

Video Visitation Requirements.

Respond to each of the items below.

- 1. Equipment to facilitate video visitation (i.e. kiosks or other methods of facilitating the visits) must be installed in each dayroom of each Department facility including IMU North at WSP (other IMUs are excluded). Acknowledge your acceptance of this requirement.**

Vendor's response:

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

Securus acknowledges and accepts this requirement.

Securus currently uses the sPhone XL for video visitation. Coming soon is the XL2, which will be the latest terminal for video visitation.

sPhone XL

The Securus Video Visitation 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

Technical Specifications

- Light and ruggedized vandal-proof terminals (hardened steel): Best balance between weight and resistance
- Sealed: Dust and Liquids Resistant, spill-proof (accidental or deliberate).
- Assembly elements are hidden: No screws or hinges can be removed and used to manufacture weapons. No doors/compartments that can be opened in the front or on the sides of the unit.



- Rounded edges that reduce the risks of accidental or intentional injuries.
- Abrasion and chemical resistant; the unit can be cleaned using commercial cleaning agents.
- Humidity and corrosion resistant
- Built-in LCD 15" with hardened shatter resistant touch screen
- HD camera, autofocus, (720p @ 30 fps)
- Sphone XL PoE has movable camera with a 2MP (1600x1200) resolution
- Optional hands free terminal with built-in HD video camera, Pan-Tilt-Zoom, 10x optical zoom, 4x digital zoom, 30fps
- Built-in LED lighting system & Power ON LED indicator
- Magnetically activated pushbutton for on/off power
- Built-in heat sink mounted to the back for heat dissipation
- Built-in protection device against voltage variations
- Vandal-proof handset. Armored cable
- Standard non-proprietary computer components
- All electrical components comply with UL, CE and/ or CSA
- System maintenance via wireless keyboard (Infra Red Access)
- Mother board: Micro/Mini ATX
- Intel Quad Core 2 GHz processor
- Memory: DDR3; RAM 4,096 MB (4 GB)
- Solid State (SSD) Hard drives to reducing moving components and potential failure points.
- Network: Ethernet RJ-45 (CAT5/6)
- Power Options:
 - AC: 110V 2 amps
 - Low voltage DC: 24 V 8.33 amps
 - Power over Ethernet: IEEE802.3at (PoE Plus).

XL2

At the core of incarcerant services is the new XL² Incarcerant Kiosk. Incarcerants use this 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: 22³/₄ "x 21" x 4¹/₄ "
- 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.

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.

- 2. Incarcerant friends and families must be able to connect to incarcerants using widely available equipment including webcams connected to personal computers and via cameras on portable devices and cell phones. Describe how Vendor will meet this requirement.**

Vendor's response:

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

Securus offers anywhere video visitation, which allows remote visitors, such as family and friends, bail bondsmen, probation officers, and attorneys secure communication with incarcerants from outside the facility via a broadband internet connection on any device, including both Android and Apple mobile devices.

Remote visitors access Securus Video Visitation (SVV) services through the Securus mobile application or the Securus Online website, at www.securustech.net. Remote users need only a tablet, computer, or mobile phone with a built-in or external webcam and a microphone and speakers, or a headset.

Family and friends can obtain an approved account profile *remotely* by sending their picture and driver's license. *Securus is the only company that offers this feature.*

From the mobile app or website, visitors select the facility and incarcerant with whom they would like to visit and then can:

- Create, reschedule, and/or cancel a scheduled video visit session
- Pay for the scheduled session with a credit or debit card
- Apply for remote video visitation privileges from the facility
- Join a visitation session with incarcerants—no officer intervention is required

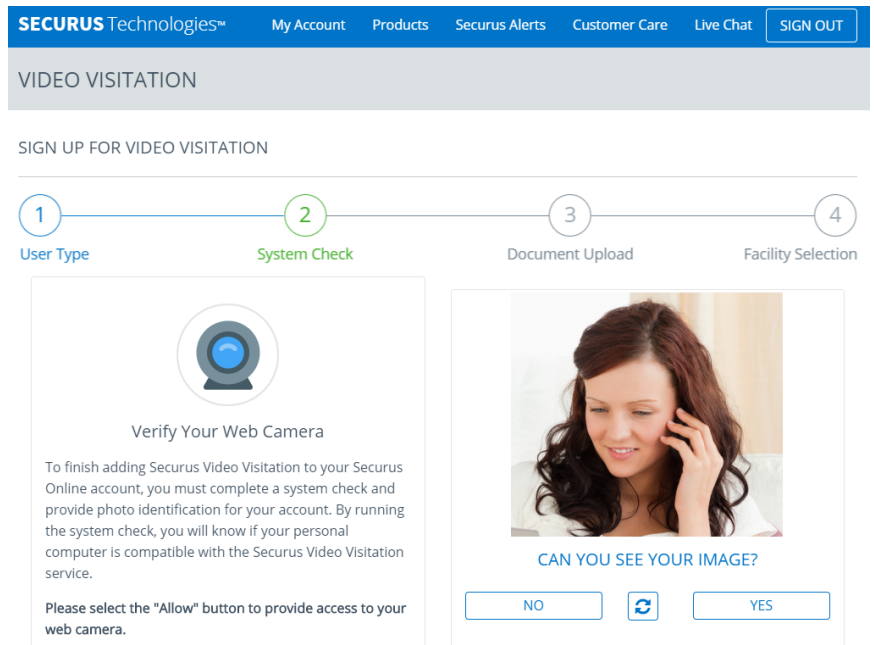


3. System must provide a function for visitors and incarcerants to perform a round-trip test of their equipment/personal device (webcam, phone, etc.) to see if it can adequately handle video visits through the System. Describe how Vendor will meet this requirement.

Vendor's response:

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

Visitors must register for a Securus Video Visitation account at www.securustech.net or through the mobile application to be able to conduct video visitations. As part of the registration process, the Securus Video Visitation (SVV) system will verify that the visitor's computer system is compatible with SVV. The system check includes verification that the web camera works properly.



Incarcerant Video Visitation Terminal

The XL terminal is made to perform video visitations and Securus will maintain them in working order to make sure they can be used to perform video visitations through the system.

- 4. Visits must occur in thirty (30) minute blocks, with the ability to extend for an additional thirty (30) minutes as facility resources allow. Describe how Vendor will meet this requirement.**

Vendor's response:

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

The Securus visitation system will be configured to set visitations in thirty (30) minute blocks. When scheduling a visit, the system will prompt the visitor with only the approved and available minute blocks when choosing the duration of the visit.

SECURUS Technologies™ My Account Products Securus Alerts SIGN OUT

VIDEO VISITATION

My Future Visits
Account Statements
Transaction Details
Unlimited Subscription
My Past Visits
Schedule A Visit
Add a New Facility
Block/Unblock
Credit Card Information

1 Location 2 Inmate 3 Appointment 4 Checkout

Relationship To Inmate

Relationship
Select

Appointment Details

Duration Date Time

Select
5 Minutes
10 Minutes
15 Minutes
20 Minutes
60 Minutes
70 Minutes

to the Terms and Conditions.

Back NEXT

Appointment Summary

Facility

Visitation Type:
Site:
State: TX

Visitor Details

Visitor Name:
Contact Number: 2147754325
Email:
Location: Visitor Termi...

Visit Details

Inmate: John Smith
Duration:
Date:
Time:

5. **The System must have the ability to allow visitors to request a visitation time slot using the Vendor's public portal and require incarcerated to confirm availability (please note that different facilities may have different schedules). Describe how Vendor will meet this requirement.**

Vendor's response:

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

The SVV scheduling software will only display the available time slots based on incarcerated availability, restriction status, and incarcerated's cell block locations. When a user logs on to the video visitation website or mobile app, they select the facility and incarcerated they wish to visit. The system shows the available dates and times from which they can pick; through an integration with the incarcerated management system, the application automatically schedules visits according to the incarcerated's housing location, available terminals at that location, and available visitation time slots.

Scheduling Features for Family and Friends Members

Securus Video Visitation (SVV) makes the complex tasks of scheduling sessions and managing user accounts easy and secure for the friend, family member or other visitor. The lists below provide some of the associated features and functions – inherent in SVV – required for successful deployment.

Visitors may access their SVV account and schedule visitation sessions for approval any web-enabled device by going to www.securustech.net or from the Securus mobile app.

Visitors can also reschedule or cancel their visitations through their SVV account.

- Web-based and accessible from any standard web browser or from the SVV mobile app, available for both Android and Apple
- Simple user interface, enabling account setup and scheduling to be completed in minutes
- Automatically support multiple facilities in multiple locations with multiple housing units, making it easy to “find” the desired incarcerated
- Automatically display only the visitation times and dates that are available
- Automatically send an email confirmation when a visit is scheduled, modified, or cancelled
- Allow users to easily change their personal information (password, address, phone number, etc.)

Secure, At-Home Visitation Scheduling

My Future Visits

Account Statements

Transaction Details

Unlimited Subscription

My Past Visits

Schedule A Visit

Add a New Facility

Credit Card Information

SCHEDULE A VISIT

SITE NAME	REMOTE VISIT	ONSITE VISIT
NG SCP Demo	SCHEDULE VISIT	SCHEDULE VISIT

Visitors select the type of visit they want to schedule:
Remote
or
Onsite

Step-by-Step Scheduling Process

1. User goes to "My Account" and selects "Schedule a Visit" under the video visitation section.

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MY ACCOUNT

ADVANCE CONNECT

AdvanceConnect™ is a prepaid calling account that puts you in control, allowing you to manage how much you spend on inmate calling.

[SIGN UP](#)

INMATE DEBIT

Accounts: 0

[FIND INMATE](#)

VIDEO VISITATION

Account Number: 16595226
Available Funds: \$0.00
Account Status: Active ●

[Manage Account](#)

[SCHEDULE VISIT](#)

EMESSAGING

Send and receive eMessages with an inmate. Share a picture and show you care.

[Check Availability](#)

[SIGN UP](#)

SARA SMITH

Address: 4000 INTERNATIONAL PARKWAY
CARROLLTON, TX 75007

Phone: 972-555-5225

Email: sarasmith77@secus.com

PIN: NONE

Password: *****

2. Select the type (remote or onsite) of visit at the site of the incarcerant with whom the user wants to visit.

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VIDEO VISITATION

My Future Visits
Account Statements
Transaction Details
Unlimited Subscription
My Past Visits
Schedule A Visit
Add a New Facility
Credit Card Information

SCHEDULE A VISIT

SITE NAME	REMOTE VISIT	ONSITE VISIT
NG SCP Demo	SCHEDULE VISIT	SCHEDULE VISIT

Visitors select the type of visit they want to schedule:
Remote
or
Onsite

3. Enter the incarcerant's information to search for the correct incarcerant.

SECURUS Technologies™ My Account Products Securus Alerts Customer Care Live Chat SIGN OUT

VIDEO VISITATION

1 Inmate 2 Appointment 3 Checkout

Search For Inmate

Search by Inmate Name Inmate ID

First Name Last Name

FIND INMATE

Cancel NEXT

Appointment Summary

Visitation Type: Remote
Site: TX
State: TX
Inmate:
Duration:
Date:
Time:

4. Select the correct incarcerant and click "Next."

1 — 2 — 3

Inmate Appointment Checkout

Search For Inmate

Search by Inmate Name Inmate ID

First Name Last Name

FIND INMATE

Appointment Summary

Visitation Type: Remote

Site:

State: TX

Inmate: Sara Sullivan

Duration:

Date:

Time:

Select Inmate

If the inmate you were looking for is not listed, please verify the inmate information and try again.

SEARCH RESULTS

INMATE	INMATE ID	STATE	FACILITY
<input checked="" type="radio"/> Sara Sullivan	#60017798683	TX	

[Cancel](#) **NEXT**

5. Select the relationship to the incarcerant, the duration of the visitation session, and the date and time of the visit. Note: The visitor must agree to the terms and conditions before submitting the request.

1 Inmate — **2** Appointment — **3** Checkout

Current Promotions

Schedule (1) Visit

- Schedule and pay for (1) visit

Relationship To Inmate

Relationship:

Appointment Details

Duration:

Date: Time:

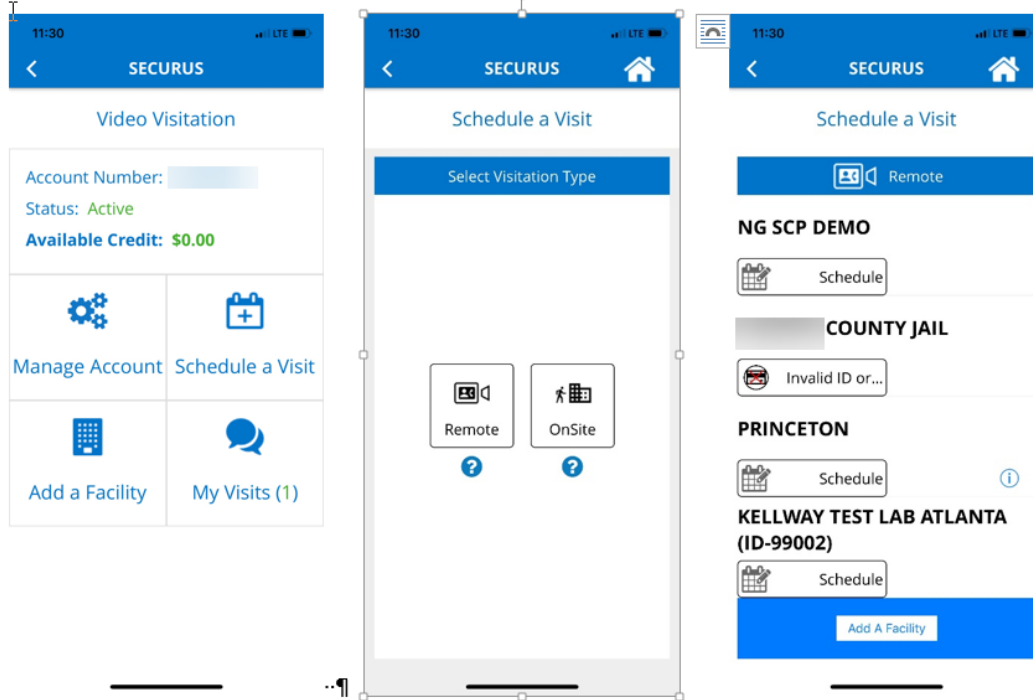
I have read and agree to the [Terms and Conditions](#).

[Back](#) **NEXT**

Appointment Summary

Visitation Type: Remote
Site:
State: TX
Inmate: Sara Sullivan
Duration:
Date:
Time:

Secure, Mobile App Visitation Scheduling



6. **Washington State Department of Children Youth Family Services (DCYF) Social Workers and contract providers are frequently court ordered to facilitate video visits between minors and their incarcerated parents. The proposed video visitation System must provide a mechanism for billing DCYF directly for the cost of the video visit for these supervised minors. Note that state law prohibits state agencies from paying for these services in advance and this includes establishing a credit card on file with a vendor. Describe how Vendor will meet this requirement.**

Vendor's response:

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

Securus will work directly with DCYF to customize an arrangement that facilitates the ability of court-ordered video visitation visits between minors and incarcerated parents to be paid by DCYF, and done so after the visits have occurred and consistent with state law (such as not billing the visits to a credit card).

Video visitation in NG SCP can readily provide a monthly report of completed SVV visits related to DCYF. Based on the pricing to DCYF, the cost for each visit can be calculated. Based on the calculated costs and an invoice can be prepared and sent to DCYF.


- 7. The System must provide the ability for the Department to limit the users of the System to only those approved by the Department. Describe how Vendor will meet this requirement.**


Vendor's response:

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

The NextGen Secure Communications Platform™ (NextGen SCP™) will provide the Department the ability to limit facility, friends and family, and incarcerant users to meet their security goals.

