684)</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Net deferred income tax liability</strong></td>
<td><strong>$(70,167)</strong></td>
<td><strong>$(63,992)</strong></td>
</tr>
</tbody>
</table>


Securus Technologies Holdings, Inc. and Subsidiaries

Notes to Consolidated Financial Statements

Note 6. Income Taxes (Continued)

Amounts not deductible for income tax consist primarily of long-term equity incentive compensation for Company executives and certain key management employees. At December 31, 2016, the Company had U.S. federal net operating loss carryforwards for tax purposes aggregating approximately $80.2 million, the majority of which, if not utilized to reduce taxable income in future periods, will expire from 2027 through 2033. Approximately $73.3 million of these net operating loss carryforwards are subject to certain rules under Internal Revenue Code (IRC) Section 382. As of December 31, 2016, $7.9 million of these net operating loss carryforwards subject to IRC Section 382 remain limited and unavailable for utilization in the current year, and will remain limited until expiration. The Company believes these IRC Section 382 limitations will not ultimately affect its ability to use substantially all of the net operating loss carryforwards for income tax purposes, with the exception of the $7.9 million that remains limited until expiration. In addition, at December 31, 2016 the Company had no Canadian federal net operating loss carryforwards for tax purposes. The capital loss carryforward arising from the 2010 sale of the Company’s offender management software business expired in 2015.

The Company accounts for the uncertainty in income taxes on the determination of whether tax benefits claimed or expected to be claimed on a tax return should be recorded in the financial statements. The tax benefit from an uncertain tax position may be recognized only if it is more likely than not that the tax position will be sustained on examination by the taxing authorities. The determination is based on the technical merits of the position and presumes that each uncertain tax position will be examined by the relevant taxing authority that has full knowledge of all relevant information. The Company had no unrecognized tax benefits for the year ended December 31, 2016, and approximately $20,000 at December 31, 2015 related to various state jurisdictions.

Securus or one of its subsidiaries files income tax returns in the U.S. federal jurisdiction, Canada and various states. The Company files domestic income tax returns as part of a consolidated group at the Connect Acquisition Corp. level and has open tax years for the U.S. federal return from 2001 forward with respect to its net operating loss carryforwards, where the IRS may not raise tax for these years, but can reduce net operating loss carryforwards. Otherwise, with few exceptions, the Company is no longer subject to federal, state, or local income tax examinations for years prior to 2011.

A valuation allowance is provided when it is more likely than not that some portion or the entire net deferred tax asset will not be realized. The Company calculated the deferred tax liability, deferred tax asset, and the related valuation of net deferred tax assets, including net operating loss carryforwards, for the taxable temporary differences on a jurisdiction by jurisdiction basis. The valuation allowance represents the excess deferred tax assets including the net operating loss carryforwards, over the net deferred tax liabilities, excluding deferred liabilities that are not available to offset deferred tax assets.

The Company has offset the net deferred tax assets, including net operating loss carryforwards, with a valuation allowance of $0.2 million and nil at December 31, 2016 and 2015, respectively.

Note 7. Stockholder’s Equity

The Company’s stockholder’s equity is comprised of authorized 1,000 shares of capital stock with a par value of $0.01. All of the shares were issued and are 100% owned by Securus Holdings, Inc.
Securus Technologies Holdings, Inc. and Subsidiaries

Notes to Consolidated Financial Statements

Note 7.  Stockholder's Equity (Continued)

Share-based compensation: Under the Company's Plan, Securus executives and certain key management personnel are awarded share-based awards as provided for in the Amended and Restated Limited Liability Company Agreement of Securus Investment Holdings, LLC (the LLC Agreement). The Company's board of directors administers the Plan, which is designed to serve as an incentive to attract and retain qualified and competent employees. The board of directors set aside 55.9 million Series B Units in Securus Investment Holdings, LLC (SIH), the "Incentive Units", to be granted to participants under individual Incentive Unit Agreements. The Incentive Units vest at 20% annually over a 5 year period and are subject to forfeiture pursuant to the terms of the Incentive Unit Agreements. All Incentive Units will immediately vest upon a change in control.

The Company utilized the Black-Scholes Option Pricing Method to determine the fair value of the Incentive Units at the grant date. The weighted-average assumptions used were as follows:

<table>
<thead>
<tr>
<th>Assumption</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expected life</td>
<td>5 years</td>
</tr>
<tr>
<td>Risk-free interest rate</td>
<td>0.80%</td>
</tr>
<tr>
<td>Expected volatility</td>
<td>54%</td>
</tr>
</tbody>
</table>

At December 31, 2016 and 2015, 55.9 million and 52.4 million Incentive Units were issued under the Plan, respectively. Of this amount, 506 thousand Incentive Units were issued to a third party under a consulting agreement, which provides for IT consulting services to be performed over a 5 year term. Incentive Units granted, vested, and forfeited are as follows:

<table>
<thead>
<tr>
<th></th>
<th>No. of Units (in '000's)</th>
<th>Weighted Average Grant Date Fair Value</th>
<th>Aggregate Fair Value (in '000's)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nonvested units, beginning of year</td>
<td>32,714</td>
<td>0.23</td>
<td></td>
</tr>
<tr>
<td>Units granted</td>
<td>4,449</td>
<td>0.18</td>
<td></td>
</tr>
<tr>
<td>Units vested</td>
<td>(10,403)</td>
<td>0.23</td>
<td></td>
</tr>
<tr>
<td>Units forfeited</td>
<td>(984)</td>
<td>0.15</td>
<td></td>
</tr>
<tr>
<td>Nonvested units, end of year</td>
<td>25,776</td>
<td>0.22</td>
<td>$5,712</td>
</tr>
</tbody>
</table>

The Company records compensation expense on the Incentive Units commensurate with their vesting schedules. Compensation expense of $2.4 million was charged to Selling general and administrative expenses in the Consolidated Statement of Operations for each of the years ended December 31, 2016 and 2015. The aggregate fair value of the Incentive Units which had vested during the years ended December 31, 2016 and 2015 was $2.4 million and $2.3 million, respectively. As of December 31, 2016, there was approximately $4.1 million total unrecognized compensation cost related to the Plan to be recognized over the weighted-average remaining vesting period of 1.74 years.
Securus Technologies Holdings, Inc. and Subsidiaries

Notes to Consolidated Financial Statements

Note 8. Related Party Transactions

The Company conducts business with Cara Clinicals and Universal Software Corp. (Universal), the owners of which are related to an executive of Archonix. On July 31, 2015, the Company acquired Cara, at which point the Company had made payments of $0.5 million during the period then ended. There were no amounts due to Cara at the acquisition date.

During the periods ended December 31, 2016 and 2015, the Company had made payments to Universal of $2.3 million and $1.5 million, respectively. As of December 31, 2016 and 2015, the balance due to Universal was $0.4 million.

Note 9. Commitments and Contingencies

Leases: The Company leases office space and certain office equipment under operating lease agreements. Most of the Company’s lease terms have escalation clauses and renewal options, typically equal to the lease term. The Company accounts for escalating rents on a straight-line basis over the life of the lease. Rent expense under operating lease agreements for the years ended December 31, 2016 and 2015 was approximately $6.9 million and $5.0 million, respectively.

The Company has also entered into various agreements to rent telecommunications, office equipment, and computer software which are accounted for as capital leases. The current and non-current portions of these capital lease obligations are included in Accrued Liabilities and in Other long-term liabilities on the Consolidated Balance Sheet, respectively. Of total future payments for capital lease agreements in effect at December 31, 2016, $0.4 million is comprised of interest. Capital lease assets also included $0.2 million of hardware maintenance, which is included in Prepaid expenses and other current assets on the Consolidated Balance Sheet for the year ended December 31, 2016.

Future minimum payments under the Company’s operating and capital lease agreements for each of the next five years and thereafter are summarized as follows (in thousands):

<table>
<thead>
<tr>
<th></th>
<th>Operating Leases</th>
<th>Capital Leases</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>$ 6,032</td>
<td>$ 1,185</td>
</tr>
<tr>
<td>2018</td>
<td>8,164</td>
<td>1,330</td>
</tr>
<tr>
<td>2019</td>
<td>6,869</td>
<td>1,322</td>
</tr>
<tr>
<td>2020</td>
<td>5,494</td>
<td>274</td>
</tr>
<tr>
<td>2021</td>
<td>5,454</td>
<td>3</td>
</tr>
<tr>
<td>Thereafter</td>
<td>31,258</td>
<td>-</td>
</tr>
</tbody>
</table>

Total minimum lease payments $63,271 $4,114

During the year ended December 31, 2016, the Company entered into a sale-leaseback transaction in which the Company was the seller and lessee in the arrangement. The assets sold had a net book value of $4.1 million and were sold for $4.3 million in cash. The $0.2 million gain on the sale was deferred and is being amortized over the term of the lease. Total gain recognized during the year ended December 31, 2016 was $38,000.
Securus Technologies Holdings, Inc. and Subsidiaries

Notes to Consolidated Financial Statements

Note 9. Commitments and Contingencies (Continued)

Minimum guaranteed payments: The Company is required to make the following minimum commission payments to certain of its correctional facility customers regardless of the level of revenues generated by the Company on those contracts, as follows (in thousands):

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>$32,440</td>
</tr>
<tr>
<td>2018</td>
<td>19,357</td>
</tr>
<tr>
<td>2019</td>
<td>14,729</td>
</tr>
<tr>
<td>2020</td>
<td>9,664</td>
</tr>
<tr>
<td>2021</td>
<td>3,138</td>
</tr>
<tr>
<td>Thereafter</td>
<td>5,355</td>
</tr>
<tr>
<td><strong>Total minimum commission payments</strong></td>
<td><strong>$84,683</strong></td>
</tr>
</tbody>
</table>

Employment agreements: As of December 31, 2016, the Company had employment agreements with certain key management personnel, which provided for minimum compensation levels and incentive bonuses along with provisions for termination of benefits in certain circumstances and for certain severance payments in the event of a change in control (as defined). In addition, executives of the Company participate in the equity incentive compensation plan of Securus Investment Holdings, LLC (see Note 7).

Litigation and regulatory matters: The Federal Communications Commission ("FCC") report and order released September 2013 regarding interstate inmate calling rates remains stayed as to several of its rules and the appeal has been fully briefed but remains held in abeyance. The FCC released its second report and order on November 5, 2015, which by its express terms replaced the September 2013 order. Securus and several other parties lodged appeals at the U.S. Court of Appeals for the D.C. Circuit and moved for a stay. On March 7, 2016 the D.C. Circuit issued a partial stay on calling rate caps and single-call payment service rate caps. All other provisions of the FCC Rules remain in effect.

On March 16, 2016, before the second inmate rate order was due to become effective in part, the FCC’s staff issued a “clarification” via a Public Notice, announcing that interim rate caps apply to both interstate and intrastate inmate calls. Securus filed an Emergency Motion for Stay with the U.S. Court of Appeals on March 17, 2016, seeking confirmation that the intrastate rates were in fact stayed and that contrary to the FCC’s opinion, the interim interstate rates did not extend to intrastate rates. On March 23, 2016, the U.S. Court of Appeals for the D.C. Circuit ruled in the Company’s favor, and granted an Emergency Stay Motion which confirmed that imposing interim interstate rate caps does not apply to intrastate calling services. As a result, the interstate rate cap remains in effect, but there is no rate cap on intrastate calls. The Company completed the implementation of fee changes for all “Prisons” on March 17, 2016 and the rate changes for all “Jails” effective June 20, 2016.

On August 4, 2018, the FCC issued another Order (Order on Reconsideration) that raised the inmate call rate caps to account for costs correctional facilities incur. The FCC did not cap the cost recovery commission amount to the fee-per-minute added. Securus and several other parties petitioned the FCC for a stay. The Order was published in the Federal Register on September 13, 2016. The Company filed its Motion for Stay of the new Order on Reconsideration at the U.S. Court of Appeals for the D.C. Circuit on September 27, 2016. The FCC Wireline Competition Bureau then issued an order denying the various Petitions for Stay on September 30, 2016.
Securus Technologies Holdings, Inc. and Subsidiaries

Notes to Consolidated Financial Statements

Note 9. Commitments and Contingencies (Continued)

On November 2, 2016 the U.S. Court of Appeals stayed the Order on Reconsideration. By letter dated January 31, 2017, the FCC informed the US Court of Appeals, that "a majority of the current Commission does not believe that the agency has the authority to cap intrastate rates under section 276 of the Act", upon which the FCC informed the Court that they are abandoning the contention that the Commission has the authority to cap intrastate rates for inmate calling services. Oral argument at the U.S. Court of Appeals for the D.C. Circuit occurred on February 6, 2017; however, a decision is not expected for 60 to 90 days.

The Company has been, and expects to continue to be, subject to various legal and administrative proceedings or various claims in the normal course of business. We believe the ultimate disposition of these matters will not have a material effect on our financial condition, liquidity, or results of operations.
SECTION THREE – RESPONSE
FORM 2 - METHOD OF APPROACH
Responder Name: **SECURUS TECHNOLOGIES, INC.**

Responders shall complete the following Response Form, indicating their responses in the spaces provided. Additional pages may be added if they are clearly referenced in the spaces provided.

Offers that do not include this completed Response Form or includes a completed Response Form with unacceptable responses may cause the entire offer to be deemed unacceptable and therefore non-responsive.

### 2.1 SYSTEM DESIGN.

Responder shall describe in detail the design of the Telephone Services System including at a minimum the following:

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT**

The Securus Secure Call Platform (SCP) is a state-of-the-art, web-based system designed to provide Pinal County with the ultimate in inmate call control and reporting. SCP’s advanced features provide extremely powerful and flexible tools for controlling inmate calling, reducing fraud, increasing investigative capabilities, and generating valuable administrative reports. The system is designed to adapt to your facilities and operations, rather than requiring you to conform to the software.

The Securus development team custom-built SCP for the corrections industry, making this platform a fully-integrated system of simple-to-use software tools, and 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 in real time.

With software updates provided three to four times per year, SCP will keep Pinal County on the cutting edge of technology without any additional cost for system upgrades. Because SCP operates on a centralized platform, Securus can customize our solution to your specific needs, addressing the specific operating requirements of your department both today and well into the future.

SCP will support Pinal County in safeguarding the community through proactive fraud prevention and advanced investigative capabilities. SCP allows our customers to operate a smarter and more efficient jail through system interoperability while providing the flexibility to interface with your current operations. SCP’s investigative tools permit a higher degree of accuracy and allow investigators to locate inmate-calling information more...
quickly and reliably. The system is scalable and flexible, reducing labor demands by automating many tasks. Routine inmate calling operations can be configured to require minimal administration, allowing your staff to focus on what they do best—maintaining a safer, more secure correctional environment.

SCP also increases usability by providing anywhere, anytime access for authorized personnel. All of the investigative and administrative resources are available to approved personnel through our secure single-point of access, the SCP user interface. Users can access SCP any time from any Windows-based computer with access to the Internet allowing your investigators to follow the leads wherever they may go.

Secure Call Platform Features

The Securus SCP gives Pinal County control over most system features. That means you have complete control to customize the system to your specific needs, even as those needs change. We are committed to using technology to help you safeguard the public and solve and prevent crimes.

Key features include:

- Centralized architecture
- Anytime/anywhere system access using an Internet-enabled computer from any location
- Real-time software/system upgrades three to four times per year at no cost to Pinal County
- Premium digital quality superior to that of analog-based systems, which is especially important for investigative purposes
- Remote monitoring 24x7x365 from Securus’ Network Operations Center—we monitor system performance and can recognize and correct problems before you are aware of them.
- Advanced call recording management through a patented technology to safeguard the chain of evidence controls on each recording, backed by free, professional testimony
- User-friendly reporting and self-help capabilities
- Information-sharing among partner agencies

Investigative Tools

- Monitoring and recording available on all calls (other than those marked as ‘private’)
- Patented three-way call detection and prevention
- Patented remote call forwarding detection
- Perma-Block allows called parties to block future calls from the facility
- Covert Alert with Barge-In
- CrimeTip hotline
- Scan Patrol
- Case tracking (call notes)
- Investigative reports, such as frequently called numbers, pattern dialing reports, and more
- THREADS call analytics
- Voice biometrics, including Continuous Voice Verification
- Reverse Lookup with mapping
- Word Spotting

### Fraud Controls

- Patented three-way call detection and prevention
- Patented remote call forwarding detection
- Dual tone multi-frequency (DTMF) detection to prevent:
  - Secondary dialing
  - Switch hook dialing
  - Black boxing
  - Hacking
- Velocity restrictions

### Service Features

- 24x7x365 Network Operations Center monitoring
  - You operate around the clock, and so does Securus. We can find and fix most problems before you are aware of them and we are here to help you with your questions and requirements whenever you need us.
- 24x7x365 Technical Support through Securus’ in-house Technical Support Center
  - We have the largest employee base in the industry to serve you better and to make sure we continue to lead with enhanced technology.
- 24x7x365 end-user support through our in-house Securus Correctional Billing Services
Securus is unique among national competitors in that we operate our call center. We do not outsource our customer experience. We find our end-user satisfaction ratings improve 22% when they use our call center. Providing good service to your constituents cuts down on complaints and provides a better experience for all. We are available to serve callers 24 hours a day.

- Ongoing training as well as training for each new software release (typically provided three to four times per year)

**Call Completion**

- Convenient points of sale and cost-effective terms for prepaid friends and family accounts
- Numerous funding options
- In-house Securus Correctional Billing Services customer service center
- Lobby Kiosks
- Website funding
- Western Union funding
- MoneyGram funding
- Collect, prepaid collect (AdvanceConnect), prepaid calling cards, and debit options
- Inmate PINs
- Inmate PANs
  - Like all other features of SCP, the PAN lists are flexible and may be administered in various ways: PANs can be configured manually, automatically, or by importing through integration.
- Patented Automated Operator Services (AOS)
- Customizable call prompts, branding, and overlays
- Multi-lingual call prompts
- Inmate name recording

**Administrative Features**

- Audit and activity tracking of system users
- Multi-level password controls
- Access control by day/time, as well as by IP address if desired
Call Controls

- Global blocked number lists
- Global allowed number lists
- Calling restrictions, including duration and velocity by inmate, dialed telephone number, inmate phone, phone group, customer, or facility
- Automatic or manual system on/off controls
- Emergency Call
- Automatic management of calling restrictions

The Securus Best-in-Class Service Offering

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

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

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

The Securus calling systems include:

<table>
<thead>
<tr>
<th>SCA Architecture (SCA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Serves as the backbone of the Securus platform, which results in significantly lower operating and capital costs through its implementation</td>
</tr>
<tr>
<td>- Comprises a robust data repository housing multiple data marts that each hold billions of bytes of stored information gathered from multiple sources</td>
</tr>
<tr>
<td>- Delivers an intelligent retrieval system that retrieves</td>
</tr>
</tbody>
</table>

SECURUS Technologies
and processes user requests through a cross-application, cross data-mart retrieval process

| Secure Call Platform (SCP) | ▪ Services correctional facilities as well as inmates, friends, and family members  
▪ Offers networking functions, robust system and application stability and redundancy, heightened security features, user auditing, and password-specific utilities  
▪ Provides a proprietary, packet-based centralized calling platform widely recognized as the best in the industry |
| Secure Connect Network (SCN) | ▪ Provides a packet-based, digital transmission system for all communications transport  
▪ Allows the Securus calling platform to provide real-time turn-on/turn-off flexibility for most system features, 24x7x365 offsite monitoring, immediate system upgrades, and repairs from one central location |
| SCP User Interface | ▪ Provides a single-point, easy-to-use user interface to all programs, applications, and services |
| Prepaid Calling Programs | ▪ Offers calling services to facilities or their commissaries who then sell directly to the inmates.  
  o Prepaid calling cards used by inmates  
  o Domestic and international  
  o Paperless, card-free prepaid calling solution for inmates (debit services) |
| Securus Correctional Billing Services | ▪ Provides nationwide customer care and billing center dedicated to inmates' family members and friends, 24 hours per day, 365 days per year  
▪ Offers multiple payment options, including prepayment of charges, remittance directly to the local phone company, and credit card payments |
| Additional Products and Services | ▪ Automated Information Services (AIS)  
▪ Email and voice mail services  
▪ Covert Alert services  
▪ Voice biometric products  
▪ Sophisticated investigative tools  
▪ Jail management software  
▪ Video visitation |
Securus retains more than 98% of customers – the best in the industry – because we are committed to providing the best customer service to family members and friends of inmates. Securus spent more than $2 million to build an in-sourced customer call center staffed by Securus employees rather than the poorly managed and highly inferior foreign call centers that our largest competitors use. Lastly, Securus Field Service Technicians are Securus employees (not contractors) who follow the strict guidelines our correctional facility customers demand. Many of our competitors use third-party contractors who might have other priorities.

2.1.1 Company names of the local and long-distance carriers to be used:
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.
Securus Technologies is the local and long-distance carrier and the provider of all services for Pinal County.

2.1.2 Payment options offered to inmates and their friends and family (SOW 2.1.1):
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.
Securus offers friends and family members of inmates a wide variety of options to set up and fund prepaid accounts. Convenience drives account creation, and account creation drives more calling, so Securus has made the funding process is easy. To create and fund a pre-paid calling account, friends and family members can:

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

Securus currently does not charge a fee to establishing a prepaid collect account. Friends and family members can expedite the processing payment by utilizing a credit card for a fee of up to $5.95. Securus presently does not charge refund fees.

Securus' payment options offered to inmates and their friends and family are:
Inmate Funding Options

Prepaid Card Vending Machine
- Maintenance free
- Available in lobby
- Promotes usage

Inmate Debit
- Integrated with trust fund or telephone fund accounts

Kiosks (optional)
- Available in pod and at booking

Means to Pinal County
You do not have to have your staff handling money. Cards can be dispensed right in your lobby without your involvement.

The integrated option allows inmates access to other accounts to fund telephone calls.

A funding source sent by friends and family members when they visit inmates.

Friend and Family Funding Options

In-house Call Center
- Available 24 hours a day, seven days a week and 365 days a year
- Staffed with Securus US based employees
- Use automated telephone access or talk to a live agent
- Fund an account
  - Accept Visa and MasterCard (all options may not be available to all customers based on our risk management practices)
- Manage account (e.g. open accounts, make or check payments, confirm rates, obtain credit limits, review call history, review account balances, manage account notifications, and get questions answered)

Website Access
- Create an account
- Mobile-friendly
- Fund an account
  - Accept Visa, and MasterCard (all options may not be available to all customers based on our risk management practices)
- Manage account (see above description)

Lockbox
- Accept personal checks, money orders, and cashier's checks mailed to Securus

Means to Pinal County
Securus believes the customer experience should not be out-sourced to an outside vendor. As a result, our customer satisfaction scores are 20 percent higher than the industry standard. We are available so that you do not have to use staff time to answer questions on telephone account issues.

This is a popular option for those parties that wish to fund without interacting with a call center agent. Funding drives more calls.

Cash conscious parties can fund without a transaction fee or a minimum. This allows inmates to talk with called parties who would
**Friend and Family Funding Options**
- No funding minimum

**MoneyGram**
- Fund at over 35,000 Walmart and CVS Pharmacy locations

**Western Union**
- Fund at over 58,000 locations

**Kiosks (optional)**
- Available in lobby

**Means to Pinal County**
- not ordinarily be able to set-up accounts.
- For those without credit cards or who want immediate account set-up with no minimum fee, we provide funding options at any MoneyGram or Western Union location.
- A funding source sent by friends and family members when they visit inmates.

2.1.3 **Languages available for call processing and functionality for selecting language (SOW 2.1.5):**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus’ SCP Inmate Telephone Services System is capable of processing calls in a minimum of English and Spanish languages but can expand up to nine languages.

The Securus automated operator uses clear, concise, professionally recorded voice prompts to assist the inmate through the calling process. By default, the Securus Secure Call Platform (SCP) offers language prompts in both English and Spanish. Securus can provide additional languages on request. SCP can be configured to provide prompts in as many as nine languages.

After the language prompts are set up in the SCP system, inmates select their language choice at the beginning of the call process by dialing a single digit.

During call acceptance, the called party receives the acceptance instructions in English first followed by an option to continue in the language selected by the inmate. This fraud deterrent feature eliminates inmate attempts to confuse called parties with a language they do not understand.

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

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 explain the process in a clear, easy to read manner:
Sample Dialing Instructions in English and Spanish

<table>
<thead>
<tr>
<th>DIALING INSTRUCTIONS</th>
<th>INSTRUCCIONES PARA LLAMADA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press ‘1’ for English</td>
<td>Marque ‘2’ para español</td>
</tr>
<tr>
<td>For a collect call, press ‘1’</td>
<td>Para llamada a cobrar, marque ‘1’</td>
</tr>
<tr>
<td>For a debit call, press ‘2’</td>
<td>Para llamada de débito, marque ‘2’</td>
</tr>
<tr>
<td>TIPS Hotline, press ‘8’</td>
<td>Para línea de aviso secreto, marque ‘8’</td>
</tr>
<tr>
<td>Enter your PIN number</td>
<td>Marque su número de identificación personal</td>
</tr>
<tr>
<td>Enter your area code and phone number</td>
<td>Marque su número de teléfono, incluya su código local o lada</td>
</tr>
<tr>
<td>You may hear silence during the acceptance of your call. Please continue to hold.</td>
<td>Vas a oír silencio mientras aceptan su llamada. Continue esperando por favor.</td>
</tr>
</tbody>
</table>

Some examples of languages that Securus has implemented in the past include:

- Afrikaans
- Arabic
- Bahasa
- Bulgarian
- Chinese (all dialects)
- Creole/Haitian
- Croatian
- Czech
- Danish
- Dutch
- Estonian
- Finnish
- Flemish
- French (Canadian and Parisian dialects)
- German/Bavarian
- Greek
- Gujarati
- Hebrew
- Hindi
- Hungarian
- Icelandic
- Italian
- Japanese
- Javanese
- Kannada
- Korean
- Latvian
- Lithuanian
- Malay/Malayalam
- Marathi
- Norwegian
- Polish
- Punjabi
- Romanian
- Russian
- Slovak
- Slovene
- Somali
- Spanish (U.S., Mexico, Puerto Rico, Central and South America, Castilian dialects)
- Swedish
- Tagalog
- Taiwanese
- Tamil
- Telugu
- Portuguese (Brazil and Portugal dialects)
- Turkish
- Urdu
- Ukrainian
- Vietnamese
2.1.4 Methods of storing recordings, locations of storage, retention of recordings including retention schedules, and backup methods used (SOW 2.1.6):

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus has included here below its methods of storing recordings, locations of storage, retention of recordings including retention schedules, and backup methods used.

1) Methods of storing recordings - Call Recording Storage

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

The Securus SCP provides a unique set of features and advanced technologies to store call recordings. Traditional premises-based calling platforms use local hard drives that may fail and are susceptible to local disasters. Premises-based systems needed manual backup schemes that are no longer necessary with SCP. SCP writes all recorded calls to a Network Attached Storage array (NAS) in our primary Data Center. Each NAS array is also replicated to the secondary Data Center for redundancy and failover. All recordings created on the platform reside in at least two of our Data Centers. Recordings can be downloaded from SCP in various, widely-used formats and copied to a CD, DVD or any portable media.

The NAS architecture makes all storage available to all servers on the network. The NAS solution delivers complete scalability for a facility's storage requirements and supports data migration from one storage device to another and the sharing of data among different servers in a network. The NAS devices provided by EMC can scale simply by adding another node of dense SATA disk to the storage array. Within the NAS, SCP uses a software defined storage platform of very dense disk nodes. Even if three individual hard disk drives fail or one node fails, during the disk or node recovery process, the system will continue to operate without data loss.

The Securus NAS has more than two (2) petabytes of storage space in each carrier-class data center and is continuously monitored and managed through automated processes and storage policies. When these very large storage systems approach designated thresholds, Securus expands capacity to ensure all authorized call records and recordings are retained in secure, disaster-resistant locations.

The Securus data center storage solutions provide facilities with technology that is:

- **Scalable** to meet any facility's contractually required storage demands
- **Resistant** to local disasters through multiple copies stored within the data centers and off-site

**SECURUS Technologies**
• **Highly available** through the unique architecture and design of the data storage model
• **Partitioned** and **compressed** to run queries faster
• **Secure, protected, and monitored** to enable total recall of data

Securus records and stores basic call data with the capability to provide management reports. Securus does not limit the call data storage time. Since every site’s requirements are different, Securus works with each facility customer to define their optimal data storage timeframe. All recordings are stored online within both carrier-class data centers. Typically, call detail records are stored for seven years.

2) **Location of Storage:**

Securus has long recognized the importance of securing customer data from loss due to local storage failure. To this end, Securus has invested heavily in modern IT infrastructure and in the IT staff to manage it. Each call detail record (CDR) and call recording session is stored using Storage Array Network (SAN) technology in two separate places—a data center in Dallas, Texas, and a data center Atlanta, Georgia. Storage using SAN technology protects your data from being lost within one of the data centers if there is a failure of an individual disk drive with that data center. The additional protection of storing the data in two separate data centers, located in geographically separate parts of the country, protects your data against the highly unlikely event of a catastrophic loss of an entire data center. Finally, CDRs are backed up to tape at third site as another layer of geographic redundancy. Our data centers and SAN storage infrastructure is monitored 24x7x365 by our Network Operations Center and managed by a SAN analyst member of Securus’ IT staff. Consequently, your data is always safe with Securus.

3) **Retention of Recordings including Retention Schedules**

SCP records and stores basic call data with the capability to provide management reports. Securus does not limit the call data storage time. Since every site’s requirements are different, Securus works with each facility customer to define their optimal data storage timeframe. All recordings are stored online within both carrier-class data centers. Typically, call detail records are stored for seven years.

SCP's **Call Tracker** feature can extend the expiration of a recording. At times, investigators do not want recordings from active investigations purged from the system—regardless of the recording retention policy in effect. Authorized users can protect a recording from being purged by extending the expiration of the call by 30, 60, 90 days, or for the life of the contract by selecting the Extend Expiration icon.
Extending Call Recordings

Extend Expiration

Current Expiration: Aug 04, 2017

- 30 Days
- 60 Days
- 90 Days
- Life Of Contract

To save permanently download the recording.

OK  Cancel

When downloading calls from the SCP user interface, users add calls to a Recording Management folder. This folder allows users to add multiple recordings to a folder for ease of management. When a Recording Folder is downloaded, any associated Call Tracker entries can also be exported through Call Tracker to the downloaded recording folder.

Managing Recordings
Securus allows investigators to access to all investigative tools via a single web portal known as the SCP user interface.

Investigators can search for calls using criteria such as called party, calling phone, date, time, PIN, account, duration, and locations. Search can be across a single site or group of sites based on their security authorization. Searches can include all call attempts or just completed calls. The search results provide detailed information about the call indicate the presence of a recording.

Investigators can listen to recordings, within the limits of their security access, using SCP’s powerful call player. The player includes easy-to-use search capabilities, and features such as pause and fast-forward. A visual waveform helps investigators bypass areas of limited talk time and to quickly identify particular events.

When listening to a recording, the audio is “streamed” to the user’s computer. This safeguards the original recording. Chain of Evidence safeguards prevent access to the original recording to eliminate any chance of intentional or accidental manipulation or deletion.

Calls less than one year old can be retrieved within the requested timeframe. Call recordings that are marked “store for life of contract” could take slightly longer to retrieve because of the required data mining.

4) Backup Methods Used

System Backup

The Securus Secure Call Platform (SCP) is a fully self-contained digital switching system, requiring minimal AC power. If local power fails, the uninterruptible power supply (UPS) maintains system power, allowing calls to complete. The UPS ensures complete operation of the phone system, including recording and network services, for a minimum of 15 minutes. All UPS equipment provides power conditioning and an additional layer of surge protection.

Additionally, facilities using the SCP system no longer have to fear lost call data due to local disasters or localized security breaches. Securus stores all facility data in centralized, fault tolerant data repositories for easy, secure retrieval from any location, by any authorized user. If there is a localized facility outage, approved facility personnel can access site data from any location, at any time. Access issues and loss of data due to hard drive or other on-site system failures are a thing of the past for SCP users. The platform resides in two, geographically diverse, fault tolerant, carrier-class data centers to ensure data integrity.

Data Backup

Backups alone are not enough to adequately protect yourself from the many threats to critical data. A daily backup of data using the same single data cartridge will not protect against many types of disaster.
Securus uses a digital backup system to minimize the cost of ownership related to data cartridges and tape. By incorporating a mix of daily, weekly, monthly, and quarterly backups, facilities will have a complete history of their CDRs from various points in time.

Call recordings are available for playback immediately. As an additional layer of protection, Securus replicates call recordings between its Dallas and Atlanta data centers.

**Facility Backup – (Uninterruptible Power Supply)**

Securus will maintain an uninterruptible power supply (UPS) backup for the equipment installed on Pinal County premises. The UPS eliminates spikes, sags, surges, transients, and all other over/under voltage and frequency conditions, providing clean power to connected critical loads.

![Sample UPS](image)

The rack mount UPS is a high-density backup power protection solution that is ideal for servers, storage systems, network equipment and other critical devices. It also offers the best UPS power protection against five of the nine most common power quality problems. The slim design and wide range of UPS system installation possibilities make this the most versatile UPS power quality solution available.

**Calls In Progress**

The Integrated Access Device (IAD)s and uninterruptible power supply (UPS) maintain all in-progress telephone calls for up to 30 minutes while blocking additional call attempts after the event. After 30 minutes, the system terminates all calls in progress and powers down to a quiescent state that allows it to resume full operation automatically after the restoration of commercial power.

**Network Operations Center (NOC)**

Securus continuously monitors all data centers, infrastructure components, platform systems and Inmate Telephone Systems (ITS) using the SolarWinds® suite of network performance monitors. The SolarWinds® performance monitors are highly configurable to provide real-time monitoring, event notification, alert history and statistical information. An alarm condition creates immediate visual alerts and email notifications.

The Securus Network Operations Center (NOC) provides 24x7x365 monitoring for all Securus systems, including SCP, network, back-office systems and data centers. The NOC proactively monitors these systems to ensure performance is optimal and uninterrupted. In addition to system and network level monitoring, the NOC also monitors real-time video surveillance and environmental alerts for our data centers. Securus maintains a fully
redundant backup NOC at a separate physical location, should services be disrupted at the primary location.

2.1.5 PIN number assignment methods and any security protocols related to PIN numbers (SOW 2.1.7, 2.1.8):

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' SCP Inmate Telephone Services System is capable of inmate PIN number assignment.

With the Securus Secure Call Platform (SCP), each inmate telephone is individually programmed for Personal Identification Number (PIN) or non-PIN operation. This provides maximum flexibility in PIN placements. For example, a facility 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. SCP has no limit or restrictions on the number of PIN or non-PIN inmate telephones operating at the facility.

Some facilities may choose to assign each inmate a unique PIN that they must enter before making a telephone call. PINs also provide an audit trail of the inmate who placed each specific call. Additionally, PINs allow the facility increased control over which inmates 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.

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

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

Mode 1, Open PIN

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

Mode 2, Open PIN with Restrictions

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

**Mode 3, Closed PIN**

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

The system can set a maximum time limit for any call or all calls from an individual PIN or all PINs. Administrators can tie many additional restrictions to any PIN or telephone, or telephone number associated with a PIN such as:

- Time of day and/or day of week
- Maximum duration of a call for that PIN or phone
- Maximum number of calls or minutes an inmate may use per day, week, or month

The calling platform automatically manages all imposed calling restrictions.

Securus provides an automated PIN and PAN management system called E-Imports that can off-load facility labor required to enter PINs and PANs manually.

Through provisioning at a Group Phone level, Securus SCP allows PINs to work only in the Pod they are assigned to.

2.1.6 **Method for achieving hard wired switch at control room and VOIP end points**
(SOW 2.1.9, 2.1.10)

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

The SCP is compatible with manual cut-off switches that are typically located in the main control room, officer substations, or guard towers, as required. Securus’ SCP Inmate Telephone Services System is capable of VOIP end points.
Additionally, SCP provides an *On/Off Station Control* feature that allows disabling phones through manual intervention or presetting calling schedules

**On/Off Station Control**

The Securus Secure Call Platform (SCP) provides complete flexibility to disable telephone use at any time of day through manual intervention or preset calling schedules.

SCP allows authorized users to disable a telephone, group of telephones, or all facility phones using any personal computer with access to the Internet. Securus is one of the only providers to offer this capability anytime, from anywhere, 24 hours a day, seven days a week. This function allows authorized users to either kill the call immediately or allow current calls to finish while not allowing any new calls.

**Disabling Telephones**

2.1.7 **Ratio of trunked lines to number of telephones:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

The Securus Secure Call Platform (SCP) is a VoIP centralized call management system. The system and network maintain twice the capacity of normal calling volume to prevent blocking of outbound calls and busy signals.

The central processing system and its network capacity can scale to many times their current capacity within the current architecture and design. Securus monitors system 24 hours per day, seven days per week, every day of the year. When concurrent telephone call volumes reach a predetermined threshold (not at the limit), additional capacity is added.

Since the system capacity is managed to keep ahead of call growth, the maximum number
of inmate phones is limited only by the connectivity delivered to the facility. Securus adds additional circuit bandwidth to each site and the central data center when necessary.

2.1.8 Administrator security profile creation and maintenance of profiles (SOW 2.1.12):

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Through its multi-level password feature, Securus’ SCP allows administrator security profile creation and maintenance of profiles. It includes administrator ID and password protection to limit each administrator’s access to data by defined criteria, thus limiting their access by their login (profile creation). SCP allows PCSO-ADC supervisory staff the ability to assign varying access rights to each administrator, based on administrator’s respective role.

The Securus Secure Call Platform (SCP) provides an advanced, multi-level password scheme specifically designed to provide facility administrators the ability to assign unique levels of access to anyone using the different features of the SCP. There are view and change options for each module depending on the need of the user.

Manage, Create, Edit, Predefine User Levels in SCP

The administrator may modify the initial access levels or create additional levels based on facility clearance objectives for each tool. SCP generates a user log with the user name, time of access, and modules accessed.
Additional Password Policy Options

SCP provides flexible Password Policy options, enabling administrators to customize login security to meet their needs. Passwords can be configured by location, length, days to expire, and even the number of password cycles before password reuse. Additional configuration options include reminders for password expiration and minutes of allowable inactivity before session timeout.

If a user does not change their password before expiration, the user must contact the site administrator for password reset. This administrator assigns a random password and requires the user to create a new password when they log in.

Password Configuration Options in SCP
The “Forgot Your Password” feature available from the login screen offers online support for users who have forgotten their password. System security requires users to provide the correct answers to preset questions before their password can be reset. Once a new password is created, SCP emails confirmation to the address linked to the user ID.

2.1.9 Any other system design details the Responder would like to communicate:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

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

The Securus calling systems include:

<table>
<thead>
<tr>
<th>Secure Call Platform (SCP)</th>
<th>Services correctional facilities as well as inmates, friends, and family members</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Offers networking functions, robust system and application stability and redundancy, heightened security features, user auditing, and password-specific utilities</td>
</tr>
<tr>
<td></td>
<td>Provides a proprietary, packet-based centralized calling platform widely recognized as the best in the industry</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Secure Connect Network (SCN)</th>
<th>Provides a packet-based, digital transmission system for all communications transport</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Allows the Securus calling platform to provide real-time turn-on/tturn-off flexibility for most system features, 24x7x365 offsite monitoring, immediate system upgrades, and repairs from one central location</td>
</tr>
</tbody>
</table>

| SCP User Interface          | Provides a single-point, easy-to-use user interface to all |

<table>
<thead>
<tr>
<th>SCA Architecture (SCA)</th>
<th>Serves as the backbone of the Securus platform, which results in significantly lower operating and capital costs through its implementation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Comprises a robust data repository housing multiple data marts that each hold billions of bytes of stored information gathered from multiple sources</td>
</tr>
<tr>
<td></td>
<td>Delivers an intelligent retrieval system that retrieves and processes user requests through a cross-application, cross data-mart retrieval process</td>
</tr>
</tbody>
</table>
Prepaid Calling Programs

- Offers calling services to facilities or their commissaries who then sell directly to the inmates.
- Prepaid calling cards used by inmates
- Domestic and international
- Paperless, card-free prepaid calling solution for inmates (debit services)

Securus Correctional Billing Services

- Provides nationwide customer care and billing center dedicated to inmates' family members and friends, 24 hours per day, 365 days per year
- Offers multiple payment options, including prepayment of charges, remittance directly to the local phone company, and credit card payments

Additional Products and Services

- Automated Information Services (AIS)
- Email and voice mail services
- Covert Alert services
- Voice biometric products
- Sophisticated investigative tools
- Jail management software
- Video visitation
- Contraband cell phone control

2.2 SYSTEM INTEGRATION/INTERFACE. Responder shall describe in detail their ability to integrate/interface with technology offerings and vendors to include the list of current technologies and vendors utilized at PCSO-ADC as well as ability to integrate/interface with other technologies and vendors not currently utilized or contracted with the County. Included in this response, the Responder shall provide all functionality specification for software and hardware interfaces between their product and our JMS system, Spillman Technologies and our current commissary Contractor, Keefe Commissary Services (SOW 2.2):

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus has proven experience with efficient integration and interface management. Securus currently integrates with more than 110 different vendors worldwide, including Spillman with whom we have performed seamless interface projects with 21 customers nationwide, including three in Arizona. Furthermore, we have vast experience interfacing with Keefe Commissary with whom we have implemented 76 sites for 50 customers, including two in the state of Arizona and 11 in the neighboring states of California, Colorado and New Mexico. Securus has been integrating with Spillman Technologies since
2011 and with Keefe Commissary for the last 8 years. Thus the interface will be readily available for Pinal County prior to implementation. The interface will be the sole responsibility of Securus.

There is no need of hardware for integration between Spillman Technologies products and Securus’ proposed SCP system. There is a requirement of a VPM tunnel between the Pinal County Facility and Securus so Securus can connect to the facility network and obtain access to Spillman servers on site, but as your current Its incumbent provider, that process is already in place.

Securus has provided in Attachment A – Spillman / Securus Interface Overview the functionality specifications for software/interface requirements between our products and Spillman Technologies products.

