

# MEMORANDUM

DATE: August 2, 2017

TO: Infrastructure Committee

FROM: Captain Duane Scott

RE: Inmate Communication System Bids

The Jefferson County Jail received 2 proposals on our RFP for Inmate Communications systems; Securus Technologies (which is our current phone vendor) and Stellar Services, Inc. (which is our current commissary vendor)

Sergeant Chad Roberts and I visited Stellar Services to view their products at their headquarters in Stoughton, WI and Securus' headquarters in Dallas Texas.

The RFP request proposals on inmate phone, video visitation, tablet technologies and GPS tracking; with tablets and GPS a future possibility.

Securus' equipment is all owned, manufactured and software products belong to the company with over 400+ patents on their system equipment. Their GPS product is from another vendor partner.

Their investigative software is very robust and would be an asset to the department.

Stellar Systems is acting as an agent for NCIC inmates phones out of Texas as well. They also hold around 20 patents on their phone technologies.

The biggest challenge for both vendors is trying to install new technology in jail that was not built with technological needs in mind: no cable runs, limited power supply and cramped spaces in the inmate living areas to install new technologies.

After reviewing all the information the Jefferson county jail would recommend awarding the RFP to Securus Technologies for the phone and video visitation. The system they are offering is one unit in the inmate living area that is both a phone and video visitation unit. Stellers would require a phone and a separate visitation kiosk to be installed in the units.

We would recommend holding off on the tablets and GPS until a future date.

## **RFP Executive Summary**

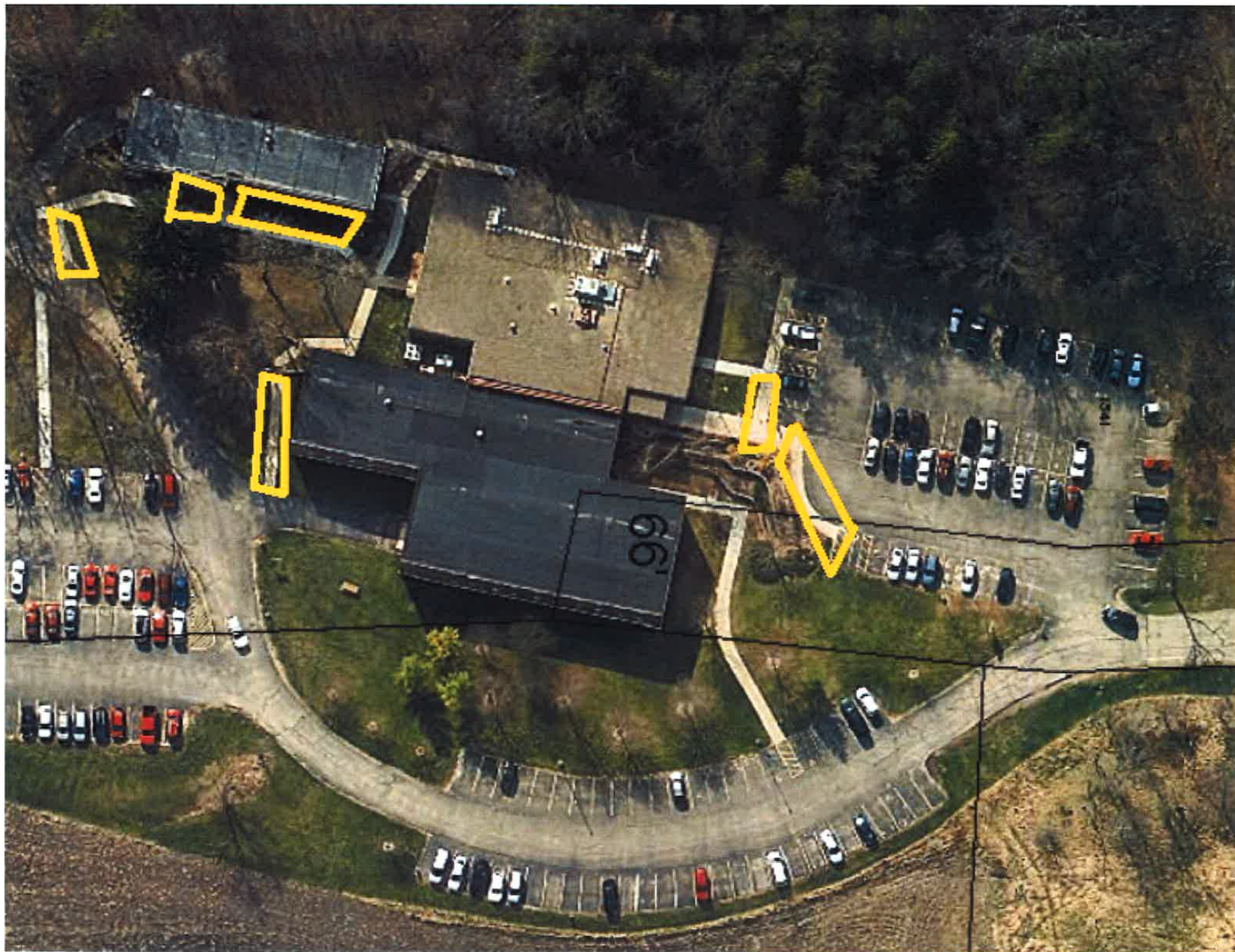
Kathy Hart, Donna Hollinger and Sharon Ehrhardt have reviewed the RFP's and here are our recommendations:

