



DEPARTMENT OF ADMINISTRATIVE SERVICES

PROCUREMENT SERVICES

450 Columbus Boulevard, Suite 1202, Hartford, CT 06103

Sent Via E-Mail

September 6, 2018

Jimbo Powers
Senior Account Manager
Securus Technologies, Inc.
14651 Dallas Parkway Suite 600
Dallas, TX 75254
jpowers@securustechnologies.com

Re: Master Agreement #10ITZ0119MA

Dear Mr. Powers:

I have received your recent request to update the Product Schedule associated with the above noted Master Agreement. **This change adds to the Product Schedule the attached services for the Department of Correction at no cost to the State.**

Given the terms and conditions of this agreement, the request to update the Product Schedule is approved. Please consider the services a part of the associated Master Agreement and retain this approval for future reference.

Best regards,

A black rectangular redaction box covers the signature of Jean Del Greco. A blue ink scribble is visible to the left of the redaction.

Jean Del Greco
Contract Specialist
DAS Procurement Services

cc: Master Agreement File 10ITZ0119MA

DAS MASTER AGREEMENT NUMBER: 10ITZ0119

DAS APPROVAL DATE:

VENDOR NAME: Securus Technologies

09/06/2018

SERVICE/PRODUCT NAME: Investigator Pro (IPro) and Video Relay Service (VRS)

SERVICE/PRODUCT DESCRIPTION:

The Securus Investigator Pro (IPro) application shall be installed at all CTDOC sites. IPro shall be installed and maintained at no cost to the State of Connecticut ("State").

Initial and ongoing (IPro) training shall be provided to CT DOC staff upon request at no cost to the State. All software upgrades shall be provided to the State at no additional cost.

Investigator Pro is a solution that identifies all the inmates on calls based on the sound of their voice using the advanced WhoSpoke™ voice biometrics technology developed for the US Department of Defense, it identifies all inmates speaking on a call. Investigator Pro goes beyond the limited capabilities of standard biometric verification systems which only identify the caller at the start of or periodically throughout a call, and don't analyze the information in a structured way or piece relevant information together to make it easier for investigators to uncover criminal patterns and associations. IPRO eliminates the security tampering methods of PIN sharing, PIN stealing, and hand off calling by inmates.

The Investigator Pro (IPro) application also provides a cutting edge Call Player doubling the efficiency for CT DOC Phone Monitors and Investigations by cutting listening time.

The Investigator Pro application and inmate enrollments shall be completed and the application fully installed within 90 calendar days of CT DOC approval.

The Securus Video Relay Service (VRS) will be installed and maintained at five CT DOC Facilities of the DOC's choosing at no cost to the State.

The Securus Video Relay Service provides deaf inmates with a tool to communicate with family and friends via a video connection through the relay service Purple. The application meets ADA requirements and deaf inmates can communicate using their native language, American Sign Language (ASL). All call records and video are also completely integrated into the current Securus Secure Call Platform (SCP) ensuring the calls are under all of the security parameters currently in place for standard inmate calls.

. The video relay calls are provided at no cost to either party.

The DOC shall provide electrical service to all locations within DOC facilities where VRS is required.

Initial and ongoing VRS training shall be provided to CT DOC staff upon request at no cost to the State. All software upgrades shall be provided to the State at no additional cost.

The Video Relay Service shall be completed and the application fully installed within 90 calendar days of CT DOC approval.