Specific Integrations

Securus has extensive experience working closely with Spillman Technologies and Keefe Group to integrate their services with our inmate communications solutions.

Furthermore, we have vast experience interfacing with Keefe Commissary with whom we have implemented 76 sites for 50 customers, including two in the state of Arizona and 11 in the neighboring states of California, Colorado and New Mexico.

Securus also integrates with more than 60 independent, facility-owned systems and shared databases.

Securus has a dedicated Integration Department that integrates various systems and products in the corrections environment. This dedicated Integration Department allows Securus to deliver fast and flexible solutions for our customers. The Securus technology has the flexibility to work with facility-owned systems, JMS, OMS, Commissary, Banking, and Kiosk vendors. Securus will fully cooperate with your facility and your vendors to automate systems.

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

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

The dedicated Securus Integration team designs, develops, tests and implements all custom integrations with corrections industry vendors and banking systems to deliver fast and flexible solutions for our customers. This process is part of the overall Project Plan for the installation of the Securus Secure Call Platform (SCP). Major milestones include:

- Collect Preliminary Needs/Requirements
- Contract Signed
- Finalized Requirements document
- Approved Scope Statement
- Finalize Design Document
- Schedule Customer Implementation
- Develop Custom Integration Solution
- Test Custom Integration Solution
- Implement Custom Integration Solution
- Customer Approval and Sign-off

Securus currently integrates with more than 110 vendors worldwide, including:

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Vendor</th>
<th>Vendor</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABL Management, Inc.</td>
<td>FirsTech</td>
<td>PTS Solutions</td>
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<tr>
<td>Aramark</td>
<td>FSG Software</td>
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<td>Archonix</td>
<td>Genesis</td>
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<tr>
<td>Beacon Software Solutions</td>
<td>Global Software</td>
<td>Spillman</td>
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<td>CenturyLink</td>
<td>Huber &amp; Associates</td>
<td>Sungard/OSSI</td>
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<td>Circular/SecurManage</td>
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<td>SunRidge Systems</td>
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<td>Synergistics Software Inc.</td>
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<td>J-CORR Technologies/Abbey Group</td>
<td>Syscon</td>
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<td>Justice Data Solutions</td>
<td>TAC-10</td>
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<td>Correctional Food Services/ITF</td>
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<td>Keefe</td>
<td>Telerus</td>
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<td>Lawrence and Associates</td>
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<td>M&amp;M Micro</td>
<td>Tiburon</td>
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<td>Digitech/Jail Tracker</td>
<td>MoneyGram</td>
<td>Tiger</td>
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<td>Netdata</td>
<td>Touchpay</td>
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<td>DSSI</td>
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<td>Eagle Advantage</td>
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<td>Trinity Services Group</td>
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<td>edocTec</td>
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<td>E-Justice/Crime Cog</td>
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<td>EnRoute 911</td>
<td>Pro Phoenix</td>
<td>Windspeed Software</td>
</tr>
<tr>
<td>EZ Card and Kiosk</td>
<td>PTS</td>
<td>Zuercher Technologies</td>
</tr>
</tbody>
</table>

2.3 **EQUIPMENT.** Responder shall describe in detail the equipment used in the Telephone Services System including at a minimum the following:

2.3.1 An itemized list of equipment to be provided and installed such as telephones, hardware, software, and peripheral devices as well as locations of each (SOW 2.3.1, 2.3.8):

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

As your incumbent provider for the past 5 years, Securus has already successfully installed and implemented all the needed equipment, such as telephones, hardware, software, and peripheral devices. All the equipment is currently operational, and our SCP is already integrated with your processes, systems and applications, providing PSCO the unparalleled advantage of no cutover or downtime for a transition and eliminating risk of performance.

Should any malfunction occur, any existing equipment will be replaced by Securus on “as-needed” basis, with no extra cost to PCSO-ADC. Same way, should PCSO-ADC needs in the future may be increased, decreased, or modified; Securus will accommodate those requirements at no cost to PCSO-ADC.
# Itemized List of Equipment

<table>
<thead>
<tr>
<th>POD</th>
<th>NUMBER OF PHONES</th>
<th>TYPE</th>
</tr>
</thead>
<tbody>
<tr>
<td>A UNIT</td>
<td>8</td>
<td>Wintel 7042 with 18&quot; Handsets</td>
</tr>
<tr>
<td>B UNIT</td>
<td>20</td>
<td>Wintel 7042 with 18&quot; Handsets</td>
</tr>
<tr>
<td>C UNIT</td>
<td>20</td>
<td>Wintel 7042 with 18&quot; Handsets</td>
</tr>
<tr>
<td>D UNIT</td>
<td>1</td>
<td>Wintel 7042 with 18&quot; Handsets</td>
</tr>
<tr>
<td>E UNIT</td>
<td>20</td>
<td>Wintel 7042 with 18&quot; Handsets</td>
</tr>
<tr>
<td>F UNIT</td>
<td>20</td>
<td>Wintel 7042 with 18&quot; Handsets</td>
</tr>
<tr>
<td>G UNIT</td>
<td>20</td>
<td>Wintel 7042 with 18&quot; Handsets</td>
</tr>
<tr>
<td>H UNIT</td>
<td>20</td>
<td>Wintel 7042 with 18&quot; Handsets</td>
</tr>
<tr>
<td>J UNIT</td>
<td>20</td>
<td>Wintel 7042 with 18&quot; Handsets</td>
</tr>
<tr>
<td>INTAKE</td>
<td>12</td>
<td>Wintel 7042 with 18&quot; Handsets</td>
</tr>
<tr>
<td>TOTAL</td>
<td>161</td>
<td></td>
</tr>
</tbody>
</table>

**NETWORK HARDWARE**

| 1      | ADTRAN 924e      |
| 7      | ADTRAN 924       |
2.3.2 Description of telephone design including but not limited to correctional environment design details, sound quality, volume controls, etc. (SOW 2.3.2, 2.3.3, 2.3.6 – 2.3.8):

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus’ Telephones – The Industry Standard

Securus inmate telephones are the strongest and most reliable units available and are designed specifically for the corrections environment. These phones are the overwhelming choice for state prison systems, the Federal Bureau of Prisons, county, and city facilities nationwide because of their proven reliability, durability, and flexibility.

Securus is proposing Wintel® brand 7010 phone model. The following information is the manufacturer-provided telephone specifications:

Features/Options

The proposed phone models include the following features:

- Built-in user controlled volume “LOUD” button for ADA-mandated volume control (user must have control of volume amplification, AND volume must reset to normal with hang up to meet ADA requirements)
- Cold rolled steel provides rugged vandal resistant telephone housing designed for inmate use
- Confidencer technology, built into every dial, filters out background noise at the user’s location, allowing better sound to the called party
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear® (DURA) Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hook switch lever withstand abuse and vandalism

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>NETVANTA 1234</td>
</tr>
<tr>
<td>1</td>
<td>NETGEAR 726</td>
</tr>
<tr>
<td>2</td>
<td>EATON 3105 UPS</td>
</tr>
</tbody>
</table>

Software

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SCP Version 10.0</td>
</tr>
</tbody>
</table>
Armored handset cord is equipped with a steel lanyard (1000-pound pull strength) and secured with a 14-gauge retainer bracket for maximum vandal resistance

- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations
- Pin-in-head security screws minimize tampering
- Hearing aid compatible and FCC registered US: 1DATE05BITC-254, IC: 3267A-ITC254

Cordless Phone

Securus will provide the Clarity XLC2 DECT 6.0 Amplified Cordless Big Button Speakerphone with Talking Caller ID or similar cordless phone for PCSO-ADC. The following information is the manufacturer-provided specifications.

The XLC2 is a loud, simple and easy-to-use amplified cordless phone featuring up to 50 decibels of Digital Clarity Power™ amplification, DECT 6.0 technology and a loud and clear speakerphone. Large, high contrast buttons are easy to press and see, and speaks the numbers as they are dialed.

Features:

- Digital Clarity Power™ amplifies incoming sound up to 50 decibels
- Three tone settings for a customized listening experience
- Amplitudes outgoing speech up to 15 decibels for others to hear you better
- DECT 6.0 technology for interference-free communication
- Loud and clear speakerphone for hands-free conversations
- Illuminated talking dial pad with large buttons that speak the number that is dialed
- 12 speed dial buttons
- Flashing Visual Ringer
- Can be wall mounted to avoid using counter or desk space
- Hearing aid compatible and TIA-1083 compliant
- Direct connection to assistive listening devices or headset (2.5mm and 3.5mm)
- Dual Power Battery Backup lets you make calls when the power is out
- Backup batteries included
Compliance with the Americans with Disabilities Act (ADA) (TTY).

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

TDD and TTY Telephones

The technology provided uses dedicated ports on the SCP system and eliminates the need for a correctional officer or staff member initiating the call process. The inmate placing the handset on the TTY device and entering the speed-dial number initiates the call. The inmate then communicates using the TTY device through the Securus SCP to the state's telecommunication relay center (TRS). The information includes the option of including the inmate's PIN, along with a pre-set toll-free number that is direct-dialed to the TRS. With TRS, a special operator communicates back to the inmate to confirm the connection and begins the call connection process to the called party who receives the call on a collect basis.

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

Securus’ equipment is compliant with all applicable local, state and federal laws, regulations and industry standards.

Securus’ telephones will be equipped with printed instructions for obtaining service. Audible instructions are available in both English and Spanish languages at a minimum.

The Securus SCP default system setup provides message prompts in both English and Spanish. Inmates select a specific language at the beginning of the call process by dialing a single digit.

During call acceptance, the called party receives the acceptance instructions in English first and then receives an option to continue in the language the inmate selected. This fraud deterrent feature eliminates possible attempts by the inmate to confuse the called party with a language they do not understand.

Securus provides durable printed dialing instructions in both English and Spanish on each inmate telephone, using materials and techniques appropriate for the correctional environment that explain the process in a clear, easy to read manner:
Sample Dialing Instructions in English and Spanish

<table>
<thead>
<tr>
<th>DIALING INSTRUCTIONS</th>
<th>INSTRUCCIONES PARA LLAMADA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press ‘1’ for English</td>
<td>Marque ‘2’ para español</td>
</tr>
<tr>
<td>For a collect call, press ‘1’</td>
<td>Para llamada a cobrar, marque ‘1’</td>
</tr>
<tr>
<td>For a debit call, press ‘2’</td>
<td>Para llamada de débito, marque ‘2’</td>
</tr>
<tr>
<td>TIPS Hotline, press ‘8’</td>
<td>Para línea de aviso secreto, marque ‘8’</td>
</tr>
<tr>
<td>Enter your PIN number</td>
<td>Marque su número de identificación personal</td>
</tr>
<tr>
<td>Enter your area code and phone number</td>
<td>Marque su número de teléfono, incluya su código local o lada</td>
</tr>
<tr>
<td>You may hear silence during the acceptance of your call. Please continue to hold.</td>
<td>Vas a oír silencio mientras aceptan su llamada. Continúe esperando por favor.</td>
</tr>
</tbody>
</table>

Securus will also provide durable printed dialing instructions at each inmate telephone location in English, Spanish, and the other languages specified by PCSO-ADC. As a security measure, Securus will use materials and techniques appropriate for the corrections environment that explains the process in a clearly defined and easy to read manner.

Securus will not place any advertising information on any telephone or telephone enclosure without the prior written approval of PCSO-ADC.

2.3.3 Space, environmental, and electrical power requirements (SOW 2.3.4):

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Space Requirements:

The following sample floor diagram illustrates the space requirements for our SCP system.
Environmental requirements:

The following are the environmental requirements for the proposed Securus solution, which includes equipment housed at the Pinal County facility:

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

The required power for our system is 3,262 volt-ampere.
Electrical Power requirements:
The required power for our system is 3,262 volt-ampere. However, The Securus’ SCP Inmate Telephone equipment DOES NOT require any electrical outlets at the telephone locations.

The telephone units are line-powered and require no external wiring, backup batteries, or electrical outlets at the telephone locations.

2.3.4 Security protocols, encryption and firewalls to be used to include network security, wireless security, operating system security, hardware security and application security (SOW 2.3.9):

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus takes the security and access to our software/application very seriously and hence have implemented one of the strongest controls in the industry. Securus access controls for all systems are audited for compliance with the following accreditations/certification:

- SSAE16; (SOC1, SAS70): Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organization
- SOX: The Sarbanes-Oxley Act of 2002, is a United States federal law that set new or enhanced standards for all U.S. public company boards, management and public accounting firms.

The applicability and adherence to access policies are applied across all systems with regular frequency control (Daily, Weekly, Quarterly, Semi-annual, and Annual) and overall Security protocol process flow is audited on a yearly basis.

Our customer facing applications use a combination of Microsoft Active Directory and Databases for authorization and authentication controls. This combination of technologies helps us implement the above mentioned access controls seamlessly in our environment for customer peace of mind.

On intrusions, every incident is evaluated individually and appropriate action is taken based on severity. The escalation process is commensurate to the event, and each event is documented and communicated for review by senior management. Securus administrators adhere to our “Cyber Security Incident Response Plan” when Network anomalies are escalated. The plan is documented within our corporate Information Security policy. Breaches, should they occur, are handled in accordance with our “Data Breach Policy” which is also defined in the Master Information Security Policy.

SCP’s user interface is PCSO-ADC’s window to all of its features. Because it is entirely web-based, authorized users can access the system at any time, from any location.
This system is one of the only single-point-access user interfaces in the industry, built to allow our customers complete control over their systems in a simple, reliable, secure environment.

To access the SCP interface, users open Internet Explorer and enter the URL: https://commandcenter.securustech.net and enter a valid username and password.

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

For even more security and control, user access can be programmed to restrict users to specific IP addresses within certain time limits. For example, a user could be restricted to access the SCP user interface from their workstation (and only their workstation) between the hours of 8:00 AM and 5:00 PM and their access blocked outside the facility.

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

2.3.5 Any other equipment that is not included as part of this proposal but that may be required.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

If the County chooses to add Ipro, an additional phone has to be added for enrollment.

2.3.6 Any other equipment and/or equipment details that the Responder would like to communicate:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

As your incumbent provider for the past 5 years, Securus has already successfully installed and implemented all the needed equipment, such as telephones, hardware, software, and peripheral devices. All the equipment is currently operational, and our SCP is already integrated with your processes, systems and applications, providing PSCO the unparalleled advantage of no cutover or downtime for a transition and eliminating risk of performance.

Should any malfunction occur, any existing equipment will be replaced by Securus on “as-needed” basis, with no extra cost to PCSO-ADC. Same way, should PCSO-ADC needs in the future may be increased, decreased, or modified; Securus will accommodate those requirements at no cost to PCSO-ADC.
2.4 **SYSTEM FEATURES.** Responder shall describe in detail the features and user functionality of the Telephone Services System including at a minimum the following:

2.4.1 Method of handling non-chargeable calls (SOW 2.4.1):

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

With the *Free Calls* feature, Securus’ SCP Inmate Telephone System will provide ability for PCSO-ADC to designate particular telephone numbers which inmates may call at no cost to the inmate, the receiving party or the County.

**Free Calls**

Securus will provide free calls to designated individuals, including court, foreign consulates, and other authorized calls, as determined by PCSO-ADC. SCP can provide these calls through any or all inmate telephones so that PCSO-ADC staff is not responsible for escorting inmates to a designated telephone. SCP will apply parameters for automated management of the number of calls, call duration, time of day access, and phone(s) used.

Authorized PCSO-ADC staff can add numbers to the free call list through the SCP user interface, as shown in the following figure.

![Configuring Free Calls](https://example.com/image.png)

Securus can provide by PCSO-ADC with the ability to configure free call(s) by both inmate and phone group through SCP’s *First Calls Free* feature. This feature was designed to provide an efficient, automated way for staff to:
- Easily comply with legal or regulatory free call requirements
- Manage free calls with no manual intervention
- Prevent the abuse of free calls and the resulting loss of calling revenue

**How It Works**

When a new inmate is added to SCP or re-activated after being released, they will receive their first “X” number of calls free from any phone group where First Calls Free is configured. For example, if PCSO-ADC allows each inmate two free phone calls on the group of phones in the booking area, SCP will allow those two calls at no charge. The third phone call (or a phone call at a different phone group) incur charges.

Other advantages of First Calls Free are:

- SCP only recognizes the free call if the call is connected to the called party, ensuring the inmate the opportunity to instruct the called party on how to set up a prepaid AdvanceConnect account
- It is configurable by both number of free calls and phone groups, providing facilities with complete free call control
- Free calls are subject to all number blocking, and inmate suspension restrictions

**Configure First Calls Free in SCP**

![Configure First Calls Free in SCP](image)

**Calling Restrictions**

Every call type is subject to defined Calling Restrictions, including free calls. PCSO-ADC can also limit how many free calls an inmate can make in a specified period. Other restrictions that can be applied to free calls include:

- Limiting the number of free calls that can be connected, regardless of called party acceptance status
- Limiting the number of free calls the called party positively accepts
SCP also allows by PCSO-ADC to define how often the Calling Restrictions reset. The number of free call connects or accepts can be configured to reset:

- Daily
  - The “daily” reset can be configured by the number of days. For example, every three days an inmate can place one accepted free call
- Weekly
- Monthly

Authorized by PCSO-ADC users can specify what day of the month or week the rule is reset.

**Configuring Free Call Restrictions in SCP**

![Configuring Free Call Restrictions in SCP](image)

**Free by Dialed Phone Number**

Any phone number can be set up as “Free” with appropriate permissions, through the global list. The following screen shot shows how an authorized user can set the phone number with a Free dialling class of service.

**Setting Free Calls in Global Lists**

![Setting Free Calls in Global Lists](image)
Free Phones and Free Local Phones

Securus staff can configure any phone group as a “Free” phone group or “Free Local” phone group. After creating a group, Securus can add any phone to it. Inmates can place local, intraLATA, interLATA, or interstate calls from the “Free” phones at no cost to the inmate or called party, but calls to numbers outside the local area will incur charges.

2.4.2 Call branding capability (SOW 2.4.2):

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

With Securus’ SCP feature “Voice Overlays” the Inmate Telephone System will provide a pre-recorded introduction to the call recipient informing them that the call is originating from the Pinal County Adult Detention Center; and that the call may be monitored and/or recorded;

For calling rates that may apply and to provide options for call acceptance, Securus Call Flow provides the call party with these different options.

Voice Overlays

Securus SCP allows voice overlay messages throughout the call as an additional fraud protection feature. A message can be programmed to play at one-minute increments or a random setting. An example of a voice overlay message is “This call is from a correctional facility.”

Voice overlay can be configured to:

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

Call Flow

SCP is capable of operating in a combination of collect call and debit modes depending on the facility and the unique needs of the PCSO-ADC.

Specific Inmate Calling Process

The inmate calling process is:

1. The inmate picks up the telephone.
   (Securus can add additional languages on request)
3. “For a collect call, press 1.”
4. “For a debit call, press 2.”

The following table provides calling options and the associated announcements:

### Inmate Calling Options

<table>
<thead>
<tr>
<th>Inmate Chooses Collect Call Option</th>
<th>Inmate Chooses Debit Call Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Please enter your PIN number now.” (repeated)</td>
<td>“Please enter your PIN number now.” (repeated)</td>
</tr>
<tr>
<td>“Please enter the area code and telephone number you are calling now.” (repeated)</td>
<td>“You have (X) dollars and (X) cents.”</td>
</tr>
<tr>
<td>If voice biometrics is being used, “You will be asked to verify your voice now. Please say your name after the beep.”</td>
<td>“Please enter the area code and telephone number you are calling now.” (repeated)</td>
</tr>
<tr>
<td>If voice biometrics is being used, “Please say the facility name after the beep.”</td>
<td>“This call will cost (X) dollars and (X) cents for the first minute and (X) dollars and (X) cents for each additional minute, plus any applicable telecom and sales taxes.”</td>
</tr>
<tr>
<td>“This call is subject to monitoring and recording. To continue, press 1. To disconnect, press 2.”</td>
<td>If voice biometrics is being used, “You will be asked to verify your voice now. Please say your name after the beep.”</td>
</tr>
<tr>
<td>“You may hear silence during the acceptance of your call. Please continue to hold.”</td>
<td>If voice biometrics is being used, “Please say the facility name after the beep.”</td>
</tr>
<tr>
<td></td>
<td>“This call is subject to monitoring and recording. To continue, press 1. To disconnect press 2.”</td>
</tr>
<tr>
<td></td>
<td>“You may hear silence during the acceptance of your call. Please continue to hold.”</td>
</tr>
</tbody>
</table>

### Specific Friends and Family Process

The following table provides the friends and family process when receiving a call, and the associated announcements:

### Friends and Family Receiving Call Process

<table>
<thead>
<tr>
<th>Collect Call</th>
<th>Debit Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Hello. This is a collect call from (Inmate Name), an inmate at the Pinal County Adult Detention Center. This call is subject to monitoring and recording.”</td>
<td>“Hello. This is a debit call from (Inmate Name). An inmate at the Pinal County Adult Detention Center. This call is subject to monitoring and recording.”</td>
</tr>
<tr>
<td>“To accept this collect call press 1. You may start your conversation now.”</td>
<td>“To accept this debit call press 1. You may start your conversation now.”</td>
</tr>
</tbody>
</table>
During the call, random announcements (Voice Overlay) will be heard by both calling and called parties as designated by the Pinal County Adult Detention Center. At one minute before the maximum call duration, the “One Minute Remaining” message is played.

The Securus SCP plays Voice Overlay messages throughout the call as an additional fraud deterrent. The established message may be programmed to play at one-minute increments or random intervals. An example of a Voice Overlay message is “This call is from Pinal County Adult Detention Center.”

2.4.3 Recording and monitoring calls (SOW 2.4.3):

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus’ SCP provides the ability to record and monitor calls, and share those recordings as necessary without alteration.

Simultaneous Recording and Monitoring

The Securus Secure Call Platform (SCP) has an integrated recording and monitoring system. The automated system is designed to be a cost-effective solution for all correctional facilities of any size. Multiple levels of security provide that only authorized personnel can access and monitor the inmate recordings. Authorized personnel can listen to live or archived recordings via multi-media PC interfaces connected over local area networks (LANs).

Call Monitoring

The SCP Live application allows for real-time monitoring of calls in progress via a multi-media PC workstation. Facility personnel (with appropriate privileges) can monitor live calls by highlighting the call in progress and clicking on the speaker icon. This process is undetectable by the inmate or the called party and does not disrupt the recording process. Concise descriptions of activity appear for each phone in use. For example, the system shows the specific telephone location, inmate PIN, the destination number dialed, city and state of the destination, and start time and duration of each call. SCP also displays any restrictions such as “watched” or “private,” and the status of the call, such as “in progress,” “calling destination,” or “getting acceptance.”

SCP can also automatically eliminate all monitoring or recording of special calls, such as calls to legal counsel, by designating the number as a “private” number. SCP prevents all unauthorized attempts to listen to private calls—the user interface will not display the speaker icon to play private calls. The call record also lists the call as “private” on the user interface.
Call Monitoring, Silent

When monitoring occurs, the system incorporates analog suppression/amplification hardware that allows monitoring of calls without inmate or called party detection. There is absolutely no noise, volume loss, or other indication of monitoring to assure complete investigator anonymity.

Call Recording

The integrated SCP recording application works independently, so there is never a need for integration of a third-party manufacturer’s product. This allows the facility to deal with a single vendor if any issues arise.

SCP writes all recorded calls to a Network Attached Storage array (NAS) in our primary Data Center. Each NAS array is also replicated to the secondary Data Center for redundancy and failover. All recordings created on the platform reside in at least two of our Data Centers. Recordings are stored on-line for immediate access for 12 months. The SCP can also burn the information to CD or DVD for additional back up, if necessary.

The SCP can record all calls simultaneously and allows personnel to listen to pre-recorded calls while active calls continue to be recorded. The system records the entire conversation from call acceptance to termination.

Remote Access to Recording and Monitoring

With integrated recording and monitoring applications, other agencies, such as the local police departments, can also access these functions. Any authorized user with an approved user name and password can easily, and remotely, access recording and monitoring of inmate calls from any computer or device with access to the Internet. Securus has tested and certified the playback of calls and live monitoring on:

- Operating Systems/Devices
  - iOS
  - Android OS
  - OS X
  - Windows
- Browsers
  - Internet Explorer
  - Firefox
  - Chrome
Sharing / Emailing Recordings

SCP provides authorized users with the capability to email and copy recorded calls onto a CD/DVD or other storage medium in audio or mp3/data format with tamper-free capabilities. This feature allows the mobility of recordings 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.

SCP provides authorized facility users the ability to send an email message to selected individuals with a link to download the recorded conversations, or attach the downloaded .wav recording file to the email. Recipients of the emailed recording can listen to the .wav file from their email device.

Emailing Recording Options

The recording management folders allow investigators to view the size of the folder and how that compares to the available capacity of a CD or DVD. This utility also allows authorized users to move recordings between folders to easily manage their recording files. Once downloaded, the recorded conversations may be copied to any external media device connected to the user’s PC.
2.4.4 Setting call duration limits (SOW 2.4.4):

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus SCP Inmate Telephone System is capable of programmed call duration limits as set by PCSO-ADC through the Call Duration feature. SCP automatically terminates a call after providing a warning. The capability of providing different time limits for individual inmates, pods, and designated groups of telephones is met through Securus’ SCP feature Programming Calling Schedules

Duration

The Securus Secure Call Platform (SCP) can set a maximum time limit for any call or all calls related to an individual PIN or all PINs. Administrators can tie many additional restrictions to any PIN or telephone:

- Maximum duration of a call for PIN
- Maximum number of concurrent calls to any number or from that PIN

To reduce workload for facility personnel, SCP automatically manages all imposed restrictions.

Programming Calling Schedules

The Securus Secure Call Platform (SCP) has automated calling schedules if the facility needs to shut off the telephones during certain times of the day or night without staff intervention. Calling schedules can have multiple on and off times during the day, within a week, and by day of the week. Calling schedules can be configured and applied to individual telephones, groups of telephones, individual inmates, and globally.
The SCP is compatible with manual cut-off switches that are typically located in the main control room, officer substations, or guard towers, as required.

**Call Termination Warning**

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

**2.4.5 Call blocking capabilities (SOW 2.4.5):**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus’ SCP Inmate Telephone System is capable of allowing PCSO-ADC to block telephone service to any particular inmate, telephone or group of telephones as required.

Securus will establish a global call blocking table during installation that prevents inmates from making calls to specific numbers. Typically, the database includes numbers to local judges, sheriffs, facility personnel, jury members, attorneys and witnesses. SCP offers unlimited blocking so the call blocking table may contain as many entries as needed.

All dial-around area codes and exchanges, such as 800, 900, and 976, are blocked by default. Access to live operator services, such as 0, 411, and 911, are also blocked by default.
Authorized facility personnel can administer blocked numbers using the SCP user interface. All blocked numbers have an associated “Note” field stored in the blocked number database to record specific information for future reference.

### Global Lists – Number Blocking

With Securus’ SCP, the call recipient has the option to block all future inmate call attempts at the time a call is received.

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

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

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

All dial-around area codes and exchanges, such as 800, 900, and 976, are blocked by default. Access to live operator services, such as 0, 411, and 911, are also blocked by default.
2.4.6 Fraud protection capabilities to include at a minimum hook switch calls, credit card calls, directory assistance calls, call forwarding, conference calling, second party calling (SOW 2.4.7):

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' SCP system has full-time fraud protection against at a minimum: hook switch calls, credit card calls, directory assistance calls, call forwarding, conference calls, and second party calls.

SCP Constant Fraud Controls

Significant emerging threats are call diversion schemes that mask the true destination of calls. Securus provides the most advanced fraud detection capabilities in the correction industry. The Securus Secure Calling Platform (SCP) continuously analyzes call data and system parameters to detect any anomalies, hardware failures, fraud indications, or unusual usage patterns. SCP logs all telephone activity and statistically analyzes it to detect attempts at call forwarding, three-way calling, 'hookswitch dialling', 'black boxing', 'hacking', and other fraudulent telephone activities.

The SCP will provide, at a minimum, the following fraud prevention aids:

- Detection of three-way calls (patented)
- Elimination of secondary dialing
- Prevention of switchhook dialing
- Limits the number of times an inmate can redial a telephone number within a specific period (parameters to be set by the Department)
- Collection and prevention of DTMF
- Detection of call forwarding

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

2.4.7 Any other features or user functionality details the Responder would like to communicate:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' SCP's centralized architecture and packet-based design creates the optimum combination of performance, quality, security, and end-user control on the market. The
SCP system is **fully loaded** with our industry-leading patented features and functions and is virtually future proof and scalable. We update our system multiple times each year (at no cost to our customers) to make sure you *always* have access to the best technology in the industry – both now and in the future.

Key SCP features are listed below.

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### KEY SCP Features

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#### 2.5 INVESTIGATIVE TOOLS.

Responder shall describe in detail all investigative and analytical tools offered as part of this proposal including but not limited to; the method for notifying, listening to and participation in a flagged call; the method for extracting call recordings; and the ability for secure access to system on or off-site. Respondents are encouraged to provide creative solutions based on proven technology that will enhance PCSO-ADC’s capability to actively monitor and data mine criminal activity being conducted by inmates through the Inmate Telephone System (SOW 2.5):

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus has described here below the investigative and analytical tools offered as part of this proposal including but not limited to; the method for notifying, listening to and participation in a flagged call; the method for extracting call recordings; and the ability for secure access to system on or off-site.

**Method for notifying a flagged call**

The Secure Call Platform (SCP) includes the Covert Alert feature that will call an investigator on their cellular or another phone when a specific inmate places a call and offer them real-time monitoring of that call.
Covert Alert can bridge a call to an authorized remote number for dialed numbers, phones, or inmate PINs are under surveillance by investigators. The Covert Alert feature allows authorized personnel to monitor a call, from any location, while the call is in progress.

Method for listening to and participation in a flagged call

When a call is placed by an inmate, or to a phone number that has a Covert Alert trigger, it is automatically sent to the designated investigator phone number(s). A call can be sent to multiple numbers simultaneously allowing several investigators to listen to the call.

Covert Alert can send calls to any phone number within the facility or across the United States. Investigators can also monitor calls through on-site workstations using the SCP Live Monitor, or remote live call-forwarding feature. This allows facility investigators to monitor potential illicit activities regardless of the investigator's location.

Covert Alert can send E-mails to the investigator(s) with information about a Covert Alert call including date, time, inmate PIN, originating telephone, and dialed number immediately after the called party accepts the call. The following figure provides a sample e-mail alert:
Alert Notification E-Mail

Investigators can also choose to receive a covert alert via text message. The text message includes the date, time, inmate PIN, originating telephone, dialed number, and an indication if the call has been recorded. The following figure provides a sample text message alert.

**Additional Security Feature**

For extra security, Covert Alert can be configured to require a PIN to listen to the call. If activated, a customizable message will state, “This is a Covert Alert call from John Smith, an inmate at Pinal County Adult Detention Center. To accept this Covert Alert call, please enter your investigator PIN now."

**“Barge In”**

While on the covert alert call, the investigator can immediately terminate the call by pressing a predetermine code. Covert Alert can also be configured to allow investigators to enter a code and “Barge In” to the call and speak to both the inmate and called party.

This “Barge In” capability is available through both Covert Alert and on calls forwarded from SCP Live Monitor. When monitoring a conversation, the call can be forwarded to an investigator cell phone, office phone, or other designation, allowing them to barge into the conversation using the predetermined barge in code and acceptance digit.

**Covert Alert Call Detail Record Report**

The Covert Alert Call Detail Record Report allows authorized users to search for calls that triggered a Covert Alert. The report provides comprehensive detail regarding the call.
Method for Extracting call recordings

SCP provides authorized users with the capability to email and copy recorded calls onto a CD/DVD or other storage medium in audio or mp3/data format with tamper-free capabilities. This feature allows the mobility of recordings 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.

SCP provides authorized facility users the ability to send an email message to selected individuals with a link to download the recorded conversations, or attach the downloaded .wav recording file to the email. Recipients of the emailed recording can listen to the .wav file from their email device.
Emailing Recording Options

The recording management folders allow investigators to view the size of the folder and how that compares to the available capacity of a CD or DVD. This utility also allows authorized users to move recordings between folders to easily manage their recording files. Once downloaded, the recorded conversations may be copied to any external media device connected to the user’s PC.

Furthermore, The Securus Secure Call Platform (SCP) Investigative Report modules allow investigators to save a report as a file, in Adobe® PDF format, Microsoft® Excel, or Comma Separated (CSV) file formats. Users can save reports to several destinations or upload data from the report into another database for further analysis. This feature provides fast and convenient access to reports for future retrieval or sharing and further data analysis through statistical tools and investigative purposes.

**Ability for secure access to system on or of site**
The Securus Secure Call Platform (SCP) is a state-of-the-art, web-based system designed to provide PCSO-ADC with the ultimate in inmate call control and reporting. SCP increases usability by providing anywhere, anytime access for authorized personnel. All of the investigative and administrative resources are available to approved personnel through our secure single-point of access, the SCP user interface. Users can access SCP any time
from any Windows-based computer or mobile devices with access to the Internet allowing your investigators to follow the leads wherever they may go.

SCP’s advanced features provide extremely powerful and flexible tools for controlling inmate calling, reducing fraud, increasing investigative capabilities, and generating valuable administrative reports. The system is designed to adapt to your facilities and operations, rather than requiring you to conform to the software.

Additionally, Securus is pleased to offer PSCO-ADC the additional creative solutions based on proven technology that will enhance PCSO-ADC’s capability to actively monitor and data mine criminal activity being conducted by inmates through the Inmate Telephone System:

1. Location based Services (LBS)
2. Threads
3. IPRO
4. ICER
5. GEX

1) Location Based Services

The Securus proprietary Location Based Services (LBS) product allows facilities to determine the true location of a cellular phone. LBS provides the following benefits to correctional institutions:

- Provides the called party’s true location at the time of an inmate’s call via a link in the call detail record (CDR)
- Able to establish “Geo-Fence” perimeters around any location to notify investigators when an inmate calls a cell phone that is within the set geo-fence
- Identifies the real-time location, on-demand, of a suspect’s cell phone, (with appropriate warrant documentation) including the location of where the call started and ended
Reports generated from the CDR contain an icon that identifies calls to a wireless number. LBS provides an additional link that maps the location of a wireless number when the inmate placed the call.

Geo-Fencing

With geo-fencing, correctional institutions can set up a perimeter around individual facilities that identifies when an inmate calls a cell phone that is located within that perimeter at the time of the call. Geo-fencing can generate a Covert Alert notification to investigators that allow them to act quickly on real-time information. This valuable capability helps protect your perimeter and is helpful in preventing escape attempts.
Covert Alert

Covert Alert allows suspicious telephone calls to be sent to a remote site for immediate monitoring. Investigators identify the criteria for the suspect calls, which can include dialed numbers, telephones, inmates PIN, or geo-fence perimeters that are under surveillance. When a call is placed by an inmate that meets the Covert Alert trigger criteria, it automatically routes the call to the pre-designated investigator phone number(s).

Once a questionable call has been sent to the remote site, authorized personnel are alerted and can monitor a call while it is in progress. The investigator simply enters the telephone number of the remote site where the suspicious calls are being housed. Any call can be sent to multiple numbers simultaneously allowing multiple investigators to listen in on the call.
Real-Time Location Services

Real-time cell phone location identifies the location of a suspect's cellular phone, in real-time, regardless of whether or not a call is in progress. This feature aids investigators in locating persons of interest faster and requiring fewer resources. Use of this feature generally requires appropriate warrant documentation.

Location Based Services

LBS provides unmatched investigative value by showing you the geographic location where inmate phone calls are answered. Securus’ proprietary Location-Based Services delivers the following benefits:

- Increase the efficiency of your investigative staff
- Prevent and minimize contraband at your facilities
- Increase the safety and security of your community

2) Threads

THREADS is a powerful, accurate, easy to use, investigative tool that will automatically analyze data such as inmate communication records, public phone records, and data from confiscated cell phones to automatically generate focused leads for investigators. Leads can include suspicious calling patterns, inner circles, communication events to numbers on
a bounce list, associations between multiple inmates, correlations to called parties, and much more. Investigative staff can easily uncover patterns of fraternization between inmates and correctional officers, discover common contacts between inmates and called parties, and customize the information and reporting to exclude irrelevant data such as family or lawyers.

THREADS will detect criminal organizations being run from within jail, detect when multiple inmates are talking to one called party at the same time, find associations of multiple called parties based on who is calling them, and identify inmates who possibly have a contraband cell phone based on calling patterns.

**Sources of Information**

All SCP calling data (such as call records, phone numbers, billing name and address) is automatically integrated into THREADS the moment THREADS is enabled for a facility. All other sources of data can be imported into THREADS and analyzed together in an investigation. For example, information from a confiscated cellular phone can be uploaded to THREADS, and analyzed with the corrections communication data to uncover potential criminal activity.

Access to more investigative data helps solve crimes and close cases. Securus THREADS is the most widely used investigative platform in the industry, with approximately 2,200 facilities installed, more than 1 million inmates served, and more than 1 million calls processed per day. With THREADS, investigators can share information with other law enforcement agencies (including other departments, jurisdictions, and facilities) by granting secure access to your data. Likewise, other agencies can grant your investigators access to their data.

**Graphic Representation**

All information is presented graphically as well as in text.
Interactive timeline charts and graphical analysis make it easy to reveal periods of high-intensity calling and other patterns.

THREADS analyzes data and provides interactive visual tools to produce easy-to-understand reports, charts, interactive graphs, maps, and build evidence for use in a trial. Additionally, investigators can create customized alerts so they are notified when THREADS uncovers critical information.

Securus’ THREADS is a powerful investigative technology that no other provider can offer the corrections industry.

3) Ipro

The voice biometric identification capabilities in Investigator Pro (IPRO), together with our Inmate Intercommunications Evaluation & Reporting (ICER) capabilities, will give the PCSO a well-integrated and focused tool to uncover and identify inmate attempts to hide their identities or to communicate with other inmates either inside a facility or in other facilities across the country.

The Investigator Pro has a firmly established and solid technology foundation. The structure, algorithms, and operational capabilities of the software were in part developed through a $50M support grant to a major technical school by the Department of Defense,
with sole licensing of that technology to JLG Technologies. JLG Technologies adapted the core voice identification technology for the Corrections market. IPRO is fully integrated into Securus’ Secure Calling Platform (SCP) and does not require any 3rd party software.

The following overview of features is included here to describe the capabilities of IPRO and how they benefit investigators.

- **Far More than Just a Voice Biometric Technology:** Investigator Pro is not just a voice biometric tool, it's a thoroughly laid out set of comprehensive investigative tools that give investigators insight into what is really going on during calls. It provides actionable leads using our patented capability of identifying each inmate's voice by name.

- **A Well-Established and Accepted Product Country-Wide:** IPRO has a 10-year track record of providing pinpoint voice accuracy capability country-wide in 243 state, county, and local correctional agencies.

- **Continuous Call Monitoring - No Gaps at Any Point in Coverage:** 100% coverage of not only each and every call, but also 100% coverage of every second of every call for both the inmate and the called party, without gaps in the conversation and without tipping off the inmate or called party.

- **Automated Voice Scoring Provides Both Speed and Accuracy in Investigations:** Accurate call scoring of each inmate's voice on the call for identification of all inmates on all calls by name, whether or not the inmate initiated the call. IPRO's scoring shows investigators the probability of an inmate’s voice is the voice heard on a call, e.g. 85%, 95%, 100%, to assist investigators in determining the priority of calls to listen to.

- **Automated Identification of Each and Every Call Where an Inmate's or Called Party's Voice Appears:** Ability for investigators to submit a sample of an inmate's voice into the entire call database to find every call on which the inmate's voice appears, whether or not he initiated the call. Investigators can also search on a called party's voice and identify the calls on which that voice appears. This feature enables the investigator to search for calls to released inmates.

- **A full Screen Call Player that Pictorially Displays Details of Every Call Along with Live Action Buttons:** Investigators can view every second of every call from start to finish with the ability to scan and replay call segments, separate, graphically view, and independently listen to either/both the inmate side and called party side without the need for additional switching and listening equipment. They can vary call replay speed, visually pinpoint, identify, and play 3-way calls, and easily make notes related to each call or call segment. If there is a need to forward an entire call or call segment, there is no need to burn to CD as IPRO enables capturing and forwarding calls and call segments via secure email, saving considerable time and handling.
- Automated Location, Isolation, and Forwarding of 3-Way Call Segments Saves a Lot of Repeat Listening Time: Using the CallPlayer as described above, the call path will automatically identify each 3-way call attempt and/or conversation without the investigator having to review the entire conversation, even if there are multiple 3-ways on the same call. The 3-way segment(s) can be isolated, sped up/slowed down, replayed, copied, and forwarded via secure email without having to burn to CD.

- A Lot of Time Saved by IPRO's Automated, Yet-Flexible Reporting Capabilities: Investigation time will be significantly reduced by taking advantage of the system's automated reporting capabilities or by submitting an ad hoc query to find each occurrence of an inmate's or called party's voice at any time on any calls.

### High Target Calls Report

- Managing IPRO Use Within the Department – a Valuable Option: As with any well-developed and mature investigative tool, IPRO offers a host of internally-managed tracking tools which can be used by department management to monitor how efficiently IPRO is being used by department staff. This feature has proved valuable for larger administrations where internal operations monitoring or auditing is employed.

### Investigator Pro Highlights – Powerful, Investigator-Requested Tools

- QuickFind™ puts the smartest, most requested analytics on inmates, phone numbers and calls at your fingertips.
- High-Target Calls for Your Review presents the calls inmates most want to hide—ideal for random listening requirements.
- CallPlayer Pro™'s unique investigator-friendly screen features key information along with the ability to control the playback speed, skip over silent portions of the call and make notes.
- VoiceSearch™ finds and ranks any inmate's voice on all calls, placed with or without his PIN. Investigators can also search on a called party's voice and identify the calls on which that voice appears.
- CallFinder™ puts call criteria at your fingertips to find the calls you need for your cases.
- MyCallReview™ lets you find, filter, manage and return to calls you've listened to.
- Suspicious CallFinder™ generates leads from suspicious call activity and lets you validate IPRO's results.
- NoteManager™ lets you organize, view and report on notes across calls.
- ReportMaker™ effortlessly runs reports to uncover patterns of telephone system use that may indicate illicit activities.
- IPRO flags and tracks high interest groups such as gangs, high profile inmates, institution drug dealers, escape risks, and mail-monitored inmates.