1. Upon review we agreed that Marco-Madison, Central Office Systems-Waukesha and Rhyme Business Systems-Madison should be eliminated for the following reasons: Incomplete and poor RFPs and not enough information to review compared to the other five responses.
2. We requested additional information from the remaining five companies: Corporation Business Systems-Madison, HP Inc.-Boise, ID, Gordon Flesch-Madison, Ricoh-Madison and Konica Minolta-Madison. After review we would eliminate the following three companies:
  - a) Gordon Flesch-Madison because they did not answer our phone messages or our email requesting additional information. Gordon Flesch is costing us over \$104,000 a year and they are not willing to explain costs, contracts, or how they came up with the number of pages printed in the county.
  - b) Ricoh-Madison because they will not service over 23 of our printers and will only service 36 printers for 12 months. That is a total of 56 printers that would have to be eliminated or replaced within 12 months. At this time we don't think that is a good solution for the county.
  - c) Konica Minolta-Madison would like to buy out any leases we have and replace with their equipment. Buying out the leases would be an additional cost to the county. To save the county money they would eliminate up to half of our printers and put in a centralized area. The question is do we want to go back to waiting in lines and visiting with other office staff while waiting to use a printer/copier or do we want the efficiency of having printers in departments under the department head's control. Some departments deal with sensitive or classified materials so centralizing could cause HIPAA concerns. We do agree that some printers could be eliminated, but that should be up to the department heads and their staff. Centralizing would only add problems and we would be stepping back 25 years.
3. We have agreed the best two options would be Corporation Business Systems (CBS) and HP Inc.
  - a) Both would service all equipment except for a few old inkjets. They suggested any equipment that has a lease let it run out and after the end date they would suggest a replacement under their service contract. They both would run system checks on our equipment, analyze the efficiency of our old equipment and suggest replacement or elimination if another printer could do the job. HP would do a service check and replace any parts before the contract begins. They would charge the county for this service, but we would be current with all repairs. Once their contract begins they would service our equipment within the per copy page price. HP's price per page is based on the type of printer and its efficiency and is all inclusive. CBS is one price for all printers and they too are all inclusive. Either company could be a good

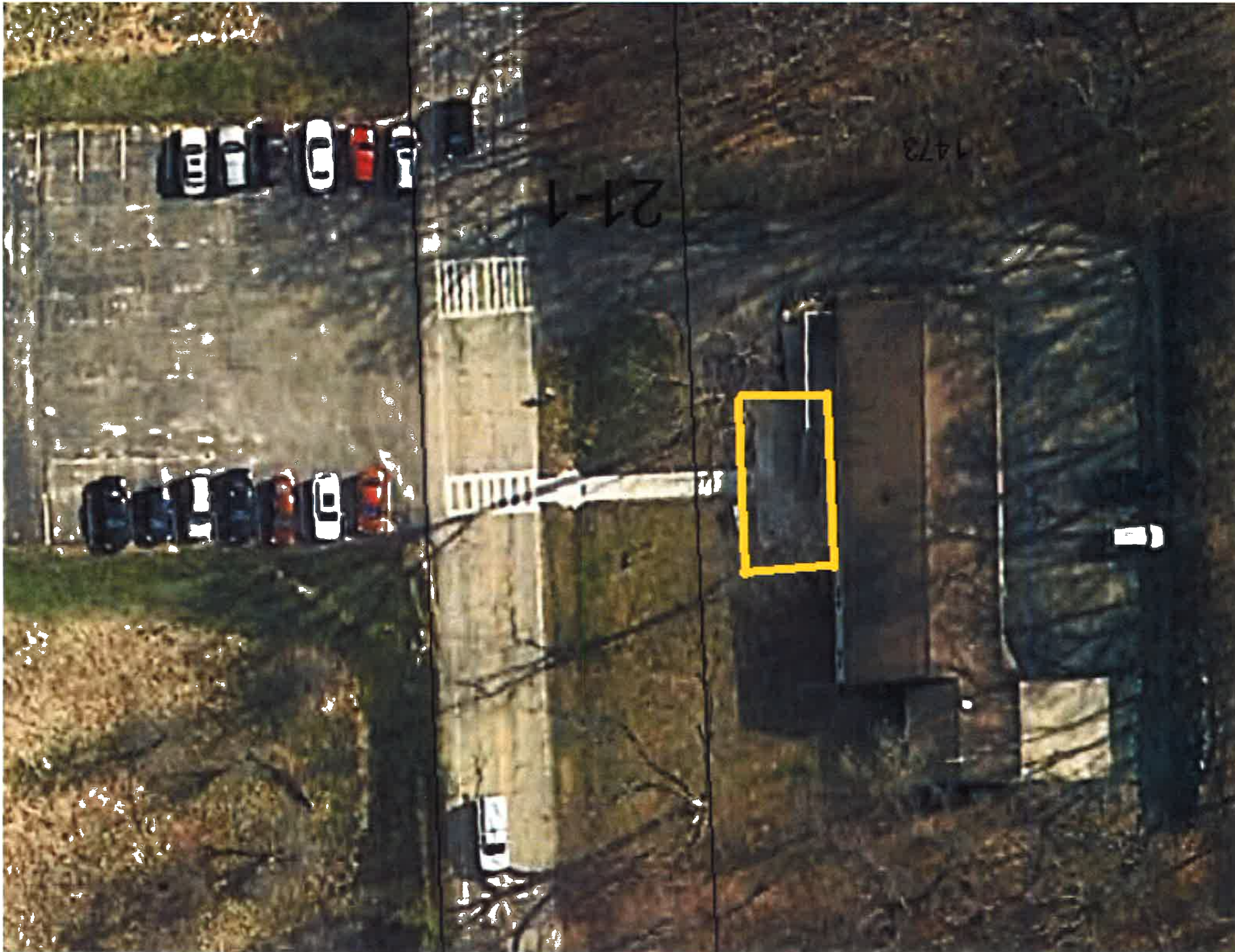
solution for the service, maintenance, repair, and tracking our county's printers and copiers. They will suggest replacement, but it doesn't have to be done within 12 months, but over time.