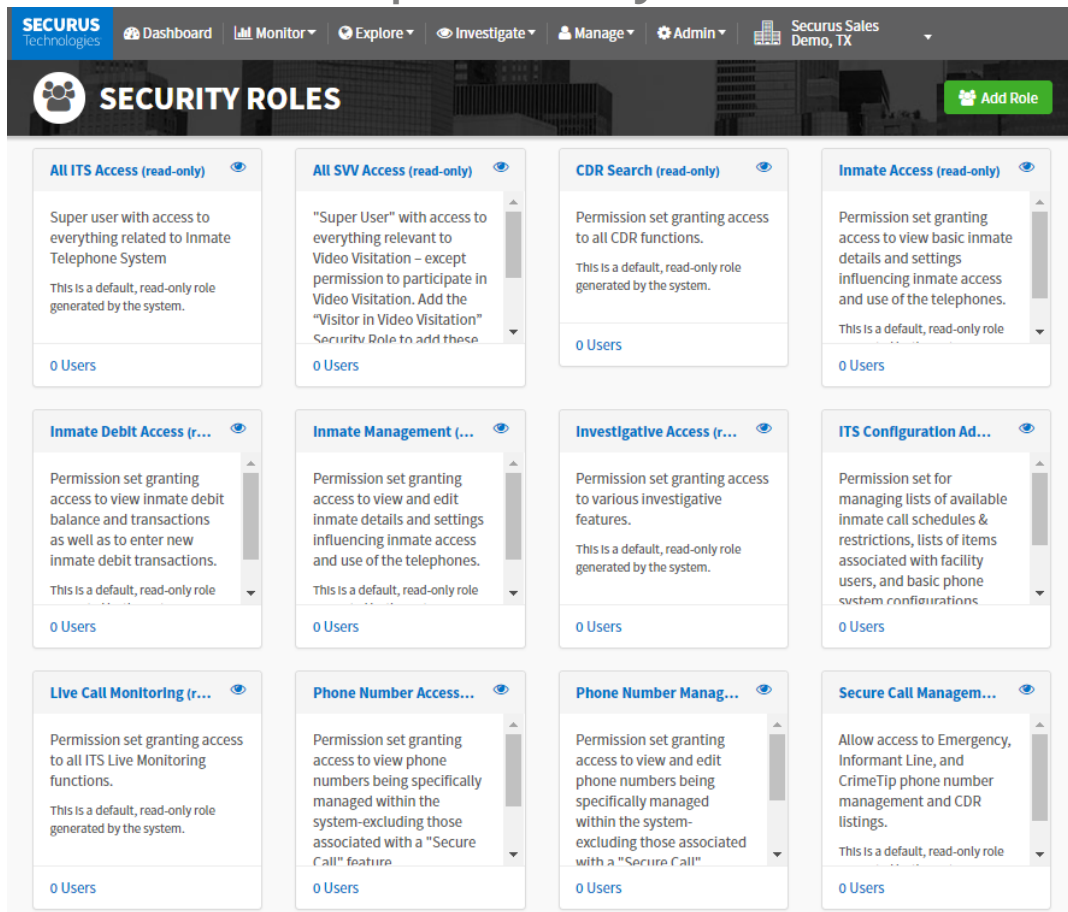
Limiting Facility Users

NextGen SCP™ provides an advanced, multi-level password scheme specifically designed to provide facility administrators the ability to use unique security roles to determine user permissions. Security roles define what actions a user can and cannot do within the system. NextGen SCP contains default security roles, identified by the eyeball () icon. While these predefined roles cannot be modified, they cover many customers' needs for granting access and denial rights based on common job functions.

NextGen SCP provides more options for WA DOC to further customize access privileges by allowing authorized administrative users to either create a new user-defined role or create a new role using an existing role as a base and further modifying it. The user-defined role can be customized to meet the DOC's specific needs when a default role does not. These roles are identified by the pencil () icon.

In addition, the WA DOC administrator can assign multiple roles to a user to tailor their access to exactly what is needed. This provides virtually unlimited options for customizing users' access. Please find sample security rolls on the following page.

Sample Security Roles



Limiting Friends and Family Users

Securus' video visitation system allows WA DOC to authenticate and approve a visitor user through the online account registration process. Visitors can easily register from any web-enabled device by going to www.securustech.net. When the facility staff approves the account request, the visitor receives an email notification that they have been approved and can now schedule their visit.

Attorneys have a separate registration process from the general public. Attorney accounts will require additional verification, such as a Bar ID.

After completing the process, facility personnel must approve and authorize the user's registration before visitation sessions can be scheduled. This process allows the DOC to verify a visitor's eligibility to visit with an incarcerant. NextGen SCP brings a new option to visitor approval. WA DOC can choose to manually approve all visitors or have the system automatically approve visitors. If automatic approval is the default, WA DOC staff can always review the contact profile and manage the visitor as needed.

Securus Online Registration Process for the Visitor

Step 1: Email & Password

Users will need to complete provide an email and password. Fields with a red asterisk are required.

Registration: Enrollment Form

SECURUS Technologies™ Products Facilities We Serve Live Chat SIGN IN

1 — 2 — 3
Email & Password Security Questions Contact Information

Email & Password
You will use this email address to log in to Securus Online.

Email Address
user@email.com
Email Address field is required.
Email Address field must be an email address.

Email Confirmation
user@email.com

Password
*

Password Confirmation

Password must contain
- 8 characters
- 1 number
- 1 uppercase letter
- 1 lowercase letter

I have read and agree to the [Terms and Conditions](#).

NEXT

Step 2: Security Questions

Users must select three security questions and provide corresponding answers to help protect the user's account security.

Security Questions

SECURUS Technologies™ Products Facilities We Serve Live Chat SIGN IN

1 — 2 — 3
Email & Password Security Questions Contact Information

Security Questions
Select three security questions below. These questions will help us verify your identity should you forget your password.

Question 1
-- Select question --

Answer 1
*

Question 2
-- Select question --

Answer 2
*

Question 3
-- Select question --

Answer 3
*

BACK NEXT

Step 3: Security Questions

Users must provide current contact information to complete the account set up.

Contact Information

SECURUS Technologies™ Products Facilities We Serve Live Chat [SIGN IN](#)

1 — 2 — 3

[Email & Password](#) [Security Questions](#) [Contact Information](#)

Contact Information

Please complete the information below as it appears on your ID.

First Name *

First Name field is required.

Last Name *

Email Address *

Country ▼

Address *

Address Line 2

City * State ▼ Zip *

Phone (US Only) *

Create 4-Digit Passcode

Your 4-Digit Passcode is specific to your account and will be used for identification and security purposes whenever you contact our Customer Care Team.

4-Digit Passcode *

Confirm 4-Digit Passcode *

Verification

[BACK](#)

Step 4: Sign up for Video Visitation

Users need to sign up for video visitation and will need to select a user type—friend/family member or attorney.

Step 5: Photo

Users will verify their computer system is compatible with SV. This system check includes verification that the web camera works properly.

User Type

SECURUS Technologies™ My Account Products Securus Alerts Customer Care Live Chat SIGN OUT

VIDEO VISITATION

SIGN UP FOR VIDEO VISITATION

1 User Type 2 System Check 3 Document Upload 4 Facility Selection

Securus Video Visitation saves you time and money by allowing you to visit with your incarcerated friends or loved ones from anywhere.

Select User Type

- Friend or Family Member
- Attorney

NEXT


System Check

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VIDEO VISITATION

SIGN UP FOR VIDEO VISITATION


1 User Type 2 System Check 3 Document Upload 4 Facility Selection




Verify Your Web Camera

To finish adding Securus Video Visitation to your Securus Online account, you must complete a system check and provide photo identification for your account. By running the system check, you will know if your personal computer is compatible with the Securus Video Visitation service.

Please select the "Allow" button to provide access to your web camera.



CAN YOU SEE YOUR IMAGE?

NO  YES

Step 6: Document Upload

Users are required to submit a profile photo and a photo of their government ID for the facility to approve them as visitors.

Document Upload

SIGN UP FOR VIDEO VISITATION



Video Visitation

You must take two photos to submit for approval to the Correctional Facility. Click the camera image below to take your photos using your computer's web camera.

In order to add Securus Video Visitation to your account, you are required to take a photo of your government issued photo ID and a photo of yourself. These images will be added to your Securus Online account and will be submitted to the correctional facility for approval where you would like to visit with an inmate.

Profile Photo

Government ID



CAPTURE



UPLOAD

CAPTURE

UPLOAD

SUBMIT

*Users are given 10 minutes to complete each of the four account creation steps before the software automatically times out.

Step 7: Facility Selection

Users must select the facility where their incarcerated is located.

Facility Selection

SECURUS Technologies™ My Account Products Securus Alerts Customer Care Live Chat SIGN OUT

VIDEO VISITATION

SIGN UP FOR VIDEO VISITATION



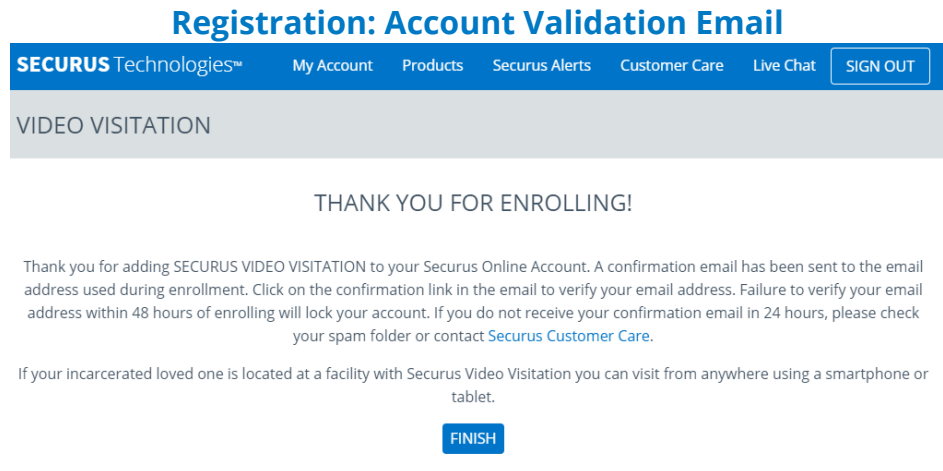
Please select the state of the Correctional Facility where the Inmate is housed. If you are unable to locate the facility, please review [Facilities We Serve](#).

State

Select

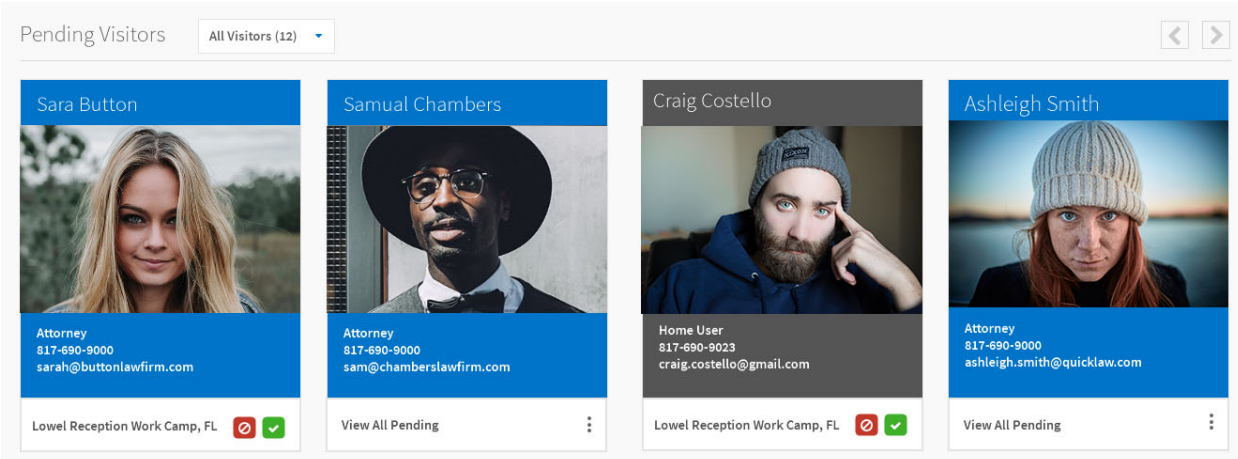
SUBMIT

After all steps are completed, users are instructed to validate their account by clicking on a link in the introduction email and to request access to a specific Securus Video Visitation site.



After completing the process, facility personnel must approve and authorize the user’s registration before visitation sessions can be scheduled. This process allows the WA DOC to verify a visitor’s eligibility to visit with an incarcerant. NextGen SCP brings a new option to visitor approval. WA DOC can choose to manually approve all visitors or have the system automatically approve visitors. If automatic approval is the default, WA DOC staff can always review the contact profile and manage the visitor as needed.

Sample Window of Pending Visitors



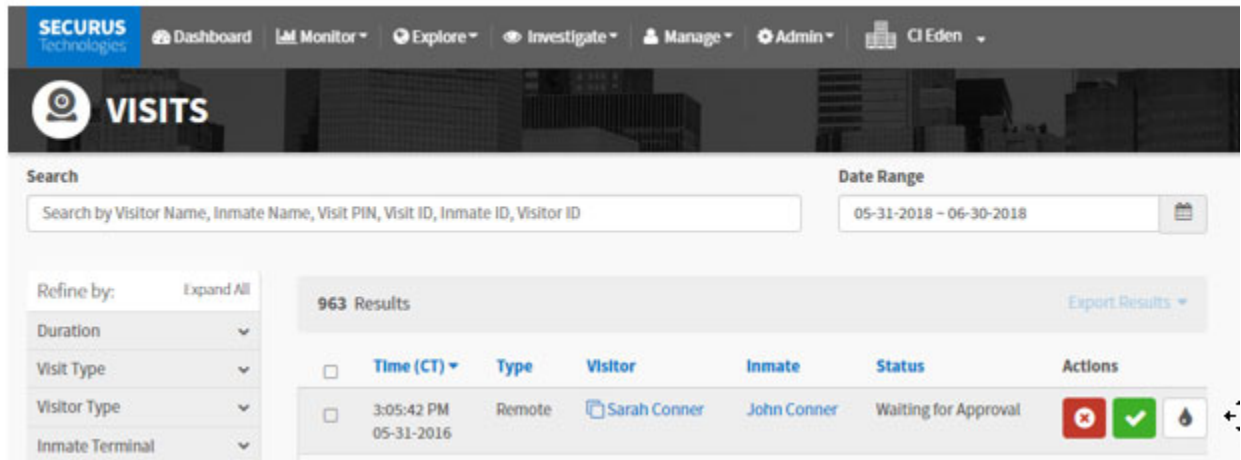
Manual Approval of Appointment

Additionally, WA DOC will have another opportunity to limit users of the system through the manual approval of visitations, if the Department chooses to implement this configuration. WA DOC can be configured for manual approval of all scheduled visitations. This configuration would provide the DOC the opportunity to authenticate that the scheduled visit is taking place the applicable approved or scheduled visitor.

Authorized facility staff will have the ability to review and approve appointments in SVV through the NextGen SCP user interface. In the SVV widget the user will find a list of

appointment needing approval. The user would approve the visit by clicking on the green check mark icon or reject the visitation by clicking on the red X icon.