Sample Interactive Display Screens and Reports
Powerful, easy-to-use voice search and reporting tools provide detailed, accurate, and actionable leads for finding calls where inmates were trying to hide their voices. IPRO’s ability to automatically search through hundreds of thousands of calls in just a few seconds ensures significant manpower and money savings. A series of reports can be used to highlight and record even the most minute of call details.

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

Uncovering Intra-and Inter-Facility Inmate-to-Inmate Telephone Communications

In addition to Investigator Pro, Securus is pleased to offer the ICERTM (Inmate Inter-Communication Evaluation and Reporting) system. After successfully deploying the Investigator Pro continuous voice verification technology at more than 188 correctional facilities, investigators asked JLG Technologies, a Securus Technologies company, to help them identify inmates illegally communicating with other inmates using the inmate telephone system. Using sophisticated, patented technology, ICER detects and reports inmate-to-inmate phone communications occurring within the same facility, or between inmates in other participating facilities.

The Threat

Until now, inmate-to-inmate communications have essentially gone undetected because there was no practical technology to identify such communications. Inmates use conference bridges and services such as Skype and Google Voice to circumvent blocked calls. They rely on third parties to bridge the calls, place three-way calls, or even put two speaker-phones next to one another to facilitate inmate-to-inmate conversations.

These communications facilitate criminal activities including gang-related murders, drug trafficking, racketeering, and other serious crimes. ICER alerts investigators to these events, so they can listen to and investigate them before it is too late.

How ICER Works

ICER uses advanced voice analysis technology to generate a “call signature” – a representation of the call that does not involve any of the original audio – for each completed inmate telephone call. Call signatures are then automatically encrypted and transmitted to the JLG Technologies data center for analysis. Because ICER does not use any of the original audio, the system is fully compliant with state laws regarding the transmission of call recordings.

ICER call signatures are created, transmitted, and received at the data center, usually within seconds of call completion. The call signature is immediately compared to other call signatures. If an inmate-to-inmate event is detected, it is logged in the ICER database, and an email alert is sent to investigators at the participating corrections agencies. Investigators then log into the ICER system for a detailed report.
To prevent the display of protected inmate data, both parties must provide electronic consent before details of the full report are made available.

ICER has played a vital role in hundreds of investigations and helped to prevent crime by detecting inmate-to-inmate communication. ICER is currently operational in California, New Hampshire, Florida, Kansas, and Maryland. While participation of your facility is voluntary, this tool becomes more effective as more facilities join the ICER network.

ICER will be provided to your facility at no cost. The cost is born by a consortium of inmate telephone providers and Securus Technologies. We would be pleased to discuss ICER further with the department during contract discussions.

ICER™ – is a registered trademark of JLG Technologies, a Securus Technologies company.
5) Guarded Exchange

Monitoring Services

Guarded Exchange (GEX), LLC, is an integrated Investigative Solutions Company providing highly specialized turn-key investigative solutions to corrections and law enforcement agencies. Securus Technologies acquired Guarded Exchange in October 2015 as a primary resource to bring to bear the full potential of Securus’ comprehensive suite of investigative and security products and services. Guarded Exchange aids corrections agencies in maintaining a high level of security by developing investigative tools and strategies which identify pattern changes in inmates’ behaviors that may signal suspicious activity. Through the use of GEX, users can expect to leverage an extensive list of proprietary technologies that sift through all facility data types to produce investigative opportunities. Call data records and call recordings can be reviewed and correlated against disparate facility data, live call monitoring and cellular data extraction. This investigation management component allows for Investigators and Intelligence Analysts to leverage investigative products from Securus to allow for data from inmate telephone monitoring and cellular forensics to be paired together to provide additional opportunities of interest. These investigative software products are:

- THREADS
- Investigator Pro
- ICER

Through the use of GEX services leads are chosen based on Securus’ Actionable Intelligence Potential (AIP™) scoring system. This platform can also leverage additional technologies to mine through phone calls, emails, financial transactions, and other information sources. This service is also used to identify and report variations in offender calling patterns and information based on proven tools and statistical methods. These services on their own will provide investigative leads that can be curated and presented to facilities, allowing them to spend time focusing their efforts on data that is substantiated without spending additional man hours leveraging resources to identify focused leads. Collectively, Guarded Exchange staffing, resources and expertise, coupled with Securus unsurpassed suite of integrated investigative and security tools, provide Yavapai County with unparalleled solutions to combat fraud and enhance security and safety of staff, inmates and the public at large.

National Cellular Forensics

National Cellular Forensics brings the sharing of information through mobile devices directly in to the open by allowing agencies to access device level data. The ability for agencies and organizations to pull information from confiscated cellular devices nationwide is an important next step in identifying and solving a wide of investigative scenarios. National Cellular Forensics can identify information through any communication
method utilized by cellular devices to uncover threats towards public officials, coordination of escape attempts, victim harassment and much more. Many times the equipment, licensing and training required to investigate cell phone data requires large capital investment, time, and resources than agencies are incapable of providing. In many cases phones are damaged and beyond the capability of traditional data extraction methods. In these particular cases, Securus has the ability to forensically extract data from those broken and damaged devices through highly advanced and technical methods. All of this provides facilities with the latest in cellular forensic resources, and allows Securus to deliver cellular data extraction support to any and all customers no matter how unique the request.

2.6 REPORTING & ACCOUNTING. Responder shall describe in detail:

2.6.1 Reports available (and provide samples of) as part of this proposal including but not limited to investigative reports, commission and accounting reports, maintenance reports and administrative reports (SOW 2.6.2, 2.6.4, 2.6.5):

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Secure Call Platform (SCP) has a dedicated report 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:

- Microsoft® 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, duration, telephone number, origination, destination, inmate ID, termination reason, and more. SCP retains call details on all call attempts. 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 offender
- Destination number (partial or full number entry)
- Date and time range
- Call frequency
- Call type (completed, incomplete, blocked)
- 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
- Offender name
- Offender PIN (if used) and/or account number
- Prepaid calling card number
- Destination zone (local, interLATA, interstate, intraLATA, international)

The Investigative Reports section compiles data and opens the information in a report format, on the workstation monitor. Investigative Reports provides multiple functions for call playback and copying call recordings to remote media. Authorized personnel can use this unique application to generate a report even when only a little information is available.

A full set of reports that administrative users need daily, as well as a full set of investigative reports, makes Securus’ Standard Reports generator anything but standard. Please refer to Attachment B for a full set of SCP Sample Reports.

Additionally, PCSO-ADC can access a comprehensive usage and revenue report through the Securus Facility Portal.

The Facility Portal allows all facility customers to view commission reports, preliminary revenue reports, investigative tools, trouble ticket system, and a wide variety of other time-savings and revenue-generating features and services. These new tools provide unmatched visibility into financial and operational performance while automating many administrative tasks.

No other inmate telephone services provider offers the breadth and versatility of the Securus Facility Portal.

A sample commission report is in Attachment C for your review.

Finally, Securus will provide PCSO-ADC with one of the only anywhere, anytime, customer portals in the industry. At any time, 24 hours a day, seven days a week, customers can securely access all system functions through the SCP web-based interface including reporting functions, recordings, live call monitoring, and all configuration settings. Authorized users only need a PC with Internet Explorer 6.0 or higher software. PCSO-ADC can control when users log in based on time of day and day of the week or
allow anytime/anywhere access.

The Securus SCP audit and tracking feature logs each user's specific activities for investigative purposes. This activity log that can be accessed by specified site administrators only or by site personnel with authorized security credentials.

The audit and tracking feature logs:

- When a user logs in to the system
- How long a user stays in the system
- Which recordings were monitored or played by a specific user
- What the user did with a recording
- Changes to custody accounts
- Changes to Personal Allowed Number (PAN) lists
- Changes to Global List entries
- Changes to security templates

2.6.2 How customer account balances are managed to include written policies and documents provided and description of any charges incurred by customer:

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus manages customer account balances to include written policies and documents provided and description of any charges incurred by customer through Securus Correctional Billing Services.

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

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

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

Our friendly and knowledgeable agents can help customers with:

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

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

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

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

• A Local Exchange Carrier (LEC)-billed account bills collect calls from the facility to the local phone company. Charges appear on the called party’s monthly phone bill
• A Direct-billed account allows collect calls to be billed monthly from Securus Correctional Billing Services. The called party creating the account will be subject to a credit check (as allowed by state regulations) to create a Direct Billed account
• An AdvanceConnect/Prepaid account allows the inmate’s friend or family to fund an account in advance and manage how much money they would like to spend on collect calls. If the inmate’s friend or family member wishes to receive more calls, he or she may simply add more funds.

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

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

Securus strives to deliver superior customer service and resolve customer issues in one call. Call center supervisors are always available to assist customers when an issue requires escalation. Some issues may require time to research and resolve. For all issues, the following escalation list may be utilized after 24 hours:

- Escalate to customer service manager;
- If still unresolved, escalate to the director of customer care;
- If still unresolved, escalate to vice president of customer care.

**Refund Requests**

To obtain an account refund, end users may contact Customer Service by phone at 800-844-6591, or by chat at www.securustech.net. For all credit card transactions made by phone or website, full and partial refunds will be applied to the payment source last used. For full refunds on accounts last funded via Western Union, funds will be refunded to the customer through Western Union. For partial refunds on accounts funded via Western Union and for both full and partial refunds on payments mailed to Securus, a check will be mailed via the U.S. Postal Service.

**Blocking of Requested Phone Numbers**

If called parties would like to prevent calls from a correctional facility serviced by Securus, they may contact Customer Service at 800-844-6591, or by chat at www.securustech.net. There is no charge for this restriction.

**Ancillary Service Charges**

Securus does not currently charge a fee to establish a prepaid collect account. Should a friend or family member wish to expedite the processing of their payment by using Visa or MasterCard, the customer will be charged a fee of up to $6.95. Securus also provides customers the option to fund through MoneyGram or Western Union.

Securus does not charge refund fees.

Securus’ Ancillary Service Charges (see 47 C.F.R. § 64.6020) and other fees to Consumers relating to the use of its Inmate calling services are as follows:
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<th>Fees Vary by Account Types*</th>
<th>How Applied</th>
<th>Amount</th>
<th>Account Type</th>
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<td>Up to $25.00, depending on state regulatory rules</td>
<td>For payments to prepaid (AdvanceConnect and Inmate Debit) and Direct Bill accounts</td>
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* Sales taxes, Universal Service fund fees, Telecommunications Relay Service (TRS) fees may also apply, based on local, state, and federal taxing authorities.

2.6.3 Responder’s policy regarding refunding customer account balances to include any charges incurred by customer:

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

To obtain an account refund, end users may contact Customer Service by phone at 800-844-6591, or by chat at www.securustech.net. For all credit card transactions made by phone or website, full and partial refunds will be applied to the payment source last used. For full refunds on accounts last funded via Western Union, funds will be refunded to the customer through Western Union. For partial refunds on accounts funded via Western
Union and for both full and partial refunds on payments mailed to Securus, a check will be mailed via the U.S. Postal Service.

Handling Payments, Commissions, and Refunds

Securus handles all payments, relieving PCSO from the cash handling business. SCP recognizes the funding transaction and transfers the funds to Securus. Securus will then pays commissions to the facility based on monthly usage.

SCP automatically closes Debit accounts upon inmate release. The remaining unused balances are made available for refund to the inmate. Securus can remit the unused funds to PCSO to be refunded to the inmate via PCSO’s refund process. Alternatively, to further relieve PCSO of cash-handling, Securus will make the refunds available to the inmates directly via Western Union’s more than 470,000 worldwide retail locations.

2.6.4 Any other reporting and accounting details the Responder would like to communicate:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Reports section of the Facility Portal allows users to view and download calling activity and revenue reports.

- **Calling Activity Report** - Provides details on the number and type of calls made from a telephone number at the facility(s)
- **Call Type Summary Report** - Provides details on the number and type of calls made from a specific telephone number at the facility(s), broken down by local, intraLATA, interLATA, and interstate
- **Daily Call Volume Snapshot** - Shows a daily snapshot of calls and minutes compared to the daily average
- **Monthly Call Frequency Chart** - Details the most frequently called numbers from the facility
- **Preliminary Monthly Revenue Report** - Details all calls, minutes, and revenue for a specific date range
- **Preliminary Daily Revenue Report** - Details all calls, minutes, and revenue for a specific date
- **Investigation Tool** - Allows for tracking of a specific dialed number from any of the approximately 2,700 facilities serviced by Securus
Reports Screenshot

Facility Portal

General Reports
Given the financial nature of the Facility Portal, these reports are intended to provide a snapshot of the calling activity and are not intended to be reconciled against the calling platform CDR's. Securus' calling platform reports on both billable and non-billable calling activity.

Calling Activity Report
This report provides details on the number and type of calls made from a telephone number at your facility(ies).

Call Type Summary Report
This report provides details on the number and type of calls made from a specific telephone number at your facility(ies). Calls will be broken down by local, intrafacility, interstate, and international.

Daily Call Volume Chart
This report shows a daily snapshot of calls and minutes compared to your daily average.

Monthly Call Frequency Chart
This chart details the most frequently called numbers from your facility.

Preliminary Monthly Revenue Report
This report details all calls, minutes, and revenue for a specific date range.

Preliminary Daily Revenue Report
This report details all calls, minutes, and Revenue for a specific date.

Investigation Tool
This tool allows for tracking of a specific dialed number from any of the more than 2,400 facilities serviced by Securus.

Calling Activity Report
Select a date range or a revenue period to view revenue and call details for a specific site. Staff can also tailor this report by Automatic Number Identification (ANI) or Billing Telephone Number (BTN).
Calling Activity

Calling Activity Report

This report can take several minutes to process due to the large amount of records being searched.

SELECT REVENUE PERIOD

By Date Range: to (Max 30 days)

or Specific Revenue Period: May 2013

SITE DETAILS

Site: All Sites
Originating No. (AAN):
Called Party (BTN):

Run Report
## Call Type Summary Report

Select the revenue period and site to view the Call Type Summary Report.

### Call Type Summary Report

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<td>314</td>
<td>2,823</td>
<td>0</td>
<td>0</td>
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</tr>
</tbody>
</table>
Daily Call Volume Snapshot

This report will automatically show the results for the current date. Enter another date to view that day's report.
Monthly Call Frequency Chart

Users can review the Monthly Call Frequency Report for all sites or a specific site by revenue period. Arrows located adjacent to the date field allow users to select other periods.
Preliminary Monthly Revenue Report

The Preliminary Monthly Revenue report displays the current revenue period, or users can select a date range to view revenue for any period.
Preliminary Daily Revenue Report

Users can select specific days or number of days to see a summary of calls, minutes, and revenue.

Sample Preliminary Daily Revenue Report

<table>
<thead>
<tr>
<th>DATE</th>
<th>CALLS</th>
<th>MINUTES</th>
<th>REVENUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/19/2019</td>
<td>2,220</td>
<td>28,952</td>
<td>$5,014.91</td>
</tr>
<tr>
<td>09/20/2019</td>
<td>5</td>
<td>27</td>
<td>$17.76</td>
</tr>
<tr>
<td>TOTAL</td>
<td>2,225</td>
<td>29,979</td>
<td>$5,032.67</td>
</tr>
</tbody>
</table>
Investigative Tool

The Investigative Tool allows users to view all calls to a specific called party Billing Telephone Number (BTN).

2.7 TRAINING. Responder shall describe in detail, user, administrative, and investigative training provided to include face-to-face training and written documentation for staff, inmates and inmate friends/family (SOW 2.7):

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus provides user, administrative, and investigative training, including face-to-face product training and written documentation for staff, inmates and inmate friends/family

Hands-on training is conducted by experienced Securus employees at your facility through classroom training for contract renewal and twice-monthly instructor-led online classes for your new staff. Since our products are web-based, after a two or three-hour training session, most facility staff can easily maneuver through the system’s features.

Securus offers the following training programs for our facility customers:
- Onsite Training Courses—Securus offers customized training at your facility on Securus Investigative Products. This training includes hands-on activities.
- Dedicated Webinars—Online webinar training on Securus Investigative Products. These webinars are coordinated and scheduled during a convenient time for the facility.
- Monthly Webinars—Provide an introduction to Securus Investigative Products. These webinars occur every month, usually around the same time/date of each month.
- Securus University—Provides each facility with online access to product training material, including PowerPoint presentations, user guides, quick reference guides, tutorials, and other reference material. Securus University is available 24x7x365.
- Regional Investigator’s Workshops—Investigators from different regions will meet for customized onsite training on Securus Investigative Products and how to use these products to assist in their investigations.
- Regional Administrator Workshops—Administrators from different regions meet for customized onsite training on Securus products. This training focuses on features, processes, and reports that Administrators need to understand to support their Facility using Securus Products.

**SCP Training Course Modules**

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

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

<table>
<thead>
<tr>
<th>Course Module</th>
<th>Objective</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Getting Started</strong></td>
<td>• Logging in</td>
</tr>
<tr>
<td></td>
<td>• Navigating through the features</td>
</tr>
<tr>
<td></td>
<td>• Managing your password</td>
</tr>
<tr>
<td></td>
<td>• Contacting Technical Support for service calls</td>
</tr>
<tr>
<td><strong>User Administration Activities</strong></td>
<td>• Creating and changing user accounts</td>
</tr>
<tr>
<td></td>
<td>• Defining a user’s role and granting access permission</td>
</tr>
</tbody>
</table>
### Inmate Administration Activities
- Resetting a user’s password
- Deactivating and/or deleting users
- Running user management reports

### Monitoring Activities
- Adding and changing inmate phone accounts
- Deactivating inmate phone accounts
- Setting up the phones to meet your requirements
- Using administrative reports

### Investigation Activities
- Reviewing Call Detail Records (CDRs)
- Monitoring live calls
- Listening to recorded calls
- Using monitoring reports
- Saving calls and burning to CD

### Super User Activities
- Using CDRs for investigations
- Recognizing trends in inmate activity
- Using other investigative tools to collect evidence
- “Digging” into the details
- Learning time-saving tips and tricks
- Discussing actual facility situations and turning evidence into intelligence
- Troubleshooting for operational and maintenance staff to minimize unnecessary service calls

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**Technology Center**

At Securus, everything we do is for a reason. We've addressed our customers’ needs by listening and developing our own tools that deliver results. We showcase those tools at The Technology Center. Opening in June 2015, it is the ideal setup for demonstrating and training on our proven technology and sound strategies that provide success for our customers.

In 2016, the Technology Center hosted 259 facilities, 667 customers/non-customers. The all-expenses paid Executive Briefings or Executive Workshops are 1-or 2-day educational meetings.

The Executive Briefings are generally 1 day, led by Securus experts and focus on products and solutions determined by the customer.

At the 2-day Investigative Solutions Workshops attendees hear from experts in the field about the latest trends, analytics, participate in roundtables and network with colleagues and the Securus team.
In 2017, the Technology Center is on target to meet or exceed last year’s visits. Executive Workshops are held quarterly, at a minimum. All customers/non-customers are welcome to experience the Technology Center.

After each visit, an evaluation is given to each customer to gather information on how to make the Technology Center better. A survey is also used to uncover trends and issues in the industry to help Securus understand the pain-points of our customers and non-customers.

We lead the market in comprehensive technology resources that improve public safety and modernize the incarceration experience. We've built our solutions to be competitive and valuable for a wide range of customers and to be easily installed and deployed. We understand that technology alone doesn't get the job done. It is great technology in the hands of capable leaders that creates impact.

**Inmate and Friends and Family Training**

Securus will provide written training documentation and any other materials necessary for the proper and successful use of the Inmate Telephone System.

Securus supplies professional-grade, high-quality inmate flyers and friends and family posters that communicate the calling products, how they work and how to connect to Securus.

Securus will provide instructional materials as requested by PCSO-ADC for inmates or their friends and family.

Additionally, Securus supplies professional-grade, high-quality inmate flyers and friends and family posters that communicate the calling products, how they work and how to connect to Securus. Upon installation, Securus supplies these materials including an initial stock of tri-fold brochures that educate friends and family about using our accounts, contacting Securus and terms conditions. We supply these brochures to the facility at no cost including a brochure stand. Each piece includes the Securus customer service number and website so that friends and family may easily connect with our self-help or agents 24 hours a day, seven days a week all year around. Upon request, Securus can provide DVD instructions about how to use certain features such as debit or PINS. Our in-house graphic design department creates these DVDs.

### 2.8 CUSTOMER SERVICE.

Responder shall describe in detail their method for providing ongoing user and technical support for their Telephone Services System including but not limited to the following:

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus will provide ongoing user and technical support.
Ongoing User Support

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

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

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

Our friendly and knowledgeable agents can help customers with:

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

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

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

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

- A Local Exchange Carrier (LEC)-billed account bills collect calls from the facility to the local phone company. Charges appear on the called party’s monthly phone bill.
- A Direct-billed account allows collect calls to be billed monthly from Securus Correctional Billing Services. The called party creating the account will be subject to a credit check (as allowed by state regulations) to create a Direct Billed account.
- An AdvanceConnect/Prepaid account allows the inmate's friend or family to fund an account in advance and manage how much money they would like to spend on collect calls. If the inmate's friend or family member wishes to receive more calls, he or she may simply add more funds.

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

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

Securus Maintenance and Technical Support Services

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

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

- Telephone: 866-558-2323
- E-Mail: technicalsupport@securustech.net
- Fax: 800-368-3168
- Web portal @ http://www.securustech.net/facility.asp

The TSC uses a call distribution system to manage the flow of inbound customer calls automatically routing calls directly to our support technicians in a skills-based, platform specific manner. Securus establishes response times and service level agreements that accomplish our objective of providing timely resolution to each request.
Technicians assign each service request one of three initial priority levels, each with resolution and escalation timelines. Every effort is made to resolve the problem remotely within the designated timeframes, and Securus resolves most service requests during the initial request. If necessary, a field service technician is dispatched to the facility to expedite resolution.

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

2.8.1 Service level and response time guarantees including statement of current uptime percentage at a corporate level.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus has included here below the service level and response time guarantees, as well as a statement of current uptime percentage at a corporate level.

**Service Level and Response Time Guarantees**

<table>
<thead>
<tr>
<th>Priority Level</th>
<th>Service Priority Description</th>
<th>Response Time</th>
<th>Customer Communication Guideline</th>
<th>Escalations</th>
</tr>
</thead>
</table>
| P1             | A P1 is our highest service level defined as 30% or more of the functionality of the System being adversely affected by the System Event. Examples of P1 service assignments would include items such as no voice prompts, features not operating appropriately, inability to burn CD's, issues with listening to live calls, inability to access SCP UI, all phones down. | 2 hours       | • Securus Technical Support Center notifies the facility when the service issue is resolved  
• If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival | • If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request  
• Technical Support Manager & Field Service Manager  
• Technical Support Director & Field Service Director  
• VP Service & Operations |
## P2

A P2 assignment defined as 5% to 29% of the functionality of the System being adversely affected by the System Event. Examples of a P2 service assignments would include items such as workstation, specific system ports, LEC circuits, unblocks, block numbers, missing CDRs, call searching.

<table>
<thead>
<tr>
<th>P2</th>
<th>24 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Securus Technical Support Center notifies the facility when the service issue is resolved</td>
<td></td>
</tr>
<tr>
<td>- If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival</td>
<td></td>
</tr>
</tbody>
</table>

## P3

A P3 assignment defined as less than 5% of the functionality of the System being adversely affected by the System Event. Single and multiple phones related issues. Examples of P3 service assignments would include items such as static on the phone, a party not being able to hear, unable to dial, a broken phone, dial pad not working, cutoff switches not working, and inability to generate reports.

<table>
<thead>
<tr>
<th>P3</th>
<th>72 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Securus Technical Support Center notifies the facility when the service issue is resolved</td>
<td></td>
</tr>
<tr>
<td>- If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival</td>
<td></td>
</tr>
</tbody>
</table>

## Statement of SCP Uptime Percentage

The Securus Secure Call Platform (SCP) has been available since February 2006 and has never experienced a total system failure lasting more than 24 hours. SCP is currently installed and operated at more than 2,200 customer sites. Our Network Operations Center
(NOC) is dedicated to monitoring and measuring the performance of SCP. When outages occur, our NOC staff handles them quickly to limit customer impact.

The following statistics show the most recent SCP uptime through 2016:

2012 Performance:
- SCP User Interface Availability 99.929% uptime
- SCP Platform Availability 99.983% uptime
- SCP Network Availability 100% uptime

2013 Performance:
- SCP User Interface Availability 99.986% uptime
- SCP Platform Availability 100.00% uptime
- SCP Network Availability 99.994% uptime

2014 Performance:
- SCP User Interface Availability 100.00% uptime
- SCP Platform Availability 100.00% uptime
- SCP Network Availability 100.00% uptime

2015 Performance:
- SCP User Interface Availability 99.828% uptime
- SCP Platform Availability 99.865% uptime
- SCP Network Availability 99.885% uptime

2016 Performance:
- SCP User Interface Availability 99.995% uptime
- SCP Platform Availability 100.00% uptime
- SCP Network Availability 100.00% uptime

2.8.2 Problem resolution and escalation process from both a PCSO-ADC staff, accounting/finance staff and an IT/technical perspectives:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Here below Securus has described its problem resolution and escalation process for both a PCSO-ADC staff, accounting/finance staff and an IT/Technical perspective.
Network Operation Center

The Securus employees continuously monitor our Secure Calling Platform (SCP) from our Network Operations Center (NOC) at our headquarters in Dallas, Texas. The NOC is staffed 24x7x365 by network experts certified in the systems and software used to monitor all SCP functions and equipment, as well as the associated network. The NOC maintains failure reports, service history, and other diagnostic information, which are available to the County when requested.

The SCP platform provides continuous online supervision and diagnostics — as well as offline system access — for advanced programming, diagnostics, troubleshooting, and call traffic analysis. The Securus service center personnel can access the SCP advanced diagnostics and program control for failure reports, service history, and other diagnostic information.

The NOC reports any actions required to prevent or repair any outages to each Securus employee supporting PCSO. Securus will follow the County’s protocols for communicating outages or repair actions in the unlikely event they occur.

Securus Network Operations Center in Dallas, TX

Premium Network Monitoring Capabilities

Securus proactively identifies potential system and network abnormalities through SolarWinds® suite of network performance monitors. This software allows Securus personnel to monitor all hardware, software and system metrics continuously.
Through network monitoring Securus can:

- **Proactively repair systems to prevent outages.** Many times corrections are made before a facility is aware of a problem. This means less downtime and increased system reliability for the facility.

- **Alert remote or on-site engineers of system threshold inconsistencies or alarms.** The NOC communicates with engineers through e-mail, short message service (SMS), or directly through a wireless phone to address the issue.

- **Receive real-time alerts when the system detects an error.** Monitoring identifies if network elements exceeded established thresholds and alerts Securus personnel of possible carrier network issues.

- **Ensure sufficient resources are in place.** The Securus capacity engineering team reviews call traffic volume reports and storage requirements throughout all systems to ensure sufficient network capacity.

- **Centrally monitor calling traffic to determine increases or decreases in the number of telephones.** With PCSO’s agreement, the service and operations team will install additional telephones when required.

**Remote Programming, Diagnostics, and Troubleshooting**

The Securus NOC uses monitors the SCP platform and our network. The NOC can contact the Technical Support Center (TSC) if it determines that another level of technical support is needed to address an issue. This action could involve dispatching a Field Services Technician to a PCSO-ADC facility.

**Technical Support Center**

In 2009, Securus made a strategic decision to centralize management of all technical support. Today, Securus provides superior customer service capabilities from a state-of-the-art technical support center located in Dallas, Texas.

Approximately 50 technical professionals staff the Securus Technical Support Center (TSC) which handles approximately 8,000 inbound queries per month. The TSC provides a single-point-of-contact for Securus customers for issues ranging from minor maintenance issues to service outages. Clients can contact the TSC 24x7x365 by any of the following convenient methods:

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

The technical service center offers our clients:
- Technical support and field dispatch 24x7x365
- Fully trained staff of support professionals to answer calls
- Trained professionals to provide quick problem resolution and a higher level of customer service
- Service event tracking to drive resolutions
- Prioritized calls and analyzed reports to ensure achievement of Service Level Agreements
- Certified technicians to provide quick problem resolution
- System and individual site connectivity monitored 24x7x365

**24x7x365 Securus Technical Support Center**

Securus technicians receive internal Securus certifications, based on our business and the products and services we support.

**Service Levels**

When a facility calls Securus, an event tracking system assigns a trouble ticket, with one of three initial priority levels—P1, P2, or P3. Each level is designed to address specific system events and has a prescribed resolution timeline and escalation procedure. In all cases, Technical Support will respond to the customer within the required timeframe.
**Priority 1 Service Level**

A Priority 1 (P1) assignment—our highest priority assignment—occurs when a system event adversely affects 30 percent or more of system functionality. Examples of P1 service assignments include:

- Voice prompts not operating
- Features are not operating appropriately
- CD-burning abilities disabled
- Live call monitoring is not operating appropriately
- SCP access denied
- All phones out-of-service

The response time for a P1 event is two hours. If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival.

A P1 events escalate to:

- Technical Support Department
- Technical Support Manager
- Technical Support Director
- Regional Field Manager
- Executive Director of Service

If the problem resolution is delayed, escalation procedures within the Securus Management Team are activated to ensure appropriate resources are allocated to resolve the problem.

**Priority 2 Service Level**

A Priority 2 (P2) assignment—our mid-level priority assignment—occurs when a system event adversely affects 5 to 29 percent of system functionality. Examples of a P2 service assignment include problems or errors with related to:

- Workstation
- Specific system ports
- Local Exchange Carrier (LEC) circuits
- Unblocks
- Blocked numbers
- Missing call detail records (CDRs)
- Call searching
The response time for a P2 event is 24 hours. If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival.

P2 events escalate to the Technical Support Department.

Priority 3 Service Level

A Priority 3 (P3) assignment—our lowest priority assignment—occurs when a system event adversely affects 5 percent or less of system functionality. System events adversely affecting some of available facility phones. Examples of P3 service assignments include:

- Static on the phone
- A party's inability to hear
- An inmate's inability to dial
- A broken phone
- Non-functioning dial pad
- Non-functioning cutoff switches
- An inability to generate reports

The response time for a P3 event is 72 hours. If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival.

P3 events escalate to the Technical Support Department.

Escalations

If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival.

The supervisory escalation chain is:

- Technical Support Department
- Technical Support Manager
- Technical Support Director
- Regional Field Manager
- VP Service and Technical Operations

Centralized Services Operations Model

All Securus services and operations are managed centrally, from our Service and Operations organization in Dallas, Texas. The Operations team's responsibility is supporting external customers, including Customer Service, Field Services, Installation and
Engineering, and Technical Support. The Support Services team provides internal support services including Quality, Training and Customer Satisfaction, and Reporting and Analysis.

The following figure illustrates the Securus Service and Operations organization, which is staffed by full-time Securus employees.

**Services and Operations Organization**

Securus adopted this operational model because of the natural interaction between functional groups. Having our support services integrated and centrally managed enables cross-functional group interaction, improving the response time, and efficiencies of our services.

**Call Routing**

The TSC manages the flow of inbound calls through a call distribution system that routes calls directly to our support technicians in a skills-based, platform specific manner. Securus establishes response times and service level agreements that accomplish our key objective of providing timely resolution to each request. Service calls are answered 24x7x365 by live technicians to provide timely and quality customer service.
In all instances, service will be requested through the TSC and field service personnel will be dispatched through trouble ticketing system to ensure documentation and timely resolution of all service tickets.

**Event Tracking System**

The Securus event tracking system logs, tracks, manages, and assures an appropriate response to all service requests. The service request generates a unique trouble ticket number linked to each facility’s service history and provides real-time updates. Each ticket has a priority level assignment, which drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem, and resolves the problem or engages the appropriate party for problem resolution.

The TSC maintains ownership of all service requests and responsibility for the escalation and update functions. Every effort is made to resolve problems remotely and within the framework of resolution timeframes. However, if the problem requires on-site service, a technician is dispatched. Securus will contact the facility to arrange for the on-site service at the convenience of the facility.

County facilities can also open and track trouble tickets through our convenient facility portal.
Facility Portal

Securus provides customer facilities with one of the only anywhere, anytime, single-point-of-access customer portals in the industry. Approved users can access all calling activity, including all call detail reports. The Facility Portal also serves as the user interface to the Securus electronic trouble ticket system. Authorized users can initiate trouble tickets for repairs, track the real-time ticket status, and generate current and historical reports of trouble tickets with the Facility Portal. The facility Portal generates a tracking number for each ticket opened. Users can search for service tickets by ticket number or by date search. All updates are sent electronically in real-time to the originator of the ticket, as well as to the County designee.
Clicking the ticket number in the service history generates a report with ticket detail. Users can review all the notes and the final resolution of any closed ticket at any time. If the ticket is currently open, users can create a new journal note. Consent to close a ticket can also be performed using the notes section.

Example of ticket detail:
Facility Portal Reports

County users can view or download several reports from the Facility Portal:

- **Calling Activity Report** – This report provides details on the number and type of calls made from a telephone number at the facility.

- **Call Type Summary Report** – This report provides details on the number and type of calls made from a specific telephone number at the facility. Calls will be broken down by local, intraLATA, interLATA and interstate.

- **Daily Call Volume Snapshot** – This report shows a daily snapshot of calls and minutes compared to the daily average.

- **Monthly Call Frequency Chart** – This chart details the most frequently called numbers from the facility.

- **Preliminary Monthly Revenue Report** – This report details all calls, minutes and revenue for a specific date range.

- **Preliminary Daily Revenue** – This report details all calls, minutes, and revenue for a specific date.

- **Investigation Tool** – This tool allows for tracking of a specific dialed number from any of the approximately 2,600 facilities serviced by Securus.
2.8.3 System failure back up plan:

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

SCP transmits all digital voice and data using Internet Protocol (IP) on both dedicated IP and internet IP connections (data on transmitted via the Internet are encrypted). This traffic routes to one of our disaster-resistant data centers. Within the IP transport cloud, is fault tolerance, redundancy, and diversity. In the event of the failure of any individual centralized processor or system within the cloud, calls are handled by redundant equipment or are rerouted to diverse secondary routes within the network so inmate calling can continue.

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

**Disaster Recovery**

Securus Technologies has designed and implemented a robust network architecture that provides for quick disaster recovery, minimizing downtime for the Securus platform and its customers. Securus has demonstrated its ability to recover efficiently under extreme circumstances, restoring service to our customers with no data loss.

**Risk Mitigation**

Securus has implemented a platform and infrastructure designed to minimize potential outages and protect customer data. Multiple data centers, diverse network paths, redundant platform systems and proactive monitoring mitigate the majority of risks.

**Data Centers**

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

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

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

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

**Redundancy**

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

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

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

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

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

Securus maintains an inventory of spare parts for our facility-based components at our headquarters in Dallas, Texas and has distribution agreements with multiple vendors to provide expedited national delivery service. The corporate headquarters maintains a standardized emergency recovery package of frequently used spare parts and equipment that will be available for shipment to support restoral efforts at our customer sites. Our technical field representatives located throughout the country also carry an inventory of the most commonly needed spare parts. With spare parts on board our service vehicles, most facility-based equipment malfunctions can be resolved with a single site visit.

**Proactive Monitoring**

**Data Centers and Network**

Securus continuously monitors all data centers, infrastructure components, platform systems and Inmate Telephone Systems (ITS) using the SolarWinds® suite of network performance monitors. The SolarWinds® performance monitors are highly configurable to provide real-time monitoring, event notification, alert history and statistical information. An alarm condition creates immediate visual alerts and email notifications.

The Securus Network Operations Center (NOC) provides 24x7x365 monitoring for all Securus systems, including SCP, network, back-office systems and data centers. The NOC proactively monitors these systems to ensure performance is optimal and uninterrupted. In addition to system and network level monitoring, the NOC also monitors real-time video surveillance and environmental alerts for our data centers. Securus maintains a fully redundant backup NOC at a separate physical location, should services be disrupted at the primary location.
Securus Primary Network Operations Center

Securus Backup Network Operations Center
Premise Equipment

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

SolarWinds® Device Monitoring Example

In addition to real-time monitoring and alerting, Securus Technical Support also leverages the SolarWinds® network performance monitor to gather and evaluate historical data for network alerts, bandwidth usage, packet loss and hardware performance. The detailed
level of monitoring available via our network performance monitor allows the Technical Support group to take proactive steps to prevent or mitigate facility outages and to ensure the correct resources are engaged if dispatch is necessary.

**Restoration**

**Platform and Network**

In the event of a disaster impacting SCP or our network, Securus immediately assembles a team of engineers to begin investigation and restoration of services. Securus maintains a schedule of on-call personnel for immediate response to service-impacting events and will also engage 3rd party vendors if required. If a state of emergency is declared, the Securus Business Continuity Plan will be activated.

**Facility-installed Systems**

Securus prioritizes recovery of premise-based equipment by facility type and equipment location. Maximum-security institutions and institutions with high inmate phone usage receive priority. Prioritization also considers customer requirements and preferences. Securus has developed procedures (checklists) to protect personnel and equipment in the event of an emergency situation. Securus will combine headquarters and field staff efforts to expedite service recovery wherever possible. Securus coordinates each checklist to ensure compliance with each facility's guidelines.

Securus has a field support department with more than 165 field service associates supported by a centralized field dispatch team. The Field Service Technicians (FST) are strategically located to support ongoing maintenance as well as any disaster recovery situations. The FSTs are supported by senior technical support resources and engineering to expedite repairs and minimize customer downtime.

**Reporting**

Upon confirmation of a service impacting event, the Network Operations Center will issue an internal Service Interruption Report (SIR). The SIR will include the nature of the outage, impact to facilities and estimated time of restoration if known. Each incident is assigned an urgency level based on the level of customer impact.

Customer contact personnel receive SIRs, so they can communicate with customer facilities proactively or reactively as required by the facility. Additionally, when possible, Technical Support may communicate a service impacting event via a splash screen in the SCP user interface, the customer interface to SCP. Regular updates ensure that information provided is always current. Securus executives also receive all SIRs, so they are aware of all customer-impacting events.
The NOC will issue a final SIR upon issue resolution. Securus investigates each incident and completes a root-cause analysis (RCA) following all service impacting events. Once the root cause is determined, Securus makes RCA documents available customers upon request.

Performance

![Graph showing performance data]

The Securus Secure Call Platform is one of the most stable calling platforms in the industry with nearly perfect, 100% availability. Through design, proactive monitoring, and rapid-response procedures, Securus minimizes customer-impacting outages. Data storage with multiple layers of redundancy minimizes the risk of losing critical data and recordings.

When disasters strike, Securus responds quickly and methodically to ensure the fastest restoration of service possible. And we have been tested.

In the spring of 2015, the Dallas, TX area, home of two Securus data centers, was impacted by weeks of significant storms resulting in 27 deaths and more than a billion dollars of property damage due to flooding. Early one morning, lighting struck a Securus data center damaging cooling units. Normally, this cooling would have been restored within minutes, but the roads leading to the data center were closed due to flooding causing a longer response time for service technicians. Securus' equipment rapidly overheated and began...
to fail. More than a quarter million dollars of components suffered fatal damage and needed replacement. Even with this once-in-a-lifetime series of compounding events, calling services were restored the same day for most facilities, and there was no loss of customer data, investigative data or recordings.

2.8.4 Routine and extraordinary measures taken to diagnose technical problems to proactively ensure equipment and software are maintained in good working order throughout the life of the contract (SOW 2.8.2):

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus has provided here below the routine and extraordinary measures taken to diagnose technical problems to proactively ensure equipment and software are maintained in good working order throughout the life of the contract.

Network Operations Center (NOC)

Securus continuously monitors all data centers, infrastructure components, platform systems and Inmate Telephone Systems (ITS) using the SolarWinds® suite of network performance monitors. The SolarWinds® performance monitors are highly configurable to provide real-time monitoring, event notification, alert history and statistical information. An alarm condition creates immediate visual alerts and email notifications.

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Premise Equipment

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

In addition to real-time monitoring and alerting, Securus Technical Support also leverages the SolarWinds® network performance monitor to gather and evaluate historical data for network alerts, bandwidth usage, packet loss and hardware performance. The detailed
level of monitoring available via our network performance monitor allows the Technical Support group to take proactive steps to prevent or mitigate facility outages and to ensure the correct resources are engaged if dispatch is necessary.

**Infrastructure Inspections**

System Administrators make scheduled inspections of all systems and routinely perform preventive maintenance and software enhancements as directed by a Production Change Control steering group. Additionally, change control practices have been reviewed and are compliant with Sarbanes-Oxley.

**Securus Calling Platform Provisioning Standards**

All Securus calling platforms interface with industry standard analog and digital provisioned telephony circuits, such as the following services:

- POTS (plain old telephone service)
- ISDN (Integrated Services Digital Network)
- PRI (Primary Rate Interface)
- DS-1/T-1 (Digital signal 1, also known as T1)
- DS-3 (Digital Signal 3)

The PRIs (Primary Rate Interfaces) provide detailed information for advanced call routing and call progression and enforce outgoing service for our legacy platforms. Our centralized, packet-based platform, called Secure Call Platform (SCP) uses MPLS (Multiprotocol Label Switching) circuits, DSL (Digital Subscriber Line), and POTS lines.

**Field Service**

Securus employs approximately 170 field service associates including 9 Regional Managers and a centralized Field Dispatch team to support our national customer base. Frank Gonzalez, the Field Service Technician (FST) assigned to PCSO-ADC is strategically positioned to meet the PSCO’s response time requirements and resides only 8 miles from the facility.

All our FSTs are all required to have extensive telecommunication background and are Securus-certified to service our product offerings. The FTSs have direct access to senior technical support and engineering resources to expedite repairs and minimize customer downtime.

**Workflow**

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

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

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

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

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

**Service Parts**

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

**Quality**

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

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

2.8.5 Hours, duties and role of the onsite administrator (SOW 2.8.3, 2.8.4):

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Frank Gonzalez is the PCSO-ADC onsite administrator. Franks will continue to ensure that PCSO-ADC remains in full compliance with the National Detention Standards for inmate calling and to manage customer service requests.

