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SECURUS
Technologies
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A **Technical Proposal** Prepared for:

The State of Nebraska
RFP 5289Z1
Inmate Calling Services
June 21, 2016 at 02:00 PM

ORIGINAL

PRESENTED To:
State Purchasing Bureau
Attn: Robert Thompson / Nancy Storant
1526 K Street, Suite 130
Lincoln, NE 68508
Phone: 402-471-6500 Fax: 402-471-2089
Email: as.materielpurchasing@nebraska.gov

PRESENTED by:
Steven Cadwell
National Sales Manager – DOC
Phone: 805-990-4634
Securus Technologies, Inc.,
14651 Dallas Parkway, Ste. 600
Dallas, TX 75254

**Securus does not have any proprietary
or copyrighted materials to disclose in
this proposal.**



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Technologies

ORIGINAL
TECHNICAL PROPOSAL
REQUEST FOR PROPOSAL
RFP 5289Z1
INMATE CALLING SERVICES



We exist to
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An RFP Solution Prepared for:
Nebraska Department of
Correctional Services
RFP 5289Z1
June 21, 2016 at 2:00PM

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1526 K Street, Suite 130
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REQUEST FOR PROPOSAL FORM

Per Addendum 3 the second paragraph under important notice has been replaced with amended language.

**State of Nebraska (State Purchasing Bureau)
REQUEST FOR PROPOSAL FOR CONTRACTUAL
SERVICES FORM**

RETURN TO:
State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508
Phone: 402-471-6500
Fax: 402-471-2089

SOLICITATION NUMBER	RELEASE DATE
RFP 5289 Z1	April 11, 2016
OPENING DATE AND TIME	PROCUREMENT CONTACT
June 21, 2016 2:00 p.m. Central Time	Robert Thompson / Nancy Storant

This form is part of the specification package and must be signed in ink and returned, along with proposal documents, by the opening date and time specified.

PLEASE READ CAREFULLY!

SCOPE OF SERVICE

The State of Nebraska, Administrative Services (AS), Materiel Division, State Purchasing Bureau, is issuing this Request for Proposal, RFP Number 5289 Z1 for the purpose of selecting a qualified contractor to provide Inmate Calling Services.

Written questions are due no later than April 21, 2016, and should be submitted via e-mail to as.materiel purchasing@nebraska.gov. Written questions may also be sent by facsimile to (402) 471-2089.

A Pre-Proposal Conference and Site Visits with mandatory attendance will be held on May 2, 3, 4, and 5, 2016 at the times and locations listed in the schedule of events.

Bidder should submit one (1) original of the entire proposal. Proposals must be submitted by the proposal due date and time.

PROPOSALS MUST MEET THE REQUIREMENTS OUTLINED IN THIS REQUEST FOR PROPOSAL TO BE CONSIDERED VALID. PROPOSALS WILL BE REJECTED IF NOT IN COMPLIANCE WITH THESE REQUIREMENTS.

1. Sealed proposals must be received in State Purchasing Bureau by the date and time of proposal opening per the schedule of events. No late proposals will be accepted. No electronic, e-mail, fax, voice, or telephone proposals will be accepted.
2. This form "REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES" MUST be manually signed, in ink, and returned by the proposal opening date and time along with bidder's proposal and any other requirements as specified in the Request for Proposal in order for a bidder's proposal to be evaluated.
3. It is the responsibility of the bidder to check the website for all information relevant to this solicitation to include addenda and/or amendments issued prior to the opening date. Website address is as follows: <http://das.nebraska.gov/materiel/purchasing.html>

IMPORTANT NOTICE. Pursuant to Neb. Rev. Stat. § 84-602.02, all State contracts in effect as of January 1, 2014, and all contracts entered into thereafter, will be posted to a public website. Beginning July 1, 2014, all contracts will be posted to a public website managed by the Department of Administrative Services.

In addition, all responses to Requests for Proposals will be posted to the Department of Administrative Services public website. The public posting will include figures, illustrations, photographs, charts, or other supplementary material. Proprietary information identified and marked according to state law is exempt from posting. To exempt proprietary information you must submit a written showing that the release of the information would give an advantage to named business competitor(s) and show that the named business competitor(s) will gain a demonstrated advantage by disclosure of information. The mere assertion that information is proprietary is sufficient. (Attorney General Opinion No. 92068, April 27, 1992) The agency will then determine if the interests served by nondisclosure outweigh any public purpose served by disclosure. Cost proposals will not be considered proprietary.

To facilitate such public postings, the State of Nebraska reserves a royalty-free, nonexclusive, and irrevocable right to copy, reproduce, publish, post to a website, or otherwise use any contract or response to this RFP for any purpose, and to authorize others to use the documents. Any individual or entity awarded a contract, or who submits a response to this RFP, specifically waives any copyright or other protection the contract or response to the RFP may have; and, acknowledge that they have the ability and authority to enter into such waiver. This reservation and waiver is a prerequisite for submitting a response to this RFP and award of the contract. Failure to agree to the reservation and waiver of protection will result in the response to the RFP being non-conforming and rejected.

Any entity awarded a contract or submitting a RFP agrees not to sue, file a claim, or make a demand of any kind, and will indemnify, hold, and save harmless the State and its employees, volunteers, agents, and its elected and appointed officials from and against any and all claims, liens, demands, damages, liability, actions, causes of action, losses, judgments, costs, and expenses of every nature, including investigation costs and expenses, settlement costs, and attorney fees and expenses ("the claims"), sustained or asserted against the State, arising out of, resulting from, or attributable to the posting of contracts, RFPs and related documents.

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request for Proposal for Contractual Services form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the terms and conditions unless otherwise agreed to (see Section III) and certifies that bidder maintains a drug free work place environment.

Per Nebraska's Transparency in Government Procurement Act, Neb. Rev Stat § 73-603 DAS is required to collect statistical information regarding the number of contracts awarded to Nebraska Contractors. This information is for statistical purposes only and will not be considered for contract award purposes.

N/A **NEBRASKA CONTRACTOR AFFIDAVIT**. Bidder hereby attests that bidder is a Nebraska Contractor. "Nebraska Contractor" shall mean any bidder who has maintained a bona fide place of business and at least one employee within this state for at least the six (6) months immediately preceding the posting date of this RFP.

N/A I hereby certify that I am a **Resident disabled veteran or business located in a designated enterprise zone** in accordance with Neb. Rev. Stat. § 73-107 and wish to have preference, if applicable, considered in the award of this contract.

FIRM: Securus Technologies, Inc.
COMPLETE ADDRESS: 14651 Dallas Parkway, Suite 600, Dallas, TX 75254
TELEPHONE NUMBER: 972-277-0300 FAX NUMBER: 972-277-0514
SIGNATURE: *Robert E. Pickens* DATE: 6-16-16
TYPED NAME & TITLE OF SIGNER: Robert E. Pickens, President

COVER LETTER

June 21, 2016

Robert Thompson/Nancy Storant
State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, NE 68508

RE: Request for Proposal 5289Z1 Inmate Calling Services

Dear Mr. Thompson/Ms. Storant,

Securus Technologies, Inc. (Securus) appreciates the opportunity to submit our response to the State of Nebraska Department of Correctional Services (NDCS) Request for Proposal for Inmate Calling Services. We were privileged to have had the opportunity to submit our response to the previous RFP which was subsequently cancelled. After considerable research and follow up, we have created an even better response that reflects new technology and recent FCC requirements. We acknowledge and accept the terms and conditions in this RFP.

Securus believes you will find that our response is designed to best meet the immediate and long term goals of the NDCS and reflect new requirements since the release of your last RFP. Based on information from the Nebraska procurement department, our understanding is that the previous RFP was cancelled to allow vendors to propose additional technology in response to new technology requirements in this revised RFP.

Securus' Secure Call Platform (SCP) inmate telephone system offers a comprehensive suite of proven security and investigative tools, including our Location Based Services (LBS) Investigator Pro call player, our continuous voice identification biometric and our ICER inmate to inmate communication detection (only available from Securus), which meets or exceeds the revised baseline requirements of the RFP. We have also proposed a broad suite of optional products and services, in addition to the baseline offering, that are only available from Securus.

Our SCP inmate calling system has been successfully installed and is currently being used at some of the largest State Department of Corrections facilities in the nation, including the states of Florida, Louisiana, Missouri, New Mexico, Illinois, Pennsylvania, Connecticut and Arkansas. All of which are excellent references for SCP, our account management and our installation services, as well as, other proposed services.

We are proud to serve over 3,450 correctional facilities actively using our proposed SCP system and are proud to say that in March of this year we completed, over this very same SCP system, an industry record 30 million inmate and audio and video calls processed over the largest voice over internet protocol (VoIP) inmate calling platform in the world. That is a testament to the scalability of our proposed systems and to the expertise of our personnel.

Our Research and Development commitment continues to grow as we provide three to four major software releases each year, at no cost to our customers to ensure our SCP installations remain current with the latest technology advancements. These software releases ensure that you are provided the latest in technology development throughout the life of the contract.

Beyond just telephone systems, Securus' is proposing additional technology to deliver unique efficiencies to the NDCS staff via our state-of-the-art Automated Information Services (AIS). AIS is a Interactive Voice Response (IVR) software that allows the DOC to put information at the fingertips of both families and inmates, while automating as much as 80 percent to 90 percent of the incoming informational and inquiry telephone calls that take attention away from more important tasks.

Importantly, Securus has very recently focused investment and our talent on creating the very best investigative services platform in the industry. Our proposal for the NDCS includes our ICER inmate to inmate voice detection capability that will alert the NDCS when and inmate is speaking to another inmate via three-way calling or other methods. We are also offering a comprehensive call monitoring and forensic services program that can assist your investigators in analyzing calls in the event of an emergency situation and assist by extracting data from confiscated cell phones. The data from the cell phones will likely illustrate suspicious patterns of communication and uncover criminal activity that is occurring using those phones.

The Securus proposal also includes, at the baseline offering our Location Based Service (LBS) which will assist investigators by providing the location of the called party cell phone and, provide the start and end point of the conversation. Additionally, investigators will be able to set an alert to be notified when a specific cell phones enters a specific geographic area. A GEO fence can be created around facilities, known drug houses or any other area that is targeted for alert. When the cell phone enters the identified area, investigators will be given an immediate alert and can locate the phone for further action.

By selecting Securus, the NDCS is partnering with a company that (1) has been in business for more than 29 years, (2) is the largest inmate telecom provider in the United States (based on facilities served), (3) develops its own software, builds its own systems, and is responsible for the maintenance of its equipment, and (4) has the integration and experience necessary to manage extensive and complex partnerships which may result from this RFP, (5) will continue to invest in the NDCS and provide new technologies throughout the life of the contract.

Importantly, it's the only thing we do, we exist to serve and connect and to provide you with the important tools you need to work smarter and more efficiently.

In fact, Securus is committed to making certain that we can deliver the proposed herein prior to your final decision, that we extend an invitation to our State-of-the-art Technology Center, located in Dallas, TX, to view the proposed system and associate technologies alongside every other product and capability we own.

Representatives from the State of Nebraska are invited to attend one of several technology symposiums that are currently being scheduled, or even request a specific, customized visit to the Center to see what Securus is all about and compare us to our competitors. As part of this RFP response, Securus will offer to accept the burden of all costs for members of the State of Nebraska RFP committee to visit the Technology Center to evaluate all that we have to offer. We also recommend that the State of Nebraska requests the same invitation from all participating vendors and compare the commitment levels of your potential partners.

Inmates and the family members of inmates will be offered multiple calling options and will receive the very best service in the industry through our Dallas-based customer call center. We currently staff in-house approximately 150+ trained and qualified customer service representatives to handle customer concerns so your facilities will not have to do so. This is a very significant differentiator in our industry. By using our own call center representatives, Securus can provide high quality, and live customer service. Additionally, we have a separate technical support function designed for your facilities to address any technical issues that may arise that are of concern at the facility level.

Securus will also provide a dedicated link to our Securus website on the Nebraska DOC website so that friends and family members who visit your site and have immediate access to all services provided by Securus on behalf of the Nebraska DOC.

The Securus solution will be managed 100 percent by Securus and the system proposed has been designed, developed and deployed by our own employees. The Securus Team that will be dedicated to the NDCS is made up of individuals with extensive experience within the telecom and inmate telephone service industry. Mr. Steve Cadwell, National Sales Manager - DOC and Mr. Steve Viefhaus, Sales Vice President Department of Corrections, have in excess of 35 combined years within the industry and will serve as the NDCS's main points of contact and will have overall program oversight and management.

Securus not only provides the best technical solutions and client services, we also have a very successful record in increasing our DOC clients calling volumes without increasing costs to the community; we expect to do the same for the NDCS.

Our solution will meet and exceed each of the requirements as requested by the NDCS and we thank you for your consideration and look forward to the opportunity to provide a demonstration of our capabilities for the Nebraska Department of Correctional Services.

Sincerely,



Robert E. Pickens

President

Securus Technologies, Inc.

14651 Dallas Parkway, Suite 600

Dallas, Texas 75254

BPickens@securustechnologies.com

EXECUTIVE SUMMARY



Connecting What **MATTERS**

Combining technology, reliability, service and PEOPLE to meet the needs of Corrections in the State of Nebraska...

The Opportunity and Challenge

Combining a careful review of your RFP requirements from the previous RFP, requirements from this RFP and with information learned over the past years meeting and working with representatives of the Nebraska Department of Corrections Services (NDCS), Securus has created a customized solution to **meet YOUR specific needs**. As a result, we hope you find that our proposal demonstrates that we have done our due diligence in an effort to understand your unique needs and at the same time, provide you with technologies that are accepted best practices throughout the corrections industry and specifically at the DOC level.

This is a time of unprecedented change in the corrections and law enforcement industry segments. Substantial impact from FCC rulings, massive technological developments that drive new solutions and creative bundling of services have created a huge challenge for those in purchasing, individuals on the evaluation committee and those who will ultimately select your vendor. It has been challenging for vendors as well. Vendor companies have had to decide where they will focus in this technology driven evolution from simple inmate calling to a broad range of inmate communications and big data analysis.

In some cases companies have merged. In other situations, companies have sold their technology to be integrated into fully hosted, fully integrated solutions. Still others have sat on the sidelines waiting for FCC rulings and guidelines.

With recent FCC and court rulings beginning to redefine the financial and technological parameters in which we can operate, differentiation between vendors is becoming increasingly evident. As a result of this sea change in our industry, it is more important than ever to select a vendor that will partner with the Nebraska Department of Correctional Services. A vendor that will continue to invest in new technologies and will be open and honest with you about how recent and future changes, likely to be mandated by the FCC and State Governments will impact the NDCS. There is a major difference between a vendor and a partner. Partners have engaging and frequent discussions with you regarding how industry changes will affect the existing contractual arrangement but only partners proactively look for win-win outcomes when regulatory changes and challenges require substantial revisions to existing agreements.

We are proud to say Securus has been proactive in addressing, developing and purchasing new technologies that address our client's pain points and deliver new solutions that until now have not been available from a single industry vendor but are now coming to forefront as a result of regulatory challenges. We have seized the opportunity to deliver long needed technology to the corrections and law enforcement industry that have, until recently, been out of reach of most DOC's and requiring multiple procurements. These new technologies address critical needs in the areas of limited staffing issues, the proliferation of contraband cell phones in prisons, the need for forensic cell phone data extraction, increasing incidents of PIN swapping using sophisticated three-way calling and IP phone techniques, increased volume of inmate to inmate communication from within prison walls, huge rise in illegal activity being conducted via inmate phones by inmates from inside prisons, new emphasis on the need to deliver key programs that educate inmates and the need to address recidivism through increased communication between inmate and family and friends. Securus has heard you and Securus has taken action!

First, Securus has been at the forefront of both the FCC efforts to understand the industry better and in purchasing, integrating and offering new technology to our clients.

Securus serves all customers from a single, Securus-owned technology platform built from the ground up. We developed features and functionality included in our SCP calling system based on requests from correctional and law enforcement professionals. We heard our customers, created a user experience based on their feedback, and we manage, enhance and service it using the best service program in the industry. Most other providers do not own and service their platform (a very important differentiating fact) and/or they have purchased other companies platforms and deployed them under their logo. When a company outsources their entire platform, there is inherently a dilution of accountability and service.

We believe it is important to own and maintain our own internally developed communications platform so that we can quickly respond to customer requests without depending on a third party. We lead the market in available features today, and we are continuously developing more. In fact, over the last three years and in direct response to our clients expressed requirements, we have invested over \$457,000,000 to purchase new technologies. Interestingly, since August 15, 2008; the date your current contract was signed with your current provider; Securus has invested over \$670,000,000 in acquiring new technology and have delivered it to our existing clients. How does your current provider compare? Have they delivered new technology to the NDCS over the course of the contract period? As one recent new Securus customer commented during a demonstration by their incumbent provider; "it shouldn't be a mind blowing demonstration from our current provider! Why am I just now seeing all these new technologies from you!" We agree, you deserve a vendor that will continually invest in new technologies needed by the NDCS throughout the life of the contract.

This proposal contains unparalleled investigative features and options that cannot be provided by any other provider, including technology that will provide the NDCS with the identification of calls placed to cellular telephones from inmate phones, as well as, the location of the cellular telephone receiving the call and even identification of all inmates on a call whether occurring inside your prisons or even between an inmate within your facilities speaking with a former inmate now released.

When combined with the efficiencies of our Investigator Pro call player and the most outstanding customer service organization, including the only 100 percent U.S.-based customer call center in the industry, it is indisputable that the Securus proposal provides the most technology, owned by Securus, and the most comprehensive set of investigative tools available in the market today. To gain the greatest possible benefit from the inmate telephone system and this procurement, may we suggest you consider four key factors as major requirements for a successful procurement:

- 1. Comprehensive and proven investigative capabilities, with excellent DOC references, of the proposed solution*
- 2. Optional Technology and services that are currently deployed in the industry*
- 3. Quality, experience and depth of the proposed account management, service and support organization*
- 4. Experience, financial viability, commitment to the industry, capital expense expenditures and stability and reputation of the vendor*
- 5. The commitment and ability to "future proof" the technology for the Nebraska DOC.*

The challenge for the State is to select the best combination of products and services that addresses your unique needs and also offers the most effective package of technology, service and support, experience and can be counted on to deliver on commitments and promises.

The Investigative Capabilities of the Proposed Solution

Securus is the industry leader in investigative solutions: solutions that aren't just technologically impressive, but specifically focused on tools that increase productivity and efficiency across Corrections and Law Enforcement agencies and proven in real life deployment. Many of the available tools described in this proposal are investigative features that are either designed by or exclusive to, Securus. Anchored by the number one inmate telephone system (SCP) in the industry, our platform delivers the only investigative data analysis tool owned by and designed for a top inmate telephone provider, (THREADS), and the first-of-its-kind service for determining the location of cell phones, called Location Based Services (LBS). We have also included a voice biometric functionality in our baseline offer that provides NDCS investigators with our industry leading continuous voice **identification** solution, Investigator Pro, which provides the Nebraska DOC Investigators with the most powerful tool available in the market to increase their effectiveness and efficiency. Combined, this creates a unique, powerful, complete suite for investigators and administrators to manage and track inmate communication activity.

Optional Services Overview

Our proposal also includes as an option the most effective way to address the issue of contraband cell phones that are currently plaguing some of your facilities. One of the Securus options is the deployment of a Securus Managed Access System (MAS) at one of your locations. This unique Securus solution will address the issue of contraband cell phones in your facility by creating a cell detection and cell signal management system that will discretely attract the signal of any cell phone attempting to communicate with cell towers in the area. The signal will be captured in the MAS and can be addressed in a number of ways based on NDCS policy. The system will capture all cell signals in the area and will be updated as the cellular technology evolves over the life of the contract to ensure a long term effective solution. Alternatively, or perhaps in addition to the deployment of the Securus Managed Access Solution, we have included in our Miscellaneous Products and Services options pricing associated with the purchase of Cellsense mobile cell detection towers that detects cell phones, weapons and other illicit materials, bringing a new level of security to your facility.

As another way of addressing illicit activity within your facilities, we have also included in our proposal, a unique and very powerful optional call monitoring service, offered only by Securus, that has been proven to increase investigators productivity and keep them focused on actionable intelligence. It is also highly effective in assisting investigators in acute situations such as finding intelligence during and after disturbances and suspected illegal activity at facilities. Others have tried to imitate this solution since Securus first deployed it in 2011 at the specific request of the Missouri DOC. Our monitoring services are proven and effective and have been in operation for over five years with impressive results that are documented and available for your consideration.

This monitoring service, currently being used very effectively by the Missouri DOC, uses trained corrections professionals to confidentially monitor massive amounts of inmate's calls in a compressed time frame to find information and provide actionable intelligence from those calls back to investigators.

This process frees up investigators time listening to mundane inmate calls yet still provides the intelligence embedded in many of these calls to investigators. We propose to monitor five (5) percent of all NDCS completed calls which can be adjusted annually depending on total call volume and NDCS priorities.

In addition to the call monitoring functionality described above, we have also included in this option, our powerful cell phone forensic services that will provide your investigators with the ability to extract data from confiscated cell phones by simply sending them in the secure and uncompromising packaging provided by Securus to our forensic laboratory for immediate extraction and analysis. This effort typically takes less than three days and our lab will return a full report on the data content of the confiscated phone. We will also load the data in our THREADS investigative software and provide a written report of the data analyzed to NDCS investigators.

Our proposal also included tablets for inmates as an option. Tablets are fast becoming the most secure and efficient means to provide telephone service, secure information and limited entertainment and educational content to inmates in DOC's across the country. However, tablet deployment and the associated Securus network connectivity and inmate calling from tablets requires experience and investment by the providing vendor. Don't be fooled by promises and "freebies". Tablet deployment must be a strategic offering that is complimentary to your administrative policies, inclusive of investigative services to track usage and participation and flexible to be deployed when and where you require over the life of the contract. The Securus tablet proposal has been carefully crafted to consider each of these elements specific to the Nebraska DOC operating environment. You will find our optional tablet deployment program utilizes our family of JP5 tablets from our subsidiary JPay and includes the necessary network to successfully deploy and secure the tablets and provide inmate calling on each tablet. Tablets will provide the same calling security as a traditional wall phone; and, all calls will be recorded. JPay has been providing tablets and other product and services to the corrections industry for years and no other vendor can match the proven track record of security and success they have enjoyed in corrections.

In addition to our tablet deployment program proposal, Amendment Nine provided vendors with the opportunity to propose other miscellaneous products and services that have an associate cost and unit of measure different than inmate calling. In this portion of our proposal we include pricing for Jpay Lantern educational content on tablets and other key products and services that will become valuable during the life of the agreement. Other miscellaneous products and services include video visitation, video grams, email, ebooks and grievance. These services can be delivered to inmates on tablets and inmate kiosks depending on the type of service.

We also include critical money transfer services in our proposal and provide the associated pricing based on amount of dollars deposited. Finally, we include the Jpay Mastercard release card in our proposal to address the need to assist your staff in efficiently providing released inmates with their trust account balance upon departure from your custody.

The Quality of the Proposed Service and Support Organization

“Service” is the most important word in the phrase “Inmate Telephone Service”. It doesn’t matter how many features and capabilities a vendor can provide if the service organization supporting those features doesn’t keep them functioning.

Securus has the largest dedicated service organization in the industry backed by an infrastructure proven in maintaining almost flawless uptime. With a U.S. based call center servicing family and friends and the largest field service organization staffed by Securus employees, Securus is able to be a true partner and provide the highest level of service and support available in the industry today. This proposal includes details about the Account Team that is dedicated to the NDCS, our Network Operations Center (NOC), as well as our response to the specific RFP requirements regarding service.

Finally, a robust list of references and reference letters from customers across the nation provides you with a glimpse into the customer satisfaction level that you can expect when dealing with Securus.

The Experience, Stability and Reputation of the Vendor

Securus has been in business for more than 29 years and is the largest inmate telecom provider in the United States based on facilities served. We develop our own software, build our own systems and maintain responsibility for the repair and maintenance of the equipment. In our call center we staff in-house approximately 150+ trained and qualified customer service representatives. This is a very significant differentiator in our industry. By using our own call center representatives that specialize in providing service only for friends and family members of incarcerated inmates and are dedicated solely to the corrections industry, Securus can provide high quality, live customer service that reflects positively on our partner facilities and DOC management. Importantly, we have two distinct customer service areas.

One for friends and family described above and yet another dedicated group of technical professionals to provide technical customer service and support to our facility customers.

Securus is currently providing service to over 3,450 facilities using the proposed SCP platform. It is THE ONLY platform that Securus provides and maintains. Compare that to our competitors who have multiple inmate calling platforms that must be continually upgraded, maintained and serviced.

Your current provider, as an example, operates the ICVM platform currently in place at your facilities and also supports the VAC system, the Lazerphone system and others.

Similarly, CenturyLink/ICS operates the Enforcer platform as well as others provided by other vendors. In addition, CenturyLink provides local exchange service, which is their core offering, and is their principal source of revenue in an industry that increasingly requires new investment in Corrections specific technology.

In each of these instances, our competitors are challenged to split their support into different platforms and priorities. While in some instances this may work, for the Nebraska DOC this will result in inferior service and slow deployment of new technologies over the course of this contract.

By operating one inmate calling platform that is fully owned, hosted and maintained by Securus; we can provide a higher level of service to our clients, we can better train our maintenance and customer service personnel and we can do a better job of monitoring our systems health remotely.

A single platform eliminates the need to first identify the operating platform when considering service requests. In corrections, time can be critical when it comes to providing communications.

The Best “Partner of the Future” for Technology

You cannot solve tomorrow’s problems with yesterday’s technology. Securus invests heavily in our technology and will do so over the life of this agreement. We constantly upgrade our Secure Communications Platform. All customers benefit from each and every upgrade because all customers use the same Securus-owned platform. No Securus customer has to wait for the next contract period to receive an upgrade to our latest technology. In addition, we have invested over \$457M over the course of the last three years in purchasing new technology that has been, or will soon be, integrated into our Securus Call Platform to make it even more effective for our clients.

Securus is a thought-leader in the evolution of technology for use in Corrections, it’s our only business. We have designed, built, purchased or partnered-with the best technology solutions available with the purpose of providing our partner-customers with a holistic solution to meet the ever-changing needs faced in Corrections every day. Securus has ensured that our platform has stayed future proof by regularly reinvesting in its enhancement. We invest more than \$100 million annually to improve the capabilities of our platform. To ensure our partner agencies are never protecting their communities with obsolete systems, we have always upgraded our existing customers to our latest technology at no additional charge.

We have included THREADS and LBS in this proposal and these types of solutions will continue to be delivered to address this ever-changing market. In addition, Securus is including a unique Investigative services suite that includes effective call monitoring services, the Investigator Pro call player which was demonstrated to your investigative staff, continuous voice identification biometric and ICER inmate to inmate communication detection.

Conclusion

When you look at the five key factors of investigative capabilities, optional technology, service, experience, and future technology, we sincerely hope you come to one inescapable conclusion: the Securus solution centered on the Secure Call Platform and combined with all of the other Securus subsidiary and ancillary products and services is the best choice for the Nebraska Department of Correctional Services, now and into the future. We have been working hard over the course of the last few years to understand your unique environment because we really want to earn your business. We appreciate your consideration and look forward to building a long term, mutually beneficial relationship with the State of Nebraska.

CORPORATE OVERVIEW

a. BIDDER IDENTIFICATION AND INFORMATION

The bidder must provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), state in which the bidder is incorporated or otherwise organized to do business, year in which the bidder first organized to do business and whether the name and form of organization has changed since first organized.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus Technologies, Inc. is a corporation headquartered in Dallas, Texas, the address is below.

Securus Technologies, Inc.
14651 Dallas Parkway, Suite 600
Dallas, Texas 75254

Company History

Securus began in 1986 as an inmate telephone provider. Over the course of our history, it grew organically and through acquisitions to serve thousands of correctional facilities throughout the United States.

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

There has been no disruption of our parent company since this time and Securus has been operating under its current name since August 2, 2010.

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

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

In 2004, Securus Technologies, Inc. (now known as Securus Technologies Holdings, Inc.) was created as the parent company of Evercom Systems, Inc. (now known as Securus Technologies, Inc.) and T-Netix, Inc. Securus' product lines are driven by an understanding of our customers' needs, derived from more than 29 years of hands-on teaming with partnering facilities.

Our product offerings are a direct result of our commitment to technological excellence and our services are driven by our goal of providing outstanding customer service to correctional institutions, inmates and friends and family members of inmates.

Today, Securus provides service to more than 3,450 correctional facilities nationwide, including locations operated by city, state, and federal authorities, juvenile detention centers, and private facilities. We process over 1 million inmate calls PER DAY through the system that we have proposed for the Nebraska DOC. We are currently partnering with law enforcement across the country to extract data from confiscated wireless devices and expect to complete analysis on over 1,500 wireless units of all types by the end of 2016. We routinely increase the volumes and minutes associated with inmate calling when we transition our customers from their existing provider to the Securus platform.

Securus main locations are listed in Table 1 on the following page.

Table 1

Facility	Address	City	State	Zip	# of Employees	Office Type
Princeton	14651 Dallas Parkway, Suite 600 and 504	Dallas	TX	75254	266	Corporate Headquarters, IT Development, IT Operations
Kellway	3000 Kellway Drive	Carrollton	TX	75006	264	Call Center and Technical Support
Technologies Center	3220 Keller Springs	Carrollton	TX	75006	14	Sales Demonstration Center
Direct Hit	1698 W. Hibiscus Blvd, Suite A	Melbourne	FL	32901	5	Software Development Office
Archonix	30 Lake Executive Park 105	Marlton	NJ	08053	11	Public Safety - Technical support, project management and product management
Archonix	134G Market Place Blvd	Knoxville	TN	37922	10	Jail Management Systems - Technical support, project management and product management
Archonix	8425 Seasons Parkway Suite 105	Woodbury	MN	55125	11	EMR Sales - Technical support, project management and product management
Telerus	633 17th #1650	Denver	CO	80202	7	Software Development Office
Primonics	500 Morgan Blvd. 2nd Floor	Baie D'Urfe	QC	H9X 3V1	13	Software Development Office
STOP	1212North Post Oak	Houston	TX	77055	70	STOP Offices Corporate Office, Call Center and manufacturing
JLG Technologies	119 Herbert Street	Framingham	MA	01702	11	JLG Headquarters
CellBlock	4900 University Square, Suite 10, Dept. C	Huntsville	AL	35816	4	CellBlox Offices

Facility	Address	City	State	Zip	# of Employees	Office Type
Pamet	10999 Reed Hartman Hwy, #321	Blue Ash	OH	45242	1	Product programming, project management and support
Pamet	1 Cabot Rd #220	Hudson	MA	01749	7	Product programming, project management and support
JPay	12864 Biscayne Blvd. Suite 243	Miami	FL	33181	227	Corporate Headquarters
Guarded Exchange	2728 Plaza Drive, Suite B	Jefferson City	MO	65109	75	Corporate Headquarters

b. FINANCIAL STATEMENTS

The bidder must provide financial statements applicable to the firm. If publicly held, the bidder must provide a copy of the corporation's most recent audited financial reports and statements, and the name, address, and telephone number of the fiscally responsible representative of the bidder's financial or banking organization.

If the bidder is not a publicly held corporation, either the reports and statements required of a publicly held corporation, or a description of the organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information, must be submitted in such a manner that proposal evaluators may reasonably formulate a determination about the stability and financial strength of the organization. Additionally, a non-publicly held firm must provide a banking reference.

The bidder must disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization, or state that no such condition is known to exist.

The State may elect to use a third-party to conduct credit checks as part of the corporate overview evaluation.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus Technologies, Inc. is a privately held corporation. A description of our organization, including size, longevity, client base, areas of specialization and expertise follows. Our banking reference is included and we encourage the evaluation team to contact and ask pointed questions about our company and how we compare to other vendors in the industry.

Securus has never been in a better financial position than it is today. Over the past 20 years, Securus has spent more than \$100 million dollars and devoted 300,000 man-hours developing our advanced network platform. We lead the industry in innovation with more than 240 patents issued and pending.

Financial Stability that Matters to NCDS

With industry leading financial performance, Securus is best positioned to continue to invest in technology and service to make sure the NDCS's inmate phone system continues to meet your needs both now and during the life of a five year contract and associated extensions. Securus is the only provider in the industry who can demonstrate the results of ongoing financial stability as indicated by our:

Experience in the industry

Investments we make in our technology, infrastructure, and people

Profitability, Cash Position and Financing Available to Us

Strong Financial Controls

Experience

- **Longevity:** Securus has been serving the correctional industry for more than 29 years, demonstrating our commitment and ability to be your inmate telephone services provider now and for years to come.
- **Size:** Securus is the largest inmate telecom company in the world, serving approximately 3,450 facilities in 47 States and more than 1 million inmates nationwide.

- **Securus provides inmate communication services to 1,200 counties and 11 DOC's across the country.**

We have also successfully installed our best-in-class Secure Call Platform (SCP) to over 2,200 customers and completed the migration of our customers to SCP in 2013. We have been able to do all this because of our long history of financial stability and financial backing by our investors.

Based on our past performance, we can assure you that (1) we meet the commitments we make to our customers; (2) SCP is proven, and is the most technically advanced and widely accepted inmate calling platform in the industry; and (3) we have proven to many customers that SCP installations occur smoothly.

- **Securus' associates:** Securus has invested more than any other provider to create a workforce of approximately 1,200 trained Securus associates. More than 75 percent of these associates are customer-facing – meaning they are out in front of our customers assisting them with their needs.

Our 150+ seat in-sourced customer call center assists the friends and family members of inmates. Many of these associates are the most experienced in the industry - tenure and loyalty that are a direct result of Securus' stability.

Experience that Matters

- More than 29 years of experience
- 3,450 facilities and more than 1 million inmates
- More than 2,200 SCP installations
- More than 1,200 trained Securus associates (no outsourcing)

Investments

- **Long Term:** Over the past 20 years, Securus has spent more than \$100 million dollars and devoted 300,000 man-hours developing our advanced network platform. We lead the industry in innovation with more than 140 patents. Our focus at developing and offering this new technology to you is to help you (1) safeguard your community by preventing and solving crimes; (2) increase revenue to you to fund your programs or budget; and (3) improve your operations by enhancing your staff productivity.

Investments that Matter

- \$100M and 300k hours developing our Secure Call Platform
- More than 140 patents, approximately 90 pending.
- \$22M invested in the past year to advance our technology.
- 650 features, average of 50 new features offered yearly, and up to 4 automatic upgrades at no cost to you.
- \$2M to build a US-based call center.

- **Ongoing:** We consistently reinvest in our people, platforms, and products. Just last year, Securus committed more than \$22 million in incremental spending to further enhance our industry leading capabilities. No competitor can match our level of reinvestment. In fact, \$22 million of annual capital investment is more than most of our competitors' annual income. Securus invests our earnings back into the business—back to you.
- **More Features and Frequent Technology Upgrades:** Securus has more than 650 distinct, and active SCP features, and we add 50 new features on average each year. These features come standard with SCP and are at no cost to our customers. Because SCP uses a centralized architecture, features are available to you as soon as they are ready. Our research tells us other providers have fewer features, and their infrastructure prohibits them from automating feature upgrades. That means you have to wait—sometimes years—to receive other provider's newer technology and the benefits that come with them.
- **Support:** In 2009 and 2010 Securus invested \$2 million building an in-sourced call center in Dallas, Texas to provide customer service to friends and family members of inmates. Our 150+ seat call center employs Securus customer service representatives who are trained and managed by Securus management. This allows us to provide your constituents with the best support in the industry. In contrast, there are providers who state their ability to provide 24/7 service, but these providers use either foreign or domestic out-sourced call centers that provide inferior support with frequent communication challenges.

Other competitors claim they have an adequate in-sourced call center but require customers to leave a number so a representative can call back later during normal business hours.

Profitability

- **Cash: We have the best cash position in the industry**, with more than \$100 million of available cash and financing available to us. This allows us to directly support the needs of the NDCS unlike other competitors of Securus that use their funding to pay dividends to their equity sponsors (owners).
- **Leverage: Securus has the best debt-to-earnings ratio of large inmate telecommunications providers in the industry.** This means we have a very strong capital structure and very low risk of default.
- **Earnings:** Securus has the best earnings ratios in the industry.
- **Backing:** We have strong financial backing from our equity sponsor as well as other large US-based lending institutions.
- **Better Business Bureau:** Securus has just been granted the A+ rating from the Better Business Bureau which recognizes our commitment to friends and family customer service.

Profitability that Matters

- \$100 million of available cash and financing.
- Best debt-to-earnings ratio of similar providers.
- Strongest earnings.
- Strong financial backing.

Strong Financial Controls

- **Sarbanes-Oxley Section compliant:** Serving so many correctional facilities requires Securus to have the best internal controls and processes in the industry. Securus is proud to be the only inmate telecommunications provider in the U.S. who has been certified as Sarbanes-Oxley Section 404 compliant. To attain Sarbanes-Oxley compliance required an independent accounting and auditing firm to complete a comprehensive and in-depth evaluation and test of Securus' internal controls over financial reporting.

The unconditional audit opinion, or compliance, confirms that the company has effective controls and safeguards in place to manage its financial information.

Financial Controls that Matter

- Sarbanes-Oxley compliant in 2009 and 2010
- SOC-1 certified since 2009

Unlike our competitors who do not provide transparency or vigor in their financial reporting, our accomplishment reinforces that our financial statements provide the necessary depth and accuracy required for investors, rating agencies, and our correctional facilities customers.

- **SOC-1 (formerly known as SAS-70 Type II) certified:** Securus, unlike any other provider in the industry, can also claim the distinction of attaining SOC-1 certification as well. During the past two years, Securus successfully completed an American Institute of Certified Public Accountants Statement on Auditing Standards No. 70 (SAS 70) certification.

This certification indicates that an independent accounting and auditing firm completed a comprehensive and in-depth evaluation and testing of Securus' internal controls and related activities.

- The certification confirms that the company has effective controls and safeguards in place to manage information and data belonging to its customers. Because inmate telecommunications providers, like Securus, need to install and operate highly sophisticated call management platforms and related services to meet the security and public safety needs of correctional facilities, we need to be able to accurately process, manage, and control millions of call records and call recordings for security and investigative purposes. A SOC-1 report reinforces to correctional facilities and their auditors that Securus has the necessary controls in place to manage this critical information.

Securus thrives as an organization that is critically focused on Corrections and Law Enforcement. Securus is organized to provide the broadest solution set in the industry to our clients. As a result we focus on four primary industry segments: Public Safety Solutions, Investigative Solutions, Corrections Solutions and Monitoring Solutions.

This is very unique in the industry as no other vendor has the resources, financial commitment and skill sets to deliver solutions to our clients in each of these subsets which directly affect our clients organizations. We feel it is very important to focus and isolate our efforts in these areas because they are the areas where our clients need the most assistance and are areas that provide natural synergies for our clients. For example, Securus provides THREADS analytical software and Investigator Pro voice identification in our Investigative Solutions segment while at the same time providing our SecureView tablets and kiosk solutions through our Corrections Solutions segment. This ensures that each solution is fully integrated into our core inmate calling platform and works seamlessly within our operating system and is easily integrated into your legacy systems. This fully integrated solution is critical when providing our clients intelligence and investigative information based on multiple inmate activities that, when considered together, may provide critical intelligence to investigators looking for illegal activity. Other providers cobble together subcontractor solutions or even purchase our technology to be added to their proposals so they can compete. We own our technology, service it all and provide constant technology updates throughout the contract period.

Of great significance to Securus is our motto that “We exist to serve and connect to make our world safe”.

These are not just words to Securus but an enduring commitment to do all we can to support corrections and deliver solutions that connect family and friends with inmates, in a safe and secure way but also help you make the world a safer place. But our commitment extends beyond the business of providing products and services. We also support the Corrections community.

Correctional Officer Memorial Fund

We are proud to say that we are the only company that has established a Correctional Officer Memorial Fund. When we realized there is no assistance program in the industry to provide financial assistance to the family of fallen Correctional Officers that die in the line of duty, we stepped up. The Securus Correctional Officers Fund provides the family of a fallen Corrections Officer with one years salary in event of their death. We view our customers as our partners and we vigorously support their efforts to keep our communities safe.

Securus Banking Reference:

Jorge Bracero, Executive Director
Treasury Services, Corporate Client Banking
J.P. Morgan
2200 Ross Avenue, 3rd Floor
Dallas, TX 75201
Tel: 214-965-31020
Fax: 214-965-2153

Please see the Securus Banking Reference letter from J.P. Morgan, our 2015 audited financial statements, the Dunn and Bradstreet report and BBB accreditation letter starting on the following page.

J.P.Morgan

Jorge Bracero
Executive Director
Treasury Services, Corporate Client Banking

April 27, 2016

RE: Securus Technologies, Inc.

Dear Sir or Madam:

This letter is to confirm that JPMorgan Chase Bank, N.A. has maintained a banking relationship with Securus Technologies, Inc. for more than ten years. Securus Technologies, Inc. is a client in very good standing with the firm.

All of our experience with Securus Technologies, Inc. has been satisfactory. We know of no reason why they would not prove responsible in normal business commitments.

Please do not hesitate to call me at +1 (214) 965-3120 or send me an e-mail at jorge.bracero@jpmorgan.com should you have any questions regarding this matter.

Sincerely,



Jorge Bracero

"The information in this report is provided as an accommodation to the inquirer. This report and any information provided in connection therewith are furnished on the condition that they are strictly confidential, that no liability or responsibility whatsoever in connection herewith shall attach to this Bank or any of its officers, employees, or agents, that this report makes no representations regarding the general condition of the subject, its management, or its [his/her] future ability to meet its [his/her] obligations, and that any information provided is subject to change without notice."

2200 Ross Avenue, Floor 03, Dallas TX 75201-2787
Telephone: +1 214 965 3120 Facsimile: +1 214 965 2153 Mobile: +1 469 215 2772 jorge.bracero@jpmorgan.com
JPMorgan Chase Bank, N.A.

Securus Audited Financial Statements for 2015, the Dunn and Bradstreet report and BBB accreditation letter begin on the following page.

June 21, 2016

State Purchasing Bureau
Attention: Robert Thompson/Nancy Storant
1526 K Street, Suite 130
Lincoln, NE 68508

RE: RFP 5289Z1 for Inmate Calling Services

Dear Mr. Thompson/Ms. Storant,

Per RFP requirements, attached are the audited financial statements of Securus Technologies, Inc. ("Securus"). Based on our strong record of financial success and stability, we have the utmost confidence in our ability to serve your facility.

To provide you with further comfort regarding our capabilities:

1. Our past majority equity sponsors have all indicated that "Securus was the best managed company in their investment portfolio." Our executive team has worked together an average of eleven (11) years - we love what we do, we do things the right way and we will NOT let you down.
2. Securus and our predecessor companies have been in business for over 25 years. We currently have a B credit rating from S&P and a B3 credit rating from Moody's with a stable outlook.
3. We invest approximately two times more capital back into our business than our largest competitor (GTL) in order to ensure that we are on the leading edge of technology development for the corrections sector. We have created the largest inmate calling platform that exists in the world carrying one of three of all outbound inmate calls in the entire United States.
4. We pay commissions promptly according to contractual terms, have never missed a payment while paying over 2,600 prisons and jails each month and have extensive software and accounting controls to ensure accurate commissions payments.

5. We are the only carrier in the industry that is Sarbanes-Oxley and SOC-1 compliant displaying good financial practices and controls.

While Securus maintains a strong balance sheet and was solidly profitable in 2014 and 2015 (and remains so currently), you may question why our 2013 audited financial statements reflect negative net income. The short answer is that we restructured our balance sheet in early 2013, raised additional equity and refinanced costly debt. In a transaction that valued Securus at \$640 million, ABRY Partners, a large and well-respected Boston private equity firm invested \$168.5 million in cash equity to acquire 100% of Securus. As part of that transaction, we refinanced our debt with more flexible bank credit facilities and not only improved our interest rate but also gained additional flexibility and capacity to pursue strategic acquisitions. While these actions were overwhelmingly positive, they also necessitated incurring transaction costs as well as a large, one-time and non-cash charge against net income in 2013.

If you have any questions or would like to discuss our financial results, please let me know. Our auditors are also available to answer any questions upon request, as is our CEO Richard A. ("Rick") Smith. Depending upon the nature your questions, we are open to arranging discussion with ABRY and/or our lead bank Deutsche Bank as well.

Thank you for considering Securus for your technology and communications needs. We are confident that if you choose us you will be happy with your decision and we look forward to the possibility of a long and prosperous relationship.