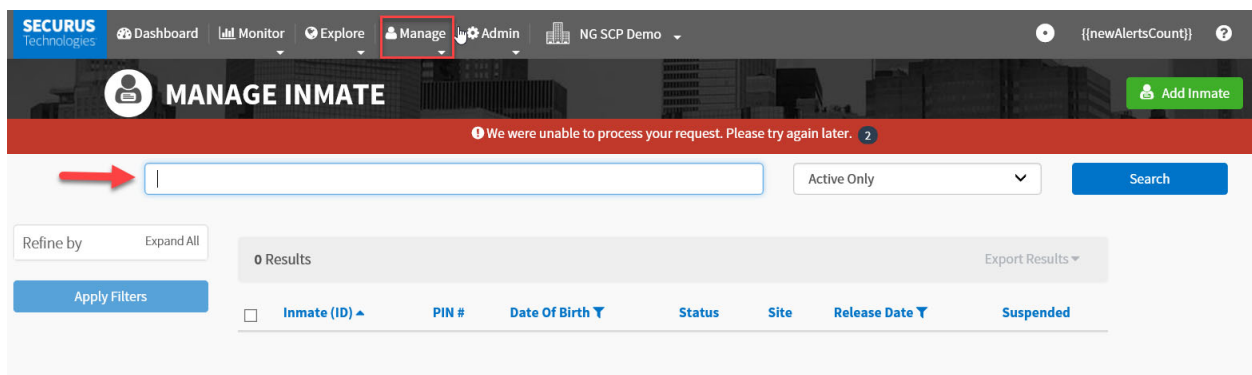
Each requested appointment includes the session ID, type of user, name of incarcerant, housing location for incarcerant, terminal where the visitation is assigned, visitor name and a link to the visitor's pictures.




Limiting Incarcerant Users


Authorized WA DOC users can suspend an incarcerant for a predetermined amount of time through the NextGen SCP user interface. Suspension can occur across all communication system applications, except for attorney's visits.

To suspend an incarcerant, the user simply logs in and goes to the "manage" tab and selects incarcerant. They will be provided a page where they can search for the incarcerant they want to suspend by using the omnibox search field at the top.



Users can search by incarcerant name, account number or PIN. Once on the incarcerant's profile page, the user can suspend the incarcerant by clicking on the pencil icon, , for the desired application.

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[View Activity](#)

Custody Account: 975310

PIN: 4321

Housing Unit: B Pod

Terminal Group: Unspecified

TX Drivers License:

PAN: [1 active entries](#)

PVL: [0 active entries](#)

Inmate Status ⓘ ✎

Active ⓘ

PIN Required ⓘ

Suspended ^

Calls ⓘ ✎

Video Visitation ⓘ ✎

Inmate Details

Site ⓘ Required **Housing Unit**

✎

A window with then pop-up where the user can select the timeframe for the suspension.

SUSPEND INMATE CALLS ✕

Start Suspension (CST) **End Suspension (CST)** ⓘ

📅

📅

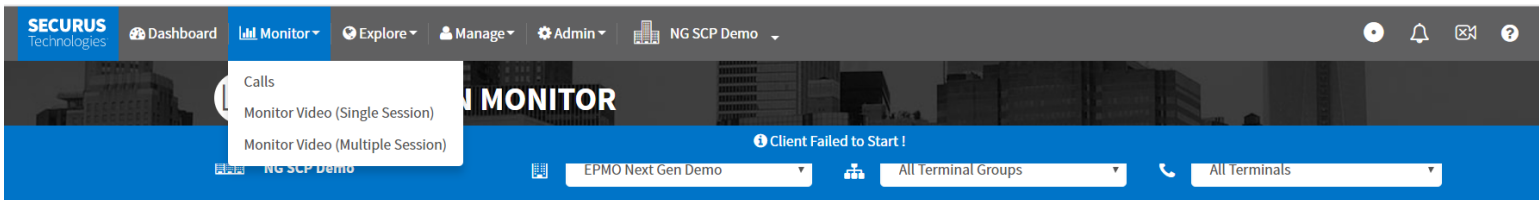
Cancel Suspend Inmate Calls


8. **All visits must be recorded, and must be able to be monitored in real time and ended remotely by Department staff as the visit is occurring. Describe how Vendor will meet this requirement.**

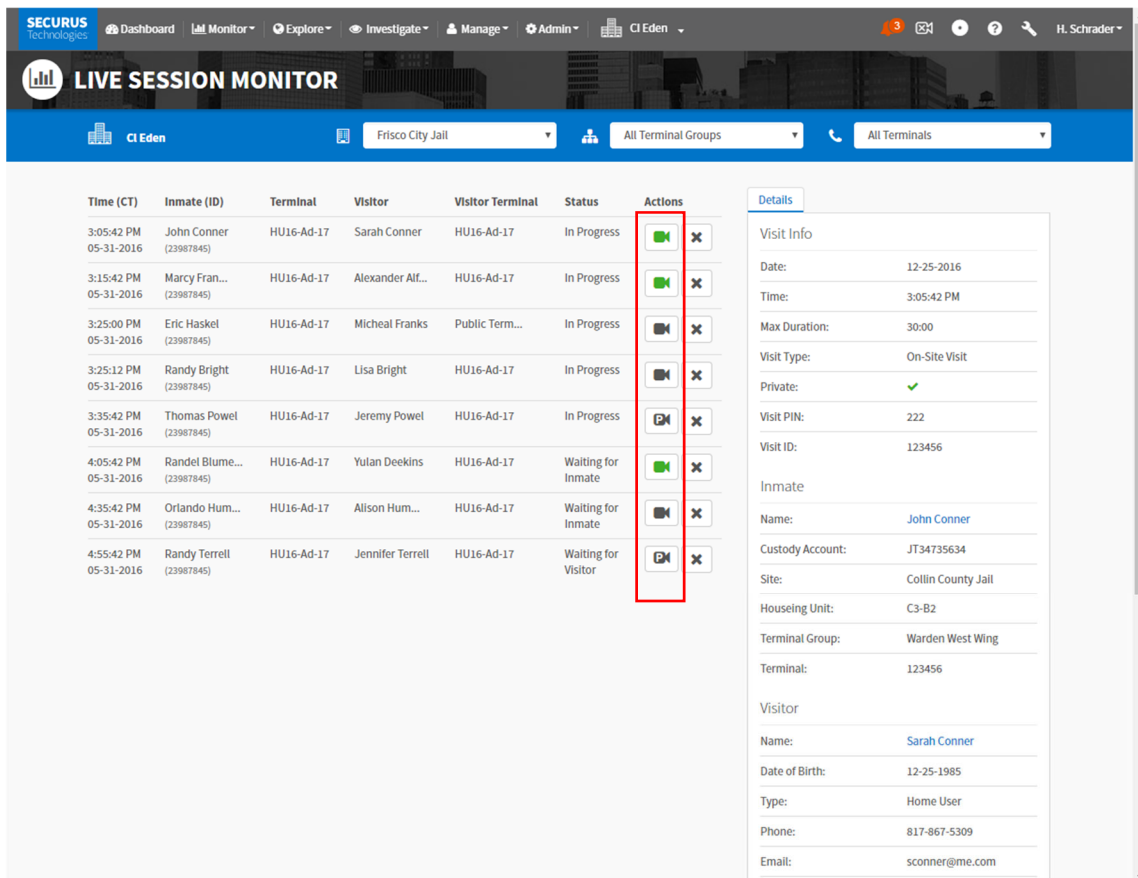
Vendor's response:

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

With Securus' NextGen SCP, recorded visits are searchable and viewable in live or archived sessions. Authorized WA DOC users can search and view video visitation from the "monitor" tab on the user interface. They will have the choice between viewing a single session for multi-session.



If the user chooses to view a single session, they can filter their search for the desired visitation session by site, terminal group and phone. From the results page, the WA DOC user can launch monitoring and view the visitation by clicking on  icon.



Multi-Session Monitoring Window

Securus offers Multi-Session Live Monitoring (MSM) through the NextGen Secure Communications Platform™ (NextGen SCP™). The Securus Video Visitation (SVV) service MSM allows facility administrators to view a “slideshow” of all active video visitation sessions. Up to 12 simultaneous visitation sessions can be seen on the screen at one time—more than any other video visitation provider. If there are more than 12 active video visitation sessions at one time, the system will scroll through all active sessions, providing WA DOC management and control over inappropriate and suspicious behavior.

Multi-Session Monitoring Window



How it Works

MSM streams multiple, in-progress video visitation sessions to allow the authorized user to monitor multiple sessions at the same time, which is ideal for facilities with a centralized monitoring room with multiple concurrent live visits.

A WA DOC user can configure the parameters to view all live visits according to their access credentials and preferences. The available parameters include:

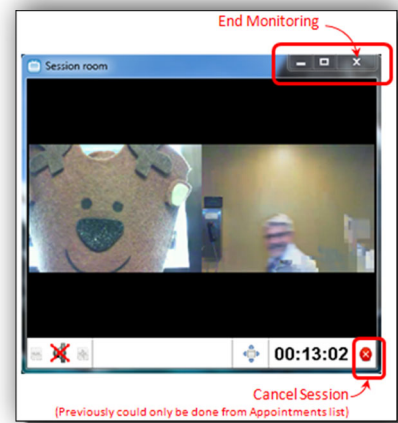
- Visit type
- Visitor type
- Incarcerant terminal group or individual terminal
- Visitor terminal group or individual terminal

Filter Parameters

Sessions are displayed in the order in which they began, beginning in the upper left corner. For example, if a WA DOC facility has 12 sessions all scheduled to begin at 1:00 p.m., the first session in the upper left of the MSM window will be the visit where both the visitor and incarcerated joined first.

Multi-Session Live Monitoring Zoom-In Window

Authorized WA DOC users can zoom in on an individual video visitation session, allowing for even more capabilities, such as listening to the audio or immediately disconnecting a visit. After zooming in, a user can stop monitoring that specific session or cancel the visitation session by selecting the icon in the lower right of the screen, if inappropriate behavior is seen.

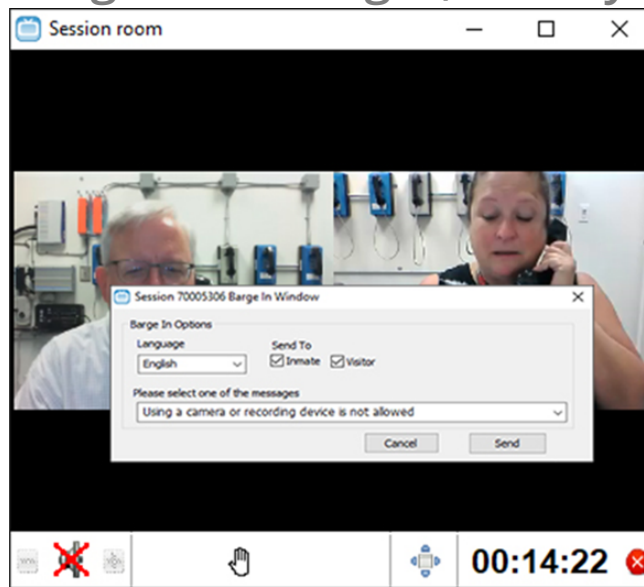


Securus Video Visitation Barge In

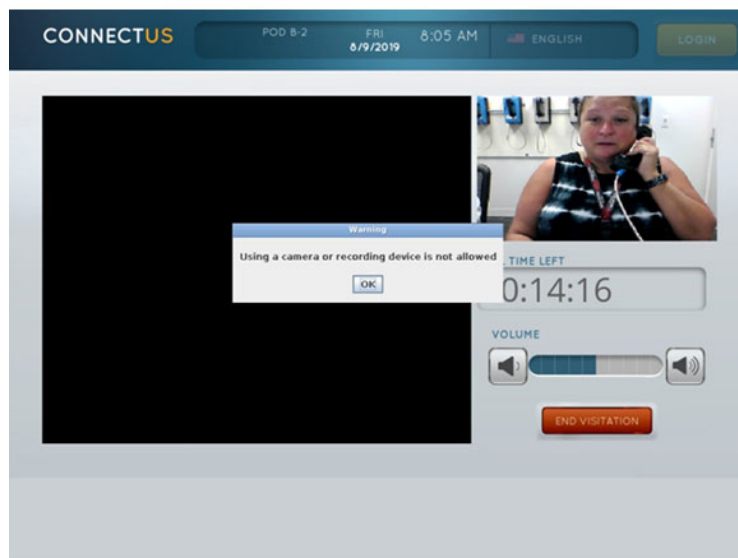
A new feature of our video visitation is SVV Barge In, which allows WA DOC staff to break in to an ongoing video visitation session to send a pre-defined visual message. This message can be delivered to the incarcerant, the visitor, or both parties simultaneously, in English or a second language. This feature is available in both single session and multi-session monitoring.

To provide WA DOC additional control and options, Barge In can be configured at the site level, and each site can have a unique list of messages from which staff can choose.

SVV Barge-In Messages, Facility View




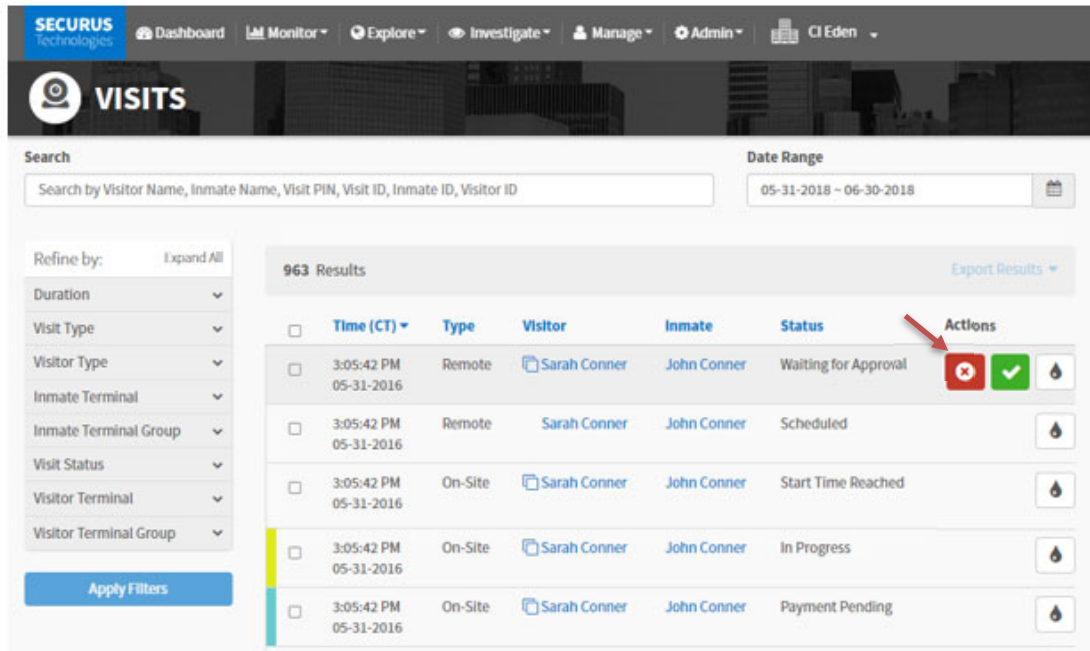
SVV Barge In Messages, Incarcerant View



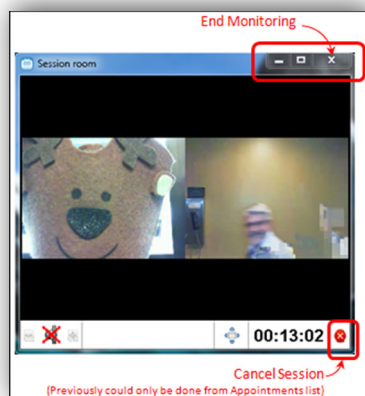
Ending a Video Visitation

Authorized users can manually terminate a video visitation session by from either the visitations page or from the live monitoring page.

The visits page shows the visits schedule for the day. If the visitation session is in progress, the visitation listing will include an  icon, which the user can click to terminate the visitation.



From the live monitoring window, WA DOC personnel can terminate the visitation session by clicking on the red X in the bottom right corner of the window.