Hours of onsite administrator

40 hours a week.

Role/ Duties of onsite administrator:

- Retrieve phone recordings for investigations.
- Handle all Inmate requests for services such as change pins, disable/enable inmate pins while on loss of privileges.
- Perform as an expert to testify, at no cost to PSCO, to the authenticity of the call recordings made on SCP, when Pinal County Attorney subpoenas for trials.
- Appear in court when Pinal County Attorney subpoenas for trials as Securus rep
- Notify the site contact when on-site
- Perform on-site routine hardware maintenance on monthly
- Check each phone at a minimum of once month for problems
- Adhere to the contractually defined maintenance schedule
- Maintain a detailed log reflecting the date each phone was last checked
- Open service ticket to address all issues
- Repair faulty hardware as required
- Conduct additional on-site visits as requested by the Securus Field Service, or Territory Managers
- Track ticket history and closure as required by the Service Manager.
- Complete site visit log
- Serve as Securus liaison
- Attend safety meetings as required by the County
- Escalate issues as needed

2.8.6 Ability to make any service, software or hardware enhancements and upgrades available to PCSO-ADC at no charge throughout the life of the contract (SOW 2.8.6):

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

After implementation of contract, Securus will make any service, software or hardware enhancements and upgrades available to PCSO-ADC at no charge throughout the contract.

We recognize that the challenges you and your officers face every day never stop evolving. When designed our centralized platform, one of our chief objectives was deploying a system that provided upgrades to all customers at regular intervals with no downtime. We achieved that objective with SCP. Securus provides upgrades to all of our customers three to four times annually through a proven and tested after hours process that allows all sites to immediately realize the benefits each upgrade. Our system delivers proven features driven by input from the most recognized corrections and law enforcement agencies in the nation.

Maintenance events are always preceded by a splash screen displayed at login notifying the facility of the upcoming upgrade and new features are discussed with customers prior to implementation. These system updates are more than simple changes. They provide meaningful features and new capabilities, which drive greater officer and community safety, staff efficiency and improved investigative response times.

The following image shows the sample splash screen that notifies users of upcoming maintenance.

Splash Screen
2.8.7 Any other customer service details the Responder would like to communicate:

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus has available for PCSO constituents the following additional customer services:

- Securus Online
- Securus Mobile App

**Securus Online**

Securus Online is our Family and Friends facing website that provides 24/7, 365 days a week access to the ability to manage all of their Securus accounts within a single, mobile-enabled portal. F&F can identify facilities we service here and fund all accounts required for communication with the inmate.

**Features**

- Single portal for all account management
- Learn about all of the services available in order to communicate with an inmate.
  - Open and fund an account or pay for services.
    - Phone products
      - Advance Connect
      - Direct Bill
      - Traditional Collect (description)
      - Inmate Debit
      - Downloadable ‘Telephone Service brochure’ (see appendix)
    - How to open and fund an account
    - Rate Quote

Users must enroll on the site to:

- Open and fund an AdvanceConnect Phone Account
- Use Direct Bill funding for calls
- Schedule and pay for a Video Visitation session
- Open and fund an Email account
- View and manage account details
Securus Mobile App

The Securus Mobile App provides expanded functionality with the release of Android 2.0, scheduled for May 17, 2017. Users will continue to schedule, pay and participate in a remote video visitation sessions. In this release, users will also be able to create a Securus account, add AdvanceConnect and make a deposit, make an Inmate Debit deposit as well as enroll in Securus Video Visitation. AdvanceConnect balance and account status is displayed and account management features such as credit/debit card update, call block/unblock and authorized phone number management. Transaction and call details can be viewed and user cans enroll/un-enroll in AdvanceConnect AutoPay or TextPay. Account passwords and 4 digit passcode can be updated.
2.9 **IMPLEMENTATION & INSTALLATION.** Responder shall describe in detail their implementation and installation strategy to include at a minimum the following:

2.9.1 Ability to have system installed and tested, and training completed by “go live” date of January 29, 2018 (SOW 2.9.1):

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Being your incumbent provider for the Inmate Telephone System, Securus will have the system installed and tested, and training completed, ready for service on the expected “go live” date of January 29, 2018. Securus will utilize expedited freight methods if required, at no cost to the County, to ensure “go live” date is met. Securus will work and integrate with any current /future commissary vendor selected by the County.

2.9.2 Roles and responsibilities of both parties, proposed timeline, and significant milestones within the timeline (SOW 2.9.2):

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus has extensive experience installing and maintaining inmate telephone systems and has developed installation and cut-over procedures that minimize disruptions and errors and maximize customer satisfaction. Securus has developed a preliminary implementation plan that includes all of the required components.

**Implementation Plan**

Securus has a proven track record of providing successful turnkey installations for mega-county, county, and city agencies, as well as large State Department of Corrections agencies. Over the last three years, our team has completed nearly 2,600 quality installations of our Secure Call Platform (SCP) and has averaged a 4.6 (out of 5) customer satisfaction rating every year.

Recent customer testimonials include:
“I could not be more pleased with the quality and professionalism of the SECURUS personnel associated with the installation of our inmate telephone system.”

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

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

-- Armando “Eddie” Valeriano, Deputy Warden, Connecticut DOC

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

-- Karl Prince, IT Manager, Louisiana DOC

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

Project Description

The PCSO-ADC implementation project includes a complete, turnkey installation of all equipment, facilities, and telephony connectivity for inmate telephone services.

Project Plan Overview

The project plan identifies the deployment of specific technologies under a phased-in schedule that delivers efficiencies where the PCSO-ADC needs efficiencies first. Securus proposes a preliminary implementation plan that transitions all inmate telephone services within 10 calendar days from the date of award. This includes complete, turn-key installation of all hardware, software, and configurations for the Inmate Telephone System (ITS).

The project begins with Securus representatives on-site at a designated PCSO-ADC location to kick-off our implementation plan within days of contract execution.
Degree of Involvement from PCSO-ADC

Securus makes every effort to limit the administrative burden that can occur during a transition of service providers. We have experience installing our SCP at nearly 2,600 customer locations. This level of experience ensures that we do not waste any of your time.

At the beginning of the project, the Securus Project Team will meet with the PCSO-ADC team on site at a PCSO-ADC location. These well-organized meetings introduce project team members and review the project plan and timetables with the PCSO-ADC team in person to ensure a successful project kick-off.

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

After each facility transitions to SCP, our Project Manager, and Field Service Technician review our quality checklists with the PCSO-ADC team.

The Securus Project Team hosts weekly stakeholder meetings with participation from the PCSO-ADC team.

At the beginning of the implementation project, the Securus Project Management Team will work with the PCSO-ADC team to identify key stakeholders and primary points of contact. The team defines roles and responsibilities for the duration of the project.

The Securus Project Management Team will establish regular meeting forums and communication protocols that accommodate the requirements of the PCSO-ADC team.

Throughout the project, our Project Management Team will provide weekly installation progress reports. The reports will include updates on all active, completed and pending installation activities.

In addition to the personal communication from our project managers, Securus can set-up automated e-mail notifications for the PCSO-ADC team. The automated e-mail notifications the communication of updates and status changes for major milestones and other tasks.

Implementation Procedures

The project plan consists of:

- Project Initiation Phase
- Project Planning Phase
- Project Execution Phase
- Project Monitoring/Controlling Phase
- Project Closure Phase

**Project Initiation Phase**

Immediately after contract award, the Securus Project Management Team hosts a meeting with the PCSO-ADC team to review project scope, critical success factors, and the implementation timeline. Site survey activities are coordinated to ensure project information matches the latest physical characteristics of each location.

**Project Planning Phase**

During the Project Planning Phase, the Securus Project Management Team coordinates material and human resources required for the project. This phase includes the coordination of travel, facility access, deliveries, and customer training. Securus works directly with all interstate, intrastate, and Local Exchange Carriers (LECs) to coordinate the installation of network services and equipment required for the project. The Securus Project Management Team coordinates all activities and timelines with the PCSO-ADC team.

**Project Execution Phase**

During the Project Execution Phase, Securus Technicians will travel to each location and complete pre-installation activities in preparation for the cut-over. The pre-installation activities include pre-wiring, hardware staging, and telecom test & turn-up activities that can be done in advance to reduce the time and complexity of the actual cut-over.

The Securus Project Management Team coordinates cut-over activities with the PCSO-ADC team and the current service provider to ensure a seamless transition of service. The transition of service can be coordinated after hours or during inmate lockdown to limit service interruptions. If a service interruption is required, the activity will be coordinated with the PCSO-ADC team at least five business days in advance.

During the cut-over, the Securus team performs a thorough inspection of the installation and resolves any issues before finalizing the implementation. The installation technicians perform a walk-through with the PCSO-ADC team to review all installation documentation and checklists. The Securus Project Management Team hosts a customer acceptance review meeting with the PCSO-ADC team after finalizing the cut-over at each location.

Onsite training and web-based training activities (if applicable) occur during this phase of the project.
Project Monitoring/Controlling Phase

During the Project Monitoring/Controlling Phase, the Securus Project Management Team focuses on completing any outstanding action items. The Securus Installation and Site Engineering Team will conduct daily diagnostic checks and monitoring to ensure the installed equipment is working well and meeting the requirements of the PCSO-ADC.

The Securus Project Management Team maintains frequent communication with the PCSO-ADC team through the resolution of all outstanding action items and final receipt of customer acceptance for the implementation project.

Project Closure Phase

During the Project Closure Phase, the Securus Project Management Team ensures there are no outstanding action items or deliverables. Securus reviews the full implementation project with the PCSO-ADC team to obtain final acceptance.

The Securus Project Management Team transitions support responsibilities to the Securus Account Management Team for long-term, ongoing account support. The Securus Project Management Team completes all internal updates and project closure activities.

Project Quality Management Plan

The Implementation Project Plan includes quality control checkpoints at important stages throughout the project. The quality control checkpoints are essential elements of the Securus project that ensure consistent, high-quality implementations. The Securus Installation Support team uses a Six Sigma quality measurement technique that identifies and removes the causes of errors and minimizes variability in the installation process. Each installation project follows a defined sequence of steps with quantifiable targets. These targets can be financial or any other measure that is important to our customers. The current process sigma is 4.12 (meaning less than five errors per 1,000 checks), with first-pass quality scores exceeding 90 percent.

Securus truly provides a level of quality assurance unmatched in our industry.

Quality Control Checkpoint 1: Customer Provisioning

Securus installation support technicians provision SCP before any on-site installation activity. Provisioning prepares our system to support the PCSO-ADC inmate calling traffic and ensures the configuration of all necessary applications and calling features. After customer provisioning is complete, the installation technician submits a quality control review form to the engineer, project manager, and account manager for the PCSO-ADC project. Each of these Securus associates must review the customer provisioning “pre-cut” record, and provide verification and approval.
Quality Control Checkpoint 2: Customer Pre-Installation

While onsite, the Securus field service technicians will complete a checklist to ensure that the physical installation characteristics meet or exceed Securus’ standards. A review of equipment inventory, equipment location, electrical, network, telecom and telephone installation standards occurs at this checkpoint.

Quality Control Checkpoint 3: Equipment Testing / Functional Validation

At this stage of the project, SCP is online, and test calls performed. This quality control checkpoint ensures that all SCP calling options are set up to meet the requirements of the PCSO-ADC. Technicians test call scenarios and phone labels, call durations, on/off times, administrative terminals, and verifies other customer configurations.

Quality Control Checkpoint 4: Customer Acceptance

The final quality control checkpoint involves a review by the PCSO-ADC team. During this review, the Securus Project Management Team provides copies of all quality control documents, equipment inventory records, and network diagrams. The Securus Project Management Team hosts a review of these documents with the PCSO-ADC team. Resolution of any outstanding deliverables or service issues occurs before completing the Customer Acceptance checkpoint.
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<td>1.1.1 Create ticket assignments for necessary departments</td>
<td>2 hrs</td>
<td>Mon 11/6/17</td>
<td>Mon 11/6/17</td>
</tr>
<tr>
<td>4</td>
<td>1.1.2 Create project in the Install Portal and setup notifications/alerts</td>
<td>2 hrs</td>
<td>Mon 11/6/17</td>
<td>Mon 11/6/17</td>
</tr>
<tr>
<td>5</td>
<td>1.1.3 Securus Project Team Project Plan and schedule review</td>
<td>2 hrs</td>
<td>Mon 11/6/17</td>
<td>Mon 11/6/17</td>
</tr>
<tr>
<td>6</td>
<td>1.1.4 Securus internal project review and kick-off meeting</td>
<td>0.25 days</td>
<td>Mon 11/6/17</td>
<td>Mon 11/6/17</td>
</tr>
<tr>
<td>7</td>
<td>1.1.4.1 Identify resources needed to complete tasks and objectives</td>
<td>1 hr</td>
<td>Mon 11/6/17</td>
<td>Mon 11/6/17</td>
</tr>
<tr>
<td>8</td>
<td>1.1.4.2 Internal discussions for video visitation inspection strategies</td>
<td>1 hr</td>
<td>Mon 11/6/17</td>
<td>Mon 11/6/17</td>
</tr>
<tr>
<td>9</td>
<td>1.2 Project Planning Phase</td>
<td>1 day</td>
<td>Tue 11/7/17</td>
<td>Tue 11/7/17</td>
</tr>
<tr>
<td>10</td>
<td>1.2.1 Securus &amp; Pinal County Jail Project Team</td>
<td>1 day</td>
<td>Tue 11/7/17</td>
<td>Tue 11/7/17</td>
</tr>
<tr>
<td>11</td>
<td>1.2.1.1 Securus Implementation Team to host kick-off call with Pinal County Jail Project Team</td>
<td>1 day</td>
<td>Tue 11/7/17</td>
<td>Tue 11/7/17</td>
</tr>
<tr>
<td>12</td>
<td>1.2.1.1.1 Review updated project plan with Pinal County Jail Project Team and make necessary adjustments</td>
<td>1 day</td>
<td>Tue 11/7/17</td>
<td>Tue 11/7/17</td>
</tr>
<tr>
<td>13</td>
<td>1.2.1.2 Discussion around required Site Survey for any updated requirements from RFP</td>
<td>1 day</td>
<td>Tue 11/7/17</td>
<td>Tue 11/7/17</td>
</tr>
<tr>
<td>14</td>
<td>1.2.1.3 Engineering review of Bill of Materials to make necessary adjustments</td>
<td>1 day</td>
<td>Tue 11/7/17</td>
<td>Tue 11/7/17</td>
</tr>
<tr>
<td>15</td>
<td>1.3 Project Execution Phase</td>
<td>5 days</td>
<td>Wed 11/8/17</td>
<td>Tue 11/14/17</td>
</tr>
<tr>
<td>16</td>
<td>1.3.1 Hardware requirements</td>
<td>5 days</td>
<td>Wed 11/8/17</td>
<td>Tue 11/14/17</td>
</tr>
<tr>
<td>17</td>
<td>1.3.1.1 Process hardware orders for any new additional hardware requirements</td>
<td>5 days</td>
<td>Wed 11/8/17</td>
<td>Tue 11/14/17</td>
</tr>
<tr>
<td>18</td>
<td>1.3.1.2 Scheduled field technician to be onsite for deployment procedures and hardware receipt</td>
<td>1 day</td>
<td>Fri 11/10/17</td>
<td>Fri 11/10/17</td>
</tr>
<tr>
<td>19</td>
<td>1.3.2 Agency Touchpoint</td>
<td>1 day</td>
<td>Mon 11/13/17</td>
<td>Mon 11/13/17</td>
</tr>
<tr>
<td>20</td>
<td>1.3.2.1 Verify Securus resources for installation procedures</td>
<td>1 day</td>
<td>Mon 11/13/17</td>
<td>Mon 11/13/17</td>
</tr>
<tr>
<td>21</td>
<td>1.3.2.2 Verify with Pinal County Jail Project team the installation schedule and Agency resources re</td>
<td>1 day</td>
<td>Mon 11/13/17</td>
<td>Mon 11/13/17</td>
</tr>
<tr>
<td>22</td>
<td>1.4 Project Controlling and Monitoring Phase</td>
<td>2 days</td>
<td>Wed 11/15/17</td>
<td>Thu 11/16/17</td>
</tr>
<tr>
<td>23</td>
<td>1.4.1 Installation - Pinal County Jail</td>
<td>2 days</td>
<td>Wed 11/15/17</td>
<td>Thu 11/16/17</td>
</tr>
<tr>
<td>24</td>
<td>1.4.1.1 Installation of hardware requirements outlined in the necessary locations</td>
<td>2 days</td>
<td>Wed 11/15/17</td>
<td>Thu 11/16/17</td>
</tr>
<tr>
<td>25</td>
<td>1.4.1.2 Customer training provided as necessary</td>
<td>1 day</td>
<td>Wed 11/15/17</td>
<td>Wed 11/15/17</td>
</tr>
<tr>
<td>26</td>
<td>1.5 Project Closing Phase</td>
<td>1 day</td>
<td>Fri 11/17/17</td>
<td>Fri 11/17/17</td>
</tr>
<tr>
<td>27</td>
<td>1.5.1 Quality Control / Checklist Reviews</td>
<td>1 day</td>
<td>Fri 11/17/17</td>
<td>Fri 11/17/17</td>
</tr>
<tr>
<td>28</td>
<td>1.5.1.1 Re-Verify all Features working properly</td>
<td>1 day</td>
<td>Fri 11/17/17</td>
<td>Fri 11/17/17</td>
</tr>
<tr>
<td>29</td>
<td>1.5.1.2 Post Cutover QA Checklist &amp; Testing Completion Validations</td>
<td>1 day</td>
<td>Fri 11/17/17</td>
<td>Fri 11/17/17</td>
</tr>
<tr>
<td>30</td>
<td>1.5.1.3 Notify Agency of completion - system is functioning correctly</td>
<td>1 day</td>
<td>Fri 11/17/17</td>
<td>Fri 11/17/17</td>
</tr>
<tr>
<td>31</td>
<td>1.5.1.4 Documentation approval provided by Pinal County Jail</td>
<td>1 day</td>
<td>Fri 11/17/17</td>
<td>Fri 11/17/17</td>
</tr>
</tbody>
</table>
2.9.3 Technical and infrastructure expertise of Responder and collaboration required by Pinal County IT to ensure smooth installation of system (SOW 2.9.3):

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus has extensive experience installing and maintaining inmate telephone systems and has developed installation and cut-over procedures that minimize disruptions and errors and maximize customer satisfaction. Securus has developed a preliminary implementation plan that includes all of the required components. Securus will act as project manager during implementation phase and provide an implementation plan detailing tasks, timelines, roles and responsibilities. The implementation plan will include acceptance tests to be approved by PCSO-ADC. For a sample implementation plan and timeline, please refer to Attachment D.

2.9.4 Cabling and wiring materials and labor required to install the system. Please include a description of any changes to existing power and space capacity that would be required (SOW 2.9.4):

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

All cabling/wiring will be installed per BICSI standards and our Field Service Specialist assigned for PCSO-ADC, Bob Madden is a BICSI certified technician. Mr. Madden will be present on site during any cable or wiring install.

2.9.5 How planned and un-planned outages or system resource reductions will be handled (SOW 2.9.6):

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will plan, coordinate, and conduct all work with minimal interruption of service to existing systems. All outages or system resource reduction will have a detailed plan of action and contingencies identified and will be approved by PCSO-ADC prior to implementation.

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

2.9.6 Any other implementation or installation details the Responder would like to communicate:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

As your incumbent provider for the past 5 years, Securus has already successfully installed and implemented all the needed equipment.
Securus Technologies is proud of our 5 year partnership with PSCO. We believe our longstanding partnership has proven we bring technology capabilities that set Securus Technologies apart from any other vendor. We have worked closely with PSCO to deploy new and existing technologies to meet the needs of the county and its constituents.

Continuing to work with Securus represents the following advantages for PSCO:

1. **Our knowledge of your needs gained from working together for over past 5 years.** Through our experience in working together, we understand your operation. You know our employees, and we know you. We understand your internal operating procedures and how things get done within your facility. There is no substitute for the experience we've both gained in working together.

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

3. **Immediate Transitioning To RFP Offer.** If you choose Securus as your future vendor, we can immediately transition you to our offer—no need to wait for project plans and installation schedules. Our continued seamless service and support ensures that your facility eliminates the unknown risk of change and liability.

4. **No Impact on Inmates or Their Family Members and Friends.** No need to establish new accounts, no need to arrange for refunds of existing accounts, no need to work through call blocking problems or answer questions about how to set up new accounts from confused end-users. No two competitors have the same rules or programs in place for completing calls. Through continuing the partnership with Securus, your staff will avoid inmate frustration and called party complaints.

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

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

7. **Avoid Having to Work With Multiple Systems and Recordings For Investigative Work.** Staying with Securus, you gain continuity between current and stored recordings. You avoid losing existing investigative history the need to re-train investigators and do not adversely impact open cases.
8. **Eliminate Risk of Performance.** Your experience with Securus provides proven experience and assurances that you are going to get what you need from a partner that you know and will continue to deliver.

2.10 Responder shall describe how rates and commissions associated with other recently awarded contracts compare with the rates and commissions Responder provides in this proposal. If significantly different, describe the drivers of the difference in price.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Part of Securus’ practice of world class service, is taking time to understand the unique needs of each and every customer. It is from this practice and joint partnerships with our customers, that we create our proposed solution to meet their specific needs. As the incumbent at Pinal County, over the years, Securus has assessed the need for low call rates without the sacrifice in revenue to support the County, the need for additional resources in Inmate Welfare, and the need for relevant technology that can make a difference. Our Financial Offer not only meets these needs, but it is highly competitive in rates, aggressive in commissions, and robust in the technology offered.

2.11 Responder may provide additional information regarding technology or services not specifically listed in the RFP that they may believe to be beneficial to the County. Please list any additional commissions, costs or reduction of commissions associated with these items in the Options tab of the Cost Response form.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

**Correctional Solution**

Although PCSO did not specifically request for Automated Information Services solution, Securus will continue to provide AIS at no cost to PCSO-ADC.

**Automated Information Services 2.0**

Automated Information Services (AIS) is the industry’s first and only hosted, interactive voice response (IVR) system that provides general facility and inmate-specific information to detainees and outside callers over the phone. AIS also can be configured to enable inmate family members and friends to open or fund a prepaid calling account or an inmate’s trust using their phone. These additional funding options make it easier for family members and friends to contribute funds, increasing a facility’s potential commissionable revenue.

All functionality is available around the clock, allowing constituents to access the system whenever they need it. AIS can be configured to provide callers:

- Criminal charges
- Bond amounts and types
- Court dates, times, and locations
- Projected release date
- Commissary balance
- Visitation eligibility
- General facility information
  - Facility location
  - Directions
  - Hours
  - Mailing policies
  - Visitation policies
  - Money deposit policies

AIS retrieves information from a facility’s various management information systems, including jail management and court systems, every 15 minutes. The service offers an English and Spanish interface, text-to-speech playback of inmate names, and a touchtone and speech recognition interface. Family members and friends access AIS by calling the facility’s normal telephone number. Inmates access their information by dialing a speed-dial code from any inmate telephone.

Additional AIS benefits include:

- Improved efficiency – quickly answering inmates, family members, and friends while freeing staff to focus on other responsibilities
- Use of phone system already installed – no need for additional hardware or wiring
- Answer 90 percent of inmate questions currently answered by corrections officers
- Reduce calls answered by staff by 80 to 90 percent – AIS provides 24-hour access and eliminates most common calls
- Realize a 200 percent increase in answered calls – able to assist callers who might otherwise hang up because of extended wait times
- Reliable system – 99.9 percent uptime service level agreement
- Usage summary emailed to the facility every month
- Increase commissionable revenue by allowing another funding method

**AIS Return on Investment**

Most facilities find incoming phone calls to be an administrative burden. Securus estimates that an average facility receives one half telephone call per day, per inmate, with each call averaging four minutes. Inmates ask facility personnel an additional one half question per
day. These activities consume administrative resources and take personnel away from their primary responsibilities.

**Jail Voicemail**

Jail Voicemail is a one-way communication product that allows family members and friends to leave a 45-second voicemail for an inmate. This provides a quick and easy way for the inmate’s loved ones to initiate communication or deliver timely information to an inmate. When an inmate calls into AIS, they will be alerted to a new voicemail message. As is the case with all inmate telephone calls, Jail Voicemail is recorded and monitored for investigative purposes.

Additional Jail Voicemail benefits include:

- Enables communication at times other than scheduled telephone calls
- Provided at no cost to the inmate or facility
- An additional revenue source for facility
- Ability to review and save messages for 60 days from the date it was created

Further, Securus has fully integrated Jail Voicemail into our Secure Call Platform (SCP) to enhance investigative capabilities. SCP has the ability to ensure Jail Voicemail recordings are readily available to the inmate and easily distinguished from other calls.

**Advanced Investigative Solutions**

The following investigative solutions were not specifically listed in the RFP, but Securus believes that they offer tremendous value to aid in investigations, provide proactive intel; and help keep your community safe:

1) **Location Based Services**

Location Based Services is exclusively a Securus product and seamlessly integrates into the Secure Call Platform system.

The Securus proprietary Location Based Services (LBS) product allows facilities to determine the true location of a cellular phone. LBS provides the following benefits to correctional institutions:

- Provides the called party’s true location at the time of an inmate’s call via a link in the call detail record (CDR)
• Able to establish “Geo-Fence” perimeters around any location to notify investigators when an inmate calls a cell phone that is within the set geo-fence
• Identifies the real-time location, on-demand, of a suspect’s cell phone, (with appropriate warrant documentation) including the location of where the call started and ended

Location Based Services
Securus’ Location Based Services provides correctional facilities, investigators, and law enforcement with the following benefits:

• Cell phone termination location at call acceptance and call end. **This means that LBS will tell you if inmates are calling someone right outside the prison walls.**
• Geo-fence perimeters or unlimited, custom boundaries that allow users to identify call termination locations within that fence
• Covert alerts that provide real-time notifications of call termination within a geo-fence
• CDR mapping of call terminations to wireless points
• Real-time location identification

Reports generated from the CDR contain an icon that identifies calls to a wireless number. LBS provides an additional link that maps the location of a wireless number when the inmate placed the call.

**Geo-Fencing**

With geo-fencing, correctional institutions can set up a perimeter around individual facilities that identifies when an inmate calls a cell phone that is located within that perimeter at the time of the call. Geo-fencing can generate a Covert Alert notification to investigators that allow them to act quickly on real-time information. This valuable capability helps protect your perimeter and is helpful in preventing escape attempts.
Covert Alert

Covert Alert allows suspicious telephone calls to be sent to a remote site for immediate monitoring. Investigators identify the criteria for the suspect calls, which can include dialed numbers, telephones, inmates PIN, or geo-fence perimeters that are under surveillance. When a call is placed by an inmate that meets the Covert Alert trigger criteria, it automatically routes the call to the pre-designated investigator phone number(s).

Once a questionable call has been sent to the remote site, authorized personnel are alerted and can monitor a call while it is in progress. The investigator simply enters the telephone number of the remote site where the suspicious calls are being housed. Any call can be sent to multiple numbers simultaneously allowing multiple investigators to listen in on the call.
Real-Time Location Services

Real-time cell phone location identifies the location of a suspect’s cellular phone, in real-time, regardless of whether or not a call is in progress. This feature aids investigators in locating persons of interest faster and requiring fewer resources. Use of this feature generally requires appropriate warrant documentation.

Location Based Services

LBS provides unmatched investigative value by showing you the geographic location where inmate phone calls are answered. Securus’ proprietary Location-Based Services delivers the following benefits:

- Increase the efficiency of your investigative staff
- Prevent and minimize contraband at your facilities
- Increase the safety and security of your community

2) Ipro

The voice biometric identification capabilities in Investigator Pro (IPRO), together with our Inmate Intercommunications Evaluation & Reporting (ICER) capabilities, will give the PCSO a well-integrated and focused tool to uncover and identify inmate attempts to hide their
identities or to communicate with other inmates either inside a facility or in other facilities across the country.

The Investigator Pro has a firmly established and solid technology foundation. The structure, algorithms, and operational capabilities of the software were in part developed through a $50M support grant to a major technical school by the Department of Defense, with sole licensing of that technology to JLG Technologies. JLG Technologies adapted the core voice identification technology for the Corrections market. IPRO is fully integrated into Securus’ Secure Calling Platform (SCP) and does not require any 3rd party software.

The following overview of features is included here to describe the capabilities of IPRO and how they benefit investigators.

- **Far More than Just a Voice Biometric Technology:** Investigator Pro is not just a voice biometric tool, it’s a thoroughly laid out set of comprehensive investigative tools that give investigators insight into what is really going on during calls. It provides actionable leads using our patented capability of identifying each inmate’s voice by name.

- **A Well-Established and Accepted Product Country-Wide:** IPRO has a 10-year track record of providing pinpoint voice accuracy capability country-wide in 243 state, county, and local correctional agencies.

- **Continuous Call Monitoring - No Gaps at Any Point in Coverage:** 100% coverage of not only each and every call, but also 100% coverage of every second of every call for both the inmate and the called party, without gaps in the conversation and without tipping off the inmate or called party.

- **Automated Voice Scoring Provides Both Speed and Accuracy in Investigations:** Accurate call scoring of each inmate’s voice on the call for identification of all inmates on all calls by name, whether or not the inmate initiated the call. IPRO’s scoring shows investigators the probability of an inmate’s voice is the voice heard on a call, e.g. 85%, 95%, 100%, to assist investigators in determining the priority of calls to listen to.

- **Automated Identification of Each and Every Call Where an Inmate’s or Called Party’s Voice Appears:** Ability for investigators to submit a sample of an inmate’s voice into the entire call database to find every call on which the inmate’s voice appears, whether or not he initiated the call. Investigators can also search on a called party’s voice and identify the calls on which that voice appears. This feature enables the investigator to search for calls to released inmates.

- **A full Screen Call Player that Pictorially Displays Details of Every Call Along with Live Action Buttons:** Investigators can view every second of every call from start to finish with the ability to scan and replay call segments, separate, graphically view, and independently listen to either/both the inmate side and called party side without the need for additional switching and listening equipment. They can vary
call replay speed, visually pinpoint, identify, and play 3-way calls, and easily make notes related to each call or call segment. If there is a need to forward an entire call or call segment, there is no need to burn to CD as IPRO enables capturing and forwarding calls and call segments via secure email, saving considerable time and handling.

- Automated Location, Isolation, and Forwarding of 3-Way Call Segments Saves a Lot of Repeat Listening Time: Using the CallPlayer as described above, the call path will automatically identify each 3-way call attempt and/or conversation without the investigator having to review the entire conversation, even if there are multiple 3-ways on the same call. The 3-way segment(s) can be isolated, sped up/slowed down, replayed, copied, and forwarded via secure email without having to burn to CD.

- A Lot of Time Saved by IPRO’s Automated, Yet-Flexible Reporting Capabilities: Investigation time will be significantly reduced by taking advantage of the system’s automated reporting capabilities or by submitting an ad hoc query to find each occurrence of an inmate’s or called party’s voice at any time on any calls.

**High Target Calls Report**

IPRO can automatically identify and present an automated list of high interest calls that have occurred since the last query period.

- Managing IPRO Use Within the Department – a Valuable Option: As with any well-developed and mature investigative tool, IPRO offers a host of internally-managed tracking tools which can be used by department management to monitor how efficiently IPRO is being used by department staff. This feature has proved valuable for larger administrations where internal operations monitoring or auditing is employed.
Investigator Pro Highlights – Powerful, Investigator-Requested Tools

- QuickFind™ puts the smartest, most requested analytics on inmates, phone numbers and calls at your fingertips.
- High-Target Calls for Your Review presents the calls inmates most want to hide—ideal for random listening requirements.
- CallPlayer Pro™'s unique investigator-friendly screen features key information along with the ability to control the playback speed, skip over silent portions of the call and make notes.
- VoiceSearch™ finds and ranks any inmate's voice on all calls, placed with or without his PIN. Investigators can also search on a called party's voice and identify the calls on which that voice appears.
- CallFinder™ puts call criteria at your fingertips to find the calls you need for your cases.
- MyCallReview™ lets you find, filter, manage and return to calls you've listened to.
- Suspicious CallFinder™ generates leads from suspicious call activity and lets you validate IPRO's results.
- NoteManager™ lets you organize, view and report on notes across calls.
- ReportMaker™ effortlessly runs reports to uncover patterns of telephone system use that may indicate illicit activities.
- IPRO flags and tracks high interest groups such as gangs, high profile inmates, institution drug dealers, escape risks, and mail-monitored inmates.
Sample Interactive Display Screens and Reports

Powerful, easy-to-use voice search and reporting tools provide detailed, accurate, and actionable leads for finding calls where inmates were trying to hide their voices. IPRO’s ability to automatically search through hundreds of thousands of calls in just a few seconds ensures significant manpower and money savings. A series of reports can be used to highlight and record even the most minute of call details.

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

Uncovering Intra-and Inter-Facility Inmate-to-Inmate Telephone Communications

In addition to Investigator Pro, Securus is pleased to offer the ICERTM (Inmate Inter-Communication Evaluation and Reporting) system. After successfully deploying the Investigator Pro continuous voice verification technology at more than 188 correctional facilities, investigators asked JLG Technologies, a Securus Technologies company, to help them identify inmates illegally communicating with other inmates using the inmate telephone system. Using sophisticated, patented technology, ICER detects and reports inmate-to-inmate phone communications occurring within the same facility, or between inmates in other participating facilities.

The Threat

Until now, inmate-to-inmate communications have essentially gone undetected because there was no practical technology to identify such communications. Inmates use conference bridges and services such as Skype and Google Voice to circumvent blocked
calls. They rely on third parties to bridge the calls, place three-way calls, or even put two speaker-phones next to one another to facilitate inmate-to-inmate conversations.

These communications facilitate criminal activities including gang-related murders, drug trafficking, racketeering, and other serious crimes. ICER alerts investigators to these events, so they can listen to and investigate them before it is too late.

**How ICER Works**

ICER uses advanced voice analysis technology to generate a “call signature” – a representation of the call that does not involve any of the original audio – for each completed inmate telephone call. Call signatures are then automatically encrypted and transmitted to the JLG Technologies data center for analysis. Because ICER does not use any of the original audio, the system is fully compliant with state laws regarding the transmission of call recordings.

ICER call signatures are created, transmitted, and received at the data center, usually within seconds of call completion. The call signature is immediately compared to other call signatures. If an inmate-to-inmate event is detected, it is logged in the ICER database, and an email alert is sent to investigators at the participating corrections agencies. Investigators then log into the ICER system for a detailed report.

To prevent the display of protected inmate data, both parties must provide electronic consent before details of the full report are made available.
ICER Event Report
Event Identified On: Mar 11, 2014
10:14 pm (EDT)

An Inmate Inter-Communications Event has been detected involving an inmate at your facility. The details of which follows below:

<table>
<thead>
<tr>
<th>Inmate</th>
<th>WILLIAMS, AURIE</th>
<th>SMITH, DAVID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency</td>
<td>Russ County Detention Center</td>
<td>Russ County Detention Center</td>
</tr>
<tr>
<td>Site</td>
<td>45678</td>
<td>24781</td>
</tr>
<tr>
<td>Inmate ID</td>
<td>0041996786</td>
<td>0042797568</td>
</tr>
<tr>
<td>Called Number</td>
<td>17024463043</td>
<td>17022141399</td>
</tr>
<tr>
<td>Station Name</td>
<td>OPEN AREA MALE - 25</td>
<td>OPEN AREA MALE - 27</td>
</tr>
<tr>
<td>Call ID</td>
<td>4631857072</td>
<td>4318321735</td>
</tr>
<tr>
<td>Call Start Time</td>
<td>Mar 11, 2014 10:12 pm (EDT)</td>
<td>Mar 11, 2014 10:13 pm (EDT)</td>
</tr>
<tr>
<td>Time into Recording (H:M:S)</td>
<td>04m:21s (261 sec)</td>
<td>03m:30s (210 sec)</td>
</tr>
<tr>
<td>Duration of Event (H:M:S)</td>
<td>01m:22s (82 sec)</td>
<td>01m:22s (82 sec)</td>
</tr>
</tbody>
</table>

A sample report with the data investigators see after granting mutual consent. Until mutual acceptance is granted, investigators only see inmate call data for their facility and limited data on the inmate from the other facility.

ICER has played a vital role in hundreds of investigations and helped to prevent crime by detecting inmate-to-inmate communication. ICER is currently operational in California, New Hampshire, Florida, Kansas, and Maryland. While participation of your facility is voluntary, this tool becomes more effective as more facilities join the ICER network.

ICER will be provided to your facility at no cost. The cost is born by a consortium of inmate telephone providers and Securus Technologies. We would be pleased to discuss ICER further with the department during contract discussions.

ICER™ is a registered trademark of JLG Technologies, a Securus Technologies company.
4) Guarded Exchange

Monitoring Services

Guarded Exchange (GEX), LLC, is an integrated Investigative Solutions Company providing highly specialized turn-key investigative solutions to corrections and law enforcement agencies. Securus Technologies acquired Guarded Exchange in October 2015 as a primary resource to bring to bear the full potential of Securus’ comprehensive suite of investigative and security products and services. Guarded Exchange aids corrections agencies in maintaining a high level of security by developing investigative tools and strategies which identify pattern changes in inmates’ behaviors that may signal suspicious activity. Through the use of GEX, users can expect to leverage an extensive list of proprietary technologies that sift through all facility data types to produce investigative opportunities. Call data records and call recordings can be reviewed and correlated against disparate facility data, live call monitoring and cellular data extraction. This investigation management component allows for Investigators and Intelligence Analysts to leverage investigative products from Securus to allow for data from inmate telephone monitoring and cellular forensics to be paired together to provide additional opportunities of interest. These investigative software products are:

- THREADS
- Investigator Pro
- ICER

Through the use of GEX services leads are chosen based on Securus’ Actionable Intelligence Potential (AIP™) scoring system. This platform can also leverage additional technologies to mine through phone calls, emails, financial transactions, and other information sources. This service is also used to identify and report variations in offender calling patterns and information based on proven tools and statistical methods. These services on their own will provide investigative leads that can be curated and presented to facilities, allowing them to spend time focusing their efforts on data that is substantiated without spending additional man hours leveraging resources to identify focused leads. Collectively, Guarded Exchange staffing, resources and expertise, coupled with Securus unsurpassed suite of integrated investigative and security tools, provide Yavapai County with unparalleled solutions to combat fraud and enhance security and safety of staff, inmates and the public at large.

National Cellular Forensics

National Cellular Forensics brings the sharing of information through mobile devices directly in to the open by allowing agencies to access device level data. The ability for agencies and organizations to pull information from confiscated cellular devices nationwide is an important next step in identifying and solving a wide of investigative scenarios. National Cellular Forensics can identify information through any communication
method utilized by cellular devices to uncover threats towards public officials, coordination of escape attempts, victim harassment and much more. Many times the equipment, licensing and training required to investigate cell phone data requires large capital investment, time, and resources than agencies are incapable of providing. In many cases phones are damaged and beyond the capability of traditional data extraction methods. In these particular cases, Securus has the ability to forensically extract data from those broken and damaged devices through highly advanced and technical methods. All of this provides facilities with the latest in cellular forensic resources, and allows Securus to deliver cellular data extraction support to any and all customers no matter how unique the request.
Attachment 1:
  Securus’ Responses to Pinal County SOW

Attachment A:
  Spillman / Securus Interface Overview

Attachment B:
  SCP Sample Reports

Attachment C:
  Sample Commission Report

Attachment D:
  Sample Implementation Plan and Timeline
ATTACHMENT 1 - SECURUS’ RESPONSES TO PINAL COUNTY SOW
1 INTRODUCTION, PURPOSE & BACKGROUND

1.1 INTRODUCTION

Pinal County covers 5,386 square miles of south central Arizona. It is located between Maricopa and Pima counties, approximately 50 miles from downtown Phoenix, and downtown Tucson. Pinal County’s population in 2012 was estimated at 385,000.
SECURUS HAS READ AND UNDERSTANDS THIS REQUIREMENT.

The economy of the County is largely based on agriculture and copper mining, with farming predominating in the western half of the County, and mining in the eastern half. Industrial and service jobs are being created in the population centers of Casa Grande, Maricopa, San Tan Valley, and Apache Junction. Pinal County has a five-member Board of Supervisors with a Board-Manager form of government.
SECURUS HAS READ AND UNDERSTANDS THIS REQUIREMENT.

1.2 PURPOSE

Pinal County is requesting proposals from qualified suppliers to establish a revenue contract with one responsible firm to provide a fully operational, secure and reliable Inmate Telephone Services System for the Pinal County Sheriff’s Office – Adult Detention Center (PCSO-ADC). All telephone calls made by inmates shall be completed on the Inmate Telephone System (except where the use of a portable TDD machine is required).

The Contractor shall provide any and all supervision, labor, materials, equipment, documentation, training, technical support and supplies necessary to install, operate and maintain an Inmate Telephone Services System for PCSO-ADC at no charge to the County. The Contractor shall be responsible for furnishing a complete and fully functional Inmate Telephone System. The proposed Inmate Telephone Service shall comply with the latest FCC rates and regulations.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

As your ITS incumbent provider, Securus is a very qualified supplier to continue providing fully operational, secure and reliable Inmate Telephone Services System for the Pinal County Sheriff’s Office – Adult Detention Center (PCSO-ADC) under a revenue share contract.

With Securus, all telephone calls made by inmates will be completed on the Secure Call Platform (SCP) - Inmate Telephone System.

Securus will provide any and all supervision, labor, materials, equipment, documentation, training, technical support and supplies necessary to install, operate and maintain an Inmate Telephone Services System for PCSO-ADC at no charge to the County. Securus will be responsible for furnishing a complete and fully functional Inmate Telephone System. Securus’ SCP will comply with the latest FCC rates and regulations.
Securus Technologies is proud of our 5 year association with Pinal County. We believe our longtime partnership has proven we bring technology capabilities that set Securus Technologies apart from any other vendor. We have worked closely with Pinal County to deploy new and existing technologies to meet the needs of the county and its constituents.

