ADA REQUIREMENTS
Respond to each of the items below.

1)   **Vendor must supply and install operational TDD/TTY, or similar alternative, capable units at the prisons in the following allocation: 2 for each of the 11 prisons excluding Monroe, and 9 at Monroe as follows: 1 IMU, 1 MSU, 2 TRU, 2 WSR, 2 SOU, and 1 for the Deaf Services Coordinator for deployment if needed to a Work Release Facility. Acknowledge Vendor's acceptance of this requirement.**
Vendor's response:

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

Securus acknowledges and accepts these requirements.

Securus will supply and install operational TDD/TTY, or similar alternative capable units at the prisons as identified above. The Securus program for incarcerants who are deaf or hearing impaired includes both TTY units and Video Relay Service (VRS).

TTY Telephones

The technology provided uses dedicated ports on the NextGen Secure Communications Platform™ (NextGen SCP™) network, and eliminates the need for a correctional officer or staff member initiating the call process. The incarcerant placing the handset on the TTY device and entering the speed-dial number initiates the call. The incarcerant then communicates using the TTY device through the NextGen SCP to the state's telecommunication relay center (TRS). The information includes the option of including the incarcerant'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 incarcerant 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 incarcerant to confirm the connection and begins the call connection process to the called party.

Securus uses the PortaView or Ultratec Superprint 4425 TTY/TDD phone model. The following information is the manufacturer-provided telephone specifications:

PortaView Specifications

- Built-in 20-character display
- 32K character memory
- Four-row keyboard
- Pre-recorded greeting messages
- GA-SK combination keys for easy typing

- Acoustic cups to fit round and square handsets

Ultratec Superprint 4425

The Ultratec Superprint TTY/TDD phone offers the most advanced printing with 32K memory, superior calling features and more, including:

- Built-in 24-character printer
- Three selectable print sizes
- 32K memory
- Memos you can name for easy recall and sending
- Keyboard and memory dialing
- Last-number redial
- Call progress (display shows whether line is ringing or busy in direct connect)
- Tone-and-pulse dial
- Auto-answer (direct connect)
- Remote message retrieval
- Auto ID
- Turbo code
- Time and date
- TTY voice announcer
- User-programmable relay voice announcer
- 20-character vacuum fluorescent display
- Rechargeable batteries
- Optional ASCII code
- Optional large visual display port (includes ASCII)

Video Relay Service (VRS)

Securus uses ZVRS/Purple for our VRS solution. There are major differences in how vendors provide VRS service. The Securus offering is very unique compared to other vendors in that it is fully integrated into our NextGen SCP ITS and does not require users to access a totally different system to complete VRS calls. The high level of integration between Securus VRS and NextGen SCP provides hearing impaired offenders with "equal access" to communication services while providing WA DOC the ability to provide, manage, and investigate incarcerant VRS calls in a manner consistent with traditional incarcerant

calls. VRS will be provided free of cost to WA DOC and there will be no additional costs to the called parties or the prisoners.

Video Relay Services offer unique challenges to the correctional industry due to its reliance on American Sign Language (ASL) which requires visual communication, the automatic insertion of an ASL interpreter when needed, and adherence to FCC regulations which prohibit VRS Service providers from interfering with or recording the communication. Securus VRS addresses all of these challenges so as to provide WA DOC with a VRS solution which does more than meet the requirements of ADA compliance.

Features:
- Full integration with Offender Telephone System (NG SCP)
- Control over which offenders may place VRS calls
- Prevention of "inbound" calls
- Ability to record (audio +video) calls to "non-private" numbers
- Presentation of recording admonishment
- Support for "Voice Carry Over" feature of VRS
- Support for Global and PAN Lists including a "private flag setting
- Creation of searchable Call Detail Records (CDRs) for VRS calls
- Ability to playback the audio + video recording of recorded VRS calls
- Ability to include VRS call recordings into CD images
- Application of the same SCP call that are used for traditional offender calls
- sPhone XL™ : A VRS capable offender calling device which fully conforms to the rigorous needs of the correctional environment.

2) **The System must have a TTY relay system accessible to incarcerants using a TDD/TTY, which must allow the relay system to involve a live operator. Describe how Vendor will meet this requirement.**
Vendor's response:

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

Both the TTY option and VRS solution will involve a live operator when necessary or if required.