Sincerely,



Geoffrey M. ("Geoff") Boyd

Chief Financial Officer

Securus Technologies, Inc.

972-277-0449

gboyd@securustechnologies.com

Securus 2015 Audited Financial Statements



RSM US LLP

Independent Auditor's Report

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

Report on the Financial Statements

We have audited the accompanying consolidated financial statements of Securus Technologies Holdings, Inc. and its Subsidiaries (the Company), which comprise the consolidated balance sheets as of December 31, 2015 and 2014, and the related consolidated statements of operations, stockholder's equity and cash flows for the years then ended and the related notes to the consolidated financial statements, (collectively, financial statements).

Management's Responsibility for the Financial Statements

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

Auditor's Responsibility

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

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

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

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Securus Technologies Holdings, Inc. and its subsidiaries as of December 31, 2015 and 2014, and the results of their operations and their cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

RSM US LLP

Dallas, Texas
March 25, 2016

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Securus Technologies Holdings, Inc. and Subsidiaries

Consolidated Balance Sheets

December 31, 2015 and 2014

(Dollars in thousands, except per share amounts)

<u>ASSETS</u>	<u>2015</u>	<u>2014</u>
Current assets:		
Cash and cash equivalents	\$ 6,202	\$ 2,063
Restricted cash	7,789	4,114
Account receivable, net	33,341	28,259
Inventory	4,224	-
Prepaid expenses	15,532	8,870
Current deferred income taxes	11,292	9,125
Total current assets	78,380	52,431
Property and equipment, net	68,518	39,197
Intangibles and other assets, net	494,167	390,094
Goodwill	636,377	423,130
Total assets	\$ 1,277,442	\$ 904,852
<u>LIABILITIES AND STOCKHOLDER'S EQUITY</u>		
Current liabilities:		
Accounts payable	\$ 19,137	\$ 14,347
Accrued liabilities	76,611	32,011
Deferred revenue and customer advances	25,322	19,449
Current portion of long-term debt	6,300	4,250
Total current liabilities	127,370	70,057
Deferred income taxes	74,684	67,363
Long-term debt	774,041	562,544
Other long-term liabilities	46,306	9,779
Total liabilities	1,022,401	709,743
Commitments and contingencies		
Stockholder's equity:		
Common stock, \$0.01 stated value at December 31, 2015 and 2014; 1,000 shares authorized, issued and outstanding at December 31, 2015 and 2014	-	-
Additional paid-in capital	254,208	197,794
Retained earnings (accumulated deficit)	833	(2,685)
Total stockholder's equity	255,041	195,109
Total liabilities and stockholder's equity	\$ 1,277,442	\$ 904,852

See Notes to Consolidated Financial Statements.

Securus Technologies Holdings, Inc. and Subsidiaries

Consolidated Statements of Operations
Years ended December 31, 2015 and 2014
(Dollars in thousands)

	2015	2014
Revenue:		
Direct call provisioning	\$ 386,898	\$ 347,592
Wholesale services	27,699	24,792
E-commerce revenue	38,566	-
Offender monitoring systems and services	25,920	26,255
Software sales	5,256	5,978
Total revenue	484,339	404,617
Operating costs and expenses:		
Cost of service	226,099	197,885
Selling, general and administrative expenses	123,054	97,643
Depreciation and amortization expense	67,149	59,668
Transaction expenses	10,382	772
Total operating costs and expenses	426,684	355,968
Operating income	57,655	48,649
Interest and other expenses, net	(47,785)	(41,730)
Income before income taxes	9,870	6,919
Income tax expense	6,352	1,414
Net income	\$ 3,518	\$ 5,505

See Notes to Consolidated Financial Statements.

Securus Technologies Holdings, Inc. and Subsidiaries

Consolidated Statements of Stockholder's Equity
Years ended December 31, 2015 and 2014
(Dollars in thousands)

	Common Stock		Additional Paid-in Capital	Retained Earnings (Accumulated Deficit)	Total Stockholder's Equity
	Shares	Amount			
Balance, December 31, 2013	1,000	\$ -	\$ 195,475	\$ (8,190)	\$ 187,285
Share-based compensation	-	-	2,319	-	2,319
Forfeitures of incentive units	-	-	-	-	-
Net income	-	-	-	5,505	5,505
Balance at December 31, 2014	1,000	-	197,794	(2,685)	195,109
Contribution from parent	-	-	54,000	-	54,000
Share-based compensation	-	-	2,414	-	2,414
Net income	-	-	-	3,518	3,518
Balance at December 31, 2015	1,000	\$ -	\$ 254,208	\$ 833	\$ 255,041

See Notes to Consolidated Financial Statements.

Securus Technologies Holdings, Inc. and Subsidiaries

Consolidated Statements of Cash Flows
Years ended December 31, 2015 and 2014
(Dollars in thousands)

	2015	2014
Cash flows from operating activities:		
Net income	\$ 3,518	\$ 5,505
Adjustments to reconcile net income to net cash provided by operating activities:		
Depreciation and amortization	67,149	59,668
Deferred income taxes	5,300	(56)
Share-based compensation	2,414	2,319
Loss on extinguishment of debt	-	-
Amortization of deferred financing costs and discounts	3,698	2,061
Change in fair value of derivatives	1,700	4,546
Change in fair value of contingent consideration	7,577	-
Other operating activities, net	(335)	(420)
Changes in operating assets and liabilities:		
Restricted cash	4,114	39
Accounts receivable	681	1,507
Prepaid expenses and other current assets	(5,834)	(1,674)
Inventory	(2,987)	-
Intangible and other assets	(4,641)	(294)
Accounts payable	4,237	999
Accrued and other liabilities	7,862	5,464
Net cash provided by operating activities	94,453	79,664
Cash flows from investing activities:		
Purchase of property and equipment	(39,429)	(16,181)
Additions to intangible assets	(26,698)	(32,210)
Business acquisitions, net of cash acquired	(286,819)	(19,685)
Purchase of equity investment	(1,378)	-
Proceeds from sale of assets	202	-
Net cash used in investing activities	(354,122)	(68,076)
Cash flows from financing activities:		
Related party activities, net	-	-
Capital contributions	-	-
Net activity on revolver	17,000	(18,000)
Long-term debt borrowings, net of issuance costs	197,141	14,775
Payments on and repurchases of long-term debt	(4,250)	(4,213)
Contribution from parent	54,000	-
Cash overdraft	(83)	(4,421)
Net cash provided by (used in) financing activities	263,808	(11,859)
Increase (decrease) in cash and cash equivalents	4,139	(271)
Cash and cash equivalents, beginning of year	2,063	2,334
Cash and cash equivalents, end of year	<u>\$ 6,202</u>	<u>\$ 2,063</u>
Supplemental disclosures:		
Cash paid during the period for:		
Interest	<u>\$ 42,762</u>	<u>\$ 36,091</u>
Income taxes, net of refunds	<u>\$ 1,992</u>	<u>\$ 1,293</u>
Noncash investing and financing activities:		
Leasehold improvements	<u>\$ 58</u>	<u>\$ 509</u>

See Notes to Consolidated Financial Statements.

Dunn and Bradstreet Report



SECURUS TECHNOLOGIES, INC. DUNS: 19-285-8954

Credit Information

Risk Summary

Risk of Late Payment



Risk of late payment is based on the following prioritized factors in addition to other information in D&B's files:

- Higher risk industry based on delinquency rates for this industry
- Proportion of past due balances to total amount owing
- Evidence of open suits and liens
- Proportion of slow payments in recent months

Indications of slowness can be the result of disputes over merchandise, skipped invoices, etc.

Payment Performance Trend



The payment performance trend for this company is Increased. Payment Trend currently is Increased compared to payments three months ago. The most recent payment information in D&B's files is:

- Payments currently: 3 days beyond terms
- Payments 3 months ago: 17 DAYS BEYOND terms
- Industry average: 6 DAYS BEYOND terms

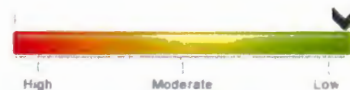
*Note: Payments to suppliers are averaged weighted by dollar amounts.

Credit Limit Recommendation

Recommendation Date: 04/12/2016

Risk Category
Low

Conservative Credit Limit
\$1000K
Aggressive Credit Limit
\$1000K



Company Profile

Chief Executive:

THE OFFICER(S)

Type of Business:

CORPORATION

Years in Business:

NA

Annual Sales:

NA

Employees Total:

717

Line of Business:

Telephone communications

Legal Filings and Other Important Information

Bankruptcies:	None	Negative Payment Experience:	None
Judgements:	0	Negative Payment Experience	None
Liens:	6	Amount:	
Suits:		Payments Placed for Collection:	0
1 Open / 0 Closed			
Suits/Judgments/Liens Amounts:	None		

The public record items reported may have been paid, terminated, vacated or released prior to the date this data is transmitted. Accounts are sometimes placed for collection even though the existence or amount of the debt is disputed.

Special Events

11/02/2015

MERGER/ACQUISITION:

According to published reports, Securus Technologies, DUNS 192858954, (Dallas, TX) announced that it has acquired Guarded Exchange, LLC, DUNS 960152838, (Jefferson City, MO) for an undisclosed all cash purchase price.

09/17/2015

Securus Technologies, Inc. is correctly captioned as a subsidiary of Securus Holdings, Inc.

08/03/2015

MERGER/ACQUISITION:

According to published reports, Securus Technologies, DUNS 192858954, (Dallas, TX) announced that it has acquired Cara Clinicals, Inc., DUNS 040932513, (Saint Paul, MN) for an undisclosed all cash purchase price.

MERGER/ACQUISITION:

According to published reports, Securus Technologies, DUNS 192858954, (Dallas, TX) announced that it has signed a definitive Stock Purchase Agreement to acquire JPay Inc., DUNS 067540494, (Miramar, FL).

05/15/2015

WORK FORCE CHANGES:

According to published reports, Securus Technologies announced the opening of its industry leading Technology Center near its headquarters in Dallas, Texas.

04/15/2015

ANNOUNCED MERGER/ACQUISITION:

According to published reports, Securus Technologies, DUNS 192858954, (Dallas, TX) announced that it has signed a definitive Stock Purchase Agreement to acquire JPay Inc., DUNS 166636691, (Miami, FL). The transaction is subject to customary closing conditions including required regulatory approval and is expected to close in the second or third quarter of 2015.

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Payment Trends

Summary

Address:
14651 Dallas Pkwy Ste 600
Dallas, TX 75254

D-U-N-S Number:
19-285-8954

Primary Industry SIC:
4813

Description:
Telephone communications

This is a **headquarters subsidiary** location.

Payment Activity

Total payment Experiences in D&Bs File:	116
Payments Within Terms: (not dollar weighted)	89%
Total Placed For Collection:	NA
Average Highest Credit:	\$33,162
Largest High Credit:	\$2,000,000
Highest Now Owing:	\$200,000
Highest Past Due:	\$15,000

Indications of slowness can be the result of dispute over merchandise, skipped invoices, etc. Accounts are sometimes placed for collection even though the existence or amount of the debt is disputed.

PAYDEX®

3 Month PAYDEX®

78

When weighted by dollar amount, payments to suppliers average 3 days beyond terms terms.



Based on payments collected over the last 3 months

24 Month PAYDEX®

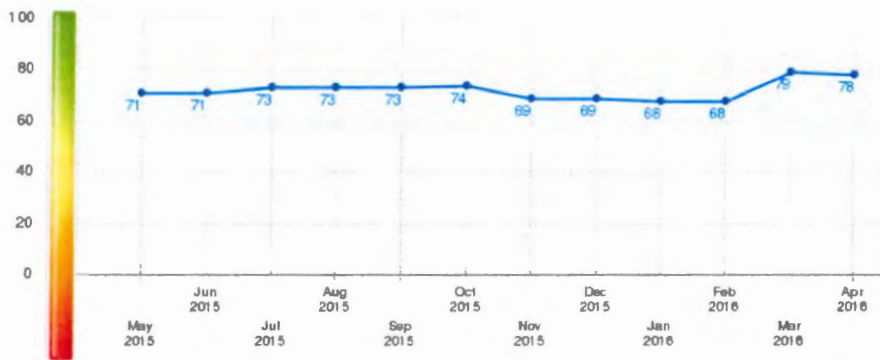
78 ▲

When weighted by dollar amount, payments to suppliers average 3 days beyond terms terms.



Based on payments collected over the last 24 months

PAYDEX® Trends - This Company, 12 Months

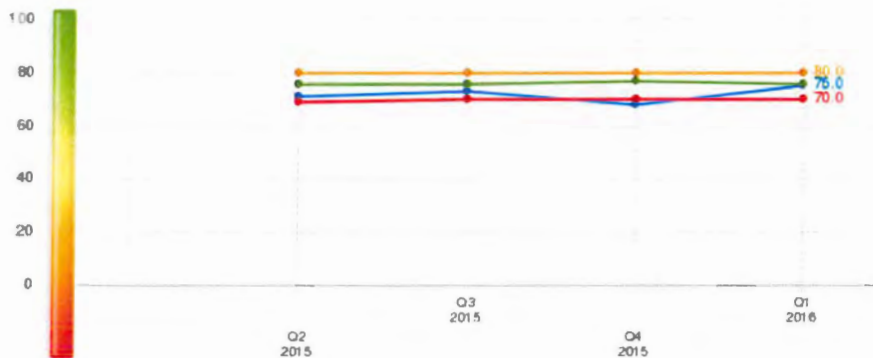


This Company (78)

Based on payments collected over the last 12 months.

- Current PAYDEX® for this Business is 78, or equal to 3 days beyond terms
- The 12-month high is 79, or equal to 2 DAYS BEYOND terms
- The 12-month low is 68, or equal to 2 DAYS BEYOND terms

PAYDEX® Score Comparison - This Company to Primary Industry Comparison, 4 Quarters



- My Company (78)
- Industry Upper Quartile (80)
- Industry Median (76)
- Industry Median (70)

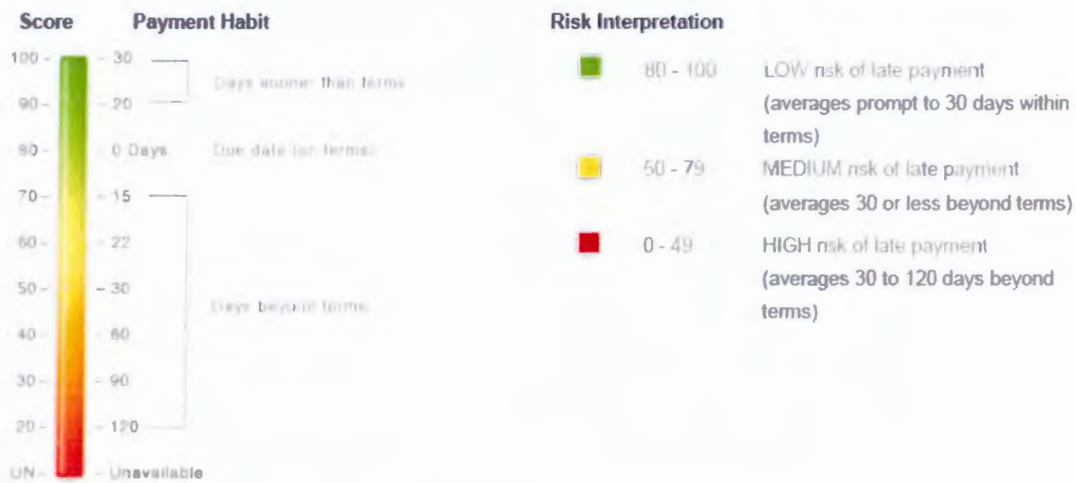
Based on payments collected over the last 4 quarters.

- Current PAYDEX® for this Business is 78, or equal to 3 days beyond terms
- Current PAYDEX® for this Business is 76, or equal to 6 DAYS BEYOND terms
- Industry upper quartile represents the performance of the payers in the 75th percentile
- Industry lower quartile represents the performance of the payers in the 25th percentile

Business Payment Habit by Amount of Credit Extended, 24 Months

\$ Credit Extended	% of Payments Within Terms	# Payment Experiences	Total \$ Dollar
Over 100,000	100%	2	\$2,200,000
50,000-100,000	77%	2	\$150,000
15,000-49,999	70%	12	\$310,000
5,000-14,999	89%	16	\$122,500
1,000-4,999	85%	15	\$24,000
under 1,000	95%	38	\$12,300

How to Read the D&B PAYDEX[®] Score 1



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BBB Letter



BBB[®] Serving Dallas and Northeast Texas
1601 Elm Street • Suite 1600
Dallas, Texas 75201-4701

March 15, 2016

Dear Robert Pickens,

On behalf of the Board of Directors, I am pleased to welcome Securus Technologies, Inc. as an Accredited Business of the Better Business Bureau Serving Dallas and Northeast Texas. Your application was approved by the BBB Board of Directors.

Your BBB Business Review will show that your business is BBB accredited, and your business will be included in our online Accredited Business Directory. In addition, businesses headquartered in the BBB Dallas service area are eligible to participate in BBB's Dynamic Seal Program, which enables you to display the seal on your company's website linking directly to your BBB Business Review.

As a nonprofit organization chartered in 1920, BBB Dallas helps consumers find businesses to trust. In 2014, BBB Dallas provided **10,320,013** instances of service to the community. Your BBB provides BBB Business Reviews, consumer tips and scam alerts, processes customer complaints, promotes truth in advertising, and more.

Please see the enclosed materials for more about your BBB accreditation and benefits. We invite you to contact our Business Relations staff any time you have questions or concerns. The unlisted Business Relations telephone numbers for Accredited Businesses are **214-220-2020** and in surrounding areas **800-274-3222**.

BBB is supported by Accredited Businesses which meet the BBB Code of Business Practices (accreditation standards) and pay yearly accreditation fees. Again, congratulations on your accreditation and thank you for your commitment to the principle of business self-regulation.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jay Newman'.

Jay Newman
President & CEO

Follow Us: A row of social media icons including Facebook, Twitter, LinkedIn, Pinterest, YouTube, and RSS.

Securus Litigation Summary

The Securus legal department has no records in its litigation archives that would be responsive regarding “other real or potential financial reversals.” A list of pending litigation matters has been provided below. In addition to pending litigation this list also includes matters that involve a concluding judgment in closed cases.

The following information is in response to disclose any and all judgments and pending litigation which might materially affect the viability or stability of the organization (or state that no such condition is known to exist). Securus Technologies, Inc. (“Securus”), formerly known as Evercom Systems, Inc. (“Evercom”), collectively (“the Bidder”) has been party to various legal proceedings from time to time that arise in the ordinary course of business operations. The Bidder believes that the ultimate disposition of any pending litigation will not have a material impact on its financial condition or its ability to perform under the proposed contract.

Martha Wright, et al. v. Corrections Corporation of America, et al.

This lawsuit is to recover damages for allegedly unreasonable interstate inmate calling rates. The case was stayed in 2002 and administratively closed in 2005. The Court re-opened the case in 2014 for the limited purpose of considering an amended complaint. Plaintiff seeks to certify a class of all persons who received interstate calls from a Corrections Corporation of America (“CCA”) facility. Securus and CCA opposed and currently await a decision from the Court.

Rebecca Adams v. Cass County Missouri, T-Netix, Inc., and Securus Technologies, Inc.

In August 2009 Plaintiff filed petition against Defendants in connection with the death of her daughter, Teresa Adams, who allegedly committed suicide in April 2008 while detained in the Cass County Jail. A confidential settlement agreement was executed in April 2012 and the Court entered a judgment approving and allocating the wrongful death settlement. The Court dismissed the entire action with prejudice in May 2012.

Cynthia Sue Lane, et al. v. State of Texas – Department of Criminal Justice, et al.

An inmate was electrocuted in October 2009 while assisting a telephone vendor in electrical work preparing for installation of inmate telephone service at the Huntsville Wall Unit of Texas Department of Criminal Justice. In September 2011 the surviving family filed a negligence suit against the facility, Securus and other vendors. A Final Judgment was entered in July 2014 and all parties executed a Confidential Settlement and Release Agreement. After 30 days the Judgment is nonappealable.

Brooke West v. Securus Technologies, Inc.

Securus received service of process in early July 2013 regarding a small claims lawsuit wherein Plaintiff alleges Defendant charged incorrect amounts for calls billed to her prepaid account. Both parties attended a hearing in July 2013 presenting this cause to the Court. The Court entered a Judgment for the Defendant against the Plaintiff and dismissed the case with prejudice in August 2013. The Court noted the Plaintiff did not prove that Defendant overcharged.

Securus Technologies, Inc. v. Global Tel*Link Corporation

Securus filed a patent lawsuit in August 2013 against GTL alleging Defendant has infringed on multiple Securus patents. GTL filed an answer and counterclaim against Securus asserting that Securus is infringing on three of GTL's patents. The case has been through discovery, depositions and mediation. Securus filed a motion for partial summary judgment in August 2015; GTL objected and the Judge ruled in favor of Securus finding that the two GTL patents asserted against Securus in the counterclaim case are invalid. The claims are dismissed with prejudice with costs taxed against GTL. GTL has filed an appeal and Securus has filed a cross appeal.

Global Tel*Link Corporation v. Securus Technologies, Inc.

In October 2013 GTL filed suit in Virginia asserting that Securus is infringing on four of GTL's patents. Securus filed an amended counterclaim the following January expanding its invalidity assertions. A change of venue hearing was held in effort to move this case to Texas and on March 5, 2014 the Court granted Securus' Motion to Transfer Venue, therefore, closing the Virginia case. This matter has been re-filed in Texas jurisdiction. The case has been through discovery and depositions and Mediation was held in May 2015. The Court issued an order the following August granting Securus' Motion to Stay. This case is stayed in its entirety pending further order of the Court.

David P. Taylor 272912 v. Donald deFronzo, Commissioner Connecticut Department of Administrative Services, Mark Raymond, Chief Information Officer, Bureau of Enterprise Systems Technology, James Dzurenda, Commissioner, Connecticut Department of Corrections, Three State Defendants in their Official & Individual Capacities, Global Tel*Link Corporation, Securus Technologies, Inc.

Securus received service of process in October 2013 regarding a Complaint signed by the Plaintiff in August 2013. The Plaintiff, a British citizen, incarcerated in the Connecticut Department of Corrections ("DOC") alleges discrimination regarding state contracts for DOC inmate telephone services. He also alleges that he and his family in England are also being subjected to unfair trade practices and an illegal tax on phone tariff.

The case was dismissed pursuant to a confidential agreement in November 2014; however, the Plaintiff filed a Motion to Reinstate Claims in January 2015. Securus awaits further instructions from the Court.

Terry Frank, in her official capacity as County Mayor for Anderson County, Tennessee, and Anderson County, ex rel. Terry Frank, Petitioner v. Blossman Gas, Inc., Securus Technologies, Inc., and Nicholas Jay Yeager, individually and in his official capacity as Anderson County Law Director

Securus received service of process in May 2014 regarding declaratory judgment action seeking an opinion as to the enforceability of Securus' contract with Anderson County, Tennessee. As of August 2015 Securus has been replaced by ICS as the inmate telephone provider in response to the County's award after a bid request for inmate telephone services. Securus is currently answering discovery requests in this matter.

Susan Mojica v. Securus Technologies, Inc.

A class action case was filed in August 2014 by Plaintiff under the Federal Communications Act, 47 U.S.C. § 201, et seq., (the "FCA") and the common law of unjust enrichment seeking damages, costs of suit, and other relief, against Securus for its alleged unjust and unreasonable conduct from January 1, 2000, through the present (the "Class Period"). During the Class Period, Plaintiff alleges Defendant charged exorbitant rates and fees-up to 100 times normal market rates for telephone calls to and from inmates pursuant to exclusive contracts with correctional facilities throughout the United States. The Court denied Securus' Motion to Dismiss. This matter has been through discovery and depositions and Securus recently responded to a third set of discovery requests. Class action hearing has been postponed pursuant to the Plaintiff's request.

Mark Joseph Chicano #109992 v. Securus Technologies, Inc.

Securus received formal service of process in October 2014 regarding a small claims case filed by an inmate currently incarcerated in a Connecticut correctional facility. The Complaint was executed by the inmate in June 2014 and file-marked by the Court in July 2014. The Plaintiff claims Defendant owes him funds related to a prepaid account. The trial concluded the following August and the Court has awarded judgment in Securus' favor. There are no appeals for Small Claims decision in Connecticut; therefore, this matter is now concluded.

Securus Technologies Inc. v. Global Tel*Link Corporation

Securus filed suit in December 2014 against GTL asserting claims for patent infringement regarding multiple patents. GTL has filed an answer and counterclaim against Securus asserting that Securus is infringing on two of GTL's patents. Securus filed an answer to GTL's counterclaim in early February 2015. The case went through mediation later that year, however, more recently, GTL filed a Motion to Stay Case due to Pending Inter Partes Review Proceedings. The Court granted the motion in June 2015, therefore, this case is hereby stayed in its entirety pending further order of the Court.

Samantha Smith and Daniel Boyd, on behalf of themselves and all others similarly situated, v. Securus Technologies, Inc.

In February 2015 Securus received formal service of process from its national registered agent regarding a class action complaint by two Minnesota residents (collectively "Plaintiffs") who bring this action for damages, and other legal and equitable remedies, resulting from the alleged illegal actions of Defendant in contacting Plaintiffs on their cellular telephones without their prior express consent within the meaning of the Telephone Consumer Protection Act, 47 U.S.C. § 227 et seq. ("TCPA"). The Complaint states Plaintiffs do not have accounts with Securus, and allegedly received several unauthorized calls during specific dates in November and December 2014 on their cellular telephones from automatic dialing equipment and further, that as part of some of the calls, Defendant left a message using an artificial or prerecorded voice. The Court issued a judgment in August, granting Securus' Motion for Summary Judgment and denying Plaintiffs' Motion for Relief Under Fed. R. Civ. P. 56(d).

Derrick Matthew Rice v. Denton County, Texas; Will Travis, in his Official Capacity as Sheriff of Denton County, Texas; Securus Technologies, Inc.; and The Texas Commission on Jail Standards

In the latter part of March 2015 Securus received formal service of process through its registered agent regarding a case filed against multiple defendants by an inmate who is currently incarcerated. The inmate's allegations are based on the facility's decision to offer video visitation and is requesting relief through the Court to re-establish "in-person" or "face-to-face" visits. Plaintiff has requested a permanent injunction pursuant to Section 65.011 of the Texas Civil Practice and Remedies Code which prohibits Securus from, in any manner, interfering with Defendant Denton County's compliance with Section 291.4, and specifically, the restoration of "in-person" or "face-to-face" visits between confined inmates and their respective family members and friends. Securus filed a Motion for Summary Judgment in late April 2015 and the Plaintiff added more Plaintiffs. More recently, Securus filed a Renewed Motion for Summary Judgment and awaits a hearing date from the Court.

Buholtz v. Securus Technologies, Inc.

Securus received official formal notice of service of process in June 2015 regarding Plaintiff's suit filed in small claims court in May 2015. Plaintiff is an incarcerated inmate currently domiciled in the Commonwealth of Virginia, and who is a federal detainee formerly and temporarily housed at a Texas correctional facility pursuant to a contract with the US Attorney General, while pending his original criminal trial from the period June 2011 through March 2013. Plaintiff alleges Defendant owes a refund balance to him of approximately \$30. Securus filed a timely response and a Motion for Summary Disposition. The Court granted Securus' motion and dismissed the case in August 2015. Although the Plaintiff filed an appeal, he has recently indicated that he would like to dismiss the case. An unopposed Motion to Dismiss has been filed with the Court. Securus awaits a hearing date from the Court.

Securus Technologies, Inc. v. Global Tel*Link Corporation

The Bidder filed a lawsuit in May 2016. This action against Defendant arises from GTL's alleged tortious interference with Securus' contracts and alleged false implications to Securus' customers that Securus' ability to provide specialized call-processing and billing equipment and services to correctional facilities throughout the United States has been compromised as the result of ongoing and unresolved patent litigation between the parties. The Original Petition case addresses: Count 1) Tortious Interference with Existing Contract; Count 2) Defamation; and Count 3) Business Disparagement. Securus demands a trial by jury of all issues and request that the Court grant relief by entering Judgment in the Bidder's favor, an Order that GTL be enjoined from further disseminating false and misleading statements regarding Securus' ability to provide services to its customers as a result of GTL's pending patent action, award Securus special damages as pleaded, punitive damages against GTL, reasonable attorneys' fees and court costs in prosecuting this action, award to Securus of pre-judgment interest on all sums awarded at the highest rate permitted by law; and award to Securus of such further relief, legal and equitable, to which it is justly entitled.

Securus Technologies Inc. v. Global Tel*Link Corporation

Securus filed a Complaint in May 2016 against GTL Corporation asserting claims for patent infringement of the 7,529,357, 7,916,845, 8,180,028 and 8,340,260 patents. Securus alleges it is entitled to damages adequate to compensate for the infringement, including inter alia, lost profits and/or a reasonable royalty pursuant to 35 U.S.C. § 284, and further believes it is entitled to injunctive relief under 35 U.S.C. § 283. This matter is in its early stages and Securus expresses no opinion or evaluation of any unfavorable outcome or estimate of the amount or range of the potential gain.

By this response, the Bidder has used its best efforts to provide a thorough statement based upon records accessible to the Bidder. If any additional specifics are required related to matters described herein the Bidder will certainly accommodate any such reasonable request.

c. CHANGE OF OWNERSHIP

If any change in ownership or control of the company is anticipated during the twelve (12) months following the proposal due date, the bidder must describe the circumstances of such change and indicate when the change will likely occur. Any change of ownership to an awarded vendor(s) will require notification to the State.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus does not anticipate any change of ownership during the 12 months following the proposal due date. Securus understands and agrees to comply with the requirement that any change of ownership to an awarded vendor will require notification to the State.

d. OFFICE LOCATION

The bidder's office location responsible for performance pursuant to an award of a contract with the State of Nebraska must be identified.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

The Securus office location responsible for performance pursuant to an award of contract with the State of Nebraska is:

Securus Headquarters:

14651 Dallas Parkway, Suite 600
Dallas, Texas 75254
Telephone: 972-277-0300

Other supporting office locations:

Customer Support:

Carrollton, Texas Office
Telephone: 1-800-844-6591
Web portal @ www.securustechnologies.com

Technical Support:

Carrollton, Texas Office
Telephone: 866-558-2323
E-Mail: technicalsupport@securustech.net
Fax: 800-368-3168
Web portal @ <http://www.securustech.net/facility.asp>

JPay, Inc.

Corporate Office
12864 Biscayne Blvd., Suite 243
Miami, FL 33181
Telephone: (800) 574-5729

Satellite Tracking of People

Corporate Office, Call Center and Manufacturing
1212 North Post Oak
Houston, Texas 77055
Telephone: 832-553-9500

e. RELATIONSHIP WITH THE STATE

The bidder shall describe any dealings with the State over the previous two (2) years. If the organization, its predecessor, or any party named in the bidder's proposal response has contracted with the State, the bidder shall identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Satellite Tracking of People has a contract with the State through the NAPSCO purchasing agreement. Nebraska State Contract number is 61096-04, June 1, 2004 through December 31, 2016.

f. BIDDER'S EMPLOYEE RELATIONS TO STATE

If any party named in the bidder's proposal response is or was an employee of the State within the past two (2) months, identify the individual(s) by name, State agency with whom employed, job title or position held with the State, and separation date. If no such relationship exists or has existed, so declare.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus declares that no such relationship exists or has existed.

If any employee of any agency of the State of Nebraska is employed by the bidder or is a Sub-Contractor to the bidder, as of the due date for proposal submission, identify all such persons by name, position held with the bidder, and position held with the State (including job title and agency). Describe the responsibilities of such persons within the proposing organization. If, after review of this information by the State, it is determined that a conflict of interest exists or may exist, the bidder may be disqualified from further consideration in this proposal. If no such relationship exists, so declare.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus declares that no such relationship exists.

g. CONTRACT PERFORMANCE

If the bidder or any proposed Sub-Contractor has had a contract terminated for default during the past five (5) years, all such instances must be described as required below. Termination for default is defined as a notice to stop performance delivery due to the bidder's non-performance or poor performance, and the issue was either not litigated due to inaction on the part of the bidder or litigated and such litigation determined the bidder to be in default.

It is mandatory that the bidder submit full details of all termination for default experienced during the past five (5) years, including the other party's name, address, and telephone number. The response to this section must present the bidder's position on the matter. The State will evaluate the facts and will score the bidder's proposal accordingly. If no such termination for default has been experienced by the bidder in the past five (5) years, so declare.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus declares that no such termination for default occurred in the past five years.

If at any time during the past five (5) years, the bidder has had a contract terminated for convenience, non-performance, non-allocation of funds, or any other reason, describe fully all circumstances surrounding such termination, including the name and address of the other contracting party.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus declares that no such termination for default occurred in the past five years.

h. SUMMARY OF BIDDER'S CORPORATE EXPERIENCE

The bidder shall provide a summary matrix listing the bidder's previous projects similar to this Request for Proposal in size, scope, and complexity. The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal.

The bidder must address the following:

- i. Provide narrative descriptions to highlight the similarities between the bidder's experience and this Request for Proposal. These descriptions must include:
 - a) The time period of the project;
 - b) The scheduled and actual completion dates;
 - c) The Contractor's responsibilities;
 - d) For reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number, and e-mail address); and
 - e) Each project description shall identify whether the work was performed as the prime Contractor or as a Sub-Contractor. If a bidder performed as the prime Contractor, the description must provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.
- ii. Contractor and Sub-Contractor(s) experience must be listed separately. Narrative descriptions submitted for Sub-Contractors must be specifically identified as Sub-Contractor projects.
- iii. If the work was performed as a Sub-Contractor, the narrative description shall identify the same information as requested for the Contractors above. In addition, Sub-Contractors shall identify what share of contract costs, project responsibilities, and time period were performed as a Sub-Contractor.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus, since our beginning more than 29 years ago, has served clients of all sizes from local jails to State DOC'. Securus currently provides inmate telephone and/or video visitation services in more than 3,450 facilities nationwide. We are currently contracted to provide inmate telephone services in the following State Departments of Corrections and large Corrections Facilities. Our State and Mega facility customers include:

- Florida DOC
- Pennsylvania DOC
- North Dakota DOC
- Connecticut DOC

- Alaska DOC
- Louisiana DOC
- Illinois DOC
- Kentucky DOC
- New Mexico DOC
- Missouri DOC
- Arkansas DOC
- Georgia DOC (recently awarded)
- San Bernardino County, CA
- Riverside County, CA
- New York City DOC's Rikers Island
- Harris County, Texas
- San Diego County, CA

Securus won each of these contracts through a competitive procurement and was selected by these State Departments of Corrections or County based upon our understanding of their specific requirements and our ability to meet their needs, our financial stability, specific technologies and our past performance and ability to deliver on our promises. References as requested above have been provided below.

We are pleased to announce that we have just been awarded the contract for the Georgia Department of Corrections and are currently providing cell detection Managed Access Service to the Georgia Department of Corrections.

Missouri Department of Corrections

Time period of Project: August 17, 2011 to the present

Scheduled and actual completion dates: Scheduled: October 17, 2011; Actual October 14th 2011

Securus Contractor Responsibilities: Installation, maintenance and service for the SCP inmate calling platform and investigative services, including monitoring 5% of all completed calls, at all 21 Missouri State DOC facilities with approximately 31,000 inmates and 1,903 inmate phones. Securus is responsible for providing collect, prepaid and debit calling at all institutions. Investigative services installed include Securus' THREADS investigative software which is currently being used by the MODOC Investigative Staff and Securus' Word Spotting to automatically identify key words found in inmate calls. Securus is also responsible for the fully integrated inmate trust account and commissary data exchange to enable debit transactions to complete between Securus' SCP inmate calling system and existing banking and commissary systems including third party kiosk integrations to enable inmate transactions from kiosks.

Reference: Amy Roderick, Inspector General Missouri DOC

PO Box 236

Jefferson City, MO 65102

573-526-6504 Office

573-751-4099 Fax

573-298-1673 Cell

Amy.Roderick@doc.mo.gov

Prime Contractor: Securus Technologies, Inc.

Scheduled Budget: \$2.5M

Actual Budget: \$2.4M

Contractor/Subcontractor experience:

1. **ShawnTech Communications** (Subcontractor): As a qualified MBE subcontractor to Securus Technologies, Inc., ShawnTech provides all maintenance services for inmate phones including wiring, phone replacement and repair and related local connectivity repair. ShawnTech reports directly to Securus operations and is managed under strict service level agreements mandated by the Missouri DOC. Maintenance personnel are located throughout the State of Missouri.

Securus and ShawnTech operate under an existing Teaming Agreement and Statement of Work that defines specific requirements, quality of service and service level agreements. Terms and conditions of both the Teaming Agreement and Statement of Work are consistent with MODOC RFP requirements including term of contract. Securus remains accountable to the MODOC for all subcontract work performed by ShawnTech Communications.

2. **Guarded Exchange, Inc.** (Subcontractor): The Missouri DOC RFP required the winning bidder (Securus) to provide call monitoring of inmate calls. The specific requirement calls for the monitoring of 5% of all completed calls. Securus worked closely with Guarded Exchange during pre-proposal efforts to create a solution for the Missouri DOC that not only met the requirement but exceeded the requirement. After careful analysis of expected call volumes and examination of current MODOC process, Securus and Guarded Exchange identified the number of call monitoring personnel required, skill sets, confidentiality requirements and attributes required for call monitors and presented recommendations to MODOC. Upon approval, Guarded Exchange immediately implemented the approved staffing plans and began call monitoring. Currently, Guarded Exchange provides critical investigative services to the Missouri DOC including:

- 5%+ call monitoring of all completed inmate calls. Intelligence from the call monitoring is entered into Securus' THREADS investigative analytical tool for further correlation. Intelligence from call monitoring is also correlated and entered into the MODOC Strategic Activity Reports (SAR) and provided to MODOC investigators for follow up and official Investigator action.
- UFED Cell Phone Data Extraction: Guarded Exchange provides data extraction from contraband cell phones that are seized as a result of MODOC investigations. All data is extracted by certified technicians and is documented and presented back to MODOC investigators without compromise to data integrity or rules of evidence.
- Training and support services associated with Securus' THREADS investigative software including training all investigators on THREADS software, running reports and importing data from various sources. Data is imported into THREADS on behalf of the Missouri DOC investigators to identify suspicious patterns of activity detected by inmates and outside parties from previously unrelated activities. These data sources include inmate calling, electronic funds transfer activity, visitations, and inmate calling from other non-MODOC facilities such as DOC facilities in Missouri and the Illinois DOC facilities.

Note: A detailed third party call monitoring effectiveness study data is available to the NDCS at your request and can be presented at any time during the RFP evaluation process. This report, called **Technical Report; Balancing Efficiency and Effectiveness: Examining the Impact of Privatized Monitoring Systems in the Missouri Department of Corrections** details the effectiveness of the Securus call monitoring program currently being provided to the Missouri DOC.

As **prime contractor**, Securus was awarded the Offender Telephone Contract on June 28, 2011. The five year contract is for the period June 28, 2011 through June 27, 2016 with renewal year being exercised. The previous vendor was PCS/GTL.

The State of Missouri is a noncommissioned state meaning that, similar to Nebraska, the DOC does not accept commissions from inmate calling and instead focused on low calling rates for inmates and family and friends, The Missouri Department of Corrections has 21 State correctional centers and approximately 31,000 inmates.

This contract is similar to the Nebraska DOC requirements because:

The Missouri DOC is a complex multi-facility operating environment similar to the Nebraska DOC and is a non-commissioned State like Nebraska. That is, both States accept no commission from inmate calling but instead require low inmate calling rates. At the same time, both States have demonstrated, during pre-RFP fact finding; a need for additional technology and Investigative services. Also similar to the Nebraska DOC, GTL provided the inmate calling system for the Missouri DOC prior to transition to Securus.

Both DOC's use PIN numbers to control and identify inmates making calls. The Missouri DOC facilities are located in remote areas of Missouri and are served by multiple LECs with limited local facility access to prisons which is similar to some of the Nebraska DOC locations.

The Missouri DOC operated a complex PIN management system with important interfaces into existing inmate kiosks, banking and commissary data system required for seamless inmate operations. These interfaces and data integration requirements are similar to the existing Nebraska DOC environment in that GTL provided the previous interfaces and maintained critical call recordings that were created on the old GTL system. Securus received all required data from GTL prior to cutover to maintain inmate balances, provide PIN security and transition from GTL to Securus in the required implementation period.

Illinois Department of Corrections

Time period of Project: January 14, 2013 to March 25, 2013

Scheduled and actual completion dates: Scheduled: March 29, 2013; Actual March 25, 2013

Contractor Responsibilities: Installation, maintenance and service for the SCP inmate calling platform and investigative services, including collect and prepaid calling and installation of THREADS investigative software and pattern analysis tool. The State's previous provider was Consolidated Communications. Securus was responsible for working with Consolidated to transition thousands of PIN's and PAN's and account data from Consolidated data bases to Securus data bases through standard Securus integration methods to ensure seamless operability during and after cutover. The data exchange and integration was particularly challenging due to the long term nature of the previous contract and the quality of the data. The ability to examine critical data, including account balances and approved PINs was critically important in achieving a successful transition from Consolidated to Securus. Inmate calling system integration skills are of critical importance when transitioning from one calling system to another. This is significant because not all sites are cutover at one time and therefore required a transition period wherein some sites resided on the Securus SCP inmate calling platform while some still operated on the legacy Consolidated systems. This required skilled, disciplined and experienced professionals to complete work without compromise to safety and security of institutions and staff.

The Illinois DOC has approximately 48,600 inmates, 1,858 phones at 43 facilities throughout the State and had been with the previous provider for the last ten (10) years. Securus' responsibilities include the processing of inmate PAN requests on a daily basis which originated from all 43 facilities. Hundreds of PAN requests are processed each day by Securus and our subcontractor (G5 Tech). We also have the responsibility to provide a full time site administrator at the Joliet facility to assist in the PAN processing management, running reports and ensuring communication is occurring across all facilities regarding the inmate calling programs and PAN requirements.

Reference: Michael Mitchell, IDOC Telecom Manager

1301 Concordia Court
Springfield, IL 62794-9277
217-558-2200 Ext. 6399 Office
217-558-4004 Fax
Michael.D.Mitchell@doc.illinois.gov

Prime Contractor: Securus Technologies, Inc.

Scheduled Budget: \$2.1M

Actual Budget: \$2.0M

Contractor/Subcontractor experience:

G5 Tech (Subcontractor): As a qualified WBE subcontractor to Securus Technologies, Inc., G5 provides all maintenance services for inmate phones including wiring, phone replacement and repair and related local connectivity repair as well as PAN management services. Reports directly to Securus operations and is managed under strict service level agreements mandated by Illinois DOC. Maintenance personnel are located throughout the State of Illinois and PAN processing is done in Mattoon, Illinois at the G5 Tech offices.

Securus and G5 Tech operate under an existing Teaming Agreement and Statement of Work that defines specific requirements, quality of service and service level agreements. Terms and conditions of both the Teaming Agreement and Statement of Work are consistent with ILDOC RFP requirements including term of contract. Securus remains accountable to the ILDOC for all subcontract work performed by G5 Tech.

As **prime contractor**, Securus was awarded the Offender Telephone Contract on March 29, 2012. The contract includes two three year options to extend. The previous vendor was Consolidated Telephone.

This contract is similar to the Nebraska DOC requirements because:

The Illinois DOC operates in a PIN and PAN environment where inmates must use Personal Identification Numbers to use the inmate telephone system to call previously approved PAN numbers. Also similar to the Nebraska DOC, the Illinois DOC uses centrally located site administrator to manage and deploy PINs and PANs and this function is provided by the current inmate phone provider (Securus). Unlike the State of Nebraska DOC, the State of Illinois does accept commissions from inmate calling however, the most recent RFP also required low calling rates. Since Securus has installed the SCP centralized inmate calling system, lowered rates added additional phones and improved call quality; call volume has increased substantially. We expect a similar situation at the Nebraska DOC. Also similar to the Nebraska DOC, the Illinois DOC centralizes their DOC operations at the one site however investigators at each site must listen to calls from workstations at each of the facilities. This required Securus to provide the ability to access inmate calls from on-site workstations but at the same time maintain the security and confidentiality of the network and the workstation. Securus accomplished this by providing all workstations and connecting them to the Securus private MPLS network and at the same time allowing them to access critical State applications.

Pennsylvania Department of Corrections

Securus was awarded the contract for inmate communications and investigative services in April of 2014 and completed installation at all locations within 60 days beginning in January of 2015.