We know this RFP is about the future and choosing a supplier that will meet your needs over the next year with additional 4 one-year renewal options. We believe our proven track record and our response to this RFP demonstrate that we will continue to deliver value to the partnership going forward. We also ask that you consider the following additional advantages of continuing to work with Securus versus selecting another provider:

9. **Our knowledge of your needs gained from working together for over past 5 years.** Through our experience in working together, we understand your operation. You know our employees, and we know you. We understand your internal operating procedures and how things get done within your facility. There is no substitute for the experience we've both gained in working together.

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

11. **Immediate Transitioning To RFP Offer.** If you choose Securus as your future vendor, we can immediately transition you to our offer—no need to wait for project plans and installation schedules. Our continued seamless service and support ensures that your facility eliminates the unknown risk of change and liability.

12. **No Impact on Inmates or Their Family Members and Friends.** No need to establish new accounts, no need to arrange for refunds of existing accounts, no need to work through call blocking problems or answer questions about how to set up new accounts from confused end-users. No two competitors have the same rules or programs in place for completing calls. Through continuing the partnership with Securus, your staff will avoid inmate frustration and called party complaints.

13. **Avoid Reductions in Call Revenues.** Since call volume will continue uninterrupted, your commission payments will not be adversely impacted. Realize immediate improvement in your commissions by staying with Securus.

14. **Eliminate Unnecessary Work By Staff.** Staying with Securus means your staff does not need to learn to work with a new vendor. No extra training and no new contacts to establish. Your staff will continue to work with the same account team and field service technicians who already know your operation and already have security clearances for your facility.
15. **Avoid Having to Work With Multiple Systems and Recordings For Investigative Work.** Staying with Securus, you gain continuity between current and stored recordings. You avoid losing existing investigative history the need to re-train investigators and do not adversely impact open cases.

16. **Eliminate Risk of Performance.** Your experience with Securus provides proven experience and assurances that you are going to get what you need from a partner that you know and will continue to deliver.

The Responder shall verify the completeness of all service components and ensure that any and all equipment, materials, and services required for installation, operation, or maintenance will be provided by the Respondent without claim for payment or reduction in commission level. Pinal County shall bear no responsibility for any costs and/or liabilities arising from or associated with the Inmate Telephone Services System.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Subcontractor relationships shall be permitted, however, the prime contractor shall be responsible and accountable for the entire Inmate Telephone Services System. The prime contractor shall be the main point of contact for all services provided to the County under this contract.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus is a 100% turnkey provider and does not foresee utilizing any subcontractor for the services provided to Pinal County. Securus offers a complete inmate telephone system and we install 100% of the system hardware for all facilities and maintain the hardware for the life of the contract.

However, in the event that a subcontractor was utilized, Securus will be responsible and accountable for the entire Inmate Telephone Services System and will remain the principal point of contact for all services provided to Pinal County under this contract.

1.3 **BACKGROUND**

PCSO-ADC is located at 971 North Jason Lopez Circle, Building B, in Florence, AZ. PCSO-ADC is a 1503 bed facility comprised of 35 pods. PCSO-ADC’s average daily population is 530 inmates. Exhibit B provides the average number of inmates and their length of stay over the last 12 months. There are currently 161 phones located throughout the facility. The number and types of calls over the last year can be found on Exhibit C. The number of phones and locations of those phones can be found on Exhibit D.

**SECURUS HAS READ AND UNDERSTANDS THIS REQUIREMENT.**

2.0 **SPECIFIC REQUIREMENTS**

This system shall adhere to the following minimum specifications, performance requirements and all terms and conditions within this RFP.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**
2.1 SYSTEM DESIGN

2.1.1 The Inmate Telephone Services System shall be a turnkey, cashless telecommunications service offering a variety of payment collection methods. **SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

The Securus Secure Call Platform (SCP) is a turnkey, cashless telecommunications service offering a variety of payment collection methods.

SCP is a unique and state-of-the-art, web-based system designed to provide Pinal County with the ultimate in inmate call control and reporting.

Securus’ SCP offers a variety of payment collection methods:

- Convenient points of sale and cost-effective terms for prepaid friends and family accounts
- Numerous funding options
- In-house Securus Correctional Billing Services customer service center
- Lobby Kiosks
- Website funding
- Western Union funding
- MoneyGram funding
- Collect, prepaid collect (AdvanceConnect), prepaid calling cards, and debit options

SCP’s advanced features provide extremely powerful and flexible tools for controlling inmate calling, reducing fraud, increasing investigative capabilities, and generating valuable administrative reports. The system is designed to adapt to your facilities and operations, rather than requiring you to conform to the software.

The Securus development team custom-built SCP for the corrections industry, making this platform a fully-integrated system of simple-to-use software tools, and 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 in real time.

With software updates provided three to four times per year, SCP will keep Pinal County on the cutting edge of technology without any additional cost for system upgrades. Because SCP operates on a centralized platform, Securus can customize our solution to your specific needs, addressing the specific operating requirements of your department both today and well into the future.

SCP will support Pinal County in safeguarding the community through proactive fraud prevention and advanced investigative capabilities. SCP allows our customers to operate a smarter and more efficient jail through system interoperability while providing the
flexibility to interface with your current operations. SCP's investigative tools permit a higher degree of accuracy and allow investigators to locate inmate-calling information more quickly and reliably. The system is scalable and flexible, reducing labor demands by automating many tasks. Routine inmate calling operations can be configured to require minimal administration, allowing your staff to focus on what they do best—maintaining a safer, more secure correctional environment.

SCP also increases usability by providing anywhere, anytime access for authorized personnel. All of the investigative and administrative resources are available to approved personnel through our secure single-point of access, the SCP user interface. Users can access SCP any time from any Windows-based computer with access to the Internet allowing your investigators to follow the leads wherever they may go.

Collection methods

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

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

Securus currently does not charge a fee to establishing a prepaid collect account. Friends and family members can expedite the processing payment by utilizing a credit card for a fee of up to $5.95. Securus presently does not charge refund fees.

<table>
<thead>
<tr>
<th>Friend and Family Funding Options</th>
<th>Means to You</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>In-house Call Center</strong></td>
<td>Securus believes the customer experience should not be out-sourced to an outside vendor. As a result, our customer satisfaction scores are 20 percent higher than the industry standard. We are available so that you do not have to use staff time to answer questions on telephone account issues.</td>
</tr>
<tr>
<td>- Available 24 hours a day, seven days a week and 365 days a year</td>
<td></td>
</tr>
<tr>
<td>- Staffed with Securus US based employees</td>
<td></td>
</tr>
<tr>
<td>- Use automated telephone access or talk to a live agent</td>
<td></td>
</tr>
<tr>
<td>- Fund an account</td>
<td></td>
</tr>
<tr>
<td>o Accept Visa and MasterCard (all options may not be available to all customers based on</td>
<td></td>
</tr>
</tbody>
</table>
### Friend and Family Funding Options

- Manage account (e.g. open accounts, make or check payments, confirm rates, obtain credit limits, review call history, review account balances, manage account notifications, and get questions answered)

### Website Access
- Create an account
- Mobile-friendly
- Fund an account
  - Accept Visa, and MasterCard (all options may not be available to all customers based on our risk management practices)
- Manage account (see above description)

This is a popular option for those parties that wish to fund without interacting with a call center agent. Funding drives more calls.

### Lockbox
- Accept personal checks, money orders, and cashier's checks mailed to Securus
- No funding minimum

Cash conscious parties can fund without a transaction fee or a minimum. This allows inmates to talk with called parties who would not ordinarily be able to set-up accounts.

### MoneyGram
- Fund at over 35,000 Walmart and CVS Pharmacy locations

For those without credit cards or who want immediate account set-up with no minimum fee, we provide funding options at any MoneyGram or Western Union location.

### Western Union
- Fund at over 58,000 locations

A funding source sent by friends and family members when they visit inmates.

### Kiosks (optional)
- Available in lobby

A funding source sent by friends and family members when they visit inmates.

### Inmate Funding Options

#### Prepaid Card Vending Machine
- Maintenance free
- Available in lobby
- Promotes usage

You do not have to have your staff handling money. Cards can be dispensed right in your lobby without your involvement.

#### Inmate Debit
- Integrated with trust fund or telephone fund accounts

The integrated option allows inmates access to other accounts to fund telephone calls.

#### Kiosks (optional)
- Available in pod and at booking

A funding source sent by friends and family members when they visit inmates.

### Means to You
2.1.2 The Inmate Telephone Services System shall be capable of completing one-way, outgoing collect/debit/pre-paid calls to local, long-distance, and international numbers on landline and cellular telephones.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' SCP is an Inmate Telephone Services System capable of completing one-way, outgoing collect/debit/prepaid calls to local, long distance, and international numbers on landline and cellular telephones.

To ensure maximum security to the system, Securus provisions the trunks in the SCP data center as outgoing-only; ensuring that no incoming calls can reach the inmate. Securus has performed full testing of these trunks, verifying compliance with this requirement.

2.1.3 The Inmate Telephone Services System SHALL NOT be capable of receiving incoming calls.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus' SCP DOES NOT allow incoming calls. To ensure maximum security to the system, Securus provisions the trunks in the SCP data center as outgoing-only, ensuring that no incoming calls can reach the inmate. Securus has performed full testing of these trunks, verifying compliance with this requirement.

2.1.4 The Inmate Telephone Services System shall allow only an automated operator to place calls. The system SHALL NOT be capable of direct dialed or operator handled service calls.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' SCP only allows calls to be places through an automated operator (AOS). The system is not capable of direct dialed or operator handled service calls.

SCP includes an Interactive Voice Response (IVR) system that provides Automated Operator Services (AOS). This automated assistance uses clear and concise, professionally recorded voice prompts to establish call acceptance and to assist inmates and called parties throughout the calling process. Inmates are not capable of direct dialing or using an operator handled service.

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

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

Additional options provided by AOS include:

<table>
<thead>
<tr>
<th>Available Options to Called Parties</th>
<th>Available Options to Inmates</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Request a rate quote</td>
<td>• Listen to prerecorded announcements</td>
</tr>
<tr>
<td>• Hear the name of the facility and inmate calling</td>
<td>• Choose to place a collect or debit call; if debit, PIN entry is requested, the inmate hears the available balance in their account and the cost of the call</td>
</tr>
<tr>
<td>• Accept or reject the call</td>
<td>• Select a specific language at the beginning of the call (if configured)</td>
</tr>
<tr>
<td>• Request available balance of an AdvanceConnect account or available credit of the Direct Bill account</td>
<td>• Acknowledge that the call is going to be monitored and recorded</td>
</tr>
<tr>
<td>• Hear instructions on how to add more money to their prepaid account or pay their Direct Bill Account</td>
<td>• Hear available call time (prompt will tell the inmate call time limits based on calling schedules or calling restrictions)</td>
</tr>
<tr>
<td>• Connect to a live agent to setup a pre-paid account</td>
<td>• Identify themselves by PIN or Voice Biometrics (if configured)</td>
</tr>
<tr>
<td>• Choose to hear the prompts on the system in English, or the language selected by the inmate (if configured for this option)</td>
<td>• Add, remove, and/or listen to the phone numbers on their PAN list (if configured)</td>
</tr>
<tr>
<td>• Pay for the incoming call with InstantPay (if available)</td>
<td>• Hear optional marketing message (by request of Pinal County)</td>
</tr>
</tbody>
</table>
| • Hear optional marketing message (by request of Pinal County) | |}

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

2.1.5 Inmate Telephone Services System shall be capable of processing calls in a minimum of English and Spanish languages. It is preferable that the system be capable of processing calls in a minimum of four languages.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus’ SCP Inmate Telephone Services System is capable of processing calls in a minimum of English and Spanish languages but can expand up to nine languages.
The Securus automated operator uses clear, concise, professionally recorded voice prompts to assist the inmate through the calling process. By default, the Securus Secure Call Platform (SCP) offers language prompts in both English and Spanish. Securus can provide additional languages on request. SCP can be configured to provide prompts in as many as nine languages.

After the language prompts are set up in the SCP system, inmates select their language choice at the beginning of the call process by dialing a single digit.

During call acceptance, the called party receives the acceptance instructions in English first followed by an option to continue in the language selected by the inmate. This fraud deterrent feature eliminates inmate attempts to confuse called parties with a language they do not understand.

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

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 explain the process in a clear, easy to read manner:

**Sample Dialing Instructions in English and Spanish**

<table>
<thead>
<tr>
<th>DIALING INSTRUCTIONS</th>
<th>INSTRUCCIONES PARA LLAMADA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press ‘1’ for English</td>
<td>Marque ’2’ para español</td>
</tr>
<tr>
<td>For a collect call, press ’1’</td>
<td>Para llamada a cobrar, marque ‘1’</td>
</tr>
<tr>
<td>For a debit call, press ’2’</td>
<td>Para llamada de débito, marque ‘2’</td>
</tr>
<tr>
<td>TIPS Hotline, press ’8’</td>
<td>Para línea de aviso secreto, marque ‘8’</td>
</tr>
<tr>
<td>Enter your PIN number</td>
<td>Marque su número de identificación personal</td>
</tr>
<tr>
<td>Enter your area code and phone number</td>
<td>Marque su número de teléfono, incluya su código</td>
</tr>
<tr>
<td></td>
<td>local o lada</td>
</tr>
<tr>
<td></td>
<td>Vas a oír silencio mientras aceptan su llamada.</td>
</tr>
<tr>
<td></td>
<td>Continue esperando por favor.</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Some examples of languages that Securus has implemented in the past include:

- Afrikaans
- Arabic
- Bahasa
- Bulgarian
- Hebrew
- Hindi
- Hungarian
- Icelandic
- Slovak
- Slovene
- Somali
- Spanish (U.S., Mexico,
• Chinese (all dialects)
• Creole/Haitian
• Croatian
• Czech
• Danish
• Dutch
• Estonian
• Finnish
• Flemish
• French (Canadian and Parisian dialects)
• German/Bavarian
• Greek
• Gujarati
• Italian
• Japanese
• Javanese
• Kannada
• Korean
• Latvian
• Lithuanian
• Malay/Malayalam
• Marathi
• Norwegian
• Polish
• Punjabi
• Romanian
• Russian
• Swedish
• Tagalog
• Taiwanese
• Tamil
• Telugu
• Portuguese (Brazil and Portugal dialects)
• Turkish
• Urdu
• Ukrainian
• Vietnamese

2.1.6 The Inmate Telephone Services System shall be “host” based. Recordings shall be stored by Contractor in multiple locations to ensure catastrophic events do not compromise, alter, or destroy the integrity of the call bank. All inmate telephone recordings shall remain the sole property of the PCSO-ADC.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus’ SCP Inmate Telephone Services System is a “host” based solution. Recordings are stored by Securus within 3 carrier-class data center to ensure catastrophic events do not compromise, alter, or destroy the integrity of the call bank. All inmate telephone recordings will remain the sole property of the PCSO-ADC.

**Call Recording Storage**

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

The Securus SCP provides a unique set of features and advanced technologies to store call recordings. Traditional premises-based calling platforms use local hard drives that may fail and are susceptible to local disasters. Premises-based systems needed manual backup schemes that are no longer necessary with SCP. SCP writes all recorded calls to a Network Attached Storage array (NAS) in our primary Data Center. Each NAS array is also replicated to the secondary Data Center for redundancy and failover. All recordings created on the
platform reside in at least two of our Data Centers. Recordings can be downloaded from SCP in various, widely-used formats and copied to a CD, DVD or any portable media.

The NAS architecture makes all storage available to all servers on the network. The NAS solution delivers complete scalability for a facility’s storage requirements and supports data migration from one storage device to another and the sharing of data among different servers in a network. The NAS devices provided by EMC can scale simply by adding another node of dense SATA disk to the storage array. Within the NAS, SCP uses a software defined storage platform of very dense disk nodes. Even if three individual hard disk drives fail or one node fails, during the disk or node recovery process, the system will continue to operate without data loss.

The Securus NAS has more than two (2) petabytes of storage space in each carrier-class data center and is continuously monitored and managed through automated processes and storage policies. When these very large storage systems approach designated thresholds, Securus expands capacity to ensure all authorized call records and recordings are retained in secure, disaster-resistant locations.

The Securus data center storage solutions provide facilities with technology that is:

- **Scalable** to meet any facility’s contractually required storage demands
- **Resistant** to local disasters through multiple copies stored within the data centers and off-site
- **Highly available** through the unique architecture and design of the data storage model
- **Partitioned and compressed** to run queries faster
- **Secure, protected, and monitored** to enable total recall of data

SCP records and stores basic call data with the capability to provide management reports. Securus does not limit the call data storage time. Since every site’s requirements are different, Securus works with each facility customer to define their optimal data storage timeframe. All recordings are stored online within 3 carrier-class data centers. Typically, call detail records are stored for seven years.

**Securus Business Continuity Overview**

Securus has designed and implemented a robust network architecture that provides for real time disaster recovery, minimizing downtime for the Securus platform and its customers. Securus has demonstrated its ability to recover efficiently under extreme circumstances, restoring service to our customers with no data loss.
Risk Mitigation

Securus has implemented a platform and infrastructure designed to minimize potential outages and protect customer data. Multiple data centers, diverse network paths, redundant platform systems, and proactive monitoring mitigate the majority of risks.

Data Centers

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

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

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

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

Redundancy

Redundancy is a key component of the Secure Call Platform (SCP). While operating on a single platform, Securus' SCP runs on duplicate environments in separate data centers in Atlanta, Georgia, and Dallas, Texas. Each component has N+1 redundancy, meaning that a failure of any one component does not result in downtime because there is a backup available to resume its function. In addition to the inherent redundancy of SCP, Securus has also designed redundancy into all support systems, either through N+1 configuration,

*TIA-942 Infrastructure standards for data centers
Telecommunications Industry Association*
database clusters, virtual machines, load balancing, or other failover methods. All network transport has redundant network equipment and routing to allow traffic to reroute in the event of a failure.

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

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

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

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

Securus maintains an inventory of spare parts for our facility-based components at our headquarters in Dallas, Texas, and has distribution agreements with multiple vendors to provide expedited national delivery service. The corporate headquarters maintains a standardized emergency recovery package of frequently used spare parts and equipment that will be available for shipment to support restoration efforts at our customer sites. Our technical field representatives located throughout the country also maintain an inventory of the most commonly needed spare parts. With spare parts on board our service vehicles, a majority of facility-based equipment malfunctions can be resolved with a single site visit.
Performance

The SCP is one the most stable calling platforms in the industry, with nearly perfect, 100% uptime availability. Through design, proactive monitoring, and rapid-response procedures, Securus minimizes customer-impacting outages. Data storage with multiple layers of redundancy minimizes the risk of losing critical data and recordings.

When disasters strike, Securus responds quickly and methodically to ensure the fastest restoration of service possible. And we have been tested.

In the spring of 2015, the Dallas, Texas area, home to two Securus data centers, was impacted by weeks of significant storms, resulting in 27 deaths and more than one billion dollars of property damage due to flooding. Early one morning, lighting struck a Securus data center, damaging cooling units. Normally, this cooling would have been restored within minutes, but the roads leading to the data center were closed due to flooding, which caused a longer response time for service technicians. Securus' equipment rapidly overheated and began to fail. More than a quarter million dollars of components suffered fatal damage and needed replacement. Even with this once-in-a-lifetime series of compounding events, calling services were restored the same day for most facilities, and there was no loss of customer data, investigative data, or recordings.

2.1.7 The Inmate Telephone Services System shall be capable of inmate PIN number assignment.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.
Securus’ SCP Inmate Telephone Services System is capable of inmate PIN number assignment.

With the Securus Secure Call Platform (SCP), each inmate telephone is individually programmed for Personal Identification Number (PIN) or non-PIN operation. This provides maximum flexibility in PIN placements. For example, a facility 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. SCP has no limit or restrictions on the number of PIN or non-PIN inmate telephones operating at the facility.

Some facilities may choose to assign each inmate a unique PIN that they must enter before making a telephone call. PINs also provide an audit trail of the inmate who placed each specific call. Additionally, PINs allow the facility increased control over which inmates 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.

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

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

**Mode 1, Open PIN**

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

**Mode 2, Open PIN with Restrictions**

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

**Mode 3, Closed PIN**

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

The system can set a maximum time limit for any call or all calls from an individual PIN or all PINs. Administrators can tie many additional restrictions to any PIN or telephone, or telephone number associated with a PIN such as:

- Time of day and/or day of week
- Maximum duration of a call for that PIN or phone
- Maximum number of calls or minutes an inmate may use per day, week, or month

The calling platform automatically manages all imposed calling restrictions.

Securus provides an automated PIN and PAN management system called E-Imports that can off-load facility labor required to enter PINs and PANs manually.

2.1.8 It is desirable that an inmate's PIN work only in the POD they are assigned to.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Through provisioning at a Group Phone level, Securus SCP allows PINs to work only in the Pod they are assigned to.

2.1.9 Inmate Telephone Services System shall be capable of hard cut off through a hard-wired switch to unit control rooms.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

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

Additionally, SCP provides an On/Off Station Control feature that allows disabling phones through manual intervention or presetting calling schedules

**On/Off Station Control**

The Securus Secure Call Platform (SCP) provides complete flexibility to disable telephone use at any time of day through manual intervention or preset calling schedules.

SCP allows authorized users to disable a telephone, group of telephones, or all facility phones using any personal computer with access to the Internet. Securus is one of the only
providers to offer this capability anytime, from anywhere, 24 hours a day, seven days a week. This function allows authorized users to either kill the call immediately or allow current calls to finish while not allowing any new calls.

Disabling Telephones

2.1.10 Inmate Telephone Services System shall be capable of VOIP end points.  
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus’ SCP Inmate Telephone Services System is capable of VOIP end points.

2.1.11 Inmate Telephone Services System shall be time and date synchronized.  
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus’ SCP Inmate Telephone Services System is time and date synchronized.

2.1.12 Inmate Telephone Services System shall include administrator ID and password protection or Active Directory Authentication to limit each administrator’s access to data by a defined criteria thus limiting their access by their login (profile creation). The system shall allow PCSO-ADC supervisory staff the ability to assign varying access rights to each administrator, based on administrator’s respective role.  
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Through its multi-level password feature, Securus’ SCP includes administrator ID and password protection to limit each administrator’s access to data by defined criteria, thus limiting their access by their login (profile creation). SCP allows PCSO-ADC supervisory staff
The ability to assign varying access rights to each administrator, based on administrator’s respective role.

The Securus Secure Call Platform (SCP) provides an advanced, multi-level password scheme specifically designed to provide facility administrators the ability to assign unique levels of access to anyone using the different features of the SCP. There are view and change options for each module depending on the need of the user.

**Manage, Create, Edit, Predefine User Levels in SCP**

The administrator may modify the initial access levels or create additional levels based on facility clearance objectives for each tool. SCP generates a user log with the user name, time of access, and modules accessed.
Create New Security Templates

Additional Password Policy Options

SCP provides flexible Password Policy options, enabling administrators to customize login security to meet their needs. Passwords can be configured by location, length, days to expire, and even the number of password cycles before password reuse. Additional configuration options include reminders for password expiration and minutes of allowable inactivity before session timeout.

If a user does not change their password before expiration, the user must contact the site administrator for password reset. This administrator assigns a random password and requires the user to create a new password when they log in.

Password Configuration Options in SCP
The “Forgot Your Password” feature available from the login screen offers online support for users who have forgotten their password. System security requires users to provide the correct answers to preset questions before their password can be reset. Once a new password is created, SCP emails confirmation to the address linked to the user ID.

2.2 SYSTEM INTEGRATION/INTERFACE

The Inmate Telephone System shall effectively, efficiently, and expeditiously integrate/interface with all current and future technology systems providing service to PCSO-ADC as requested by PCSO-ADC to reduce redundant data entry, avoid unnecessary duplication of services, and increase efficiencies.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus SCP effectively, efficiently, and expeditiously integrates/interfaces with all current technology systems providing service to PCSO-ADC as requested by PCSO-ADC to reduce redundant data entry, avoid unnecessary duplication of services, and increase efficiencies. Securus will work with PCSO-ADC to provide the integration/interfaces with any future technology that PCSO-ADC would deem necessary.

**Securus Dedicated Integration Team**

Securus has proven experience with Integration. Securus currently integrates with more than 110 different vendors worldwide and more than 60 independent, facility-owned systems and shared databases.

Securus has a dedicated Integration Department that integrates various systems and products in the corrections environment. This dedicated Integration Department allows Securus to deliver fast and flexible solutions for our customers. The Securus technology has the flexibility to work with facility-owned systems, JMS, OMS, Commissary, Banking, and Kiosk vendors. Securus will fully cooperate with your facility and your vendors to automate systems.

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

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

**Securus Integration Process**

The dedicated Securus Integration team designs, develops, tests and implements all custom integrations with corrections industry vendors and banking systems to deliver fast and flexible solutions for our customers. This process is part of the overall Project Plan for the installation of the Securus Secure Call Platform (SCP). Major milestones include:
- Collect Preliminary Needs/Requirements
- Contract Signed
- Finalized Requirements document
- Approved Scope Statement
- Finalize Design Document
- Schedule Customer Implementation
- Develop Custom Integration Solution
- Test Custom Integration Solution
- Implement Custom Integration Solution
- Customer Approval and Sign-off

Securus currently integrates with more than 110 vendors worldwide, including:

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<tr>
<th>Vendor</th>
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<tr>
<td>ABL Management, Inc.</td>
<td>FirsTech</td>
<td>PTS Solutions</td>
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<tr>
<td>Aramark</td>
<td>FSG Software</td>
<td>Sleuth</td>
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<td>Archonix</td>
<td>Genesis</td>
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<td>Beacon Software Solutions</td>
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<td>Stewart Commissary</td>
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<td>Huber &amp; Associates</td>
<td>Sungard/OSSI</td>
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<td>Cirquular/SecurManage</td>
<td>ID Networks</td>
<td>SunRidge Systems</td>
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<td>CIS</td>
<td>Intellitech</td>
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<td>Cisco</td>
<td>Intergraph</td>
<td>Synergistics Software Inc.</td>
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<td>Compass Group</td>
<td>J-CORR Technologies/Abbey Group</td>
<td>Syscon</td>
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<tr>
<td>Correctional Food Services</td>
<td>Justice Data Solutions</td>
<td>TAC-10</td>
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<tr>
<td>Correctional Food Services/ITF</td>
<td>Justice Software</td>
<td>Tech Friends</td>
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<td>Keefe</td>
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<td>Cushing Technologies</td>
<td>Lawrence and Associates</td>
<td>Text and Data/JAMIN</td>
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<tr>
<td>D&amp;D Vending</td>
<td>M&amp;M Micro</td>
<td>Tiburon</td>
</tr>
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</table>
The Inmate Telephone System shall operate via interface in real-time with the County’s Jail Management System (JMS).

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus has vast experience interfacing in real-time with Spillman, the PCSO-ADC current Jail Management System (JMS).

A list of current technology system providers is included as Exhibit E. Technology services and providers may change at any time based on changes in technology and the County’s contractual agreements with vendors. By submitting a proposal for this RFP, Responder is agreeing to collaborate with any other vendor PCSO-ADC deems necessary to provide technology integrations necessary to ensure efficient service to PCSO-ADC, inmates and inmate families. Development of all required interfaces/integrations shall be the sole responsibility of the Respondent and shall be developed and available prior to implementation.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

As stated above, Securus has proven experience with Integration and currently integrates with more than 110 different vendors worldwide and more than 60 independent, facility-owned systems and shared databases, including Spillman and Keefe, current PCSO vendors.

By submitting this proposal, Securus is agreeing to collaborate with any other vendor PCSO-ADC deems necessary to provide technology integrations necessary to ensure efficient service to PCSO-ADC, inmates and inmate families. Development of all required
interfaces/integrations will be the sole responsibility of Securus and will be developed and available prior to implementation.

2.3 EQUIPMENT

2.3.1 Contractor shall provide recommendations for number and location of telephones to best serve the inmate population of Pinal County. After initial installation of equipment, the number and style of inmate telephones may be increased, decreased, or modified based on PCSO-ADC’s requirements at no cost to PCSO-ADC.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will provide recommendations for number and location of telephones to best serve the inmate population of Pinal County. After initial installation of equipment, the number and style of inmate telephones may be increased, decreased, or modified based on PCSO-ADC’s requirements at no cost to PCSO-ADC.

While traditional inmate calling systems require significant physical space for hardware, the Secure Call Platform (SCP) serves a facility (and sometimes multiple facilities) from a single 19-inch rack of equipment. When additions to the inmate calling system are necessary, the addition of an additional Integrated Access Device (IAD) is most often all that is needed. The centralized architecture of SCP is designed to accommodate the facility’s current and future needs, including new facilities or additions, rather than requiring the facility to adapt to the inmate calling system’s functionality.

2.3.2 All system equipment shall be designed for a correctional environment and in full compliance with the Americans with Disabilities Act (ADA) (TTY).

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

All Securus’ equipment is designed for a correctional environment and in full compliance with the Americans with Disabilities Act (ADA) (TTY).

Securus’ Telephones – The Industry Standard

Securus inmate telephones are the strongest and most reliable units available and are designed specifically for the corrections environment. These phones are the overwhelming choice for state prison systems, the Federal Bureau of Prisons, county, and city facilities nationwide because of their proven reliability, durability, and flexibility.

Securus is proposing Wintel® brand 7010 phone model. The following information is the manufacturer-provided telephone specifications:

Features/Options

The proposed phone models include the following features:
- Built-in user controlled volume “LOUD” button for ADA-mandated volume control (user must have control of volume amplification, AND volume must reset to normal with hang up to meet ADA requirements)
- Cold rolled steel provides rugged vandal resistant telephone housing designed for inmate use
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear® (DURA) Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hook switch lever withstand abuse and vandalism
- Armored handset cord is equipped with a steel lanyard (1000-pound pull strength) and secured with a 14-gauge retainer bracket for maximum vandal resistance
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations
- Pin-in-head security screws minimize tampering
- Hearing aid compatible and FCC registered US: 1DATE05B1TC-254, IC: 3267A-ITC254

**Compliance with the Americans with Disabilities Act (ADA) (TTY).**

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

**TDD and TTY Telephones**

The technology provided uses dedicated ports on the SCP system and eliminates the need for a correctional officer or staff member initiating the call process. The inmate placing the handset on the TTY device and entering the speed-dial number initiates the call. The inmate then communicates using the TTY device through the Securus SCP to the state’s telecommunication relay center (TRS). The information includes the option of including the inmate’s PIN, along with a pre-set toll-free number that is direct-dialed to the TRS. With TRS, a special operator communicates back to the inmate to confirm the connection and begins the call connection process to the called party who receives
the call on a collect basis.

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

2.3.3 All equipment shall be compliant with all applicable local, state and federal laws, regulations and industry standards.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' equipment is compliant with all applicable local, state and federal laws, regulations and industry standards.

2.3.4 The Inmate Telephone equipment SHALL NOT require any electrical outlets at the telephone locations.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus' SCP Inmate Telephone equipment DOES NOT require any electrical outlets at the telephone locations.

The telephone units are line-powered and require no external wiring, backup batteries, or electrical outlets at the telephone locations.

2.3.5 All equipment shall be approved by PCSO-ADC prior to installation.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

All Securus' equipment will be approved by PCSO-ADC prior to installation.

2.3.6 Telephones shall be equipped with printed instructions for obtaining service. Audible instructions shall also be available in both English and Spanish languages at a minimum.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' telephones will be equipped with printed instructions for obtaining service. Audible instructions are available in both English and Spanish languages at a minimum.

The Securus SCP default system setup provides message prompts in both English and Spanish. Inmates select a specific language at the beginning of the call process by dialing a single digit.

During call acceptance, the called party receives the acceptance instructions in English first and then receives an option to continue in the language the inmate selected. This fraud deterrent feature eliminates possible attempts by the inmate to confuse the called party with a language they do not understand.
Securus provides durable printed dialing instructions in both English and Spanish on each inmate telephone, using materials and techniques appropriate for the correctional environment that explain the process in a clear, easy to read manner:

### Sample Dialing Instructions in English and Spanish

<table>
<thead>
<tr>
<th>DIALING INSTRUCTIONS</th>
<th>INSTRUCCIONES PARA LLAMADA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press “1” for English</td>
<td>Marque “2” para español</td>
</tr>
<tr>
<td>For a collect call, press “1”</td>
<td>Para llamada a cobrar, marque “1”</td>
</tr>
<tr>
<td>For a debit call, press “2”</td>
<td>Para llamada de débito, marque “2”</td>
</tr>
<tr>
<td>TIPS Hotline, press “8”</td>
<td>Para línea de aviso secreto, marque “8”</td>
</tr>
<tr>
<td>Enter your PIN number</td>
<td>Marque su número de identificación personal</td>
</tr>
</tbody>
</table>
| Enter your area code and phone number                                              | Marque su número de teléfono, incluya su código local o la 
| You may hear silence during the acceptance of your call.  Please continue to hold. | Vase a oír silencio mientras aceptan su llamada.  Continue esperando por favor. |

Securus will also provide durable printed dialing instructions at each inmate telephone location in English, Spanish, and the other languages specified by PCSO-ADC. As a security measure, Securus will use materials and techniques appropriate for the corrections environment that explains the process in a clearly defined and easy to read manner.

2.3.7 The Contractor shall not place any advertising information on any telephone or telephone enclosure without the prior written approval of PCSO-ADC.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus will not place any advertising information on any telephone or telephone enclosure without the prior written approval of PCSO-ADC.

2.3.8 Contractor shall provide cordless phones designed for a correctional environment for segregation units. Currently PCSO-ADC uses 5 cordless phones. Contractor shall provide additional cordless phones as requested.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus will provide cordless phones designed for a correctional environment for segregation units. Additionally, Securus will provide cordless phones as requested by PCSO-ADC.

Securus’ inmate telephones are the strongest and most reliable units available and are designed specifically for the prison environment. Securus is proposing Wintel® brand 7010
phone model. The following information is the manufacturer-provided telephone specifications:

**The Industry Standard**

These phones are the overwhelming choice for state prison systems, the Federal Bureau of Prisons, county, and city facilities nationwide because of their proven reliability, durability, and flexibility.

**Features/Options**

The proposed phone models include the following features:

- Built-in user controlled volume “LOUD” button for ADA-mandated volume control (user must have control of volume amplification, AND volume must reset to normal with hang up to meet ADA requirements)
- Cold rolled steel provides rugged vandal resistant telephone housing designed for inmate use
- Confidencer technology, built into every dial, filters out background noise at the user’s location, allowing better sound to the called party
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear® (DURA) Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hook switch lever withstand abuse and vandalism
- Armored handset cord is equipped with a steel lanyard (1000-pound pull strength) and secured with a 14-gauge retainer bracket for maximum vandal resistance
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations
- Pin-in-head security screws minimize tampering
- Hearing aid compatible and FCC registered US: 1DATE05BITC-254, IC: 3267A-ITC254

**Cordless Phone**

Securus will provide the Clarity XLC2 DECT 6.0 Amplified Cordless Big Button Speakerphone with Talking Caller ID or similar cordless phone for PCSO-ADC The following information is the manufacturer-provided specifications.
The XLC2 is a loud, simple and easy-to-use amplified cordless phone featuring up to 50 decibels of Digital Clarity Power™ amplification, DECT 6.0 technology and a loud and clear speakerphone. Large, high contrast buttons are easy to press and see, and speaks the numbers as they are dialed.

Features:

- Digital Clarity Power™ amplifies incoming sound up to 50 decibels
- Three tone settings for a customized listening experience
- Amplifies outgoing speech up to 15 decibels for others to hear you better
- DECT 6.0 technology for interference-free communication
- Loud and clear speakerphone for hands-free conversations
- Illuminated talking dial pad with large buttons that speak the number that is dialed
- 12 speed dial buttons
- Flashing Visual Ringer
- Can be wall mounted to avoid using counter or desk space
- Hearing aid compatible and TIA-1083 compliant
- Direct connection to assistive listening devices or headset (2.5mm and 3.5mm)
- Dual Power Battery Backup lets you make calls when the power is out
- Backup batteries included

2.3.9 The Inmate Telephone System shall provide security protocols, encryption & firewalls. SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus takes the security and access to our software/application very seriously and hence have implemented one of the strongest controls in the industry. Securus access controls for all systems are audited for compliance with the following accreditations/certification:

- SSAE16; (SOC1, SAS70): Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organization
- SOX: The Sarbanes-Oxley Act of 2002, is a United States federal law that set new or enhanced standards for all U.S. public company boards, management and public accounting firms.

The applicability and adherence to access policies are applied across all systems with regular frequency control (Daily, Weekly, Quarterly, Semi-annual, and Annual) and overall Security protocol process flow is audited on a yearly basis.

SECURUS Technologies
Our customer facing applications use a combination of Microsoft Active Directory and Databases for authorization and authentication controls. This combination of technologies helps us implement the above mentioned access controls seamlessly in our environment for customer peace of mind.

On intrusions, every incident is evaluated individually and appropriate action is taken based on severity. The escalation process is commensurate to the event, and each event is documented and communicated for review by senior management. Securus administrators adhere to our “Cyber Security Incident Response Plan” when Network anomalies are escalated. The plan is documented within our corporate Information Security policy. Breaches, should they occur, are handled in accordance with our “Data Breach Policy” which is also defined in the Master Information Security Policy.

SCP's user interface is PCSO-ADC's window to all of its features. Because it is entirely web-based, authorized users can access the system at any time, from any location.

This system is one of the only single-point-access user interfaces in the industry, built to allow our customers complete control over their systems in a simple, reliable, secure environment.

To access the SCP interface, users open Internet Explorer and enter the URL: https://commandcenter.securustech.net and enter a valid username and password.

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

For even more security and control, user access can be programmed to restrict users to specific IP addresses within certain time limits. For example, a user could be restricted to access the SCP user interface from their workstation (and only their workstation) between the hours of 8:00 AM and 5:00 PM and their access blocked outside the facility.

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

2.4.1 Non-Chargeable Calls. The Inmate Telephone System shall provide ability for County to designate particular telephone numbers which inmates may call at no cost to the inmate, the receiving party or the County.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

With the *Free Calls* feature, Securus’ SCP Inmate Telephone System will provide ability for PCSO-ADC to designate particular telephone numbers which inmates may call at no cost to the inmate, the receiving party or the County.

**Free Calls**

Securus will provide free calls to designated individuals, including court, foreign consulates, and other authorized calls, as determined by PCSO-ADC. SCP can provide these calls through any or all inmate telephones so that PCSO-ADC staff is not responsible for escorting inmates to a designated telephone. SCP will apply parameters for automated management of the number of calls, call duration, time of day access, and phone(s) used.

Authorized PCSO-ADC staff can add numbers to the free call list through the SCP user interface, as shown in the following figure.

**Configuring Free Calls**
Securus can provide by PCSO-ADC with the ability to configure free call(s) by both inmate and phone group through SCP’s First Calls Free feature. This feature was designed to provide an efficient, automated way for staff to:

- Easily comply with legal or regulatory free call requirements
- Manage free calls with no manual intervention
- Prevent the abuse of free calls and the resulting loss of calling revenue

**How It Works**

When a new inmate is added to SCP or re-activated after being released, they will receive their first “X” number of calls free from any phone group where First Calls Free is configured. For example, if PCSO-ADC allows each inmate two free phone calls on the group of phones in the booking area, SCP will allow those two calls at no charge. The third phone call (or a phone call at a different phone group) incur charges.

Other advantages of First Calls Free are:

- SCP only recognizes the free call if the call is connected to the called party, ensuring the inmate the opportunity to instruct the called party on how to set up a prepaid AdvanceConnect account
- It is configurable by both number of free calls and phone groups, providing facilities with complete free call control
- Free calls are subject to all number blocking, and inmate suspension restrictions

**Configure First Calls Free in SCP**

![Configure First Calls Free in SCP](image-url)
**Calling Restrictions**

Every call type is subject to defined Calling Restrictions, including free calls. PCSO-ADC can also limit how many free calls an inmate can make in a specified period. Other restrictions that can be applied to free calls include:

- Limiting the number of free calls that can be connected, regardless of called party acceptance status
- Limiting the number of free calls the called party positively accepts

SCP also allows by PCSO-ADC to define how often the Calling Restrictions reset. The number of free call connects or accepts can be configured to reset:

- **Daily**
  - The “daily” reset can be configured by the number of days. For example, every three days an inmate can place one accepted free call
- **Weekly**
- **Monthly**

Authorized by PCSO-ADC users can specify what day of the month or week the rule is reset.

**Configuring Free Call Restrictions in SCP**

![Configuring Free Call Restrictions in SCP](image)

**Free by Dialed Phone Number**

Any phone number can be set up as “Free” with appropriate permissions, through the global list. The following screen shot shows how an authorized user can set the phone number with a Free dialling class of service.
Setting Free Calls in Global Lists

**Free Phones and Free Local Phones**

Securus staff can configure any phone group as a “Free” phone group or “Free Local” phone group. After creating a group, Securus can add any phone to it. Inmates can place local, intraLATA, interLATA, or interstate calls from the “Free” phones at no cost to the inmate or called party, but calls to numbers outside the local area will incur charges.

2.4.2 **Call Branding.** The Inmate Telephone System shall provide a pre-recorded introduction to the call recipient informing them that the call is originating from the Pinal County Adult Detention Center; that the call may be monitored and/or recorded; of calling rates as they may apply; and provide options for call acceptance.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

With Securus' SCP feature “Voice Overlays” the Inmate Telephone System will provide a pre-recorded introduction to the call recipient informing them that the call is originating from the Pinal County Adult Detention Center; and that the call may be monitored and/or recorded;

For calling rates that may apply and to provide options for call acceptance, Securus *Call Flow* provides the call party with these different options.

**Voice Overlays**

Securus SCP allows voice overlay messages throughout the call as an additional fraud protection feature. A message can be programmed to play at one-minute increments or a random setting. An example of a voice overlay message is “This call is from a correctional facility.”

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

**Call Flow**

SCP is capable of operating in a combination of collect call and debit modes depending on the facility and the unique needs of the PCSO-ADC.

**Specific Inmate Calling Process**

The inmate calling process is:

5. The inmate picks up the telephone.
   (Securus can add additional languages on request)
7. “For a collect call, press 1.”
8. “For a debit call, press 2.”