Supplemental Monitoring through Guarded Exchange (GEX)

To support WA DOC in video visitation monitoring, Securus will provide live monitoring powered by Guarded Exchange (GEX). Guarded Exchange (GEX), is a wholly-owned subsidiary of Securus, whose trained analysts live monitor visitations in real time for policy violation. GEX will terminate visits that violate Agency Video Visitation Protocols. If a visitation is terminated, the reason why is documented and provided to the DOC in a daily report. If GEX notes something on a visit where it is believed that the safety and security of the facility could potentially be compromised, the analyst will alert the agency directly.

- 9. Vendor will monitor video visits to ensure users comply with DOC policy requirements and vendor user agreements. Vendor will provide DOC with weekly reports of video visits that appear to be out of compliance with policy and/or user agreements. Describe how Vendor will meet this requirement. Vendor's response:**

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

Securus provides for live monitoring of all video visitations sessions by authorized WA DOC personnel through the NG SCP user interface. There is the option for multi-session monitoring or zooming in on one specific visitation. While monitoring a video visit if WA DOC personnel see that the participating parties are not complying with DOC policies they can use the video visitation Barge In feature to send a visual warning to the incarcerant and visitor. SVV Barge In allows staff to break in to an ongoing video visitation session to send a pre-defined visual message. This message can be delivered to the incarcerant, the visitor, or both parties simultaneously. This text-based barge-in feature automatically captures the sent message and other pertinent data and includes it as a part of the visitation communication detail record (CDR). An indicator on the CDR denotes that the Barge In feature was used during the video visitation session. Authorized WA DOC users can then use the Barge In feature as a filter when searching CDRs to create the desired report.

Securus records and creates a communication detail record for all video visitations. NG SCP's™ dedicated report writer can then be used to create investigative information based on the communication detail records on a weekly basis or for whatever timeframe WA DOC desires. Users can search and analyze communication details on all communication events through NextGen SCP. These details include date, time, duration, telephone number, origination, destination, incarcerant ID, termination reason, and more. Users can customize the standard reports by varying search criteria and then exported in:

- Microsoft® Excel
- CSV (Comma Separated Values)
- Adobe® PDF

Video Visitation Monitoring through Guarded Exchange

To support WA DOC in video visitation monitoring, Securus will provide live monitoring powered by Guarded Exchange (GEX). Guarded Exchange (GEX), is a wholly-owned subsidiary of Securus, whose trained analysts live monitor visitations in real time for policy violation. GEX will terminate visits that violate Agency Video Visitation Protocols. If a visitation is terminated, the reason why is documented and provided to the DOC in a daily report. If GEX notes something on a visit where it is believed that the safety and security of the facility could potentially be compromised, the analyst will alert the agency directly.

Sample GEX Video Monitoring Report



Prison Group, All Video Visitation Daily Log									
Appointment ID	Public/Home Visit	Offender First Name	Offender Last Name	Offender ID	Offender Location	Duration	Start Time	Comments	Initials
16339664	Home				E400	20	9:30 AM	Completed	AM
16336485	Home				H400	40	10:00 AM	Completed	AM
16337124	Home				G Unit	40	10:00 AM	Completed	AM
16340773	Home				H400	20	10:45 AM	Completed	AM
16337430	Home				H300	20	12:00 PM	Completed	AM
16332384	Home				J200	20	1:00 PM	Completed	AM
16336685	Home				G Unit	40	1:00 PM	Completed	AM
16327085	Home				H100	40	1:30 PM	Completed	AM
16337168	Home				G Unit	20	2:00 PM	Completed	JD
16337202	Home				G Unit	40	2:25 PM	Completed	JD
16343097	Home				G Unit	20	3:35 PM	Completed	JD
16343001	Home				E100	40	3:55 PM	Completed	JD
16345519	Home				J200	20	5:00 PM	Completed	JD
16345502	Home				J100	40	5:05 PM	Completed	JD
16336504	Home				G Unit	40	5:30 PM	Completed	JD
16314650	Home				J200	40	6:00 PM	Completed	JD
16346436	Home				H400	40	6:05 PM	VISIT TERMINATED: Sexually explicit behavior.	JD
16341647	Home				G Unit	40	7:00 PM	Completed	JD
16344284	Home				H300	20	7:40 PM	Completed	JD
16334626	Home				H200	40	7:50 PM	Completed	JD
16336105	Home				G Unit	40	7:50 PM	Completed	JD
16345679	Home				J100	20	8:00 PM	VISIT TERMINATED: Civilian using cell phone for three way visit.	JD
16347595	Home				E300	20	8:00 PM	Completed	JD

- The System must store digital copies of all visits for a period of 1 year and allow authorized staff to review those videos on demand. The System must track when the video had been accessed and by whom. Describe how Vendor will meet this requirement.**

Vendor's response:

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

Securus will store visitation recordings in accordance with industry standards that will allow for immediate access online for one year as required. Video recordings are stored in Securus' centralized Disaster-Resistant Carrier-Class Data Centers located in Dallas and Atlanta. The Data Centers house commercial-grade, high-performance, managed video visitation systems built to the latest technology standards. These centers manage all of the hardware and software controlling fraud detection, investigative features, visitation processing, visitation records, and actual recordings of visitations. They are managed under the direct supervision and immediate hands-on maintenance by trained data center

personnel. In addition, all equipment used to store recordings is monitored by the Securus' fully staffed Network Operations Center 24 hours a day, 7 days a week, and 365 days a year.

The NextGen Secure Communications Platform™ (NextGen SCP™) provides a unique set of features and advanced technologies to store communication recordings. Traditional premises-based platforms use local hard drives that may fail and are susceptible to local disasters. Premises-based systems need manual backup schemes that are unnecessary with NextGen SCP. NextGen SCP writes all recorded communication events to a Network Attached Storage array (NAS) in our primary data center. Each NAS array is also replicated to the secondary data center for redundancy and failover. All recordings created on the platform reside in at least two of our data centers. Recordings can be downloaded from NextGen SCP in various, widely-used formats and copied to a CD, DVD, or other portable media.

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

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

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

- **Scalable** to meet any facility's contractually required storage demands
- **Resistant** to local disasters through multiple copies stored within the data centers and off-site
- **Highly available** through the unique architecture and design of the data storage model
- **Partitioned** and **compressed** to run queries faster
- **Secure, protected, and monitored** to enable total recall of data

Video Visitation Recording Search and Retrieval


Authorized Jefferson Parish users can generate communication reports on all Securus Video Visitation (SVV) events through the NextGen Secure Communications Platform™ (NextGen SCP™) user interface using the process describe earlier on in this response. Jefferson Parish users can perform a dynamic search using the single-input omnibox or an advanced search.

Searching for SVV Events

The image displays two screenshots of the Securus Technologies user interface. The top screenshot shows the main navigation menu with 'Communication Records' highlighted. A red arrow points from this menu item to the search input field on the second screenshot. The second screenshot shows the 'COMMUNICATION SEARCH' page. A blue callout box with a red arrow pointing to the search input field contains the text: 'Users can perform a dynamic search using the omnibox or an advanced search by clicking the link.' The search input field contains the text 'Search by any combination of inmate name, custody account numt'. Below the search input, there are sections for 'Basic Search Functions' and 'Phone Number Formats'.

Function	Format	Instruction
OR	This That	To find items that might use one of several words, use a space between.
Wildcard	Th*	Add an asterisk as a placeholder for any unknown or wildcard terms.

Phone Number Formats
(123) 456-7890
123-456-7890
1234567890
123 456 7890
(123)456-7890

As with call recording, the search results will indicate whether or not the communication detail record (CDR) has an attached video recording with the presence the  icon.

Securus Video Visitation Communication Detail Report

The screenshot displays the 'ADVANCED SEARCH' interface in the Securus Technologies application. The top navigation bar includes 'Dashboard', 'Monitor', 'Explore', 'Investigate', 'Manage', 'Admin', and 'Marketing Next Gen Demo Site'. The search criteria are set to 'Communication Date Range: 08-01-2018 11:59 AM - 08-01-2018 11:59 AM', 'Communication Status: All', 'Call: 0', and 'Video Visitation: 0'. The search results show 45 results, with a table listing communication records. The table columns are 'Type', 'Inmate Name (ID)', 'Other Party', 'Duration', and 'Notes'. The first row shows a video visitation for 'Carver, Sam (0080)' on 08-22-2018 from 9:45:28 AM to 39:33. The details panel on the right shows information for 'Sam Carver', including Inmate ID: 0080, PIN: 0080, and visitation details. Callouts highlight the 'Refine by' filters, the 'Click the event result to see video communication record details.' button, the 'Download Session Report', 'Extend Expiration', and 'Download Video Session' buttons, and the 'Event details appear on the side panel.' button.

Type	Inmate Name (ID)	Other Party	Duration	Notes	Flag
Video	Carver, Sam (0080)	Wesley Harris	08-22-2018 9:45:28 AM 39:33		
Video	Carver, Sam (0080)	Wesley Harris	08-23-2018 8:55:00 AM 00:00		
Video	Carver, Sam (0080)	Wesley Harris	08-22-2018 6:00:00 PM 00:00		
Video	Carver, Sam (0080)	Wesley Harris	08-22-2018 4:00:00 PM 00:00		
Video	Carver, Sam (0080)	Wesley Harris	08-22-2018 3:00:00 PM 00:00		
Video	Carver, Sam (0080)	Wesley Harris	08-22-2018 2:35:00 PM 00:00		
Video	Carver, Sam (0080)	Wesley Harris	08-22-2018 2:35:00 PM 00:00		
Video	Carver, Sam (0080)	Wesley Harris	08-22-2018 2:25:00 PM 00:00		
Video	Carver, Sam (0080)	Wesley Harris	08-22-2018 2:10:00 PM 00:00		

Tracking who has accessed a visitation

NextGen SCP provides a detail history for each communication detail record (CDR), which includes listing all users that have listened to the recording of a call or video visitation. The detail history is easily accessible from the CDR. From the communication search results page, a user simply selects the CDR for which they would like to see the detail history and the detail history window appear to the right of the CDR. The detail history can also provide information as to users that have monitored, downloaded, tagged or added a note to the CDR and recording.

The screenshot displays the SECURUS Technologies Communication Search interface. At the top, there is a navigation bar with options like Dashboard, Monitor, Explore, Investigate, Manage, Admin, and CI Eden. The main header reads 'COMMUNICATION SEARCH' with an 'Advanced Search' link. Below the header, a search bar contains '2 selected' and a date range filter for '05-30-2018 08:05 AM - 05-31-2018 08:05 AM'. A 'Search' button is visible. On the left, a 'Refine by' sidebar lists various filters such as Call Status, Communication Type, General Call Types, Geo Location, Inmate Terminal Group, Inmate Terminal, Termination Category, Visit Type, Visitor Type, Visitor Terminal Group, Visitor Terminal, 3-Way, CWV, International, Private, RCF, Watched, and Wireless. The main area shows '992 Results' in a table with columns: Type, Inmate (ID), Other Party, Start Time, Duration, Notes, and Flag. The table lists various communication records, including calls and messages between inmates and staff. On the right, a 'Details' panel shows a list of actions performed by 'Jill Valentine', such as 'Create CD Image', 'Download', 'Extend Expiration', 'Image View', 'Keyword', 'Monitor', 'Playback', 'Tag', 'Video Download', and 'Video Playback'. A 'View all history' link is also present.

System Logs

System Logs provide an audit trail of all user activity happening at the facility within the NextGen SCP platform. The NextGen SCP audit and tracking feature logs each user's specific activities for investigative purposes. This activity log can be accessed by specified site administrators only or by site personnel with authorized security credentials.

The audit and tracking feature will log which recordings were monitored or played by a specific user, in addition to:

- When a user logs in to the system
- How long a user stays in the system
- What the user did with a recording
- Changes to custody accounts
- Changes to Personal Allowed Number (PAN) lists
- Changes to Global List entries
- Changes to security permissions

11. The System must provide the ability for Department staff to make notes on visits. Describe how Vendor will meet this requirement.

Vendor's response:

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

The NextGen Secure Communications Platform™ (NextGen SCP™) allows authorized users to add notes and tracking numbers to communication detail records associated with recordings. This feature is accessed via the notepad icon in the communication detail record and allows authorized users to add notes—such as a tracking number, gang affiliation, duration into the call, and any other notes associated with the call—to an incarcerated communication. This feature also allows authorized users to either keep the note private to their investigation or to share the note with other users. From the Notes tab on the communication detail record, users may also view previous public notes associated with the communication.

Adding a Note to a Communication Detail Record

The screenshot displays the SECURUS Communication Search interface. At the top, there is a navigation bar with options like Dashboard, Monitor, Explore, Investigate, Manage, and Admin. Below this is a search bar with a 'COMMUNICATION SEARCH' title and a search button. The main area shows search results for two communication records. A blue box highlights the first record, 'Nizon, Beter (MRK0003)', with the text 'Select the communication record.' A red arrow points from this box to the 'Add Note' button in the 'Details' tab of the record's view. Another blue box highlights the 'Add Note' button with the text 'Click "Add Note" to add a note to the selected'. Below the main interface, a detailed view of the 'ADD NOTE' pop-up window is shown. It contains fields for 'Tracking #', 'First Name' (Sara), 'Last Name' (Sullivan), 'Share with' (a dropdown menu), and 'Notes' (a text area). A blue box highlights the 'Share with' dropdown menu with the text 'Enter the information in the "Add Note" pop-up window.' A red arrow points from this box to the dropdown menu. A second blue box highlights the dropdown menu options with the text 'Click "Add Note" to add a note to the selected'. The dropdown menu options are: '-- Select a sharing option --', 'All users', 'Limited to ...', and 'None'. At the bottom of the pop-up window are 'Cancel' and 'Add Note' buttons.

Authorized WA DOC users can search for notes through the Advanced Search function. This feature allows searches on the CDR tracker number, note type (no notes, my private notes, or shared notes), or keywords—such as a gang affiliation—within the CDR tracker notes. As with every report in the NextGen SCP user interface, the search results are exportable to Excel, PDF, or CSV.

12. **The System must have the ability for Department staff to restrict/suspend/terminate visitors from video visitation for specific periods of time and reverse the restriction if needed. Describe how Vendor will meet this requirement.**

Vendor's response:

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

NextGen SCP does provide the ability to WA DOC to restrict, suspend and terminate visitors for a specific period of time and reverse the restriction if needed from the visitor contact profile page.

A notable feature of the NextGen SCP platform is the Contact Profile. Biographical information is pulled from the family & friend Securus Online account to create a unique profile for constituents requesting or having managed contact with an incarcerant, such as video visitation. This allows for a single location to view visitor information, manage their settings, apply unique rules, or suspend them individually from specific product access at the facility.

Visitor Contact Profile Page

The screenshot displays the 'Visitor Contact Profile Page' for a user named 'HOME USER'. The page is divided into several sections:

- Header:** SECURUS technologies logo, navigation menu (Dashboard, Monitor, Explore, Investigate, Manage, Admin), and user profile 'HOME USER'.
- Visitor Sites:** A list of sites, currently showing 'Spartanburg Co Det, SC' with a status of 'Approved'.
- Profile Details:** Fields for 'Status' (set to 'Approved'), 'Suspended' (set to 'No'), and 'Video Visitation' (set to 'No').
- Visit Rules:** A section indicating 'No rules are applied to this Visitor' with a gear icon for configuration.