The incarcerant communicates using the TTY device through the NextGen SCP connects to the state's telecommunication relay center (TRS). With TRS, a special operator communicates back to the incarcerant to confirm the connection and begins the call connection process to the called party who receives the call on a collect basis.

**Incarcerant Call Flow Using Voice to TTY**
When a hearing-capable incarcerant uses a standard incarcerant phone to call a hearing-impaired individual through a TTY relay service, they will be prompted to enter the speed

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dial number for voice to TTY. This connects the incarcerant with with the TRS operator, who proceeds with connecting the call. The TRS operator informs the desired called party via TTY of the incarcerant name and requests acceptance of the call. The recording of these types of calls will contain the voice of the incarcerant and the relay operator. See flow chart below for more detail.
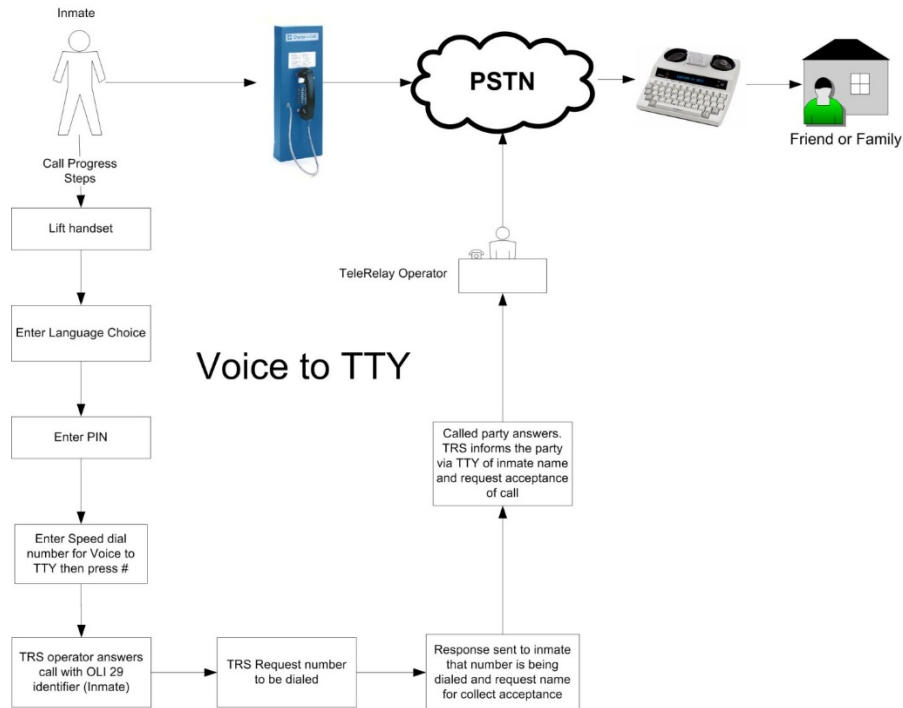
Incarcerant Call Flow Using Voice to TTY
When a hearing-impaired incarcerant uses a TTY phone to call a hearing-capable individual through a TTY relay service, the incarcerant will communicate with the TRS operator through the TTY device and then the operator will communicate verbally with the called party. The recording from this type of call will contain the tones of the incarcerant's TTY machine and the relay service's TTY machine. WA DOC can use readily available separate software to convert the tones to text, and then print the resulting conversation. See flow chart below for more detail.
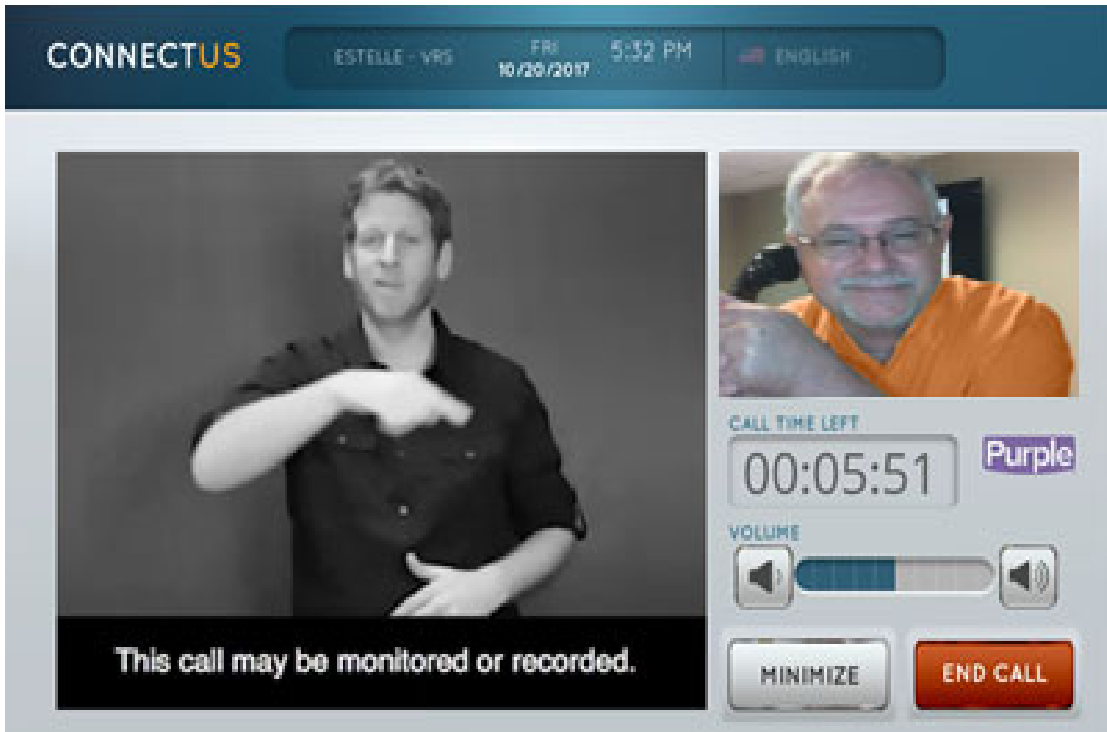
TTY to Voice
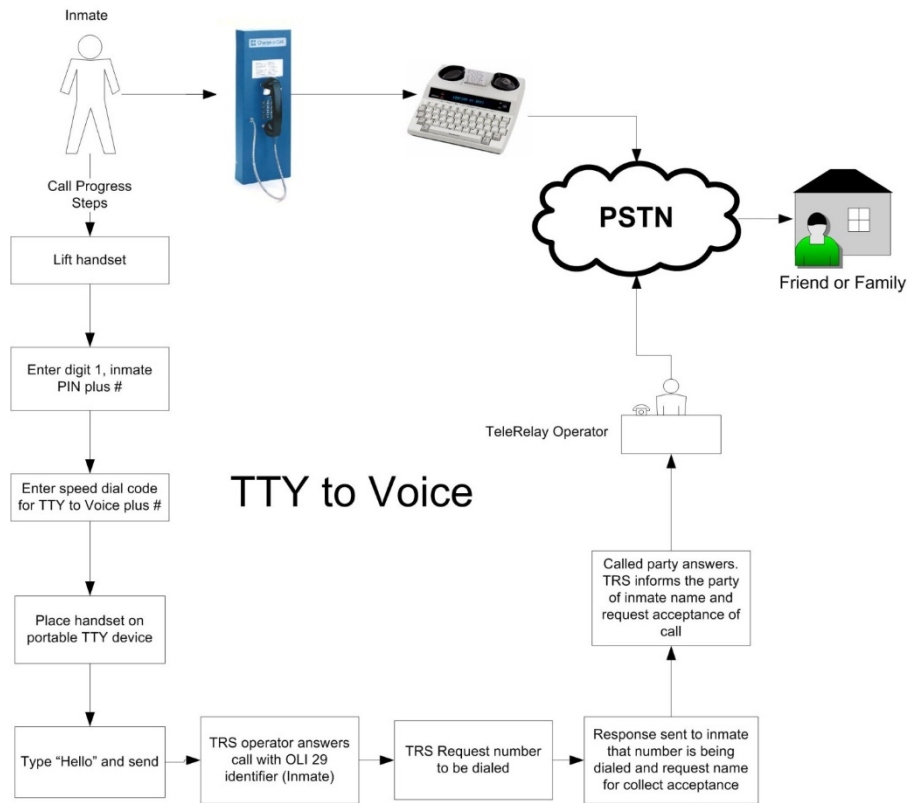
Securus VRS

Securus supports both incarcerent VRS phone to VRS phone calls and incarcerant VRS Phone to standard non-video phone calls.