The following table provides calling options and the associated announcements:

<table>
<thead>
<tr>
<th>Inmate Chooses Collect Call Option</th>
<th>Inmate Chooses Debit Call Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Please enter your PIN number now.” (repeated)</td>
<td>“Please enter your PIN number now.” (repeated)</td>
</tr>
<tr>
<td>“Please enter the area code and telephone number you are calling now.” (repeated)</td>
<td>“You have (X) dollars and (X) cents.”</td>
</tr>
<tr>
<td>If voice biometrics is being used, “You will be asked to verify your voice now. Please say your name after the beep.”</td>
<td>“Please enter the area code and telephone number you are calling now.” (repeated)</td>
</tr>
<tr>
<td>If voice biometrics is being used, “Please say the facility name after the beep.”</td>
<td>“This call will cost (X) dollars and (X) cents for the first minute and (X) dollars and (X) cents for each additional minute, plus any applicable telecom and sales taxes.”</td>
</tr>
<tr>
<td>“This call is subject to monitoring and recording. To continue, press 1. To disconnect, press 2.”</td>
<td>If voice biometrics is being used, “You will be asked to verify your voice now. Please say your name after the beep.”</td>
</tr>
<tr>
<td>“You may hear silence during the acceptance of your call. Please continue”</td>
<td>If voice biometrics is being used, “Please say the facility name after the beep.”</td>
</tr>
<tr>
<td></td>
<td>“This call is subject to monitoring and recording. To</td>
</tr>
</tbody>
</table>
to hold.”

<table>
<thead>
<tr>
<th>Collect Call</th>
<th>Debit Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Hello. This is a collect call from (\textit{Inmate Name}), an inmate at the Pinal County Adult Detention Center. This call is subject to monitoring and recording.”</td>
<td>“Hello. This is a debit call from (\textit{Inmate Name}). An inmate at the Pinal County Adult Detention Center. This call is subject to monitoring and recording.”</td>
</tr>
<tr>
<td>“To accept this collect call press 1. You may start your conversation now.”</td>
<td>“To accept this debit call press 1. You may start your conversation now.”</td>
</tr>
<tr>
<td>“To refuse this collect call, press 2.”</td>
<td>“To refuse this debit call, press 2.”</td>
</tr>
<tr>
<td>“To prevent calls from this facility, press 6.”</td>
<td>“To prevent calls from this facility, press 6.”</td>
</tr>
<tr>
<td>“For a rate quote press 7.”</td>
<td>“For a rate quote press 7.”</td>
</tr>
</tbody>
</table>

During the call, random announcements (Voice Overlay) will be heard by both calling and called parties as designated by the Pinal County Adult Detention Center. At one minute before the maximum call duration, the “One Minute Remaining” message is played.

The Securus SCP plays Voice Overlay messages throughout the call as an additional fraud deterrent. The established message may be programmed to play at one-minute increments or random intervals. An example of a Voice Overlay message is “This call is from Pinal County Adult Detention Center.”

### 2.4.3 Recording & Monitoring

\textbf{The Inmate Telephone System shall provide the ability to record and monitor calls and share those recordings as necessary without alteration.}

\textit{Securus has read, understands, and will comply with this requirement.}

Securus’ SCP provides the ability to record and monitor calls, and share those recordings as necessary without alteration.

### Simultaneous Recording and Monitoring

The Securus Secure Call Platform (SCP) has an integrated recording and monitoring system. The automated system is designed to be a cost-effective solution for all correctional facilities of any size. Multiple levels of security provide that only authorized personnel can
access and monitor the inmate recordings. Authorized personnel can listen to live or archived recordings via multi-media PC interfaces connected over local area networks (LANs).

**Call Monitoring**

The SCP Live application allows for real-time monitoring of calls in progress via a multi-media PC workstation. Facility personnel (with appropriate privileges) can monitor live calls by highlighting the call in progress and clicking on the speaker icon. This process is undetectable by the inmate or the called party and does not disrupt the recording process. Concise descriptions of activity appear for each phone in use. For example, the system shows the specific telephone location, inmate PIN, the destination number dialed, city and state of the destination, and start time and duration of each call. SCP also displays any restrictions such as “watched” or “private,” and the status of the call, such as “in progress,” “calling destination,” or “getting acceptance.”

SCP can also automatically eliminate all monitoring or recording of special calls, such as calls to legal counsel, by designating the number as a “private” number. SCP prevents all unauthorized attempts to listen to private calls—the user interface will not display the speaker icon to play private calls. The call record also lists the call as “private” on the user interface.

**Call Monitoring, Silent**

When monitoring occurs, the system incorporates analog suppression/amplification hardware that allows monitoring of calls without inmate or called party detection. There is absolutely no noise, volume loss, or other indication of monitoring to assure complete investigator anonymity.

**Call Recording**

The integrated SCP recording application works independently, so there is never a need for integration of a third-party manufacturer’s product. This allows the facility to deal with a single vendor if any issues arise.

SCP writes all recorded calls to a Network Attached Storage array (NAS) in our primary Data Center. Each NAS array is also replicated to the secondary Data Center for redundancy and failover. All recordings created on the platform reside in at least two of our Data Centers. Recordings are stored on-line for immediate access for 12 months. The SCP can also burn the information to CD or DVD for additional back up, if necessary.

The SCP can record all calls simultaneously and allows personnel to listen to pre-recorded calls while active calls continue to be recorded. The system records the entire conversation from call acceptance to termination.
Remote Access to Recording and Monitoring

With integrated recording and monitoring applications, other agencies, such as the local police departments, can also access these functions. Any authorized user with an approved user name and password can easily, and remotely, access recording and monitoring of inmate calls from any computer or device with access to the Internet. Securus has tested and certified the playback of calls and live monitoring on:

- Operating Systems/Devices
  - iOS
  - Android OS
  - OS X
  - Windows
- Browsers
  - Internet Explorer
  - Firefox
  - Chrome

Sharing / Emailing Recordings

SCP provides authorized users with the capability to email and copy recorded calls onto a CD/DVD or other storage medium in audio or mp3/data format with tamper-free capabilities. This feature allows the mobility of recordings 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.

SCP provides authorized facility users the ability to send an email message to selected individuals with a link to download the recorded conversations, or attach the downloaded .wav recording file to the email. Recipients of the emailed recording can listen to the .wav file from their email device.
The recording management folders allow investigators to view the size of the folder and how that compares to the available capacity of a CD or DVD. This utility also allows authorized users to move recordings between folders to easily manage their recording files. Once downloaded, the recorded conversations may be copied to any external media device connected to the user’s PC.

2.4.3.1 An unlimited number of calls shall be able to be recorded simultaneously 24 hours per day, 7 days per week.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus’ SCP allows an unlimited number of calls to be recorded simultaneously 24 hours per day, 7 days per week.

With the exception of “privileged” calls such as calls to attorneys, clergy or doctors, all calls are recorded. SCP writes all recorded calls to a Network Attached Storage array (NAS) in our primary Data Center. Each NAS array is also replicated to the secondary Data Center for redundancy and failover. All recordings created on the platform reside in at least two of our Data Centers. Recordings are stored on-line for immediate access for 12 months. The SCP can also burn the information to CD or DVD for additional back up, if necessary.
The SCP can record all calls simultaneously and allows personnel to listen to pre-recorded calls while active calls continue to be recorded. The system records the entire conversation from call acceptance to termination.

2.4.3.2 This feature shall include the ability to listen to and extract the digital recordings of conversations, in real-time and with historical and playback capability.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Secure Call Platform (SCP) has an integrated recording and monitoring system. The automated system is designed to be a cost-effective solution for all correctional facilities of any size. Multiple levels of security provide that only authorized personnel can access and monitor the inmate recordings. Authorized personnel can listen to live or archived recordings via multi-media PC interfaces connected over local area networks (LANs).

Call Monitoring

The SCP Live application allows for real-time monitoring of calls in progress via a multi-media PC workstation. Facility personnel (with appropriate privileges) can monitor live calls by highlighting the call in progress and clicking on the speaker icon. This process is undetectable by the inmate or the called party and does not disrupt the recording process. Concise descriptions of activity appear for each phone in use. For example, the system shows the specific telephone location, inmate PIN, the destination number dialed, city and state of the destination, and start time and duration of each call. SCP also displays any restrictions such as “watched” or “private,” and the status of the call, such as “in progress,” “calling destination,” or “getting acceptance.”

SCP can also automatically eliminate all monitoring or recording of special calls, such as calls to legal counsel, by designating the number as a “private” number. SCP prevents all unauthorized attempts to listen to private calls—the user interface will not display the speaker icon to play private calls. The call record also lists the call as “private” on the user interface.

Call Monitoring, Silent

When monitoring occurs, the system incorporates analog suppression/amplification hardware that allows monitoring of calls without inmate or called party detection. There is absolutely no noise, volume loss, or other indication of monitoring to assure complete investigator anonymity.

Call Recording

The integrated SCP recording application works independently, so there is never a need for integration of a third-party manufacturer’s product. This allows the facility to deal with a single vendor if any issues arise.
SCP writes all recorded calls to a Network Attached Storage array (NAS) in our primary Data Center. Each NAS array is also replicated to the secondary Data Center for redundancy and failover. All recordings created on the platform reside in at least two of our Data Centers. Recordings are stored on-line for immediate access for 12 months. The SCP can also burn the information to CD or DVD for additional back up, if necessary.

The SCP can record all calls simultaneously and allows personnel to listen to pre-recorded calls while active calls continue to be recorded. The system records the entire conversation from call acceptance to termination.

**Remote Access to Recording and Monitoring**

With integrated recording and monitoring applications, other agencies, such as the local police departments, can also access these functions. Any authorized user with an approved user name and password can easily, and remotely, access recording and monitoring of inmate calls from any computer or device with access to the Internet. Securus has tested and certified the playback of calls and live monitoring on:

- Operating Systems/Devices
  - iOS
  - Android OS
  - OS X
  - Windows
- Browsers
  - Internet Explorer
  - Firefox
  - Chrome

2.4.3.3 These recording shall have capability to be turned on or off through programming by vendor with ability of Detention staff to designate certain calls as non-monitorable or non-recordable calls.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

SCP can automatically bypass monitoring and recording special calls by designating numbers, such as calls to attorneys, clergy, or doctors as “private.”

Before installing SCP, Securus will import all known attorney numbers from a list provided by the State Bar Association to the SCP system. The web-based SCP user interface makes it easy for administrators to maintain this database and, as always, Technical Support is
available 24 hours a day, seven days a week to assist with any service needs in maintaining this data. New numbers added are updated for all facilities within the PCSI-ADC network.

To further maintain the integrity of attorney-client and other privileged calls, Securus offers an optional patented service called Two-Party Active Consent. Two-Party Active Consent ensures that both the inmate and called party give their “permission” to record and/or monitor their call.

2.4.3.4 All recordings shall be retained by Contractor for a minimum of two years from the date the call was placed.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

SCP records and stores basic call data with the capability to provide management reports. Securus does not limit the call data storage time. Since every site’s requirements are different, Securus works with each facility customer to define their optimal data storage timeframe. All recordings are stored online within both carrier-class data centers. Typically, call detail records are stored for seven years.

2.4.4 Call Duration Limits. The Inmate Telephone System shall be capable of programmed call duration limits as set by PCSO-ADC. The system shall automatically terminate a call after providing a warning. The capability of providing different time limits for individual inmates, pods, and designated groups of telephones is desirable.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus SCP Inmate Telephone System is capable of programmed call duration limits as set by PCSO-ADC through the Call Duration feature. SCP automatically terminates a call after providing a warning. The capability of providing different time limits for individual inmates, pods, and designated groups of telephones is met through Securus’ SCP feature Programming Calling Schedules.

Duration

The Securus Secure Call Platform (SCP) can set a maximum time limit for any call or all calls related to an individual PIN or all PINs. Administrators can tie many additional restrictions to any PIN or telephone:

- Maximum duration of a call for PIN
- Maximum number of concurrent calls to any number or from that PIN

To reduce workload for facility personnel, SCP automatically manages all imposed restrictions.

Programming Calling Schedules

The Securus Secure Call Platform (SCP) has automated calling schedules if the facility needs to shut off the telephones during certain times of the day or night without staff.
intervention. Calling schedules can have multiple on and off times during the day, within a week, and by day of the week. Calling schedules can be configured and applied to individual telephones, groups of telephones, individual inmates, and globally.

Programming Calling Schedules

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

Call Termination Warning

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

2.4.5 Call Blocking.

2.4.5.1 The Inmate Telephone System shall be capable allowing PCSO-ADC to block telephone service to any particular inmate, telephone or group of telephones as required.

SECURUS HAS read, understands, and will comply with this requirement.

Securus’ SCP Inmate Telephone System is capable of allowing PCSO-ADC to block telephone service to any particular inmate, telephone or group of telephones as required.
2.4.5.2 The Inmate Telephone System shall be capable of blocking an unlimited amount of telephone numbers as deemed necessary by PCSO-ADC. The system shall allow PCSO-ADC staff the ability to update the blocked call list in real-time. 

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus will establish a global call blocking table during installation that prevents inmates from making calls to specific numbers. Typically, the database includes numbers to local judges, sheriffs, facility personnel, jury members, attorneys and witnesses. SCP offers unlimited blocking so the call blocking table may contain as many entries as needed.

All dial-around area codes and exchanges, such as 800, 900, and 976, are blocked by default. Access to live operator services, such as 0, 411, and 911, are also blocked by default.

Authorized facility personnel can administer blocked numbers using the SCP user interface. All blocked numbers have an associated “Note” field stored in the blocked number database to record specific information for future reference.

![Global Lists – Number Blocking](image_url)

2.4.5.3 The call recipient shall have the option to block all future inmate call attempts at the time a call is received. 

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

With Securus’ SCP, the call recipient has the option to block all future inmate call attempts at the time a call is received.

SCP's automated operator provides a Perma Block process, which allows a called party to block their number permanently. This feature may be used to block calls from any inmate in the facility. The ability to immediately block calls helps reduce the number of called party complaints. The called party can also choose to end the call by hanging up.
When the called party answers the phone, SCP's advanced answer detection triggers the call acceptance voice prompt. The called party hears, “Hello, you are receiving a collect call from [inmate's name], an inmate at the Pinal County Jail / Adult Detention Center. This call is subject to monitoring and recording.” SCP then gives the called party the following menu options:

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

2.4.5.4 The system shall always prevent the following types of calls:

- 911 and all other local emergency numbers
- All 800 services
- All 900 services
- 411 numbers and all other directory assistance
- Three Way Calls
- Access to live operators
- Calls to pay phones
- Credit card calls

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

All dial-around area codes and exchanges, such as 800, 900, and 976, are blocked by default. Access to live operator services, such as 0, 411, and 911, are also blocked by default.

2.4.6 No charges for long distance calls shall begin until the call recipient accepts the call. SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

No charges for long distance calls will begin until the call recipient accepts the call.

Billing for inmate calls begins upon positive acceptance of a call by the called party.

SCP requires active “called party” acceptance using touch-tones to complete calls. When the called party answers the phone, SCP’s answer detection triggers the call acceptance voice message. This message announces the inmate’s call and asks the called party to accept or reject the charges of a collect call. The called party is instructed to dial a single digit on their telephone to accept the collect call charges, or hang-up to disconnect the call and refuse charges.
2.4.7 The system shall have full-time fraud protection against at a minimum: hook switch calls, credit card calls, directory assistance calls, call forwarding, conference calls, and second party calls.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' SCP system has full-time fraud protection against at a minimum: hook switch calls, credit card calls, directory assistance calls, call forwarding, conference calls, and second party calls.

**SCP Constant Fraud Controls**

Significant emerging threats are call diversion schemes that mask the true destination of calls. Securus provides the most advanced fraud detection capabilities in the correction industry. The Securus Secure Calling Platform (SCP) continuously analyzes call data and system parameters to detect any anomalies, hardware failures, fraud indications, or unusual usage patterns. SCP logs all telephone activity and statistically analyzes it to detect attempts at call forwarding, three-way calling, ‘hookswitch dialling’, ‘black boxing’, ‘hacking’, and other fraudulent telephone activities.

The SCP will provide, at a minimum, the following fraud prevention aids:

- Detection of three-way calls (patented)
- Elimination of secondary dialing
- Prevention of switchhook dialing
- Limits the number of times an inmate can redial a telephone number within a specific period (parameters to be set by the Department)
- Collection and prevention of DTMF
- Detection of call forwarding

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

2.5.1 The Inmate Telephone System shall provide a method for PCSO-ADC to be alerted when a telephone call to a particular number or from a particular inmate has been placed to allow live listening and/or participation in the conversation. SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Covert Alert

The Secure Call Platform (SCP) includes the Covert Alert feature that will call an investigator on their cellular or another phone when a specific inmate places a call and offer them real-time monitoring of that call.

Configuring an Alert Notification

Covert Alert can bridge a call to an authorized remote number for dialed numbers, phones, or inmate PINs are under surveillance by investigators. The Covert Alert feature allows authorized personnel to monitor a call, from any location, while the call is in progress.
When a call is placed by an inmate, or to a phone number that has a Covert Alert trigger, it is automatically sent to the designated investigator phone number(s). A call can be sent to multiple numbers simultaneously allowing several investigators to listen to the call.

Covert Alert can send calls to any phone number within the facility or across the United States. Investigators can also monitor calls through on-site workstations using the SCP Live Monitor, or remote live call-forwarding feature. This allows facility investigators to monitor potential illicit activities regardless of the investigator's location.

Covert Alert can send E-mails to the investigator(s) with information about a Covert Alert call including date, time, inmate PIN, originating telephone, and dialed number immediately after the called party accepts the call. The following figure provides a sample e-mail alert:

**Alert Notification E-Mail**

Investigators can also choose to receive a covert alert via text message. The text message includes the date, time, inmate PIN, originating telephone, dialed number, and an indication if the call has been recorded. The following figure provides a sample text message alert.

**Additional Security Feature**

For extra security, Coverts Alert can be configured to require a PIN to listen to the call. If activated, a customizable message will state, “This is a Covert Alert call from John Smith, an inmate at Pinal County Adult Detention Center. To accept this Covert Alert call, please enter your investigator PIN now.”:
“Barge In”

While on the covert alert call, the investigator can immediately terminate the call by pressing a predetermined code. Covert Alert can also be configured to allow investigators to enter a code and “Barge In” to the call and speak to both the inmate and called party. This “Barge In” capability is available through both Covert Alert and on calls forwarded from SCP Live Monitor. When monitoring a conversation, the call can be forwarded to an investigator cell phone, office phone, or other designation, allowing them to barge into the conversation using the predetermined barge in code and acceptance digit.

Covert Alert Call Detail Record Report

The Covert Alert Call Detail Record Report allows authorized users to search for calls that triggered a Covert Alert. The report provides comprehensive detail regarding the call.

2.5.2 The Inmate Telephone System shall provide method for extracting call recordings and results from investigative tools for use outside of the Contracted vendor’s hosted software. SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

SCP provides authorized users with the capability to email and copy recorded calls onto a CD/DVD or other storage medium in audio or mp3/data format with tamper-free capabilities. This feature allows the mobility of recordings 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.
SCP provides authorized facility users the ability to send an email message to selected individuals with a link to download the recorded conversations, or attach the downloaded .wav recording file to the email. Recipients of the emailed recording can listen to the .wav file from their email device.

**Emailing Recording Options**

The recording management folders allow investigators to view the size of the folder and how that compares to the available capacity of a CD or DVD. This utility also allows authorized users to move recordings between folders to easily manage their recording files. Once downloaded, the recorded conversations may be copied to any external media device connected to the user’s PC.

Furthermore, The Securus Secure Call Platform (SCP) Investigative Report modules allow investigators to save a report as a file, in Adobe® PDF format, Microsoft® Excel, or Comma Separated (CSV) file formats. Users can save reports to several destinations or upload data from the report into another database for further analysis. This feature provides fast and convenient access to reports for future retrieval or sharing and further data analysis through statistical tools and investigative purposes.
2.5.3 Inmate Telephone System shall allow secure access for investigative purposes through the internet both on and off-site.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

The Securus Secure Call Platform (SCP) is a state-of-the-art, web-based system designed to provide PCSO with the ultimate in inmate call control and reporting. SCP increases usability by providing anywhere, anytime access for authorized personnel. All of the investigative and administrative resources are available to approved personnel through our secure single-point of access, the SCP user interface. Users can access SCP any time from any Windows-based computer or mobile devices with access to the Internet allowing your investigators to follow the leads wherever they may go.

SCP’s advanced features provide extremely powerful and flexible tools for controlling inmate calling, reducing fraud, increasing investigative capabilities, and generating valuable administrative reports. The system is designed to adapt to your facilities and operations, rather than requiring you to conform to the software.

2.6 REPORTING & ACCOUNTING

2.6.1 Contractor shall maintain all financial books, records, and documents in accordance with generally accepted accounting practices (GAAP).

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus has developed the best internal controls in the industry to make sure we follow our processes and that our information is accurate and ensure its security. We are Sarbanes-Oxley certified. Further, we also have SOC-1 (formerly known as a SAS 70 Type II Audit) certification. These two certifications require us to pass rigorous evaluations of internal controls by an outside auditor. These certifications require not only the presence of solid controls but also proof the controls are effective. No other inmate phone provider has obtained either of these certifications.

Securus also employs an internal audit team that constantly reviews and audits our systems and security procedures and verifies our performance compared to our standards.

Strong internal controls protect customer information and ensure the accuracy of accounting and commission payments.

2.6.2 Contractor shall provide access and/or reporting of transaction data, including but not limited to revenues and commissions under this contract, financial books, records, and documents as requested by PCSO-ADC or Pinal County Finance Department for auditing purposes.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus will provide PCSO-ADC with one of the only anywhere, anytime, customer portals in the industry. At any time, 24 hours a day, seven days a week, customers can securely access all system functions through the SCP web-based interface including reporting.
functions, recordings, live call monitoring, and all configuration settings. Authorized users only need a PC with Internet Explorer 6.0 or higher software. PCSO-ADC can control when users log in based on time of day and day of the week or allow anytime/anywhere access.

The Securus SCP audit and tracking feature logs each users specific activities for investigative purposes. This activity log that can be accessed by specified site administrators only or by site personnel with authorized security credentials.

The audit and tracking feature logs:

- When a user logs in to the system
- How long a user stays in the system
- Which recordings were monitored or played by a specific user
- What the user did with a recording
- Changes to custody accounts
- Changes to Personal Allowed Number (PAN) lists
- Changes to Global List entries
- Changes to security templates

2.6.3 Commissions.

2.6.3.1 Commissions shall be paid on a monthly basis within 15 days after the close of the month and shall be accompanied by a detailed commission report and signed statement of accuracy by authorized representative of Contractor. A late charge of five percent (5%) per month shall be assessed on all commission payments not made within the thirty (30) day period.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will continue to provide monthly commission statements as we have done over the past term of our contract.

Should the County need a different form to the current process, we welcome the opportunity to partner with Pinal to align to a mutually agreeable new solution.

2.6.3.2 Commission checks shall be made payable to the “Pinal County Adult Detention Inmate Welfare Fund”.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Commission checks will be made payable to the “Pinal County Adult Detention Inmate Welfare Fund”. 
2.6.3.3 A revenue and commission detail report shall be provided to PCSO Finance and PCSO-ADC after the close of each month's business.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

PCSO-ADC can access a comprehensive usage and revenue report through the Securus Facility Portal.

The Facility Portal allows all facility customers to view commission reports, preliminary revenue reports, investigative tools, trouble ticket system, and a wide variety of other time-savings and revenue-generating features and services. These new tools provide unmatched visibility into financial and operational performance while automating many administrative tasks.

No other inmate telephone services provider offers the breadth and versatility of the Securus Facility Portal.

A sample commission report is in *Attachment C* for your review.

2.6.3.4 The County shall reserve the right to have an independent party, of the County's choice, perform any or all audits and examinations pertaining to the agreement.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus is proud to be Sarbanes-Oxley Section 404 compliant and SOC-1 (formerly known as SAS-70 Type II), certified. These widely-recognized distinctions confirm that the company has effective controls and safeguards in place to manage its financial matters. Unlike our competitors that do not provide transparency or vigor in their financial reporting, PCSO-ADC will get accurate and timely reporting and commission payments from Securus.

2.6.4 Inmate Telephone System software shall provide a variety of reporting capabilities for investigative, accounting, maintenance, and administrative purposes.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

The Securus Secure Call Platform (SCP) has a dedicated report 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:

- Microsoft® 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, duration, telephone number, origination, destination, inmate ID, termination reason, and more. SCP retains call details on all call attempts. 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 offender
- Destination number (partial or full number entry)
- Date and time range
- Call frequency
- Call type (completed, incomplete, blocked)
- 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
- Offender name
- Offender PIN (if used) and/or account number
- Prepaid calling card number
- Destination zone (local, interLATA, interstate, intraLATA, international)

The Investigative Reports section compiles data and opens the information in a report format, on the workstation monitor. Investigative Reports provides multiple functions for call playback and copying call recordings to remote media. Authorized personnel can use this unique application to generate a report even when only a little information is available.

A full set of reports that administrative users need daily, as well as a full set of investigative reports, makes Securus’ Standard Reports generator anything but standard.

2.6.5 Reports provided by the Inmate Telephone System software shall have ability to be viewed and exported to excel, word and/or PDF formatted documents.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus Secure Call Platform (SCP) Investigative Report modules allow investigators to save a report as a file, in Adobe® PDF format, Microsoft® Excel, or Comma Separated (CSV) file formats. Users can save reports to several destinations or upload data from the report into another database for further analysis. This feature provides fast and convenient access to reports for future retrieval or sharing and further data analysis through statistical tools.
2.7 TRAINING

2.7.1 Contractor shall provide initial and ongoing, user, administrative, and investigative training to PCSO-ADC and PCSO Finance staff to be conducted at PCSO.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will provide initial and ongoing, user, administrative, and investigative training to PCSO-ADC and PCSO Finance staff to be conducted at PCSO.

Hands-on training is conducted by experienced Securus employees at your facility through classroom training for contract renewal and twice-monthly instructor-led online classes for your new staff. Since our products are web-based, after a two or three-hour training session, most facility staff can easily maneuver through the system’s features.

Securus offers the following training programs for our facility customers:

- Onsite Training Courses—Securus offers customized training at your facility on Securus Investigative Products. This training includes hands-on activities.
- Dedicated Webinars—Online webinar training on Securus Investigative Products. These webinars are coordinated and scheduled during a convenient time for the facility.
- Monthly Webinars—Provide an introduction to Securus Investigative Products. These webinars occur every month, usually around the same time/date of each month.
- Securus University—Provides each facility with online access to product training material, including PowerPoint presentations, user guides, quick reference guides, tutorials, and other reference material. Securus University is available 24x7x365.
- Regional Investigator’s Workshops—Investigators from different regions will meet for customized onsite training on Securus Investigative Products and how to use these products to assist in their investigations
- Regional Administrator Workshops—Administrators from different regions meet for customized onsite training on Securus products. This training focuses on features, processes, and reports that Administrators need to understand to support their Facility using Securus Products.

Securus provides product training for all SCP features in the agreement with the
County. Experienced Securus employees conduct all training through online instructor-led classes or on-site, one-on-one and classroom training sessions at no cost. We deliver standard training using both hands-on experiences with your data and using instructor demonstrations to ensure each trainee understands all SCP functions.

Securus training programs enable facility staff to use all features the first day of installation. Since our products are web-based, after a two or three-hour training session, most facility staff can easily maneuver through the system’s features.

In addition to standard training, Securus will develop an online training experience to meet the unique needs of your staff and facility. We offer separate classes focused on different agency functions such as investigations, live call monitoring, and system administration. Securus offers online instructor-led courses available twice a month throughout the year for product upgrades, new facility staff, or general refreshers. *Securus ongoing training ensures your staff always “stays on top” current and newly released SCP features.*

**SCP Training Course Modules**

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

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

### SCP Course Modules

<table>
<thead>
<tr>
<th>Course Module</th>
<th>Objective</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Getting Started</strong></td>
<td>• Logging in</td>
</tr>
<tr>
<td></td>
<td>• Navigating through the features</td>
</tr>
<tr>
<td></td>
<td>• Managing your password</td>
</tr>
<tr>
<td></td>
<td>• Contacting Technical Support for service calls</td>
</tr>
<tr>
<td><strong>User Administration Activities</strong></td>
<td>• Creating and changing user accounts</td>
</tr>
<tr>
<td></td>
<td>• Defining a user's role and granting access permission</td>
</tr>
<tr>
<td></td>
<td>• Resetting a user's password</td>
</tr>
<tr>
<td></td>
<td>• Deactivating and/or deleting users</td>
</tr>
<tr>
<td></td>
<td>• Running user management reports</td>
</tr>
<tr>
<td><strong>Inmate Administration Activities</strong></td>
<td>• Adding and changing inmate phone accounts</td>
</tr>
<tr>
<td></td>
<td>• Deactivating inmate phone accounts</td>
</tr>
<tr>
<td></td>
<td>• Setting up the phones to meet your requirements</td>
</tr>
</tbody>
</table>
| Monitoring Activities | • Using administrative reports  
• Reviewing Call Detail Records (CDRs)  
• Monitoring live calls  
• Listening to recorded calls  
• Using monitoring reports  
• Saving calls and burning to CD |
|-----------------------|----------------------------------------------------------------------------------------------------------|
| Investigation Activities | • Using CDRs for investigations  
• Recognizing trends in inmate activity  
• Using other investigative tools to collect evidence  
• “Digging” into the details |
| Super User Activities | • Learning time-saving tips and tricks  
• Discussing actual facility situations and turning evidence into intelligence  
• Troubleshooting for operational and maintenance staff to minimize unnecessary service calls |

**SCP Online Help**

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

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

The following figure illustrates the SCP Online help screen
The following table presents the SCP self-help online system features and associated functions:

## SCP Online Help Features

<table>
<thead>
<tr>
<th>Course Module</th>
<th>Objective</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome Page</td>
<td>Provides high-level descriptions for selected features describing their purpose and functions.</td>
</tr>
<tr>
<td>What is New in SCP</td>
<td>Describes new features in the current release and includes links to receive additional details or task-based instructions.</td>
</tr>
<tr>
<td>Getting Started</td>
<td>Offers task-based procedures to assist officers in efficiently using SCP to get their job done. Each topic includes a link that enables an e-mail to be sent for Technical Support or to Training for online help feedback.</td>
</tr>
<tr>
<td>Related Topics</td>
<td>Links to SCP feature elements such as phones, inmates, investigations, reports, workforce, and administration.</td>
</tr>
<tr>
<td>Pop-up Definitions</td>
<td>Defines glossary terms and word index at the click of a mouse without leaving a topic. This assists the trainee to quickly absorb new concepts and technology.</td>
</tr>
</tbody>
</table>
**Tips and Tricks**

Provides shortcuts, helpful hints, and advanced topics for highly-skilled officers looking to improve their performance.

**Frequently Asked Questions (FAQ)**

Offers common questions and their answers.

**Troubleshooting**

Presents self-help instructions for common functions such as the following:

**Reference**

An inmate was released, but I cannot release his PIN.

**Advanced Management Functions**

“You must deactivate the Custody Account before you can release the PIN. If you still cannot release the PIN, contact Technical Support.”

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### 2.7.2 Contractor shall provide written training documentation and any other materials necessary for the proper and successful use of the Inmate Telephone System.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus will provide written training documentation and any other materials necessary for the proper and successful use of the Inmate Telephone System.

Securus supplies professional-grade, high-quality inmate flyers and friends and family posters that communicate the calling products, how they work and how to connect to Securus.

### 2.7.3 Contractor shall provide instructional materials as requested by PCSO-ADC for inmates or their friends and family.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus will provide instructional materials as requested by PCSO-ADC for inmates or their friends and family.

Additionally, Securus supplies professional-grade, high-quality inmate flyers and friends and family posters that communicate the calling products, how they work and how to connect to Securus. Upon installation, Securus supplies these materials including an initial stock of tri-fold brochures that educate friends and family about using our accounts, contacting Securus and terms conditions. We supply these brochures to the facility at no cost including a brochure stand. Each piece includes the Securus customer service number and website so that friends and family may easily connect with our self-help or agents 24 hours a day, seven days a week all year around. Upon request, Securus can provide DVD instructions about how to use certain features such as debit or PINS. Our in-house graphic design department creates these DVDs.
2.8 CUSTOMER SERVICE

2.8.1 Contractor shall provide ongoing user and technical support.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will provide ongoing user and technical support.

Ongoing User Support

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

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

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

Our friendly and knowledgeable agents can help customers with:

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

Our customer service agents are highly trained on ITS issues and in satisfying the specific needs of called parties. We offer both English speaking and Spanish speaking agents.
We diligently survey our customers and measure satisfaction ratings to find ways to improve our service levels. Our customer satisfaction scores for our call center are 20 percent higher than the industry standard.

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

- A Local Exchange Carrier (LEC)-billed account bills collect calls from the facility to the local phone company. Charges appear on the called party’s monthly phone bill.
- A Direct-billed account allows collect calls to be billed monthly from Securus Correctional Billing Services. The called party creating the account will be subject to a credit check (as allowed by state regulations) to create a Direct Billed account.
- An AdvanceConnect/Prepaid account allows the inmate’s friend or family to fund an account in advance and manage how much money they would like to spend on collect calls. If the inmate’s friend or family member wishes to receive more calls, he or she may simply add more funds.

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

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

**Securus Maintenance and Technical Support Services**

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

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

- Telephone: 866-558-2323
- E-Mail: technicalsupport@securustech.net
- Fax: 800-368-3168
The TSC uses a call distribution system to manage the flow of inbound customer calls automatically routing calls directly to our support technicians in a skills-based, platform specific manner. Securus establishes response times and service level agreements that accomplish our objective of providing timely resolution to each request.

Technicians assign each service request one of three initial priority levels, each with resolution and escalation timelines. Every effort is made to resolve the problem remotely within the designated timeframes, and Securus resolves most service requests during the initial request. If necessary, a field service technician is dispatched to the facility to expedite resolution.

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

### Service Response Times and Escalations

<table>
<thead>
<tr>
<th>Priority Level</th>
<th>Service Priority Description</th>
<th>Response Time</th>
<th>Customer Communication Guideline</th>
<th>Escalations</th>
</tr>
</thead>
</table>
| P1             | A P1 is our highest service level defined as 30% or more of the functionality of the System being adversely affected by the System Event. Examples of P1 service assignments would include items such as no voice prompts, features not operating appropriately, inability to burn CD’s, issues with listening to live calls, inability to access SCP UI, all phones down. | 2 hours | • Securus Technical Support Center notifies the facility when the service issue is resolved  
• If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival | • If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request  
• Technical Support Manager & Field Service Manager  
• Technical Support Director & Field Service Director  
• VP Service & Operations |
| P2             | A P2 assignment defined | 24 hours | • Securus | • If response is delayed |

Web portal @ http://www.securustech.net/facility.asp
### P2 Service Assignments

As 5% to 29% of the functionality of the System being adversely affected by the System Event. Examples of a P2 service assignments would include items such as workstation, specific system ports, LEC circuits, unblocks, block numbers, missing CDRs, call searching.

#### Technical Support Center

- Technical Support Center notifies the facility when the service issue is resolved.
- If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival.

#### Escalation Procedures

- Securus Technical Support Center notifies the facility when the service issue is resolved.
- If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival.

### P3 Service Assignments

A P3 assignment defined as less than 5% of the functionality of the System being adversely affected by the System Event. Single and multiple phones related issues. Examples of P3 service assignments would include items such as static on the phone, a party not being able to hear, unable to dial, a broken phone, dial pad not working, cutoff switches not working, and inability to generate reports.

#### Technical Support Center

- Securus Technical Support Center notifies the facility when the service issue is resolved.
- If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival.

#### Escalation Procedures

- Technical Support Center notifies the facility when the service issue is resolved.
- If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival.

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### Contractor Requirement

2.8.2 Contractor shall provide all necessary equipment, labor, parts, materials and transportation to maintain all inmate telephones in good working order throughout the life of the awarded contract. PCSO-ADC shall not incur any charge for maintenance of the system or equipment.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus will provide all necessary equipment, labor, parts, materials and transportation to maintain all inmate telephones in good working order throughout the life of the awarded contract.
contract. PCSO-ADC shall not incur any charge for maintenance of the system or equipment.

2.8.3 Contractor shall provide an onsite administrator to ensure that PCSO-ADC remains in full compliance with the National Detention Standards for inmate calling and to manage customer service requests.  
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Frank Gonzalez is the PCSO-ADC onsite administrator. Franks will continue to ensure that PCSO-ADC remains in full compliance with the National Detention Standards for inmate calling and to manage customer service requests.

2.8.4 All personnel providing technical or software support shall be fully trained and manufacturer certified (if applicable) to support the equipment or software being maintained.  
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

All personnel providing technical or software support is fully trained and manufacturer certified (if applicable) to support the equipment or software being maintained.

At Securus, we value our associates and strive to create a culture that supports them and meets the needs of the business. We seek the best and most talented individuals to join our team. Securus recruits CCNA, MCSE, MCP, MCDBA, A+, Net+ and other industry standard telecommunications certifications and experience.

All technicians hired or transferred into Technical Support are sent through Securus' Level 1 Training led by our in-house Training Department. Securus associates require additional training and must demonstrate excellent customer service skills and technical proficiency through extensive, additional training to advance to higher levels of Technical Support.

While based on industry standard hardware and protocols, the uniqueness and complexity of our platform require in-depth, instructor-lead courses to be completely understood. Technical Support's highly skilled senior subject matter experts, who are regularly briefed on the latest product advancements directly by our development engineers, deliver much of this training.

Securus has incorporated desktop learning into our ongoing skill enhancement program. Our goal is to support our staff's continuing development through innovative online learning that can be accessed 24 hours a day, seven days a week. With this online learning program, our staff has access to a diverse library of content. Courses cover a wide variety of topics from highly technical industry standards to our proprietary software application.

Securus also funds associate continuing higher education from public and private universities that award academic degrees or professional certifications.
2.8.5  PCSO-ADC may require any Contractor, subcontractor, or agent of the contractor to have a background check completed at the Contractor’s expense.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus performs a criminal background search on all new hires. The search includes the criminal for surrounding counties of current residence and any other place they have lived, National Social Security Number Validation, education, two employment references, and driving records for Field associates.

Credit checks are completed for positions in Accounting and Finance that would have access to cash or banking.

2.8.6  After implementation of contract, the Contractor shall make any service, software or hardware enhancements and upgrades available to PCSO-ADC at no charge throughout the contract.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

After implementation of contract, Securus will any service, software or hardware enhancements and upgrades available to PCSO-ADC at no charge throughout the contract.

We recognize that the challenges you and your officers face every day never stop evolving. When designed our centralized platform, one of our chief objectives was deploying a system that provided upgrades to all customers at regular intervals with no downtime. We achieved that objective with SCP. Securus provides upgrades to all of our customers three to four times annually through a proven and tested after hours process that allows all sites to immediately realize the benefits each upgrade. Our system delivers proven features driven by input from the most recognized corrections and law enforcement agencies in the nation.

Maintenance events are always preceded by a splash screen displayed at login notifying the facility of the upcoming upgrade and new features are discussed with customers prior to implementation. These system updates are more than simple changes. They provide meaningful features and new capabilities, which drive greater officer and community safety, staff efficiency and improved investigative response times.

The following image shows the sample splash screen that notifies users of upcoming maintenance.
2.8.7 Contractor shall not hold Pinal County financially responsible for any damage or destruction of equipment regardless of the cause of the damage or destruction. 

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

2.8.8 PCSO-ADC shall bear no responsibility for any loss of revenue as a result of fraudulent use of the telephone service. Fraudulent calls shall be the sole responsibility of the Contractor.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Uncollectable revenue does not reduce the PCSO-ADC commission.

Calls are categorized as uncollectible when one of the following events prevents collection of an amount billed to an end user’s account, using valid billing records:

- Post-billing adjustment
- Credit to end user’s bill
- Bad debt write-off when a customer fails to pay a bill.

The LEC and Securus write off the bad debt. Larger LECs may refer accounts to outside collection agencies.
Fraudulent calls are calls where end user intends to defraud, deceive, or cheat, usually for the purposes of causing financial loss to another, or bringing financial gain to oneself. We use our best efforts to collect on fraudulent calls. Fraudulent calling does not affect the calculation of the PCSO-ADC’s commissions.

2.8.9 Contractor shall meet with PCSO-ADC and PCSO Finance staff quarterly at a minimum to discuss performance, address any issues, and to inform staff of any changes in industry or business.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

2.9 IMPLEMENTATION & INSTALLATION

2.9.1 The Contractor shall have the Inmate Telephone System installed and tested, and training completed, ready for service on the expected “go live” date of January 30, 2018. Contractor shall utilize expedited freight methods if required, at no cost to the County, to ensure “go live” date is met. Please note that Inmate Telephone System shall integrate with current commissary vendor, Keefe, whose contract with the County ends February 12, 2018. The System shall integrate with the newly awarded commissary vendor beginning on February 13, 2018. (New commissary RFP is expected to be awarded in December 2017).SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Being your incumbent provider for the Inmate Telephone System, Securus will have the system installed and tested, and training completed, ready for service on the expected “go live” date of January 30, 2018. Securus will utilize expedited freight methods if required, at no cost to the County, to ensure “go live” date is met. Securus will work and integrate with any current /future commissary vendor selected by the County.

2.9.2 Contractor shall act as project manager during implementation phase and provide an implementation plan detailing tasks, timelines, roles and responsibilities. The implementation plan shall include acceptance tests to be approved by PCSO-ADC.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will act as project manager during implementation phase and provide an implementation plan detailing tasks, timelines, roles and responsibilities. The implementation plan will include acceptance tests to be approved by PCSO-ADC. For a sample implementation plan and timeline, please refer to Attachment D

2.9.3 Contractor shall provide technical and infrastructure expertise to work in collaboration with Pinal County IT department as required to ensure smooth installation of system.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will provide technical and infrastructure expertise to work in collaboration with Pinal County IT department as required to ensure smooth installation of system.
2.9.4 All cabling/wiring shall be installed per BICSI standards and Contractor shall have a BICSI certified technician on site during any cable or wiring install.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

All cabling/wiring will be installed per BICSI standards and our Field Service Specialist assigned for PCSO-ADC, Bob Madden is a BICSI certified technician. Mr. Madden will be present on site during any cable or wiring install.