Callout boxes provide additional context:

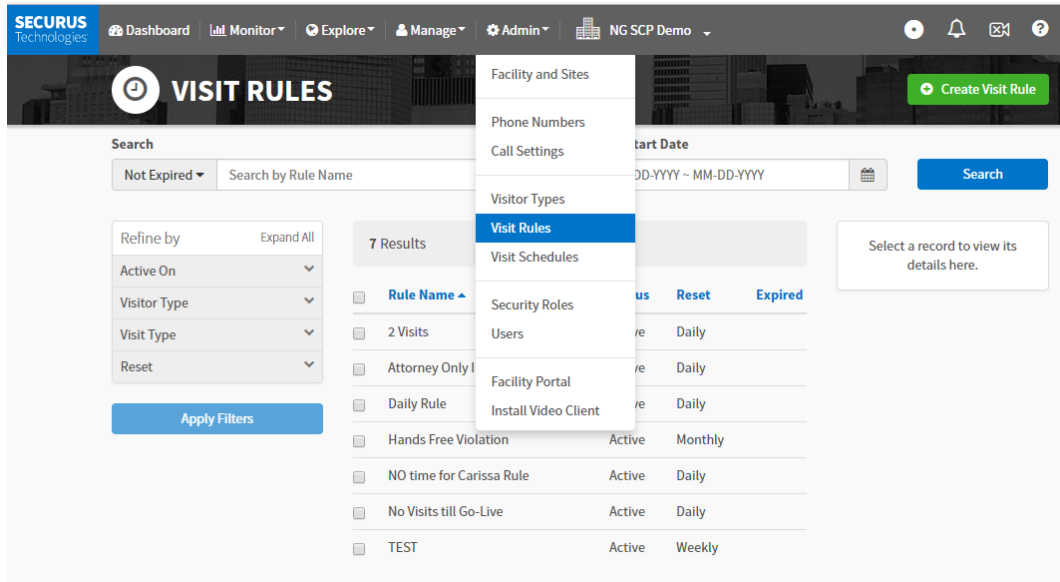
- 'Authorized facility users access visitor profile pages from the "manage" tab' points to the 'Manage' menu item.
- 'Change the visitor's status to rejected' points to the 'Status' dropdown menu.
- 'Suspend the visitor' points to the 'Suspended' dropdown menu.
- 'Click to apply visitation rules to the visitor' points to the gear icon in the 'Visit Rules' section.

Visitation Rules

Visit Rules allow WA DOC to set up restrictions and rules that determine the frequency of visitation by user, terminal, location, user group, and site. This feature allows authorized facility personnel to create and enforce rules, such as allowing the incarcerant user group to have a maximum of two on-site visits per week. Visitation Rules do not apply to Emergency calls.

Visitation Rules are accessed through the "Admin" menu. Select "Visit Rules" from the drop-down menu.

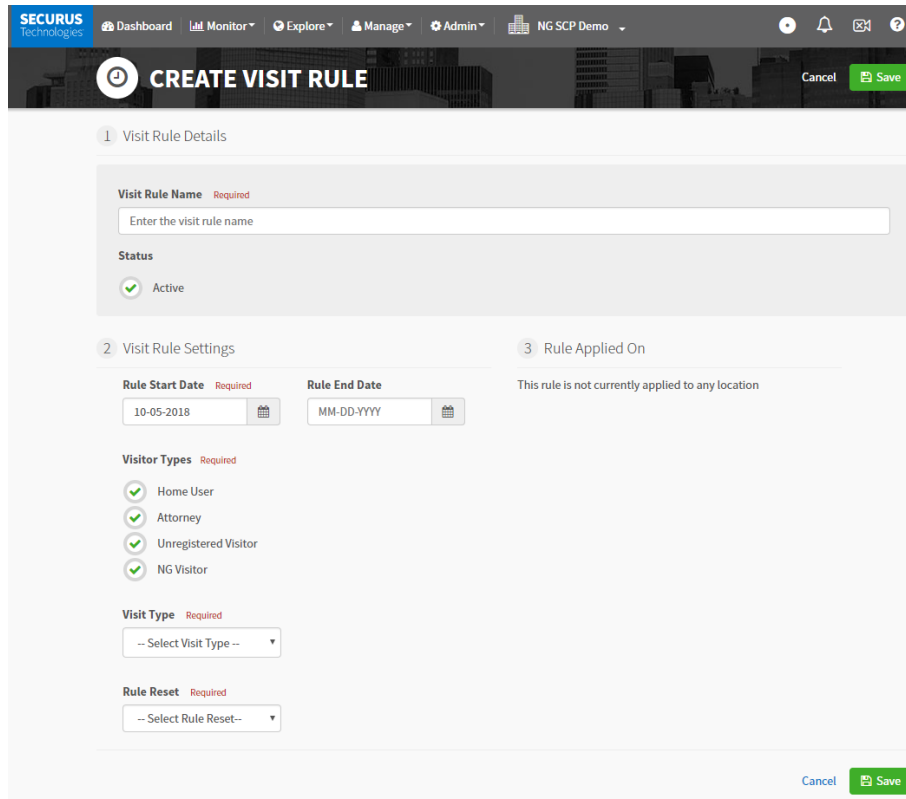
Visitation Rules



Creating New Visitation Rules

While in the Visit Rules section, click on “Create Visit Rule” to create a new Visitation Rule.

Create a New Rule



From here, you will define a rule name, and configure the following fields:

- **Status:** Active or inactive
- **Visit Rule Settings:** select the date for the rule to start and stop.
- **Visitor Types:** Home user, attorney, unregistered visitor, visitor
- **Visit Type:**
 - Onsite: Standard on-site visit
 - Remote: Applies to both friends & family home user and attorney home user
- **Rule Reset:** Daily, weekly, or monthly
- **Rule Applied On:** Apply the rule to a specific location

During the creation of a rule, the rule can be associated with a user, terminal, location, user group, or site. Users can create a new rule without an initial association. However, new rules will not be in effect until there is, at least, one entity associated. Associations, in order of priority, are as follows:

- **User Association:** Rule applies only to a specific Incarcerant or user
- **Terminal Association:** Rule applies to a specific terminal. This is a cumulative rule applied to the Terminal only – NOT the users under the Terminal*
- **Location Association:** Rule applies to a specific location such as a pod. This is a cumulative rule applied to the Location only – NOT the users under the Location*
- **User Group Association:** Rule applies to every member of the user group to which the rule is associated
- **Site Association:** Rule applies holistically to the Site. This is a cumulative rule applied to the site only – NOT the users under the Site*

**The behavior of cumulative rules will soon change such that the rule will apply to all users at the association level.*

Rules are also prioritized based on the association level in which they are applied. For example, a visitation rule applied to a User (highest priority) takes higher priority than a rule associated with a Site. This means that if there is a Site level rule that allows incarcerated to have one on-site visit per 1 month and a User level rule for a specific incarcerated to have five on-site visits per 1 month, the User level rule take priority.

Example Visitation Rule:

Rule Name: 2 Visits per Week

Visitation Type: Onsite

Quantity: 2

Frequency: 1

Duration: Week

Reads: 2 onsite visits per 1 week

If two rules with the same priority conflict, both rules will need to pass to schedule and appointment. An example of this conflict is an Incarcerant User Group visitation rule to allow one on-site visit per week and an Attorney User Group visitation rule that allows five on-site visits per week. Both rules must pass to schedule a visit.

Associating Visit Rules

Enforcement of a Visit Rule requires association with a user, terminal, location, user group, or site. There are two ways to associate a rule:

- From the Manage > Visits or Visitors menus
- From the Incarcerant profile page

Editing Visitation Rules

Editing or deleting a visit rule can be accomplished from several different pages, including:

- Admin > Visit Rules
- Manage > Inmates > Visit Settings
- Manage > Visitors

When editing a visitation rule, you can modify all components of the rule as well as add and delete associations. A popup showing the number of impacted sessions displays before saving a rule change. This prevents the unintentional cancellation of previously scheduled visits. If the rule change does not impact scheduled appointments, a confirmation popup will appear.

13. **The System must provide the ability to search recorded visits by visitor, offender name, and offender DOC number. Describe how Vendor will meet this requirement.**

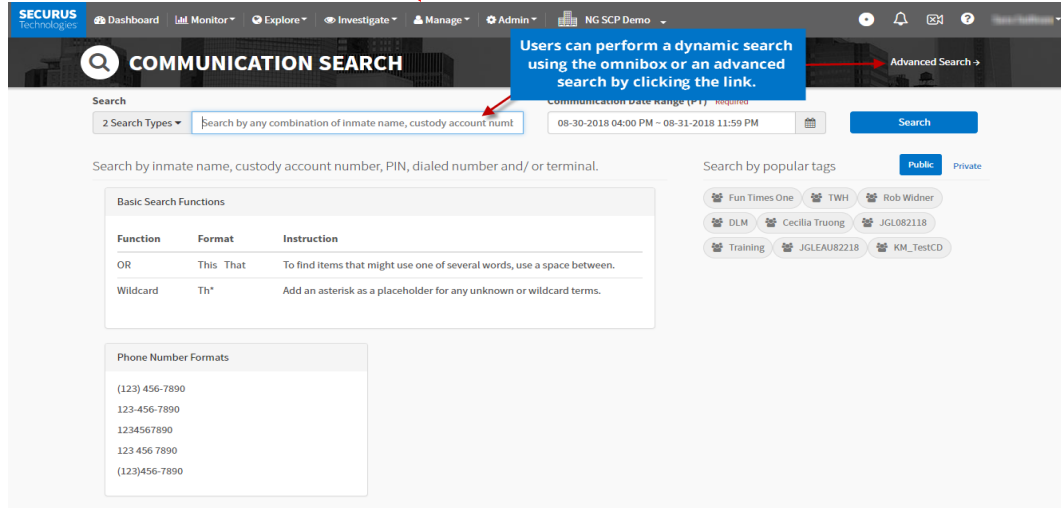
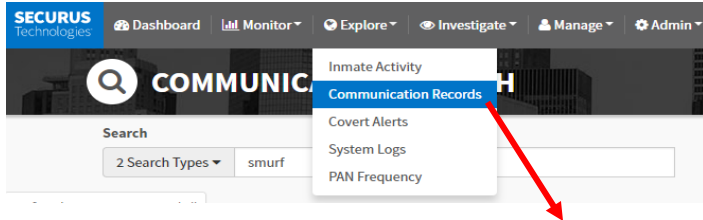
Vendor's response:

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

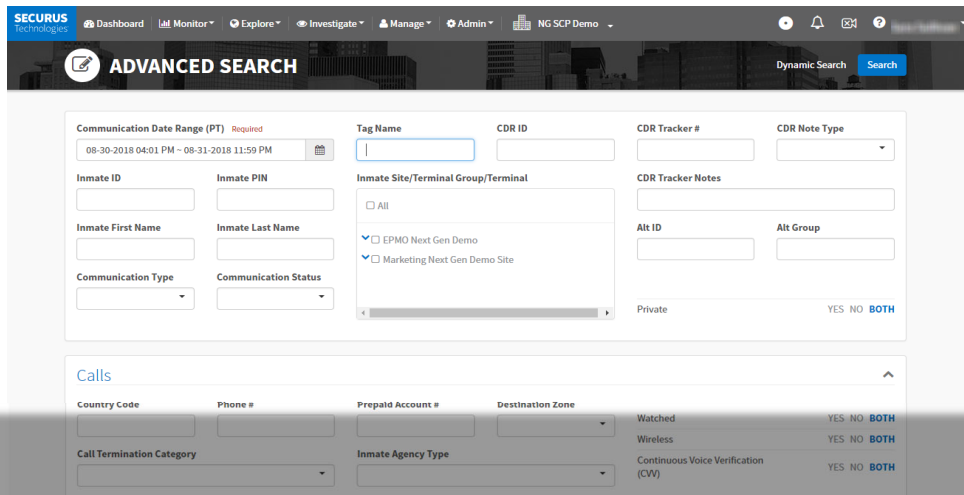
Our system will allow the DOC to search recorded visits by visitor, offender name, and offender DOC number and more. Authorized WA DOC users begin by generating communication reports on all Securus Video Visitation (SVV) events through the NextGen Secure Communications Platform™ (NextGen SCP™) user interface. WA DOC users can perform a dynamic search using the single-input omnibox or an advanced search. These will allow the user to search and filter by

- Date range
- Incarcerant identifier, such as ID, PIN, and first or last name
- Communication type
- Communication status (complete or incomplete)
- Destination number (partial or full number entry)
- Call type
- Three-way or Remote Call Forwarding detected, watched status, wireless indicator, or Continuous Voice Identification
- Visitor and visit type (SVV)
- Visitor contact number
- Visitor identifier, such as first or last name, email, and visitor ID
- Per phone/terminal, per location, and per offender
- Number restriction and/or status assignment
- Broad search with no data entry
- Prepaid account number
- Destination zone (local, interLATA, interstate, intraLATA, international)

Searching for SVV Events



Advanced Search for SVV Communication Records



NextGen SCP presents the search results in such a way that further action can be taken from this same page to further refine search results, download recordings or data, or export report results without navigating away from the search results page. The left-hand side of the page offers filtering based on the results and shows only the filter options that are present in the results.

Clicking on the event in the results pane opens the communication event detail pane on the right-hand side of the page. This pane provides additional detailed information about the event and allows the user to download the session report, extend the recording expiration date, download the video session, or play the session recording without downloading it to the user's computer.

Securus Video Visitation Communication Detail Report

The screenshot displays the 'ADVANCED SEARCH' interface in the Securus Technologies application. The top navigation bar includes 'Dashboard', 'Monitor', 'Explore', 'Investigate', 'Manage', and 'Admin'. The search criteria are set to 'Communication Date Range: 08-01-2018 11:59 AM ~ 08-01-2018 11:59 AM', 'Communication: 1', 'Call: 0', and 'Video Visitation: 0'. The results pane shows 45 results with columns for Type, Inmate Name (ID), Other Party, Date, Time, Duration, Notes, and Flag. A callout box points to the filter options on the left, stating: 'Further refine your search results by filtering available criteria.' Another callout points to a search result for 'Carver, Sam (0080)', stating: 'Click the event result to see video communication record details.' A third callout points to the 'Download Session Report', 'Extend Expiration', and 'Download Video Session' buttons in the details panel, stating: 'Options to download a report, extend the expiration date, or download the video session.' A fourth callout points to the event details in the side panel, stating: 'Event details appear on the side panel.'

Type	Inmate Name (ID)	Other Party	Date	Time	Duration	Notes	Flag
Video	Carver, Sam (0080)	Wesley Harris	08-22-2018	9:45:28 AM	39:33		
Video	Jones, Mike (052218)	Wesley Harris	08-23-2018	8:55:00 AM	00:00		
Video	Jones, Mike (9988987)	Wesley Harris	08-22-2018	6:00:00 PM	00:00		
Video	Jones, Mike (4694043156)	Wesley Harris	08-22-2018	4:00:00 PM	00:00		
Video	Jones, Mike (9988987)	Wesley Harris	08-22-2018	3:00:00 PM	00:00		
Video	Jones, Mike (07111969)	Wesley Harris	08-22-2018	2:35:00 PM	00:00		
Video	Jones, Mike (0020)	Wesley Harris	08-22-2018	2:35:00 PM	00:00		
Video	Jones, Mike (0020)	Wesley Harris	08-22-2018	2:25:00 PM	00:00		
Video	Jones, Mike (0020)	Wesley Harris	08-22-2018	2:10:00 PM	00:00		

Event Details Panel:

- Inmate ID: 0080
- PIN: 0080
- Visit with: Wesley Harris
- Start Time: 08-22-2018 9:45:28 am PDT
- End Time: 08-22-2018 10:25:01 am PDT 39:33 Duration
- Scheduled Start: 08-22-2018 9:15:00 am PDT
- Scheduled Duration: 70 Minutes
- Session Info: [Video Icon]
- Session ID, Duration, Action

14. Describe your customer service availability for Video Visitation issues.

Vendor's response:

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

Our customer service for video visitation issues is available 24 hours a day, 7 days a week, 365 days per year for both facility users and friends and family users.