- b) Both companies have good response times. When you call HP, a technician will answer the phone and help analyze the problem and work with the contact person step by step on how to solve the problem. If it can't be solved over the phone they will send a technician to the site. Both will supply the ink/toner cartridges for the printers and will recycle them.
4. We have some policy suggestions for the county regarding all the printers and copiers.
- a) Have one department oversee the service contracts and make replacement suggestions to the Department heads. To date, departments can use any copy company that they think might work. This is not efficient and costs the county more money. We suggest MIS would be the responsible department or Administration until MIS is up to date.
  - b) A memo sent to all department heads and staff so everyone understands policy changes and everyone in the county is on the same page & along with a list of copiers/printers to be under this maintenance contract.
  - c) All leases should be put in the same copier/printer lease business unit. All repairs should be in another business unit; as well as printer supplies. When we tried to get a good idea of present costs it was difficult because not all departments use the same business unit. Some had the leases under copies and duplication and others had it under machine maintenance. This needs to be clear to all departments, because this could make budgeting simpler. This will also give us a better idea of actual costs to the county. Review business unit#'s for this agreement.
  - d) A county printing policy: ie: if over a 100 copies, send the job to Central Duplicating for copying which should be a cheaper alternative.
  - e) Not all departments are recycling ink cartridges and didn't know MIS would recycle them. Cartridges are being thrown in the trash.
  - f) We also suggest that whoever the county decides to "contract with" to keep them at least two/three years; this will give us a better idea if we are saving money or not because during that time some copiers and printers will be replaced or eliminated. One year to two years will not be sufficient on a cost saving analysis.
5. Another suggestion is that the county hires a printer technician to service and set up all printers in the county. That would include repair, cleaning and documenting number of copies and keeping a record of each printer and its use. Some repairs would still need a professional. They would have to be able to work with the manufacturers support team. The county would also have to order support software that could monitor all the printer/copies. The technician would oversee all supplies for each printer. Technician would also be responsible for advising department heads on which printers need to be replaced and what printers would work best in their environment. The technician would oversee warranties for each printer/copier and make sure supplies are covered under warranty.









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Connecting What  
**MATTERS**

## 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 appreciates the opportunity to submit our proposed solution for the provision of hosted, IP-based Inmate Communications Services by Jefferson County (County) for the inmates of the Jefferson County Jail. We have been fortunate to partner with the County on its inmate telephone system for the last **14 years**. We look forward to expanding our partnership by adding inmate video visitation services to the new solution.

After reviewing your request for proposal (RFP), Securus is confident that we have the software, applications, and hardware to meet all of the specifications set forth by the County. Securus understands what is important to county law enforcement professionals, and our tailored solution will exceed your expectations in terms of technology, service, and financial incentives.

More specifically, our response will address your stated evaluation criteria:

- **Vendor experience, commitment to new technology offerings, account support team, financial stability, and current customer references (45%)** – Securus has been providing inmate communication solutions to correctional

facilities for 30 years. More than 3,450 safety, law enforcement, and corrections agencies currently use Securus products. We are proud of our presence in Wisconsin, where we currently partner with 36 county facilities. We currently partner with Jefferson County on its inmate telephone system.

Securus is the **leading technology innovator** in the inmate communications industry. We have developed and currently own nearly 250 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.

Your specialized account team will ensure that the County reaps all the benefits of being a Securus partner. The team will include highly certified installers and field technicians, experienced trainers (onsite and remote), skilled operations personnel remotely monitoring your systems, and Dallas-based technical support agents available **24/7/365**.

The financial strength of your provider is important because it is an indication of its ability to serve your needs today and invest to meet your needs tomorrow. Securus is the only inmate communications provider with a stable outlook, positive revenue growth, and good liquidity according to S&P and Moody's. Securus is also the only inmate communications provider that has exhibited consistent organic growth over the past decade.

The proposed inmate communications solution will support the County's financial objectives by providing some of the most competitive commission rates in the industry. We are offering two (2) different cost proposals that differ in terms of technology, commission rate, and call rate. The County can select the cost proposal that best meets its goals. The full financial proposal can be found in Tab K of the full response.

Securus is the largest inmate phone system and service provider in the industry. We have many facility partners that will highly recommend our systems' powerful features and unmatched functionality. Specific references for several of our current partner facilities can be found on pages 39-40 of the full response.

- **Demonstrated ability to meet the technical requirements, based upon the RFP responses and performance evaluation (45%)** - We have been "demonstrating" the technical capabilities of our solution to the County throughout our long relationship. We welcome our competitors' demonstrations. Live demonstrations will provide the County the best opportunity to evaluate all technology solutions, and remind the County why you originally selected Securus as your inmate phone provider over 14 years ago.

Our fully turn-key solution will meet all the technical requirements as stated in the RFP. Our phone system platform, known as the Secure Call Platform (SCP),



has over 550 integrated features. It has been installed at 2,700 facilities, and is the inmate communications industry's **most deployed inmate phone system**.