INMATE VRS DEVICE TO F&F VRS DEVICE

Inmate VRS device dials number. VRS number is identified that no Interpreter is needed. Inmate VRS device directly connected F&F VRS device

INMATE VRS DEVICE to F&F POTS

Inmate dials VRS number. VRS number requires Interpreter. Inmate signs to Interpreter

Interpreter signs to Inmate

Interpreter speaks to F&F from a phone

F&F speaks to Interpreter

Offender VRS call to F&F VRS Device

Offender VRS Call to Non VRS Phone Number

3) **The TTY relay system must include text informing the relay operator that the call is from a correctional facility and will be monitored. Acknowledge Vendor's acceptance of this requirement.**
Vendor's response:

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

Securus acknowledges and accepts this requirement.

Whether the incarcerant is initiating a TTY call through a standard incarcerant phone or through a TTY device, the TRS operator receives the call with an OLI 29 identifier, indicating that the call is coming from an incarcerant at a correctional facility. Further, TTY calls include all of the call set up prompts from the ITS' Automated Operator Services, so the relay operator will receive text informing that the call is from a correctional facility and will be monitored.

4) **Call recipients (telephone, TTY/TDD, VRS) must be notified that calls are from a correctional facility and are being recorded and/or monitored and must permit the recipient to decline the call. Acknowledge Vendor's acceptance of this requirement.**
Vendor's response:

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

Securus acknowledges and accepts this requirement.

All call recipients (telephone, TTY/TDD, VRS) will be notified that a call is from a correctional facility and that it is being recorded and/or monitored. The called party will have the ability to decline the call and block the caller for future purposes, if desired.

The Securus calling service 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 incarcerants and called parties throughout the calling process.

When the called party answers the phone, the calling service's advanced answer detection triggers the call acceptance voice prompt. The called party hears, "Hello, you are receiving a collect call from [incarcerant's name], an incarcerant at the Washington State Department of Corrections. 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."

TTY Devices

Whether it is the Offender that is hard of hearing or the called party, SCP Call prompts are displayed on the TTY device being used for the Offender and/or called party to read.

TTY device being used by an Offender – To begin the call, either the Offender or the officer assisting the Offender dials the number to for the TTY Relay Service. Once a TTY Relay Interpreter answers the call, they will use a TTY device to interact with the offender/officer. The TTY operator is not "speaking" to the offender/officer but rather is typing out the prompts for them to read.

In this scenario, if the Offender is calling a friend or family member also requiring the use of a TTY, the called party will be able to read the aforementioned prompts on their device. NG SCP supports a feature to allow called parties to hear the call NG SCP automated operator prompts in English or in the language selected by the offender. TTY can be configured as a language and this feature enabled to allow the called party using a TTY device to eventually see the TTY language selection option and be able to proceed in the "TTY" language.

TTY device being used by the called party - For hearing capable offenders calling a hearing impaired friend or family, the Offender will dial a different TTY Relay Service phone number. The interpreter will dial out to the called party using a TTY device and type out the prompts for the called party to read on their device.

VRS Devices

Offenders using VRS will place their calls on the sPhone XL terminal with the ConnectUs operating systems. The ConnectUs software is intuitive, easy to use, and will guide the Offender through the calling process.

- **Call from Offender VRS Device to Called Party VRS Device** – When an Offender uses the ConnectUs VRS application to place a call to another VRS-capable phone, when the called party answers Purple communications will play a video recording announcing in American Sign Language (ASL) and with closed captioning that "this call is from a correctional facility. This call may be monitored." This will be seen by both the Offender and called party.

- **Call from Offender VRS Device to Non-VRS number** – In this scenario, the VRS operator serving as the interpreter for the Offender will advise both the offender and the called party that the call is being recorded.

5) **The TTY relay system and Video Relay System (VRS) must indicate to the user and the operator that conference calls, calls to 800 numbers, and directory assistance are not permitted unless specifically approved by DOC. Acknowledge Vendor's acceptance of this requirement.**
Vendor's response:

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

Securus acknowledges and accepts this requirement.

Because of the high level of integration of TTY and VRS with our NG SCP communications platform, any calling restriction or rules that are configured in NG SCP will apply to TTY and VRS calls, including the prohibition of conference calls, calls to 800 numbers, and directory assistances calls.