Facility Support through Securus' Technical Support Center

Securus provides superior customer service capabilities from a state-of-the-art operations center located in Carrollton, Texas. Securus' Technical Support Center (TSC) is staffed by 50 support technicians to ensure prompt problem resolution. The average tenure of our technicians is 8 years and the average tenure for our technical support management is 10 years.

Securus' TSC serves as a single point of contact for facility staff to request service or make inquiries **24 hours a day, 7 days a week, 365 days per year** and has three convenient methods of contact:

- Telephone: 866-558-2323
- Email: technicalsupport@securustech.net
- Fax: 800-368-3168

The TSC uses a call distribution system to automatically manage the flow of inbound customer calls, routing calls directly to our support technicians in a skills based, platform specific manner. Securus establishes response times and service level agreements that accomplish our key objective of providing timely resolution to each request.

Upon contact from a facility, each service request is assigned one of three initial priority levels, each with its own resolution and escalation timelines. Every effort is made to resolve the problem remotely within the designated timeframes and many service requests can be resolved during the initial request. If the service request cannot be resolved remotely, a field service technician is dispatched to the facility to expedite resolution.

The TSC uses an event tracking system that logs, tracks, manages and assures appropriate response to all service requests. The service request generates a trouble ticket with priority level assignment which drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem and either resolves the problem or engages the appropriate party for problem resolution. The TSC retains ownership of all service requests and is responsible for the escalation and update functions.

Securus has had more than 120 patents issued and another 70 pending patent applications, all of which are supported by our TSC. No competitor can match Securus' TSC experience in working with corrections officials to quickly resolve and manage calling programs. Securus' experience and technology allows us to create and manage calling

programs for corrections facilities that put top priority on providing safety and security to the public.

Service Response Times and Escalations

Priority Level	Service Priority Description	Response Time	Customer Communication Guideline	Escalations
P1	A P1 is our highest service level which is defined as 60% or more of the functionality of the System being adversely affected by the System Event.	4 hours	<ul style="list-style-type: none"> Securus Technical Support Center notifies the facility when the service issue is resolved If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request Technical Support Manager & Field Service Manager Technical Support Director & Field Service Director VP Service & Operations
P2	A P2 assignment is defined as 30% to 59% of the functionality of the System being adversely affected by the System Event.	12 hours	<ul style="list-style-type: none"> Securus Technical Support Center notifies the facility when the service issue is resolved If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request Technical Support Manager & Field Service Manager Technical Support Director & Field Service Director VP Service & Operations

P3			<ul style="list-style-type: none"> • Securus Technical Support Center notifies the facility when the service issue is resolved • If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> • If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request • Technical Support Manager & Field Service Manager • Technical Support Director & Field Service Director • VP Service & Operations
P4			<ul style="list-style-type: none"> • Securus Technical Support Center notifies the facility when the service issue is resolved • If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> • If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request • Technical Support Manager & Field Service Manager • Technical Support Director & Field Service Director • VP Service & Operations

Friends & Family Support through Securus' Friends & Family Call Center

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

Live agent support is available to friends and family members seven days a week, 24 hours a day, and 365 days a year. Customers can use our toll-free number (1-800-844-6591) to either speak to a live agent or use an intuitive, automated interactive voice response system to help them with their needs. For added convenience, we also offer personal account access via our website (www.securustechnologies.com). End-users can also now access SFFCC via online “chat” 24 hours a day, seven days a week.

Our friendly and knowledgeable agents can help customers with:

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

Our customer service agents are highly trained on ITS issues and in satisfying the specific needs of called parties. We offer both English speaking and Spanish speaking agents to handle multi-language end user complaints.

We diligently survey our customers and measure satisfaction ratings to find ways to improve our service levels. Our customer satisfaction scores for our call center are 20 percent higher than the industry standard. Securus addresses customer questions the first time, 99% of the time. As evidence of our continued commitment to customer satisfaction, Securus was named a three-time winner at the 2018 Stevie Awards for Sales & Customer Service.

15. Describe Vendor’s process for allowing Department staff to submit service tickets when issues arise.

Vendor’s response:

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

Securus prides itself on our customer service, and to that end we have tried to make it as easy as possible to report issues and submit services tickets by providing WA DOC with multiple methods to do so. WA DOC personnel can Submit service tickets or routine

service orders through either our Technical Support Center, through the DOC's dedicated account manager, or through the Facility Service Request Portal.

Securus Maintenance and Technical Support Services

Service tickets can be submitted through our Securus Technical Support Center (TSC) 24 hours a day, seven days a week, 365 days per year. The TSC is a state-of-the-art operations center located in Carrollton, Texas. More than 50 technicians staff the to ensure prompt problem resolution. There are three ways to contact the TSC:

- Telephone: 866-558-2323
- E-Mail: technicalsupport@securustech.net
- Fax: 800-368-3168

The TSC uses an event tracking system that logs, tracks, manages and assures appropriate response to all service requests. The service request generates a trouble ticket with priority level assignment that drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem and either resolves the problem or engages an appropriate party for problem resolution. The TSC retains ownership of all service requests and is responsible for the escalation and update functions

The TSC uses a distribution system to manage the flow of inbound customer service tickets automatically routing calls directly to our support technicians in a skills-based, platform specific manner. Securus establishes response times and service level agreements that accomplish our objective of providing timely resolution to each request.

Technicians assign each service request one of three initial priority levels, each with resolution and escalation timelines. Every effort is made to resolve the problem remotely within the designated timeframes, and Securus resolves most service ticket requests during the initial request. If necessary, a field service technician is dispatched to the facility to expedite resolution.

Account Management

Washington DOC will be assigned an account manager who will be responsible for product training, monitoring system and product usage, proactive account support, account reviews, and reactive account support in order to ensure quality of service. The Securus Account Management group is a dedicated single point of contact service team that proactively manages the day-to-day needs of facilities to ensure the best possible experience from all our products, services, and support.

Facility Service Request Portal



WA DOC can access Securus' service request portal as an alternative to calling Securus Technical Support to create new service requests or to track the status of existing service requests.

Securus' service request portal is an automated ticketing system that logs, tracks, manages, and assures appropriate responses to all service requests for a correctional facility, regardless of whether the request was initiated from a call to Securus Technical Support or entered directly into the service request portal.

The service request portal is one of the major tools in our arsenal to meet service level agreements with confidence, increase overall operational effectiveness, solve problems, streamline repetitive tasks, and improve customer satisfaction.

When a facility requires a service visit for any reason, including routine maintenance, a service ticket is opened and visible within the service request portal to track the event and allow for further analysis of any system issues and/or performance.

As with all service requests, those entered directly into the service request portal include information collected on the issue as gathered by the certified technician(s) to ensure our response is appropriate for the service event. Diagnosis of the event will determine whether the request or repair can be performed remotely or if onsite trouble-shooting assistance with our local field technician, working in conjunction with our Network Operations Center (NOC), is necessary. All service events, whether resolved remotely or via an onsite visit, are tracked and our customers can provide feedback on how we have performed and if we met their expectations. Further, the service event will be assessed to avoid repetitive service issues, which may indicate a system deficiency issue or fraudulent activity.

The service request ticketing system is used in various departments throughout Securus to provide a current view of any open items. The system automatically generates reports internally that are sent to management for service level reviews and customer status.

Through the Securus service request portal, WA DOC staff can view, track, and open service tickets; the portal also offers WA DOC the advantage of knowing the status of a resolution or viewing comments on any service request, which results in efficient and effective communication through this direct line of communication without needing to place a call.

Opening a New Service Ticket

SECURUS Technologies

Create Ticket Search Ticket Administration

Job Id: New Job

Problem Category: Select Problem Category (dropdown menu open)

Problem Description: [Text Area]

Create Ticket Cancel

Ticket Number with Detail

SECURUS Technologies

Create Ticket Search Ticket Administration

Site: [Dropdown] Status: Open [Dropdown]

From Date: 01/01/2018 To Date: 03/21/2019 View Report

1 of 1 Find | Next

Ticket: 15830284

Site ID: 06388

Site Name: [Redacted]

Address: [Redacted]

Contact: [Redacted]

Product: [Redacted]

Priority: 2

Problem Description: Anjanaa testing new job display in portal

Status: New

Solution: [Redacted]

Date Opened: 2018-10-29 11:20:52

Last Actioned Date: 2018-10-29 11:20:52

Date Closed: [Redacted]

New

Created Date	Created By	Note
[Redacted]	[Redacted]	[Redacted]

16. The System must have the ability to notify customers that their account has been suspended and to provide an explanation for the suspension. Describe how Vendor will meet this requirement.

Vendor's response:

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

When an authorized facility user moves to suspend a visitor a pop-up box will appear where they will be able to select the dates of suspension and also provide comments regarding the suspension. Any comments that the facility user includes will be added to the email sent to the visitor advising of the suspension.

The screenshot shows a web-based form titled "SUSPEND VISITOR". At the top, there is a green header bar with the title and a close button. Below the header, the form contains two date-time input fields: "Start Suspension (CDT) Required" and "End Suspension (CDT)". Both fields have a placeholder "MM-DD-YYYY HH:MM AM" and a calendar icon. Below these fields is a "Comments" section with a red warning icon and the text: "Note: All comments will be added to the suspension email being sent to visitor being suspended." A red arrow points to this note. Below the note is a text input field with a character count "(50)". At the bottom right of the form are two buttons: "Cancel" and "Suspend Visitor".

17. The System must ensure that public customers agree to DOC's rules (policies) regarding use of the services. The System should require customers to affirm their understanding of these rules. Describe how Vendor will meet this requirement.

Vendor's response:

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

Securus can easily accommodate customized DOC policies regarding the use of the services both at initial set up and throughout the contract. During initial implementation, our dedicated implementation team will obtain WA DOC's policies regarding the use of video visitation and upload them into the system. Every time a public customer schedules a video visitation with an incarcerated the visitor will have to acknowledge the DOC's terms and conditions regarding the use of video visitation. If at any time the DOC changes their

rules or policies regarding the use of services, they would provide the new policy to their dedicated Securus Account Manager, who will provide them to the Securus Online team for upload.

My Future Visits
Account Statements
Transaction Details
Unlimited Subscription
My Past Visits
Schedule A Visit
Add a New Facility
Block/Unblock
Credit Card Information

1 Inmate 2 Appointment 3 Checkout

Current Promotions

Schedule (1) Visit

- Schedule and pay for (1) visit

Relationship To Inmate

Relationship
Select

Appointment Details

Duration
Select

Date
Time
Select

I have read and agree to the Terms and Conditions.

Back NEXT

Appointment Summary

Visitation Type: Remote
Site:
State: TX
Inmate: John Evil
Duration:
Date:
Time:

Additionally, public customers can always find the policies and terms and conditions for a specific facility at the Securus Online website. Clicking on “Facilities and Pricing” under Video Product, the customer can search for the specific terms and conditions that apply to the facility where their incarcerated is located.

SECURUS Technologies™ My Account Products Securus Alerts SIGN OUT

Phone Products Rate Quote
Video Products **Facilities And Pricing** Frequently Asked Questions
eMessaging Get Started Now Open And Fund An eMessaging Account Frequently Asked Questions

ADVANCE CONNECT
AdvanceConnect™ is a prepaid calling account that puts you in control, allowing you to manage how much you spend on inmate calling.
SIGN UP

INMATE DEBIT
Accounts: 0

VIDEO VISITATION
Account Number: 15933004
ilities-and-pricing

Facilities and Pricing

Pricing, session lengths, and hours of availability of Securus Video Visitation may differ depending on the facility chosen or the visitation center being used.

State Washington Facility Select

- 18. Video quality sent from the Incarcerant must be a minimum of Full HD resolution and must, at a minimum, display in that resolution. Describe how Vendor will meet this requirement.**

Vendor's response:

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

The camera on Securus' video visitation terminal HD camera (720p @ 30 fps) with autofocus.

- 19. Vendor must provide Department a monthly report detailing video visitation quality including the quality of the video received by the friends and family and the quality of the video received by the incarcerant. Describe how Vendor will meet this requirement.**

Vendor's response:

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

Securus will provide a monthly report of reported video issues by incarcerants and friends and family regarding visitation quality.

Securus utilizes high quality video using low bandwidth. Securus video visitation is configured to H.264 video standards and provides for the following to ensure quality video:

- video transmission speeds of 64 Kbps – 2 Mbps,
- a wide range of video resolutions and bit rates, including: CIF (352 x 288 pixels), SIF (352 x 240 pixels), QCIF (176 x 144 pixels),
- supports up to 30 frames per second of high-quality video at 384+ Kbps,
- supports up to 15 frames per second of high-quality video at 64 – 320 Kbps, and
- supports both a constant or variable bit rate and frame rate.

Additionally, the Securus Account Manager assigned to the Washington DOC will be responsible for conducting quarterly business meetings to review the last quarter's performance against metrics and discuss issues. In each meeting, the Account Manager will present reports that identify Securus's service response times as compared to the agreed to Service Level Agreements. Trends will be reported and required actions will be tracked and presented at the next meeting.

- 20. Describe Vendor's approach to handling complaints regarding video visitations and describe the circumstances under which a refund would be issued.**

Vendor's response:

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

Visitors will be able to report issues regarding video visitation to Securus' Friends and Family Call Center (SFFCC). Securus has designed our US-based customer service center to handle customer inquiries and needs as quickly and efficiently as possible. We regularly

measure our performance against industry standards and our own tough expectations to ensure the highest level of service possible.

Securus is unique among its national competitors in offering an in-sourced call center located in the Dallas metropolitan area to provide customer service to friends and family members of offenders. Our call center employs approximately 150 customer service representatives who are trained and managed by Securus management.

SFFCC Stats

- **Receives, on average, 2.5 million calls per month**
- **Average response time for customer contact = 10 seconds**
- **Customer Satisfaction Score - 4.8 out of 5**

Live agent support is available to friends and family members 7 days a week, 24 hours a day, and 365 days a year through our Securus Friends and Family Call Center (SFFCC).

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

Also end-users may access Securus’ customer service via chat 24 hours a day, seven days a week.

Securus strives to deliver superior customer service and resolve customer issues in one call. As a source of escalation for offender’s friends and family members, call center supervisors are always available to assist customers. In general, the following escalation list may be utilized after 24 hours of not receiving a resolution for issues and/or problems. For our friends and family member end-user customers, Securus addresses customer questions the first time, 99% of the time. Certain issues and/or problems may require time to research and resolve and may take more time. A SFFCC agent will keep the external customer up to date on progress if resolution takes more time.

After 24 hours:

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

Refunds and Credits

Securus video visits are pre-paid and in general are non-refundable. If a user believes there was a system problem that did not allow them to participate in a scheduled video visit, they would have the opportunity to fill out and submit a Video Visitation Refund form.

Consumers can manually request a refund of a credit balance on their Video Visitation account by submitting a Video Visitation Refund form. The form can be obtained by calling Securus Correctional Billing Services.

Refunds will not be granted unless there was a previously approved credit applied to the Securus Video Visitation account. There are currently no refund fees or minimum refund amounts, however, transaction fees are not eligible for refund. Refunds are issued back to the original credit/debit card for which the transaction(s) was paid for.

Securus is not responsible for disconnects due to behavior issues, disconnects initiated by the correctional facility, or disconnects due to internet connection or hardware malfunctions. If the user believes their session was disconnected due to a Securus Video Visitation system error, they should fill out and submit a Credit Request Form. Securus will review and reply to the request within 72 hours.

Once scheduled, a Video Visitation session must be attended during the scheduled time period. Failure to sign on at the scheduled time or signing on late will not extend the session time period for which the user paid.