The solution will also contain our industry leading Securus Video Visitation (SVV) technology. We have coupled the SVV with our proprietary ConnectUs software to provide a robust inmate self-help solution that delivers education offerings, electronic forms handling, and other inmate care applications.

We have added several of our industry-leading investigative solutions to help County officers **solve** current investigations and **prevent** future criminal acts. We finish up our proposal with a short discussion of several products that complement the overall proposed solution.

The solution will include all installation, implementation, and maintenance of the SCP and SVV at **no cost** for the life of the contract. We will also provide full training on all new systems.

- **Installation and cutover, maintenance, and training (10%)** – The Securus installation team will coordinate all cut-over activities with the County's IT team to ensure a seamless transition of service. The transition of service can be coordinated after hours or during inmate lockdown to limit service interruptions. The schedule for installation will be approved by the County during final negotiations of the contract. Installation services are provided at **no cost**.

Securus will provide all maintenance for both software and hardware at **no cost**. With software updates delivered four (4) times per year, Securus will ensure that the County is always on the cutting edge of technology. Additionally, the communications system can be updated quickly and cost effectively as new software and hardware is added. Hardware is replaced on a regular basis.

Securus will provide training on all features of your new inmate communications system. Experienced Securus employees will conduct all training either through online instructor-led classes, or one-on-one and classroom training sessions onsite. Training will be provided at **no cost** throughout the life of the contract.

## **CORPORATE BACKGROUND AND EXPERTISE**

Founded in 1986, Securus and its predecessor organizations have been providing inmate phone solutions to correctional facilities for 30 years. More than 3,450 safety, law enforcement, and corrections agencies currently use Securus products. Our partners house over 1,200,000 inmates in 48 states nationwide.

In the state DOC space, Securus currently provides service to 14 of the 50 DOCs in the United States. We also partner with 36 county facilities in the State of Wisconsin. Our network of facilities allows us to provide extended information sharing capabilities to help support multi-jurisdictional investigations and drive greater shared services among 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 design, and employ over 100 software developers. Securus has 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
- Electronic fund transfer
- Money transfer bill pay (MoneyGram and Western Union)
- Pre-paid collect
- Pre-paid calling cards
- Inmate Debit

#### Security Features

- Access rights granted based on duties and roles
- Personal IDs and passwords
- Ability to disable phones and terminals 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 systems
- **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 County personnel. The Facility Portal allows our partners to view their **historic commission payments, preliminary revenue reports, investigative reports, trouble tickets system**, and a wide variety of other time-savings and revenue-generating features and services. The tool provides unmatched visibility into the financial and operational performance of the inmate communications system while at the same time **automating administrative tasks**.

### **Data Centers**

Securus' centralized off-premise equipment is co-located in Dallas and Atlanta in the Securus support data centers, which are composed of carrier-class, commercial-grade, high-performance components for a managed inmate communications system built to the latest technology standards. This includes all hardware and software required in maintaining data storage, fraud controls, investigative features, user utilities, and communications processing, and communications recording. All systems include redundancy to protect our partners from service outages.

### **Payment Options**

Securus provides a number of options for payment of its inmate communications services. Calling parties can fund the services through direct billing, traditional collect calling plans, prepaid accounts, electronic fund transfers, and bill pay through money transfer entities such as MoneyGram and Western Union. We also offer an Inmate Debit technology that allows inmates to pay for their own calls. In addition, our customer service center is available **24/7/365** to accept instant payments and discuss alternative payment plans.

### **Security**

The Securus technology platform provides an advanced, multi-level password scheme designed to give facility administrators the ability to assign unique levels of system access to individual employees based on the specific duties of his or her role. 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 transmitting 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 Phones and Terminals**

The platform also allows authorized personnel to immediately disable a phone or terminal, a group of phones or terminals, or an entire facility from any personal computer or tablet 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.

### **SECURE CALL PLATFORM (SCP)**

Securus proposes that the County continue to use the Secure Call Platform (SCP) for its inmate phone 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.**



## Secure Communications Platform (SCP)

Over 550 features have been included with the platform, with approximately 50 more being added each year.

### *Efficiency Solutions*

- SCP User Interface
- Automated Information Services (AIS)
  - AIS Trust Funding
  - Jail Voicemail
- Automated Operator Services (AOS) (**no live operator**)
- Call acceptance
- Calling duration limits
- Call monitoring and recording
- Call warnings
- Commissary Order by Phone (COBP) (full integration with the County's selected commissary)
- Free calls (to phone numbers specified by the County)
- Inmate Name Reuse
- Multilingual capabilities (English and Spanish standard)
- Mute acceptance and call progression
- Officer Check-In
- Perma block (allows called party to block call from facility)
- Personal Identification Number (PIN) Administration
- Programmable calling schedules
- Prohibited and blocked calls

### *Security Solutions*

- Fraud management
  - Accurate answer supervision
  - Chain calling elimination
  - Extra digit dialing prevention (patented)
  - Switch-hook dialing prevention
  - Three-way conference calling detection (patented)
  - Voice overlays

### *Investigative Solutions*

- **ICER:** interagency inmate-to-inmate communication detection
- **Investigator Pro:** biometric analysis of entire phone call
- **Location Based Services (LBS):** protection and oversight of cell phone use inside and outside of facility
- **THREADS:** data analytics software

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 system, and

delivers an array of **cost reduction** 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 County'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 phone, restrict a phone, change a blocked number, and turn on or off 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 phone. In addition to providing information, AIS can also be configured to enable inmate family members and friends to directly open or fund prepaid calling accounts. This additional funding option makes it easier for family members and friends to contribute funds, thus increasing the County's potential commissionable revenue.