As the **prime contractor**, Securus installed the SCP inmate calling system in all 26 State facilities with about 48,000 inmates.

Time period of Project: January, 2015 to present

Scheduled and actual completion dates: Scheduled by March 11, 2015; completed February 2015

Contractor Responsibilities: Installation, maintenance and related services for the SCP inmate calling platform and investigative services, including collect, debit and prepaid calling and installation of THREADS investigative software and pattern analysis tool. The previous provider was GTL. Securus was responsible for working with GTL to transition thousands of PIN's and PAN's and debit calling account data from GTL data bases to Securus data bases through standard, Securus integration methods to ensure seamless interoperability during and after cutover. Much of the data was found to be dated and required a considerable amount of scrubbing to ensure integrity of the data and to ensure inmate account balances were correct.

The Pennsylvania DOC has approximately 46,680 inmates, 2,300 phones at 43 facilities throughout the State and had been with the previous provider for the last eight (8) years. Securus responsibilities include providing 19 separate site administrators and a Manager as well as providing on-site maintenance and service. Securus proposed and implemented very low calling rates and the resulting increase in call volume required the installation of hundreds of additional phones to absorb the demand for inmate calling. Additional phones were installed at no cost to the PA DOC.

Securus is also responsible for providing a solution for the proliferation of contraband cell phones into the PA DOC prisons and is currently deploying our solution. Securus has deployed several investigative services tools including our THREADS investigative software, ICER inmate to inmate communication detection and our SCP Wireless Indicator which immediately identifies calls made to cellular phones in the call record.

Reference: Major John Rivello, Office of Special Investigations

1920 Technology Parkway
Mechanicsburg, PA 17050
717-728-2025 Office
717-728-0306 Fax
717-576-6468 Mobile
jrivello@pa.gov

Or

Steven R. Hilbish, Chief Department of Corrections/Administration/Administrative Services
1920 Technology Parkway
Mechanicsburg, PA 17050
717.728.4040 Office
717.728.4181 Fax
shilbish@pa.gov

Prime Contractor: Securus Technologies, Inc.

Scheduled Budget: \$2.8M

Actual Budget: \$2.79M

Contractor/Subcontractor experience:

ShawnTech Communications (Subcontractor): As a qualified MBE subcontractor to Securus Technologies, Inc., Shawntech provides all maintenance services for the inmate phones including wiring, phone replacement and repair and related local connectivity repair as well as PAN management services.

ShawnTech employees are assigned as site administrators on site at PA DOC facilities and are a part of the management staff responsible for PAN management and on-site service. ShawnTech employees reports directly to Securus operations and are managed under strict service level agreements mandated by PA DOC. Maintenance and PIN administration personnel are located throughout the State of Illinois and PAN processing is done at each facility.

Securus and ShawnTech operate under an existing Teaming Agreement and Statement of Work that defines specific requirements, quality of service and service level agreements. Terms and conditions of both the Teaming Agreement and Statement of Work are consistent with PA DOC RFP requirements including term of contract. Securus remains accountable to the PA DOC for all subcontract work performed by ShawnTech.

Quarterly account team meetings are held with the PA DOC where Securus and ShawnTech are present and accountable to the PA DOC.

As the **prime contractor**, Securus was awarded the Offender Telephone Contract on April 29, 2014 and was provided Notice to Proceed on September 22, 2014. The contract is a five year contract with five one year renewals.

This contract is similar to the Nebraska DOC requirements because:

The PA DOC operates in a PIN and PAN environment where inmates must use Personal Identification Numbers to use the inmate telephone system to call previously approved called to numbers. Also similar to the Nebraska DOC, the PA DOC utilizes site administrators to manage and deploy PINs and PANs. Unlike the State of Nebraska DOC, the State of Pennsylvania does accept commissions from inmate calling however, the most recent RFP also required low calling rates. Since Securus has installed the SCP centralized inmate calling system, lowered rates, added a substantial number of additional phones and improved call quality; the call volume has increased substantially. We expect a similar outcome with these improvements at the Nebraska DOC.

Also similar to the Nebraska DOC, the PA DOC centralizes their DOC operations at the one site however investigators at each site, as well as the headquarters site, must listen to calls from workstations at each of the facilities. This required Securus to provide the ability to access inmate calls from on-site workstations but at the same time maintain the security and confidentiality of the network and the workstation. Securus accomplished this by providing all workstations and connecting them to the Securus private MPLS network and at the same time allowing them to access critical State applications.

Similar to the Nebraska DOC, GTL was the previous provider and had stored previous inmate call records which investigators had to be able to access after changing vendors. Securus worked with GTL and the PA DOC investigative staff to ensure that records were accessible and that all data associated with inmate PIN's, PAN's and debit calling successfully transferred to the Securus systems. Also similar to the NDCS, GTL held account balances in their data bases for debit accounts and funds associated with now released inmates. These data files had to be transferred to Securus and fully integrated into the Securus calling system so that inmate balances were correct and all funds were accounted for after the transition.

i. SUMMARY OF BIDDER'S PROPOSED PERSONNEL/MANAGEMENT APPROACH

The bidder must present a detailed description of its proposed approach to the management of the project.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus Purpose and Approach

Our Corporate purpose is (1) to be the best in the industry in providing Inmate Phone Systems and related services and (2) to bring an array of highly valued new capabilities to meet the broader set of needs of Corrections and Law Enforcement. We also focus our customer service delivery platform on meeting the needs of our facility customers as well as the customer service requirements of family and friends. As the industry moves more into providing new technologies there is an increasingly important emphasis on customer service to both facilities and friends and family members. Securus' approach includes a special emphasis on providing the best customer service to facilities, inmates and friends and family.

We offer the following as specific evidence of our how our corporate purpose has manifested itself:

- Securus Technologies possesses unrivaled experience and innovation in the provision of inmate communications combined with our first-hand knowledge of the challenges and obstacles faced by a vast array of correctional facilities nationwide, thus allowing Securus Technologies to propose the optimum solution for the NDCS driven by best practices of law enforcement agencies nationwide.
- Securus designs implements and maintains our own end-to-end inmate telecommunication systems as our core business. In addition to the highest levels of security and service for our systems, Securus focuses on ease of use and access by administrators and investigators when designing our technologies.
- The people of Securus work relentlessly to offer unequalled expertise, superior service, and industry leading communication features. Our sole focus is serving the highly specialized needs of the correctional industry. Through the variety of clients we serve, and through our scale, we have the proven capability to provide our robust and industry-leading ITS to the NDCs' facilities. Presented below are indications of our capabilities with particular emphasis on our focus in the State of Nebraska:

- Currently installed in more than 2,200 facilities nationwide
- Securus serves more than 1,000,000 inmates nationally
- More than 79 Million calls are being completed annually by Securus Technologies
- More than 29 Years of Proven History driving close to 140 Patents

Our approach is driven by working with each and every client to develop a true partnership in a cooperative and professional manner.

This includes assigning one highly experienced ITS Technician and a dedicated, skilled Site Administrator/Investigative Resource, located at your site in Lincoln, Nebraska; to proactively manage the delivery of our services to your facilities, and most importantly to continuously improve our value and performance for you and the community. Our approach is based upon the synergistic interaction of our more than 1,200 employees dedicated exclusively to delivering outstanding products and services. Securus retains an industry leading application development including over 60 IT professionals whose initiatives have created for Securus more than 140 patents and more than 90 patents pending; all driven by our customers. This approach to developing customer driven needs over corporate chosen technologies shown in Figure 1 below has allowed us to evolve with our customers; an evolution that will serve the NDCS well into the future.

Figure 1



Our insistence on client satisfaction includes rigorously and systematically surveying every client, including end users and inmates, to assess our performance and determine their level of satisfaction. We use the data for continuous improvement and for locating areas where we need to focus; adjusting course as necessary to exceed expectations. These surveys are done at regular intervals or based upon a specific event such as a technicians visit to a facility or a friend or family member's discussion with one of our call centers. We also have disciplined follow up and escalation procedures to ensure that any issues are resolved and the client is satisfied.

Further, our approach is to both partner and to integrate with external partners in this industry, such as companies who provide offender and jail management systems or commissary firms. We seamlessly integrate with internal departmental applications recognizing the importance system interoperability plays in performing our functions.

**Guaranteed
Integrations**

We strive to identify leading edge technologies and companies that may have direct or indirect applications that offer benefits to our customers. These benefits often include eliminating staff intensive manual tasks with automation or providing investigative information that increase the efficiency of your investigation staff.

**Best-in-Class
Network Platform**
Serving Mega customers such
as Missouri DOC 30,000 inmates
throughout 21 facilities

Our company values, as demonstrated each day, are integrity, respect, and keeping commitments made to customers. The result is a company and a brand that you can trust and a company that has proudly served this industry, and only this industry, since 1988. Securus fully understands the importance of excellent service, friends and family support, and security, security, security.

We are confident in our ability to provide service and support well beyond the basic requirements of this RFP. Securus has detailed a solution that encompasses the NDCS' desire for state-of-the-art - technology, excellent customer service, and maintenance, and affordable rates to inmate families and friends combined with an aggressive commission offering.

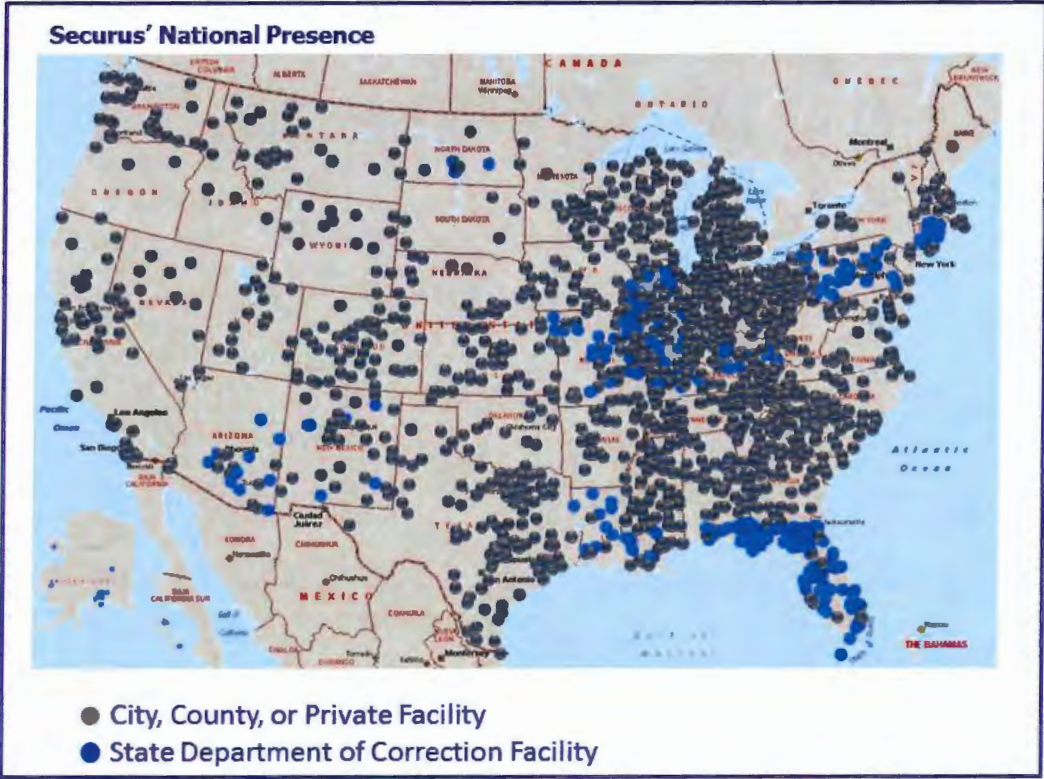
**First in Client
Satisfaction**

We provide end-to-end capabilities, our own technologies, and no subcontractors in the provision of our inmate telephone services technologies. Many times when working with outside contractors, customers lose the direct link to their service provider and add an extra layer of communication which can cause delays in resolving your issues.

Securus has the resources to install and operate large prison facility telecommunications systems. Case in point - in 2011, Securus installed on time and under budget the Missouri Department of Corrections telephone system — serving more than 30,000 inmates and 21 facilities. Missouri, as well as Louisiana DOC (2012), Connecticut DOC (2012) and Pennsylvania DOC (2014), and most recently Arkansas DOC (2015) chose Securus because of its industry experience, reputation and "best in class" network platform further demonstrating our ability to serve large correctional facility customers. All has previously been GTL customers. Securus has the only centralized packet-based network platform that can serve both DOC institutions and county facilities of all sizes.

Securus is confident the NDCS will continue to experience the benefits that Missouri, Connecticut, Pennsylvania, Arkansas and 8 other DOCs and multiple mega Counties such as Harris (Houston) and San Diego County are currently experiencing if they choose Securus as their inmate telephone system provider. See Figure 2 below for Securus National Presence.

Figure 2



Securus currently provides service to 11 of the 50 DOCs in the United States, including prime contracts with the states of Florida, Pennsylvania, Missouri, Louisiana, Illinois, Connecticut, Kentucky, North Dakota, Alaska, Arkansas and New Mexico.

We also serve many of the largest county facilities in the United States that house thousands of inmates including Hall County, Dakota County and Washington County in Nebraska and San Diego County, California; San Bernardino County, California; Riverside County, California; and Riker's Island, New York.

Securus' National presence enables critical intelligence sharing capabilities vertically and horizontally between Law Enforcement and Corrections agencies. Moreover, we are largest provider of inmate services to private prison company Corrections Corporation of America ("CCA"). Securus is confident that we will meet the NDCS objectives and deliver a solution that delivers and exceeds the functionality, operational excellence, superior technical capabilities, and financial requirements of the NDCS.

Operational Approach

Led by our proven Senior Executive team, Securus believes that we must provide world class service to three distinct customer sets within each DOC, the NDCS, the inmates, and the call recipients.

Consistent with this belief is the ongoing, proactive development of our National Service Center (NSC) for our law enforcement customers and Securus Correctional Billing Services (CBS) for support of the friends and family of inmates.

These represent the largest support centers of their kind along with our multiple communication connections options to ensure all parties permitted to communicate may do so safely and securely at a reasonable rate. For our partners in law enforcement, we will provide tools and technologies that are tested and supported and will increase your investigative efforts, staff efficiencies and your overall financial return. For the friends and families of those incarcerated, we will provide multiple methods of communication as well as many payment and funding options offered at a fair calling rate with an understanding of the difficult time they are facing. Finally, to satisfy inmate needs, Securus will provide outstanding service and maintenance of the system itself to ensure that these front line customers are able to communicate clearly with loved ones without concerns over whether or not the phones are working properly.

The Operational benefits of the Securus SCP Platform, and our in place service infrastructure, are unparalleled in the industry. Securus has the most widely used platform in the industry supported by the industry's largest call centers serving both technical and customer service needs. The SCP platform provides for maximum operational efficiency, while providing the NDCS with a Platform that is dynamic, robust and constantly evolving to serve your changing needs. Securus upgrades its platform on a quarterly basis, at no cost to the NDCS, to adapt to an ever changing telecommunications and correctional environment. The web based, centralized platform allows Securus to address any possible service situations remotely, thus allowing for immediate response to any possible service problems from a software standpoint; often before the issue is recognized.

Calling Platform

That is dynamic, robust and constantly evolving

Securus possesses the largest Network Operations Center (NOC) in the industry, which helps Securus identify problems in most cases before the facility even realizes a problem exists. Our NOC operates 24/7/365 and is capable of tracking the operational health of the system and delivering the stability and service response necessary in a correctional environment to ensure the safety of your officers. Out of service phones can cause security concerns; with Securus the NDCS can be confident in the safety of their staff and in the stability of the system proposed.

To ensure the daily service needs of our law enforcement partners are met, our National Service Center (NSC) provides immediate support for any issue which may arise. Our employees are trained on supporting our system; the only system we deploy. This singular focus can only be provided by an organization that designs, builds, and supports its own Inmate Phone System. Securus is such an organization. Our NSC operates to match our customer's schedules and maintains detailed tracking to ensure compliance with stated Service Level Agreements for all accounts.

All incoming service calls are provided with a ticket tracking number which stays attached to each service event. Our technicians will work through each issue and report back to the customer upon the resolution of the matter. All service events can be tracked and audited by the NDCS via our Portal application to ensure we are always meeting our obligations.

Trained and Continually Certified

Field Service Technicians that provide excellent customer service

We put these auditing tools in our customer's hands so that they can see our confidence in our ability to deliver on our commitments. No other provider delivers this level of visibility into their service response times and operational response.

Because we are committed to providing the best customer service to friends and family members of inmates as demonstrated by us spending over \$2 million dollars to build out a "in-sourced" Customer Call Center where Dallas based Securus employees are assisting end users versus poorly managed and highly inferior foreign call centers that our largest competitors continue to use. With the increase in collect calling forecasted as part of this procurement, managing the end users issues is important as without these services, these tasks would fall back on the NDCS' Officers.

Of importance to the NDCS, unlike many smaller independent service providers, we have been able to bill our customers directly because of our high market penetration. We believe that direct billing decreases bad debt expense and billing expenses by eliminating an additional third-party billing entity, while expediting and increasing collectability. In addition, direct billing enables us to provide better customer service by resolving disputes with billed parties by facilitating direct communication between us and the called party. All of which drives improved customer satisfaction.

Best Customer Service Call Center

With highly trained Securus employees

Securus maintains a distinguished Legal and Regulatory team dedicated to keep the State abreast of any changes in the regulatory landscape of the inmate calling industry and provide support as needed over the term of the agreement. This is a key value add since the FCC is actively involved in changes associated with call pricing and ancillary services.

Lastly, Securus uses our own field service technicians, on payroll employees that we can control to ensure they follow the strict guidelines our correctional facility customers demand and remain trained on all releases of our software. This level of service is much better than that of our competitors, whom many continue to use third party contractors that have other priorities which might conflict with the inmate telephone provider and therefore provide inferior customer service and delayed response times. Securus maintains the largest field service group of any provider and can bring to bear all the resources of this organization to serve the NDCS.

We provide and install telephone systems in correctional facilities at no cost to the facility and perform all maintenance activities. We maintain a geographically dispersed staff of trained field service technicians and independent contractors, which allows us to respond quickly to service interruptions and perform on-site repairs and maintenance.

In addition, we have the ability to make certain repairs remotely through electronic communication with the installed equipment without the need of an in facility service call. We believe that system reliability and service quality are particularly important in the inmate telecommunications industry because of the potential for disruptions among inmates if telephone service remains unavailable for extended periods. Our proposed system runs at above 99% stability to ensure our service is constant and dependable at all times.

Service Features

- 24x7x365 Network Operations Center monitoring
 - You're open around the clock and so are we. We can find and fix problems before you are aware of them and we're here to help you with your questions and requirements whenever you need us.
- 24x7x365 Technical Support through Securus' in-house Technical Support Center
 - We have the largest employee base in the industry to better serve you and to make sure we continue to lead with enhanced technology.
- 24x7x365 end-user support through our in-house Securus Correctional Billing Services
 - Securus is unique among national competitors in that we operate our own call center. We don't out-source our customer experience. We find our end-user satisfaction ratings improve 22 percent when they use our call center. Providing good service to your constituents cuts down on complaints and provides a better experience for all. We are available to serve callers 24 hours a day.
- Ongoing training as well as training for each new software release (typically provided three to four times per year) both provided at no cost to the NDCS.

Securus' planned approach to the management of the NDCS project is to use only highly qualified and specifically experienced Securus personnel for the project management and installation of the Securus SCP system and all related services. Assigned personnel will have past experience in SCP installation, project management and related inmate phone installation skills in a DOC environment. The overall business lead will have a minimum of 10 years' experience in the installation of large complex inmate calling systems at the State Department of Corrections level as well as experience in data migration and integration of multi facility state institutions.

Qualifications of Personnel Assigned to the Nebraska DOC Project

- **Account/Business Management:**

The RFP response, all customer communication, follow through, negotiations and ultimate account responsibility are the responsibility of the Securus National DOC Account Team led by Mr. Steve Viefhaus, VP Department of Corrections Accounts. Mr. Steven Cadwell, National Sales Manager DOC is directly responsible for the Nebraska DOC. Securus believes that only experienced and highly skilled business managers can be assigned to DOC accounts and must have a background in telecommunications, technology, account management and specific Corrections Industry experience.

Mr. Cadwell is responsible for working with Department of Corrections across the United States and has been doing so for over ten years. He has a deep understanding of DOC inmate communications issues and understands the operation of a complicated and vast DOC environment. Mr. Cadwell is well respected within the Corrections Industry and has been the key contact for the Nebraska DOC leading up to the RFP release and will be upon award. He has completed significant fact finding relative to the NDCS operating environment including researching call volumes, meeting with investigators at the NDCS, presenting Securus solutions, attending Nebraska Gang Task Force events and speaking with other industry contacts about the NDCS.

After the recent cancellation of your RFP, Mr. Cadwell began immediately to collect information regarding why the RFP was cancelled and what Securus might be able to do to improve our response.

We collected all evaluations from all vendors, pricing proposals and carefully analyzed how our response was evaluated by the Nebraska evaluation team. The resulting proposal is reflective of your new requirements and how our response compared to other vendors responses.

Mr. Viefhaus is responsible for all DOC and large DOC sales for Securus and has over 33 years' experience in the Industry. Mr. Viefhaus has been responsible for Corrections Industry sales at all levels of the Law Enforcement and is responsible to Securus management for over \$20M in annualized sales across the United States. Mr. Viefhaus is a frequent presenter at conferences such as the Corrections Technology Association and State and National Law Enforcement events.

The Account/Business Management team is responsible for the overall management of the project as well as the ongoing success of the account.

- **Project Management for the NDCS Implementation and Installation Project:**

In addition to the Account/Business Management team being accountable to the NDCS for the overall success of the project, Mr. John Mannewitz heads up the implementation team responsible for the implementation project. Mr. Mannewitz, as the Senior Project Manager for Securus; has over 18 years of experience in operations/project management and large project installations. Mr. Mannewitz has recently completed a very successful (on time and under budget) installation of the proposed SCP inmate calling system and associated valued add services at the Pennsylvania DOC. He has also completed similar installations for other DOC across the country in the last two years.

Mr. Mannewitz is assisted by the specific Project Manager assigned to the NDCS installation: Ms. Lena Bryant. Ms. Bryant has over 10 years of combined experience specializing in client services, implementation and project management. Her most recent project completion has been the installation of the proposed SCP inmate calling system and associated valued add services at the New York City DOC. Her proven skills in leadership and time management resulted in a successful installation and additional opportunities to progress in similar projects.

- **Field Operations, Installation and Support:**

Mr. Aaron Bacher, Director Field Operations; will have the responsibility for the installation of phones, wiring, local connectivity and the overall effectiveness of the service technicians assigned to the installation of the phones and related equipment for the Securus SCP inmate calling platform. Mr. Bacher has supervised and personally completed more than 1,000 installation projects at more than 3,000 installation sites nationwide, including five DOCs with a near-perfect customer satisfaction rating. Mr. Bacher is extremely qualified in the installation of complex inmate calling platforms and the integration requirements associated with data migration.

Mr. Lee Wasson, Field Services Manager Nebraska, reports directly to Mr. Bacher and brings more than 24 years of telecommunications service, maintenance, and installation experience to the Nebraska project.

Additionally, Mr. Wasson has more than 18 years of experience working in a controlled and/or corrections environment and 30 years' experience in troubleshooting and diagnostics. He is knowledgeable in building wiring and infrastructure and is extremely proficient in the processes of troubleshooting and diagnostics.

Each of these professionals have been selected to own the Nebraska DOC implementation project based on their direct knowledge of the industry, their specific experience in the installation and operation of the SCP inmate calling platform and associated features and their local knowledge of the Nebraska operating environment.

To ensure complete success, each member will be briefed, by the National Sales Manager, Steve Cadwell, on the most important and latest operating priorities for the NDCS that relate to the installation and ongoing success of the project.

On Site Support Dedicated to the Nebraska DOC

Specific to the NDCS and as required in the RFP, Securus has proposed two, dedicated employees to help support the daily needs of the NDCS and make the most of your Secure Call Platform and THREADS investigative pattern analysis software. One full time technician, located in Lincoln, will work daily to resolve any open trouble tickets and then begin proactive work on any other items the NDCS identifies including cleaning phones, assisting on report requests or responding to inmate grievances.

Beyond the technical support services for the system, we have provided a dedicated PIN management and investigative resource to support the NDCS and assist in delivering targeted leads and in responding to recording requests. We have proposed a system that includes powerful investigative features to protect your community and your officers; with your dedicated Securus investigator, you and your staff will make the most of these tools.

From our systems to our network monitoring down through our personnel, Securus has engineered a solution that provides the powerful call controls the NDCS' needs with the educated resources to ensure it is used to its maximum potential to benefit the NDCS.

Cost Approach

A Financial Partnership with the NDCS

We look forward to the opportunity of introducing our inmate communication technology to the NDCS and beginning a partnership through the life of the agreement and beyond.

The partnership will be supported by dedicated resources, which will bring to bear the technology assets of Securus, in support of inmate communications, as well as the broader needs of the NDCS. The goal of this partnership will be to improve the quality and cost of inmate calling, reduce operating costs, create a safer environment, fight crime, and engender better community relations.

Exceeding your needs come from learning and listening and we are prepared to do both. Our proposed call pricing to the NDCS provide options and flexibility so we may deliver a final proposal in partnership with the Department that best meets your needs.

Evolution from Payphone to Next-Generation Communications Technology

The foundation of Securus' solutions is its inmate telephone platform, which is the leading platform in the inmate telecom sector. Securus' call management system incorporates a variety of features that provide added value for corrections personnel as well as inmates. The Securus call management systems works in a similar fashion to other inmate communications systems. The system provides a patented automated operator platform for the facility. The system takes the call an inmate dials at the Securus phone, for either a collect or debit call, processes it through its fraud protection features and then sends the call out on a 1+ basis. Securus' system is very flexible and feature-rich, and because its blocks inmates from ever reaching a live operator, Securus' system ensures inmates cannot evade the controls placed on their telephone privileges. With respect to controls, Securus' inmate call system is highly flexible: controls can vary from being as accommodating as to allow any inmate to call any number at any time; to as strict as preventing a specific inmate from calling more than specified numbers, for a given number of minutes, on a particular day, at a specific time. By incorporating key features such as real-time call forwarding detection, three way call detection, voice biometrics, covert alert, flexible rate adjustment, live call monitoring and keyword spotting, Securus is able to offer the highest levels of call quality, performance, security and reliability in the industry. This control over fraudulent calling and call processing provides us flexibility in delivering call rate solutions to our customers.

Connecting Calls

Our specialized systems limits inmates to collect, debit, or prepaid calls, validates and verifies the payment history of each number dialed for billing purposes, and confirms that the destination number has not been blocked. If the number is valid and has not been blocked, the system automatically requests the inmate's name, records the inmate's response, and waits for the called party to answer. When the call is answered the system informs the called party that there is a call from a correctional facility, plays back the name of the inmate in the inmate's voice, and instructs the called party to accept or reject the call. The system then completes calls and connects calls that have been accepted by the called party.

The system automatically records the number called and the length of the call and transmits the data to our centralized billing center for bill processing and input into our call activity database.

Our database of telephone numbers and call activity allows us to provide extensive call activity reports to correctional facilities and law enforcement authorities, in addition to identifying numbers appropriate for blocking, thus helping to reduce the number of uncollectible calls. These include reports that can further assist law enforcement authorities in connection with ongoing investigations.

To deliver better service to the NDCS and decrease or address complaints from the community and inmates in regard to inmate calling connections, Securus aggressively pursues multiple methods of ensuring we complete every legitimate call and provide multiple methods of funding and calling, all with full fraud controls. Fraud controls are the backbone of any good calling solution as they perform two important functions for correctional facilities; first, fraud prevention provides for a greater security by preventing multiple calls from a single call or the miss-rating of calls due to call forwarding. Second, and most importantly, proven call controls protect the community from fraudulent or threatening calls. Our fraud prevention controls include:

Fraud Controls

- Patented three-way call detection and prevention
- Patented remote call forwarding detection
- Dual tone multi-frequency (DTMF) detection to prevent:
 - Secondary dialing
 - Switch hook dialing
 - Black boxing
 - Hacking
- Voice Biometric Identification of Every Inmate (optional)
- Velocity restrictions to prevent inmate dialing abuse

These patented, proven capabilities are included in our proposal and will drive greater call completions with increased confidence in the security of the connection. This confidence has allowed us to expand the avenues by which accounts are funded and through which calls are completed.

Call Completion Capabilities

- Direct billing agreements with family and friends to support post-paid collect calling
- Convenient points of sale and cost-effective terms for prepaid friends and family accounts
- Guaranteed Integration Capabilities
- Numerous funding options

- In-house, US Based Securus Correctional Billing Services customer service center
- Website funding
- Western Union funding (optional)
- MoneyGram funding (optional)
- Prepaid collect (AdvanceConnect), prepaid calling cards, and debit options
- Inmate PINs
- Inmate PANs
 - Like all other features of SCP, the PAN lists are flexible and may be administered in various ways: PANs can be configured manually, automatically, or by importing through integration.
- Patented Automated Operator Services (AOS)
- Customizable call prompts, branding, and overlays
- Multi-lingual call prompts
- Inmate name recording

Through our proven approach of internally managing account establishment and funding, controlling fraud through our own patented technologies and delivering more ways to communicate, we are able to create a well-rounded and developed call rate package to the NDCS.

Our base calling rates are included in the pricing section of this response. Additional options provide mechanisms to select a menu of additional capabilities to increase efficiency, deliver additional investigative tools and provide more controls over cellular calling. We recognize that we must adjust to meet the needs of our customers, rather than ask our customers to conform to an inflexible offering. Our Cost Approach was developed with this in mind.

Technical Approach

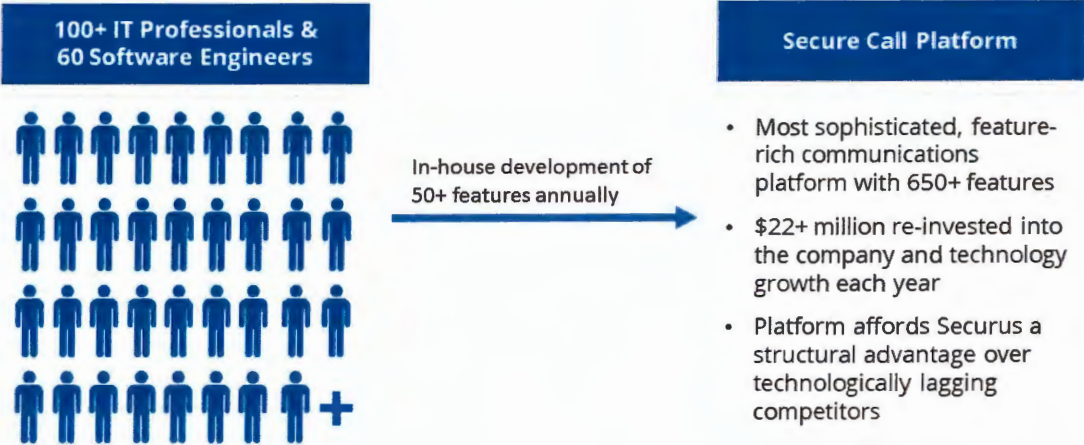
Securus' highly differentiated Secure Call Platform ("SCP") is the most feature rich, reliable, flexible solution in the marketplace and is delivered as a cloud-based service facilitating remote management and regular upgrades with over 650 features deployed and approximately 50 new features added annually see Figure 3 below.

Whereas the Company's competitors are primarily dependent on premises-based systems that are costly and time-consuming to install, maintain and upgrade, Securus' efficient centralized system provides the most efficient and effective method of delivering inmate communication services and is at the core of our technical approach to the NDCS' solution.

By leveraging Securus' platform, the NDCS can meaningfully reduce field service events and offer substantial additional benefits for customers, including centralized software upgrades, enhanced security, and remote monitoring of facility operations.

The competitive differentiation provided by Securus' superior functionality, efficient service delivery and increased ability to invest in product development is directly relevant to winning and retaining customer contracts, enabling Securus to rapidly gain market share from its competitors.

Figure 3



Security and Innovation

Securus' secure, turn-key product offering is a key differentiator in the industry. Through our robust, internally developed and supported platforms, we offer more products and security applications than any of our competitors. The list below highlights a selection of Securus' comprehensive offering:

- Turnkey equipment and system installation without downtime and on time
 - Inmate Identification: biometric and/or security code validation
 - Enable calls on a pre-paid, debit or collect basis to friends and family members
 - Continuous Voice Biometric Authentication and Identification of Inmates (optional)
 - Restrict calls to certain parties (e.g., judges, jurors, witnesses and victims)
 - Detection and restriction of unauthorized call forwarding
 - Real-time call monitoring capabilities
 - Call recording and storage for the term of the agreement

- Real-time credit quality assessment of called party
- Billing and customer care
- Guaranteed Interface capabilities to commissary and/or offender management systems.

Over the past 20 years, Securus has spent over \$100 million dollars and devoted 300,000 man-hours developing an advanced packet-based network platform that provides many cost and service advantages to its customers.

We have completed the process of transitioning our customers to this advanced platform from legacy, or premise-based systems that many of our competitors continue to use. Table 2 depicts Securus' best-in-class secure calling systems and related capabilities.

Strategic Features

Table 2

Feature	Description	Benefit
Location Based Services	Provides location of cell phone users and allows reporting and call restrictions based on this data	<ul style="list-style-type: none"> • Allows sites to create a geo-fence around a facility to increase security and allows sites to isolate calls to certain areas for monitoring • Provides real time on demand cell phone location for investigative and emergency situations
Data Analytics For Law Enforcement	Utilizes call data alongside user-generated data and statistics to aid law enforcement and corrections officers in investigations	<ul style="list-style-type: none"> • Prevents crime within and outside corrections facilities • Enables corrections officials to determine associations among inmates and between inmates and at-large criminals
Video Visitation	Video equipment installed to allow secure visits with friends and family members	<ul style="list-style-type: none"> • Increases facility security and reduces use of correctional officers for escort duty • Reduces contraband

Feature	Description	Benefit
		infiltration <ul style="list-style-type: none"> • Reduces time and cost required for family and friends • Provides additional capabilities such as grievance filing and inmate e -messaging
Real-Time Call Forwarding Detection	Detects forwarded calls and allows for immediate termination or flagging of the call for further investigation	<ul style="list-style-type: none"> • Prevents "*72 fraud" and calls from being forwarded to restricted parties
Voice Biometrics	Voice recognition to identify that an authorized inmate is making a call	<ul style="list-style-type: none"> • More effective than security codes and less problematic for staff
Covert Alert	Flag suspect numbers for surveillance when called	<ul style="list-style-type: none"> • Real-time investigation tool for law enforcement
Automated Information Services (AIS)	Voice response system used to address common inquiries	<ul style="list-style-type: none"> • Significant labor savings for correctional facilities (average 1 inquiry/day/inmate)
Keyword Spotting	Monitors calls for keywords indicating potential illicit activity	<ul style="list-style-type: none"> • Efficient review and analysis of heavy call volumes
Officer Check-In	Verify officer through inmate telephones to track location	<ul style="list-style-type: none"> • Improves correctional facility management and safety
Inmate Crime Tip	Anonymous communication between inmates and corrections officers	<ul style="list-style-type: none"> • Prevents criminal activity within correctional facilities
Call Tracker	Note sharing application	<ul style="list-style-type: none"> • Investigative tool allowing portfolio of notes associated with a recorded call
Pro ICER	Immediately identifies when an offender is speaking to another offender from another facility. ICER will identify offenders speaking to each other from within a facility, between facilities and even	<ul style="list-style-type: none"> • With Securus' current base of 12 facilities in the State of Nebraska, ICER will provide real time alerts to cross communication between

Feature	Description	Benefit
	between other Securus SCP facilities in other locations. Investigators get an immediate notification or can run reports instantly of offender to offender communication.	inmates in DOC facilities, County facilities in Nebraska and other Securus customers nationwide.
Video Relay Service	Provides Video Relay Service (VRS) to all deaf Americans, so they can communicate through sign language interpreters to anyone in the United States. This VRS is designed so that all telephones in the USA can talk to each other without barriers.	VRS provides the following standards to Correctional facilities: <ul style="list-style-type: none"> • No in-bound calls • No three-way calls • No call history • Ability to include call timer • 911 button disabled • Announcement to called party

It is significant to note, each of the features listed above were developed to address specific Securus customer needs; in fact, Location Based Services and Call Tracker were developed to meet the unique requirements of the Florida DOC. Many times, these products and services were developed outside the existing contract requirements and are a direct result of an immediate need of our customers. In each case the new requirement was a result of the evolving operating environment that routinely occurs during a contract period. What is important is to select a provider that has a singular focus on inmate telephone service with the flexibility, capability, and commitment to evolve with the Nebraska DOC over the course of the agreement.

The system proposed to the Nebraska DOC supports 650 independent features with more regularly added at no cost to our customers. Some specific features of interest to the NDCS include:

Administrative Features

- Audit and activity tracking of all system users
- Multi-level password controls
- Access control by day/time, as well as by IP address
- Wireless Indicator in SCP indicating call to wireless phone
- Video Relay Service (VRS) that provides deaf inmates with enhanced abilities to communicate and brings prisons up to ADA compliance standards.

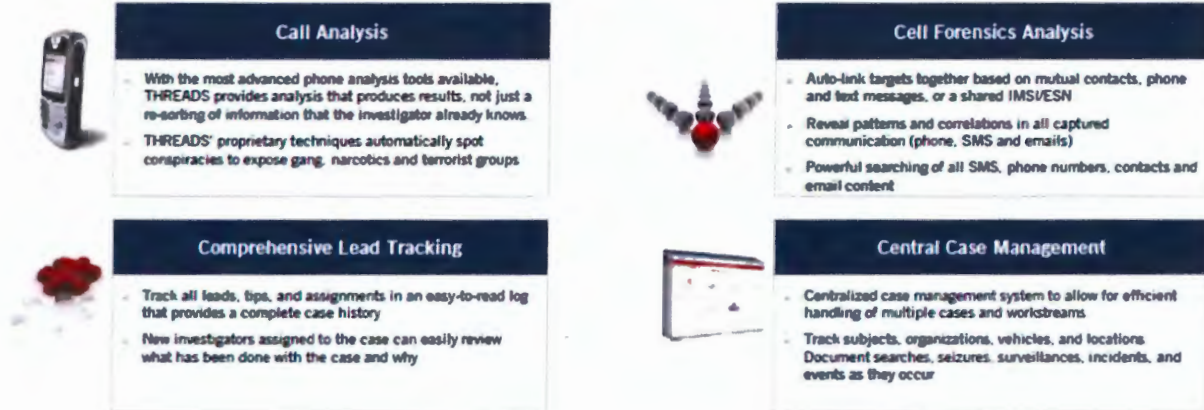
Investigative Tools

- Monitoring and recording available on all calls (other than those marked as 'private')
- Patented three-way call detection and prevention
- Patented remote call forwarding detection
- Patented Perma-Block allows called parties to block future calls from the facility
- Covert Alert with Barge-In
- Crime TIP hotline
- Scan Patrol
- Case tracking (call notes)
- Investigative reports, such as frequently called numbers, pattern dialing reports, and more
- THREADS call analytics with onsite THREADS trainer and investigative assistant
- Voice biometrics, including Continuous Voice Verification and Identification (optional)
- Reverse Lookup with mapping
- Word Spotting
- Remote Call Forward Detection
- Contraband Cell Phone Forensic Services
- On demand call monitoring for acute investigative needs
- ICER inmate to inmate communication detection and identification
- Investigative intelligence sharing with ability to share ONLY investigator identified specific information with other law enforcement agencies

Expanded Services for Law Enforcement

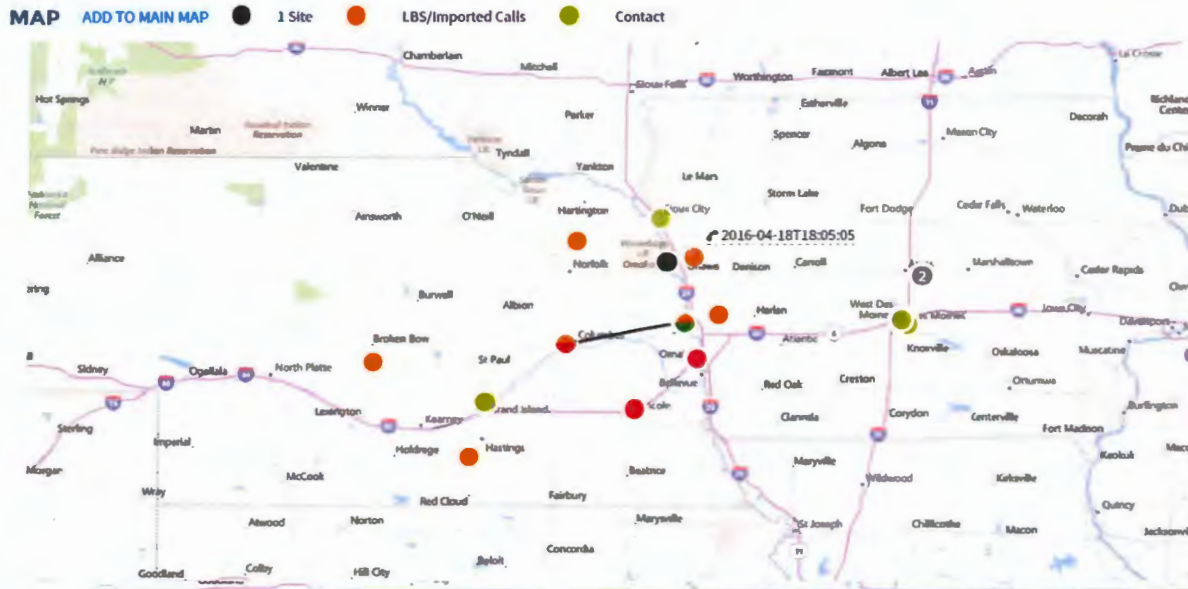
Securus is committed to providing enhanced services that support the needs of our customer base and which complement our core telecommunications offering. See Figure 4 below which identifies the intelligence interoperability between call analytics, lead tracking, cell forensic analysis and case management. Securus would be pleased to demonstrate this capability and provide references that are utilizing all components of this process with great success.

Figure 4



Data analytics allow agencies to quickly identify trouble spots, success, and opportunities. Data mining uses sophisticated data search capabilities, statistical techniques or computational algorithms to discover and extract patterns and relationships, typically from very large and/or complex sets of raw data. See Figure 5 below, which identifies calls that have been made from a facility (in this case the Omaha County Jail, black circle). The LBS calls are in orange and green are BNA hits. The map shows one, where the call started (orange-green) and ended somewhere else (orange-red).

Figure 5



The data sources may be within one database or across multiple databases. In July 2012, Securus completed the acquisition of Direct Hit Systems ("THREADS" product), a leading provider of sophisticated data analytics tools for law enforcement and corrections clients in North America.

THREADS uses proprietary software algorithms to analyze and investigate large quantities of data real-time and supplies law enforcement with actionable and credible leads. This powerful tool is even further enhanced with the beneficial data that can be cross referenced with your inmate calling activity.

Location Based Services (LBS) provide corrections and law enforcement officials with the ability to identify the location of cell phones when called by an inmate as well as provide alerts on cell phones called by inmates terminating in watched locations. Location Based Services are integrated into SCP and authorized users are able to determine the location, either in real time or based upon the location available in the call detailed records available for each call placed by an inmate, where the call terminated. With LBS, the NDCS could track the location of every call to a cell phone placed by inmates and be alerted to any calls terminating to a cell phone around the area of any of your prisons when called by an inmate. This forward notice provides the valuable minutes needed to respond in exigent circumstances or when an escape has been attempted.

Superior System and Support Functionality

Securus provides correctional facilities secure and auditable remote access and control, as well as the broadest spectrum of management and investigative tools in the industry. SCP's centralized architecture provides a customized solution for the specific needs of each facility and permits instantaneous remote system repairs and upgrades to maximize reliability and ensure that facilities are always operating with the newest technology.

The Company employs over 100 IT professionals, including 60 full-time software engineers focused on adding new features to meet evolving customer demands and developing innovative solutions that are at the forefront of the Inmate Communications Industry.

The sophisticated simplicity of SCP creates a structural advantage by enabling Securus to quickly integrate and bundle new features, see Figure 6 below, with its existing product portfolio without the deployment of new on site hardware. The cloud-based nature of the SCP provides for new features to be seamlessly added annually and remotely bundled into existing facilities' systems with limited costs. As a result, Securus can offer highly customized and lower cost solutions designed to meet the unique needs of correctional facilities.