Call Blocking

The NextGen Secure Communications Platform™ (NextGen SCP™) allows authorized facility personnel to manage blocked numbers using the platform user interface. Blocked numbers can be applied at various levels—facility, site, phone group, phone and incarcerant. NextGen SCP offers unlimited blocking so the resulting call blocking table that is created may contain as many entries as needed. In addition, there is an associated "Description" field that allows for additional information to be attached.

Securus will upload your call blocking list during the installation process to eliminate the burden of initial setup from your facility staff. 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.

6) **Any proposed voice recognition software must also have an alternative for incarcerants with disabilities (i.e. PIN system or other reasonable accommodation). Describe how Vendor will meet this requirement.**
Vendor's response:

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

Securus voice biometric software, Investigator Pro, can be configured to work with a limited voice enrollment, for example, that of an incarcerant who can speak but not accurately follow the enrollment prompt steps. IPRO can also be disabled for an individual ID/PIN, and for individual phones and TTY devices.

7) **The proposed System must include a total of 42 Video Relay System (VRS) units, or similar alternative, with 3 at AHCC, 2 at CBCC, 1 at CCCC, 3 at CRCC, 1 at LCC, 1 at MCCCW, 1 at OCC, 2 at SCCC, 4 at WCC, 5 at WCCW, 5 at WSP, 2 for contingency purposes, and 12 at MCC with the following distribution: 4 at TRU, 2 at WSR, 2 at MSU, 2 at SOU, 1 at IMU, and 1 at the Deaf Services Coordinator Office. Acknowledge Vendor's acceptance of this requirement.**
Vendor's response:

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

Securus acknowledges and accepts this requirement.

The proposed Securus system will include a total of 42 Video Relay System (VRS) units installed as provided in the requirement above. For use with our VRS system, we will provide sPhone XL terminals according to WA DOC's specifications. The sPhone XL 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 offender telephone services, as well as "self-service" tasks.

The housing is strong enough to prevent vandalism and is designed to prevent the introduction of contaminants. The case and touch screen are environmentally sealed and easy to clean. The rounded shell has no sharp edges or corners, providing another layer of protection to prevent the offender from self-harm. The unit's shape, small footprint, and low profile reduce the amount of leverage available to intentionally damage the unit. Display information will be projected from the processor through a thick, transparent, break- and scratch-resistant screen.

Offender access to Securus VRS is provided as an application available through the ConnectUs software, the controlled offender interface provided all sPhones.

sPhone XL

The XL terminal is a correctional-facility grade, tamper-proof steel enclosure. The hardware is wall mounted unit equipped with a built-in shatter resistant touch screen, a high-resolution video camera with integrated lighting, and tamper-proof, heavy molded plastic handset with an armor-reinforced cord for audio communication, and surge protection.

The proposed sPhoneXL terminals include, at a minimum, the following:

- A detention grade hardened steel enclosure
- One detention grade audio handset per terminal for the incarcerant, and two detention grade audio handsets per terminal for the public
- A shatter resistant LCD monitor with integrated camera
- Enclosures which prevent spills from entering
- Terminals that do not have any openings exposed to the user, including all wiring and ventilation holes
- Terminals without any external hinges
- Terminals are powered by 110 VAC, low voltage DC, or IEEE802.3at (PoE Plus).
- Rounded tops and corners
- Terminals with built-in LED lighting that automatically activates during video visitation sessions and automatically ends when the video visitation session completes and/or disables during all other functions
- Terminals that use standards based videoconferencing CODEC
- Terminals with multiple mounting methods: wall, table, pedestal or cart. All mounting options use standard industry or better methods
- Options for powering the units on and off

XL2

VRS is also over the new XL^2 Incarcerant Kiosk, to the same extent as the sPhone XL Incarcerants use the XL^2 Incarcerant Kiosk to access digital content (music, movies, games, educational materials, and news), compose (or upload) and send email, send eCards, attend video visitation sessions, log into their JPay account, and send grievances to facility staff. It can also support any Securus-based services available via the current sPhone XL terminal and its ConnectUs application suite, which means that a single kiosk installation can handle all of the DOC's offender communications needs.

The kiosk incorporates a standard size keyboard, trackball mouse, and wrist rest space. It accommodates numerous mounting options, such as wall, tabletop, cart, and pedestal.