All functionality of the AIS is available around the clock, thus providing the community and inmates the ability to access the system as needed. AIS can be configured to provide callers:

- 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 be designed to allow family members and friends to fund an inmate's trust account over the phone. 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. 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 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, thus increasing commissionable revenue.

### **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 begin communicating until the called party positively accepts the call. Upon initiating the call, the inmate selects the calling language (English or Spanish) and dials approved family members and friends. When answering the phone, the called party hears a recorded message stating the call is coming from the inmate's specific facility, and that the call may 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.

In the event that the called party does not yet have an account, a voice prompt will direct the caller to press "7" to be transferred to the Securus call center to facilitate account setup. For inmates calling phones that cannot accept collect calls, such as cell phones, the SCP includes a First Call Free feature. If activated by the County, the feature allows an inmate to have one free call to alert his loved ones that he is incarcerated. The inmate can then direct the called party to set up a prepaid calling account through Securus' Family and Friends Call Center.

### **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 the call at one time.

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 feature's integrated media player has a time shifting capability enabling the investigator 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 to 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 to that number. The call detail record (CDR) simply lists the call as "private."

Recordings will be stored on-line for immediate access for one (1) year, and archived for the life of the contract. Specific recordings can be locked down so they are not archived and remain active after the one (1) year period. The SCP can also 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 phone call. The facility is able to choose the access levels for each PIN, whether it be Open PIN, Open PIN with Restrictions, or Closed 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 Jefferson County Jail's policies. Each inmate is issued an individual PIN.

If the Jefferson County Jail's jail management system (JMS) has the capability to randomly generate a PIN number, the SCP will use that number as the inmate's PIN once it is shared during the integration process. All integration between the SCP and the JMS will be completed by Securus.

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 phone level. By using their PIN for phone 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.

### ***Security Solutions***

#### **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. The SCP provides, at a minimum, the following fraud prevention aids:

- Accurate answer supervision
- Detection of three-way calls (patented)
- Elimination of secondary dialing (chain-dialing)

- Prevention of switchhook dialing
- Detection and prevention of DTMF (patented)

### **Accurate Answer Supervision**

The SCP uses industry-standard telephony cards that incorporate sophisticated answer supervision techniques. These advanced methods enable the platform to distinguish a legitimate call-answer-and-acceptance event from non-conforming telephone activity, such as:

- Network ring/busy signals
- Answering machines
- Operator intercepts
- Signal Interface Tones (SIT tones)
- Hacking

If an inmate's call does not complete for one of these reasons, a recorded message gives the specific reason for call termination.

### **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 feature is only available on the SCP from Securus.**

### **Switch Hook Dialing Prevention**

The SCP will prevent any attempt by an inmate to conduct switch hook dialing. The SCP will disconnect a call immediately if the switch hook is pushed down or moved from its idle position. 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 Jefferson County Jail's preference:

- Disconnect the call with termination notification sent to inmate and called party
- 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 phone number or groups of numbers, while keeping it enabled for all other calls.

## *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 and correctional staff at literally every correctional facility in the nation. 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 phone call**, detecting suspicious voice prints and automatically presenting findings. It flags potential criminal calling activity and **immediately alerts investigators** to those calls. Through its near-instantaneous collection and analysis of vast amounts of information, IPro gives Securus partners the ability to **pre-empt** and **unravel criminal plans**. **IPro is a Securus solution and Securus manages the solution roadmap.**

### **Location Bases 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 the location of where the call started and ended

### **THREADS**

Traditionally, communications data available for analysis by corrections and law enforcement has resided on only one individual's computer, or in software that only a few agents could use. 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 call records 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 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
- Graphical display of call fluctuation
- 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)

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

### **SECURUS VIDEO VISITATION (SVV)**

Securus recommends that the County adopt the Securus Video Visitation (SVV) system for the video visitation system component of its inmate communications solution. Securus is an industry leader in the rapidly growing inmate video communications market with more than 200 facility installations of the SVV, and more than 8,000 terminals deployed nationwide. Securus delivers a video visitation service that is **easy to manage** and **readily accessible** to the incarcerated community and their loved ones.

## **Secure Video Visitation (SVV) with ConnectUs Applications**

Improves efficiency of onsite visitation and delivers remote visitation functionality. Provides advanced application access to the inmate population with the installation of **ConnectUs**.

## **SECURITY VIDEO VISITATION (SVV)**

### ***Equipment Options***

- XL Inmate Terminal
- sPhone

### ***Efficiency***

- Video Visitation Dashboard
- Live monitoring and recording
- Multi-session live monitoring
- Onsite and remote appointment scheduling
- Onsite and remote video visitation
- Personal Identification Number (PIN) Administration
- Photo ID registration
- Recordings archived for playback
- Visitation rules and exclusion lists
- Visit Countdown Clock

### ***Security Solutions***

- Reduced contraband
- Reduced inmate and visitor movement
- Reduction of violence within jail

## **CONNECTUS**

- Hosted by Securus

### ***Applications***

- Phone Call
- Video Visitation
- Commissary
- E-Messaging
- Inmate Forms and Grievance
- Inmate Handbook and Documents
- Inmate Videos (MP4s)
- JobView
- Law Library
- Sick Call

## *Equipment Options*

### **XL Inmate Terminal**

Securus' XL inmate terminal is the most widely deployed touchscreen hardware in corrections. The XL terminal is powered by Securus' industry-leading inmate software platform, ConnectUs, offering a nearly unlimited number of applications such as: phone call app, video visitation app, commissary app, inmate forms and grievance app, inmate handbook app, job search app, law library app, and more.