In limited situations, Securus may, at its discretion, offer a credit for a scheduled and paid Video Visitation session. A credit is defined as funds used to pay for a session being placed back on to the user's account, which are available for use for another future Video Visitation session. Credits may occur when a) the facility cancels a paid Video Visitation session before the session begins, b) the facility rejects a paid Video Visitation session prior to it starting, and c) Securus cancels a paid Video Visitation session before the session begins. Credits will not be given for sessions where the scheduled time has started or prior to session completion. Credits shall expire 90 days from date of issue.

- 21. Describe the methodology Vendor's technicians will use in equipment testing to ensure it is properly working. Will Vendor have periodic testing or only as and when a complaint is filed by a user?**

Vendor's response:

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

Securus employs approximately 224 field service associates including Regional Managers and a centralized Field Dispatch team to support our national customer base. The Field Service Technicians (FST) are strategically positioned to meet the response time requirements of our customers and reside near each customer location. Currently there are five (5) FSTs to maintain equipment in Washington State. FSTs are all required to have extensive telecommunication background and are Securus-certified to service our product offerings. The FSTs have direct access to senior technical support and engineering resources to expedite repairs and minimize customer downtime.

Washington Field Service Technicians	
Field Service Technician	Experience
Jeff Ollar	<ul style="list-style-type: none"> Onsite FST at Pierce County, WA Been with Securus since 9/9/2011
Brandon Jenkins	<ul style="list-style-type: none"> Onsite FST at King County, WA Been with Securus since 9/28/2015
Kenneth Duhe	<ul style="list-style-type: none"> Rover FST Been with Securus since 6/4/2019. He was hired specifically to support WA DOC
Russ Beecher	<ul style="list-style-type: none"> Rover FST Been with Securus since 7/24/2017. He recently relocate within WA to be closer to WA DOC facilities.
John Phipps	<ul style="list-style-type: none"> Rover FST Been with Securus since 3/18/2019.

Quality Control Testing During Implementation

During installation, Securus technicians will thoroughly test the system and installed hardware. Our technicians use a quality control checkpoint system at each phase of an installation:

- Quality Control Checkpoint 1 – Provisioning: After customer provisioning is complete, Securus technicians submit a quality control review to the Engineer, Project Manager, and Account Manager for the project. Please refer to Exhibit A for the “Provisioning Checklist,” for an example of this quality control tool.
- Quality Control Checkpoint 2 – Pre-Installation: While on-site, Securus Field Service Technicians complete a checklist to ensure that the physical installation characteristics meet or exceed Securus standards. Please refer to Exhibit A for the “Field Technician Checklist,” for an example of this quality control tool.
- Quality Control Checkpoint 3 – Equipment Testing/Functional Validation: Technicians complete test call scenarios and phone labels, call durations, on/off times, administrative terminals, and verify other customer configurations. Please refer to Exhibit A for the “Test Validation Checklist,” for an example of this quality control tool and the steps followed. Technicians will follow these equipment testing/functional validation steps whenever the review equipment and hardware.**

- Quality Control Checkpoint 4 – Acceptance: The Securus Project Team provides copies of all quality control documents, equipment inventory records, and network diagrams. The Securus Project Team will host a review of these documents with WA DOC. Please refer to Exhibit A for the “Customer Acceptance Checklist,” for an example of this quality control tool.

These tools are used to verify that work is completed properly before moving to the next step in a process. Customers must indicate their satisfaction with a sign off moving to the next step in a process.

Testing Procedures Post Installation

Because Securus continuously monitors all data centers, infrastructure components, platform systems, communications services, and hardware using the SolarWinds® suite of network performance monitors, our technicians will be alerted if there is an issue with the hardware. In addition to the continuous monitoring through the NOC, Securus will work with WA DOC on a maintenance schedule to review equipment, if desired.

If an issue is detected that requires on-site service, our dispatch team contacts the assigned FST and establishes an estimated time of arrival. The Dispatcher or the FST immediately communicate the time of arrival to the facility. Upon arrival at the facility, the FST will meet with the primary site contact to review the problem and perform the necessary repairs. Repairs typically involve repairing or replacing a defective part or wiring or correcting configuration settings.

Upon resolving the primary issue, the Field Service Technician will perform a system check to detect any unreported issues and conduct preventative maintenance checks while on-site, including:

- Cleaning out the system filters
- Testing system features and functionality
- Testing of individual phones/terminals
- Performing workstation(s) inspections.

Problems identified during this check are addressed by the Field Service Technician during the same visit unless additional parts are required to resolve the issue.

Upon completion of the repairs, the FST will validate problem resolution with the primary site contact and obtain sign-off on the repairs performed. After obtaining sign-off, the FST will record the transaction in our problem management system through his or her laptop.

Service Parts

Securus field service technicians maintain a working level of spare parts for minor repairs consisting of telephone sets, handsets, dials, and replacement circuit boards, either on-site

or in their truck. If a technician does not have required a part, Securus will drop-ship the item to the site. Securus will ship counter-to-counter on the same day in critical situations.

Quality

Securus sends an e-mail customer satisfaction survey to the primary site contact following each service event. Customer concerns are immediately escalated to the Regional Service Manager and the National Service Director. The Regional Service Manager is required to contact the customer within 24 hours to better understand the concern and implement a correct action plan. Securus executives review the summary of each issue along with the corrective actions on a monthly basis. Our current survey results show 94% satisfaction with Field Service with 77% indicating they were “delighted” with the service they received.

22. What kind of periodic monitoring will the Vendor perform to ensure video visits are successful? How will you ensure customer satisfaction?

Vendor’s response:

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

Securus will use a combination of remote monitoring system and our Account Management teams to make sure Securus Video Visitation is functioning optimally at WA DOC facilities at all times.

Remote Monitoring, Diagnostics, and Troubleshooting

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

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

Our NOC is located at our headquarters in the Dallas, Texas, metro area. The NOC is staffed 24x7x365 by Securus employees who are network experts certified in the systems and software used to monitor all system functions and equipment, as well as the associated network. The NOC maintains failure reports, service history, and other diagnostic information, which are available to the DOC when requested.

SolarWinds® Typical Monitored Application Elements

Application Details

MANAGEMENT: [Edit Application Monitor](#) [Unmanage](#)
[Poll Now](#)

[Real-Time Process Explorer](#)
[Service Control Manager](#)
[Real-Time Event Log Viewer](#)

APPLICATION NAME: Windows Server 2003-2008 (RPC) on ...

APPLICATION STATUS: ● Application status is Up

SERVER STATUS: ● Server status is Up

COMPONENT NAME	COMPONENT TYPE	COMPONENT STATUS
● Distributed Transaction Coordinator	Windows Service Monitor	Up
● Network Connections	Windows Service Monitor	Up
● Number of Processes	WMI Monitor	Up
● DHCP Service Monitor	Windows Service Monitor	Up
● Total Available Memory (MBytes)	Performance Counter Monitor	Up
● Page File Usage	Performance Counter Monitor	Up
● Disk Queue Length	Performance Counter Monitor	Up
● Number of Threads	Performance Counter Monitor	Up
● File read bytes per second	Performance Counter Monitor	Up
● File write bytes per second	Performance Counter Monitor	Up
● Remote Registry Service	Windows Service Monitor	Up

Application Availability

Windows Server 2003-2008 (RPC)
 Dec 5 2017, 12:00 am - Dec 5 2017, 5:00 pm

Zoom 1h 12h 24h

AVAILABILITY: 50% / 0%

12:00 AM 3:00 AM 6:00 AM 9:00 AM 12:00 PM 3:00 PM

5 Dec 12:00 PM

Legend: ■ Other, ■ Up, ■ Warning, ■ Down, ■ Unknown

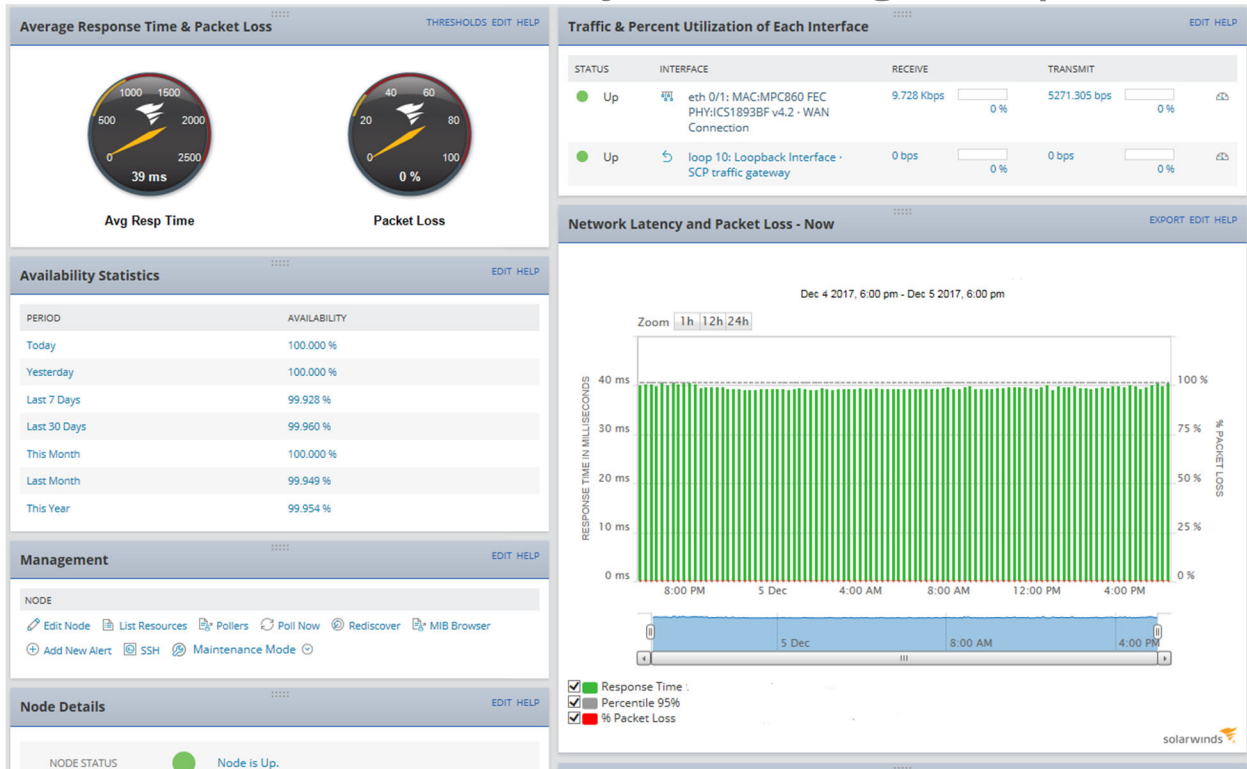
Processes and Services

COMPONENT NAME	PROCESS NAME (ID)	CPU LOAD	MEMORY USED		IOPS
			PHYSICAL	VIRTUAL	
● DHCP Service Monitor	DHCP (792)	0	0.25	0.11	19.89 / Sec
● Distributed Transaction Coordinator	MSDTC (17380)	0	0.08	0.01	0.00 / Sec
● Network Connections	Netman (1196)	0	0.12	0.02	0.00 / Sec

Premise Equipment and Polling

The Securus Technical Support team provides 24x7x365 monitoring of all facility-based equipment and directly supports facility installations via telephone and email. Technical Support monitors connectivity for all installations and all installed equipment including Integrated Access Devices (IADs), Visitation Phone Monitoring (VPM) units, switches, and Uninterrupted Power Supply (UPS) systems. The systems are polled every two minutes to ensure proper operation, and their vital operating statistics sent every 10 minutes. Upon receiving an alert indicating network failure, Securus will open a trouble ticket with the appropriate circuit provider. In the case of a premise-based equipment failure, a Securus Field Technician is dispatched to the facility for on-site repair.

SolarWinds® Facility Monitoring Example



Bandwidth & Network Latency Monitoring Example

In addition to real-time monitoring and alerting, Securus Technical Support also leverages the SolarWinds® network performance monitor to gather and evaluate historical data for network alerts, bandwidth usage, packet loss, and hardware performance. The detailed level of monitoring available via our network performance monitor allows the Technical Support group to take proactive steps to prevent or mitigate facility outages and to ensure the correct resources are engaged if dispatch is necessary.

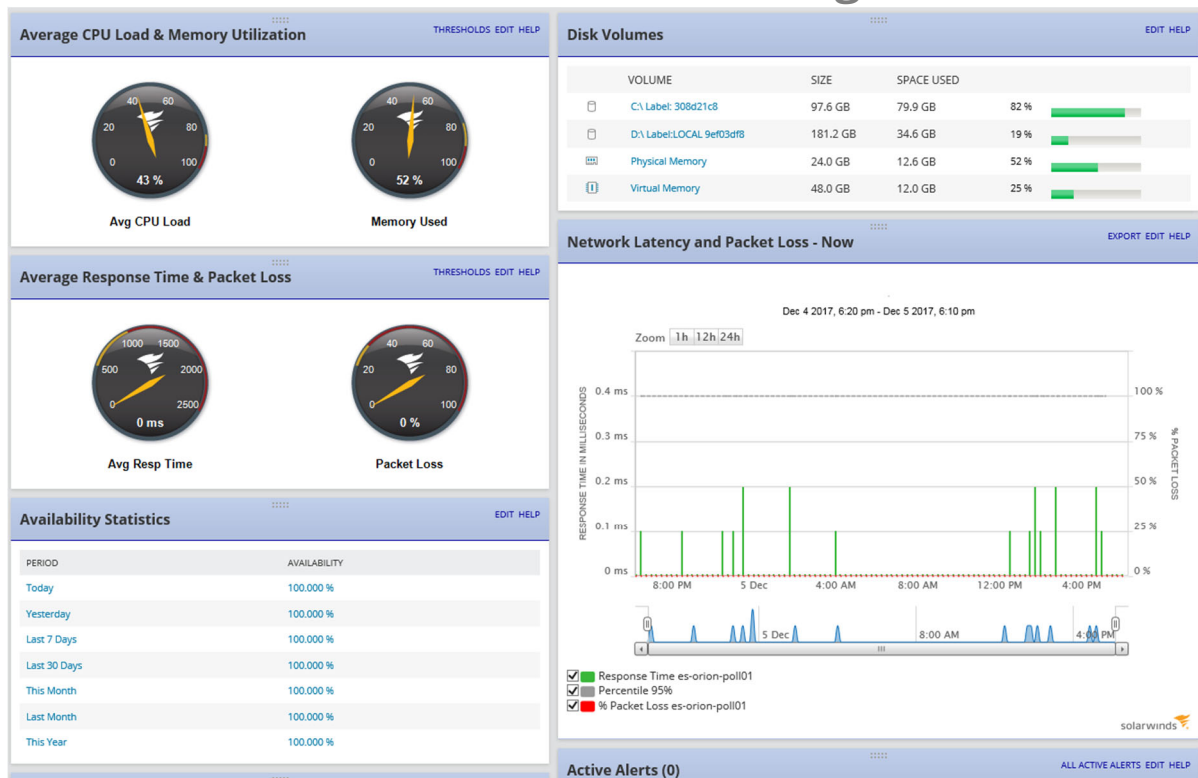
SVV 2018 Performance:

- SVV User Interface Availability - 99.943% uptime
- SVV Platform Availability: - 99.990% uptime
- SVV Network Availability: - 99.997% uptime.

Infrastructure Inspections

System Administrators make scheduled inspections of all systems and routinely perform preventive maintenance and software enhancements as directed by a Production Change Control steering group. Additionally, change control practices have been reviewed and are compliant with Sarbanes-Oxley.

Additional NOC-Monitoring View



Premium Network Monitoring Capabilities

Securus proactively identifies potential system and network abnormalities through SolarWinds® suite of network performance monitors. This software allows Securus personnel to monitor all hardware, software and system metrics continuously.