Kiosk Specifications

- Hardened steel enclosure with anti-vandal security lock and bolts
- Built-in LED Lighting
- Dimensions: 22¾ "x 21" x 4¼ "
- Weight: 50 lbs. (including PC & networking components)
- High strength scratch-resistant security glass
- Dynamic handset with secured caps and a 32" armored cord
- stainless steel keyboard with trackball and braille keys
- Power - Power over Ethernet, 802.3at (PoE+), 25 watts
- MTBF: 80,000 hours

Encased Components

- 17" LCD hardened touchscreen monitor with integrated privacy screen
- Screen resolution 1280x1024
- 5 megapixel autofocus camera with 2592x1944 max resolution
- Quad core processor
- 4 GB RAM
- 512 GB mSATA hard drive
- Armored USB cable
- Cat6 Ethernet Port

The keyboard and trackball are resistant to liquid, dust, and debris. The keyboard is integrated into a sealed metal base so that its components are spill-proof. The kiosk is also designed so that spilled liquids flow away from important componentry if they do somehow reach the inside of the kiosk. All electrical components are compliant with UL, CE, and/or CSA standards.

Parts can only be removed from a kiosk by a technician. Kiosks are vandal-proof and are treated well because they provide a valuable service to the incarcerant population.

Kiosks have smooth stainless-steel surfaces with no sharp edges. If cleaning is necessary, kiosks are easily wiped down since all exterior parts are water-resistant, including the keyboard and handset.

Securus technicians can quickly open the enclosure and swap components. Components are designed and fastened so that the technician can quickly detect a problem and replace a particular component, most of them, or all of them if necessary.

8) **Vendor must designate an ADA liaison for ADA related issues during the contract term. The liaison must have working knowledge of ADA requirements and will serve as the point of contact between the Department and the Vendor when ADA access issues need to be addressed. Describe how Vendor will meet this requirement.**
Vendor's response:

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

Securus will designate an ADA liaison for ADA-related issues during the contract term. The Securus liaison will have working knowledge of ADA requirements and will serve as the point of contact between WA DOC and Securus when ADA access issues need to be addressed.

Securus will also assign the Washington DOC Account Manager as the responsible party for addressing and closing ADA related issues. This will be accomplished through two general methods. First, the Account Manager will be accountable to the Washington DOC for reviewing progress on open issues and documenting new issues related to ADA during the quarterly account meetings with the Washington DOC. Each item will be reviewed during the meeting with the Account Manager reporting progress towards resolution or getting agreement on closure of the issue during the meeting. In addition, the Account Manager will be the single point of contact for urgent or emergency issues as they arise and will be held accountable for specific service level agreements related to response times, maintaining escalation lists, documentation and communication with Washington DOC officials on a timely basis, sourcing subject matter experts and ultimate closure of all issues.

9) **Movies must provide the option for closed captioning. Acknowledge Vendor's acceptance of this requirement.**
Vendor's response:

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

Securus acknowledges and accepts this requirement.

10) **Portable devices (e.g. tablets, media players) must meet ADA standards. Describe how Vendor will meet this requirement.**
Vendor's response:

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

Securus makes every effort to make the content and settings of our tablets ADA compliant.

For visually impaired incarcerants, Text-to-speech capability (highlighting text on portable devices which will then be audibly spoken via earbuds) has already been integrated into many tablet applications, such as eBooks and email, with more being enabled every day. Tablets can now also accept a specific external QWERTY keyboard as an approved device, which simplifies input for visually-impaired users. We have found that many visually impaired customers can use a normal external keyboard with relative ease.

Hearing Impaired Access

Securus has several solutions available to improve accessibility for hearing impaired users. For example, bone conduction headphones are on the list of approved devices that are compatible with our tablets. We can also remove volume constraints inside the tablet's Android OS in order to increase sound level output. Additionally, much of the content available through our Learning Management System (LMS) and our movie rental service include closed captioning.

11) **There must be a minimum of 2 wheelchair accessible phones with 32" cords for every 10 phones in an area. If there are fewer than 10 phones in an area, then at least two shall be wheelchair accessible. Acknowledge Vendor's acceptance of this requirement.**
Vendor's response:

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

Securus acknowledges and accepts this requirement.

Securus offers a variety of incarcerant phone mounting options, including wall mount, floor pedestal mount, booth or enclosure, flush mount, and outdoor weatherproofed mountings, which will allow us to provide the necessary wheelchair accessible phones. Securus will work with WA DOC to provide the best solution to meet your needs.