2.9.5 If the Incumbent Contractor is not awarded the contract, the awarded Contractor shall coordinate with the Incumbent Contractor prior to the effective date of the contract to ensure little or no interruption of inmate telephone service.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Technologies is proud of our 5 year association with PCSO-ADC. We believe our longtime partnership has proven we bring technology capabilities that set Securus Technologies apart from any other vendor. We have worked closely with PCSO-ADC to deploy new and existing technologies to meet the needs of the county and its constituents.

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

1. **Our knowledge of your needs gained from working together for over past 5 years.** Through our experience in working together, we understand your operation. You know our employees, and we know you. We understand your internal operating procedures and how things get done within your facility. There is no substitute for the experience we've both gained in working together.

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

3. **Immediate Transitioning To RFP Offer.** If you choose Securus as your future vendor, we can immediately transition you to our offer—no need to wait for project
plans and installation schedules. Our continued seamless service and support ensures that your facility eliminates the unknown risk of change and liability.

4. **No Impact on Inmates or Their Family Members and Friends.** No need to establish new accounts, no need to arrange for refunds of existing accounts, no need to work through call blocking problems or answer questions about how to set up new accounts from confused end-users. No two competitors have the same rules or programs in place for completing calls. Through continuing the partnership with Securus, your staff will avoid inmate frustration and called party complaints.

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

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

7. **Avoid Having to Work With Multiple Systems and Recordings For Investigative Work.** Staying with Securus, you gain continuity between current and stored recordings. You avoid losing existing investigative history the need to re-train investigators and do not adversely impact open cases.

8. **Eliminate Risk of Performance.** Your experience with Securus provides proven experience and assurances that you are going to get what you need from a partner that you know and will continue to deliver.

2.9.6 The Contractor shall plan, coordinate, and conduct all work with minimal interruption of service to existing systems. All outages or system resource reduction shall have a detailed plan of action and contingencies identified and be approved by PCSO-ADC prior to implementation.

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus will plan, coordinate, and conduct all work with minimal interruption of service to existing systems. All outages or system resource reduction will have a detailed plan of action and contingencies identified and will be approved by PCSO-ADC prior to implementation.

Our project managers work with the PCSDO-ADC team to coordinate equipment deliveries and facility access. When Securus technicians arrive on site, they may require escorts to the phone and equipment locations. The majority of project activity will occur during normal business hours. However, Securus can accommodate late-night/overnight cut-over activities. Some customers choose this method to eliminate service interruptions.
2.9.7 Installation of all telephones and related equipment shall be accomplished by the Contractor or their sub-contractors during normal business hours or as directed by PCSO-ADC.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Installation of all telephones and related equipment will be accomplished by Securus’ during normal business hours or as directed by PCSO-ADC.

2.9.8 Contractor shall restore to original condition at the Contractor’s expense any damage to property caused by maintenance or installation personnel including but not limited to damage to walls, ceilings, etc. of PCSO-ADC facilities.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will work with PCSO-ADC to restore to original condition at Securus’ expense any damage to property caused by maintenance or installation personnel including but not limited to damage to walls, ceilings, etc. of PCSO-ADC facilities.

2.9.9 Contractor shall clean up and remove any debris resulting from their work. Upon completion of the installation, the premises shall be left in order and ready for immediate use.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will clean up and remove any debris resulting from our work. Upon completion of the installation, the premises will be left in order and ready for immediate use.

2.10 BEGINNING & END OF CONTRACT (TRANSITION) REQUIREMENTS

2.10.1 At the end of the contract period, the Contractor shall collaborate with PCSO-ADC staff to facilitate a smooth transition of uninterrupted inmate telephone service with a replacement Contractor.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

At the end of the contract period, Securus will collaborate with PCSO-ADC staff to facilitate a smooth transition of uninterrupted inmate telephone service with a replacement Contractor.

2.10.2 All wiring and related conduit installed during the contract shall become the property of Pinal County. At the end of the contract, Contractor owned equipment shall be removed in such a manner as to allow existing telephone wiring to be reused.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

All wiring and related conduit installed during the contract will become the property of Pinal County. At the end of the contract, Securus’ owned equipment will be removed in such a manner as to allow existing telephone wiring to be reused.
2.10.3 Contractor shall provide PCSO-ADC with a digital media file containing all blocked numbers in the system to allow for a migration of data into a new system. **SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

In the case of a transition, Securus will work with PCSO-ADC to provide a digital media file containing all blocked numbers in the system to allow for a migration of data into a new system.

2.10.4 Contractor shall make all recordings and call records available for a minimum period of two years after call was placed or for two years after the termination of this agreement whichever comes first. **SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Authorized PCSO-ADC users can continue to access the call recordings through the SCP user interface for up to 2 years after the last date of call processing service. Access will be provided in the same manner as during the contract.
ATTACHMENT A – SPILLMAN / SECURUS INTERFACE OVERVIEW
Spillman/Securus Interface Overview

Architecture

Spillman JMS systems are located at each facility, without centralized operations. They are accessible via a REST or SOAP interface called XML Query which gives a developer the ability to query their database directly from a web service. Spillman does not have the ability to export their data and send via FTP or web service, so Securus will go get it on a scheduled task.

To access the system, the customer needs to make firewall rules to allow connections from Securus IP addresses to the Spillman server or provide a VPN connection.

The integration is launched every 10 minutes to query the Spillman server for changes and create booked and released CSV files based upon those changes which are then send to E-Imports for processing via FTP.

Integration Types

There are 5 different Spillman Integrations

- Spillman 4.6 REST - This is for customers that have a 4.6 database, and either a 4.6 or 6.x UI. REST only (No SOAP).
- Spillman 6.x - This only gets changes since the last time it ran and uses the old method. No longer recommended
- Spillman 6.x Complete - This gets all active inmates but uses the old method. No longer recommended but needed in situations where they will not give proper permissions.
- Spillman 6.x Joins - All active inmates and uses new method to get data. Recommended
- Spillman 6.x AIS - All active inmates and uses new method to get data and has many additional fields for AIS. Recommended

Overrides

By default, each 6.x integration sets the Custody Account Number to be the nameNumber and the pin to be the nameNumber plus the last 4 of the booking number. The file is pipe delimited.

The following fields are included (1 inmate per file)

- Site ID
- Last Name
- Middle Name
- First Name
- Birth Date
- PIN
- SSN
- Account Number
- Booking Date
- Release Date
- Sex
- Housing (level 1 through level 4 cooncatted with commas)

For AIS, the following fields are sent (each charge is a different row):

- InmateNumber
- NameNumber
- BookingNumber
- LastName
- FirstName
- MiddleName
- DOB
- Gender
- Scheduled Release Date
- Cash Balance
- Security Classification
- Housing 1
- Housing 2
- Housing 3
- Housing 4
- Offense Number
- Counts
- Charge Description
- Offense Type
- Disposition
- Bond Number
- Charge Bond Amount 1
- Charge Bond Amount 2
- Charge Bond Type
- Court Code
- Court Docket Number
- Court Appearance Date/Time
- Case File Number
- Attorney
- Booking Date
- Law Incident Number
- Hold Type
- Cleared Date
Current Integrations between Spillman and Securus as of 7/1/2016

- Spillman V4.6 REST
  1-003077 06006 / Lincoln County Jail, NV
  1-003315 29026 / Oxford County Jail, ME

- Spillman V6.x
  1-003090 05064 / Sunnyside City PD, WA
  1-300404 08271 / Shawano County Jail, WI
  1-302876 24051 / Dekalb County Jail, IN

- Spillman V6.x Complete
  1-002458 04876 / Wapato Police Department, WA

- Spillman V6.x AIS
  1-002848 05991 / Hammond City Jail, IN
  1-003176 24046 / Morgan County Jail, IN
  1-003314 09013 / Knox County Jail, ME
  1-003316 29021 / Penobscot County Jail, ME
  1-300146 03683 / Pueblo Detention Center, CO

- Spillman 6.1 Joins
  1-001122 08193 / Montrose County, CO
  1-001250 08490 / St Francois County Jail, MO
  1-002777 06338 / Hall County Department Of Corrections, NE
  1-003126 00025 / Franklin County Jail, IN
  1-300368 08207 / Steuben County Jail, IN
  1-302691 53055 / Island County Jail, WA
  1-302896 24028 / Floyd County Jail, IN
  1-303053 07753 / Cumberland County Jail, ME
  1-303185 53016 / Yakima County, WA
ATTACHMENT B - SCP SAMPLE REPORTS
Selected Sample SCP Reports

- Call Detail Search Screen
- Call Detail Results Screen
- Three Way Call Detection Report
- Call Frequency Report
- Custody Account Call Usage Report
- Call Tracker Report
- Hourly Usage
- Covert Alert Report
- Officer Check In Report
- PAN Frequency and Detail Report
- PAN Management Report
- SCP Debit Report
- Voice Biometric Status Report
- Voice Biometrics Frequency of Failure Report
- Crime Tip Report
- Informant Line Report
- Emergency Call Report
- Word Spotting Search Report
- Comprehensive System Change Log
- Management Change Log
- Custody Account Change Log
- PAN Entry Change Log
- Phone Number Change Log
- User Management Change Log
- Security Template Change Log
- System Access Report
- Recording Log
- Scan Patrol Log
Sample Call Detail Search Criteria Screen

Call Detatil Report (CDR) - Provides users with an intuitive and user friendly report that enables them to view or search on virtually anything related to an inmate call. SCP's Call Detail Report provides industry-leading investigative, fraud prevention, and administrative capabilities to all approved users from anytime, anywhere.

Customize reports by changing search criteria—such as facility/site/phone/phone group, date range, call type, call termination, reason, call length, and much more.
Sample Call Detail Results Screen

**Call Detail Result Screen** – After criteria have been selected and a user selects the “search” button, CDR results are shown. From these results, users can select a record, playback recorded calls, add a note, access audit logs for the record(s), save the record(s) to another medium, and much more.

![Call Detail Results Screen](image_url)
Three-Way Call Report

Three-Way Call Report – Investigators can run a comprehensive three-way report to display calls that have been flagged as having three-way activity. They can also use additional features to understand what happened to the call, make notes on the call, (and much more) – to uncover why the inmate attempted to “hide” the number. SCP can then be used to correct the behavior or flag the inmate or dialed number for further investigation.
Sample Call Frequency Report

Call Frequency Report – an essential investigative report. The report allows users to look up phone numbers in the system that have been called a certain number of times, within a given time frame by using criteria, such as threshold (of the number of times a number was called), international, watched, private, termination category, call type, call status, and date range.

Secure Call Platform

Enter a threshold for the number of times a number was called to initiate the report. Select date range and other criteria to narrow the results.

Call Frequency Search

Results

Secure Call Platform

Call Frequency results display each dialed number meeting or exceeding the defined threshold. By clicking on a frequency amount, all call detail information for the calls are displayed.
Sample Custody Account Call Usage Report

Custody Account Call Usage Report – allows users to view how much time an inmate spends on the phone for a selected period and whether or not they speak to the called party—right from an inmate's Custody Account record. If required, full call detail reports are also available by entering an inmate's name, PIN, or custody account number in the Call Detail Report.
Sample Call Tracker Report

Call Tracker Report – an investigative report that allows users to track CDR notes (notes made by themselves or other investigators for a specific inmate call). Users can also export the report results to Excel, PDF, and CSV file formats.
Sample Hourly Usage Report

Hourly Usage Report – is a valuable administrative report that displays the number of phone calls that have taken place on a given date within a specific time range. Search criteria includes international, watched, private, call status, and date/time.
Sample Covert Alert CDR Report

SCP’s Cover Alert Feature is a sophisticated investigative tool providing a live, call-forwarding feature for dialed numbers, phones, or PINs that are under surveillance by an investigative unit. This feature enables authorized personnel to monitor a call—undetected—from any designated location while the call is in progress and even “bangle into” the call if necessary. Covert Alert Report—shows investigators the triggered Covert Alerts by useful criteria such as date/time, PIN, Alertee name/number, inmate name, dialed number, call status, and termination category. Reports can be exported into Excel, PDF, and CSV formats.

<table>
<thead>
<tr>
<th>Secure Call Platform</th>
</tr>
</thead>
<tbody>
<tr>
<td>Covert Alert Call Detail Records Search</td>
</tr>
</tbody>
</table>

Covert Alert report results display critical information about each triggered alert such as who was alerted, what happened, call status, call start and end duration, dialed number and more. By clicking the icon to the left of each record, users can display full call detail information for each call. SCP’s Covert Alert feature and reports have assisted in many criminal investigations throughout the country.

<table>
<thead>
<tr>
<th>User ID</th>
<th>Call Date/Time</th>
<th>Duration</th>
<th>Alert Status</th>
<th>Call Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>User 1</td>
<td>01/01/2023</td>
<td>00:15</td>
<td>Active</td>
<td>Phone 1</td>
</tr>
<tr>
<td>User 2</td>
<td>01/01/2023</td>
<td>00:30</td>
<td>Active</td>
<td>Phone 2</td>
</tr>
<tr>
<td>User 3</td>
<td>01/01/2023</td>
<td>00:45</td>
<td>Active</td>
<td>Phone 3</td>
</tr>
<tr>
<td>User 4</td>
<td>01/01/2023</td>
<td>01:00</td>
<td>Active</td>
<td>Phone 4</td>
</tr>
</tbody>
</table>

SECURUS Technologies
Sample Officer Check-In Report

Officer Check-In Report is a valuable administrative report showing users when officers have “checked in” at different phones and provides the ability to select and list to an messages they have left.
Sample Personal Allowed Number (PAN) Frequency Report

Personal Allowed Number (PAN) Frequency Report – allows investigators to research multiple occurrences of phone numbers among PAN lists. Users have the ability to enter threshold numbers to define search criteria. For example, a threshold of “3” will show phone numbers that appear in PAN lists more than three times.
Sample Personal Allowed Number (PAN) Management Report

PAN Management Report – Interactive report providing a dashboard view of all PAN entries in the system. If a PAN entry is entered through the Inmate-Managed PAN System, it is indicated on this report. Users can select from more than 20 criteria to produce reports with multiple data points. All reports are exportable to Excel, CSV, and PDF.
Sample SCP Debit Report

SCP Debit Report – is a valuable administrative report allowing users to:

- Query Inmate Debit/Prepaid call detail records (CDRs) by the user-specified criteria.
- View all debits and credits that occurred during a specific time period for an individual inmate - for all inmates within a facility or for all facilities.
Sample Voice Biometrics Status Report

Voice Biometrics Status Report – allows users to see the status and configuration settings for each site, custody account, phone number, phone group, and phone. This report also shows changes to an inmate's account to assist administrators and investigators in tracking user accountability.
Sample Voice Biometrics Frequency of Failure Report

Sample Voice Biometrics Frequency of Failure Report – an administrative and investigative report that allows users to see which inmates have failed voice biometrics verification attempts. Users may also see what percentage of inmates are passing or failing. Search criteria includes key information such as custody account, first and last name, and date range.
Sample Crime Tip Report

Crime Tip – is a critical feature that enables anonymous two-way communication between inmates and facility staff. For inmates, the feature provides a secure method for reporting information about criminal activity. For facilities, the feature provides a flexible, configurable solution for gathering critical evidence to support investigations and prevent crimes from taking place in the facility. The Crime Tip Report shows detailed results for all Crime Tip calls. Results can be narrowed by using intuitive search criteria. Users can select to listen to, extend, download, add notes to, or audit each call record to manage the safety and security of their facility.
Sample Informant Line Report

SCP's Informant Line – is an investigative tool that allows inmates to communicate directly and anonymously with investigators. The call can be routed to a specific investigator, voicemail box, or answering machine. The Informant Line Report allows investigators to research and view details about these calls.
Sample Emergency Call Report

SCP’s Emergency Call – is an optional SCP feature allowing individuals to enter a bypass code to connect to facility personnel for emergencies, such as medical, violent, riotous, or suspicious incidents. For users who are authorized to view and listen to historical Emergency Calls, SCP provides an Emergency Call Report as shown in the image below.
Sample Word Spotting Search Report

Word Spotting Search Report – is an essential investigative report that allows investigators to display all of the recordings that were submitted for Word Spotting processing with select criteria. Because Word Spotting is fully integrated with SCP, this report can be generated from the SCP user interface.
Sample Comprehensive System Log Search

Comprehensive System Log Search – can be used by administrators to monitor the changes that have been made to the system. Administrators can use search criteria—such as username, name, and date range—to narrow their search. The tool can also omit changes made to the system through automated processes to narrow search results to only changes made by personnel.
Sample Management Level Change Log Report

Management Level Change Log Report – can be used by administrators to monitor the changes made to features at each of the management levels. Administrators can use search criteria—such as username, name, and date range—to narrow their search.
Sample Custody Account Change Log Report

Custody Account Change Log Report – can be used by administrators to monitor the electronic and manual changes to custody accounts. Administrators can use search criteria—such as PIN, username, name, and date range—to narrow their search.
Sample PAN Entry Change Log Report

**PAN Entry Change Log Report** – PAN Change Log functionality records all actions that SCP users make to the verified field in the SCP user interface. It also allows administrators to examine all PAN list changes specifically, when changes occur, and by whom, helping administrators and investigators track user accountability.

---

**Secure Call Platform**

**PAN Entry Change Log Search**

---

<table>
<thead>
<tr>
<th>Result</th>
<th>Date</th>
<th>Time</th>
<th>Event Type</th>
<th>Event Description</th>
<th>Action</th>
<th>New Value</th>
<th>Old Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2020</td>
<td>04/24/2017</td>
<td>Added</td>
<td>Phone Number</td>
<td>Added</td>
<td>9728835858</td>
<td>None</td>
<td>Phone number</td>
</tr>
<tr>
<td>2</td>
<td>2020</td>
<td>06/24/2017</td>
<td>Added</td>
<td>Dated Number</td>
<td>Added</td>
<td>9728835858 (Created)</td>
<td>None</td>
<td>Dated Number</td>
</tr>
<tr>
<td>3</td>
<td>2020</td>
<td>08/23/2017</td>
<td>Added</td>
<td>Call Schedule</td>
<td>Added</td>
<td>2AM</td>
<td>None</td>
<td>Call Schedule</td>
</tr>
<tr>
<td>4</td>
<td>2020</td>
<td>10/09/2016</td>
<td>Added</td>
<td>2-Year Call Detention</td>
<td>Enabled</td>
<td>2-Year Call Detention</td>
<td>Disabled</td>
<td>2-Year Call Detention</td>
</tr>
<tr>
<td>5</td>
<td>2020</td>
<td>12/23/2016</td>
<td>Added</td>
<td>Dialing Code</td>
<td>Added</td>
<td>Free</td>
<td>None</td>
<td>Dialing Code</td>
</tr>
<tr>
<td>6</td>
<td>2020</td>
<td>05/01/2017</td>
<td>Added</td>
<td>Call Number</td>
<td>Added</td>
<td>9728835858</td>
<td>None</td>
<td>Call Number</td>
</tr>
<tr>
<td>7</td>
<td>2020</td>
<td>07/08/2017</td>
<td>Added</td>
<td>Call Schedule</td>
<td>Added</td>
<td>2AM</td>
<td>None</td>
<td>Call Schedule</td>
</tr>
<tr>
<td>8</td>
<td>2020</td>
<td>09/03/2017</td>
<td>Added</td>
<td>Dated Number</td>
<td>Added</td>
<td>9728835858 (Created)</td>
<td>None</td>
<td>Dated Number</td>
</tr>
<tr>
<td>9</td>
<td>2020</td>
<td>11/15/2017</td>
<td>Added</td>
<td>Call Schedule</td>
<td>Added</td>
<td>2AM</td>
<td>None</td>
<td>Call Schedule</td>
</tr>
</tbody>
</table>
Sample Phone Number Change Log Report

Phone Number Change Log Report – allows administrators to review all changes to controlled numbers on the Global list at both the agency and facility levels.

Secure Call Platform

Global List Change Log Search

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start</td>
<td>1/1/2016 00:00:00</td>
</tr>
<tr>
<td>End</td>
<td>1/1/2016 23:59:59</td>
</tr>
</tbody>
</table>

1 Results

<table>
<thead>
<tr>
<th>#</th>
<th>DIAL #</th>
<th>MODIFIED FIELD</th>
<th>BEFORE</th>
<th>AFTER</th>
<th>MODIFIED TIME (CENTRAL TIME)</th>
<th>SUPERVISOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>6013756580</td>
<td>DIALED CALL</td>
<td>NONE</td>
<td>FREE</td>
<td>10/23/2018 02:33:17</td>
<td>jOSHUT@SECURUS</td>
</tr>
</tbody>
</table>
### Sample User Management Change Log Report

User Management Change Log Report – allows administrators to review changes made to the account by selected users.

#### Secure Call Platform

<table>
<thead>
<tr>
<th><strong>USERNAME</strong></th>
<th><strong>FIRST NAME</strong></th>
<th><strong>LAST NAME</strong></th>
<th><strong>ROLE</strong></th>
<th><strong>SSN</strong></th>
<th><strong>PHONE</strong></th>
<th><strong>EMAIL</strong></th>
<th><strong>DATE CHANGED</strong></th>
<th><strong>TIME CHANGED</strong></th>
<th><strong>CHANGE DESCRIPTION</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:jsmith@SECURUS.TX">jsmith@SECURUS.TX</a></td>
<td>John</td>
<td>Smith</td>
<td>CUSTOMER</td>
<td>1234567890</td>
<td>555-123-4567</td>
<td><a href="mailto:jsmith@SECURUS.TX">jsmith@SECURUS.TX</a></td>
<td>10/01/2018</td>
<td>09:00</td>
<td>NEW ACCOUNT</td>
</tr>
<tr>
<td><a href="mailto:jdoe@SECURUS.TX">jdoe@SECURUS.TX</a></td>
<td>Jane</td>
<td>Doe</td>
<td>CUSTOMER</td>
<td>0987654321</td>
<td>555-987-6543</td>
<td><a href="mailto:jdoe@SECURUS.TX">jdoe@SECURUS.TX</a></td>
<td>10/02/2018</td>
<td>10:00</td>
<td>PASSWORD CHANGED</td>
</tr>
<tr>
<td><a href="mailto:msmith@SECURUS.TX">msmith@SECURUS.TX</a></td>
<td>Mary</td>
<td>Smith</td>
<td>CUSTOMER</td>
<td>4567890123</td>
<td>555-012-3456</td>
<td><a href="mailto:msmith@SECURUS.TX">msmith@SECURUS.TX</a></td>
<td>10/03/2018</td>
<td>11:00</td>
<td>NEW ACCOUNT</td>
</tr>
<tr>
<td><a href="mailto:lisa@SECURUS.TX">lisa@SECURUS.TX</a></td>
<td>Lisa</td>
<td>Lee</td>
<td>CUSTOMER</td>
<td>6543210987</td>
<td>555-321-0987</td>
<td><a href="mailto:lisa@SECURUS.TX">lisa@SECURUS.TX</a></td>
<td>10/04/2018</td>
<td>12:00</td>
<td>PASSWORD CHANGED</td>
</tr>
<tr>
<td><a href="mailto:rsmith@SECURUS.TX">rsmith@SECURUS.TX</a></td>
<td>Robert</td>
<td>Smith</td>
<td>CUSTOMER</td>
<td>3210987654</td>
<td>555-987-6543</td>
<td><a href="mailto:rsmith@SECURUS.TX">rsmith@SECURUS.TX</a></td>
<td>10/05/2018</td>
<td>13:00</td>
<td>NEW ACCOUNT</td>
</tr>
</tbody>
</table>

---

**SECURUS Technologies**
Sample Security Template Change Log Report

Security Template Change Log Report – allows administrators to review modifications made to security templates. Users can narrow their search by using criteria such as username, name, phone number, and date range.
Sample System Access Log Report

System Access Log Report – allows administrators to manage user access by reporting lists of system users by date range. Users can narrow their search by using criteria such as username, name, and date range.
Sample Recording Audit Log Report

Recording Audit Log Report – allows administrators to report and manage all activity for recording usage. Administrators can search on key criteria such as recording usage, name, call start/end, access start/end, dialed number and PIN.
Sample Scan Patrol Audit Log Report

Scan Patrol Audit Log Report – allows administrators to report and manage all activity for live monitor scans. Administrators can search on key criteria—such as username and date range—to narrow their search. Users can also select to view the call detail records associated with each scan for additional information.
ATTACHMENT C - SAMPLE COMMISSION REPORT
<table>
<thead>
<tr>
<th>Org. AM</th>
<th>Local Counties</th>
<th>Local Off</th>
<th>Legal Off</th>
<th>Shareable</th>
<th>Recov</th>
<th>Inmate</th>
<th>Rev Date</th>
<th>Rate</th>
<th>Total Exch</th>
<th>Total Incl</th>
<th>Total Out</th>
<th>Total Comm</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/24/2019</td>
<td>$5,205.95</td>
<td>416,928</td>
<td>55,917.99</td>
<td>$3,144.40</td>
<td>$1,061.55</td>
<td>$143.95</td>
<td>$6,416.45</td>
<td>$913</td>
<td>$6,416.45</td>
<td>$6,416.45</td>
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<th>Rate</th>
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<th>Total Incl</th>
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## OTHER REVENUE

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Total Revenue: $14,429.67

Calculated Commission: $7,752.80

## TRAFFIC BREAKDOWN

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Totals: $14,429.67 | 50,142 | 5,007 | $7,752.88
ATTACHMENT D - IMPLEMENTATION PLAN AND TIMELINE

Securus has extensive experience installing and maintaining inmate telephone systems and has developed installation and cut-over procedures that minimize disruptions and errors and maximize customer satisfaction. Securus has developed a preliminary implementation plan that includes all of the required components.

Implementation Plan

Securus has a proven track record of providing successful turnkey installations for mega-county, county, and city agencies, as well as large State Department of Corrections agencies. Over the last three years, our team has completed nearly 2,600 quality installations of our Secure Call Platform (SCP) and has averaged a 4.6 (out of 5) customer satisfaction rating every year.

Recent customer testimonials include:

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

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

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

-- Armando “Eddie” Valeriano, Deputy Warden, Connecticut DOC

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

-- Karl Prince, IT Manager, Louisiana DOC
The Securus Project Team consistently demonstrates project management expertise that simply cannot be matched by any other service provider. We look forward to the opportunity to provide the PCSO-ADC with industry leading project support and services.

**Project Description**

The PCSO-ADC implementation project includes a complete, turnkey installation of all equipment, facilities, and telephony connectivity for inmate telephone services.

**Project Plan Overview**

The project plan identifies the deployment of specific technologies under a phased-in schedule that delivers efficiencies where the PCSO-ADC needs efficiencies first. Securus proposes a preliminary implementation plan that transitions all inmate telephone services within 10 calendar days from the date of award. This includes complete, turn-key installation of all hardware, software, and configurations for the Inmate Telephone System (ITS).

The project begins with Securus representatives on-site at a designated PCSO-ADC location to kick-off our implementation plan within days of contract execution.

**Degree of Involvement from PCSO-ADC**

Securus makes every effort to limit the administrative burden that can occur during a transition of service providers. We have experience installing our SCP at nearly 2,600 customer locations. This level of experience ensures that we do not waste any of your time.

At the beginning of the project, the Securus Project Team will meet with the PCSO-ADC team on site at a PCSO-ADC location. These well-organized meetings introduce project team members and review the project plan and timetables with the PCSO-ADC team in person to ensure a successful project kick-off.

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

After each facility transitions to SCP, our Project Manager, and Field Service Technician review our quality checklists with the PCSO-ADC team.

The Securus Project Team hosts weekly stakeholder meetings with participation from the PCSO-ADC team.
At the beginning of the implementation project, the Securus Project Management Team will work with the PCSO-ADC team to identify key stakeholders and primary points of contact. The team defines roles and responsibilities for the duration of the project.

The Securus Project Management Team will establish regular meeting forums and communication protocols that accommodate the requirements of the PCSO-ADC team.

Throughout the project, our Project Management Team will provide weekly installation progress reports. The reports will include updates on all active, completed and pending installation activities.

In addition to the personal communication from our project managers, Securus can set-up automated e-mail notifications for the PCSO-ADC team. The automated e-mail notifications the communication of updates and status changes for major milestones and other tasks.

Implementation Procedures

The project plan consists of:

- Project Initiation Phase
- Project Planning Phase
- Project Execution Phase
- Project Monitoring/Controlling Phase
- Project Closure Phase

Project Initiation Phase

Immediately after contract award, the Securus Project Management Team hosts a meeting with the PCSO-ADC team to review project scope, critical success factors, and the implementation timeline. Site survey activities are coordinated to ensure project information matches the latest physical characteristics of each location.

Project Planning Phase

During the Project Planning Phase, the Securus Project Management Team coordinates material and human resources required for the project. This phase includes the coordination of travel, facility access, deliveries, and customer training. Securus works directly with all interstate, intrastate, and Local Exchange Carriers (LECs) to coordinate the installation of network services and equipment required for the project. The Securus Project Management Team coordinates all activities and timelines with the PCSO-ADC team.
Project Execution Phase

During the Project Execution Phase, Securus Technicians will travel to each location and complete pre-installation activities in preparation for the cut-over. The pre-installation activities include pre-wiring, hardware staging, and telecom test & turn-up activities that can be done in advance to reduce the time and complexity of the actual cut-over.

The Securus Project Management Team coordinates cut-over activities with the PCSO-ADC team and the current service provider to ensure a seamless transition of service. The transition of service can be coordinated after hours or during inmate lockdown to limit service interruptions. If a service interruption is required, the activity will be coordinated with the PCSO-ADC team at least five business days in advance.

During the cut-over, the Securus team performs a thorough inspection of the installation and resolves any issues before finalizing the implementation. The installation technicians perform a walk-through with the PCSO-ADC team to review all installation documentation and checklists. The Securus Project Management Team hosts a customer acceptance review meeting with the PCSO-ADC team after finalizing the cut-over at each location.

Onsite training and web-based training activities (if applicable) occur during this phase of the project.

Project Monitoring/Controlling Phase

During the Project Monitoring/Controlling Phase, the Securus Project Management Team focuses on completing any outstanding action items. The Securus Installation and Site Engineering Team will conduct daily diagnostic checks and monitoring to ensure the installed equipment is working well and meeting the requirements of the PCSO-ADC.

The Securus Project Management Team maintains frequent communication with the PCSO-ADC team through the resolution of all outstanding action items and final receipt of customer acceptance for the implementation project.

Project Closure Phase

During the Project Closure Phase, the Securus Project Management Team ensures there are no outstanding action items or deliverables. Securus reviews the full implementation project with the PCSO-ADC team to obtain final acceptance.

The Securus Project Management Team transitions support responsibilities to the Securus Account Management Team for long-term, ongoing account support. The Securus Project Management Team completes all internal updates and project closure activities.
Project Quality Management Plan

The Implementation Project Plan includes quality control checkpoints at important stages throughout the project. The quality control checkpoints are essential elements of the Securus project that ensure consistent, high-quality implementations. The Securus Installation Support team uses a Six Sigma quality measurement technique that identifies and removes the causes of errors and minimizes variability in the installation process. Each installation project follows a defined sequence of steps with quantifiable targets. These targets can be financial or any other measure that is important to our customers. The current process sigma is 4.12 (meaning less than five errors per 1,000 checks), with first-pass quality scores exceeding 90 percent.

Securus truly provides a level of quality assurance unmatched in our industry.

Quality Control Checkpoint 1: Customer Provisioning

Securus installation support technicians provision SCP before any on-site installation activity. Provisioning prepares our system to support the PCSO-ADC inmate calling traffic and ensures the configuration of all necessary applications and calling features. After customer provisioning is complete, the installation technician submits a quality control review form to the engineer, project manager, and account manager for the PCSO-ADC project. Each of these Securus associates must review the customer provisioning “pre-cut” record, and provide verification and approval.

Quality Control Checkpoint 2: Customer Pre-Installation

While onsite, the Securus field service technicians will complete a checklist to ensure that the physical installation characteristics meet or exceed Securus’ standards. A review of equipment inventory, equipment location, electrical, network, telecom and telephone installation standards occurs at this checkpoint.

Quality Control Checkpoint 3: Equipment Testing / Functional Validation

At this stage of the project, SCP is online, and test calls performed. This quality control checkpoint ensures that all SCP calling options are set up to meet the requirements of the PCSO-ADC. Technicians test call scenarios and phone labels, call durations, on/off times, administrative terminals, and verifies other customer configurations.

Quality Control Checkpoint 4: Customer Acceptance

The final quality control checkpoint involves a review by the PCSO-ADC team. During this review, the Securus Project Management Team provides copies of all quality control documents, equipment inventory records, and network diagrams. The Securus Project Management Team hosts a review of these documents with the PCSO-ADC team. Resolution of any outstanding deliverables or service issues occurs before completing the Customer Acceptance checkpoint.
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<th>Start</th>
<th>Finish</th>
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<td>Fri 11/17/17</td>
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<td>1 day</td>
<td>Fri 11/17/17</td>
<td>Fri 11/17/17</td>
</tr>
<tr>
<td>30</td>
<td>1.5.1.4 Documentation approval provided by Pinal County Jail</td>
<td>1 day</td>
<td>Fri 11/17/17</td>
<td>Fri 11/17/17</td>
</tr>
</tbody>
</table>
SECTION FOUR – RESPONSE FORM 3 - RATES / COMMISSIONS / FEES
Responders shall complete the Response Form, indicating their responses in the spaces provided. Yellow cells contain formulas and should not be altered. The Responder shall list any and all charges and fees that are charged to the callparty. If the County has omitted any specific calltype, payment type, or fee type, please add to the bottom of Section D and provide the detailed information regarding the charge.

The Inmate Telephone Services' rates, fees and surcharges charged to called parties SHALL NOT exceed the rates mandated by Local, State or Federal laws or regulations. There shall be NO CHARGE for un answered or un accepted calls. Incomplete calls such as network intercept recordings, busy signals, no answers, refusal of calls, answering machine pickups, etc. shall not be billed. Charges for calls shall not begin until the call recipient accepts the call.

Offers that do not include this completed Response Form or includes a completed Response Form with unacceptable responses may cause the entire offer to be deemed unacceptable and therefore non-responsive.

NOTE: Rates do NOT include Federal, State, and/or local taxes or regulatory fees.

PLEASE USE 2ND TAB TITLED "OPTIONAL TECH & SERVICES" TO PROVIDE RATE, FEE AND COMMISSION INFORMATION FOR ANY OPTIONAL TECHNOLOGY AND SERVICES PROPOSED IN SECTION 2.11 OF RESPONSE FORM 1.

### GROUP 1: RATES

<table>
<thead>
<tr>
<th>Section A</th>
<th>COLLECT</th>
<th>Connect/Surcharge</th>
<th>Rate/Minute</th>
<th>Total Cost of 8 min. call</th>
<th>Commission %</th>
<th>Total Commission on 8 min. call</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local/International</td>
<td>$ -</td>
<td>$ 0.16</td>
<td>$ 1.28</td>
<td>91%</td>
<td>$ 1.16</td>
<td></td>
</tr>
<tr>
<td>Interstate (LD)</td>
<td>$ -</td>
<td>$ 0.16</td>
<td>$ 1.28</td>
<td>91%</td>
<td>$ 1.16</td>
<td></td>
</tr>
<tr>
<td>International</td>
<td>$ -</td>
<td>varies</td>
<td>varies</td>
<td>91%</td>
<td>varies</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section B</th>
<th>DEBT AND/OR INMATE BASED PREPAID</th>
<th>Connect/Surcharge</th>
<th>Rate/Minute</th>
<th>Total Cost of 8 min. call</th>
<th>Commission %</th>
<th>Total Commission on 8 min. call</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local/International</td>
<td>$ -</td>
<td>$ 0.16</td>
<td>$ 1.28</td>
<td>91%</td>
<td>$ 1.16</td>
<td></td>
</tr>
<tr>
<td>Interstate (LD)</td>
<td>$ -</td>
<td>$ 0.16</td>
<td>$ 1.28</td>
<td>91%</td>
<td>$ 1.16</td>
<td></td>
</tr>
<tr>
<td>International</td>
<td>$ -</td>
<td>varies</td>
<td>varies</td>
<td>91%</td>
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### GROUP 2: COMMISSIONS

<table>
<thead>
<tr>
<th>Section A</th>
<th>COLLECT</th>
<th>Connect/Surcharge</th>
<th>Rate/Minute</th>
<th>Total Cost of 8 min. call</th>
<th>Commission %</th>
<th>Total Commission on 8 min. call</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local/International</td>
<td>$ -</td>
<td>$ 0.16</td>
<td>$ 1.28</td>
<td>91%</td>
<td>$ 1.16</td>
<td></td>
</tr>
<tr>
<td>Interstate (LD)</td>
<td>$ -</td>
<td>$ 0.16</td>
<td>$ 1.28</td>
<td>91%</td>
<td>$ 1.16</td>
<td></td>
</tr>
<tr>
<td>International</td>
<td>$ -</td>
<td>varies</td>
<td>varies</td>
<td>91%</td>
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</tbody>
</table>

### GROUP 2: FEES

<table>
<thead>
<tr>
<th>Section A</th>
<th>PREPAID ACCOUNT SETUP FEES:</th>
<th>Minimum amount that can be funded</th>
<th>Maximum amount that can be funded</th>
<th>FEE</th>
<th>Commission %</th>
<th>Commission $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Via Live Operator/Phone</td>
<td>$ 0.01</td>
<td>$ 50.00</td>
<td>$ 5.95</td>
<td>0%</td>
<td>$ -</td>
<td></td>
</tr>
<tr>
<td>Via Automated System/Web</td>
<td>$ 0.01</td>
<td>$ 50.00</td>
<td>$ 3.00</td>
<td>0%</td>
<td>$ -</td>
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<table>
<thead>
<tr>
<th>Section B</th>
<th>CUSTOMER BILLING FEES:</th>
<th>FEE</th>
<th>Commission %</th>
<th>Commission $</th>
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<tr>
<td>Paper Billing</td>
<td>$ -</td>
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<tr>
<td>Electronic Billing</td>
<td>$ -</td>
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<table>
<thead>
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<th>Section C</th>
<th>FUNDING OF PREPAID ACCOUNT:</th>
<th>Minimum amount that can be funded</th>
<th>Maximum amount that can be funded</th>
<th>FEE</th>
<th>Commission %</th>
<th>Commission $</th>
</tr>
</thead>
<tbody>
<tr>
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<td>$ 0.01</td>
<td>varies by vendor</td>
<td>$ -</td>
<td>0%</td>
<td>$ -</td>
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</tr>
<tr>
<td>Credit Card - funding via Live Operator/Phone</td>
<td>$ 0.01</td>
<td>$ 50.00</td>
<td>$ 5.95</td>
<td>0%</td>
<td>$ -</td>
<td></td>
</tr>
<tr>
<td>Credit Card - funding via Automated System/Web</td>
<td>$ 0.01</td>
<td>$ 50.00</td>
<td>$ 3.00</td>
<td>0%</td>
<td>$ -</td>
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<tr>
<td>Check</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>0%</td>
<td>$ -</td>
<td></td>
</tr>
<tr>
<td>Money Order</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>0%</td>
<td>$ -</td>
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</table>

<table>
<thead>
<tr>
<th>Section D</th>
<th>OTHER FEES, RATES, OR COMMISSIONS FOR PROPOSED FEATURES:</th>
<th>FEE</th>
<th>Commission %</th>
<th>Commission $</th>
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</thead>
<tbody>
<tr>
<td>$ -</td>
<td>0%</td>
<td>$ -</td>
<td></td>
<td></td>
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<tr>
<td>$ -</td>
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<tr>
<td>$ -</td>
<td>0%</td>
<td>$ -</td>
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</tbody>
</table>

### GROUP 2: AMENDED

**INMATE TELEPHONE SERVICES**

**AMENDED RESPONSE FORM 3 - RATES/COMMISSIONS/FEES**

**Responsible** Name: Secure Technologies, Inc.

<table>
<thead>
<tr>
<th><strong>FEES</strong></th>
<th><strong>FUNDING OF PREPAID ACCOUNT:</strong></th>
<th>Minimum amount that can be funded</th>
<th>Maximum amount that can be funded</th>
<th>FEE</th>
<th>Commission %</th>
<th>Commission $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transfers from 3rd Party Commisary</td>
<td>$ 0.01</td>
<td>varies by vendor</td>
<td>$ -</td>
<td>0%</td>
<td>$ -</td>
<td></td>
</tr>
<tr>
<td>Credit Card - funding via Live Operator/Phone</td>
<td>$ 0.01</td>
<td>$ 50.00</td>
<td>$ 5.95</td>
<td>0%</td>
<td>$ -</td>
<td></td>
</tr>
<tr>
<td>Credit Card - funding via Automated System/Web</td>
<td>$ 0.01</td>
<td>$ 50.00</td>
<td>$ 3.00</td>
<td>0%</td>
<td>$ -</td>
<td></td>
</tr>
<tr>
<td>Check</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>0%</td>
<td>$ -</td>
<td></td>
</tr>
<tr>
<td>Money Order</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>0%</td>
<td>$ -</td>
<td></td>
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</table>

**OTHER FEES, RATES, OR COMMISSIONS FOR PROPOSED FEATURES:**

<table>
<thead>
<tr>
<th><strong>FEES</strong></th>
<th><strong>FUNDING OF PREPAID ACCOUNT:</strong></th>
<th>Minimum amount that can be funded</th>
<th>Maximum amount that can be funded</th>
<th>FEE</th>
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</tr>
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<td>$ -</td>
<td>$ -</td>
<td>0%</td>
<td>$ -</td>
<td></td>
</tr>
<tr>
<td>Money Order</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>0%</td>
<td>$ -</td>
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</tbody>
</table>

**UPFRONT COMMISSION PAYMENT OF $390,000.00**

<table>
<thead>
<tr>
<th><strong>FEES</strong></th>
<th><strong>FUNDING OF PREPAID ACCOUNT:</strong></th>
<th>Minimum amount that can be funded</th>
<th>Maximum amount that can be funded</th>
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<th>Commission $</th>
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<td>0%</td>
<td>$ -</td>
<td></td>
</tr>
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<td>Check</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>0%</td>
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<td></td>
</tr>
<tr>
<td>Money Order</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>0%</td>
<td>$ -</td>
<td></td>
</tr>
<tr>
<td>ITEM PROPOSED</td>
<td>RATE, FEE AND/OR COMMISSION (EXPLAIN AS NECESSARY)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>-------------------------------</td>
<td>---------------------------------------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investigator Pro</td>
<td>5% commission reduction</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location Based Services</td>
<td>2% commission reduction</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Guarded Exchange Services</td>
<td>$0.02 per minute commission deduction</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Securus’ Financial Offer

Thank you for allowing Securus Technologies to present this Financial Proposal to Pinal County (County) for the provision of an Inmate Telephone System. With the ever changing environment of the industry in mind, Securus offers a solution that commits to keeping our partners updated with the latest technology. As your provider, we offer a fully hosted Managed Services solution. With Managed Services, Securus will include all warranties, maintenance, and network costs in the solution. This ensures that your equipment stays in good condition, updated, and under warranty for the entire duration of your contract. Our offer addresses the need for better efficiency at the Pinal County Jail, without the sacrifice of the monetary benefits that commissions can bring to inmates, staff, and your constituents. The offer below is compliant with the County’s requirements, offers lower calling rates with no additional fees, and keeps the County’s incoming revenue stream healthy. We are also including a number of innovative technology features at no cost to Pinal.