Figure 6



Secure Call Platform Features

Securus' SCP will provide the NDCS with easy to use controls over system features and who is able to access them and how. That means you have complete control to customize the system to your specific needs, even as those needs change. Should the NDCS choose to do so; each individual facility could operate under their own set of calling rules.

Our system conforms to your operational needs rather than having your operations conform to our system. Securus' SCP system is backed by our extensive patent portfolio.

We are committed to using technology to help you safeguard the public and prevent and solve crimes. Our customers use our technology to improve their operations and protect their Officers. We look forward to doing the same for the NDCS by providing:

- Centralized architecture providing anytime/anywhere system access using an Internet-enabled computer or mobile device from any location
- Real-time software/system upgrades three to four times per year at no cost to NDCS
- Premium digital quality superior to that of analog-based systems, which is especially important for investigative purposes
- Remote monitoring 24x7x365 from Securus' Network Operations Center—we monitor system performance and can recognize and correct problems before you are aware of them.

- Advanced call recording management through a patent-pending technology to safeguard the chain of evidence controls on each recording, backed by free, professional testimony
- User-friendly reporting and self-help capabilities
- Information-sharing among partner agencies

Your Officer's will be confident in the technology and able to respond quickly to more situations without the burden of additional work. Simple, executable commands will deliver real time information and call controls without wasting time. The system proposed is the NDCS' system. Functional and strong with the capability to support the communication needed without ever compromising the safety and security of the community.

A Proven Provider for the NDCS

We believe that the specialized products and services we offer differentiate us from our competitors. Unlike many of our competitors who specialize in specific segments of the market (such as call management systems, video visitation, etc.), our strategy is centered on the production and distribution of applications and services focused on the entire operation of a facility. Our applications are designed to streamline the operations of your facilities and empower administrators with administrative, investigative, and economic capabilities. Additionally, we believe that the timely development of new products and enhancements to existing products is essential to maintain community and officer safety. We conduct ongoing development of new products and enhancement of existing products that are complementary to our existing product line so our customers never have stagnant and outdated tools to support themselves with.

Securus offers a multitude of additional applications, services, and features that provide task-specific solutions designed to satisfy focused areas of a facility's operations.

These applications assist correctional facility investigators, administrators, and support personnel with investigative capabilities, recidivism programs, fraud prevention, and detainee identifications.

In addition, we partner with other companies to offer value-added services that create operational efficiencies within the facilities we serve, including providing two-way interactive voice response capabilities that allow routine questions to be answered without using staff resources, managed access services for cellular telephones, installing offender management software to meet customer needs and adding e-mail, voice mail and video visitation and conferencing capabilities to improve security, generate new revenues and provide better labor utilization for correctional facilities.

The NDCS needs, and in fact demands the very best security and intelligence gathering, and we believe you will agree that only Securus meets your crucial requirements today and structured to continue to be the best in the future.

Securus is driven to meet the challenges of the ever changing environment in Correctional institutions by maintaining a strong leadership position in the constantly evolving technology and telecommunications landscape. Securus prides itself on the ability to provide our customers with a platform which will never become obsolete.

Securus will constantly upgrade the NDCS' solution to prevent the Platform from ever becoming out of date and ensuring that current tools and advancements are provided to enhance security and safety at your institutions and within the State of Nebraska. With the stability of the Company as a whole, and with over 28 years' experience serving Corrections, the NDCS can be sure that Securus will be there for the entire term of this contract, proudly serving the NDCS.

The bidder must identify the specific professionals who will work on the State's project if their company is awarded the contract resulting from this Request for Proposal. The names and titles of the team proposed for assignment to the State project shall be identified in full, with a description of the team leadership, interface and support functions, and reporting relationships. The primary work assigned to each person should also be identified.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

The dedicated on-site administrator and on-site technical support staff will be supported by an experienced team of regional and centralized support and management personnel, and will have access to any and all of Securus' corporate resources.

The key personnel assigned to the State's project are the following:

- Steve Cadwell, National Sales Manager – DOC
- Steve Viefhaus, Vice President Department of Correction Accounts
- Aaron Bacher, Director Field Operations
- Matt Cobb, Regional Service Manager
- Lee Wasson, Field Service Manager
- Larry Kremeier, Field Service Technician
- Robert VanDerslice, Field Service Technician
- Erle Severson, Field Service Technician II
- Chuck Charlton, Field Service Technician II
- John Mannewitz, Implementation Manager
- Lena Bryant, Project Manager,
- James LeBoeuf, Senior Sales Engineer
- David McTee, Corporate Trainer
- Marlon Miller, Technical Support Manager
- TBD 1 Onsite administrator in Lincoln, NE

- TBD 1 Technical support person located in Lincoln, NE

Having a quality oriented culture is vital, but, making sure we have employees that are committed to our values and perform at the highest level is what sets us apart.

Securus uses a formal process for employee selection that involves multiple departments and management levels in the employee selection process. We have an in-house recruiter who seeks out top candidates for open positions. Our Human Resource organization makes sure that candidates match the requirements for positions and performs background checks to ensure we only hire employees with the highest integrity standards. Our formal process ensures that only the top candidates are selected—*from these top candidates, we expect high performance standards*. Our commitment to you is carried forward by our employees, and we believe we have the best team in the industry.

Table 3 depicts a description of the team leadership, interfaces and support functions, and reporting relationships. The primary work assigned to each person is also identified.

Table 3

Dedicated NDCS Service Team	Title	Responsibilities
Steve Cadwell	National Sales Manager – Department of Corrections	Mr. Cadwell is responsible for the Securus overall operational performance of the contract, including account management, troubleshooting, training, compliance with all contractual requirements and ensuring the NDCS is fully aware of new or improved services and applications as they become available. Mr. Cadwell has been directly responsible for successful bid awards for the following Securus customers: New Mexico DOC, Pennsylvania DOC, Illinois DOC and Missouri DOC and is currently working with numerous DOC across the country.
Steve Viefhaus	Vice President Department of Corrections Accounts	Mr. Viefhaus is responsible for the DOC sales and customer retention activities. Steve will lead the team responsible for implementing and supporting the NDCS.
Aaron Bacher	Director Field Operations	Mr. Bacher directs, manages and develops Securus' regionals service managers, field service managers, technicians and service administrator totaling 167 headcount nationwide.

Dedicated NDCS Service Team	Title	Responsibilities
Matt Cobb	Field Service Regional Service Manager	Mr. Cobb is responsible for leading a service team of five Field Service managers with 70 technicians and contractors. He will ensure our service obligations to the NDCS are met every day.
Lee Wasson	Field Service Manager	Mr. Wasson is responsible for Field Service execution for the NDCS, manages activities of all Field Repair/Site Technicians and all Service Representatives that will be assigned to service the NDCS.
Larry Kremeier	Field Service Specialist	Mr. Kremeier is responsible for preventative maintenance, technical support, repairs, installation, cabling, on-site instruction and training assistance.
Robert VanDerslice	Field Service Technician II	Mr. VanDerslice is responsible for preventative maintenance, technical support, repairs, installation, cabling, on-site instruction and training assistance.
Erle Severson	Field Service Technician II	Mr. Severson is responsible for preventative maintenance, technical support, repairs, installation, cabling, on-site instruction and training assistance.
Chuck Charlton	Field Service Technician II	Mr. Charlton is responsible for preventative maintenance, technical support, repairs, installation, cabling, on-site instruction and training assistance.
John Mannewitz	Implementation Manager	Mr. Mannewitz is responsible for Project Management oversight whose responsibilities include: management of project scope and conformance with system quality control, Statement of Work, engineering documentation, and contractual agreements. He works with Engineering and Network Teams to set project objectives, priorities, deliverables; identify risks, and develop risk mitigation plans. Mr. Mannewitz manages the project internally and schedule resources for timely project deadlines to include external contractors.
Lena Bryant	Project Manager	Ms. Bryant is responsible for overseeing and project managing assigned projects. Her responsibilities include: establishing objectives and milestones, recommendation of team members, planning, coordinating, and conducting the project and documenting results. She will also work with multiple departments to ensure they are engaged and

Dedicated NDCS Service Team	Title	Responsibilities
		prepared to implement new project initiatives including associated process changes.
James LeBoeuf	Senior Sales Engineer	Mr. LeBoeuf is responsible for providing the NDCS with the opportunity to preview system upgrades and service enhancements and to assist in the development and deployment of new services.
David McTee	Corporate Trainer	Mr. McTee is responsible for the development and delivery of training on the user operation of the SCP system and all of the related products and services provided by Securus.
TBD	1 On-Site Administrator	The on-site administrator is the primary representative between on-site facility personnel and Securus management and personal. Responsible for providing administrative services of inmate calling accounts and systems. To ensure data integrity and proper system functionality of inmate calling system. To assist technical support in the maintenance of computer hardware, software, and telephony equipment by providing troubleshooting results to appropriate parties. The specific on-site administrator duties will be revised upon award to reflect specific NDCS PIN/PAN administration duties.
TBD	1 On-Site Technical Support Staff	The on-site technical support technician will be responsible for installing, maintaining, repair telecommunications, associated computer, networking, electronic equipment, and wiring per specifications and operational procedures at correctional facilities.
Marlon Miller	Technical Support Manager	Mr. Miller works closely with the tech support team and other functional areas that tech support provides support to, and that is supported by tech support. He also provides support and ownership to duties outside of the employees, personnel, and distribution and management of the day to day work. This allows for the TS Mgrs. who managed the team directly to focus on those areas, and the team to have support for all of the other related support needs and requirements.

The bidder shall provide resumes for all personnel proposed by the bidder to work on the project. The State will consider the resumes as a key indicator of the bidder's understanding of the skill mixes required to carry out the requirements of the Request for Proposal in addition to assessing the experience of specific individuals.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Please see resumes for all key personnel assigned to the NDCS in the below requirement.

Resumes must not be longer than three (3) pages. Resumes shall include, at a minimum, academic background and degrees, professional certifications, understanding of the process, and at least three (3) references (name, address, and telephone number) who can attest to the competence and skill level of the individual. Any changes in proposed personnel shall only be implemented after written approval from the State.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Resumes and references for these team members begin on the following page. Each team member will be focused and committed to working fully on the NDCS project.

As is evidenced in the provided resumes, each of these team members has significant experience within the industry and with large contract implementation and contract management.

Resumes provided are for the following key personnel assigned to the State's project:

- Steve Cadwell, National Sales Manager – DOC
- Steve Viefhaus, Vice President Department of Corrections
- Aaron Bacher, Director Field Operations
- Matt Cobb, Regional Service Manager
- Lee Wasson, Field Service Manager
- Larry Kremeier, Field Service Technician
- Robert VanDerslice, Field Service Technician
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- Lena Bryant, Project Manager,
- James LeBoeuf, Senior Sales Engineer
- David McTee, Corporate Trainer
- Marlon Miller, Technical Support Manager
- TBD 1 Onsite administrator in Lincoln, NE
- TBD 1 Technical support person located in Lincoln, NE



Steve Cadwell

National Sales Manager - DOC

Mr. Cadwell has more than 30 years' experience in telecom and telecom-related disciplines and has held senior management and senior sales and operations positions several telecommunications companies. Mr. Cadwell has spent the last 10 years exclusively in the inmate telephone business with a concentration in State Department of Corrections. Mr. Cadwell was previously an employee of PCS Communications and has background and knowledge specific to the Nebraska DOC inmate calling system requirements. Mr. Cadwell attended NDCS mandatory site visits and the most recent mandatory pre-bid meeting.

Experience

- Leads the new business group for Securus nationally with focus on large accounts (private and public) and new business growth; recent successes include the PA DOC, Ill. DOC, MO DOC and NM DOC.
- Responsible for DOC sales across the country
- Develops new accounts
- Develops and expands partner relationships with MBE partners or technology partners
- Maintains updated information and positions on FCC and other regulatory agencies affecting business and communicated to prospective clients and industry
- Manages key customer projects (RFPs, RFIs, MACs, Turnkey Solutions, etc.)
- Facilitates timely resolution of customer issues
- Supports the product/feature development process by identifying customer requirements
- Ensures financial integrity of designated partnerships and of ongoing business relationship
- Collaborates with the partners in a solution sales methodology to identify, pursue, and close new business
- Identifies competitive activity with respect to changes in application, product, pricing, or marketing strategies and differentiates Securus and Securus' products and services from competitors.
- Act as team lead for partner relationships and coordination of Securus resources
- Partners with sales engineer on the development and implementation of the overall sales strategies

- Builds relationships with key Securus support staff enabling prompt issue resolution

Training/Certifications

- Xerox Professional Selling
- Steven Covey Seven Habits
- Cell Tower Engineering
- GTE Professional University
- Who's Who Worldwide
- SPIN Selling
- Gang Task Force
- Effective Negotiation

Education

- University of Wisconsin, Madison
Bachelors of Arts, Political Science and Journalism

Awards

- Multiple Year GTE Winners Circle
- GM of the Year
- Multiple Year Securus President Club
- Securus Highest Revenue Producer
- Securus Highest Single Value Sale

References

- Mr. Steven Schneider, COO Guarded Exchange
2728 Plaza Dr. Suite B, Jefferson City, MO 65109
Mobile: 573-216-4974 Office: 888-709-7087
Email: steve.schneider@guardedexchange.com
- Ms. Amy Roderick, Investigator General Missouri DOC
2728 Plaza Drive, Suite A, Jefferson City, MO 65109
Mobile: 573-298-1673 Office: 573-526-6504
Email: amy.roderick@doc.mo.gov
- Mr. Howard Skolnik, Director Nevada DOC (retired)
3546 Wild Cherry Court, Las Vegas, NV 89121
Mobile: 702-521-1908 Email: howardskolnik@embarqmail.com
- Mr. Robert Houston, (Former) Director Nebraska DOC
Senior Community Research Associate, School of Criminology and Criminal Justice,
Fellow in National Academy of Public Administration, College of Public Affairs and
Community Service, University of Nebraska at Omaha

CPACS 218

6001 Dodge St., Omaha, Nebraska 68182

Tel: 402-554-2716 Cell: 402-677-8813 Fax: 402-554-2326



Steve Viefhaus

Sales Vice President – Department of Corrections

Steve is Sales Vice President with more than 33 years of communications experience. In this role, Steve has responsibility for DOC sales and customer retention activities. Steve leads a team responsible for implementing new inmate calling services and providing day-to-day support for PA DOC, MO DOC, NM DOC, IL DOC, FL DOC, LA DOC, CT DOC, AK DOC, AR DOC and other Securus DOC customers.

Experience

- Provides more than 24 years of acquiring and servicing State DOC customers
- Includes acquisition and retention of Private Prison Companies (CCA, GEO and MTC)
- Ensures customer satisfaction, quality customer service, and training
- Oversees key customer projects (RFPs, installations, MACs, integrated services, etc.)
- Supports the product/feature development process
- Leads scheduled account and technology reviews with customers
- Identifies and executes subcontractor agreements
- Works closely with Marketing and Product Development to bring new and industry-leading solutions to our customers
- Works closely with Project Management Office to deploy custom solutions
- Works with sales engineers on the development and execution of the overall sales strategies

Training/Certifications

- Thoroughly trained in the use and management of Inmate Telephone Systems
- Extensive knowledge of the corrections and communications industry.
- MCI and Verizon Line of Business responsibility included
 - Overall P&L responsibility of business unit
 - Call Center Services – friends and family support
 - IT – Data Centers – Sacramento, California, and Atlanta, Georgia
 - Development of integration with GTL and MCI systems
 - Call validation systems
 - Technical Support – Help Desk

- Field Support – Repair and Maintenance
- Sales and Marketing
- Financial Modeling

Awards

- Chairman’s Inner Circle (4 times)
- President’s Club (3 times)
- Multiple other Club awards

Education

- Graduated High School 1973
- One year of college

References

- Steve Schneider, Chief Operating Officer, Guarded Exchange
Address: 2728 Plaza Drive, Suite B, Jefferson City, MO 65109
Phone: (573) 216-4974 Email: steve.schneider@guardedexchange.com
- Sheila Sharp, Director, Arkansas Community Correction
Address: 105 West Capitol, 3rd Floor, Little Rock, AR 72201
Phone: (870) 267-6240 Email: sheila.sharp@arkansas.gov
- Dom Pisano, Lieutenant, Security Division and intelligence Unit
Connecticut Department of Corrections
Address: 24 Wolcott Hill Road, Wethersfield, CT 06109
Phone: (860) 692-7551 Email: domenickj.pisano@ct.gov



Aaron Bacher

Director, Field Operations

Mr. Bacher brings more than 22 years of experience developing and leading service/operations programs for telecommunications and IT solutions in the Corrections Industry.

Experience

- Directs, manages and develops Securus' regional service managers, field service managers, technicians and service administrator totaling 167 headcount nationwide
- Applies Securus' leading quality management model to ensure complete customer satisfaction is efficiently and effectively achieved
- Supervised and personally completed more than 1,000 installation projects at more than 3,000 installation sites nationwide, including five DOCs with a near-perfect customer satisfaction rating
- Earned Leadership and Team Success award; Passion for Delighting Customers award (three times); Letter of Appreciation & Recognition from our CEO and several from customers in appreciation
- Analyzes report data, ensures all field service associates are properly trained on an ongoing basis, manages five cost center budgets, and provides ongoing reports to senior management including monthly presentations to the Executive team
- Ensured regulatory compliance with the Public Utilities Commission, Americans with Disabilities Act, OSHA, and other safety regulations.

Training/Certifications

- N+ certified
- Internet and Network Communication
- Understanding Networking Fundamentals
- Telecommunications Fundamentals II

Education

- Palo Alto Community College
General Studies

References

- Shane Staley, Texas Ranger, Texas Department of Public Safety
Address: 1108 Campbell Ave, Jourdanton, Texas 78026
Phone: 830-769-3434 ext. 2230 Email: shane.staley@dps.texas.gov

- Neal Carter, Professor of Political Science, BYU-Idaho
Address: 525 South Center St., Rexburg, ID 83460
Phone: 208-496-4249 Email: cartern@byui.edu
- Mike Forney, Teacher, Salamanca School District
Address: 136 E. Riverside Dr., Olean, New York 14760
Phone: 716-307-4663 Email: mikeforney1@yahoo.com;



Lee Wasson

Field Service Manager

Mr. Wasson has more than 24 years of telecommunications service, maintenance, and installation experience. Additionally, Mr. Wasson has more than 18 years of experience working in a controlled and/or corrections environment and 30 years' experience in troubleshooting and diagnostics. He is knowledgeable in building wiring and infrastructure and is extremely proficient in the processes of troubleshooting and diagnostics.

Experience

- Services the Central Midwest Region managing 9 states and 14 technicians
 - Performs site surveys to Engineering Department for adds and changes
 - Maintains Web-based equipment and systems over the Arkansas area
 - Maintains and service premised-based site equipment in Arkansas
 - Assists sales team personnel with site needs assessments, contracts, personnel relationships and sales functions around Arkansas
-

Training/Certifications

- Newbridge - Mainstreet Channel Banks T1, OC-48 NODE Fiber Rings ADM, OC - 192 NODE Fiber Optics SYSTEMS
 - Global Knowledge - A+, Net +
 - SkillPort CBT - Multiple Telecom based Classes, Computer Networking skills classes, SCP Classes, HEAT ticket system, and Personal Growth skills training Classes completed.
 - US ARMY - 31C SC Radio Operators Course, 31V, Radio Repair, Section Leader. Commo Chief.
 - Metropolitan Technical Center - Computer Technology I & II, 2 years
-

Education

- Metropolitan Vocational Technical Center—Computer Technology I & II
 - University of Arkansas - 2 years study in Computer Science field
 - Self Employed - Contract Wiring / Telecom Install/Maintenance, Computer Repair/programming for the last 25 years
 - Multiple computer-Based training classes completed in my field
-

Awards

- Passion For Delighting Customer - 2004
- TOP Sales Award 2005 & 2006--for Customer Retention 2 years in a row. 102% renewal and 104% renewal rates in Arkansas
- Army Commendation Medal Field communications Excellence
- Army Achievement Award Inventory management excellence - 3 years

References

- Matt Cobb, Regional Manager Field Services, Securus Technologies, Inc.
14651 Dallas Parkway, Suite 600, Dallas, TX 75254
Phone: 719-331-3087 Email: mcobb@securustechnologies.com
- Aaron Bacher, Director Field Operations, Securus Technologies, Inc.
14651 Dallas Parkway, Suite 600, Dallas, TX 75254
Phone: 972-277-0451 Email: abacher@securustechnologies.com
- Buck Ryan, Manager Field Services, Securus Technologies, Inc.
14651 Dallas Parkway, Suite 600, Dallas, TX 75254
Phone: 620-480-9943 Email: bryan@securustechnologies.com



Larry Kremeier

Field Service Specialist

Mr. Kremeier has more than 26 years of telephony and networking experience in the telecommunications industry. Additionally, he brings more than 20 years of experience working in a controlled and/or corrections environment. Mr. Kremeier attended all NDCS site visits and has deep experience in the installation of DOC inmate calling systems.

Experience

- Installs, maintains, repairs telecommunications, associated computer, networking, electronic equipment, and wiring per specifications and operational procedures at correctional facilities
 - Communicates with dispatchers to receive work assignments and provides dispatchers with ticket closing information
 - Interfaces with multiple departments and/or organizations for problem solutions
 - Troubleshoots situations where standard procedures have failed in isolating or resolving problems
 - Provides technical support to or training client personnel on Securus products and services
 - Maintains inventory of equipment and tool.
-

Training/Certifications

- United States Navy - Designing, installing, operating and maintaining state-of-the-art information systems technology including local and wide area networks, mainframe, mini and microcomputer systems and associated peripheral devices
 - Securus Technologies - More than 40 hours of computer-based training
-

Awards

- PBX and Key Systems installation
 - Category 5 cable installation and repair
 - Payphone installation and repair
 - Securus Technologies- more than 35 hours of computer-based training
-

Education

- College Classes with Technical emphasis
-

References

- Lee Wasson, Manager Field Services, Securus Technologies, Inc.
14651 Dallas Parkway, Suite 600, Dallas, TX 75254
Phone: 501-258-1729 Email: lwasson@securustechnologies.com
- Matt Cobb, Regional Manager Field Services, Securus Technologies, Inc.
14651 Dallas Parkway, Suite 600, Dallas, TX 75254
Phone: 719-331-3087 Email: mcobb@securustechnologies.com
- Aaron Bacher, Director Field Operations, Securus Technologies, Inc.
14651 Dallas Parkway, Suite 600, Dallas, TX 75254
Phone: 972-277-0451 Email: abacher@securustechnologies.com



Robert VanDerslice

Field Service Technician II

Mr. VanDerslice has more than 15 years of experience working in the telecommunications industry as a Field Technician in a controlled and/or corrections environment. He has experience related to field maintenance and installation of all platforms owned by Securus. . Mr. VanDerslice attended the mandatory NDCS site visits and has direct experience in several of the NDSC sites visited from previous employment.

Experience

- Onsite Administrator for Douglas DOC Corrections in Omaha, NE. Duties included, but was not limited to, platform maintenance, grievance resolution, inmate calling data control, and PtoP network maintenance between five Douglas DOC correctional facilities in greater Omaha area.
 - Field service responsibilities included all contracted DOC jails in Nebraska, Western third of Iowa, and NW corner of Missouri, as well as all State of Nebraska Department of Corrections Prison facilities for a total field facility count of nearly 140 DOC jails and State of Nebraska Prisons with full phone, network, and platform maintenance duties at these sites.
 - Technical System Administrator for the State of Nebraska sites through 2005, responsibilities included system data administration for 13 state prisons, all installation, maintenance and repair of all networks, computers, calling platforms, phones, circuits and peripherals, secure transport/maintenance of secure data devices and state servicer platforms at Spring POP in Omaha, NE and all sensitive recorded data from POP to State security offices in Lincoln, NE for processing and storage.
-

Training/Certifications

- Network field training, Irving, TX
 - Ongoing online training on platforms, networking, and telephony
 - A+ Certification – Computer Hardware
-

Education

- University of Nebraska - 1967
-

References

- Lee Wasson, Manager Field Services, Securus Technologies, Inc.
Address: 14651 Dallas Parkway, Suite 600, Dallas, TX 75254
Phone: 501-258-1729 Email: lwasson@securustechnologies.com

- Matt Cobb, Regional Manager Field Services, Securus Technologies, Inc.
Address: 14651 Dallas Parkway, Suite 600, Dallas, TX 75254
Phone: 719-331-3087 Email: mcobb@securustechnologies.com
- Aaron Bacher, Director Field Operations, Securus Technologies, Inc.
Address: 14651 Dallas Parkway, Suite 600, Dallas, TX 75254
Phone: 972-277-0451 Email: abacher@securustechnologies.com



Erle Severson

Field Service Technician II

Mr. Severson has more than 41 years of experience working in advanced electronics, computer technology, and telecommunications, and 31 years of experience working in a controlled and/or corrections environment.

Experience

- Responsible for installing, troubleshooting, and maintaining Securus inmate phone systems and associated computer, networking, wiring, and electronic equipment per specifications and operational procedures in corrections facilities throughout South Dakota, Wyoming, and Nebraska
 - Assist other Field Service Technicians in other states as needed with Securus inmate phone system installations
 - Communicate with dispatchers to receive work assignments and provide dispatchers with ticket closing information
 - Interface with multiple departments and/or organizations for problem resolution
 - Perform troubleshooting in situations where standard procedures have failed in isolating or resolving problems
 - Perform site surveys for engineering department for installs, adds, and changes
 - Required to assist in consulting, giving technical support to, or training client personnel on Securus products and services
 - Maintain accurate inventory of equipment and tools
-

Training/Certifications

- Ongoing online training on platforms, networking, and telephony
-

Education

- National College of Business, Rapid City, SD
Computer programming and business management courses completed
 - US Navy
ETA School – 1 year
AN/TXA4 School – 2 months
Streamliner Maintenance school – 8 months
-

References

- Lee Wasson, Manager Field Services, Securus Technologies, Inc.
Address: 14651 Dallas Parkway, Suite 600, Dallas, TX 75254
Phone: 501-258-1729 Email: lwasson@securustechnologies.com

- Matt Cobb, Regional Manager Field Services, Securus Technologies, Inc.
Address: 14651 Dallas Parkway, Suite 600, Dallas, TX 75254
Phone: 719-331-3087 Email: mcobb@securustechnologies.com
- Aaron Bacher, Director Field Operations, Securus Technologies, Inc.
Address: 14651 Dallas Parkway, Suite 600, Dallas, TX 75254
Phone: 972-277-0451 Email: abacher@securustechnologies.com



Chuck Charlton

Field Service Technician II

Chuck brings more than 15 years of telephony and networking experience in the telecommunications industry. Additionally, Chuck brings 6 years of experience working in a controlled and/or corrections environment. Chuck also holds a higher than Top Secret clearance (USN).

Experience

- Provide and maintain computer and telephone equipment to over 100 jails and prisons in MO, KS, Ark, and Okla.
 - On call 24/7 to respond to a customers need within 4 hours from the time the customer calls in.
 - Responsible for installing, troubleshooting, and maintaining Securus Equipment, including SCP, SVV, and IPRO as well as maintaining networks portion, including T-1, DSL and Pots lines.
-

Training/Certifications

- United States Navy - Designing, installing, operating and maintaining state-of-the-art information systems technology including local and wide area networks, mainframe, mini and microcomputer systems and associated peripheral devices
 - Securus Technologies - More than 40 hours of computer-based training
-

Awards

- CIS Degree
 - Award from Securus CEO for getting renewal from a big customer.
-

Education

- Everest College, Springfield, MO
Associates in Computer Science
 - Columbia College, Springfield, MO
Bachelor's in Computer Information Science
-

References

- Lee Wasson, Manager Field Services, Securus Technologies, Inc.
Address: 14651 Dallas Parkway, Suite 600, Dallas, TX 75254
Phone: 501-258-1729 Email: lwasson@securustechnologies.com
- Matt Cobb, Regional Manager Field Services, Securus Technologies, Inc.
Address: 14651 Dallas Parkway, Suite 600, Dallas, TX 75254
Phone: 719-331-3087 Email: mcobb@securustechnologies.com

- Aaron Bacher, Director Field Operations, Securus Technologies, Inc.
Address: 14651 Dallas Parkway, Suite 600, Dallas, TX 75254
Phone: 972-277-0451 Email: abacher@securustechnologies.com



John Mannewitz Implementation Manager

John is a sales executive and business manager with substantial sales and operations experience. John brings more than 18 years of Business Management responsibilities and a proven record of increasing quality and revenue. His experience includes telecommunications, management, business administration, construction, manufacturing and distribution, customer service, and design fields.

Experience

- Manages a team of project managers who coordinate all information, scheduling, and resources for installations, renewals, upgrades and de-installs of the Securus platform and equipment
 - Establishes and manages the mechanisms and processes to ensure accuracy and completion of installs coordinated by the project managers
 - Coordinates resources and information input by the Sales, RFP, Site Engineering, and Provisioning, IT, Field Service, Install Support, Integration Management, Telecom and Product Management groups
 - Establishes new process (SOW) for the IS and Engineering groups
 - Analyzes the current processes and implemented controls to improve the work flow
 - Manages workflows by Leading Indicators to drive continuous improvement through key performance measures
 - Leads Quality Initiative to improve Quality scores. Reviewed scorecards and coached PMs on task completion yielding an improvement from 80 to 87%
 - Leading initiative to identify gaps in processes for correct utilization measures and Roles and Responsibilities Matrix.
 - Provided onsite training of Securus' Secure Call Platform to new and existing customers with an average of 4.92 out of 5 rating
 - Provided Webinar training of Securus' Secure Call Platform to new and existing customers with an average of 4.8 out of 5 rating
 - Developed training process flow to better time and reporting functionality
 - Proficient at RoboHelp and Microsoft office programs
 - Developed training program to decrease customer concerns and increase customer product knowledge
-

Education

- Collin County Community College - Currently Business Management
- Utah Valley State College Construction Management

References

- Maureen Danko, Deputy Commissioner, New York City Department of Corrections
Address: 75-20 Astoria Blvd., East Elmhurst, New York 11370
Phone: 718-546-3500 Email: Maureen.danko@doc.nyc.gov
- Major John Rivello, Pennsylvania Department of Corrections
Address: 1920 Technology PKWY, Mechanicsburg, PA 17050
Phone: 717-728-2025 Email: jrivello@pa.gov
- Marcia Barnhart, Pennsylvania Department of Corrections
Address: 1920 Technology PKWY, Mechanicsburg, PA 17050
717-728-5370, mbarnhart@pa.gov



Lena Byrant

Project Manager

Lena is an experienced business professional with wide-ranging operations and administrative experience. She has proven skills in leadership, time management, organization, and technical fields with a commitment to high-quality results. Lena's dedication to ensuring the best customer experience and attention to detail have shown a proven track record of successfully implementing installs of various sizes.

Experience

- Coordinate the delivery of telecommunications products for the correctional industry
- Obtain primary ownership of customer communication, human resource coordination and scheduling, material requisition and shipping/delivery ensuring quality management at project closure
- Monitor the progress in terms of status of the plan
- Identify and analyze risks that could affect project baseline and take correct actions
- Anticipate and catch deviations from the project plan
- Keep stakeholders inform of progress by all available communication channels
- Budget monitoring via weekly progress reporting to upper management
- Use various tools such as Gantt charts, spreadsheets and Microsoft Project for tracking and documenting activities that are related to cost, time, schedule and quality
- Efficiently work with the client and various internal business units in building strong relationships
- Coordinate and execute the delivery of features, products, and calling systems
- Coordinate the cross departmental activities required to complete the implementation project and which is essential to a flawless product delivery and customer satisfaction
- Transitioned and converted clients on classic products to compliant banking solutions within the business unit
- Gained efficiencies by setting clear and concise project objectives, due dates and follow up with internal resources to meet the company and client goals.
- Clarified client requirements, business needs, and project objectives, via feedback sessions and client meetings, in collaboration with Conversion, QA and development teams

- Served as an account liaison for assigned sponsors. Providing support for all business needs.
 - Collaborated with Sales and Marketing teams, as well as third party vendors to facilitate communication for successful project launches.
-

Education

- Associates Degree in Arts & Sciences
Richland Community College, Dallas
 - Earned 35 Contact Hours
Project Management Institute -Velociteach
-

References

- John Mannewitz, Manager Installation Support, Securus Technologies
Address: 3000 Kellway Carrollton, TX 75006
Phone: 972-277-0577 Email: jmannewitz@securustechnologies.com
- Jocelyn Blakemore, Project Manager, Implementation, Securus Technologies
Address: 3000 Kellway, Carrollton, TX 75006
Phone: 972-277-0658 Email: jblakemore@securustechnologies.com
- Lorri Ventura, Project Manager, Implementation, Securus Technologies
Address: 3000 Kellway, Carrollton, TX 75006
Phone: 214-775-2707 Email: lventura@securustechnologies.com



James LeBoeuf

Senior Sales Engineer

Mr. LeBoeuf has supported inmate systems and correctional facility accounts for more than 25 years in operations management and technical sales. He has been directly involved with the installation and maintenance of more than 400 correctional facilities and indirectly involved with more than 1000 facilities throughout the Continental US and Alaska. James was the recipient of the 2011 Presidents Club Award.

Experience

- Supports the sales organization within their assigned regions or territories to assist with technical sales and technical deployments of complex accounts
 - Responsible for field training of sales associates on product capabilities and how they solve customer problems
 - Responsible for coordination of communication to the Sales Engineering team, and training of the Sales Engineering team on new products, processes, etc.
 - Produces multi-media customer and sales presentations
 - Implements application sales team learning programs
 - Implements customer help program
 - Creates feature functionality documentation on all applications and offerings for sales team members
 - Provides technical expertise for sales team members
 - Assists with the development and delivery of customer demos
 - Supports the development of customer proposals with technical specifications and innovative solutions
 - Prepares accurate technical order information and assist with implementation as necessary
-

Training/Certifications

- Presenting What Matters
- SPIN (Situation, Problem, Implication, Need-payoff)
- Practical Skills for Managers and Supervisors
- Tandem Switching and SS7
- Fujitsu EMMML and Centigram Voicemail
- Basic Automatic Route Selection for SL-1
- Intellicall I-Star
- Cutover from XY to Digital Central Office

Education

- Lake Charles, Louisiana
Associates Degree Electronics Technology
-

References

- Brian Charkowick, New York City Department of Corrections
75-20 Astoria Blvd., East Elmhurst, NY 11370
Phone: 718-546-0520 Email: brian.charkowick@doc.nyc.gov
- Suzanne Sharp, Procurement Director, Louisiana Department of Corrections
Address: P.O. box 94304, Baton Rouge, LA 70804-9304
Phone: 225-342-6578 Email: ssharp@corrections.state.la.us
- Deputy Pete Galvan, Jr., Harris County, TX
Address: 1301 Franklin, Houston, TX 77002
Phone: 713-755-7221 Email: pete.galvan@sheriff.hctx.net



David McTee

Corporate Trainer

Mr. McTee brings more than 35 years of professional training experience under his belt; he provides a wealth of experience to the training team.

David spent more than 10 years as a Training Team Leader at Perot Systems in Richardson where he provided basic and advanced level software training to Perot's Healthcare Partners in relation to hospital management and public information applications. Prior to joining the Securus Team, David worked for Tyler Technologies as a Sr. Application Trainer where he traveled the country providing software training and support to County and District Courts. David is a former Police Officer in Folly Beach, S.C. and N. Richland Hills, Texas where he served 9 years in Patrol as an officer and Shift Supervisor.

At Securus, David teaches our flagship products – Secure Calling Platform (SCP), Investigator Professional (IPRO), Inmate Inter-Communication

Experience

- Train and support the various corrections and law enforcement personnel in the use of Securus' advanced telecommunication and investigative online tools
 - Conduct online personalized webinars and travel directly to the facility as needed
 - Instructor at N. Texas Regional Police Academy
 - Field Training Officer N. Richland Hills Police Department
 - Medical Director Folly Beach DPS, S.C.
 - Reviewed, assessed, and remediated these same employees in their ability to follow documented procedures and protocol
-

Training/Certifications

- Law enforcement
 - Texas Commission on Law Enforcement Officer Standards and Education – Instructor, Advanced, Intermediate, and Basic Certifications
 - Texas DPS Firearms Instructor Certification
 - Techniques in Firearms Instruction
 - Advanced Instructor Certification
 - Mental and Physical Aspects of Tactical Police Driving
 - Tactical Police Driving
 - Deadly Force Issues
 - Street Survival Certification
 - Police Writing Certification

- Criminal Investigation Training
- Interviews and Interrogation
- Field Training Officer Certification
- Human Relations Training
- Recruiting and Personnel Selection
- Managing Police Personnel
- Basic and Advanced Supervision Certification
- Juko-Ryu Black Belt Federation – Kenpo Jutsu Ju-Jutsu Advanced Certification
- Emergency Medical
 - S.C. Advanced Paramedic Certification
 - S.C. Basic EMT Certification
 - Neurology for the Paramedic
 - National Registry of Emergency Medical Technicians
 - Trauma Specialist Certification

Military – United States Navy

- 1973-1977 – NAVSTA Charleston, SC – Naval Weapons Station – Medical Corp
- 1989-1991 – USNR/USMC
- Operation Desert Storm Veteran
- Awards and Commendations
- Naval Commendation Medal – Operation Desert Storm
- National Defense Service Medal – two awards
- Good Conduct Medal – two Awards

References

- Bessie Wright, Manager, Customer Training & Product Adoption, Securus Technologies, Inc.
Address: 14651 Dallas Parkway, Suite 600, Dallas, TX 75254
Phone: (972) 277-0448 Email: bwright@Securustech.net .
- Dean Ramsey, Senior Instructor, Customer Training & Product Adoption, Securus Technologies, Inc.
Address: 14651 Dallas Parkway, Suite 600, Dallas, TX 75254
Phone: (972) 277-1392 Email: dramsey@Securustech.net .
- Mark Lester, Instructor, Customer Training & Product Adoption, Securus Technologies, Inc.
Address: 14651 Dallas Parkway, Suite 600, Dallas, TX 75254
Phone: (972) 277-0792 Email: mlester@Securustech.net



Marlon Miller

Technical Support Manager

Mr. Miller has more than 22 years' experience with an extensive technical background in the telecommunications and call center industry. He has 13 years' experience in the telecommunications industry encompassed with LEC & CLEC environment and 9 years' experience managing within Customer Service Call Center environment.

Experience

- Support technical solutions development within Securus
 - Ensure the highest quality delivery of partner projects
 - Support product/feature development process
 - Provide "Best in Class" internal/external customer support
 - Consult with customer, identify technical requirements, present viable solutions and drive flawless execution of the agreed solution
 - Analyze, Monitor and proactively initiate corrective activity to continue growth and enhance the knowledge level and skill set of Support Technicians
-

Training/Certifications

- Lucent Technologies TC 1601 Communication Basics
 - Lucent Technologies TC 1602 Analog & Digital Concepts
 - Lucent Technologies TC 1603 Transmission
 - Lucent Technologies TC 1603 Switching
 - Disciplining Difficult Employees
 - Lawful Termination's
 - Exceptional Customer Service
 - Management Skills for New Supervisors
 - Practical Skills for Managers & Supervisors
 - Organizing & Leading Teams
 - Valuing Diversity
 - Leading High Performance Teams
 - Brainstyles
 - Customer Service Excellence
 - Servant Leadership
 - Leadership and Team Success Award
-

Education

- Phillips College, Chicago, IL
Diploma in business Data Processing - June 1987
Computer Programming

References

- Ryan Stevens - District Manager Starbucks
Address: 512 Port Allen Dr., Little Elm, TX 75068
Phone: 469-362-0788 Email:
- Jonathan Jones - Manager, Client Management - Securus Technologies
Address: 9816 Max Lane, Frisco, TX 75034
Phone: 214-912-8202 Email: jojones@securustech.net
- Roderick Smith - Commercial Driver
Address: 5436 Jacob Dr. - Grand Prairie, TX 75052
Phone: 214-529-6940 Email: hotrod0970@yahoo.com

Job Description

On-Site Administrator

Summary

The position of On-Site Administrator is established to provide quality and timely customer service to various audiences associated with correctional facilities, Securus personnel, and partners. They are to provide administrative services of inmate calling accounts including PIN administration. The position is principally designed to offload administrative duties associated with the deployment of personal identification numbers (PIN's) and the use of investigative tools to the on-site administrator thereby freeing existing staff and allowing them to focus on the benefits of the technology and not the administration of the tools. Service Administrators ensure data integrity and proper system functionality of inmate calling system and investigative tools. Site Administrators will provide assistance to investigators including providing THREADS training, THREADS reporting and ensuring that THREADS is providing high value to the client. Service Administrators assist Technical Support in the maintenance of computer hardware, software, and telephony equipment by providing troubleshooting results to appropriate parties. The specific on-site administrator duties will be revised upon award to reflect specific NDCS PIN/PAN administration duties.

Responsibilities – Duties and Essential Job Functions

- Establish onsite presence and office at DOC identified location
- Follow the direction of the DOC contact on daily required needs
- Primary representative between on-site facility personal, investigators, DOC headquarters and Securus management and personnel
- Administer inmate PINs and ensure that the Securus SCP inmate calling platform and the NDCS offender management system are in sync to ensure that inmate movement is reflected in the SCP inmate calling platform.
- Maintain a high level of ongoing effective communication with management to assure quality customer service is being provided to all customers and issues are being resolved in a timely manner
- Maintain and initiate frequent contact with DOC investigators and key executive staff to ensure effectiveness of DOC investigations through the utilization of Securus provided investigative tools and to ensure that Securus investigative tools are focused on the appropriate NDCS investigative priorities and providing actionable and timely intelligence to NDCS investigators.
- Maintain and initiate contact with DOC investigators and key executive staff to ensure Securus investigative assistant priorities are in line with DOC investigator priorities.
- Assists NDCS investigators in sharing investigative intelligence with other law enforcement agencies when directed by NDCS investigators.

- Dress neatly and wear proper attire based upon the surroundings and the facility or DOC headquarters guidelines
- Report to work and remain on-site as scheduled
- Follow-up with the facility to insure all systems are operational and work is completed thoroughly and accurately
- Administration of IPIN data entry, blocks and unblocks, debit & prepaid transactions, investigations of Inmate and Facility complaints, processing of internal documents, and generate reports as requested
- Keeping accurate logs and documentation conveying messages and information in writing and/or via e-mail
- Input key data into THREADS investigative software as directed by the DOC.
- Advise Management and open Heat tracking ticket for all facility service affecting issues
- Maintain effective operation of Inmate Calling system
- Initiate quarterly review sessions to review Investigative assistance provided to date, identify open issues and action items and align work priorities with DOC requirements.

Accountabilities

- Investigative assistance priorities and actions are fully in alignment with DOC investigative priorities
- Is proactive with NDCS investigators and routinely offers valuable information and intelligence about NDCS inmate calling and communication trends to investigators.
- THREADS investigative software, and other investigative tools, are providing high value to the DOC
- Customer service levels are measured through individual metrics and customer satisfaction survey results.
- Demonstrates proficient understanding of the customer's service needs and works to improve the operation of their facility with regard to the Inmate Calling System.
- Is courteous, friendly and professional in attitude and appearance.
- Arrives on time and works the agreed upon schedule.
- Proactive and creative in offering assistance to DOC staff.
- Accurate and timely reporting of timesheet and expenses.
- Timely responses to requests from Management and customers via phone, pager, or e-mail, etc.

- Makes the customer feel good about doing business with Securus through demonstrated results.
 - Communicates effectively and timely with customers and Securus personnel.
 - Adhere to Field Service Operations Service Administrator Administrative
 - Works in concert with Securus DOC Account Team and participates on quarterly account team reviews with DOC.
-

Qualifications

- THREADS trained and certified
- Background in providing investigative services assistance to DOC's.
- Ability to maintain confidentiality and pass security clearances required by the DOC and Securus
- High school diploma or GED, minimum
- Self-starting, able to pass an extensive criminal background check
- Ability to adjust to the correctional facility environment and guidelines
- Excellent ability at multi-tasking, setting priorities and tracking issues concurrently
- Have no family incarcerated in any local correctional facility
- Strong communications skills, written and verbal, for working with customers, dispatchers, technical support specialists, field technicians and management
- Microsoft Operating System experience including, but not limited to Outlook, Excel, & Word
- Enthusiastic approach to customer service
- Must exhibit all of the company's cultural attributes
- Prior experience in a telecommunications environment
- Basic Telephony concepts

Job Description

On-Site Field Service Technician

Summary

The position of Field Service Technician is established to install, maintain, repair telecommunications, associated computer, networking and electronic equipment and wiring per specifications and operational procedures.