12) **In locations where there are phone booths, at least one booth must be wheelchair accessible. Acknowledge Vendor's acceptance of this requirement. Vendor's response:**

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

Securus acknowledges and accepts this requirement.

13) **All telephone units must have a volume control feature. Acknowledge Vendor's acceptance of this requirement. Vendor's response:**

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

Securus acknowledges and accepts this requirement.

14 **166 telephone units must have a caption display that operates on regular analog phones (no wireless) designed for hard of hearing persons. These phones must not have the ability for users to save messages or have additional features other than captioning speech from the person receiving the call. Each unit must receive 1-2 phones as follows: AHCC: 18; CCCC: 2; CBCC: 10; CRCC: 24; LCC: 2; MCCCW: 3; MCC-TRU: 8; MCC-WSR: 8; MCC-IMU: 2; MCC-SOU: 6; MCC-MSU: 4; OCC: 3; SCCC: 16; WCC: 18; WCCW: 14; WSP: 28. These phones must also permit PREA reporting. Describe how Vendor will meet this requirement. Vendor's response:**

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

Securus will supply and install operational Captioned Telephones, or similar alternative capable units at the prisons as identified above.

Captioned Telephone (CapTel)

The Captioned Telephone (or CapTel for short) is a telephone technology that allows people to receive word-for-word captions of their telephone conversations. The CapTel phone looks and works like a traditional phone, with callers talking and listening to each other, but with one very significant difference: Captions are provided live for every phone call. The captions are displayed on the phone's built in screen so the user can read the words while listening to the voice of the other party.

Read and understand while hearing your caller's voice.

CapTel phones work with a no-cost Captioning Service to show every word your caller says. It's like closed captions on TV, for your phone!

How It Works

You dial the other person's number, exactly the same way as with any other telephone. As you dial, the phone automatically connects to a free captioning service. When the other party answers, you hear everything they say – just like a traditional call. The captioning service transcribes everything they say into captions, so you can read it too.

These phones allow the submission of PREA reports via the PREA hotline just like any other Securus phone, the only difference being calls will be captioned.

15) **The VRS must be capable of making outgoing calls only. Acknowledge Vendor's acceptance of this requirement.**
Vendor's response:

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

Securus acknowledges and accepts this requirement.

16) **The VRS must provide a secure login to guard against fraudulent use and must track user activities. Describe how Vendor will meet this requirement.**
Vendor's response:

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

Our VRS system will provide a secure login to guard against fraudulent use. Only incarcerants authorized to make VRS calls will have access to this application. Authorized personnel can authorize an incarcerant for VRS through the incarcerant profile page.

Our VRS is fully integrated within the NG SCP network, allowing for standard NG SCP policies, such as PAN list control, call recording, time limits, remote printing of the call contents, redial prevention, and more. Additionally, because of the full integration of VRS with NG SCP, call recordings are searchable within the platform and will appear in the communication detail record. Securus VRS highly leverages the standard offender call management control structures used by NG SCP for traditional offender calls, including the following:

- Calling Schedules
- Max Call Duration controls
- Calling Restrictions

- Calling Velocity
- Specific called party phone number controls both globally and on offender PAN lists
- Control over which calls to record

Incarcerants using VRS will place their calls on the sPhone XL terminal with the ConnectUs operating systems. As a second layer of fraud prevention, the XL terminal can be configured to require incarcerant login before accessing any of the applications.

Once the Offender has logged into the terminal with their PIN, the VRS application will be clearly marked on the screen with the VRS icon.


Upon opening the VRS application, a standard application level login screen is presented to the incarcerant to login to the VRS application.
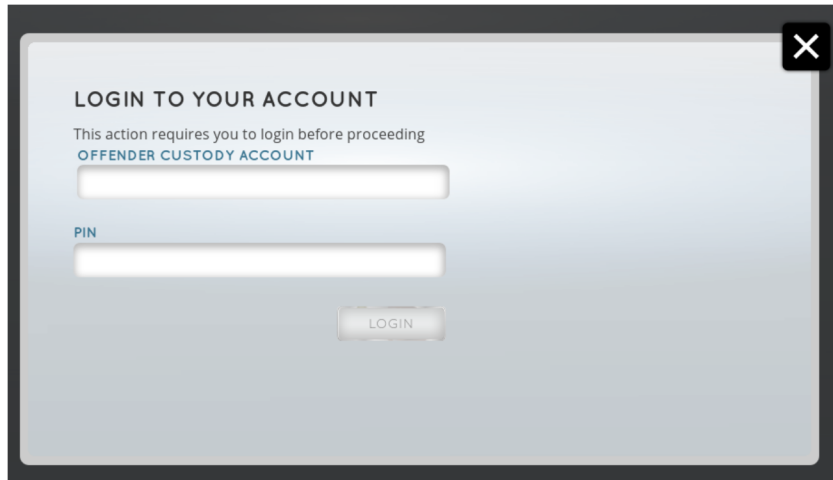
If the offender is not authorized to use the VRS application, a window automatically pops with the following message: *You are not authorized to use this application*