### **sPhone**

The sPhone is our newest video visitation terminal. It is an intelligent facility device (IFD) that provides more than just video visitation. The sPhone is a powerful touch-screen computer that runs the most feature-rich video visitation and inmate telephone services, as well as inmate "self-service" tasks. Through our ConnectUs software, these tasks can include uploading inmate handbooks, reporting grievances, viewing schedules, ordering commissary, and viewing educational videos.



## *Efficiency Solutions*

### **Video Visitation Dashboard**

Securus understands that for video visitation to work effectively within the unique demands of the Corrections environment, it must be **user-friendly** and **intuitive** for facility personnel. The Video Visitation Dashboard was developed to enable users to quickly and easily manage all of the facility tasks associated with video visitation, including:

- User account approval and management
- Schedule management
- Reporting
- Live monitoring
- Playback of recorded sessions

### **Onsite Video Visitation**

In a traditional application of SVV, the visitor schedules the video visitation session by going to the Securus SVV website or contacting the correctional facility directly. The visitor arrives at the facility's visitation area at the appointed time and is escorted to a terminal. When prompted, the inmate confirms identity using password authentication and the session is started automatically, requiring no further officer intervention until the end of the session. Securus does not charge a fee for onsite video visitation.

## Remote Video Visitation

The remote video visitation option in SVV allows visitors outside the facility to securely communicate with an inmate via an Internet connection. This option is often preferred by attorneys, court systems, and bail bondsmen. Many family members and friends also prefer the ease and potential cost savings of remote visitation over onsite visitation.

The remote visit begins by the visiting party accessing the SVV website. Once the remote visitor accesses the website and registers, he or she may select the facility and inmate for the visitation. Once the inmate's identification is electronically verified, the remote user is able to meet with the inmate online. Prior to ending the session, visitors can create, edit, and delete future video visitation sessions. **No facility staff time is required for remote video visitation.** Securus charges the visitor a fee for each remote video visitation session that is scheduled.

## Live Monitoring and Recording

One of the primary advantages of implementing the SVV is the ability of correctional officers and investigators to monitor and record visits in real time. Full monitoring of video visitation sessions is available to authorized personnel onsite or from remote locations using any device that has Internet access. This capability not only **creates new investigative opportunities**, but can also have a real impact on **reducing violence within jail walls** by pre-empting criminal acts. Video recordings are stored for 300 days.

SVV does not allow the monitoring or recording of legally protected conversations, such as those between inmates and attorneys. Attorneys have separate log-in credentials, and they are listed simply as "private" calls on the detailed records of the call.

## Scheduling

### *User Account Set-up and Scheduling Features for Family Members and Friends*

All account set-up and scheduling features for family members and friends are Web-based and accessible from any standard browser. The software provides a simple user interface, which enables account set-up and scheduling to be completed in just minutes. The scheduling feature supports multiple facilities in multiple locations with multiple housing units, making it easy to find the desired inmate. Other key benefits of the interface include:

- Automatically displays only the visitation times and dates that are available
- Automatically sends an email confirmation when a visit is scheduled, modified, or cancelled
- Allow users to easily change their personal information

### *User Account Control and Scheduling Features for the Facility*

The SVV will allow authorized County personnel to have secure, Web-based access to account controls and scheduling features anytime and anywhere. The facility interface allows correctional officials to simply "point and click" to view user information, and easily approve or reject inmate visitation rights. Authorized users can also view, manage, report, and modify scheduled visits, and review historical staff usage through system user logs.



The SVV enables correctional facilities to conduct remote visitations safely, securely, and with **fewer burdens on staff**. Inherent benefits include:

- **Enhanced facility security** by reducing the possibility of inmate confrontation
- **Reduction in inmate and visitor movement** through a facility
- **Improved inmate ability to communicate** with legal representation, bail-bond representatives, family members, and other persons authorized by the facility
- **Reduction in contraband** infiltration
- **Increased inmate and visitor morale** with increased opportunities to visit
- **Reduced man-hours** needed to escort inmates and visitors to visiting areas
- **New revenue stream** for the facility through paid remote visitation sessions

### *SVV Reporting*

The SVV allows authorized facility administrators to generate two (2) primary reports:

- **Recorded Session Details Report** - Provides Information on previously recorded visitation sessions
- **Appointment Details Report** - Provides information on past, present, and future scheduled visitation sessions

The reporting function allows for maximum configuration and customization by facility staff. Search parameters include start and end date, User ID, Appointment ID, Visit Status, Inmate Location, Inmate Terminal, Visitation Type, Visitor Location, Visitor Terminal, and User Group name. Report results are completely dynamic and change based on the information being requested.

## **CONNECTUS**

Securus' cutting-edge ConnectUs software transforms the SVV terminal into an inmate self-directed kiosk. ConnectUs **automates critical operations** for correctional facilities while delivering unlimited applications to inmates. It essentially changes the way inmates access communications services within a correctional environment. Built on proprietary technology and delivering the most advanced, **easy-to-use** design, ConnectUs allows Securus to host phone calls, video visitation sessions, grievances, commissary ordering, and a number of other services. Based on the County's directives, the ConnectUs operating system will completely manage the inmate community's experience, including what applications are available, when they are available, and to whom they are available. ConnectUs **automates traditionally manual operating processes** of facilities.