Duties

- Install, maintain, repair telecommunications, associated computer, networking, electronic equipment, and wiring per specifications and operational procedures at correctional facilities
 - Gather, update, record, and maintain data and/or statistics
 - Communicates with dispatchers to receive work assignments and provides dispatchers with ticket closing information
 - Interfaces with multiple departments and/or organizations for problem solutions
 - Maintains company vehicle ensuring the following items are current & operational: routine maintenance, inspection sticker, registration sticker & repairs
 - Troubleshoots situations where standard procedures have failed in isolating or resolving problems
 - May be required to assist in consulting, giving technical support to or training client personnel on Securus products & services
 - Maintains inventory of equipment and tools
 - Determine when to negotiate alternatives, when to escalate a problem or when to ask for assistance in dealing with the various problems reported
 - Perform site-surveys for new accounts, moves, additions, changes and upgrades
 - Work under general supervision
 - Collect and maintain coin phones
 - Perform other duties as assigned
-

Accountabilities

- Maintain and submit the following as needed: weekly timesheets, service ticket closing information, equipment & tool (truck stock) inventory, preventative maintenance checklists, site surveys and physical site equipment audits
-

Qualifications

- High school diploma or GED, minimum
- Self-starting, able to self-train on telephony based product line

- Excellent ability at multi-tasking, setting priorities and tracking issues concurrently
 - Strong communications skills, written and verbal, for working with customers, dispatchers, technical support specialists, other field technicians and management
 - Experience working with Windows operating systems
 - Telephony and/or computer hardware experience, Including but not limited to: pulling cable (Cat3 & Cat5), terminations (110, 66, Krone, RJ11 & RJ45) up to 100 pair cables and troubleshooting wiring / T1 / CO dial tone problems and computer repairs (drive, card, board, memory replacements and troubleshooting of hardware as well as OS problems)
-

Preferred

- Microsoft Certifications (A+, N+, MCSE, etc.), Cisco Certifications (CCNA, etc.), Electronics / Electrical Certification or Degree, PBX & Key System Certifications, 5 years or more of related experience. Previous experience working in law enforcement, correctional environment, customer service skills
-

Physical Requirements/Work Environment

- While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle, or feel objects, tools, or controls. The employee frequently is required to talk or stoop, kneel, crouch, or crawl.
- The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The noise level in the work environment is usually moderate.
- The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

J. SUB-CONTRACTORS

If the bidder intends to Sub-Contract any part of its performance hereunder, the bidder must provide:

- I. name, address, and telephone number of the Sub-Contractor(s);**
- II. specific tasks for each Sub-Contractor(s);**
- III. percentage of performance hours intended for each Sub-Contract; and**
- IV. total percentage of Sub-Contractor(s) performance hours.**

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus will be performing 100 percent of the work required to meet and exceed all of the requirements of this RFP. Based on our review of the facilities and our understanding of the State's needs, no subcontractors will be used in our performance of our services under this agreement.

Significantly, Securus business is solely focused on providing products and services to the Corrections Industry and all employees are dedicated to that task. It's all we do. Securus is not a subsidiary of a larger entity where the largest portion of the both human resources and capital expense dollars are diverted to serve the priorities of the main entity and away from Corrections specific needs. Some vendors admittedly rely on the parent company to provide capital expense and resources to fulfill the requirements of a Corrections centric RFP.

As the industry evolves to more sophisticated technology that is focused on Corrections as opposed to telecommunications or other general markets, it will become more important for top tier vendors to provide capital investments in solutions that address specific DOC needs. These needs are inclusive of the need to ensure that all vendor employees are trained and experienced in Corrections and the Correctional environment. As basic telephone service becomes more of a commodity and Corrections clients require more sophisticated investigative services, video visitation, tablets, pattern analysis software, contraband cell phone interdiction technology and voice biometrics; Securus will lead the way in investing capital dollars over the life of a contract to address these emerging requirements. Companies who are not totally dedicated to Corrections and whose entire capital budget is committed to Corrections solutions will be unable to deliver these needed technologies throughout the life of the Nebraska DOC contract. Their capital dollars will be spent in telecommunications; away from Corrections.

While experience in telecommunications in general is helpful; it is far more effective and helpful to Corrections customers to ensure that vendor employees understand the nuances of Corrections in general and prison operations specifically. And, that the capital dollars need to delivery new technologies during the life of this contract are dedicated to Corrections solutions.

Anything less than Corrections experience and a single focus on Corrections compromises the safety and security of your facilities and the confidential nature of many of the day to day operations.

TECHNICAL APPROACH

a. Understanding of the Project Requirements

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Below is our response to the project requirements and our understanding of these requirements.

IV. PROJECT DESCRIPTION AND SCOPE OF WORK

The bidder should provide the following information in response to this Request for Proposal.

A. PROJECT OVERVIEW

The State of Nebraska is currently seeking qualified vendors to submit proposals for furnishing, installing, and maintaining an Inmate Calling System for use in all present and future correctional facilities. The intent of this RFP is to award a single statewide contract that will enable inmates at all State Correctional facilities and youth at the Department of Health and Human Services rehabilitation and treatment centers to make collect, debit, and pre-paid calls from State facilities. The State will require inmate access to local, Intrastate, Interstate and International calling. The State has special security requirements and has a prime objective of controlling inmate telephone usage and limiting the use of the telephone system for fraudulent activity.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus will furnish, install, and maintain the NDCS Inmate Telephone System for use in all present and future correctional facilities. Securus has nearly 30 years of experience in providing similar services to State, County, Private, Youth and City facilities nationwide.

The NDCS inmates will have access to local, IntraState, InterState and International calling. The inmate telephone system will allow collect calling to limited destinations within North America, however, debit calling is available to all international destinations. Securus provides the most advanced fraud detection capabilities in the correction industry and our systems are proven and in use throughout the United States. Securus' SCP continuously analyzes call data and system parameters to detect any system anomalies, hardware failures, fraud indications, lowered revenue levels, or unusual usage patterns. All telephone activity is logged and statistically analyzed to detect any attempts at call forwarding, three-way calling, 'hookswitch dialing', 'black boxing', 'hacking', or any other fraudulent telephone activities.

Securus has participated in the site visits for each of the DOC sites to be served by the proposed inmate calling system and investigative services and has attended both mandatory pre-bid meetings associated with both RFP's. Securus has also reviewed the current Nebraska Department of Correctional Services Administrative Regulation 205.03, revised August 31, 2015.

Each effort has been fundamental in understanding the unique requirements, configuration and rules associated with inmate calling at the NDCS facilities. The State's special security requirements have been noted and considered that have been identified in both the site visit tour and the AR 205.03.

Securus has carefully considered the unique requirements designed to control inmate telephone usage and limiting the use of telephone calling for fraudulent purposes. As a result, the Securus proposal includes new technology and automated processes that will improve your ability to achieve these goals. For example, AR 205.03 identifies specific rules that must apply to the number of minutes that inmates may utilize the inmate calling system and identifies a maximum number of minutes per week (60) that can be used by the inmate to communicate with Attorneys or Ombudsman. At the same time, this limit is different from the limitation on inmate calling to friends and family on their approved PAN list. Each of these calling privileges is managed through "The use of rosters (which) can prevent scheduling conflicts and domination by an individual or group of inmates." The Securus SCP can eliminate the use of rosters by continually monitoring the amount of calling each inmate makes, applying the rules within the AR 205.03 policy and still maintaining the required call controls and security needed.

Securus believes that by installing and applying the proposed security enhancements, such as Securus' auto PAN process, our continuous voice **identification** capabilities (available only through Securus), our ICER inmate to inmate detection technology and our THREADS pattern analysis software, the NDCS will obtain the highest level of control over telephone usage and the most effective means to eliminate the use of the telephone system for fraudulent activity in the industry today.

Securus will install a private network that is only utilized for NDCS inmate calling and will be constantly monitored by Securus Network Monitoring 24x7x365 from our headquarters location in Dallas, Texas. All local connectivity to the Securus private network will be the responsibility of Securus and will be enhanced where and when necessary to provide the quality of service required by Securus for the NDCS.

Securus local technicians will be responsible for repair and maintenance of phones and will be held accountable to exceed the service level requirements identified in the RFP mandatory requirements.

Based on information from recent mandatory site visits, Securus will utilize local LEC facilities where appropriate to provide the local connectivity from the NDCS facility to the Securus private network. This will ensure a partnership between current local service providers to the facility and Securus technicians who will be installing the Securus private network. In the event there is not enough local bandwidth available at the time of installation or at any time during the contract to provide the quality or timeliness of service required by Securus; it will be the responsibility of Securus to work with the local provider to build out new capabilities or find alternative service.

The system at each Nebraska Department of Correctional Services (NDCS) and Youth Rehabilitation and Treatment Center (YRTC) facility must allow for investigative personnel located either at the facility or central administration to remotely access each of the systems via a secure, password protected method. Specified NDCS/YRTC personnel must have the ability to change or modify or view any privileges or restrictions pertaining to inmates at their facility.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Our proposed system will allow for investigative personnel located either at the facility or central administration to remotely access all detail permitted, based on their security access level, through a secure, password protected user interface. Specified NDCS/YRTC personnel will have the ability to change, modify or view any privileges or restrictions pertaining to inmates at their facility.

The Secure Call Platform (SCP) is a highly featured, flexible, state-of-the-art system designed to provide our customers with the ultimate in inmate call control, fraud control and tracking, security, reporting, and investigative capabilities. Included in this robust feature set within the SCP calling system is the ability to allow investigative personnel to remotely access the SCP calling platform from any secure workstation with the proper credentials. Whether investigative personnel are located at the facility using a state workstation, at central administration using a workstation or any other location anywhere using a secure computer, they will be able to access the system remotely using a secure password.

SCP's user interface is NDCS's window to all of these features. Because it is entirely Web-based, authorized users access the system at any time, from any location. We call this anytime/anywhere access. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from any secure Web browser with Internet access.

Searching for Answers

NDCS investigators can perform searches on any kind of information captured in the system, and can do so remotely with appropriate credentials, putting one of the most robust tools in their arsenal literally at their fingertips.

This system is one of the only single-point-access user interfaces in the industry, built to allow our customers complete control over their systems in a simple, reliable, secure environment. Authorized users can easily apply settings and configurations to turn on a phone to a pod, restrict a phone, change a blocked number, and turn on or off a feature or application—all in real time. All features are completely integrated and can easily be accessed with the click of a mouse. As a result, the NDCS will experience the following benefits:

- Increased efficiency for staff
- Increased flexibility
- Quicker “on-demand” access to call detail records and call recordings
- Unequaled investigative access to potential criminal activity

To access the SCP interface, users open a compatible Internet browser and enter the URL: <https://commandcenter.securustech.net>. They then enter a valid user name and password. See Figure 7 below for a screen shot of the login page.

Figure 7

Secure Call Platform

connecting what matters

Log-In
 Username
 Password
 Login
[Forgot Your Password?](#)

Important Information
 There are currently no alerts available.

Off The Wire
04.06.2012
 Securus Technologies, Inc. Announces Its Video Visitation Services to the Corrections Industry
04.04.2012
 Securus Technologies, Inc. Adds New Payment Locations with MoneyGram
04.02.2012
 Securus Announces Availability of JLG Technologies ? Investigator Pro?

Products & Services
 Automated Information Services
 Securus Video Visitation
 Prepaid Calling Cards - Vending Machines
 Inmate Debit Account
 Secure Instant Mail

Authorized users enter Username and Password for anytime, anywhere access.

Click Here To Access Facility Portal

Each user is assigned access rights by the administrator, which allows the NDCS to control security based on the facility’s clearance objectives.

Administrators can limit individual access to each application, but they can also limit access to each function within each application or to an individual IP Address. To help manage access, a user log is provided that illustrates the username, time of access, and modules accessed.

To allow administrators even more security and control, user access can even be programmed to restrict users to specific IP addresses within certain time limits or days of the week.

For example, a user could be restricted to access the SCP user interface from their workstation (and only their workstation) between the hours of 8:00 AM and 5:00 PM but only on Monday, Wednesday and Friday.

Multi-Level Password Scheme

Securus' SCP provides an advanced multi-level password scheme specifically designed to provide facility administrators with the ability to assign their own unique levels of access to individuals who will use different features of the SCP.

Additionally there are view and change options for each module depending on the need of the user. See Figure 8 below that shows a screen shot of how administrators can manage, create, edit and predefine user levels in SCP.

Figure 8

Secure Call Platform Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
 Facility: Securus Demo Site

Security Templates
 + ADD NEW

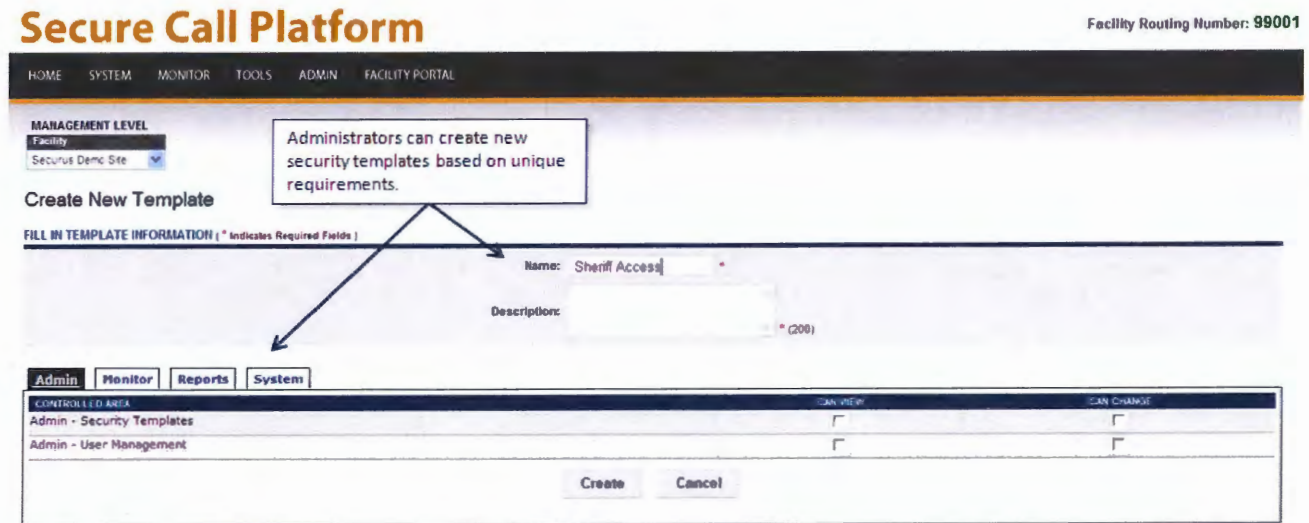
NAME	DESCRIPTION	PRE-DEFINED
3rd Shift - blocking only	Night jailers can block number but no changes otherwise	
5.0 Huong test	Huong test	
5.0.1 Add Template	Huong Test	
5.1Huong Test	Huong test	
ADC-test1	This is for the demonstration	
ALL BUT NO 3 way	ALL permissions but no 3 way	
ALL BUT NO FREE	All but free	
Admin All	Everything	
Admin - Crime Tip Modify	Crime Tip Modify Access Admin	✓
Admin - Crime Tip Read	Crime Tip Read Access Admin	✓
Admin - Informant Line Modify	Informant Line Modify Access Admin	✓
Admin - Informant Line Read	Informant Line Read Access Admin	✓
Admin - No Monitor	Administrator w/o Live Monitoring Rights	✓

Administrators can manage, review, edit, and delete all security "templates", predefine templates, and add new templates as required - all from one location in SCP.

The administrator may modify the initial access levels and/or create additional levels based on facility clearance objectives and designated entry to each tool in accordance with this requirement.

A user log is provided illustrating the user name, time of access, and modules accessed. See Figure 9 below for a screen shot for creating a new security template.

Figure 9



Additional Password Policy Options

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

To ensure customized password policies are very efficient to manage, SCP's login screen also has a "Forgot Your Password" feature. This enables users to reset expired passwords. See Figure 10 below that shows password configuration options in SCP.

Figure 10

Secure Call Platform

The screenshot displays the 'Customer Detail' page for 'Securus Site' (ID: D-99001). The page is titled 'CUSTOMER INFORMATION' and includes fields for Name, Code, State, Description, Status, Sites, Timeout, Enforce Strong Password, Enforce IP, Password Policy, and Applications Available/Accessed Applications. The Password Policy section is highlighted with a yellow box and contains the following settings: Min Length: 8, Max Length: 14, Password History: 12, Days to Expire: 30, and Expiration Reminder: 5. A callout box with arrows pointing to the Max Length, Password History, and Days to Expire fields contains the text: 'Passwords can be customized in length, duration, recurrence and more.' The Applications Available section lists 'SECURE CALL DEBIT' and 'EDADV', and the Accessed Applications section lists 'ADMTOOL', 'SCN', 'EDBAS', and 'EICONFIG'. There are 'Cancel' and 'Update' buttons at the bottom of the form.

Online support for users who have forgotten their password is provided through the "Forgot Your Password" feature available from the login screen. System security requires users to provide the correct answers to preset questions before their password can be reset. Once a new password is created, a confirmation email is sent to the email address linked to the user ID.

The system features shall include, but are not limited to: central and remote site network administration, centralized web based database where access will be limited by facility, automated operator, call branding, call blocking, three-way call detect, call forwarding detect, answering supervision, call duration limits and other inmate/youth calling restrictions, call monitoring and recording, hot number tracking and system reporting. The contractor shall install and operate prison inmate/youth telephones and all related equipment including wiring for the inmate/youth telephones, installation, and any related hardware and software/firmware specifically identified in this RFP without cost to the State.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Our Secure Call Platform (SCP) delivers all of the capabilities required by the NDCS accessed through an easy to use, evolving system that delivers over 650 independent features to fully control all aspects of inmate communications. Securus will install and operate the telephone systems and all related equipment for all prison and youth facilities including wiring, installation and any related hardware, software and firmware specifically identified in the RFP without cost to the State.

Our proposed state-of-the-art inmate telephone system includes:

- Central and remote site network administration
- Centralized web based database
- Automated operator
- Call branding
- Call blocking
- Three-way call detect
- Call forwarding detect
- Answering supervision
- Call durations limits
- Calling restrictions
- Call monitoring and recording
- Hot number tracking
- System reporting
- Full Audit Tracking on All system Users including IP Address control

All of these required features are described in detail in the Technical Considerations section of the RFP. Securus will install and operate all related equipment with no cost to the State including adding telephones as needed to accommodate access and alleviate inmate on inmate conflicts that may occur due to access to available equipment.

Of the required features it is critical to note that three way call detection and remote call forward detection are two features that can provide the Nebraska DOC with a clear difference between vendors.

Securus' approach to three way call detection is very different and considered far superior to any other vendor offering in that it detects all three way calling that takes place within a facility including that which is facilitated through the use of smart phones "add" feature or even when two phones are put together handset to handset.

Moreover, Securus' exclusive Remote Call Forwarding Detection is the only call forwarding detection that is able to detect a call forwarding event through the use of network signaling information received by Securus from the remote location. These two technical capabilities will provide the NDCS with the highest level of monitoring for these events available in the market today.

The bidder may include any other information that is believed to be relevant to this procurement but not specifically asked for in this RFP. Vendor may explain in detail any innovation, alternatives or more cost effective approaches available in any area of this RFP. Contractor may provide suggestions of other products or services available that may assist the State. Optional products must be clearly identified as optional and provide the optional cost separately from the bid cost per minute. If bidding an alternant proposal, the bidder must provide a complete separate RFP response including all mandatory requirements (section II.N.)

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

To address the pressing issues and challenges faced by our customers nationwide, Securus has been investing, preparing and integrating new technology into our service portfolio to expand the capabilities available to our customers. Our services can be bundled into an overall service offering allowing our customers to select capabilities to enhance their operations without adversely affecting call rates to the inmates or community. We recognize that our clients need technology now and we have learned how to deliver it to them within the confines of an appropriate and fair procurement processes.

Our proposal strictly follows the rules and mandatory requirements set forth in this procurement and at the same time bundles specific new technologies and services that are specifically designed to address specific NDCS needs and pain points. The Securus offer is constructed in such a way as to provide a baseline offering that will provide the NDCS with the lowest possible calling rates to inmates and still exceed the requirements of the RFP.

In our base offer, Securus has included new technologies that are not present in the inmate calling platform provided by the incumbent today. They include our THREADS investigative pattern analysis software that will provide the NDCS investigators with a "roadmap" of suspected or suspicious inmate activity and will provide the NDCS the ability to share information with other law enforcement agencies; all without compromising the confidentiality of the investigation by partitioning specific information provided to outside agencies. THREADS is not primarily a tool to be used to import data from other sources but it is truly an investigative software tool that works behind the scenes to scan calls and other inmate activity looking for known patterns of illicit activity. THREADS will also be able to analyze other data points that the State wishes to be included in the THREADS data. Information from money transfer activities, future video visitations, email and any other inmate activity that might include interesting and potentially compromising data when analyzed for specific patterns, will be included in THREADS during the life of the contact as the NDCS adds these services.

We recognize your investigators are already busy and therefore our baseline offer also includes a THREADS specialist that will be onsite in Lincoln as your site administrator. That's right, not only will our site administrator perform the required PIN management and report generation duties but this highly trained Securus employee will train investigators on the use of THREADS and also run the software tool to assist investigators.

We want to ensure that your investigators get the highest value out of this important investigative tool so we will put a person on site in Lincoln to ensure that THREADS delivers all that we promise.

Additionally, our base offer, with the lowest calling rates possible, includes our ICER inmate to inmate communication detection tool. Now, when an inmate makes a call and it is connected to another inmate from another facility using three-way calling or simply putting two phones together; ICER will detect it and you will be notified. Securus' ICER evaluates to each and every call in order to create a uniquely indefinable call signature. It then looks for calls occurring simultaneously or that overlap and using that call signature, identifies if there are any two calls where the same unique call signature is identified. The PA DOC is currently using this tool and is ecstatic over its effectiveness in assisting in identifying gang members who call each other thinking they are not detected. We encourage you to discuss the benefits of this service with the PA DOC as part of your reference review process.

Securus has also proposed other technology solutions in the baseline pricing option., Securus will provide all of the technology included in the aforementioned baseline option above but will also include Location Based Service (LBS) which will provide investigator with the location of a cell phone in question and will give investigators the capability to put a "GEO Fence" around a geographic area (facility, drug house, school) and when a specific cell phone enters the GEO fence, they will be immediately notified.

Additionally, in the baseline offer we include our Investigator Pro investigative tool and call player. This advanced technology, which was recently demonstrated to your investigative staff prior to the release of the RFP; will provide your investigators with the capability to immediately identify illegal PIN sharing and swapping as well as identify inmate to inmate communications between inmates within your system at different facilities and outside your system. With the efficient and easy to use Investigator Pro call player, investigators will easily be able to pinpoint where in a call a three way call attempt was detected or even speed through a recorded call while monitoring and go directly to the spot where a previous investigator identified suspicious activity within the call.

Securus has included the following technologies in our base offer to the NDCS.

- THREADS
- Securus Investigator Pro (IPRO) Call Player
- ICER
- IPRO – Continuous Voice Identification
- Location Based Services (LBS)
- Automated Information Services (AIS)
- Word Spotting

Securus THREADS

Securus THREADS is an integrated Data Link Analysis solution that offers a powerful suite of investigative and analytical tools.

THREADS was first in the market and has been specifically providing data analysis solutions for investigations of offender telephone calling information, and other uploaded data, longer than any other solution. While many attempts have been made to duplicate the solution, THREADS is exclusive to Securus, proven in real world applications, and is not available from any other vendor.

Securus understands the lifecycle of intelligence and investigating communications data and the challenges investigators, detectives, and corrections facility staff face in both time and resources, such as the following:

- Pulling reports
- Exporting information
- Sending information to someone else
- Contacting other facilities for information
- Combining all the information together
- Receiving information in many different formats
- The daunting task of identifying suspicious behavior in the information provided to uncover focused leads

Even when key information is gathered, investigators have to determine where all of the data will go as well as the time consuming method of analysis.

- What if you had a 24x7 analyst that you didn't have to provide a salary to or benefits? Now you do!
- How much time and money would be saved?
- What if you had a sense of liability protection knowing access to the data is controlled, logged, tracked, and available to only authorized users?

The Securus THREADS product provides the means to answer these questions. The unique algorithms used within THREADS were designed by real investigators with many years of experience analyzing communications data and training other investigative units on how to analyze data. As a result, we have not only proposed the THREADS investigative software in our baseline offer but we have included a THREADS Site Administrator that will also be your PIN administrator as required by the RFP. This full time resource, located at the Lincoln site per the RFP, will provide investigators with THREADS training, run THREADS reports and be able to import important data from other sources into THREADS on behalf of your investigators to support their efforts.

THREADS Designers

Robert Lottero and Bryan Shouldice were directly involved in designing how THREADS analyzes data. Mr. Lottero is a top expert in telephonic investigative analysis. He leads a group that currently supports the U.S. Department of State, Diplomatic Security Service (DSS) as a communications intelligence analyst.

Mr. Lottero has been involved in criminal investigations, counter-terrorism investigations, and counter-intelligence operations for almost 30 years, both as a contract analyst and as a sworn law enforcement officer.

He has provided investigative support to the Federal Bureau of Investigation (FBI), Drug Enforcement Administration (DEA), Immigration and Naturalization Service (INS), U.S. Customs, and New York Police Department (NYPD). Mr. Lottero writes a monthly article for the FBI detailing the latest communication/and intelligence techniques that he has developed in his investigative work.

Bryan Shouldice is a 30-year veteran of law enforcement with proven expertise in major case management, intelligence analysis, and international experience in software development and implementation. As a member of the Royal Canadian Mounted Police, Mr. Shouldice conducted major case investigations into all types of criminal activities.

He served as the Executive Case Manager and Intelligence Section Head within the Coordinated Law Enforcement Unit of British Columbia. Mr. Shouldice currently works as an investigative consultant on high-profile cases in the Vancouver Police department.

Managing Investigative Data

Securus understands that during the course of an investigation, the law enforcement community is inundated with data. Data is coming from different sources in different formats with numerous potential leads that can be followed. Each lead potentially creates many more leads to be followed.

We understand investigators are quickly overwhelmed with the amount of information they must analyze as well as the time and resources required to manage, retrieve, and analyze the data to identify those leads that are most likely to uncover important information. As a result, Securus will provide a full time resource, on site at your Lincoln, Nebraska headquarters facility, to assist in the analysis, retrieval and effectiveness of the critical information created by our THREADS software analytical tool and Securus forensic analysis capabilities. The goal is to ensure that our technology creates value and actionable intelligence for the NDCS investigators and staff without burdening staff with additional work requirements. Table 4 below identifies some of the sources of data, both internal and external, that may be relevant to a particular investigation.

Please see Table 4 for Sources of Information for managing investigate data.

Table 4

Corrections Data	External Data
<ul style="list-style-type: none"> • Offender call records • Offender personal information (such as name, account number, PIN, DOB, and SSN) • Who the offender is allowed to call versus who they actually called • Called party billing name and address information • Corrections facility information in proximity to calling behaviors 	<ul style="list-style-type: none"> • Confiscated cell phones (such as calls, text messages, emails, videos, and contacts) • Managed Access System reports • Public phone records • Events and places of interest • Mail • Lexus Nexus • SS7 information

How Securus Utilizes Critical Investigative Data to the Benefit of NDCS Investigators

All corrections data (such as call records, phone numbers, billing name and address) is automatically and fully integrated with THREADS the moment THREADS is enabled.

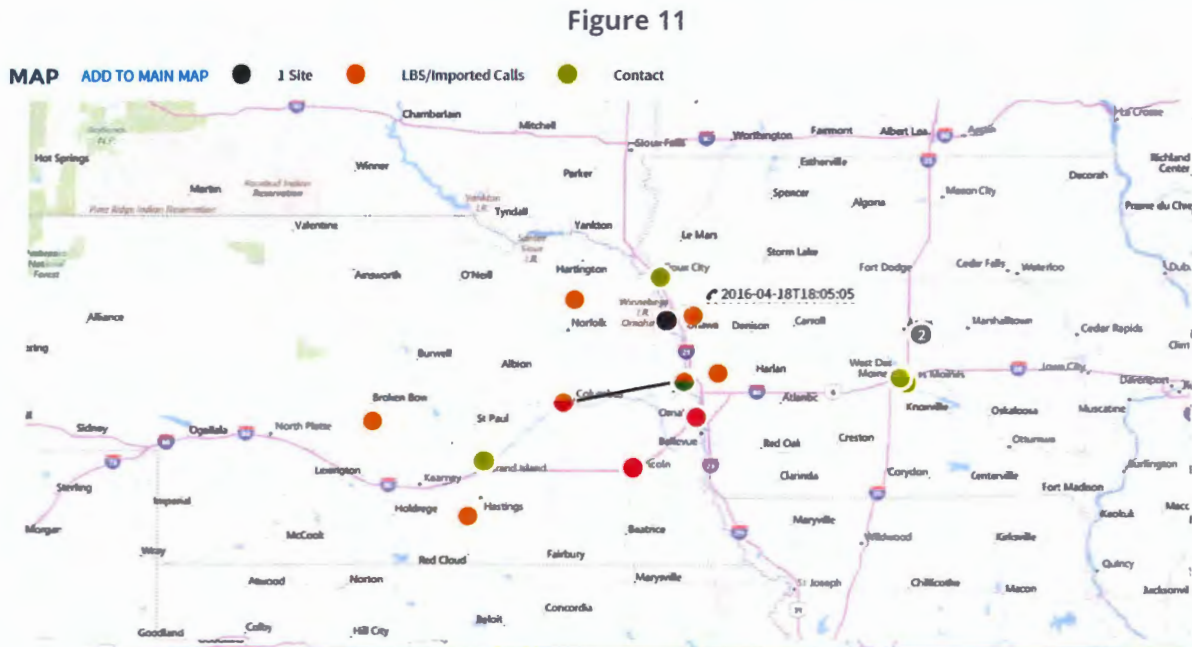
All other sources of data are imported into THREADS and analyzed together to automatically build an investigation. Imported data can include reports from managed access systems on cellular telephone alerts, extracted data from confiscated cell phones or call records from other calling systems. This information cross referenced with your offender calling data will provide valuable insight into cell phone infiltration and its intended purposes.

THREADS will uncover calling patterns that lead to a high probability an offender has a cell phone delivering a targeted lead to your officers. That cell phone is confiscated and the information pulled from it using a Cellebrite UFED device or something similar. This tool greatly enhances the benefits of a managed access system by providing an additional method of managing and identifying smuggled cell phones.

This information is then uploaded into THREADS and that valuable data is analyzed with the corrections communication data to uncover an offender's plot to escape or run an organized crime syndicate from inside the facility.

After determining a suspect on the outside of the facility is involved and mapping out the address, the investigator acquires the public phone records and imports that information into THREADS which is again, analyzed with all the other gathered information as shown in Figure 11 below. This all takes place in one location, with one tool, and is completely integrated with Securus SCP data.

Figure 11 below identifies calls that have been made from a facility (in this case the Omaha County Jail, black circle) to a specific cell phone. The LBS cellular calls are in orange and green and are BNA hits. The map shows where the call started (orange-green) and ended somewhere else (orange-red).



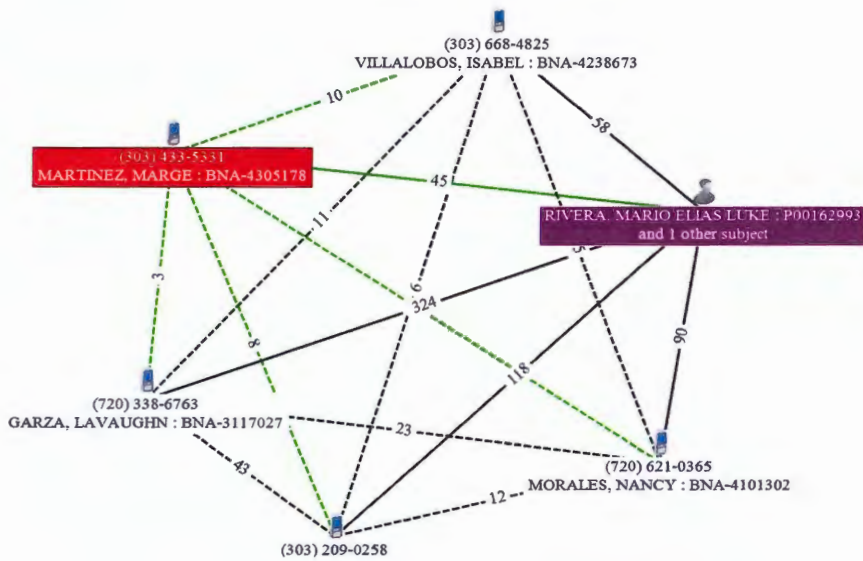
Securus has the most widely used platform in the industry, with approximately 2,200 facilities currently installed on SCP, and over 1 million offenders served, literally petabytes of intelligence data, and over 1 million calls processed per day. This valuable data is integrated directly into THREADS and could be available at the NDCS's fingertips.

Powerful, Accurate, Easy to Use

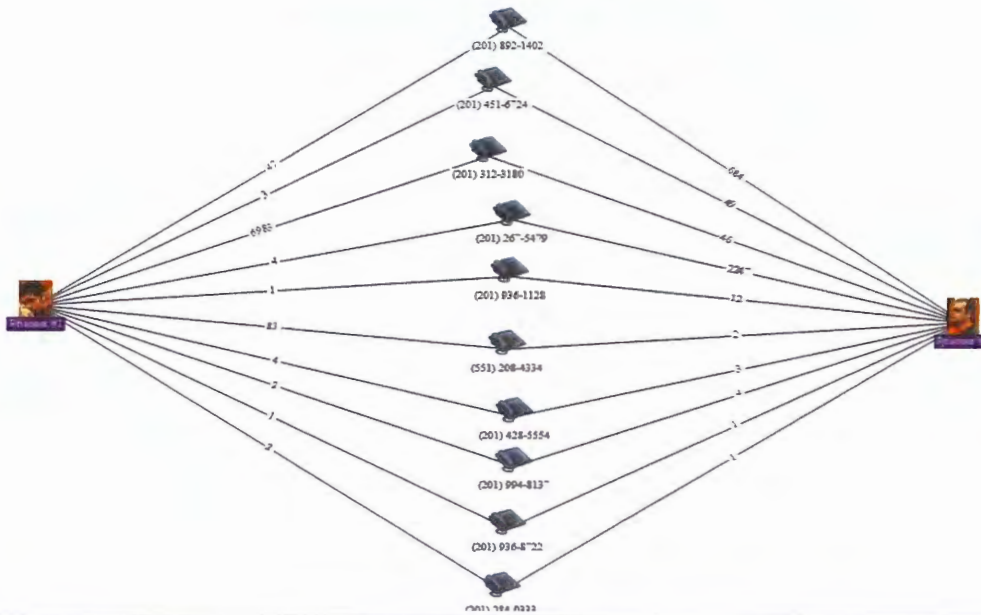
THREADS is a powerful, accurate, easy to use, intuitive tool that will automatically analyze investigative data such as offender communication records, public phone records, and data from confiscated cell phones to automatically generate focused leads for investigators or passed on to investigative support groups.

Leads can include suspicious calling patterns, inner circles, communication events to numbers on a bounce list, associations between multiple offenders, their correlation to called parties, and much more. See Figure 12 below for example of suspicious calling patterns between multiple offenders.

Figure 12



Prisoner #2: SUB-0009 / Prisoner #1: SUB-0008



Additionally, this powerful software provides dayroom-based analysis that discovers leads irrespective of the PIN number being used by the offender and common contact reporting showing offenders who are facilitating communications between different areas of the institution.

The NDCS investigative staff can easily uncover patterns of fraternization between offenders and correctional officers, discover common contacts between offenders and called parties, and customize the information and reporting to filter out irrelevant calls such as girlfriends or legal counsel from analysis.

THREADS will detect criminal organizations being run from within jail, detect three-way calling patterns when multiple offenders are talking to one called party at the same time and find associations of multiple called parties based on who is calling them.

Identify Offenders with Cell Phones

THREADS can identify offender who possibly have a cell phone based on calling patterns. For instance, if an offender makes six calls per day, every day, but then all of a sudden stops using the offender telephone system, it is possible they have another form of communication such as a cell phone. These anomalies are automatically highlighted for further review.

Graphic Representation

THREADS analyzes data for investigators and provides interactive visualization tools to produce easy-to-understand analytical reports, charts, interactive graphs, maps, and builds a case and presentation view that can be used as evidence in a criminal trial.

Timeline charts and graphical analysis tools make it easy to reveal periods of high-intensity calling and other calling patterns on a graphical and interactive timeline.

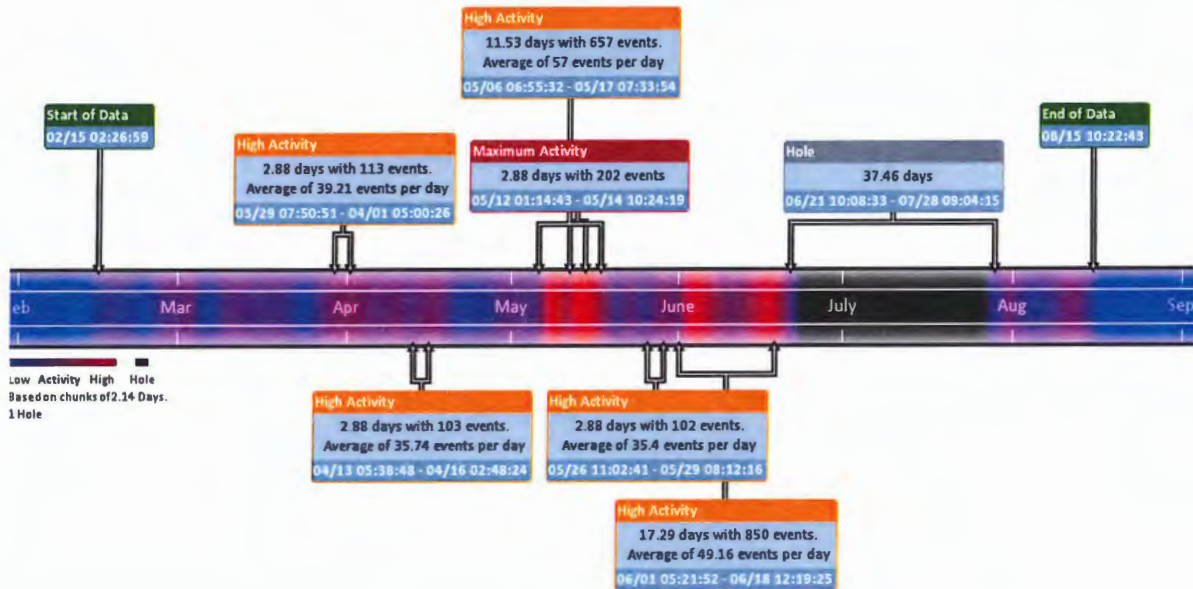
THREADS can also identify the offender even if the calls are masked by another offender's PIN through integrations with our biometric solution, and eliminates human intervention by receiving actionable intelligence at the push of a button.

Additionally, THREADS allows system users the ability to establish automated notifications, which will e-mail an investigator when information is found. These notifications can be used in conjunction with our other investigative tools, such as Location Based Services, to curtail illegal cellular phone usage or PIN sharing within NDCS facilities.

All information is presented graphically as well as textually such as the example presented in Figure 13 below.

Figure 13

Prisoner #1: SUB-0008 3446889
January 27, 2008 04:09 PM - September 04, 2008 04:42 PM



Investigative Benefits for the NDCS Include:

- Cell Forensics Analysis of data extracted from confiscated cell phones
- Identify Accomplices who would have otherwise gone unidentified
- Identifies who offenders are “really” contacting
- Identify linkages previously unknown
- Identify an offender’s inner circle
- Identify associated gang members
- Identify offenders communication within jail
- Find unique patterns in communication data
- Combine all the data, including managed access cellular telephone information into a single system to analyze
- Harvest all of this information with enhanced reporting tools

Summary

Securus' THREADS is an exclusive investigative technology that no other provider can offer to the correctional industry and is actually proven in law enforcement situations. We welcome the opportunity to demonstrate our systems to the NDCS and discuss how we can support your officers and the communities you keep safe.

Please note, other vendors will be proposing what they will refer to as their pattern analysis solution. Tools such as "DataLink" and "DataIQ" are not similar in that they are not a fully integrated and standalone software tool that is capable of both working within the inmate calling platform and able to import external data easily and seamlessly. We urge the NDCS to carefully compare competitive offerings of investigative pattern analysis solutions and the dedicated investigative resources proposed to support this important investigative tool.

Securus Investigator Pro (IPRO) Call Player

The inmate telephone system (ITS) is often characterized by experienced correctional investigators as the single most important source of investigative leads and evidentiary support at their disposal. But finding the leads and evidence has proven extremely difficult in modern facilities, where **inmate PIN abuse, three-way calls** and other strategies help inmates **hide their identities among the thousands of calls that occur each day** to commit crimes and speak with candor about criminal activity.

Securus purchased JLG Technologies in June of 2014 and we have fully integrated their technology into our SCP inmate calling platform because we understood how important it was to provide a more efficient and time saving call player to investigators and, we recognized that voice biometric technology had evolved beyond just periodic re-verification of an inmate's voice to a more advanced continuous **voice identification** of all callers participating in the call. The Securus Investigator Pro (IPRO) call player and continuous voice identification and verification engine developed by JLG Technologies -- without a doubt, is the most powerful crime prevention and investigative tool in the world of inmate phone calling technology since inmates have been allowed to make calls.

JLG's voice biometric technology was initially deployed in 2007, and as of 2015, is operating throughout the US in 300 facilities in 33 states. The Investigator Pro is truly a significant time and money saver whether deployed in a single jail or across a multi-facility state-wide department of correction. The product deploys the most advanced technology developed by the US Department of Defense that is licensed exclusively to Securus JLG Technologies. This technology is only available in The Investigator Pro.

The Securus proposal includes exclusive Securus technologies designed to address these inmate strategies to compromise efforts to maintain the safety and security of your facilities. While other providers will attempt to convince you that they have the same technology or perhaps have a "me too" solution, Securus can demonstrate that our technologies are far superior to anything they can propose and are proven and in use in facilities nationwide.

Securus is confident enough to make such a bold statement because we have purchased the best technology available in the market today and while at times, we license our technology to our competitors for the good of the industry, Securus will at all times have the latest updates to that technology and will continue to invest in new technologies that can be bundled to provide even better solutions to meet the evolving challenges our customers face every day.

The Securus Investigator Pro voice biometric technology that we are proposing is NOT the same solution that others will be proposing. Securus owns the technology and will provide the NDCS with all software updates to the system throughout the life of the contract. That cannot be said of other offerings. Additionally, the Securus proposal includes on site administrative support that is certified in the deployment and use of the Investigator Pro technology and will be on site full time to use the technology at the direction of NDCS investigators to ensure you receive the full value of this important tool. Finally, when combined with other Securus investigative service offerings, the Securus Investigator Pro will provide the NDCS with the most powerful and comprehensive investigative tools available in the market today.

We can make this statement because we know that the combination of our three-way call detection technology, our remote call forwarding detection technology, our inmate to inmate communications detection technology and our continuous voice identification technologies and our Guarded Exchange forensic and call monitoring services will provide the NDCS with a technology barrier that will yield far more security for your facilities than any other provider can deploy.

Securus will provide the Nebraska DOC with a voice biometric layer of security in which all callers on an inmate call are automatically identified during a post call review of each call and at the same time investigators can receive immediate notification of a suspected three way event. Further, our state of the art Investigator Pro call player will quickly identify calls that are known to have multiple callers present in the call and can pinpoint exactly where in the call this is occurring, which inmate entered the call and precisely when. Investigator Pro will also instantly identify any PIN sharing/stealing, who owns the PIN, who is using the PIN and when and where in the call it occurred. This is a critical step in the evolution of voice biometric technology because we can now provide our clients with the ability to not only identify whether a three-way call is being conducted, when an inmate is conducting a call with another inmates PIN, where in the call another inmate enters the call but we can now identify the voices of the callers on the call. Other vendors provide voice verification with names such as "Speaker ID" and "Voice IQ" that profess to identify three way calling events and then continuously confirm that the originating inmate is participating in the call.