If the Offender is authorized for VRS, they will be presented with a dialing screen, with indication from where to select language, place call and exit.
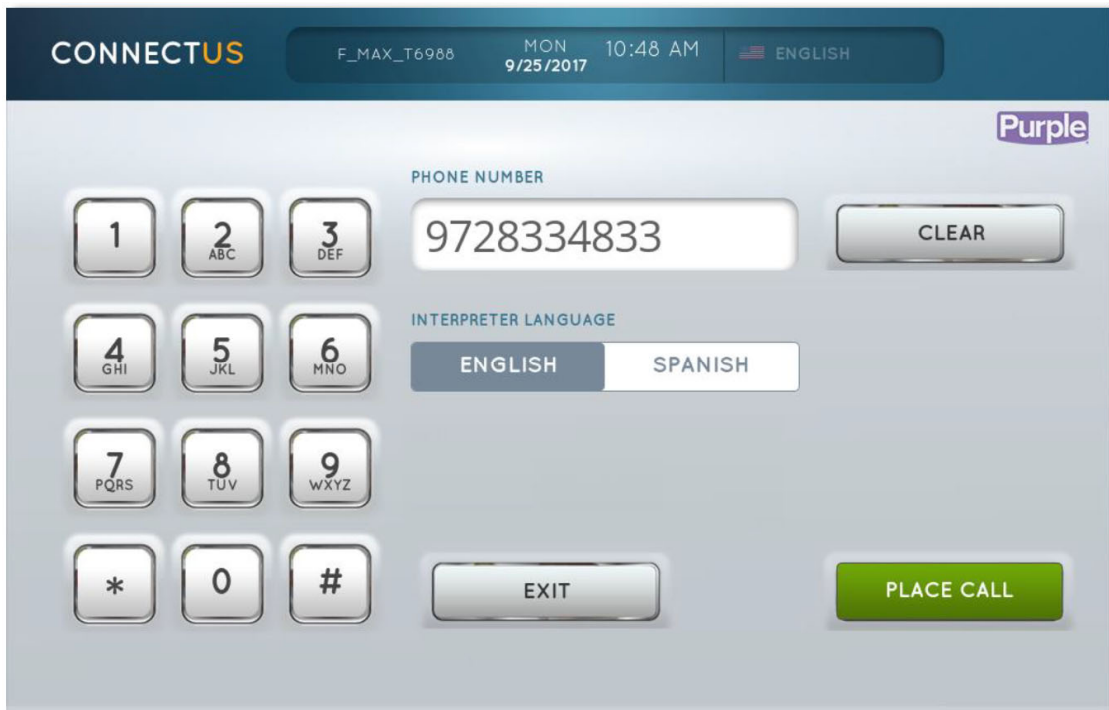
17) **VRS calls must provide an indication to the user and operator that the incarcerant may only place one call. Acknowledge Vendor's acceptance of this requirement.**
Vendor's response:

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

Securus acknowledges and accepts this requirement.

18) **All hardware (e.g. portable devices, phones, kiosks, etc.) and software (e.g. portable device interface/apps) must meet ADA standards. Note that Vendors will be required to submit a Voluntary Product Accessibility Template (VPAT) for software accessibility. To the extent not already described in responses to prior requirements, describe how Vendor will meet these requirements:**
Vendor's response:

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

Securus' installation engineers will install our physical equipment to conform to the aforementioned ADA accessibility requirements. In addition, Securus follows a strict development methodology where the user experience is a cornerstone of all our user interfaces and incorporates the accessibility industry standards where applicable.

Securus is familiar with Voluntary Product Accessibility Template (VPAT) as we have completed and submitted it to both the Oklahoma DOC and Minnesota DOC previously.