Through network monitoring Securus can:

- **Proactively repair systems to prevent outages.** Many times corrections are made before a facility is aware of a problem. This means less downtime and increased system reliability for the facility.
- **Alert remote or on-site engineers of system threshold inconsistencies or alarms.** The NOC communicates with engineers through e-mail, short message service (SMS), or directly through a wireless phone to address the issue.
- **Receive real-time alerts when the system detects an error.** Monitoring identifies if network elements exceeded established thresholds and alerts Securus personnel of possible carrier network issues.
- **Ensure sufficient resources are in place.** The Securus capacity engineering team reviews call traffic volume reports and storage requirements throughout all systems to ensure sufficient network capacity.

- **Centrally monitor calling traffic to determine increases or decreases in the number of telephones.** With DOC agreement, the service and operations team will install additional telephones when required.

Account Management

The Securus Account Management group is a dedicated single point of contact service team that proactively manages the day-to-day needs of facilities to ensure the best possible experience from all our products, services, and support. In addition to Natasha Samuels, WA DOC's current Account Manager for JPay services, WA DOC will be assigned an account manager for Securus ITS, VVS, and associated services, who will be responsible for product training, monitoring system and product usage, proactive account support, account reviews, and reactive account support in order to ensure quality of service.

Quarterly Performance Reviews

Securus has assigned a dedicated account management team, which includes not only the sales and support staff, but also the DOC's assigned Account Managers who will monitor the ongoing service and maintenance request and will conduct regularly scheduled site visits to ensure that you are receiving the highest level of customer service. In addition to these site visits, Securus offers quarterly Operational Reviews in which your Account Manager will meet with the WA DOC staff and discuss operational performance, successes, and opportunities for improvement. Securus uses the information from these meetings to improve our service delivery platform. This approach allows Securus to consistently perform at Net Promoter Scores that are among the highest recorded by any business in any industry.

EXHIBIT A – QUALITY CONTROL CHECKLISTS

CUSTOMER ACCEPTANCE FORM		
	Site Name:	St:
	AFCE Number:	
	Project Manager:	
	Customer Contact:	
EQUIPMENT INSTALLATION		
Equipment Room All phone equipment is professionally installed within designated areas.	Notes:	<input type="checkbox"/>
Equipment Room All phone equipment is properly labeled.	Notes:	<input type="checkbox"/>
Equipment Room All telecom and electrical wiring is mounted securely, and managed using best practices for wire/cable management.	Notes:	<input type="checkbox"/>
Equipment Room The Equipment Assignment Record has been completed and is attached the equipment rack.	Notes:	<input type="checkbox"/>
Equipment Room All necessary equipment is grounded appropriately and using designated power sources provided by the facility.	Notes:	<input type="checkbox"/>
Equipment Room All excess equipment, trash, or other materials have been removed from the equipment room.	Notes:	<input type="checkbox"/>
Telephone Installation All phones have been installed in the correct locations.	Notes:	<input type="checkbox"/>
Telephone Installation All phones have been securely mounted and inspected.	Notes:	<input type="checkbox"/>
Telephone Installation All phone handsets and keypads have been inspected	Notes:	<input type="checkbox"/>
Telephone Installation All information placards have been installed.	Notes:	<input type="checkbox"/>
Telephone Installation All telephones have been accurately identified, and logically associated with their physical location.	Notes:	<input type="checkbox"/>
Workstation Installation All workstations have been installed in designated locations.	Notes:	<input type="checkbox"/>
Workstation Installation All workstations have been used to access S-Gate UI.	Notes:	<input type="checkbox"/>

Securus Technologies, Customer Acceptance Checklist

EQUIPMENT OPERATION		
Phone System Operation All custom prompts (tag prompts, facility name prompts) have been reviewed and confirmed.	Notes:	<input type="checkbox"/>
Phone System Operation Detainee and called party call flows have been reviewed and confirmed.	Notes:	<input type="checkbox"/>
Phone System Operation Call time limits have been reviewed and confirmed.	Notes:	<input type="checkbox"/>
Phone System Operation Call schedules have been reviewed and confirmed.	Notes:	<input type="checkbox"/>
Phone System Operation Applicable phone system features have been reviewed and verified (further defined as necessary to include all feature requirements)	Notes:	<input type="checkbox"/>
Workstation Operation Workstations have access to S-Gate UI, and user logins have been provided to necessary personnel.	Notes:	<input type="checkbox"/>
Workstation Operation S-Gate UI functionality, including reports, block/unblock, calls schedules, live call monitoring, and audio download/CDRW) have been tested and confirmed	Notes:	<input type="checkbox"/>
Data Verification All PIN/PAN data has been uploaded or input.	Notes:	<input type="checkbox"/>
Data Verification All blocked/free/privileged calling lists have been uploaded or input.	Notes:	<input type="checkbox"/>
Data Verification All phone locations (such as POD B, Left) have been correctly input into system.	Notes:	<input type="checkbox"/>
FORM VERIFICATION		
Field Installation Checklist The Field Installation Checklist has been completed with success, reviewed, and signed by necessary parties.	Notes:	<input type="checkbox"/>
Test / Validation Checklist The Test/Validation Checklist has been completed with success, reviewed, and signed by necessary parties	Notes:	<input type="checkbox"/>
30-Day Support Plan The post-implementation support plan (acceptance criteria, SLAs, support contact, and escalation list) has been completed, and provided to appropriate customer contacts.	Notes:	<input type="checkbox"/>

X

X

X

Customer Contact

Project Manager

Installation Field Technician

Securus Technologies, Customer Acceptance Checklist

30-Day Post Implementation Acceptance

Installation Equipment & Provisioning User Acceptance Signature Form

Site Id: _____

Site Name: _____

By my signature below I acknowledge I have reviewed the installation check list and I hereby confirm completion of the scope of work as required for acceptance approval which includes equipment, system functionality, and provisioning of the inmate phone system installed by Securus Technologies.

Facility Point of Contact Name:


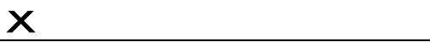
Printed Name: _____

Signature: _____ **Date:** _____

Install Field Technicians assigned to installation:

Printed Name: _____

Printed Name: _____

	Site Name:		State:
	AFCE Number:		
	Project Manager:		
	Lead Technician:		
CUSTOMER PROVISIONING CHECKLIST			
PROJECT PREPARATION			
Preparation – Project Manager-	Create Installation Record within Installation Project Management System: - Build Install Record to include:		<input type="checkbox"/>
	<ul style="list-style-type: none"> - Site Name, State - Site ID - Contract ID - Billing ANI - Project Manager 	<ul style="list-style-type: none"> - Field Service Manager - Inside Support Technician - Field Service Technician - AFCE Number - AFCE Outlay 	
Preparation – Project Manager- Create Install Record	Review Contract, Master Service Agreement, and Statement of Work to identify specific project requirements, including: <ul style="list-style-type: none"> -Installation Scope -Feature Requirements - Installation Process Requirements, including timelines -Service Level Agreements -Recording Policy Requirements 		<input type="checkbox"/>
Preparation – Project Manager-	Update Installation Record within Installation Project Management System: -Include: <ul style="list-style-type: none"> -Installation Scope -Feature Requirements - Installation Process Requirements, including timelines -Service Level Agreements -Recording Policy Requirements 		<input type="checkbox"/>
Preparation – Project Manager / Sales Associate-	Output Installation Record and submit to Sales Associate(s) for pre-Installation review.		<input type="checkbox"/>
Preparation – Project Manager / Installation Support Team	Conduct sit-down review of Installation Project, to review: <ul style="list-style-type: none"> -Installation Scope -Feature Requirements - Installation Process Requirements, including timelines -Service Level Agreements 		<input type="checkbox"/>
Preparation – Project Manager	Lock finalized Installation Record within Installation Project Management System:		<input type="checkbox"/>
Close Preparation – Project Manager	<div style="text-align: center;">  </div> Project Manager		Signature / Digital Signature Required

Securus Technologies, Customer Provisioning Checklist

SCN CUSTOMER PROVISIONING		
Provisioning – Installation Support	Access Installation Project Management System and review Installation Record. Before proceeding, ensure all necessary information is contained within the record.	<input type="checkbox"/>
Provisioning – Installation Support	Access the SCN Customer Provisioning System -Create Customer Record, using Customer Name, Customer State, and Contract ID -Select the required call recording and storage profile from drop down menu -Create Sub-Customer Record (Site), using Site Name and State -Select appropriate time-zone from drop down menu -Select the “Home” Data Center from drop down menu	<input type="checkbox"/>
Provisioning – Installation Support	Access the Customer Setup WIZARD within the SCN Customer Provisioning System -Create the MAIN, BOOKING, and DISABLED Management Port Groups (MPG)	<input type="checkbox"/>
Provisioning – Installation Support	Select the desired MPG group from the drop down menu, and select required features and dialing instructions/restrictions from the Entitlements Section of the Customer Setup WIZARD. This includes: -Dialing class of service, such as Collect, Debit, etc. -Site Name Audio Announcement -Enable PINs / PANs and PIN / PAN Length -MPG Call Duration and Time Schedules -Billing ANI Identification	<input type="checkbox"/>
INTEGRATED ACCESS DEVICE (IAD) PROVISIONING		
Provisioning – Installation Support	Generate IAD Config File(s) by accessing IAD Config Generation Utility -Enter Installation Record Number -Enter Site ID -Enter Site Name, State -Choose Circuit Type (MPLS or DSL) -Enter IAD Port Count (8/24) -Enter Internal IP Address (from Internal IP Access list) -Enter LEC Provided External IP -Enter Securus Access Tag Number (from Asset Tag list) -Save Configuration, and Click “GENERATE CONFIG”	<input type="checkbox"/>
Provisioning – Installation Support	E-mail the IAD Config File(s) to the appropriate Field Service Technician(s). Upload IAD Config File(s) to Installation Record within Installation Project Management System. Update Installation Record to include Internal IP, External IP, and Asset Tag for the IAD(s).	<input type="checkbox"/>
Provisioning – Installation Support / Field Service	Work with Field Technician to apply IAD Config file(s) to IAD Device(s) during the Onsite Test and Turn-up (T&T) process.	<input type="checkbox"/>
Provisioning – Installation Support	Link IAD device(s) to Customer Record within SCN Customer Provisioning System. -Select IAD Type -Input IAD Asset Tag -Input IAD IP Address Configuration	<input type="checkbox"/>

Securus Technologies, Customer Provisioning Checklist

PROVISIONING REVIEW		
Review – Project Manager / Installation Support Team Supervisor / Engineer	Review Customer and Site Provisioning within the SCN Customer Provisioning System. Review Installation Record within Installation Project Management System. Validated Feature Requirements listed in the Installation Record match the features and configurations established in the SCN Customer Provisioning System. Validate IP Scheme, IAD Config, and Network	<input type="checkbox"/>
Review – Project Manager / Installation Support Team	Conduct sit-down review of Installation Project, to review: -Installation Scope -Feature Requirements - Installation Process Requirements, including timelines -Service Level Agreements	<input type="checkbox"/>
Review – Project Manager	Lock finalized Installation Record within Installation Project Management System:	<input type="checkbox"/>
Close Review – Project Manager	Finalize and Lock Customer and Site Provisioning	Signature / Digital Signature Required

X

Project Manager

X

Installation Support Team Supervisor

X

Engineer



Facility Name	Installers Name:
State:	Ticket Number
Main Address:	Date
Contact Name	

LEGEND

√ = Satisfactory/Complete X =Unsatisfactory No Mark = Not Reviewed

Site Inventory		
Review Item	Result	Notes
Does the equipment received match the equipment listed on the Sales Order? Please include equipment receipt checklist with returned survey.		
Was all of the equipment received without damage?		
Is any additional equipment required to complete project? Please include equipment request form for any additional equipment.		

Equipment Location and Security		
Review Item	Result	Notes
Is there sufficient HVAC in the phone room?		
Is the equipment in a secure location?		
Is the physical condition of the phone room satisfactory?		
Is there evidence of any construction occurring in or around the phone room?		
Is there adequate perimeter space around the phone equipment?		

Electrical		
Review Item	Result	Notes
Is a grounded, dedicated circuit being used to power the equipment?		
Is there a secondary power source available in the phone room?		
Is the equipment grounded with a #12 green insulated copper wire?		
Is the equipment utilizing a UPS unit or building UPS?		
Is the UPS plugged into the Towermax KSU?		
Is the Towermax KSU installed correctly, and electrically grounded?		
Is there lightning protection installed on the T1/C.O. side of the system?		
Is there lightning protection installed on the station side of the system?		

Network / Telecom		
Review Item	Result	Notes
Have all lines/circuits been identified, tagged, and terminated? Please include circuit/line inventory.		
Have all lines/circuits been tested?		
Has the modem line and BTN been installed and tested?		
Are all routers, channel banks, and IADs installed and visible on the network? Please include updated network diagram.		
Is all wiring cleanly installed, utilizing wire management systems and recommend best practices? Please include pictures of all phone room wiring.		
Has all network and telecom cabling been tested?		

Telephones		
Review Item	Result	Notes
Have all inmate phones been installed and securely mounted?		
Are all the conduit, pedestals, and backboards securely fastened?		
Have the new placards been installed in every phone?		
Have all of the phones been tested?		
Have all of the phones been identified with a logical port ID and facility port location?		
Have all of the port assignments been setup in the SCN Customer Record?		
Have the phones been associated with the correct management port groups?		
Are the on-off times and call timers set?		
Are the TDD phones installed and securely mounted?		
Has a successful TDD to TDD call been tested?		
Has a successful TDD to relay station call been tested?		
Data Upload / Migration		
Has PIN information been obtained from previous system and provided to Installation Support Team for import?		
Has blocked/free/privileged calling list information been obtained from previous system and provided to Installation Support team for import?		
Test Plan / Customer Acceptance and Approvals		
Review Item	Result	Notes
Has the test plan been completed with success?		
Has the Project Manager and Engineer reviewed and accepted?		
Has the customer acceptance form been reviewed and accepted?		

X

Facility Installer

X

Secondary Reviewer

TEST / VALIDATION CHECKLIST

Facility Name	Installers Name:
State:	Ticket Number
Main Address:	Date
Contact Name	

LEGEND

✓ = Satisfactory/Complete X =Unsatisfactory No Mark = Not Reviewed

Data Validation		IAD ID					
Test Case	Notes	1	2	3	4	5	6
Verify phone tables are correct.							
Verify phones are associated with correct MPG							
Verify call times are set correctly							
Verify call durations are set correctly							
Verify block/free/privilege numbers have been input into system							
Verify PIN/PAN data has been input into system.							
Verify initial S-Gate user accounts have been created.							

Test Case	Notes	Workstation ID					
		1	2	3	4	5	6
Perform Interstate Debit test call (700-555-4141)							
Verify global speed dial numbers are input, and test calls complete successfully.							
Perform test call to blocked number, and verify block call flow.							
Perform test call to free number.							
Attempt to exceed the call limit duration.							
Validate that the inmate side of call is muted during the acceptance process.							
Perform a test call using a valid PIN.							
Attempt a test call using an invalid PIN.							
Perform a test call using a valid PAN.							
Perform a test call using an invalid PAN.							
Perform a 3-way test call and validate 3-way call detection.							

Test Case	Notes	Workstation ID					
		1	2	3	4	5	6
S-Gate connectivity tested.							
S-Gate login successful.							
Perform live call monitoring test.							
Listen to audio recordings to ensure audible recordings.							
Test block/free/private number list management.							
Perform PIN/PAN data entry.							
Disable/Enable inmate phones through softswitch function.							
Perform call detail searches.							
Perform call recording download							
Test CD Burning for call recordings							
Additional Site Specific features added as necessary							

Project Manager
 Installation Support Technician
 Engineer
 Facility Installer