This voice verification is vastly different than the Securus voice identification technology proposed. Securus believe this falls short of addressing the real needs of investigators; the need to not only verify the originator of the calls but the identity of all inmates participating in the call regardless of whether they are in their facilities or other jails and prisons across the country.

We find our competitors solutions to be far less effective in addressing the real needs of investigators because these solutions cannot identify ALL callers in a multiple caller call scenario. But beyond that limitation, these systems will only alert you to a suspected three-way call event and confirm that the originator of the call is still participating. Our systems go a few steps further.

We know that inmates speak to other inmates from your facilities and from other facilities. They accomplish this through the use of three way calling techniques that are virtually undetectable when using a cell phone, for example. Simply by selecting the add button on typical cell phone the participating caller can add multiple other participants. So, when an inmate makes a call to a cell phone (the Securus system identifies calls to cell phones by a wireless indication in the call record), the called party can easily add multiple callers to the call. Three-way detection technology may not detect this type of multiple caller event. Continuous verification that the inmate who initiated the calls is still on the call will not detect this type of event. Only **continuous voice verification and identification** of all callers on the call will provide the investigator with a comprehensive picture of all participants. Only Securus can provide this picture.

Inmate To Inmate Call Identification (ICER)

Securus believes it is critically important to be able to alert investigators when another inmate has entered a call; whether it is another inmate from your facilities entering the call or an inmate from another county or State facility. Since we provide our Securus SCP inmate calling platform at over 3,450 facilities nationwide, and process over a million inmate calls per day; there is a very good chance that we can identify all the voices on a call from an NDCS facility when there are multiple inmates on the call.

Ask our existing customers such as the Pennsylvania DOC. Importantly, our customers tell us that the majority of the time when an inmate conducts an inmate to inmate call via a three-way connection, the purpose of the call is to discuss gang related activity. Our customers report that they have been able to identify previously unknown gang members using our Securus exclusive ICER inmate to inmate communication detection and continuous voice identification. Specific customer references are available upon request.

The key to maximizing the effectiveness of this technology is to combine it with other exclusive Securus investigative technologies. For example, when combined with Securus' ICER inmate to inmate communication and Securus' THREADS pattern analysis software; the Securus JLG Investigator Pro call player and continuous voice identification biometric, the Nebraska DOC will have the most secure inmate calling system available. You will detect inmate to inmate to inmate calling instantly and receive notifications. You will be able to identify three way calling attempts and immediately identify exactly where in the call the event occurred. Your investigators will be able to see patterns of suspicious behavior taking place in your facilities through automatic analysis of inmate calling in our THREADS pattern analysis software.

You will be able to instantly import other data from other agencies data bases to assist in gang member identification and other Strategic Threat Group activity occurrences.

We know your Officer's time is valuable and the need to control and monitor inmate communications can take up a significant part of that time. With the Securus Investigative Tools, your officers can focus on targeted leads and allocate more time to more important tasks.

Investigator Pro ICER™ – (Inmate Inter-Communication Evaluation and Reporting)

As a part of our base offer with the lowest calling rates possible, Securus proposes the ICER inmate to inmate detection technology. After developing its Investigator Pro voice identification and crime investigation system now in place in 188 correctional facilities throughout the country, JLG Technologies, since acquired by Securus, furthered its research as a result of requests from corrections investigators to develop an automated way of identifying inmates who are illegally communicating with other inmates using the inmate telephone system. The end resulting solution was ICER our Inmate Inter-Communication Evaluation and Reporting system which uses our biometric systems to analyze and target calls which otherwise would likely never be found.

ICER enables detecting and reporting on inmate-to-inmate phone communications whether occurring within the NDCS' own facilities state wide, or between inmates in the NDCS's facilities and inmates in other participating jurisdictional locations or states nationwide.

The Threat

Inmates have been, and continue, to communicate with each other over the telephone systems that have been provided for their controlled contact with the outside world.

Until now, communication between inmates (each originating calls from inmate telephones) has essentially gone undetected because there was neither practical technology nor uniform networking capability to identify such communications. Following are highlights of the dangers caused by uncontrolled inmate to inmate communications:

- Through a variety of methods, inmates are circumventing the inmate telephone systems contracted by facilities to communicate with another inmate; whether the other inmate is in the same housing unit, a neighboring housing unit, in a different facility or in a different state. Inmates exploit conference bridges, services such as iPhones, Skype, Google Voice and other kinds of modern telecommunications technology.

In addition, they rely on called parties to bridge the calls, place three-way calls, or even put two speaker-phones in proximity to one another, so that inmates can talk to other inmates.

- Until recently, inmate to inmate communication incidents were only found when accidentally located by correctional staff; however incidents are now known to occur with much wider frequency than previously known. ICER has already identified 1,000's of these events for our partner facilities. Events that would have otherwise gone unnoticed.
- These uncontrolled inmate communications, often conducted by turning cell phones end to end to connect receiver with mouthpiece, have involved criminal activities including coordinating gang-related murders, drug trafficking and racketeering, as well as inmate disturbances at multiple correctional facilities around the country.

Technology and Cooperation Provide Increased Safety

Every day we learn from the news about instances of major crimes being solved because of the increasingly cooperative efforts of state and federal agencies that are now beginning to share case-critical data around the U.S. and the world. In the world of inmate phone calls, we are offering a new technology based on voice biometric analytics and a dedicated cooperative network provided through participating nation-wide correctional administrations. This combined effort will enable all participating corrections facilities and jails throughout the country to receive specific and detailed information on a call-by-call basis when their inmates are using their phone systems to talk to each other - whether the calls are connected between different inmate telephone systems, between pods in the same facility, or between inmates in facilities from Florida to Maine to California.

The more agencies that take part in the ICER network and share ICER data, the more inmate to inmate communications events will get caught in the net and be reported.

How ICER Works

ICER uses advanced voice analysis technology to generate a "call signature" — a representation of the call that does not involve any of the original audio — for each completed inmate telephone call. Call signatures are then automatically encrypted and transmitted to our central data center for analysis.

Because none of the original audio is used in a call signature, the ICER system is in full compliance with state laws regarding the transmission of call recordings.

Under normal operations, call signatures are created, transmitted, and received at the data center within seconds of each completed call. Upon arrival, the call signature is immediately analyzed and checked against other call signatures.

If an inmate to inmate communication event is detected, it is logged in the ICER system database and investigators from the participating corrections administration are automatically alerted via email to log into the ICER system for the detailed report.

The ICER system doesn't require correctional facilities to transmit audio files and each agency is always in complete control of the level of sensitivity of any data transferred.

The ICER Event Report below in Figure 14 is a sample of the reports that are received by Pennsylvania Department of Corrections (PA DOC) on a daily basis.

This particular ICER Event Report shows that on May 24, 2015, two inmates from two different PA DOC facilities were found to be talking with each other around 8:00 pm EDT. The first inmate named Damion Floyd called telephone number 410-504-7254 and the second inmate, Natasha Miller called telephone number 724-471-6945 and was connected to Damion Floyd 180 seconds into her recorded session. The conversation between the two inmates lasted a total of 644 seconds. The ICER Event Report automatically generates actionable intelligence for PA DOC investigators on a daily basis. The PA DOC investigators value these leads and listen to each recorded call.

Figure 14



ICER Event Report

Event Identified On: May 25, 2015
 06:15 am (EDT)
PA DOC

An Inmate Inter-Communications Event has been detected involving an inmate at your facility. The details of which follows below:

Inmate	FLOYD, DAMION	MILLER, NATASHA
Agency	PA DOC	PA DOC
Site	Pine Grove SCI, PA	Cambridge Springs SCI, PA
Inmate ID	KD2764	OT7471
Called Number	14105047254	17244716945
Station Name	H2-2	D3H2
Call ID	7686756739	7686756751
Call Start Time	May 24, 2015 07:58 pm (EDT)	May 24, 2015 08:00 pm (EDT)
Time into Recording (H:M:S)	05m:08s (308 sec)	03m:00s (180 sec)
Duration of Event (H:M:S)	10m:44s (644 sec)	10m:44s (644 sec)

The ICER program is available to all Securus customers. If the NDCS decides to participate in the ICER program, the NDCS would receive the same daily ICER Event Reports.

If inmates from separate State run facilities (such as NDCS and PA DOC inmates are communicating with each other), investigators at each State DOC would see inmate call data for their own facility (either on the right or left sides of the report). For privacy and security purposes, access to other agency information would require an automated request from the ICER portal to the participating agency, seeking permission to work with that agency to retrieve pertinent data about the second inmate.

Where inmates are calling each other within their own facility, all data for both inmates will be displayed automatically.

ICER provides facilities with a detailed report of each detected inmate-to-inmate call event by means of a graphical user interface (GUI), so the facility can review the phone call involved in the inmate-to-inmate call event. ICER has been recently deployed in the Pennsylvania Department of Corrections with great success. We look forward to offering the same level of security to the NDCS's facilities.

ICER™ - is a registered trademark of JLG Technologies, a fully owned subsidiary of Securus.

To offer further analysis of inmate calling and to augment the identified suspicious calls found with Investigator Pro, Securus has provided information on our THREADS analytics systems.

Investigator Pro Continuous Voice Identification (CVI)

Securus has also proposed our JLG Investigator Pro Continuous Voice Identification technology as a part of our baseline offering.

Developed by JLG Technologies, now owned and operated by Securus Technologies Inc., Investigator Pro is a powerful evidence-gathering and investigative analysis tool that is proven and in use in facilities nationwide making corrections officers and communities safer every day. Investigator Pro is integrated within SCP and uses unprecedented state-of-the-art technology to "identify" the voices of all inmates speaking on telephone calls and exposes inmates who try to beat the system by hiding their identities using other inmate's Personal Identification Numbers (PINs) to engage in criminal activity.

Investigator Pro's advanced voice identification technology was originally developed for the U.S. Department of Defense. The Department of Defense was facing a huge challenge which was to find terrorist phone calls out of the millions of phone calls made every day to and from the United States.

The U.S. DOD contracted with a major U.S. technical university with some of the best voice analysis engineers in the world to find a way to detect the phone calls. Over a 12 year period the engineers created a system to automatically monitor and analyze millions of daily phone calls and delivered a cutting-edge solution which today serves to help protect the U.S.

Investigator Pro analyzes inmate call voices immediately after the call has been completed. Alerts are available to investigators in the real time status screen at the completion of each voice analysis. Every second of every call is analyzed. Investigator Pro does not use intermittent verification because this type of identification allows inmates to converse undetected by passing the telephone when the verification is prompted.

The *Investigator Pro* gleans a vast amount of data from the continuous biometric voice identification technology that can provide a wealth of high value intelligence information. The system is easy to use and all training is provided initially and throughout the term of the agreement to ensure your officers get the most value from the system.

As an additional benefit, Securus is the ONLY provider that can take that intelligence and import it into our industry leading THREADS investigative tool so that investigators have a full view of connections between conversations and inmate activities.

When used in unison with our other capabilities such as location based services and managed access services to control and monitor cellular telephone usage, customers are put in the best possible position to provide truly secure inmate communications.

CVI Actionable Intelligence

The Investigator Pro voice biometric identification system goes beyond continuous verification of one inmate's voice. InvestigatorPro continuously verifies the identity of all inmate voices that are speaking on a telephone call. Reporting of this fraudulent activity can easily be found with the QuickFind reporting tool. When accessing the QuickFind dashboard system, which is an option with the SCP inmate calling platform, investigators will be presented with the "High Target Calls for Review" report showing the PIN that was used, the name or names of inmates whose voice print was identified during the call and name(s) of inmate that did not match the PIN being used. The High Target Calls for Review report provides actionable intelligence by highlighting suspicious calls to make the most of an investigator's time.

The system provides investigators with direct links to these recordings where inmates are attempting to hide their identity and provides the tools to review and annotate those conversations for further use in investigations.

Securus calls our service, Continuous Voice Identification (CVI) because we identify and report each inmate on the call and give you the names of the inmates. We do not just continually verify the inmate's voice during the call. **Most of our competitors can only continuously verify the voice of one inmate during the call and cannot report the identity of a second or third inmate that participated on the same telephone call.**

The system's easy-to-use dashboard automatically collects and analyzes a vast amount of information that would otherwise be labor-intensive to gather and interpret. This breakthrough technology changes the way evidence is gathered, shared, and used in the investigation and prosecution process.

The Investigator Pro system provides the highest level of integrity, efficiency, and demonstrated effectiveness as an evidence case-management tool.

Anatomy of Investigator Pro™

Investigator Pro comes with an advanced Call Player, multiple reports, and even an interactive dashboard – all designed to provide investigators with the tools they need to exposes inmates who try to beat the system by hiding their identities to engage in criminal activity. The modules in Investigator Pro include:

- QuickFind™ – Puts critical information at your fingertips
- Voice Search™ – Find calls where inmate’s voice is found
- CallFinder™ – Filter calls based on dozens of criteria
- MyCallReview™ – Return to the calls important to you
- Suspicious CallFinder™ – Find all high-suspicion calls using analytics to make more of an investigators time
- NoteManager™ – View, filter, and create notes on calls
- ReportMaker™ – Run reports on various telephone system abuses
- Stats – View key messages and monitor analysis progress

Please see Figure 15 below for sample Investigator Pro Modules.

Figure 15



CVI CallPlayer Pro

As displayed in the screen print above, one of the most utilized modules of the CVI system is the CallPlayer Pro. This playback system gives you the power to play and annotate calls faster, with less duplication of effort by providing playback controls to split audio talk paths, speed up conversations or eliminate pauses.

The system provides the following features:

- Ability to separate recorded voices and select only one voice to play back at a time
- Speed or slow a conversation or single voice within a recording
- User friendly playback module with intuitive buttons
- Saves time, allowing for more productive use of staff time, better distribution of staff resources, and cost savings
- Report feature allows for supervisory oversight, accountability, and assessment of your staff's investigative skills and activities

The use of the Call Player Pro can reduce a ten minute call, with all pauses removed and use of the other tuning adjustments, into a five minute call doubling the use of time spent on recordings.

Enrollment Process

The enrollment process is a vital part of securing a one time, high quality voiceprint from inmates. The two most important elements of any successful voice biometric identification system are *excellent technology* and *supervised voice enrollment*.

Securus will provide the fully-supervised enrollment of all NDCS inmates into the system. Supervised enrollment means that each and every inmate will be required to enroll their voice at an inmate telephone station under the supervision of one of our trained enrollers. The advantage of supervised enrollments is positive ID of each inmate to ensure complete credibility of the enrolled database. Unsupervised or poorly supervised enrollments can jeopardize the integrity of the voice biometric database. This enrollment can be achieved with minimal disruption and can be presented to the inmate as part of the overall new inmate telephone system introduction.

The process begins with extensive preparation by Securus and precedes the actual on-site enrollment by many days. Coordinated facility preparation is the key to success.

Once at the facility, and immediately before the enrollment team enters a housing unit, our enrollment administrator will reconfigure that housing units phones from the normal call-out mode and place them into the enrollment mode via remote software.

The enrollment team then enters a housing unit, announces instructions to the inmates, and begins the enrollment process. When all inmates have been enrolled, the administrator places the phones back into the normal calling mode. Priority should be given to intake facilities.

As inmates are brought into the NDCS system, voice biometric enrollment should become part of the intake process. This will ensure that all inmates moving out of the intake/classification facility will already have voice print enrolled prior to entering newly assigned facility and will not require re enrollment. Securus will install dedicated enrollment phones at locations that best meet the needs of NDCS at the State facilities.

Securus is very experienced in voice biometric enrollments as we have enrolled over 250,000 inmates. A typical enrollment takes generally **less than two minutes**. Before the inmate is required to speak into the phone, the enroller checks the inmate's ID tag against the facility's inmate/housing unit location sheets.

The enroller then enters the inmate's PIN from the sheets into the phone keypad and instructs the inmate to say their name (as it appears on the sheets) and a short phrase, followed by a short paragraph of text. By doing this, the enroller ensures that the inmate is who he says he is so that the voice signature is confirmed to be that of the inmate.

Our enrollers are experienced in assisting inmates through the process who cannot read and we will make accommodations in the enrollment process to support any individuals with special needs.

Location-Based Services

Additionally, Securus has proposed the first-of-its-kind service for determining the location of cell phones called from your facilities Location Based Services, or LBS.

With Securus' proprietary Location Based Services (LBS), the NDCS can determine the true location of a cellular phone being called by any offender who is using the ITS. LBS provides the following benefits to your facility:

- Provide the called party's true location at the time of an offender's call via a link in the call detail record (CDR)
- Establishes a "Geo-Fence" perimeter around a location to notify investigators when an offender calls a cell phone that is within a predefined distance of the facility (the Geo-fence)
- Identifies the real-time location, on-demand, of a suspect's cell phone (with appropriate warrant documentation)
- Aid the community in exigent circumstances such as Amber or Silver Alerts
- Provides an effective enhancement to managed access systems

Location Based Services

Securus' Location Based Services provides correctional facilities, investigators, and law enforcement with the following benefits:

- Cell phone location at call acceptance and call end
- Geo-fence perimeters or unlimited, custom boundaries that allow users to identify call termination locations within that fence
- Covert alerts that provide real-time notifications to investigators of call termination within a Geo-fence
- Call Detail Record (CDR) mapping of call terminations to wireless points
- Real-time location identification
- On-demand location identification

SCP Reports generated from the CDRs contain an icon that identifies calls to a wireless numbers to ensure these call can be recognized. LBS provides an additional link that maps the location of a wireless number when the offender placed the call.

Geo Fencing

With geo-fencing, NDCS can set up a perimeter around any or all NDCS facilities that identifies when an offender calls a cell phone that is located within that perimeter at the time of the call. Geo-Fencing can generate a Covert Alert notification to investigators that allow them to act quickly on real-time information. This valuable capability helps protect your perimeter and is helpful in preventing escape attempts or introduction of contraband. Securus can establish Geo Fences around all NDCS facilities at the time of installation to immediately alert officers to calls to cellular telephones by offenders within those perimeters. See Figure 16 below for a Geo Fence Management screen shot.

Figure 16

The screenshot displays a table of call logs with columns for TIME CREATED, STATUS, AGENCY, OPERATOR, TIME REMOVED, ATTENDED BY, LAST MODIFIED DATE, and NAME. Below the table is a map showing a geographic area with a purple circle indicating a perimeter. The map includes street names and a Bing logo.

TIME CREATED	STATUS	AGENCY	OPERATOR	TIME REMOVED	ATTENDED BY	LAST MODIFIED DATE	NAME
06/30/2015 13:27:24	Inactive	1 Miles	Igreane	EXPIRED	jefferson	07/04/2015 00:03:15	Y
06/30/2015 13:27:25	Inactive	1 Miles	JuJones	EXPIRED	jefferson	07/04/2015 00:03:15	Y
06/30/2015 13:27:25	Inactive	1 Miles	Isims	EXPIRED	jefferson	07/04/2015 00:03:15	Y
06/30/2015 13:27:36	Inactive	1 Miles	plabba	EXPIRED	jefferson	07/04/2015 00:03:15	Y
06/30/2015 13:27:46	Inactive	4 Miles	KELza	EXPIRED	jefferson	07/04/2015 00:03:15	Y
06/30/2015 15:40:42	Inactive	15 Miles	ehancock	EXPIRED	sdalcambre	07/01/2015 23:59:21	Y
07/08/2015 14:27:33	Active	1 Miles	N/A	N/A		07/08/2015 14:28:41	Y
07/16/2015 13:35:43	Inactive	3 Miles	smelLstar	EXPIRED	shover	07/17/2015 08:59:01	Y
07/28/2015 09:04:49	Active	0.1 Miles	lasecp	N/A	lasecp	07/28/2015 09:04:49	N
07/30/2015 08:25:43	Active	5 Miles	jrshr	N/A	jrshr	07/30/2015 08:25:43	Y

Covert Alert connects a call to an authorized remote number for dialed numbers, phones, offenders PIN, or Geo-fence perimeters that are under surveillance. Authorized personnel can monitor a call from any designated location, while the call is in progress.

The investigator enters a telephone number (such as cellular, home, or office), which is where he or she wants the call sent to for live monitoring. When a call is placed by an offender that meets the Covert Alert trigger criteria, it automatically routes to the pre-designated investigator phone number(s). A call can be sent to multiple numbers simultaneously allowing several investigators to listen into the call. See Figure 17 below for a screen shot of Covert Alert on Geo Fence Perimeter.

Figure 17

The screenshot shows a web interface for configuring a Geo Fence. A callout box with the text "Select Geo Fence Perimeter to Apply to a Covert Alert" points to a list of perimeters. The list includes "Addison Fence 2", "Algebra Fence 1", "Algebra Fence 2", "Boundary Fence 1", "Boundary Fence 2", "Cleveland Fence 1", "Cleveland Fence 2", "Franklin Fence 1", "Harrison County Sheriff's Office", and "Harrison County Sheriff's Office".

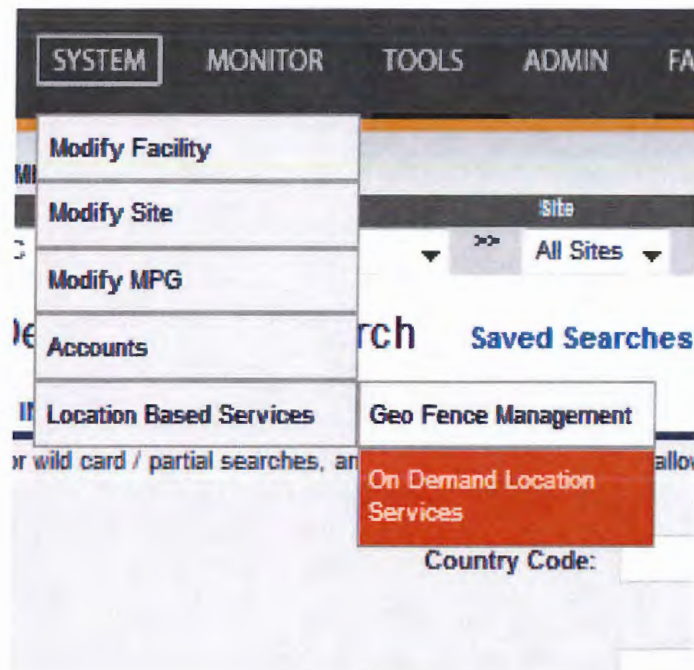
Real-time Location Services

Real-time cell phone location identifies the location of a suspect's cell phone, in real-time, regardless of whether a call is in progress. This feature will aid investigators, with appropriate warrant documentation, in locating persons of interest faster and requiring fewer resources. This tool has also been beneficial in assisting in Amber or Silver Alert situations.

As is displayed in Figures 18, 19, and 20 to follow, to use Real-time Location Services, the authorized NDCS user simply selects the real-time on-demand function within the SCP LBS module. The system will be configured to then require that the user upload the appropriate Search Warrant information and accept the associated terms and conditions. The warrant is permanently attached to the search record for future reference. The user then inputs the cellular number that is to be tracked and within seconds, the approximate location of the cell phone will be displayed on a graphical map of the area.

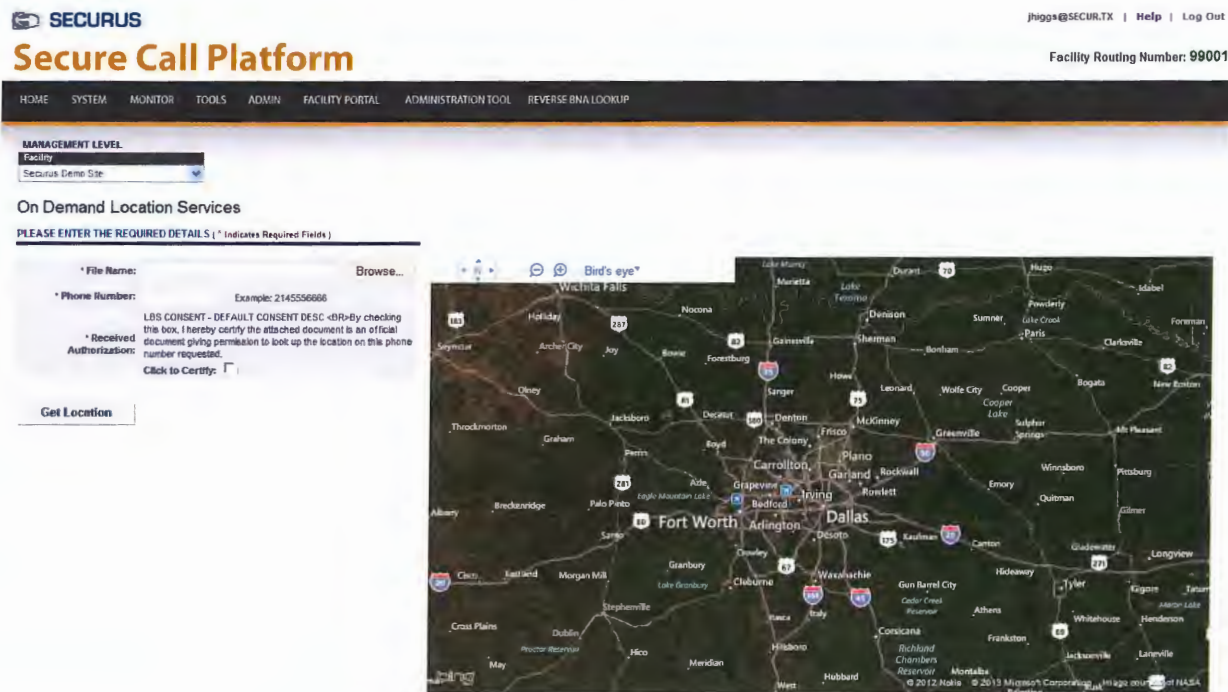
Securus LBS Real-Time Location Services has been directly responsible in aiding law enforcement in tracking the location of and arrest of multiple suspects. The NDCs will be provided this solution as part of the SCP ITS.

Figure 18



User then inputs the cellular number that is to be tracked and uploads the appropriate warrant documentation

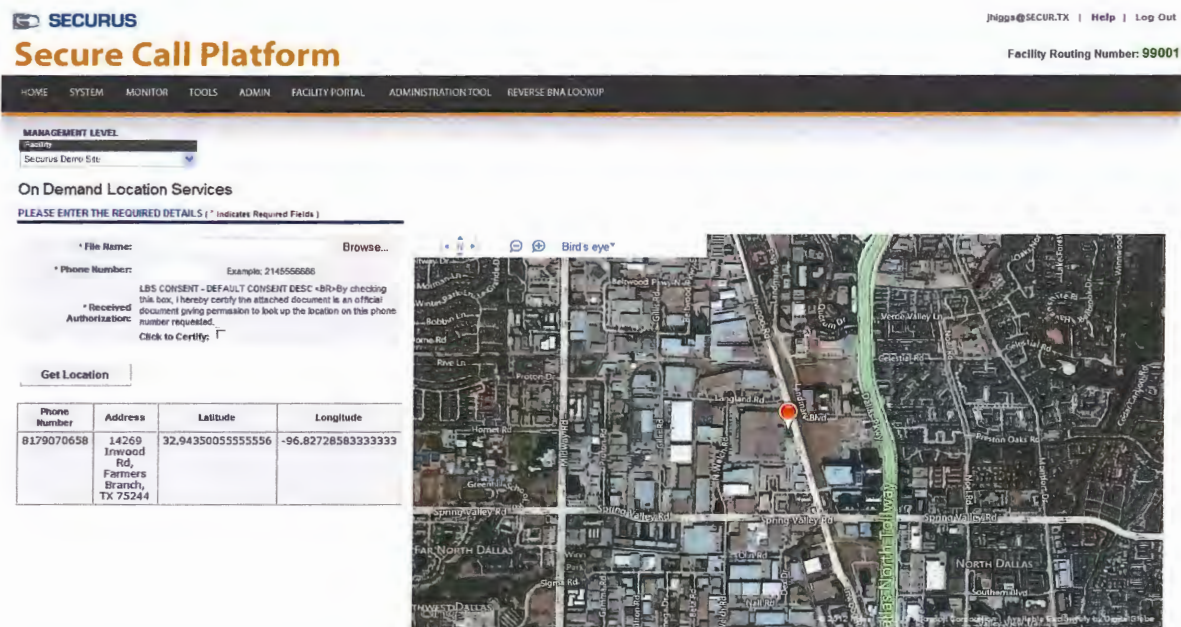
Figure 19



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LBS Real Time Location Solution immediately displays the approximate location of the cellular telephone on a graphical map

Figure 20



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Automated Information Services (AIS)

Automated Information Services (AIS) is the industry's first and only hosted, interactive voice response (IVR) system that automatically provides general facility information and offender-specific information to detainees and outside callers over the phone. DOC facilities can personalize information to augment staff responses to questions from offender families as well as specific offender activities at that facility. We include this IVR system in our baseline offer for installation at your DHH sites to offload staff from being first point of contact for handling routine inquiries.

In addition to this core functionality, AIS can be configured to enable friends and family to open or fund a prepaid telephone account and fund an offender's trust account over the phone. These additional funding options make it easier and more convenient for family to contribute funds while also increasing communications through voicemail capabilities. All of this functionality is available around the clock, which means constituents can always get the information they need when they need it; without inconveniencing staff.

AIS can automate information, such as:

- Projected release date
- Commissary balance
- Visitation eligibility
- General facility information
 - Facility location
 - Directions
 - Hours
 - Mailing policies
 - Visitation policies
 - Money deposit policies

AIS provides unmatched secure access into facility and offender information. This information is pulled from the NDCS various management information systems (MIS), including your offender management system every 15 minutes. The service offers an English and Spanish interface, text-to-speech playback of offender names, and touchtone and speech recognition interface. Family and friends can access AIS by calling your normal telephone number; offenders access their information by dialing a speed-dial code from any offender telephone or multi-function device.

By implementing AIS, the NDCS will:

- Improve the efficiency of your facility—gain satisfied offenders and family members while reducing the workload on your staff to focus on other responsibilities

- Use the phone system you already installed—no need for additional hardware or wiring
- Answer 90 percent of offender questions now made to corrections officers
- Reduce constituent calls to your facility between 80 and 90 percent—automated system provides 24-hour access that eliminates the most common calls
- Realize a 200 percent increase in “answered” calls—constituents who traditionally hang up because of extended wait times are much happier
- Gain a reliable system that has a 99.9 percent uptime service level agreement
- Receive a usage summary emailed to your facilities or central office every month
- Increase funding events by allowing another method for funds into your facility

AIS saves facilities time and money, and helps serve constituents better. Automating friends, family, and offender requests allows facility personnel to focus on their primary responsibilities and work more efficiently.

Word Spotting

SCP’s Word Spotting, also included in our base offer is an investigative tool that automatically finds specified keywords and short phrases within inmate conversations. This technology not only speeds up investigations and reduces labor demands, but also increases investigative capabilities.

Word Spotting Technology

Securus’ Word Spotting solution was developed specifically for the corrections environment. As an experienced innovator, Securus built and tested this technology in our development lab using real calls placed by real inmates with feedback and direction from real investigators. This approach ensures that NDCS will be using a premier investigative tool with the best accuracy in the industry today.

SCP’s Word Spotting features include the following:

- A default dictionary of more than 7,500 search words that can be customized to meet the facility’s needs, including slang and jargon not found in standard dictionaries. As security threat groups expand their code word vocabulary and new intelligence is gained, new keywords can be added.
- A user-friendly interface where suspicious inmates or phone numbers can be selected for ongoing searches.
- A Word Spotting search engine that automatically processes inmates or phone numbers with no additional involvement from facility staff.

- Integrated reporting that allows users to identify calls where specified keywords were spoken.
- A unique feature that allows users to select suspicious recordings from the standard Call Detail Report and send them through the search engine with a single mouse click.

Securus' Word Spotting: Fully Integrated with SCP

Other similar tools in the industry use off-the-shelf systems that are intended to be used for call centers or educational institutions. These systems do not account for the ever changing landscape of criminal investigations or the evolving mentality of inmates. In many instances, these systems also force investigators to copy calls to local machines or move calls to a separate tool to identify specified words spoken throughout the call.

In contrast, Word Spotting is fully integrated with the SCP calling platform. Through this integration, Word Spotting searches for specified keywords in calls automatically without the need to switch programs or download calls.

Word Spotting Reports

Authorized users can access the Word Spotting reporting tools through SCP's user interface. From here, search criteria such as date range, PIN, dialed number, and inmate name can be used to pull a report that lists all of the calls with identified keywords.

The reports provide standard information such as the name of the inmate, their PIN, and the dialed number. In addition, investigators can see which keyword was "found" and the time within the call that the word was spoken, saving valuable time by eliminating the need to listen to the entire call.

Suspicious calls can be selected and those recordings can be analyzed using the integrated SCP media player. By using the media player with the report information, investigators can "skip" to the exact location in the conversation when the keyword occurred. Please see Figure 21 below for the Word Spotting Report screen.

Figure 21

HOME SYSTEM MANAGER TOOLS ADMIN AUTHORITY

MANAGEMENT LEVEL

Facility: Securus Demo Site | Site: All Sites | Phone Group: All Phone Groups | Phone: All Phones

Word Spotting Search

FILL IN SEARCH CRITERIA (* indicates Required Fields)

Country Code: _____ Dialed Number: _____ Key Word:

Custody Account #: _____ PIN #: _____

First Name: _____ Last Name: _____

Results per page: 10

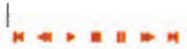
Start: 04/25/2011 00:00:00 End: 04/27/2011 23:59:59

Search Reset

3 Results PAGE 1 OF 1

SITE	PROCT LOC	COPY CODE	DIALED #	INCL SUBMIT TIME	ADDT # PIN #	NAME	USER NAME	FLAGGED WORD #	FLAGGED WORD # START	FLAGGED WORD # END
Securus Demo Site	LP 1	1	9722770490	04-26-2011 15:22:29	7890	Belen	WordSpot	Eusted	00:00:50.27	00:00:50.59
Securus Demo Site	LP 1	1	9722770490	04-26-2011 15:22:29	7890	Belen	WordSpot	Hit	00:00:25.48	00:00:25.61
Securus Demo Site	LP 1	1	9722770490	04-26-2011 15:22:29	7890	Belen	WordSpot	Shot	00:00:19.28	00:00:19.57

Note: Click on the built-in icons to the right of the Record # column to play the Recording.



The term of any contract awarded as a result of a proposal shall be five (5) years with the option to renew for three (3) additional one (1) year periods as mutually agreed upon by all parties. During the term of the contract circumstances beyond the control of the state may result in increases or decreases in revenue, as well as increase or decreases in required equipment and/or services. Such circumstances include, but are not limited to, increase/decrease in inmate population, in number of telephones and/or in number of correctional facilities. The committee representing the OCIO and the NDCS maintains sole authority to increase or decrease the quantity of facilities, inmate telephones, equipment and service, at the Contractor's expense. The contractor may also be required to provide outdoor telephone services, as the need arises.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Bidder must indicate their understanding and willingness to comply with the requirements of this RFP. In any case where the Bidder does not take written exception to a requirement it will be understood that the Bidder shall comply fully. In cases where the Bidder cannot comply with a requirement, the Bidder must state so immediately following the requirement in their proposal.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus understands and is willing to comply with the requirements of the RFP.

B. PROJECT ENVIRONMENT

The Nebraska Inmate Calling System presently consists of twelve (12) facilities located throughout the State. Below is a list of facilities and locations. Attachment I shows each facility and their minutes used in 2014.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus has read and understands the list of facilities and locations within the Nebraska Inmate Calling System and did a thorough review of our site visit tour with the team projected to support the NDCS.

LOCATION/SITE ID	ADDRESS
Nebraska State Penitentiary Site ID 1145 (NSP)	4201 South 14th Street Lincoln, Nebraska
Lincoln Correctional Center Site ID 1142 (LCC)	3216 West Van Dorn Lincoln, Nebraska
Diagnostic and Evaluation Center Site ID 1140 (D&E)	3220 West Van Dorn Lincoln, Nebraska

Community Correctional Center Lincoln Site ID 1137 (CCCL)	2720 West Van Dorn Lincoln, Nebraska
Omaha Correctional Center Site ID 1146 (OCC)	2323 Avenue "J" Omaha, Nebraska
Youth Rehab and Treatment Center Site ID 1150 (YRTC-G)	855 North 1 st Street Geneva, Nebraska
Youth Rehab and Treatment Center Site ID 1152 (YRTC-K)	2802 30 th Avenue Kearney, Nebraska
Community Correction Center Omaha Site ID 1148 (CCCO)	2320 Avenue "J" Omaha, Nebraska
NE Correctional Center for Women Site ID 1143 (NCCW)	1107 Recharge Road York, Nebraska
Work Ethic Camp Site ID 1149 (WEC)	2309 North Highway 83 McCook, Nebraska
Nebraska Correctional Youth Facility Site ID 1144 (NCYF)	2610 North 20 th Street East Omaha, Nebraska
Tecumseh State Correctional Institution Site ID 2975 (TSCI)	2725 North Highway 50 Tecumseh, Nebraska
Correctional Services/Admin Site ID 1157 (CO)	801 W. Prospector Pl., #1 Lincoln, Nebraska
Correctional Services/Admin 2 Site ID 7917	801 W. Prospector Pl., #1 Lincoln, Nebraska

C. PROJECT REQUIREMENTS

Contractor must provide, install, and maintain at their expense all equipment, servers, workstations, telephones, telephone lines, cabling, recording equipment, and any other incidentals necessary to provide inmate calling services as proposed. The State of Nebraska will not be responsible for any costs associated with the implementation or ongoing maintenance of this service. Although some cabling may be available for contractor use, it will be the contractor's responsibility to maintain all cable associated with their system.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Contractor will be required to provide at least one (1) full time (40 hours per week) system administrator and one (1) full time (40 hours per week) technical support staff. Additional staff may be required by the contractor to fulfill the contractor's responsibilities. This administrator and technical support staff must be trained and equipped to perform all functions related to the day to day operation and maintenance of the inmate calling systems including, but not limited to: State personnel training, line testing, equipment testing, telephone replacement, telephone repair, database information collection, data input, report generation, recording system operation, and miscellaneous maintenance. These individuals will be employed by the contractor with a full time commitment to work on the State of Nebraska account only. System administrator and technical support staff will be provided workspace at the NDCS central administrators office located in Lincoln, NE and will be expected to work from that space. A relief staff will be provided in the event that the primary individual is absent.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus will work with NDCS to hire the most qualified system administrator and technical support staff to be located at the NDCS central administrators office located in Lincoln, NE. The full-time system administrator will adhere to all of the NDCS policies and procedures. Relief staffing will be provided should the primary support individual be absent or on vacation.

As an added value to the NDCS, the full time Site Administrator located in Lincoln, NE will be responsible for all of the duties identified in the RFP, but will also be an expert in the THREADS Investigative Services pattern analysis software described above. This resource will run THREADS reports for the NDCS investigators, train investigators on THREADS and generally be responsible to ensure that the NDCS is getting the highest value possible out of the THREADS investigative tool. This resource will also assist NDCS Investigators with obtaining investigative information from outside agencies and inputting the data into THREADS for further analysis and the identification of actionable intelligence. This resource is expected to directly interface with the Investigator General or his designee for the purpose of ensuring the THREADS is providing valuable intelligence this is in alignment with the priorities of the IG's office.

NDCS shall retain final authority on all telephone/system placement and count. At any time the State may require the addition or removal of individual telephones, or complete systems, as the needs of the State dictate.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Contractor must be able to provide and install complete systems for State facilities that may open or allow for future expansion within ninety (90) days from written notification.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

All system equipment and software will remain the property and responsibility of the contractor. All digital call recordings and call detail records will become the property of the NDCS. For a period of one (1) year following the end of the contract, the vendor will make available in a searchable and playable format.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Without question, the NDCS retains the right to suspend inmate calling indefinitely for security purposes. This suspension may occur at any level to include Statewide. Inmate calling will only be suspended when absolutely necessary, and will be restored as soon as possible.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

The Contractor will be solely responsible for the ordering of, payment for, maintenance of, and troubleshooting on all local or interexchange telephone company lines or services necessary to provide inmate calling service. The contractor will be responsible for all telephone company coordination necessary to install, operate, and maintain their service. The contractor will be solely responsible for the integration and compatibility of the service with any and all circuits and facilities as may be provided by the local telephone company and/or carriers. The contractor will pay all invoices from any provider of ancillary or supporting service that is associated with the provision of those services in a timely manner.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus has substantial experience in obtaining the local circuitry required to provide full functionality of the proposed SCP inmate calling system. Securus has reviewed the listing of all 48 local exchange carriers that operate in the State of Nebraska and has reviewed our experience in provisioning circuits from these LEC's as a part of successful installations at the County facilities throughout the State of Nebraska.

The contractor will not be authorized to obligate State funds.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

The NDCS or the OCIO will give all orders for installation, removal, or modification in writing. The contractor will not install, modify, remove, or make any changes to service without written approval.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

D. BUSINESS REQUIREMENTS

1. Commissions

To keep inmate calling rates as low as possible, The State of Nebraska will not accept a commission from the Inmate Calling Services.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

To support this requirement, Securus proposes the lowest rates possible in our base offering. However, with very low calling rates some vendors may propose very little technology.

That is NOT the case with the Securus proposal. Included in our base offering of low calling rates, we have included key technologies and solutions that are purposely proposed to address existing requirements identified through our fact finding.

While our primary proposal includes low calling rates and exceeds all mandatory requirements of the RFP, our recent investment in new technologies allows Securus to offer a low baseline calling rate that includes additional technologies such as our THREADS analytical software, ICER inmate to inmate communications, Location Based Services (LBS), Word Spotting, IPRO Continuous Voice Identification (CVI) and our IPRO call player. We also include in our baseline pricing our Automated Information Services (AIS) that provides an IVR for your DHH locations to answer routine calls and our Remote Call Forwarding Detection (RCF) to identify calls that have been forwarded by outside parties.

Per Addendum 3 the below requirement has been removed and replaced with the following:

2. Rates

~~Per minute charges must be flat rate twenty-four (24) hours a day, seven (7) days a week. All connect/surcharge fees will be identified by type of call.~~

~~Rates must remain firm for the first five (5) years of the contract. Prices may be subject to change after the initial five (5) year period. All regulatory fees must be included in the rates, as no add-ons will be accepted. Such changes shall be based on industry changes as evidenced by revised printed price lists, verifiable documented cost increases or notices. A request for price increase shall be provided in writing, to The Nebraska State Purchasing Bureau at least thirty (30) days prior to any price increase of the contract. No price increases are to be billed to NDCS without prior written approval by the State Purchasing Bureau and the NDCS Purchasing Division. State Purchasing Bureau reserves the right to accept or reject any price increase request. In the event new prices are not acceptable, the contract may be cancelled.~~

~~Approved price increases shall become part of the new contract as an amendment and will be recognized as firm contract pricing. Revised pricing will carry over to any subsequent renewals or revisions unless specifically revised and agreed upon by both parties. Bidders must provide their proposed rates for all categories listed on the cost proposal sheet.~~

~~Failure to provide rates as outlined may be grounds for rejection of proposal.~~

~~Any and all charges billable to the inmates and their families must be detailed in the Bidder's cost proposal. Contractor may not assess any charges to any party in connection with this service that are not outlined in their proposal response.~~

Per Addendum 8 the below revised requirement has been removed and replaced with the following:

2. Rates

~~Per minute charges must be flat rate twenty-four (24) hours a day, seven (7) days a week. Rates must remain firm for the first five (5) years of the contract. Prices may be subject to change after the initial five (5) year period. All government-mandated fees and taxes must be included in the rates, as no add-ons will be accepted. Such changes shall be based on industry changes as evidenced by revised printed price lists, verifiable documented cost increases or notices. A request for price increase shall be provided in writing, to The Nebraska State Purchasing Bureau at least thirty (30) days prior to any price increase of the contract. No price increases are to be billed to NDCS without prior written approval by the State Purchasing Bureau and the NDCS Purchasing Division. State Purchasing Bureau reserves the right to accept or reject any price increase request. In the event new prices are not acceptable, the contract may be cancelled. Approved price increases shall become part of~~

~~the new contract as an amendment and will be recognized as firm contract pricing.~~

~~Revised pricing will carry over to any subsequent renewals or revisions unless specifically revised and agreed upon by both parties. Bidders must provide their proposed rates for all categories listed on the cost proposal sheet.~~

~~Failure to provide rates as outlined may be grounds for rejection of proposal.~~

~~Any and all charges billable to the inmates and their families must be detailed in the Bidder's cost proposal. Contractor may not assess any charges to any party in connection with this service that are not outlined in their proposal response.~~

2. Rates

Per minute charges must be flat rate twenty-four (24) hours a day, seven (7) days a week. Rates must remain firm for the first five (5) years of the contract. Prices may be subject to change after the initial five (5) year period. Such changes shall be based on industry changes as evidenced by revised printed price lists, verifiable documented cost increases or notices. A request for price increase shall be provided in writing, to The Nebraska State Purchasing Bureau at least thirty (30) days prior to any price increase of the contract. No price increases are to be billed to NDCS without prior written approval by the State Purchasing Bureau and the NDCS Purchasing Division. State Purchasing Bureau reserves the right to accept or reject any price increase request. In the event new prices are not acceptable, the contract may be cancelled. Approved price increases shall become part of the new contract as an amendment and will be recognized as firm contract pricing. Revised pricing will carry over to any subsequent renewals or revisions unless specifically revised and agreed upon by both parties. Bidders must provide their proposed rates for all categories listed on the cost proposal sheet.