Securus’ offer will include the following services at no additional cost:

- **Securus Communications Platform (SCP)** – The SCP is the most widely deployed platform in the industry with over 2,700 site installations. The SCP delivers over 550 features and functions, including 3 Way Detection, Covert Alert, Remote Call Forwarding, Voice Biometrics, PINs, live monitoring, hot number alerts, “kill” switches, a Crime Tip Informant Line, and over 50 standard reports. The SCP is updated quarterly at no cost to the County.

- **Automated Information Services (AIS)** – Through a full integration with your jail management system (JMS – Spillman), this IVR answers all incoming calls. AIS automatically respond to over 80 percent of questions frequently asked by the community and inmates, thus relieving staff from that responsibility.

- **THREADS Data Analytics Software** – fosters information-sharing and provides focused lead identification. The software is proven, and in use by some of the most recognized law enforcement agencies nationwide and can be expanded to support outside agencies in joint investigations with the St. Clair County Sheriff’s Office (Sheriff’s Office)

- **NEW: ICER Inter Communication Evaluation and Reporting Tool** – uncovers and helps eliminate inmate-to-inmate communications both within your facility and at any of Securus’ partner facilities.
- **Onsite Service and Support Technician** – support and maintenance on all Securus systems

- **Exclusive: Correctional Officer Memorial Fund** – We are very proud to be the first vendor in our industry to launch our own program to assist Correctional Officer’s families in the time of need. The fund provides financial assistance to families of those corrections officers who lose their lives in the line of duty.

<table>
<thead>
<tr>
<th>Offer Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commission Rate</td>
</tr>
<tr>
<td>Prepaid Commissions</td>
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<tr>
<td>Term</td>
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</table>

Simplified call rates without fees

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Per Minute Rate</th>
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</thead>
<tbody>
<tr>
<td>Local</td>
<td>$0.16</td>
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<tr>
<td>Intrastate</td>
<td>$0.16</td>
</tr>
<tr>
<td>Interstate</td>
<td>$0.16</td>
</tr>
</tbody>
</table>

**Alternative Offer: All Inclusive Technology Offer**

Securus understands that PCSO-ADC is ready for advanced technology with expanded capabilities for Inmate communication and operational efficiencies. With our expanded portfolio of products that work seamlessly across multiple devices, Securus is able to offer significant cost savings to the PCSO-ADC while maintaining competitive commissions back to the County with no sacrifice in advanced technology.

- **80% commission** on all calls
- **Securus Video Visitation** installed at no cost
- **Secure View Tablets** installed at no cost
- **Prepaid Commissions** - $340,000
A la Cart Added Value Services:

Location Based Services - 2% commission reduction

Investigator Pro – 5% commission reduction

Guarded Exchange Services – $0.02 per minute deducted from commissions.

Summary
Securus has worked hard to tailor an offer that fully addresses the specific needs of the County, the Sheriff's Office, and your community. We recognize that Pinal County may wish to propose modifications to our offer, and Securus is willing to work with the County in a flexible manner after your full review of our proposal.
SECTION FIVE  – RESPONSE FORM 4 – CONFORMANCE TO TERMS & CONDITIONS AND SOW
RFP-170223
Inmate Telephone Services System
Response Form 4
Conformance to Terms & Conditions
and Statement of Work

Pinal County
Finance Department
31 N. Pinal St.
Bldg. A
P.O. Box 1348
Florence, AZ 85132

Responder Name: SECURUS TECHNOLOGIES, INC.

Conformance to Terms and Conditions

Securus Technologies, Inc. hereby read, understand, and shall comply with all Terms and Conditions. Responders that accept the County’s Terms and Conditions and Instructions shall check YES to clearly indicate their acceptance. Responders who take exception to the County’s Terms and Conditions and Instructions shall check NO and clearly indicate their exception(s) and provide Responder’s suggested language.

YES, I acknowledge that I have read and understand all Terms and Conditions and will comply in any resultant contract.

☑️ NO, I acknowledge that I have read, understand all Terms and Conditions and will comply in any resultant contract with the exceptions listed below.

Conformance to Statement of Work

Securus Technologies, Inc. hereby read, understand, and shall comply with the Statement of Work. Responders that accept the County’s Statement of Work shall check YES to clearly indicate their acceptance. Responders who take exception to any item in the Statement of Work shall likewise check NO and clearly indicate their exception and provide Responder’s suggested language.

☑️ YES, I acknowledge that I have read and understand the Statement of Work and will comply in any resultant contract.

☐ NO, I acknowledge that I have read, understand the Statement of Work and will comply in any resultant contract with the exceptions listed below.

Exceptions (If NO was checked to either Conformance to Terms and Conditions or to the Statement of Work, please complete the following)

Responders that take exception to any Terms and Conditions or Statement of Work requirements shall justify their exception and included proposed language. Additional pages may be added as long as they are clearly referenced in the spaces provided.

Please note that taking exception to any Terms and Conditions and/or Statement of Work requirement may affect your evaluation score. Both the number of exceptions and the severity of the exceptions will affect your score and your proposal may be deemed non-responsive. Any exception not contained within this section of the response form shall be deemed invalid and will not be considered.

<table>
<thead>
<tr>
<th>Responder shall cite the specific Term and Condition or Statement of Work requirement for which an exception is taken:</th>
<th>Responder’s justification for the exception:</th>
<th>Responder’s suggested change in language:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uniform Terms and Conditions</td>
<td>Securus proposes this change because the contract does not contemplate a work-for-hire scenario, and thus Securus will not generate any “Work Product” on the State’s behalf. Securus must retain all right, title, interest, and ownership in its intellectual property but will grant the State a personal, non-exclusive, non-transferable license to access and use proprietary software products and materials as needed for the State to Securus respectfully takes exception to this provision and proposes the following alternative language: “The system, applications, and related records, data, and information (excepting recorded communications, for which the County retains ownership) shall at all times remain Contractor’s sole ownership.”</td>
<td></td>
</tr>
<tr>
<td>Conceived pursuant to</td>
<td>RFP-170223</td>
<td></td>
</tr>
<tr>
<td>----------------------</td>
<td>------------</td>
<td></td>
</tr>
<tr>
<td>or as a result of this</td>
<td>Inmate Telephone Services System</td>
<td></td>
</tr>
<tr>
<td>contract and any</td>
<td>Response Form 4</td>
<td></td>
</tr>
<tr>
<td>related subcontract</td>
<td>Conformance to Terms &amp; Conditions</td>
<td></td>
</tr>
<tr>
<td>(“Intellectual Property”),</td>
<td>and Statement of Work</td>
<td></td>
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<td>shall be work made for</td>
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<td>hire and the County</td>
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<td>shall be considered the</td>
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<td>creator of such</td>
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<td>Intellectual Property.</td>
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<tr>
<td>The Pinal County</td>
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<tr>
<td>department requesting</td>
<td></td>
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<tr>
<td>the issuance of this</td>
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<td>contract shall own (for</td>
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<tr>
<td>and on behalf of the</td>
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<tr>
<td>County) the entire right,</td>
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<td>title and interest to the</td>
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<td>Intellectual Property</td>
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<td>throughout the world.</td>
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<tr>
<td>Contractor shall notify</td>
<td></td>
<td></td>
</tr>
<tr>
<td>the County, within thirty</td>
<td></td>
<td></td>
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<tr>
<td>(30) days, of the</td>
<td></td>
<td></td>
</tr>
<tr>
<td>creation of any</td>
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<td></td>
</tr>
<tr>
<td>Intellectual Property by</td>
<td></td>
<td></td>
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<tr>
<td>it or its subcontractor(s).</td>
<td></td>
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</tr>
<tr>
<td>Contractor, on behalf of</td>
<td></td>
<td></td>
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<tr>
<td>itself and any</td>
<td></td>
<td></td>
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<tr>
<td>subcontractor(s),</td>
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<tr>
<td>agrees to execute any</td>
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<tr>
<td>and all document(s)</td>
<td></td>
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<tr>
<td>necessary to assure</td>
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<tr>
<td>ownership of the</td>
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receive the benefits of the contract. Securus does not anticipate that the proposed change will impact our ability to respond to the RFP or to perform the contract.”

and exclusive property. However, during the term of this Agreement and for a reasonable period of time thereafter, Contractor will provide the State with reasonable access to the records. Contractor (or our licensors, if any) has 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 Contractor and its licensors, whether or not any portion thereof is or may be the subject of a valid copyright or patent.”
ATTACHMENTS
Attachment A:
   Special Terms and Conditions

Attachment B:
   Uniform Terms and Conditions
SPECIAL TERMS AND CONDITIONS

1. Contract Term:
The term of any resultant contract will commence on the date of award and will continue for one year unless canceled, terminated or extended as otherwise provided herein.

2. Contract Type (Firm):
Firm fixed price indefinite quantity.

3. Contract Extension:
The contract shall not bind nor purport to bind, the County for any contractual commitment in excess of the original contract period. The County shall have the sole option to extend the contract for four (4) additional one (1) year periods or a portion thereof. If the County exercises such rights, all terms, conditions and provisions of the original contract shall remain the same and apply during the extension period.

4. Rate/Commission/Fee Adjustment:
Any request for a rate, commission, or fee adjustment must be submitted sixty (60) days prior to the adjustment. Requests for adjustments must be supported by appropriate documentation. If County agrees to the adjustment, the County shall issue written approval of the change.

5. Eligible Agencies (Cooperative Usage):
This contract shall be for the permissive use by Pinal County. The County has entered into various cooperative purchasing agreements with other Arizona government entities in order to conserve resources, reduce overhead and purchase costs and improve delivery time. The contract resulting from this Solicitation may be extended for use by other municipalities, school districts and government agencies in the State of Arizona with the approval of the Contractor. Orders placed by other agencies and payment thereof will be the sole responsibility of that agency. The County shall not be responsible for any disputes arising out of transactions made by others.

6. Licenses:
Contractor shall maintain in current status all Federal, State and Local licenses and permits required for the operation of a business conducted by the contractor.
7. Insurance Requirements:
The Contractor and subcontractors shall purchase and maintain at its own expense the herein stipulated minimum insurance from a company or companies duly licensed by the State of Arizona and possessing a current A.M. Best, Inc. rating of B++6. In lieu of State of Arizona licensing, the stipulated insurance may be purchased from a company or companies, which are authorized to do business in the State of Arizona, provided that said insurance companies meet the approval of County. The form of any insurance policies and forms must be acceptable to the County.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of the County, constitute a material breach of this Contract. The Contractor's insurance shall be primary insurance as respects County, and any insurance or self-insurance maintained by the County shall not contribute to it. Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect the County’s right to coverage afforded under the insurance policies.

The insurance policies may provide coverage that contains deductibles or self-insured retentions. Contractor shall be solely responsible for the deductible and/or self-insured retention and the County, at its option, may require the Contractor to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.

The County reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance policies and/or endorsements. County shall not be obligated, however, to review such policies and/or endorsements or to advise Contractor of any deficiencies in such policies and endorsements, and such receipt shall not relieve Contractor from, or be deemed a waiver of County’s right to insist on strict fulfillment of Contractor’s obligations under this Contract. The insurance policies required by this Contract, except Workers’ Compensation, and Errors and Omissions, shall name County, its agents, representatives, officers, directors, officials and employees as Additional Insured.

The policies required hereunder, except Workers’ Compensation, and Errors and Omissions, shall contain a waiver of transfer of rights of recovery (subrogation) against County, its agents, representatives, officers, directors, officials and employees for any claims arising out of Contractor’s work or service.

The insurance requirements herein are minimum requirements for this Contract and in no way limit the indemnity covenants contained in this Contract. Pinal County in no way warrants that the minimum limits contained herein are sufficient to protect the Contractor from liabilities that might arise out of the performance of the work under this contract by the Contractor, its agents, representatives, employees or subcontractors, and Contractor is free to purchase additional insurance.
A. MINIMUM SCOPE AND LIMITS OF INSURANCE: Contractor shall provide coverage with limits of liability not less than those stated below.

1. Commercial General Liability:
Commercial General Liability (CGL) Insurance and, if necessary, Commercial Umbrella insurance with a limit of not less than $1,000,000 for each occurrence and $3,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage, and shall not contain any provision which would serve to limit third party action over claims. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from explosion, collapse, or underground property damage.

2. Automobile Liability
Commercial/Business Automobile Liability insurance and, if necessary, Commercial Umbrella insurance with a combined single limit for bodily injury and property damage of not less than $1,000,000 each occurrence with respect to any of the Contractor’s owned, hired, and non-owned vehicles assigned to or used in performance of the Contractor’s work or services under this Contract.

3. Worker’s Compensation and Employers’ Liability

   Workers’ Compensation Statutory
   Employers’ Liability

   Each Accident $1,000,000
   Disease – Each Employee $1,000,000
   Disease – Policy Limit $1,000,000

   a. Policy shall contain a waiver of subrogation against Pinal County and its officers, officials, agents, and employees for losses arising from work performed by or on behalf of the Contractor.

4. Professional Errors and Omissions or (when applicable) Medical Malpractice Liability:
Coverage shall be for minimum amounts of $1,000,000 per claim and $2,000,000 annual aggregate

B. CERTIFICATES OF INSURANCE: Prior to commencing work or services under this Contract, Contractor shall upon request, furnish the County with certificates of insurance, or formal endorsements as required by the Contract in the form provided by the County, issued by Contractor’s insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall identify this contract number and title. In the event any insurance policy(ies) required by this contract is (are) written on a “claims made” basis, coverage shall extend for two years past completion and acceptance of Contractor’s work or services and as evidenced by annual Certificates of Insurance. If a policy does expire during the life of the Contract, a renewal certificate must be sent to County fifteen (15) days prior to the expiration date. Insurance required herein
shall not be permitted to expire, be cancelled, or materially changed without thirty (30) days prior written notice to the County.
1 DEFINITIONS - The Definitions on page 3 of this Solicitation apply to these Uniform Terms and Conditions.

2 CONTRACT INTERPRETATION

2.1 Arizona Law. This contract shall be governed by the law of the State of Arizona, and suits pertaining to this contract shall be brought only in the Pinal County Superior Court, Florence Arizona.

2.2 Implied Contract Terms. Each provision of law and any terms required by law to be in this Contract are a part of this Contract as if fully stated in it.

2.3 Contract Order of Precedence. In the event of a conflict in the provisions of the Contract, as accepted by the County and as they may be amended, the following shall prevail in the order set forth below:

   2.3.1 Special Terms and Conditions;
   2.3.2 Uniform Terms and Conditions;
   2.3.3 Statement or Scope of Work;
   2.3.4 Specifications;
   2.3.5 Attachments;
   2.3.6 Exhibits;
   2.3.7 Documents referenced or included in the Solicitation.

2.4 Relationship of Parties. The Contractor under this Contract is an independent Contractor. Neither party to this Contract shall be deemed to be the employee or agent of the other party to the Contract.

2.5 Severability. The provisions of this Contract are severable. Any term or condition deemed illegal or invalid shall not affect any other term or condition of the Contract.

2.6 No Parole Evidence. This Contract is intended by the parties as a final and complete expression of their agreement. No course of prior dealings between the parties and no
usage of the trade shall supplement or explain any terms used in this document and no other understanding either oral or in writing shall be binding.

2.7 No Waiver. Either party's failure to insist on strict performance of any term or condition of the Contract shall not be deemed a waiver of that term or condition even if the party accepting or acquiescing in the nonconforming performance knows of the nature of the performance and fails to object to it.

3 CONTRACT ADMINISTRATION AND OPERATION

3.1 Notice to Proceed/Ordering Authority. The Contractor agrees to render goods or services promptly and diligently upon receipt of a written purchase order or notice to proceed. Prior to receiving this notice, Contractors shall not commence any billable activities in the performance of the Contract. Any attempt to represent any product not specifically awarded under this Contract is a violation of the contract. Any such action is subject to the legal and contractual remedies available to the County, inclusive of, but not limited to, contract termination, suspension and/or debarment of the Contractor. A signed Contract and valid purchase order must be in place prior to the start of any work each year, including renewal periods.

3.2 Records. Under A.R.S. § 35-214 and § 35-215, the Contractor shall retain and shall contractually require each subcontractor to retain all data and other “records” relating to the acquisition and performance of the Contract for a period of five years after the completion of the Contract. All records shall be subject to inspection and audit by the County at reasonable times. Upon request, the Contractor shall produce a legible copy of any or all such records.

3.3 Non-Discrimination. The Contractor shall comply with State of Arizona Executive Order No. 2009-9 and all other applicable Federal and State laws, rules and regulations, including the Americans with Disabilities Act.

3.4 Contractor Business Facilities and Business Practices. The Contractor's personnel, facilities and equipment shall be in full compliance with all applicable federal, state and local health, environmental and safety laws, regulations, standards, ordinances, privilege license and permit requirements, whether or not they have been referenced by the County.

Employee compensation shall meet all applicable requirements of the Fair Labor Standards Act and Federal and Arizona minimum wage laws, in addition to all applicable OSHA regulations. The Contractor bears full responsibility for employee training, safety, and providing necessary equipment to achieve compliance with all such laws and regulations prior to the contract commencement date and to maintain compliance throughout the duration of the contract.

3.5 Affirmative Action. Contractor agrees to abide by the provisions of the County Affirmative Action Program. Contractor, their subcontractor(s) and supplier(s) agree
to adhere to a policy of equal employment opportunity and demonstrate an affirmative effort to recruit, hire, promote and upgrade the position of employees regardless of race, color, religion, ancestry, sex, age, disability, national origin, sexual orientation, gender identity, familial status, or marital status and who agree and are responsive to the County's goals. Upon request, the Responder/Contractor agrees to submit the following reports to the County's Office of Equal Opportunity Programs:

Part A Employment Information Report

All such reports on file with the Equal Employment Opportunity Office will be updated at least annually. The Equal Employment Opportunity Office may for good cause recommend to the County's Chief Financial Officer that failure to comply with the requirements of this subsection be waived and that the submittal be accepted contingent upon receipt of the required reports before a notice to proceed is issued.

3.6 Drug Free Workplace Program. Contractors are hereby advised that Pinal County has adopted a policy establishing a drug free workplace for itself and as a requirement for Contractors doing business with the County, to ensure the safety and health of employees working on its contracts/projects. The Contractor shall require a drug free workplace for all employees working under the contract. Specifically, all Contractor employees who are working under this contract shall be notified in writing by the Contractor that they are prohibited from the manufacture, distribution, dispensation, possession or unlawful use of a controlled substance in the workplace. The Contractor agrees to prohibit the use of intoxicating substances by all employees and shall ensure that employees do not use or possess illegal drugs while in the course of performing their duties. Failure to require a drug free workplace in accordance with the Policy may result in termination of the contract and possible debarment from bidding on future contracts/projects.

3.7 Audit. Pursuant to ARS § 35-214, at any time during the term of this Contract and six (6) years thereafter, the Contractor's or any subcontractor's books and records shall be subject to audit by the County and, where applicable, the Federal Government, to the extent that the books and records relate to the performance of the Contract or Subcontract.

3.8 Facilities Inspection and Materials/Service Testing. The Contractor agrees to permit access to its facilities, subcontractor facilities and the Contractor's processes or services, at reasonable times for inspection of the facilities or materials covered under this Contract. The County shall also have the right to test, at its own cost, the materials to be supplied under this Contract. Neither inspection of the Contractor's facilities nor materials testing shall constitute final acceptance of the materials or services. If the County determines non-compliance of the materials, the Contractor shall be responsible for the payment of all costs incurred by the County for testing and inspection. All material or service is subject to final inspection and acceptance by the County. Material or service failing to conform to the specifications of this contract
shall be held at Contractor’s risk and may be returned. If defective goods are returned or services must be re-performed, all costs are the responsibility of the Contractor.

3.9 Notices. Notices to the Contractor required by this Contract shall be made by the County to the person indicated on the Offer and Acceptance form submitted by the Contractor unless otherwise stated in the Contract. Notices to the County required by the Contract shall be made by the Contractor to the Solicitation Contact Person indicated on the Solicitation cover sheet, unless otherwise stated in the Contract. An authorized Procurement Officer and an authorized Contractor representative may change their respective person to whom notice shall be given by written notice to the other and an amendment to the Contract shall not be necessary.

3.10 Advertising, Publishing and Promotion of Contract. The Contractor shall not use, advertise or promote information for commercial benefit concerning this Contract without the prior written approval of the Procurement Officer.

3.11 Property of the County. Any materials, including reports, computer programs and other deliverables, created under this Contract are the sole property of the County. The Contractor is not entitled to a patent or copyright on those materials and may not transfer the patent or copyright to anyone else. The Contractor shall not use or release these materials without the prior written consent of the County.

3.12 Offshore Performance of Work Prohibited. Due to security and identity protection concerns, direct services under this contract shall be performed within the borders of the United States. Any services that are described in the specifications or scope of work that directly serve the Pinal County or its clients and may involve access to secure or sensitive data or personal client data or development or modification of software for the State shall be performed within the borders of the United States. Unless specifically stated otherwise in the specifications, this definition does not apply to indirect or ‘overhead’ services, redundant back-up services or services that are incidental to the performance of the contract. This provision applies to work performed by subcontractors at all tiers.

3.13 Israel Boycott Prohibited. Contractor hereby certifies to Pinal County as follows: that it is not currently engaged in, and agrees for the duration of this Contract to not engage in, a boycott of Israel pursuant to A.R.S. § 35-393.01(A). Further that a breach of this Certification shall constitute a material breach of this Contract that is subject to penalties up to and including termination of this Contract and that Pinal County retains the legal right to inspect the records of Contractor to ensure compliance with this Certification.

3.14 Ownership of Intellectual Property. Any and all intellectual property, including but not limited to copyright, invention, trademark, tradename, service mark, and/or trade secrets created or conceived pursuant to or as a result of this contract and any related subcontract (“Intellectual Property”), shall be work made for hire and the County shall be considered the creator of such Intellectual Property. The Pinal County department requesting the issuance of this contract shall own (for and on behalf of the County)
the entire right, title and interest to the Intellectual Property throughout the world. Contractor shall notify the County, within thirty (30) days, of the creation of any Intellectual Property by it or its subcontractor(s). Contractor, on behalf of itself and any subcontractor(s), agrees to execute any and all document(s) necessary to assure ownership of the Intellectual Property vests in the County and shall take no affirmative actions that might have the effect of vesting all or part of the Intellectual Property in any entity other than the County. The Intellectual Property shall not be disclosed by contractor or its subcontractor(s) to any entity not the County without the express written authorization of the Pinal County department requesting the issuance of this contract.

3.15 Confidentiality of Records. The Contractor shall maintain the confidentiality and privilege of any documents that the Contractor has access to which have been designated by the County as confidential or privileged. The Contractor shall establish and maintain procedures and controls that are acceptable to the County for the purpose of assuring that no information contained in its records obtained from the County or from others in carrying out its functions under the contract shall be used by or disclosed by it, its agents, officers, or employees, except as required to efficiently perform duties under the contract. Persons requesting such information should be referred to the County. Contractor also agrees that any information pertaining to individual persons shall not be divulged other than to employees or officers of Contractor as needed for the performance of duties under the contract, unless otherwise agreed to in writing by the County.

3.16 Federal Immigration and Nationality Act. The contractor shall comply with all federal, state and local immigration laws and regulations relating to the immigration status of their employees during the term of the contract. Further, the contractor shall flow down this requirement to all subcontractors utilized during the term of the contract. The County shall retain the right to perform random audits of contractor and subcontractor records or to inspect papers of any employee thereof to ensure compliance. Should the County determine that the contractor and/or any subcontractors be found noncompliant, the County may pursue all remedies allowed by law, including, but not limited to; suspension of work, termination of the contract for default and suspension and/or debarment of the contractor.

3.16 E-Verify Requirements. In accordance with A.R.S. § 41-4401, Contractor warrants compliance with all Federal immigration laws and regulations relating to employees and warrants its compliance with Section A.R.S. § 23-214, Subsection A.

4 COST AND PAYMENTS

4.1 Payments. A separate invoice shall be issued for each shipment of goods or services performed, and no payment shall be issued prior to receipt of acceptable goods and/or services and a correct invoice. The County shall make every effort to process payment for acceptable goods or services within thirty (30) calendar days after receipt
of said items/services and a correct invoice. All invoices shall reflect the contracted prices or rates for goods or services as described in the Scope of Work.

4.2 Delivery. Unless stated otherwise in the Contract, all prices shall be F.O.B. Destination and shall include all freight delivery and unloading at the destination.

4.3 Applicable Taxes. The Contractor shall be responsible for paying all applicable taxes. Pinal County is subject to all applicable state and local transaction privilege taxes.

Transaction privilege taxes apply to the sale and are the responsibility of the seller to remit. Failure to collect such taxes from the buyer does not relieve the seller from its obligation to remit taxes.

Contractor and all subcontractors shall pay all Federal, state and local taxes applicable to its operation and any persons employed by the Contractor. Contractor shall, and require all subcontractors to hold the County harmless from any responsibility for taxes, damages and interest, if applicable, contributions required under Federal, and/or state and local laws and regulations and any other costs including transaction privilege taxes, unemployment compensation insurance, Social Security and Worker's Compensation.

In order to receive payment the Contractor shall have a current I.R.S. W9 Form on file with Pinal County unless not required by law.

4.4 Availability of Funds for the next County fiscal year. Funds may not presently be available for performance under this Contract beyond the current County fiscal year. No legal liability on the part of the County for any payment may arise under this Contract beyond the current County fiscal year until funds are made available for performance of this Contract.

4.5 Availability of Funds for the current County fiscal year. Should the County Board of Supervisors reduce the appropriations or for any reason and these goods or services are not funded, the County may take any of the following actions: Accept a decrease in price offered by the contractor; Cancel the Contract; or Cancel the contract and re-solicit the requirements.

5 CONTRACT CHANGES

5.1 Amendment. This Contract is issued under the authority of the County Board of Supervisors who signed this Contract. The Contract may be modified only through a Contract Amendment within the scope of the Contract. Changes to the Contract, including the addition of work or materials, the revision of payment terms, or the substitution of work or materials, directed by a person who is not specifically authorized by the procurement officer in writing or made unilaterally by the Contractor are violations of the Contract and of applicable law. Such changes, including unauthorized written Contract Amendments shall be void and without
effect, and the Contractor shall not be entitled to any claim under this Contract based on those changes.

5.2 Subcontracts. The Contractor shall not enter into any Subcontract under this Contract for the performance of this contract without the advance written approval of the Procurement Officer. The Contractor shall clearly list any proposed subcontractors and the subcontractor’s proposed responsibilities. It is expressly understood that all persons employed by the Contractor, either directly or indirectly, shall be considered employees or agents of the Contractor and not the County. Nothing contained in any contract or joint venture agreement shall create any contractual relationships between any subcontractor and Pinal County, nor shall the same create any obligation on the part of Pinal County to pay any subcontractor. The Subcontract shall incorporate by reference the terms and conditions of this Contract.

5.3 Assignment and Delegation. No right or interest in this contract shall be assignable in whole or in part without the written consent of the parties hereto, and no delegation of any duty of Responder/Contractor shall be made without prior written permission of the County's Chief Financial Officer. This Contract and all of the terms, conditions and provisions herein, shall extend to and be binding upon the heirs, administrators, executors, successors, and assigns of the parties hereto. The County shall not unreasonably withhold approval of assignment/delegation and shall notify the Responder/Contractor of the County’s position within fifteen (15) days of receipt of written notice.

6 RISK AND LIABILITY

6.1 Risk of Loss. The Contractor shall bear all loss of conforming material covered under this Contract until received by authorized personnel at the location designated in the purchase order or Contract. Mere receipt does not constitute final acceptance. The risk of loss for nonconforming materials shall remain with the Contractor regardless of receipt.

6.2 Indemnification. The Contractor agrees to defend, indemnify and hold the County, its elected officials, officers, agents and employees, harmless from and against any and all liabilities, demands, claims, suits, losses, damages, causes of action, fines or judgments, including costs, attorneys' and witnesses' and expert witnesses' fees, and expenses incident thereto, relating to bodily injuries to persons (including death) and for loss of, damage to, or destruction of real and/or tangible personal property (including property of the Count) and all other types of claims resulting from the actual or alleged negligence, misconduct, or fault of the Contractor resulting from the acts or omissions of the Contractor, its employees, agents, or subcontractors in the performance of the contract.

The Contractor shall assume risk of loss until delivery to the County’s facility. The Contractor shall do nothing to prejudice the County’s right to recover against third parties for any loss, destruction, or damage to County property, and shall at the
County's request and expense, furnish reasonable assistance and cooperation, including assistance in the prosecution or defense of suit and the execution of instruments of assignment in favor of the County in obtaining recovery. In any instance where the Contractor has accepted a tender from the County, the Contractor agrees to update the County during the course of the litigation and to timely notify the County of any issues that may involve the independent negligence of the County that is not covered by the tender.

Without limiting the foregoing, the Contractor shall, without limitation, at its expense defend the County against all claims asserted by any person that anything provided by the Contractor infringes a patent, copyright, trade secret or other intellectual property right and shall, without limitation, pay the costs, damages and attorneys' fees awarded against the County in any such action, or pay any settlement of such action or claim. Each party agrees to notify the other promptly of any matters to which this provision may apply and to cooperate with each other in connection with such defense or settlement. If a preliminary or final judgment shall be obtained against the County's use or operation of the items provided by the Contractor hereunder or any part thereof by reason of any alleged infringement, the Contractor shall, at its expense and without limitation, either (a) modify the item so that if becomes non-infringing; or (b) procure for the County the right to continue to use the item; or (c) substitute for the infringing item other item(s) having at least equivalent capability; or (d) refund to the County an amount equal to the price paid, less reasonable usage, from the time of installation acceptance through cessation of use, which amount shall be calculated on a useful life not less than 5 years, and plus any additional costs the County may incur to acquire substitute supplies or services.

The County assumes no liability for actions of the Contractor and shall not indemnify or hold the Contractor or any third-party harmless for claims based on this contract or use of the Contractor provided supplies or services. Neither party shall be liable for incidental, special or consequential damages.

6.3 Force Majeure. Except for payment of sums due, neither party shall be liable to the other nor deemed in default under this Contract if and to the extent that such party's performance of this Contract is prevented by reason of force majeure. The term “force majeure” means an occurrence that is beyond the control of the party affected and occurs without its fault or negligence. Without limiting the foregoing, force majeure includes acts of God; acts of the public enemy; war; riots; strikes; mobilization; labor disputes; civil disorders; fire; flood; lockouts; injunctions-intervention-acts; or failures or refusals to act by government authority; and other similar occurrences beyond the control of the party declaring force majeure which such party is unable to prevent by exercising reasonable diligence.

Force Majeure shall not include the following occurrences: Late delivery of equipment or materials caused by congestion at a manufacturer's plant or elsewhere, or an oversold condition of the market; Late performance by a subcontractor unless the delay arises out of a force majeure occurrence in accordance with this force majeure
term and condition; or Inability of either the Contractor or any subcontractor to acquire or maintain any required insurance, bonds, licenses or permits.

If either party is delayed at any time in the progress of the work by force majeure, the delayed party shall notify the other party in writing of such delay, as soon as is practicable and no later than the following working day, of the commencement thereof and shall specify the causes of such delay in such notice. Such notice shall be delivered or mailed certified-return receipt and shall make a specific reference to this article, thereby invoking its provisions. The delayed party shall cause such delay to cease as soon as practicable and shall notify the other party in writing when it has done so. The time of completion shall be extended by Contract Amendment for a period of time equal to the time that results or effects of such delay prevent the delayed party from performing in accordance with this Contract. Any delay or failure in performance by either party hereto shall not constitute default hereunder or give rise to any claim for damages or loss of anticipated profits if, and to the extent that such delay or failure is caused by force majeure.

6.4 Third Party Antitrust Violations. The Contractor assigns to the County any claim for overcharges resulting from antitrust violations to the extent that those violations concern materials or services supplied by third parties to the Contractor, toward fulfillment of this Contract.

6.5 Care of County Property. The Contractor will be responsible for any damages to County property when such property is the responsibility of or in the custody of the Contractor or its employees.

7 WARRANTIES

7.1 Liens. The Contractor warrants that the materials supplied under this Contract are free of liens and shall remain free of liens.

7.2 Quality. Unless otherwise modified elsewhere in these terms and conditions, the Contractor warrants that, for one year after acceptance by the County of the materials, they shall be: Of a quality to pass without objection in the trade under the Contract description; Fit for the intended purposes for which the materials are used; Within the variations permitted by the Contract and are of even kind, quantity, and quality within each unit and among all units; Adequately contained, packaged and marked as the Contract may require; and Conform to the written promises or affirmations of fact made by the Contractor.

7.3 Quality of Work. The Contractor shall be responsible for the professional quality and technical accuracy of the goods and services provided under this contract. Services shall be performed in accordance with generally accepted professional and industry standards. All services shall conform to and be in compliance with applicable federal, state and local statutes, rules, codes, laws, ordinances, regulations and restrictions. The Responder shall work closely with the County, and provide all reports and
documents, including proposed corrective work through the County Chief Financial Officer or her designee.

7.4 Fitness. The Contractor warrants that any material supplied to the County shall fully conform to all requirements of the Contract and all representations of the Contractor, and shall be fit for all purposes and uses required by the Contract.

7.5 Inspection/Testing. The warranties set forth in subparagraphs 7.1 through 7.3 of this paragraph are not affected by inspection or testing of or payment for the materials by the County.

7.6 Compliance With Applicable Laws. The materials and services supplied under this Contract shall comply with all applicable Federal, state and local laws, and the Contractor shall maintain all applicable licenses and permit requirements.

7.7 IT 508 Compliance. Unless specifically authorized in the Contract, any electronic or information technology offered to Pinal County under this solicitation shall comply with Section 508 of the Rehabilitation Act of 1973, which requires that employees and members of the public shall have access to and use of information technology that is comparable to the access and use by employees and members of the public who are not individuals with disabilities.

7.8 Survival of Rights and Obligations after Contract Expiration or Termination. All representations and warranties made by the Contractor under this Contract shall survive the expiration or termination hereof. In addition, the parties hereto acknowledge that pursuant to A.R.S. § 12-510, except as provided in A.R.S. § 12-529, the County is not subject to or barred by any limitations of actions prescribed in A.R.S., Title 12, Chapter 5.

The Contractor shall, in accordance with all terms and conditions of the Contract, fully perform and shall be obligated to comply with all purchase orders received by the Contractor prior to the expiration or termination hereof, unless otherwise directed in writing by the Procurement Officer, including, without limitation, all purchase orders received prior to but not fully performed and satisfied at the expiration or termination of this Contract.

8 COUNTY’S CONTRACTUAL REMEDIES

8.1 Right to Assurance. If the County in good faith has reason to believe that the Contractor does not intend to, or is unable to perform or continue performing under this Contract, the Procurement Officer may demand in writing that the Contractor give a written assurance of intent to perform. Failure by the Contractor to provide written assurance within the number of Days specified in the demand may, at the County’s option, be the basis for terminating the Contract under the Uniform Terms and Conditions or other rights and remedies available by law or provided by the contract.
8.2 Stop Work Order. The County may, at any time, by written order to the Contractor, require the Contractor to stop all or any part, of the work called for by this Contract for period(s) of days indicated by the County after the order is delivered to the Contractor. The order shall be specifically identified as a stop work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage.

If a stop work order issued under this clause is canceled or the period of the order or any extension expires, the Contractor shall resume work. The Procurement Officer shall make an equitable adjustment in the delivery schedule or Contract price, or both, and the Contract shall be amended in writing accordingly.

8.3 Non-exclusive Remedies. The rights and the remedies of the County under this Contract are not exclusive.

8.4 Nonconforming Tender. Materials or services supplied under this Contract shall fully comply with the Contract. The delivery of materials or services or a portion of the materials or services that do not fully comply constitutes a breach of contract. On delivery of nonconforming materials or services, the County may terminate the Contract for default under applicable termination clauses in the Contract, exercise any of its rights and remedies under the Uniform Commercial Code, or pursue any other right or remedy available to it.

8.5 Right of Offset. The County shall be entitled to offset against any sums due the Contractor, any expenses or costs incurred by the County, or damages assessed by the County concerning the Contractor’s non-conforming performance or failure to perform the Contract, including expenses, costs and damages described in the Uniform Terms and Conditions.

9 CONTRACT TERMINATION

9.1 Cancellation for Conflict of Interest. Pursuant to A.R.S. § 38-511, the County may cancel this Contract within three (3) years after Contract execution without penalty or further obligation if any person significantly involved in initiating, negotiating, securing, drafting or creating the Contract on behalf of the County is or becomes at any time while the Contract or an extension of the Contract is in effect an employee of or a consultant to any other party to this Contract with respect to the subject matter of the Contract. The cancellation shall be effective when the Contractor receives written notice of the cancellation unless the notice specifies a later time.

9.2 Gratuities. The County may, by written notice, terminate this Contract, in whole or in part, if the County determines that employment or a Gratuity was offered or made by the Contractor or a representative of the Contractor to any officer or employee of the County for the purpose of influencing the outcome of the procurement or securing the Contract, an amendment to the Contract, or favorable treatment concerning the
Contract, including the making of any determination or decision about contract performance. The County, in addition to any other rights or remedies, shall be entitled to recover exemplary damages in the amount of three times the value of the Gratuity offered by the Contractor.

9.3 Suspension or Debarment. The County may, by written notice to the Contractor, immediately terminate this Contract if the County determines that the Contractor has been debarred, suspended or otherwise lawfully prohibited from participating in any public procurement activity, including but not limited to, being disapproved as a subcontractor of any public procurement unit or other governmental body. Submittal of an offer or execution of a contract shall attest that the contractor is not currently suspended or debarred. If the contractor becomes suspended or debarred, the contractor shall immediately notify the County.

9.4 Termination for Convenience. The County reserves the right to terminate the Contract, in whole or in part at any time, when in the best interests of the County without penalty or recourse. Upon receipt of the written notice, the Contractor shall stop all work, as directed in the notice, notify all subcontractors of the effective date of the termination and minimize all further costs to the County. In the event of termination under this paragraph, all documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the County upon demand. The Contractor shall be entitled to receive just and equitable compensation for work in progress, work completed and materials accepted before the effective date of the termination. The cost principles and procedures provided in A.A.C. R2-7-701 shall apply.

9.5 Termination for Default. The County reserves the right to terminate any part or all of a contract resulting from this solicitation if the Contractor fails to carry out any term, promise, or condition of the contract. The County will issue a written Notice of Default to the Contractor if in the opinion of the County, the Contractor:

9.5.1 Is or becomes insolvent or is a party to any voluntary bankruptcy or receivership proceeding, makes an assignment for a creditor, or there is any similar action that affects Contractor’s capability to perform under the contract resulting from this solicitation.

9.5.2 Is the subject of a petition for involuntary bankruptcy not removed within sixty (60) days.

9.5.3 Fails to obtain and/or keep any required bonds and insurance policies in full force and effect at all times during the term of the contract.

9.5.4 Provides services that do not meet the requirements of the contract or conducts business in an unethical or illegal manner.

9.5.5 Fails to complete the required work or fails to perform required services within the time frame stipulated.
9.5.6 Fails to materially perform or comply with the terms and conditions of the contract resulting from this solicitation.

Failure of the Contractor to remedy any problems noted by the deadline set in the Notice of Default or to otherwise bring performance to satisfactory levels that are within the requirements of the Contract shall give the County cause to cancel this contract.

If the County terminates the contract, the Contractor will be provided with a written notice that specifies the effective date of the termination. After receipt of the Notice of Termination, the Contractor agrees to perform under the terms and conditions of this contract up to and including the date of termination as though no termination has been made. In addition, the Contractor shall deliver to the Procurement Office all data, drawings, specifications, reports, estimates, summaries and other information and materials accumulated in performing this contract, whether completed or not.

If the Contract is terminated for default, the County reserves the right to purchase the goods and/or services required under the contract from the open market, to complete required work itself or have it completed at the expense of the Contractor. The County may recover any excess costs by (1) deduction from an unpaid balance due to the Contractor; (2) collection against the proposal and/or performance security; if any; (3) collection against liquidated damages (if applicable); or (4) a combination of the aforementioned remedies or other remedies as provided by law.

9.6 Continuation of Performance Through Termination. The Contractor shall continue to perform, in accordance with the requirements of the Contract, up to the date of termination, as directed in the termination notice.

10 CONTRACT CLAIMS
All claims and controversies shall be subject to the Pinal County Procurement Code.

11 ARBITRATION
It is understood and agreed that no provision of any resulting contract shall require arbitration upon the County except by the County's express written consent given subsequent to the execution of the Contract. However, if both parties agree, disputes may be resolved through arbitration. The dispute shall be resolved as provided for in A.R.S. Sec. 12-1501, et seq. The Contractor shall continue to render the services required by this contract without interruption, notwithstanding the provisions of this section.