Specific ConnectUs applications include:

- **Phone Call App** – speak to loved ones using the SCP. All calls are monitored and recorded, and completely secure.
- **Video Visitation App** – video visits from the inmate's pod, eliminating the need for movement inside the facility. All video sessions are monitored and recorded, and completely secure.
- **Commissary App** – devices can be used to place commissary orders. Securus will provide all integration with the County's commissary partners.
- **E-Messaging App** – E-messaging between loved ones and the inmate. Inmates view approved E-messages from ConnectUs terminals, and can reply to a message if a reply is first purchased by a family member or friend.
- **Inmate Forms and Grievance App** – form submission and routing tool that allows inmates to submit grievances and other forms electronically. Correctional staff can then electronically prioritize, route, and respond to the submissions.
- **Inmate Handbook and Documents App** – the Jefferson County Jail inmate handbook and other .pdf documents can be accessed through the Inmate Handbook and Documents app. Inmates can access information without the facility having to print or distribute documents.
- **Inmate Videos (MP4s) App** – upload any MP4 video, such as a video version of the inmate handbook, a jail orientation video, or a tutorial on how to use other apps.
- **JobView App** – allows inmates to perform job searches and view current local and nationwide jobs in numerous professions. The app provides electronic access to millions of available job opportunities, in hundreds of fields, so inmates can be better prepared once they are released from the facility. The app includes nightly automated updates at **no cost**.
- **Law Library App** – adhere to legal obligations and reduce costs as inmates perform their legal research online. The app provides full access to complete legal resources without the need for transporting inmates to a facility library or special computer. The app includes nightly automated updates at **no cost**.
- **Sick Call App** – allows an inmate to report an ailment to facility staff by selecting from a predetermined list. The Sick Call application allows authorized infirmary personnel to access calls anytime and anywhere, and provides a higher quality of care to inmates, thus reducing grievances.

## **IMPLEMENTATION, SERVICE, AND MAINTENANCE**

### *Implementation Plan*

Securus has developed a preliminary implementation plan that includes all of the required components of the County's proposed solution. The plan includes a complete, turnkey installation of equipment, facilities, and telephony connectivity for inmate communications services. Securus has developed installation and cut-over procedures that minimize disruptions and errors and maximize customer satisfaction. The County's specific Implementation Plan can be found on page 307 of the full response.

### *Installation*

Securus Installation Technicians will travel to the Jefferson County Jail and complete any pre-installation activities. The pre-installation activities can include pre-wiring, hardware staging, or test & turn-up activities that can be done in advance to reduce the time and complexity of the actual upgrade.

The Securus team will coordinate all upgrade activities with the County's information technology (IT) team to ensure a seamless transition of service. The transition of service can be coordinated to be completed after hours or during inmate lockdown to limit service interruptions. We do not anticipate any service interruption since the County already has Securus technology installed.

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

### *Customer Service*

#### **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 resolution of partner service issues. The Securus TSC will serve as a single point of contact for County personnel to request service **24/7/365**.

#### **Network Operations Center (NOC)**

The Securus Network Operations Center (NOC) provides **24/7/365** monitoring of all Securus systems, including platforms, networks, 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.

#### **Family and Friends Call Center**

The 150 Securus associates at the Family and Friends Call Center assist inmates' family members and friends that are using our multiple communication channels. We provide

dedicated customer service **24/7/365**. Our associates assist family members and friends with account creation and funding, billing and payments, blocked phone numbers, information on new products, managing account notifications, and resolving complaints.

### *Maintenance*

#### **Field Services**

Securus employs the largest Field Services team in the inmate communications industry. Our technicians are strategically positioned across the country to support our partners, and can generally respond to any 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 TSC dispatches the assigned Field Service Technician (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. Upon resolving the primary issue, the FST will perform a complementary system check to detect any unreported issues.

#### **Quarterly Upgrades**

With software updates provided three (3) to four (4) times per year, Securus will keep the County on the cutting edge of technology with system upgrades at **no cost**. Additionally, the communications 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 the new inmate communications 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 our relationship with Jefferson County and the Jefferson County Jail. We are confident that the robust SCP and SVV solution will meet and exceed all the needs expressed in the RFP. Securus delivers the best technology in the inmate communications industry, and we have tailored our solution to meet the County's specific requirements.

By partnering with Securus, Jefferson County and the Jefferson County Jail have a vendor that has the technology, financial resources, experience, equipment, and exceptional service needed to deliver the industry's leading inmate communications services. Securus couples its industry-leading technologies with exceptional service and attractive financial incentives to deliver an inmate communications solution that is second to none.



## POD KIOSK & VIDEO VISITATION

WITH ECLIPSE FILTERING TECHNOLOGY

### Eclipse at Work

Eclipse watches the video visitation conversation in real-time, cutting out everything in the video except for the facial area. This technology not only reduces officer monitoring but also improves call behavior by remote visitors.

We have pioneered a secure and shatter proof touch-screen Pod Kiosk and Video Visitation unit for correctional facilities with a higher standard of performance.

### Benefits & Features

#### Pod Kiosk and Video Visitation Units Include:

- Shatterproof screen
- Impact deflecting sides
- Armored handset
- Communicate with family members via e-mail
- Place commissary orders
- Access account balances and transaction history
- Review phone time and history
- Submit a paperless grievance or appeal form
- Request medical appointments
- View facility handbook and orientation videos
- Create request to jail staff
- Plus more ...

### Security

Put us to the test. We'll let you swing the hammer and try to break our touch-screen. Our system provides the convenience and security that will make your facility safer than others.



**Other kiosks are lawsuits waiting to happen.**  
Their touchscreens shatter! That's why we invented shatterproof inmate kiosks with patent-pending technology.