Failure to provide rates as outlined may be grounds for rejection of proposal.

Any and all charges billable to the inmates and their families must be detailed in the Bidder's cost proposal. Contractor may not assess any charges to any party in connection with this service that are not outlined in their proposal response.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

3. Collect Billing

The Bidder must provide a list of Local Exchange Carriers (LEC), and Competitive Local Exchange Carriers (CLEC) names and Operating Company numbers for every LEC and CLEC at which the Bidder has an established collect billing arrangement. Collect calls to parties whose local telephone service is provided by a LEC or CLEC appearing on this list must not be blocked for any reason except in the event that the LEC or CLEC itself has placed a collect call restriction on that telephone line, or the line has been ported from a billable LEC to a CLEC. If collect calls are blocked due to LEC or CLEC restriction, the nature of this restriction must be presented to the NDCS/OCIO within twenty-four (24) hours of request.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus will always be in compliance with Customer Proprietary network Information laws and regulations. Authorized personnel can access reports detailing calls from any workstation at any facility in real-time from any internet enabled workstation.

A list of Local Exchange Carriers (LEC) and Competitive Local Exchange Carriers (CLEC) names and Operating Company numbers with whom we have billing arrangements are included in Attachment J.

The Bidder must detail how called parties are billed when they have either "collect calling blocks", or a line serviced by a LEC which the contractor does not have a direct collect billing agreement. If called party is required to contact the contractor in order to establish an account, provide the toll free number that is available for this purpose. This number must be answered within six (6) minutes.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

When an inmate or detainee at your facility attempts to make a call, our validation system will route the call in an optimized fashion and attempt, through multiple means, to connect the call.

If the called party does not have a prepaid or post-paid payment product already established with Securus, or we are unable to process the call due to LEC or CLEC restrictions or any other reasons, the call will route through one of our call optimization programs to ensure the call is connected.

All calls, including inmate prepaid calls, are subject to call restrictions based upon call type. In many cases, carriers do not allow collect call billing to called party numbers. In these cases, inmate prepaid calls would be allowed for these types of restrictions.

Securus employs the most sophisticated intelligent validation network in the industry. As a real-time, computer telephony-based switching system, the SCP never allows an inmate to be connected to a conventional dial tone. All dialed numbers—whether prepaid or collect—are thoroughly analyzed before the call is allowed to process.

This includes determining if the area code and exchange are valid, checking the number against any restrictions such as customer requested blocks, and verifying through the national Line information Database (LIDB). Only after the dialed number passes all of these tests will it be dialed by our SCP.

In addition we currently serve inmate facilities with our own Securus validation hub, and the collective information is very effective in reducing fraudulent and illicit calling.

Securus provides all billing services internally through Securus Correctional Billing Services (SCBS). Our ability to produce our own billing and direct bill collect calls allows us to offer the most robust collect call program in the industry.

Called parties are billed through the following methods:

- Direct-billed accounts. Collect call charges will appear on a bill generated by Securus Correctional Billing Services (Securus' customer service and billing division). To set up a direct billed account, the inmate's friend or family will be subject to a credit check (as allowed by state regulations).
- LEC-billed account. Collect call charges will appear on the inmate's friend or family monthly local phone bill.
- AdvanceConnect / Prepaid accounts: Friends and family members fund these accounts in advance and charges are deducted from an account as calls are made. We offer convenient funding options that include "no minimum" and "no transaction fee" options for budget conscious parties.

For end users requiring account assistance or wishing to establish an account, they can contact SCBS at 1-800-844-6591 and by chat at www.securustech.net.

If direct billing accounts must be established for called parties who cannot be billed directly from the local carrier, contractor may not ask called parties for any type of pre-payment or deposit at the time of account establishment. Calling from the inmate to these called party numbers must be available within twenty-four (24) hours of account establishment.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Due dates on all invoices must be no sooner than fifteen (15) days from invoice mailing. Contractor may not block calling to a direct billed number unless the account is thirty (30) days past due. Contractor may require a refundable deposit not to exceed \$75.00 to restore calling for any account that has not been paid within thirty (30) days of bill due date.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Contractor will be required to certify to the State of Nebraska in writing, on a yearly basis that they have completed a self-audit of rates, and that called parties have been billed in accordance with the contract award rates. Contractor will be required to provide an electronic copy of ALL collect call detail files that are sent to local exchange carriers or third party billing companies to the State on at least a quarterly basis. This file must contain originating facility, called to number, date, time, and charge for each call detail record billed. Contractor will be required to provide a refund within sixty (60) days of request for any calls that are either billed in error, billed incorrectly, or do not appear on the monthly call detail file sent to the State. Rates may be audited periodically by the NDCS to ensure accuracy. Call detail records will be periodically checked against call records on the system itself. Call detail records must match system records.

If discrepancies become excessive, the State may hire an independent party to perform complete monthly audits of call records until discrepancies are taken care of at the contractor's expense.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

4. Debit Recharge

Dollar values to inmate accounts will be sold directly to inmates by facility staff. The State of Nebraska will compile a daily file on all sales and provide to the contractor (to be mutually agreed upon). Contractor must add dollar values to inmate accounts within eight (8) hours of receipt. The Contractor must explain their procedure for accounting of inmate debit balances. Contractor will bill according to the files received during a calendar month.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus Inmate Debit accounts are inmate-owned phone accounts that allow inmates to fund phone calls to numbers they want to call. Securus Inmate Debit Account Funding could help reduce or eliminate the manual processes used today and provide better documentation, additionally, because the calls are funded by the inmate, there is no cost to the called party. An inmate can transfer funds from the commissary system to his Inmate Debit calling account. The inmate initiates the funds transfer from the commissary system to his Inmate Debit calling account at the commissary. The inmate will provide his inmate identification at the point of sale and request the transfer of funds.

The transfer amount will be deducted from the inmate's trust or commissary account and added to his Inmate Debit calling account.

Debit transactions will include inmate ID and the dollar amount transferred, and will be sent electronically from the commissary to Securus' secure FTP server. The resulting electronic data exchange immediately updates the ITS to show the inmate identification and amount of debit time added to the phone account (by each inmate). Securus will be responsible for all data integration and communication between your commissary system and the Securus SCP.

Implementing Inmate Debit

Securus has a dedicated Integration team that is committed to integrating within 30 days. The Integration team will provide the NDCS with inmate and friends and family marketing materials to promote Inmate Debit and provide a smooth transition for the users. Securus will insert call prompts for inmates and friends and family to assist them in funding an account.

Once implemented, an Inmate Debit account is opened automatically for existing inmates and at booking, for new inmates.

Adding Funds

Inmates can add funds to their accounts through automated trust transfers, such as Commissary Order by Phone, forms, and kiosks.

Friends and family members can add funds to an Inmate Debit account without opening their own account. Friends and family members can deposit money directly into an inmate's debit account using several convenient points of sale:

- Securus Correctional Billing Services' Website
- Customer service representatives
- United States Post Office—mail the payment to Securus Correctional Billing Services' PO Box.

Friends and family members also have multiple payment options to fund accounts, including credit or debit card.

Handling Payments, Commissions, and Refunds

Securus handles all payments, relieving the NDCS from the cash handling business. As money is added to an Inmate Debit account, SCP recognizes the funding transaction and transfers the funds to Securus.

When an inmate is released from the NDCS facility, the release information is transmitted to SCP. The Inmate Debit account is closed in SCP and the remaining unused balance is made available for refund to the inmate. Securus can remit the unused funds to the NDCS to be refunded to the inmate via the NDCS's refund process. Or, to further relieve the NDCS of cash-handling, Securus will make the refunds available to the inmates directly via Western Union's more than 470,000 worldwide retail locations.

Reporting

Detailed reporting about Inmate Debit is available through the SCP user interface and the Facility Portal. The SCP Debit Report allows the NDCS users to:

- Query Inmate Debit call detail records (CDRs) by the user-specified criteria
- View all debits and credits that occurred during a specific time period for an individual inmate; for all inmates within a facility; or for all facilities

Figure 22 below shows a sample of a secure call platform debit report.

Figure 22

Secure Call Platform

MANAGEMENT LEVEL

Facility: Securix Demo Site | Site: Securix Demo Site | Phone Group: All Phone Groups | Phone: All Phones

SCP Debit Report Search
(Negative numbers will be displayed in parenthesis)

FILL III SEARCH CRITERIA (Indicates Require Fields)

(Use * for wild card / partial searches)

Inmate First Name: _____ Last Name: _____ Custody Account #: _____ PIN#: _____

User Name: _____ User Comments: _____ Description: _____

Type: --ALL-- Amount: --ALL-- Exclude Automated Process:

Note: Please limit search range to no more than 31 days

Start: 10/19/2010 00:00:00 End: 11/18/2010 23:59:59

Search Reset

Site	Account # / PIN	Inmate First/Last	Type	Amount	Date/Time (in Central Time)	User	Reference #	Description	Comment
Securix Demo Site	2343 / 0343	Genard Tice	Credit	\$100.00	11/18/2010 09:20:35	Gedinn@OCPTX.TX	20102018052034-0343	Site Issued Credit	
Securix Demo Site	1028201010 / 102820101-3858	TML LOCALS	Credit	\$100.51	10/28/2010 11:12:25	A1Admin@OTPTX.TX	20101228111224-10282010	Site Issued Credit	
172.16.32.40				TOTALS					
				Action Type	Quantity	Amount			
				Payment	0	\$0.00			
				Credit	2	\$200.51			
				Debit	0	\$0.00			
					2	\$200.51			

By using the criteria in the search area, users can run reports detailing and totaling SCP Debit activity and balances for their facility.

5. Debit Billing

The NDCS will not allow for plastic pre-paid calling cards and requires that all pre-paid time purchased by inmates at all facilities be added to their accounts in the time specified in Section III.D.4 Debit Recharge. Contractor shall invoice the NDCS on a monthly basis for the combined dollar values added to inmate accounts during the previous calendar month, less refunds made to released inmates. No fees shall be charged for accounts to be closed and inmates shall receive a full refund of unused funds. Billings should be sent in one of the following methods:

NDCS Accounts Payable
P. O. Box 94661
Lincoln, Nebraska 68509

Or via email to: DCS.AccountsPayable@nebraska.gov

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

The State of Nebraska's Chief Information Security Officer has established a mandatory requirement that all file transmissions to and from the State of Nebraska be secured at both sides of the file transmission. Some of the suggested file transmission protocols to resolve this requirement are as follows:

- a. Connect Direct software
- b. SFTP server with public key authentication

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

All file transmissions to and from the State of Nebraska will be secured at both sides of the file transmission.

The State will provide the contractor with a monthly file listing inmate released during the previous month. This file will be provided to the Contractor by the 5th of each month. Each inmate release file will include inmate name, inmate number, and release date. The contractor will be required to return that file by the 10th day of the same month and add the amount of funds remaining on each inmate's debit account so that refunds can be made to the inmate by the State. The total amount of refunds will be deducted from that month's payment to the contractor.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

6. Prepay by Inmate Families

Contractors may require inmate families to Pre-pay for services if those families do not meet the Contractor's creditworthiness requirements for collect calling. When Pre-pay is required, the Contractor must be able to accept payment from inmate families using credit cards, debit cards, personal checks, and money orders. All monies paid to the contractor by inmate families will be credited to the families account and decremented at a rate equal to those in the bidder's cost proposal. Inmate family pre-pay accounts are considered "Debit" accounts and will be subject to the Debit calling rate. Contractors may charge a fee to cover the cost of accepting credit card payments from inmate families however, that fee may not exceed 5% of the total transaction. The contractor may not charge any additional processing fees when inmate families pay using methods other than credit/debit cards except for insufficient check fees. Bidders must outline their entire policy for Pre-pay in their bid proposal. Any setup fees will be identified within the proposal. All individuals utilizing a prepaid account will have name, address, and phone number in a searchable/exportable database that is accessible to the NBCCS. Contractor must provide details pertaining to the verification process that are completed to set up an account.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus will require families to prepay for calling services if those families do not meet Securus creditworthiness standards or collect calling is not an option based upon their location or type of call requested (i.e. cell phones cannot accept collect calls). When setting up a prepay or debit account, friends and family members will be required to provide a valid credit card, debit card, personal check or pay by money order. Securus will always provide a no cost funding option to support the families of inmates funding accounts. All monies collected by Securus from inmate family and friends will be credited to the families account immediately and decremented at the rate per minute or per call identified in the Securus Cost Proposal. All inmate family prepaid accounts are considered debit accounts and will be charged the proposed debit calling rate.

Securus will charge a one-time funding fee to cover the cost of accepting credit cards payments from inmate families but the charged fee will not exceed 5 percent of the total transaction from the family member funding the account. No account establishment or account closing fee will be charged as part of our program.

Family members will not be charged any additional processing fee when funding using methods other than credit/debit cards with the exception of a fee for insufficient funds identified in our Cost Proposal.

At any time, the NDCS can request from Securus an exportable, searchable data base that will list all individuals using a prepaid account and the data will include name, address and associated phone number of the account owner.

Families and friends will be able to prepay for inmate calls through easy-to-use payment channels including: toll-free automated pay-by-phone, pay-by-mail, website, and live customer care center. These options will accept major credit cards or checks and fund availability within a reasonable time, subject to minimum deposit, but no service fee. These channels will be able to fund multiple prepaid accounts or inmate debit telephone accounts with one transaction.

Called parties are billed through the following methods:

- LEC-billed account. Collect call charges will appear on the inmate's friend or family monthly local phone bill.
- Direct-billed accounts. Collect call charges will appear on a bill generated by Securus Correctional Billing Services (Securus' customer service and billing division). To set up a direct billed account, the inmate's friend or family will be subject to a credit check (as allowed by state regulations).
- AdvanceConnect™ accounts: Friends and family members fund these prepaid accounts in advance and charges are deducted from an account as calls are made. We offer convenient funding options that include "no minimum" and "no transaction fee" options for budget conscious parties.

Securus offers a wide variety of funding options for friends and family members of inmates to use in setting up prepaid accounts.

We know that convenience drives account creation and that account creation drives more calling, so we focus on making sure the funding process is easy to follow and available when and where the inmates' friends and family members need it. We believe that we offer the most comprehensive and convenient options for funding accounts in the industry. Friends and family members can call our call center 24 hours a day, 7 days a week, 365 days a year and speak with a live operator, or take advantage of our easy to use IVR system to help them set-up and fund their accounts, or they can use our convenient website for funding, or they can fund accounts by mail or by visiting one of over 35,000 MoneyGram locations such as Walmart and CVS Pharmacy or one of over 58,000 Western Union locations.

Securus does not have a fee for establishing a prepaid collect account. Should a friend or family member decide they would like to expedite the processing payment by using a credit card with only the fee charged that is approved by the NDCS. Securus will always provide end users with a no cost funding option.

E. TECHNICAL REQUIREMENTS

1. General Calling Requirements

Nebraska inmates are allowed fifteen (15) cumulative minutes per day to place calls. The Contractor's system must be able to accumulate all daily call totals for each inmate and suspend calling once the cumulative fifteen (15) minute time limit has been reached. This includes any calls that may be in progress. Systems which are not able to limit calling for each inmate to fifteen (15) minutes per day will be rejected. It is preferred that the cumulative call limit be adjustable per phone number.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

The Securus SCP inmate calling system will be able to monitor and accumulate all daily call totals for each inmate and will suspend calling once the cumulative 15 minute time limit has been reached. This will include any call in progress. The cumulative call limit can be adjustable per phone number.

Securus' Calling Restrictions enable the control of calling activity, such as call durations by inmate, by individual phone, by multiple phone groups, by customer, or by facility. Calling activity may also include allotted limits and thresholds applied to phone numbers and inmates by attempt or to control an inmate's calling activity.

SCP provides the facility with the capacity to set a maximum time limit for any type of call and/or all calls related to an individual PIN and/or all PINs. In addition, multiple restrictions may be tagged to any PIN or telephone number associated with a PIN.

Examples of restrictions are:

- Maximum duration of a call for PIN
- Maximum number of calls from that PIN per day/week/month, etc.

To relieve facility staff from calling restriction maintenance responsibilities, all imposed calling restrictions are automatically managed by the calling platform.

If court restraining orders or called party financial conditions require a limit to the amount of time or monthly cost of inmate calling to a particular party, the system automatically complies with such restrictions by denying calls when maximum restrictions are met.

Securus' Calling Restrictions also provide additional PIN suspension features to further assist facility staff in maintaining control of inmate activity. A single inmate's PIN or any number of inmates' PINs may be suspended for a specified time from either the on-site administrative terminal or an authorized remote terminal. This suspension feature, frequently used for punitive reasons, allows the facility to deny telephone privileges to one or more inmates without affecting other inmates who share the same inmate telephones. The length of time for PIN denial is entered and automatically policed, enforced, and released by the system.

The system will automatically reset the PIN to allow calls on the day requested, with no manual intervention required. This feature allows inmates, if necessary, to make privileged calls even while on suspension from other calls. Direct manual control of this suspension feature is also allowed from the on-site administrative terminals or authorized remote terminals.

Dial-To-Number (DTN) Limit

A DTN restriction controls the amount of time allowed between phone calls. For example, this restriction can limit calls to 15 minutes (configurable to any number of minutes) restricting an inmate's ability to continuously call a single number.

Also, this feature is configurable to exclude certain phone calls, such as calls to private numbers.

Inmates must place calls using a two (2) step verification process. The inmate's PIN must be used to identify each inmate account on the Contractor's system. The process must include the Inmate PIN and voice recognition.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

There is a significant difference between voice "recognition" and voice "identification". In the latter, which is included in the Securus proposal; the inmate's voice is first recognized as matching the voice that registered the PIN (during a voice biometric enrollment process) initially but in addition, voice identification goes further.

Voice identification provides the NDCS investigators with continued identification of the inmate who initially made the call and any other inmate voice that may have entered the call. This higher level of both recognition and identification is provided in the Securus proposal.

The Securus SCP inmate calling system will provide the Nebraska DOC with the most sophisticated, fool proof two step verification process available in the industry and when combined with the Investigator Pro call player, will present investigators with easy access to calls where an inmate is sharing their PIN, attempting a three way call or speaking with an inmate at another institution.

The Securus secure calling practice begins with deciding how the NDCS would like to provide and administer PIN's.

First, Securus' SCP enables each inmate telephone to be individually programmed for Personal Identification Number (PIN).

Currently, the NDCS are using a PIN system under which each inmate is assigned a PIN. In such cases, the inmate must enter his or her PIN before making a telephone call. PINs also provide an audit trail of the inmate who placed each specific call. Additionally, it allows the facility increased control over which inmates can call which numbers.

Each inmate is assigned a unique PIN, ranging anywhere from 4 to 16 digits. This range creates a maximum number of 9 billion PIN combinations.

The following three primary modes may be applied to a single phone or group of phones in a facility:

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

Mode 1, Open PIN

This is the most basic mode of operations, and the simplest to administer. Each inmate is assigned a unique PIN to make a phone call; however, no individual phone number restrictions or calling lists are used in this mode. Only global system calling restrictions are applied to the inmates' calls.

Mode 2, Open PIN with Restrictions

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

Mode 3, Closed PIN

Mode 3 provides the most restrictive type of calling privileges; however, it also requires the most administration of the three modes. In the system's standard configuration, each inmate can register from 1 to 30 telephone numbers (for example). The total number of destination numbers available to put on an inmate's list is unlimited. The facility determines the maximum number of telephone numbers each inmate can register. Telephone number registration includes the number, name of the party who the inmate wishes to call, and the relationship of that party to the inmate. The telephone numbers that each inmate registers are identified with the inmate's PIN and reside in the system. Only that PIN may validate calls to those numbers. Updating calling lists is a continuous process as inmates are booked into, or released from the facility, or as the inmates request changes to their calling lists. This type of control is usually recommended only for facilities with a low rate of inmate population turnover, or where such extreme security measures are desirable.

Note that in a Closed PIN environment, the facility may choose to make certain telephone numbers commonly available to all inmates. The common numbers may be assigned global and/or facility accounts.

Secure Calling Practices

Securus provides more secondary verifications of an inmate's identity each day than any other provider through our biometric technologies. Our systems can utilize both front end and continuous voice identification to ensure confidence in your PIN system.

Investigator Pro Continuous Voice Identification (CVI)

Developed by JLG Technologies, now owned and operated by Securus Technologies Inc., Investigator Pro is a powerful evidence-gathering and investigative analysis tool that is proven and in use in facilities nationwide making corrections officers and communities safer every day. Investigator Pro is included in our baseline pricing offer.

Investigator Pro will be enabled to verify the inmate's voice with the PIN. IPRO is integrated with SCP and uses unprecedented state-of-the-art technology after the two-step verification process to "identify" the voices of all inmates speaking on telephone calls and exposes inmates who try to beat the system by hiding their identities using other inmate's Personal Identification Numbers (PINs) to engage in criminal activity.

Investigator Pro matches inmate voices with the inmate PIN to accomplish the two step verification process. However, the system will continue to analyze and report on all inmate voices that were identified on a call. Alerts are instantly available to investigators in the real time status screen at the completion of each voice analysis. **Every second of every call is analyzed.**

The *Investigator Pro* gleans a vast amount of data from the continuous voice identification technology that can provide a wealth of high value intelligence information. The system is easy to use and all training is provided initially and throughout the term of the agreement to ensure your investigators get the most value from the system.

As an additional benefit, Securus is the ONLY provider that can take that intelligence and import it into our industry leading THREADS investigative tool so that investigators have a full view of connections between conversations and inmate activities.

When used in unison with our other capabilities such as location based services to control and monitor cellular telephone usage, customers are put in the best possible position to provide truly secure inmate communications.

CVI Actionable Intelligence

The Investigator Pro voice biometric identification system goes beyond continuous verification of one inmate's voice. Investigator Pro continuously verifies the identity of all inmate voices that are speaking on a telephone call.

Reporting of this fraudulent activity can easily be found with the QuickFind reporting tool. When accessing the QuickFind dashboard system, investigators will be presented with the "High Target Calls for Review" report showing the PIN that was used, the name or names of inmates whose voice print was identified during the call and name(s) of inmate that did not match the PIN being used. The High Target Calls for Review report provides actionable intelligence by highlighting suspicious calls to make the most of an investigator's time.

The system provides investigators with direct links to these recordings where inmates are attempting to hide their identity and provides the tools to review and annotate those conversations for further use in investigations.

Securus calls our service, Continuous Voice Identification (CVI) because we identify and report each inmate on the call and give you the names of the inmates. We do not just continually verify the inmate's voice during the call. Most of our competitors can only continuously verify the voice of one inmate during the call and cannot report the identity of a second or third inmate that participated on the same telephone call.

The system's easy-to-use dashboard automatically collects and analyzes a vast amount of information that would otherwise be labor-intensive to gather and interpret. This breakthrough technology changes the way evidence is gathered, shared, and used in the investigation and prosecution process.

The Investigator Pro system provides the highest level of integrity, efficiency, and demonstrated effectiveness as an evidence case-management tool.

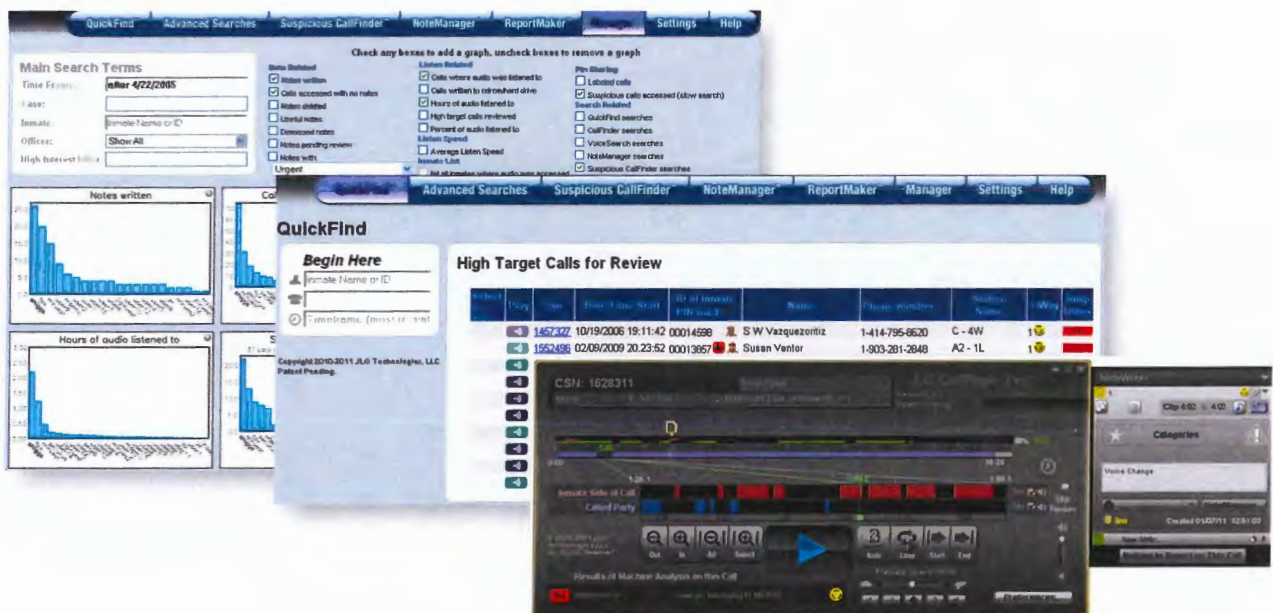
Anatomy of Investigator Pro™

Investigator Pro comes with an advanced Call Player, multiple reports, and even an interactive dashboard – all designed to provide investigators with the tools they need to exposes inmates who try to beat the system by hiding their identities to engage in criminal activity. The modules in Investigator Pro include:

- QuickFind™ – Puts critical information at your fingertips
- Voice Search™ – Find calls where inmate’s voice is found
- CallFinder™ – Filter calls based on dozens of criteria
- MyCallReview™ – Return to the calls important to you
- Suspicious CallFinder™ – Find all high-suspicion calls using analytics to make more of an investigators time
- NoteManager™ – View, filter, and create notes on calls
- ReportMaker™ – Run reports on various telephone system abuses
- Stats – View key messages and monitor analysis progress

Please see Figure 23 below for sample Investigator Pro Modules

Figure 23



CVI CallPlayer Pro

As displayed in the screen print above, one of the most utilized modules of the CVI system is the CallPlayer Pro. This playback system gives you the power to play and annotate calls faster, with less duplication of effort by providing playback controls to split audio talk paths, speed up conversations or eliminate pauses.

The system provides the following features:

- Ability to separate recorded voices and select only one voice to play back at a time
- Speed or slow a conversation or single voice within a recording
- User friendly playback module with intuitive buttons
- Saves time, allowing for more productive use of staff time, better distribution of staff resources, and cost savings
- Report feature allows for supervisory oversight, accountability, and assessment of your staff's investigative skills and activities

The use of the Call Player Pro can reduce a ten minute call, with all pauses removed and use of the other tuning adjustments, into a five minute call doubling the use of time spent on recordings.

Enrollment Process

The enrollment process is a vital part of securing a one time, high quality voiceprint from inmates. The two most important elements of any successful voice biometric identification system are *excellent technology* and *supervised voice enrollment*.

Securus will provide the fully-supervised enrollment of all NDCS inmates into the system. Supervised enrollment means that each and every inmate will be required to enroll their voice at an inmate telephone station under the supervision of one of our trained enrollers. The advantage of supervised enrollments is positive ID of each inmate to ensure complete credibility of the enrolled database. Unsupervised or poorly supervised enrollments can jeopardize the integrity of the voice biometric database. This enrollment can be achieved with minimal disruption and can be presented to the inmate as part of the overall new inmate telephone system introduction.

The process begins with extensive preparation by Securus and precedes the actual on-site enrollment by many days. Coordinated facility preparation is the key to success. Once at the facility, and immediately before the enrollment team enters a housing unit, our enrollment administrator will reconfigure that housing units phones from the normal call-out mode and place them into the enrollment mode via remote software. The enrollment team then enters a housing unit, announces instructions to the inmates, and begins the enrollment process. When all inmates have been enrolled, the administrator places the phones back into the normal calling mode. Priority should be given to intake facilities.

As inmates are brought into the NDCS system, voice biometric enrollment should become part of the intake process. This will ensure that all inmates moving out of the intake/classification facility will already have voice print enrolled prior to entering newly assigned facility and will not require re enrollment. Securus will install dedicated enrollment phones at locations that best meet the needs of NDCS at the State facilities.

Securus is very experienced in voice biometric enrollments as we have enrolled over 250,000 inmates. A typical enrollment takes generally **less than two minutes**. Before the inmate is required to speak into the phone, the enroller checks the inmate's ID tag against the facility's inmate/housing unit location sheets.

The enroller then enters the inmate's PIN from the sheets into the phone keypad and instructs the inmate to say their name (as it appears on the sheets) and a short phrase, followed by a short paragraph of text. By doing this, the enroller ensures that the inmate is who he says he is so that the voice signature is confirmed to be that of the inmate.

Our enrollers are experienced in assisting inmates through the process who cannot read and we will make accommodations in the enrollment process to support any individuals with special needs.

Investigator Pro ICER™ – (Inmate Inter-Communication Evaluation and Reporting)

After developing its Investigator Pro voice identification and crime investigation system now in place in 188 correctional facilities throughout the country, JLG Technologies, since acquired by Securus, furthered its research as a result of requests from corrections investigators to develop an automated way of identifying inmates who are illegally communicating with other inmates using the inmate telephone system. The end resulting solution was ICER our Inmate Inter-Communication Evaluation and Reporting system which uses our biometric systems to analyze and target calls which otherwise would likely never be found. ICER is included in our baseline pricing proposal.

ICER enables detecting and reporting on inmate-to-inmate phone communications whether occurring within the NDCS' own facilities state wide, or between inmates in the NDCS's facilities and inmates in other participating jurisdictional locations or states nationwide.

The Threat

Inmates have been, and continue, to communicate with each other over the telephone systems that have been provided for their controlled contact with the outside world.

Until now, communication between inmates (each originating calls from inmate telephones) has essentially gone undetected because there was neither practical technology nor uniform networking capability to identify such communications. Following are highlights of the dangers caused by uncontrolled inmate to inmate communications:

- Through a variety of methods, inmates are circumventing the inmate telephone systems contracted by facilities to communicate with another inmate; whether the other inmate is in the same housing unit, a neighboring housing unit, in a different facility or in a different state. Inmates exploit conference bridges, services such as iPhones, Skype, Google Voice and other kinds of modern telecommunications technology.

In addition, they rely on called parties to bridge the calls, place three-way calls, or even put two speaker-phones in proximity to one another, so that inmates can talk to other inmates.

- Until recently, inmate to inmate communication incidents were only found when accidentally located by correctional staff; however incidents are now known to occur with much wider frequency than previously known. ICER has already identified 1,000's of these events for our partner facilities. Events that would have otherwise gone unnoticed.
- These uncontrolled inmate communications, often conducted by turning cell phones end to end to connect receiver with mouthpiece, have involved criminal activities including coordinating gang-related murders, drug trafficking and racketeering, as well as inmate disturbances at multiple correctional facilities around the country.

Technology and Cooperation Provide Increased Safety

Every day we learn from the news about instances of major crimes being solved because of the increasingly cooperative efforts of state and federal agencies that are now beginning to share case-critical data around the U.S. and the world. In the world of inmate phone calls, we are offering a new technology based on voice biometric analytics and a dedicated cooperative network provided through participating nation-wide correctional administrations. This combined effort will enable all participating corrections facilities and jails throughout the country to receive specific and detailed information on a call-by-call basis when their inmates are using their phone systems to talk to each other - whether the calls are connected between different inmate telephone systems, between pods in the same facility, or between inmates in facilities from Florida to Maine to California. The more agencies that take part in the ICER network and share ICER data, the more inmate to inmate communications events will get caught in the net and be reported.

How ICER Works

ICER uses advanced voice analysis technology to generate a “call signature” — a representation of the call that does not involve any of the original audio — for each completed inmate telephone call. Call signatures are then automatically encrypted and transmitted to our central data center for analysis.

Because none of the original audio is used in a call signature, the ICER system is in full compliance with state laws regarding the transmission of call recordings.

Under normal operations, call signatures are created, transmitted, and received at the data center within seconds of each completed call. Upon arrival, the call signature is immediately analyzed and checked against other call signatures.

If an inmate to inmate communication event is detected, it is logged in the ICER system database and investigators from the participating corrections administration are automatically alerted via email to log into the ICER system for the detailed report.

The ICER system doesn't require correctional facilities to transmit audio files and each agency is always in complete control of the level of sensitivity of any data transferred.

The ICER Event Report below in Figure 24 is a sample of the reports that are received by Pennsylvania Department of Corrections (PA DOC) on a daily basis. This particular ICER Event Report shows that on May 24, 2015, two inmates from two different PA DOC facilities were found to be talking with each other around 8:00 pm EDT.

The first inmate named Damion Floyd called telephone number 410-504-7254 and the second inmate, Natasha Miller called telephone number 724-471-6945 and was connected to Damion Floyd 180 seconds into her recorded session. The conversation between the two inmates lasted a total of 644 seconds. The ICER Event Report automatically generates actionable intelligence for PA DOC investigators on a daily basis. The PA DOC investigators value these leads and listen to each recorded call.

Figure 24



ICER Event Report
Event Identified On: May 25, 2015
06:15 am (EDT)
PA DOC

An Inmate Inter-Communications Event has been detected involving an inmate at your facility. The details of which follows below:

Inmate	FLOYD, DAMION	MILLER, NATASHA
Agency	PA DOC	PA DOC
Site	Pine Grove SCI, PA	Cambridge Springs SCI, PA
Inmate ID	KD2764	OT7471
Called Number	14105047254	17244716945
Station Name	H2-2	D3H2
Call ID	7686756739	7686756751
Call Start Time	May 24, 2015 07:58 pm (EDT)	May 24, 2015 08:00 pm (EDT)
Time into Recording (H:M:S)	05m:08s (308 sec)	03m:00s (180 sec)
Duration of Event (H:M:S)	10m:44s (644 sec)	10m:44s (644 sec)

The ICER program is available to all Securus customers. If the NDCS decides to participate in the ICER program, the NDCS would receive the same daily ICER Event Reports.

Exclusively available on our technologies; Securus' ICER listens to each and every call in order to create a uniquely indefinable call signature. It then looks for calls occurring simultaneously or that overlap and using that call signature, **identifies** if there are any two calls where the **same** unique call signature is identified.

If inmates from separate State run facilities (such as NDCS and MO DOC inmates are communicating with each other), investigators at each State DOC would see inmate call data for their own facility (either on the right or left sides of the report).

For privacy and security purposes, access to other agency information would require an automated request from the ICER portal to the participating agency, seeking permission to work with that agency to retrieve pertinent data about the second inmate.

Where inmates are calling each other within their own facility, all data for both inmates will be displayed automatically.

ICER provides facilities with a detailed report of each detected inmate-to-inmate call event by means of a graphical user interface (GUI), so the facility can review the phone call involved in the inmate-to-inmate call event. ICER has been recently deployed in the Pennsylvania Department of Corrections with great success. We look forward to offering the same level of security to the NDCS's facilities.

The system proposed must be capable of giving inmates the option of completing calls either on a debit account or prepaid account. It is preferred that a collect call option also be available.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

The proposed ICS system is capable of providing the option for collect, prepaid and debit telephone service to the NDCS inmates.

Provide toll free services that allow inmates to access services that NDCS is obligated and/or elects to provide. Presently NDCS has identified two different services that are currently utilized.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus' Crime Tip feature is an inmate crime reporting tool that provides inmates with a secure way to provide crime tips and/or leave contact information for follow-up, if they desire. The SCP system anonymously records all messages left on the Crime Tip Hotline, allowing inmates to provide crucial information without being exposed as an informant. Inmates can choose to report:

- Information pertaining to possible criminal activity, including narcotics and fraudulent activities
- A crime that has already taken place
- A threat to their safety
- Anything that they feel necessary to the investigative staff

The inmate's identity remains anonymous, or he/she may leave a name for the facility to reward the inmate for information leading to the successful prevention of a crime, or the apprehension of any individual caught in the act of committing a reported crime.

The Securus Crime Tip feature includes:

- A pre-arranged telephone number (designated by the facility), provided to all inmates
- An option to listen to all or selected recorded messages
- An option to burn specific information onto CDs for use as evidence
- A way to generate reports of all recorded messages with the date and time of the message
- A way to leave an anonymous reply message to the inmate

Informant Line

The Informant Line provides investigators the ability to set up any phone, a voice mail box or answering machine to be called by “informants” / inmates without any indication in the call detail reports, global lists, or to other inmates. It is a completely anonymous call and all information may be hidden from normal investigator views.

Informant line setup process

1. User connects to the SCP user interface with credentials that have access to modify Informant Line calls
2. Navigate to Global List and create a new entry
3. Enter the following information
 - a. Dialed Number for informant to call
 - b. Select options to show this number, port, speed dial, or inmate account information as “unlisted” in CDR reports
 - c. Private if applicable (private calls will not be recorded)
 - d. Select the Dialing Class Of Service “Informant Line”
 - e. Set the number as “active”
 - f. Enter the Speed Dial Code for informant to dial (example: 111)
 - g. Set 3-Way Call Detection (Enabled / Disabled)
 - h. Enter a Description if desired
 - i. Select option to hide phone location in CDR reports
4. Click ‘Create’

Informant line CDR reporting process

Investigator must have security level access to view these calls in a CDR report. If the user has not been granted access to view "informant line" calls in the CDR report, these calls will simply not be displayed. For those very few users who have this level of access...

1. Investigator navigates to CDR report in the SCP user interface
2. Investigator searches by the call type "Informant Line" within the specific time frame
3. Investigator retrieves results
4. Investigator can playback calls if authorized but CANNOT play back calls have been set up as Private
5. Investigator can ONLY see "unlisted" if the option was chosen during set up for the phone number
6. Station ID / Port Location is hidden if selected to be hidden during set up
7. The inmate ID or Pin is NOT shown on the CDR report
8. Investigator with CDR view access cannot view the set up in the Global List

Informant (offender) process

1. Inmate picks up the phone
2. Inmate enters language selection
3. Inmate enters either Speed Dial Code or Dialed Number as configured
**system recognizes the call is to an "informant line" and does not ask for a PIN*
4. Call goes out to the specified phone number
5. Live Investigator receives the call and is not required to accept the call or any admonishments, it simply connects
6. Informant is now connected with Investigator

The contractor must be able to identify inmate legal calls, which will not be recorded.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

SCP can automatically eliminate monitoring and recording of special calls, such as to attorneys, ombudsmen, clergy, or doctors, by designating numbers as "private." NDCS will have complete oversight over which numbers qualify for this designation.

Before installing SCP, Securus can import all known private call and attorney numbers from your existing system and/or a list provided by the State Bar Association into the SCP system. Securus can also assign individual attorney numbers to specific inmates. This eliminates the security risk of marking/setting **ALL** attorney calls to private/do not record or monitor status.

The Web-based SCP user interface makes it easy for administrators to maintain this database and, as always, Technical Support is available 24 hours a day, 7 days a week to assist with any service needs in maintaining this data. As new numbers are added, the data is updated for all facilities within the NDCS network.

To further safeguard the system and not record protected calls, Securus offers as an optional service at no cost our patented Two-party Active Consent application.

Two-party active consent ensures that all recordings of inmate calls are communicated to both parties by requiring the inmate and the called party to give "permission" to record/monitor the call. If an attorney or an inmate hears this message, it alerts them that their call has not been marked as private.

All calls must be branded in the following manner: "You have a call from (inmate first and last name) at (correctional facility name) in (city) Nebraska. Contractor must provide branding process for accepting, rejecting or blocking a call.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus provides an inmate's pre-recorded name to the called party in the inmate's voice. In addition to the pre-recorded name, the SCP platform will indicate the facility in which the call is being placed from, and will provide notification of monitoring and recording if the called number is not an attorney or privileged number.

The following collect call announcement is an example of what the called party hears prior to call acceptance and can be fully customized to meet the exact wording desired by NDCS.

- "Hello, you are receiving a collect call from 'John Doe', an inmate at the 'Nebraska DOC facility name' in Lincoln, Nebraska. This call is subject to monitoring and recording."
- "To accept this call, press 1."
- "To refuse this call press 2."
- "To hear the rates and charges for this call, press 7."
- "To block future calls to your number, press 6."

Securus' SCP allows voice overlay messages to be played throughout the call as an additional fraud protection feature. The established message may be programmed to play at one-minute increments or a random setting. An example of a voice overlay message is *"This call is from a Lincoln, Nebraska correctional facility."*

Voice overlay can be configured by the NDCS in the following ways:

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

The Contractor's system must be able to record inmate telephone calls, and recordings must be easily accessible to NDCS/DHHS designated State personnel.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus' recording and monitoring system is fully integrated with our Secure Call Platform (SCP), and provides secure recordings of inmate telephone conversations that are easily accessible by authorized staff.

It can be configured to accommodate the recording requirements for correctional facilities of any size. The system is fully automated and is designed to be a cost-effective solution for all correctional facilities. Authorized personnel can listen to live or archived recordings via multi-media PC interfaces connected over local area networks (LANs). Multiple levels of security provide that only authorized personnel can access and monitor the inmate recordings.

Call Monitoring

The SCP Live application allows for immediate, real-time monitoring of calls in progress via the multi-media PC workstation. Facility personnel (with appropriate password privileges) can monitor live calls by highlighting the call in progress and clicking on the speaker icon.

This process is undetectable by either the inmate or the called party and does not disrupt the recording process. Concise descriptions of activity appear for each phone in use. For example, the system shows the specific telephone location, inmate PIN, the destination number dialed, city and state of the destination, time and duration of call, any restrictions such as "watched" or "private," and the status of the call, such as "in progress", "calling destination", or "get acceptance".

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

Call Monitoring, Silent

When monitoring occurs, the system incorporates analog suppression/amplification hardware that allows Corrections Officer monitoring of calls without inmate or called party detection.

To assure complete investigator anonymity, there is absolutely no noise, dB loss, or other indicator when this feature is activated via handset, headset, or an amplification instrument such as speakerphone, orator, magnetic, taping equipment, etc.

The SCP'S unique, fully integrated recording application works independently of other products so there is never a need for a third-party manufacturer's product to be integrated into the system. This allows the facility to deal with a sole-source provider if any issues arise.

The SCP uses large capacity hard drives, along with RAID (redundant array of independent disks), that virtually extend the call storage period to meet your specific needs. Recordings are stored on-line for immediate access for 12 months. The SCP can also burn the information to CD and/or DVD for additional back up, if necessary.

The SCP can record all calls simultaneously and also allow personnel to listen to a pre-recorded call, while active calls continue to be recorded—all without loss of information. The system records the entire conversation from call acceptance to termination of the call.

Remote Access to Recording and Monitoring

Because the recording and monitoring applications are fully integrated into the system, the system allows for remote access by other agencies, such as the local police departments. Any authorized user with an approved user name and password can easily, and remotely, access recording and monitoring of inmate calls from any computer or device with access to the Internet. Securus has tested and certified the playback of calls and live monitoring on the following:

- Operating Systems/Devices
 - iOS
 - Android OS
 - OS X
 - Windows

- Browsers
 - Internet Explorer
 - Firefox
 - Chrome

2. Account/PIN Administration Requirements

When inmate accounts are established, inmates will provide a list of up to thirty (30) telephone numbers. These numbers must be programmed into an inmate "allowed call list". Inmates will only be permitted to dial numbers that appear on their "allowed call list". Contractor may provide alternative options for establishing phone lists.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

When inmate accounts are established, Securus will input the list of up to thirty (30) telephone numbers that will allow the inmate to call only those numbers. Inmates will only be allowed to dial numbers that appear on the allowed call list. The Securus provided Site Administrator at the Lincoln NE location will be responsible for inputting the approved allowed list numbers.