# InTouch Tablets

While hardened kiosks certainly have a place in the correctional environment, as more and more inmate touch points (electronic grievances, requests, etc.) are offloaded onto the kiosks, greater availability is required to satisfy inmate demand. This can mean adding expensive kiosks at lower and lower inmate to kiosk ratios. With wiring and infrastructure considerations, this option is cost prohibitive and reaches a point of diminishing returns.



By taking advantage of five years of kiosk software development, Stellar Services was able to easily port this proven technology to tablets. The tablets are extremely easy

to deploy and no training is required as inmates learn to use them in minutes. These units offer all the functionality of a kiosk along with premium entertainment and educational options.

One of the challenges associated with deploying a commercially available tablet is finding a suitable case. A case is important from both a damage protection as well as a security standpoint. We will never have to retool to generate a corrections-grade case for our tablets. This will be very important to our correctional partners as newer models are introduced and can easily be incorporated into Stellar Services suite of products for immediate deployment.

USB connections are a no-no in prisons and jails. They provide an easy opportunity for inmates to charge prohibited devices such as cell phones. To eliminate this possibility, Stellar Services offers a

## INTOUCH TABLET HIGHLIGHTS

- Commissary Ordering
- Grievance filing
- Inmate email
- Education
- News
- Sports
- Games
- Law Library
- Video Visitation

patent-pending wireless charging solution. While other wireless charging can take up to 6 hours, our five-bay docking station provides a complete charge in less than 2.5 hours.


One of the major challenges with a mobile device in a corrections environment is access control. **How will you know which inmates currently have a tablet? Can an inmate be restricted from tablet use?** These are important questions that demand an answer and that answer should not involve your staff. Our docking base not only provides the fastest wireless charging in the industry, it also incorporates secure locking with a keypad that requires the inmate to enter his or her inmate ID and PIN to check out a tablet. If the inmate is restricted from tablet access, he or she will be denied access. If an inmate already has a tablet, they must return it before checking out another. And, all this is managed, without your staff.


Our deployment model allows all inmates access to the tablets at no cost for 15 minutes every 2 hours. In addition, if an inmate wishes to remove the 2-hour cooldown period for 24 hours, he or she may do so by upgrading to the "Gold Pass" option. It can be funded directly by the inmate or he may request that a family member fund the purchase.

The security on these units is second to none. As part of the tablet rollout, Stellar Services provides a secure router with custom firmware to ensure that the inmates only have access to a single site. Moreover, the tablets themselves have an extra layer of protection via a custom script. This two-pronged approach has never been compromised.


Stellar Services was the first company in the corrections marketplace to deploy video visitation on tablets – and the feedback we have received from our clients has been overwhelmingly positive. As remote video visitation expands into more correctional environments, the need for officer monitoring has also grown. Many facilities do not have the time and manpower to devote to this effort. The answer – Stellar Services patented **Eclipse** technology! This solution virtually eliminates the need for manual monitoring of video streams. Using the most advanced facial detection algorithms, Eclipse identifies the faces in the images and eclipses everything else. We know how short-staffed your department is...**let our technology do the work for you!**


## FEATURES AND BENEFITS OF THE IN TOUCH TABLETS


 **Gold Pass** – All inmates receive some free time on the tablets each day. Purchasing a Gold Pass allows inmates access to the tablet for an extended period of time without interruption.


 **Games** – Play tested and approved games.


 **Radio** – Stream approved radio stations.


 **Law Library** – If your facility has online access to a law library, this can be displayed on the tablet for easy access by the inmates.


 **Library** – A large listing of books is found in the online library.


 **Secure Browser** – Sites included are up to the discretion of the facility and include options in categories such as Education, Music, Video, Sports, News, as well as Religious and Spiritual sites. Keyboard function is disabled to prevent unauthorized communication via dialogue or comment fields.


 **Email and Messaging** – For less than the price of a stamp, inmates can send and receive secure email from friends and family. All messages are archived for future reference and key words may be flagged for investigation.


 **Commissary** – Place commissary orders right from the tablet. Pictures of the items make ordering easy and less prone to error.


 **Inquiries** – Inquiries provide a way for inmates to interact with staff. Often inquiries are used as a way to avoid a formal grievance.


 **Information** – Access to calendars, schedules, and general facility information. Any information that would typically be placed on a bulletin board in the pod area should be placed under this tab.

 **My Account** – Residents can view their account balance and history.

 **PREA** – PREA has become a very important initiative inside jails and prisons. The PREA icon can be configured to play an informative video detailing what action the inmate should take in the case of an incident. The system can even force the inmate to watch the video and confirm that he or she understands the reporting process prior to using the other features of the tablets (games, tunes, etc.). The PREA icon also allows the inmate to report an incident.

 **Orientation** – Some facilities require an inmate to watch an orientation video as part of the intake process. Like the PREA video, the Orientation video can be configured as required viewing.

 **Handbook** – A huge amount of resources is devoted to maintaining an up-to-date hardcopy inmate handbook. Deploying it on the tablet will save staff time and printing costs. It can also be configured as required viewing along acknowledgement by the inmate that he or she has read and understands the content.

 **Grievances** – Stellar Services' grievance workflow was designed to accommodate the most demanding facilities. Our grievance module is used in ACA facilities to assist in meeting the standards.

 **Haircut** – Schedule a haircut.

 **Medical Visit** – Request a medical visit.

 **Password** – Change your 4-digit passcode.

 **Log Out** – Log out.