In addition, during implementation Securus will request a data file of all existing "allowed call list" number from the NDCS which can be obtained from the existing provider. Once the NDCS has reviewed and approved the list, eliminating any outdated or other numbers that should not be loaded into the Securus SCP system; Securus will receive the data file from the NDCS and immediately load the file into the Securus SCP system. This will enable all allowed call numbers in the SCP system and provide for immediate access to the list by inmates upon cutover to the SCP.

As an alternative to the manual "allowed call list" process used today, Securus recommends a much more efficient, safer and less tedious process of administering inmate "allowed call lists" or Personal Allowed Numbers (PAN). Securus recommends the "Auto PAN" process or the "Inmate Managed PAN" deployment as described below.

As an alternative to the manual "allowed call list" process used today, Securus recommends a much more efficient, safer and less tedious process of administering inmate "allowed call lists" or Personal Allowed Numbers (PAN). Securus recommends the "Auto PAN" process or the "Inmate Managed PAN" deployment as described below.

Importantly, Securus alerts the NDCS to the importance of selecting a vendor that has experience in importing PAN lists from GTL so that existing PAN lists are not compromised or that data integrity is maintained. This is a crucial implementation step in the installation process and requires integration experience and data management skills.

Securus has recently successfully imported similar data for the State of Pennsylvania as they transitioned from GTL to Securus.

The Personal Allowed Number (PAN) feature in the SCP provides an inmate approved calling list. The PAN restricts inmate calling to only those numbers included on their list. Securus built this feature specifically for the corrections industry with the awareness that each facility has unique needs for implementing allowed calling lists.

Like all other features of SCP, the PAN lists are flexible and may be administered in various ways: PANs can be configured manually, automatically, or by importing through E-Imports. The PAN configuration options include the following:

- **Auto Pan** - Allows the first "X" amount of numbers—amount is defined by the NDCS—number of called numbers to be added to the inmate's PAN list automatically. The amount of numbers allowed is configurable and will not allow the inmate to exceed that number.

This is the most popular method of PAN administration. No staff time is required for this process and numbers are loaded immediately to maximize revenue potential.

- **Inmate Managed PAN** - Allows inmates to manage phone numbers on their list such as adding a new number, removing a number, checking the status of a phone number, or hearing, which phone numbers are on their list. With this system, when an inmate adds a phone number to their list, the automated system conducts a real time Billing Name and Address (BNA) lookup on the phone number. If a valid BNA is found, the automated system calls the phone number requesting to be added and asks the called party if they wish to be placed on the specific inmates PAN list.

No staff time is required to administer this process. With the extra step of validation, the DOC has maximum control of each added number.

- **Manual PAN Entry** - Authorized facility personnel or the Securus Site Administrator, have the ability to accept calling lists from inmates, verify the phone numbers, and enter them into SCP's user interface.

This form of PAN administration allows a hands-on approach to approval and control of each number added to an inmate's allowed number list.

- **Adding PANs by System Integration** - SCP allows for the importing of personal allowed numbers through our E-Imports application to add number, associate relationships, and deactivate numbers.

No staff time would be required to administer this process. This is a specialized form of PAN administration, based on specific integration requirements of a facility.

Additional PAN Features

The SCP allows administrators to use the following additional features to maximize efficiency, control, and inspection of PAN lists:

- Global Allowed List
- Automated List Refresh
- Verified/Not Verified PAN
- Speed Dial for PANs
- Associate PANs to PINs
- PAN Management Report
- PAN Change Log Report
- PAN Frequency Report

Table 5 below provides descriptions of each PAN features and their primary benefit to the NDCS.

Table 5

PAN Feature	Primary Benefit	Description
Global Allowed List	Efficiency	Certain phone numbers, such as attorney numbers, can be allowed by all inmates by including them on SCP's "global allowed list."
Automated List Refresh	Efficiency	With this automated feature, PAN lists can be configured to refresh every month on a certain day, such as the first of every month.
Verified/ Not Verified PAN	Safety and control	This feature flag numbers added to the inmate's PAN list as "verified" or "not verified". If the PAN is "not verified", the inmate has the ability to call the number for a configurable number of days before it is blocked. Once the threshold number is reached and the number is blocked, a facility administrator must verify the number and if appropriate—allow calls to that number again.
Speed Dial for PANs	Safety and control	Setting up speed dial numbers for PANs is a preventative measure that reduces an inmate's ability to steal or use other PINs or PANs.
Associate PANs to PINs	Safety and control	PANs are associated with specific PIN numbers. Restrictions can be applied to PIN numbers giving facilities control of when and where an inmate can place a call, how long they can talk per call, and how many calls they can make by day, week, or month.

PAN Feature	Primary Benefit	Description
PAN Management Report	Efficiency	This user friendly, interactive report provides a dashboard view of all PAN entries in the system. If a PAN entry is entered through the Inmate Managed PAN System, it is indicated on this report. Users can select from over twenty criteria to produce reports with multiple data points. All reports are exportable to Excel, CSV, and PDF.
PAN Change Log Report	Safety and control	PAN Change Log functionality records all actions that SCP users make to the verified field in the SCP user interface. It also allows administrators to examine all PAN list changes; specifically, when changes occur, and by whom, helping administrators and investigators track user accountability.
PAN Frequency Report	Safety and control	Shows phone numbers that appear in multiple PAN lists. Users have the ability to enter threshold numbers to define search criteria. For example, a threshold of "four" will show phone numbers that appears in PAN lists more than four times. This report also allows users to create a detail report with specific detail for each call.

The Contractor will have the capability of identifying social and legal calls.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus has the capability to identify social and legal calls. Through the inmate approved calling list as describe in the response above, these numbers are identified as either being private calls to attorneys (legal) or to family and friends (social).

The contractor provided system administrator or technical support staff will be responsible for creating and maintaining inmate calling accounts. All accounts must be created within twenty-four (24) hours of receipt. The Contractor will utilize NDCS provided registration forms. Contractor may provide alternative options for phone number registry.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus will provide a full time, onsite in Lincoln, system administrator who will be responsible for creating and maintaining inmate calling accounts and associated PIN and PAN numbers. All accounts will be created within 24 hours of receipt and will be facilitated by the use of NDCS registration forms.

As indicated above, Securus can provide an alternative phone number registry process using the Auto PAN process. In this scenario, inmates enter their own requested PAN number via the inmate phone and the Securus system will make an automated call to the number requesting authorization. Once approved by the called party the number if presented to the NDCS for final automated approval.

During the Securus approval process, the Personal Allowed Number (PAN) feature in the SCP provides an inmate approved calling list. The PAN restricts inmate calling to only those numbers included on their list. Securus built this feature specifically for the corrections industry with the awareness that each facility has unique needs for implementing allowed calling lists.

Like all other features of SCP, the PAN lists are flexible and may be administered in various ways: PANs can be configured manually, automatically, or by importing through E-Imports. The PAN configuration options include the following:

- **Auto Pan** – Allows the first “X” amount of numbers—amount is defined by the NDCS—number of called numbers to be added to the inmate’s PAN list automatically. The amount of numbers allowed is configurable and will not allow the inmate to exceed that number.

This is the most popular method of PAN administration. No staff time is required for this process and numbers are loaded immediately to maximize revenue potential.

- **Inmate Managed PAN** – Allows inmates to manage phone numbers on their list such as adding a new number, removing a number, checking the status of a phone number, or hearing, which phone numbers are on their list. With this system, when an inmate adds a phone number to their list, the automated system conducts a real time Billing Name and Address (BNA) lookup on the phone number. If a valid BNA is found, the automated system calls the phone number requesting to be added and asks the called party if they wish to be placed on the specific inmates PAN list.

No staff time is required to administer this process. With the extra step of validation, the DOC has maximum control of each added number.

- **Manual PAN Entry** – Authorized facility personnel have the ability to accept calling lists from inmates, verify the phone numbers, and enter them into SCP’s user interface.

This form of PAN administration allows a hands-on approach to approval and control of each number added to an inmate’s allowed number list.

- **Adding PANs by System Integration** – SCP allows for the importing of personal allowed numbers through our E-Imports application to add number, associate relationships, and deactivate numbers.

No staff time would be required to administer this process. This is a specialized form of PAN administration, based on specific integration requirements of a facility.

Additional PAN Features

The SCP allows administrators to use the following additional features to maximize efficiency, control, and inspection of PAN lists:

- Global Allowed List
- Automated List Refresh
- Verified/Not Verified PAN
- Speed Dial for PANs
- Associate PANs to PINs
- PAN Management Report
- PAN Change Log Report
- PAN Frequency Report

Table 6 below provides descriptions of each PAN features and their primary benefit to the NDCS.

Table 6

PAN Feature	Primary Benefit	Description
Global Allowed List	Efficiency	Certain phone numbers, such as attorney numbers, can be allowed by all inmates by including them on SCP's "global allowed list."
Automated List Refresh	Efficiency	With this automated feature, PAN lists can be configured to refresh every month on a certain day, such as the first of every month.
Verified/ Not Verified PAN	Safety and control	This feature flag numbers added to the inmate's PAN list as "verified" or "not verified". If the PAN is "not verified", the inmate has the ability to call the number for a configurable number of days before it is blocked. Once the threshold number is reached and the number is blocked, a facility administrator must verify the number and if appropriate—allow calls to that number again.
Speed Dial for PANs	Safety and control	Setting up speed dial numbers for PANs is a preventative measure that reduces an inmate's ability to steal or use other PINs or PANs.
Associate PANs to PINs	Safety and control	PANs are associated with specific PIN numbers. Restrictions can be applied to PIN numbers giving facilities control of when and where an inmate can place a call, how long they can talk per call, and how many calls they can make by day, week, or month.

PAN Feature	Primary Benefit	Description
PAN Management Report	Efficiency	This user friendly, interactive report provides a dashboard view of all PAN entries in the system. If a PAN entry is entered through the Inmate Managed PAN System, it is indicated on this report. Users can select from over twenty criteria to produce reports with multiple data points. All reports are exportable to Excel, CSV, and PDF.
PAN Change Log Report	Safety and control	PAN Change Log functionality records all actions that SCP users make to the verified field in the SCP user interface. It also allows administrators to examine all PAN list changes; specifically, when changes occur, and by whom, helping administrators and investigators track user accountability.
PAN Frequency Report	Safety and control	Shows phone numbers that appear in multiple PAN lists. Users have the ability to enter threshold numbers to define search criteria. For example, a threshold of "four" will show phone numbers that appears in PAN lists more than four times. This report also allows users to create a detail report with specific detail for each call.

The bidder will describe their process for the prerecorded announcement of the inmate's committed name or legal name change (first and last name) when creating account. System must not allow inmate to record his/her own name at any time. Both parties must be electronically blocked from hearing or communicating with the other party until the call is accepted. Inmate's voice will not be used during any announcement. Electronic security measures must prevent an inmate from interfering with or altering an announcement.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

The SCP system would normally store a one-time recording of an inmate speaking his/her first and last name and that one-time recording would be used for all future calls made by that inmate. The NDCS will not and does not allow inmates to record his/her own name at any time. Therefore, Securus will take on the responsibility of recording the inmates first and last name into the SCP system. An inmate has no ability to tamper with or alter the announcement and Securus can update the announcements as needed by the NDCS.

With the SCP system, the line of communication is fully muted until the system detects a positive acceptance key-press by the called party. The inmate is never allowed to speak to the called party until the call has been positively accepted by the end user.

This applies to both collect and direct-dial debit calls. While the call is being set up, the appropriate automated message will be played to the inmate indicating the progress of the call, including why the call did not complete or that the call is being connected.

Securus provides an inmate's pre-recorded name to the called party in the inmate's voice at the onset of each call. In addition to the pre-recorded name, the SCP platform will indicate the facility in which the call is being placed from, and will provide notification of monitoring and recording if the called number is not an attorney or privileged number.

The following collect call announcement is an example of what the called party hears prior to call acceptance:

- "Hello, you are receiving a collect call from 'John Doe', an inmate at the 'Nebraska DOC facility in Lincoln, Nebraska'. This call is subject to monitoring and recording."
- "To accept this call, press 1."
- "To refuse this call press 2."
- "To hear the rates and charges for this call, press 7."
- "To block future calls to your number, press 6."

Securus' SCP allows voice overlay messages to be played throughout the call as an additional fraud protection feature. The established message may be programmed to play at one-minute increments or a random setting. An example of a voice overlay message is *"This call is from a Nebraska correctional facility."*

Voice overlay can be configured by the NDCS in the following ways:

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

Staff members at each NDCS/YRTC facility must be trained to create and maintain inmate accounts in the event that system administrator or technical support staff is not available. Method of training should include user manual, instructor presentation, or PowerPoint presentation.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus will ensure staff at all NDCS facilities are trained in the use of the system in the event the Securus system administrator or technical support staff is not available.

Securus provides product training covering all SCP features in the agreement with the NDCS. Experienced Securus employees conduct all training through online instructor-led classes or on-site, one-on-one and classroom training sessions at no cost to you.

We deliver standard training using both hands-on experience with your data and using instructor demonstrations to ensure each trainee understands all SCP concepts.

Securus training programs enable facility staff to use all features the first day of installation. Since products are Web-based, after a two- to three- hour training session most officers find it easy to maneuver through the features immediately.

In addition to standard training, Securus will work with you to customize your online training of future on site trainings to meet the unique needs of your staff and facility.

We offer separate classes focused on different agency functions such as, creative investigations, well-organized live call monitoring, and efficient system administration. Training for product upgrades, new facility staff, or a general refresher course is offered through online instructor-led courses available twice a month throughout the year—*Securus ongoing training ensures your staff always “stays on top” current and newly released SCP features and will be provided at no cost throughout the term of the agreement.*

SCP Training Course Modules

Securus is committed to providing your staff with training that will maximize the potential of the features implemented at your facility. Training courses are in a user-friendly, task-oriented format to teach your officers what they need to know to do their job. We present courses in separate modules based on the types of duties officers tend to perform using the SCP inmate telephone system while expressing the unique features of applications.

Table 7 below presents the standard SCP training course modules and associated learning objectives.

Table 7

Course Module	Objective
Getting Started	<ul style="list-style-type: none"> • Logging in • Navigating through the features • Managing your password • Contacting Technical Support for service calls
User Administration Activities	<ul style="list-style-type: none"> • Creating and changing user accounts • Defining a user’s role and granting access permission • Resetting a user’s password • Deactivating and/or deleting users • Running user management reports
Inmate Administration Activities	<ul style="list-style-type: none"> • Adding and changing inmate phone accounts • Deactivating inmate phone accounts • Setting up the phones to meet your requirements

	<ul style="list-style-type: none"> • Using administrative reports
Monitoring Activities	<ul style="list-style-type: none"> • Reviewing Call Detail Records (CDRs) • Monitoring live calls • Listening to recorded calls • Using monitoring reports • Saving calls and burning to CD
Investigation Activities	<ul style="list-style-type: none"> • Using CDRs for investigations • Recognizing trends in inmate activity • Using other investigative tools to collect information for evidence • "Digging" into the details
Super User Activities	<ul style="list-style-type: none"> • Learning time-saving tips and tricks • Discussing actual facility situations and turning evidence into intelligence • Troubleshooting for operational and maintenance staff to minimize unnecessary service calls

SCP Online Help

Securus also provides an online self-help system that is available at all times from a convenient Help menu accessible through SCP. Trainees can use this online application to find quick answers to their questions about SCP.

Keyword searching offers immediate access to the information you are seeking, or you can follow the table of contents for a full learning experience. Step-by-step instructions are designed to help the user to easily complete work tasks.

Officers can print one topic or the entire help system if a full User Manual is preferred. This method of "print what you need when you need it" ensures all printed material is updated with the current release of SCP.

Figure 25 below illustrates the SCP Online help screen.

Figure 25

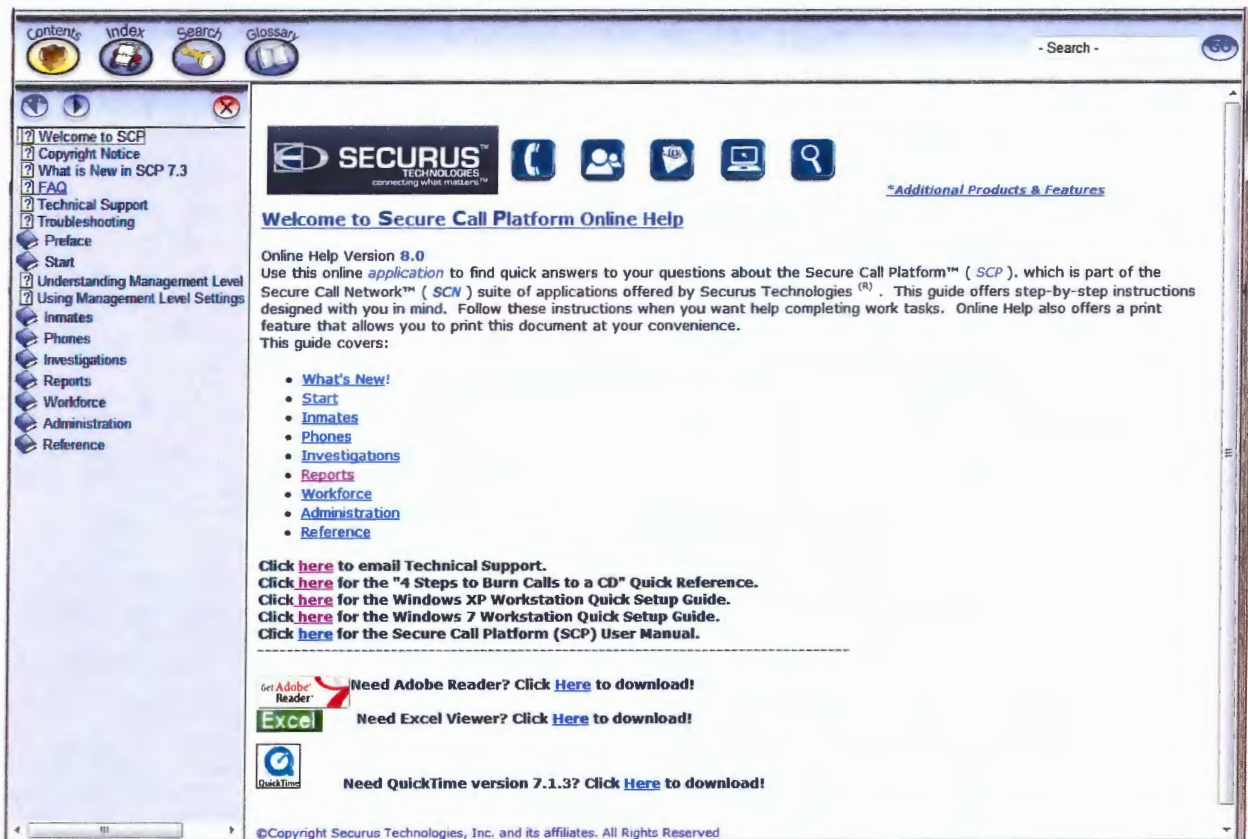


Table 8 below presents the SCP self-help online system features and associated functions:

Table 8

Course Module	Objective
Welcome Page	Provides high-level descriptions for selected features describing their purpose and functions.
What is New in SCP	Describes new features in the current release and includes links to receive additional details or task-based instructions.
Getting Started	Offers task-based procedures to assist officers in efficiently using SCP to get their job done. Each topic includes a link that enables an e-mail to be sent for Technical Support or to Training for online help feedback.
Related Topics	Links to SCP feature elements such as, phones, inmates, investigations, reports, workforce, and administration.

Pop-up Definitions	Defines glossary terms and word index at the click of a mouse without leaving a topic. This assists the trainee to quickly absorb new concepts and technology.
Tips and Tricks	Provides short cuts, helpful hints, and advanced topics for highly-skilled officers looking to improve their performance.
Frequently Asked Questions (FAQ)	Offers common questions and their answers.
Troubleshooting	Presents self-help instructions for common functions such as the following:
Reference	An inmate was released, but I can't release his PIN.
Advanced Management Functions	"You must deactivate the Custody Account before you can release the PIN. If you still cannot release the PIN, contact Technical Support."

3. Collect Calling Requirements

The system must function as follows:

- a. Inmate goes off-hook, and is prompted to complete verification process. Preferably a two-step process.
- b. Inmate is then given an automated option to place a collect call or a debit call.
- c. Inmate selects option to place collect call.
- d. Inmate dials number.
- e. System validates dialed number against the inmates individual "allowed number list" or proposed system by contractor, and then places inmate on hold.
- f. System places call.
- g. When called party answers, system prompts called party to either accept or reject the call. The inmate and called party will not be able to hear one another until call is accepted.
- h. Either a call path is established, or inmate is notified that call was not completed, and the reason for unsuccessful completion.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus agrees to comply with these collect calling requirements a through h.

4. Debit Calling Requirements

The system must function as follows:

- a. Inmate goes off-hook, and is prompted to complete verification process. Preferably a two-step process.
- b. Inmate is then given an automated option to place a collect call or a debit call.
- c. Inmate selects option to place a debit call.
- d. System plays the remaining dollar amount on card.
- e. Inmate dials number.
- f. System validates dialed number against the inmates individual "allowed number list" or proposed system by contractor, and then places inmate on hold.
- g. System places call.
- h. When called party answers, system prompts called party to either accept or reject the call. The inmate and called party will not be able to hear one another until call is accepted.
- i. Either a call path is established, or inmate is notified that call was not completed, and the reason for unsuccessful completion.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus agrees to comply with these debit calling requirements a through i.

5. Recording Requirements

Inmate calls must be recorded, and easily accessible to authorized NDCS/YRTC State personnel. It is the responsibility of the contractor to maintain call recordings on a redundant system to be accessible 24 hours a day to authorized NDCS/YRTC State personnel.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

All non-State authorized privileged calls will be recorded and easily accessible to authorized NDCS/YRTC State personnel. Securus provides a secure, centralized System Database for call detail records that are replicated to many other systems within the Securus network, including the rating and billing database. This feature is designed to prevent loss of data. Securus' SCP has the capacity to store multiple years of call data as required by the facility. Call recordings will be accessible 24 hours a day to authorized NDCS/YRTC State personnel through a password protected, anytime, anywhere accessible interface.

Securus uses Oracle for its database file structure. Oracle Database delivers economies of scale on easily managed grids, making it easier to:

- Reduce downtime with maximum availability architecture
- Partition and compress data to run queries faster
- Securely protect and audit data, and enable total recall of data
- Make productive use of standby resources

Oracle simplifies the process of linking data in multiple tables. This is a key feature of a relational database management system, or RDBMS. Storing data in multiple tables enables Securus to define relationships between the tables, as well as the applications that feed information into those tables.

Not only does Oracle allow our SCP to link the call data to multiple tables, it also maintains consistency between them, ensuring that the data among related tables is correctly matched to maintain referential integrity.

Utilizing the Oracle database provides us the ability to respond faster to changing business conditions, thus providing our clients with a system that is more responsive to their continually evolving needs.

Oracle supports all standard relational data types, as well as native storage of XML, Text, Documents, Images, Audio, Video and Location data. Access to data is via standard interfaces such as SQL, JDBC, SQLJ, ODBC .NET, OLE .NET, and ODP .NET, SQL/XML and Xquery and WebDAV.

Call Recording Storage

Securus will store call recordings for immediate access online for the required length of time, accessed from anywhere/anytime. Call recordings are stored in Securus' centralized Disaster-Resistant Carrier-Class Data Centers, which 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.

To provide the NDCS with redundancy, SCP writes all recorded calls to two separate Storage Area Networks, using two separate connections to the different Storage Area Networks. SCP also writes the recorded calls to offsite copies, archived for disaster recovery purposes.

Securus' SCP provides a unique set of features that uses advanced technology to store offender call recordings. Traditional premises based calling platforms use local hard drives that may simply fail and are susceptible to local disasters such as floods, tornadoes, hurricanes and fires.

This created a need for manual backup schemes that are no longer necessary with SCP. SCP uses 'SAN' (Storage Area Network) storage. A Storage Area Network (SAN) is a high-speed special purpose network or sub-network that interconnects different kinds of mass storage and shared storage devices (such as disk arrays, tape libraries, optical jukeboxes, etc.) with associated data servers.

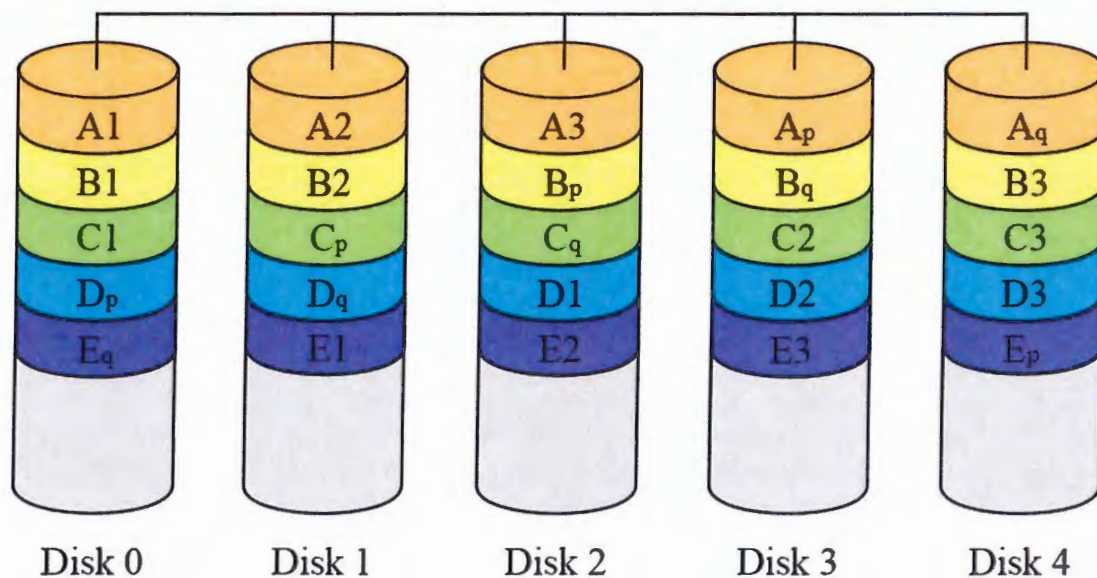
The SAN architecture makes all storage devices available to all servers on LANs (Local Area Networks) or WANs (Wide Area Networks). The SAN solution not only delivers complete scalability for a facility's storage requirements, but also supports disk mirroring, backup and restore, archival and retrieval of archived data, data migration from one storage device to another and the sharing of data among different servers in a network.

As more storage devices are added to a SAN, they too become accessible from any server in the larger network. The SAN uses a series of standards to spread data across multiple drives for additional protection and redundancy. This technology enables the SAN to deliver not only superior performance, but also fault tolerance to disk failures thereby ensuring that data is no longer susceptible to loss due to individual or multiple drive failure.

Accordingly, the SAN provide facilities with the ultimate protection against single drive, multiple drive, or server failures, and the broad interoperability required for critical data and application as well as increased security for each call recording.

Within the SAN, the SCP system utilizes (among other storage) a combination of several RAID technologies including RAID5, RAID6, and RAID10, which are arranged in such a way that even if one of the hard disk drives fails during the data recovery process, the systems continue to be operational, with no data loss. See Figure 26 below for graphic of disk drives.

Figure 26



In addition, Securus' SAN translates to over four (4) petabytes of storage space and is continuously monitored and managed through intelligent automated processes and storage policies. When these very large storage systems approach designated thresholds, Securus expands capacity to ensure all authorized call records and recordings are retained in secure, disaster-resistant locations.

Securus' data centers and SAN 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 as well as offsite copies
- **Highly available** through the unique architecture and design of the data storage model
- **Partitioned and compressed** to run queries faster
- **Secured, protected, and monitored** to enable total recall of data

Our advanced inmate calling system can record and store basic call data with the capability to provide management reports. The length of time the calls are stored is not limited to a minimum or maximum period.

Since every site's requirements are different, Securus is happy to discuss the optimal timeframe for data storage with the Facility. All recordings are stored online as well as on remote copies. Typically, CDRs are stored for seven years.

In addition to the on-line access to call recordings on our fault tolerant SANs, the recordings are also stored off-site at an environmentally controlled media storage facility as a disaster recovery measure.

Recordings can be downloaded from the system in various formats and copied to a CD, DVD or any drive (such as a removable flash drive) available to the user in widely accepted formats for portability and may be e-mailed as well, which will also aid in the transition of recordings to the new contract upon termination.

The Contractor's system must be capable of locating call recordings by inmate name, inmate PIN, date, originating number, or called to number, name and/or address.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

The Securus SCP system allows users to locate call recordings by inmate name, PIN, date, originating number or called to number, name and address. See Figure 27 below for SCP Search screen capture.

Figure 27

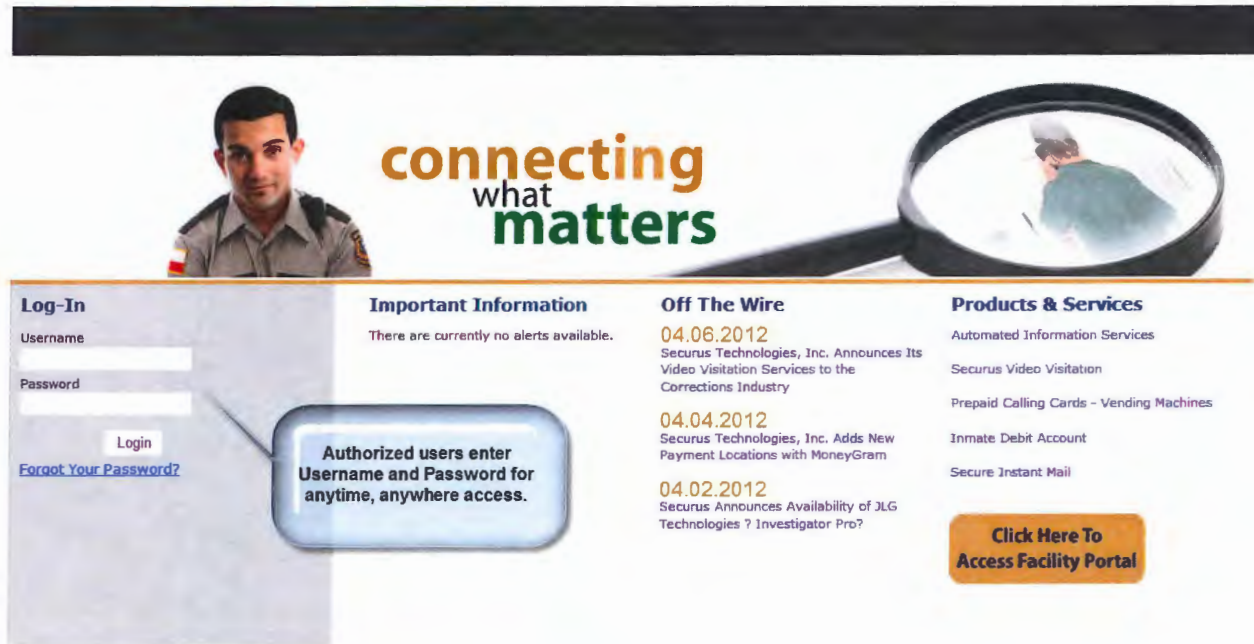
The screenshot shows the 'Call Detail Records Search' interface in the Securus SCP system. The interface is organized into several sections:

- Navigation Bar:** Located at the top, it includes links for HOME, SYSTEM, MONITOR, EMAIL, ADMIN, HELP, ADMINISTRATION, and HELP/PRIVACY POLICY.
- Management Level:** Below the navigation bar, it shows 'Securus Demo Site' and filters for 'All Sites', 'All Phone Groups', and 'All Phones'.
- Search Section:** Titled 'Call Detail Records Search', it features a 'Saved Searches' link and a search criteria form.
- Search Criteria Form:** This form contains various fields for filtering search results, including:
 - Country Code, Dialed Number, Destination Zone (set to -- ALL --)
 - Custody Account #, PIN #, Prepaid Account #
 - First Name, Last Name, Agency Type (set to -- ALL --)
 - Termination Category (set to -- ALL --), Blocked Reason (set to -- ALL --)
 - Call Type (set to -- ALL --), Call Status (set to Complete)
 - Text/Connect (set to -- ALL --)
 - Search Note (text input field)
 - Tracker #, Call Tracker Notes (text input field), Inmate Type (dropdown)
 - Alternate ID (text input field with 'Add New' button)
 - Inmate Grouping (text input field with 'Add New' button)
 - Date/Time Range (set to Start: 09/14/2015 00:00:00, End: 09/14/2015 23:59:59)
- Search Options:** A vertical list of checkboxes on the right side of the form, including Intercom, Watchdog, Priority, 3-way, Voice Recording, Continuous Voice Verification, Blindness, BIC-Focus, Optim 2, BCR, AIS Validation, Line Connect, and Include Tied Calls.
- Search Execution:** At the bottom, there is a 'Search' button and a 'Results Per Page' dropdown set to 100.

Access to the SCP calling platform is provided through a secure password that is provided at the home screen. Login home screen is Figure 28 below.

Figure 28

Secure Call Platform



The Contractor will provide a system that allows NDCS staff to download to a variety of storage methods, to include CDs, DVDs, hard-drive, or email.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus' SCP allows for authorized NDCS staff to download recordings in multiple formats. Recordings can be downloaded from the system in various formats and copied to a CD, DVD or any drive (such as a removable flash drive) available to the user in widely accepted formats for portability and may be e-mailed as well, which will also aid in the transition of recordings to the new contract upon termination.

Each site must be capable of storing twelve (12) months of call recordings on the system hard drive or via means other than the system hard drive for immediate access. Fully hosted centralized platform will be allowed. Once call recordings become twelve (12) months old, the system must automatically download them to a permanent storage media maintained by vendor, and be available to NDCS within 72 hours upon written request. Recordings are the property of the State of Nebraska.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

The proposed Securus SCP inmate calling system is a fully hosted centralized inmate calling platform that will automatically record all calls (except privileged) and will immediately store them in a permanent storage media maintained and monitored by Securus. All call recordings are immediately available to NDCS staff based on assigned privileges from any work station with appropriate security and passwords. Securus agrees that all recordings are the property of the State of Nebraska.

The SCP uses large capacity hard drives, along with RAID (redundant array of independent disks), that virtually extend the call storage period to meet your specific needs.

Calls will be stored online and be immediately accessible for the complete term of the agreement. The Securus SCP inmate calling system is a fully hosted, centralized calling system that records and stores all calls at our centralized data center in Dallas Texas and backed up in Atlanta, GA. As such, the Securus system eliminates the need to position storage units or any kind of storage devices at each site. Older technology required the provider to store call recordings on a system hard drive on site where the chance of loss of calls and the associated call detail was a problem. Additionally, storing calls on site requires additional maintenance, spare parts and site visits which require escorts.

The SCP uses large capacity hard drives, along with RAID (redundant array of independent disks), that virtually extend the call storage period to meet your specific needs.

Recordings are stored on-line for immediate access for 12 months. The SCP can also burn the information to CD and/or DVD for additional back up, if necessary. Additionally, the SCP interface allows users with appropriate authorization to "lock" a call or group of calls which can prevent the deletion of that call (or calls) beyond the typical one year period.

The SCP can record all calls simultaneously and also allow personnel to listen to a pre-recorded call, while active calls continue to be recorded—all without loss of information. The system records the entire conversation from call acceptance to termination of the call.

In addition to the on-line access to call recordings on our fault-tolerant SANs, the recordings are also written to tape and stored off-site at an environmentally controlled media storage facility as a disaster recovery measure.

The contractor provided system administrator needs the ability to monitor inmate calls for troubleshooting purposes.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

The Securus provided Site Administrator will have the ability to monitor inmate calls for troubleshooting purposes and will do at the direction of the NDCS.

In addition, Securus has proposed an option for on-demand call monitoring services. Securus can assist investigators at any time during the contract in the listening to calls and searching for actionable intelligence that is consistent with NDCS investigative priorities.

This service is effective during sudden and unexpected circumstances related to escapes, violent activity within facilities or a high priority investigation.

6. System Security Requirements

Call forwarding and 3-way calls are a concern for NDCS/YRTC. Contractor's system must be able to identify call forwarding and three-way calls, and have the capability of real time notification including the method of notification.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

The Securus system proposed includes Securus patented three way call detection as well as the Securus Remote Call Forward Detection technology that will identify three way call attempts made initially upon call connect or at any time during the call. Similarly, the Securus SCP Remote Call Forward Detection capability will identify when a call is forwarded to another number and can provide notification to NDCS staff.

The Securus SCP is fully capable of detecting and preventing any and all attempts by the called party to establish a three-way call connection or forward a call to an outside number.

In fact, Securus is the best in the business at doing so and has patents to protect our process of detecting three-way calling. In the event of a three-way call attempt the SCP system will flag or disconnect the call and document that it has done so in the call record.

Securus' three-way prevention system has been awarded several patents and is one of the best three-way detection systems in the world. With the release of SCP's (Secure Call Platform) new digitally clean line transmission; our three-way prevention system has increased its capabilities to efficiencies never before achieved.

When a three-way event is noted, the system will do one of two things (based on the facility's choice):

- Disconnect the call with messaging to inmate and called party, and note the event in the call record
- Mark the call with no interruption to the call

This feature prohibits the major fraud practice possible with other automated and live-operator systems. Inmates could enlist the aid of an outside accomplice to "conference" them, via Central Office-provided three-way calling, to an "unrestricted" line, bypassing the system controls. Without this protection, inmates have in effect, unrestricted access to the outside world, defeating the correctional objectives and policies of the institution along with subjecting the public to inmate harassment and fraud.

SCP is unique in its ability to detect and foil an accomplice's attempt to activate the three-way call feature by immediately disconnecting the call upon detection.

Securus' SCP has the unique ability to disable three-way call detection on a particular number or groups of numbers, such as attorneys.

Detecting and preventing three-way or conference calls is a very important aspect of an inmate calling system and Securus leads the industry in this area.

We would be pleased to demonstrate these tests and accuracies as needed for the NDCS. With an accurate three-way detection system, the NDCS can retain valuable investigative intelligence while curtailing revenue leakage from calls, which should not be connected.

Securus' patented three-way call detection feature has been proven and certified in independent tests.

With all three-way call blocking methods, the technology requires "specific usage finessing" as well as science. Its configuration will be customized by Securus to adjust sensitive parameters and thresholds for optimum performance.

Some vendors utilize a three way call verification process by which a live agent listens to the call to verify the three way call event and then records confirmation of the event. While this step may confirm a three way call attempt or event, what about the other three way calls that took place that the vendor's technology did not detect?

In still other vendors attempts to detect three way calling vendors have purchased the right to use our three way calling detection technology. However, without the combination of our technology and our patented Remote Call Forwarding Detection (RFC), the objective of isolating three way call attempts that are typically forwarded calls; fall short.

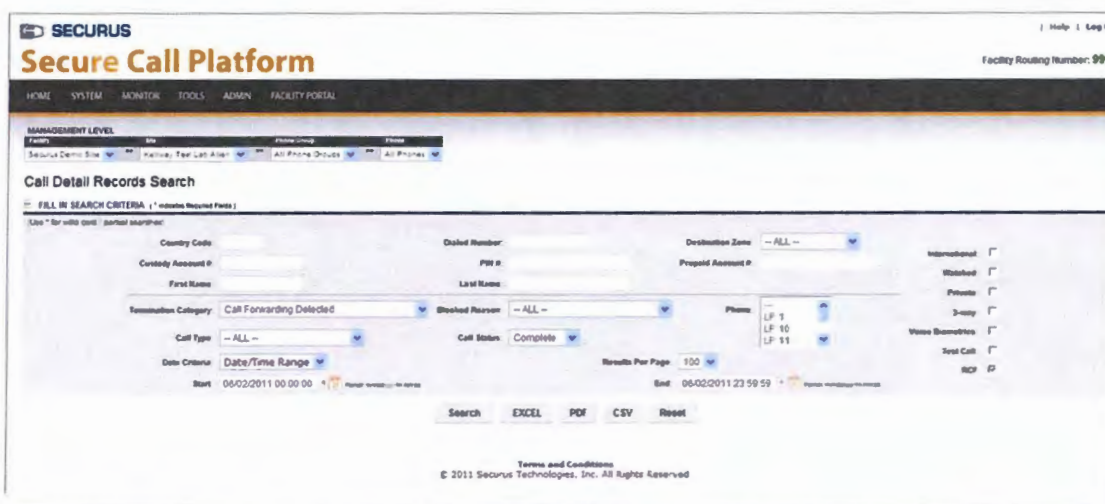
Remote Call Forwarding Detection (RCFD) specifically designed for our SCP proposed in this response, **provides the ability to immediately terminate a call in real time** if it detects that a called party's telephone number is call forwarded to another telephone number.

As an added feature, SCP can be configured to allow the call to continue with one of the two following options if false disconnects are a concern:

- Announce to the inmate and called party that remote forwarded calls are not allowed, and mark the call in the call record
- Mark the call in the call record, without an announcement to the inmate and called party

The SCP user interface secure Web site provided by Securus allows authorized users the ability to create Call Detail Reports for those RCFD calls by selecting the "RCF" flag or using the specific termination code "Call Forwarding Detected" as shown in Figure 29 below.

Figure 29



Securus can demonstrate the effectiveness of our Remote Call Forwarding Detection service. We identify this calling activity and report results to our customers. Reporting of the results are in our call detail records and can be seen by our customers. Let us demonstrate this capability to you. We strongly encourage the NDCS to require our competitors to demonstrate this requirement. All of our competitors will tell you that they are working on enabling this capability and will deliver it when available. They have been telling customers this same thing for over six years.

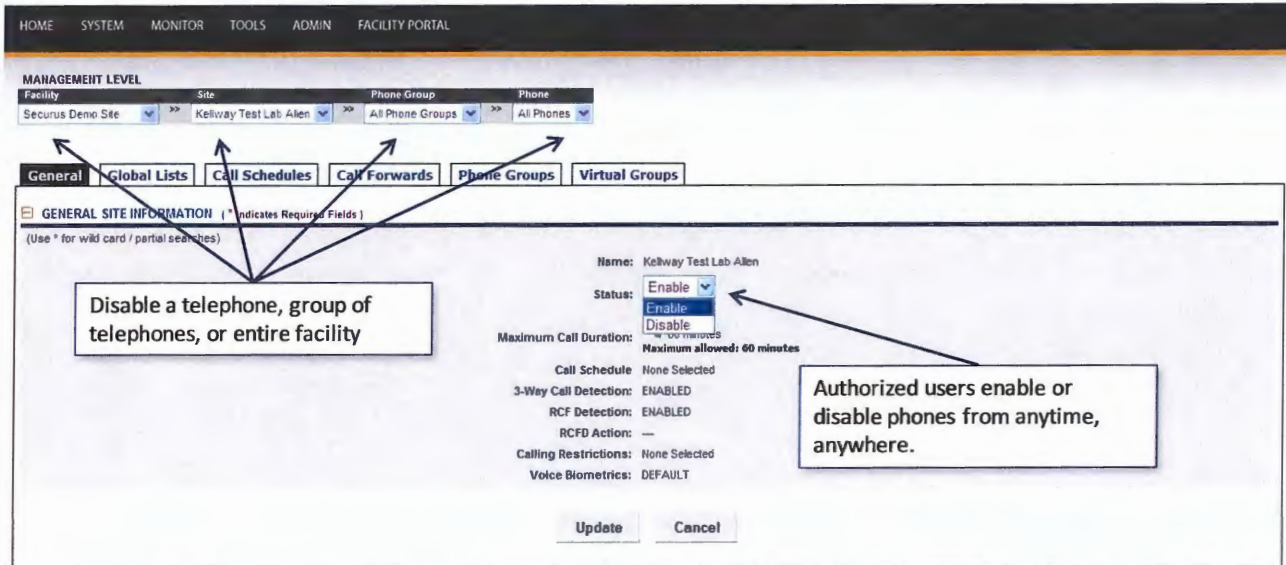
The State reserves the right to shut down inmate telephones and/or limit inmate access to telephone calls in any or all areas of a particular facility as needed. Explain how this function can be managed with your system.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus' SCP provides complete flexibility in disabling telephone use at any time of day through manual intervention or preset calling schedules.

SCP allows authorized users to immediately disable a telephone, group of telephones, or entire facility, using any personal computer with access to the Internet. Securus is one of the only providers to offer this capability to authorized users, anytime, from anywhere, 24 hours a day, 7 days a week. This is a major time-saving convenience for all participating users. This function allows authorized users to either kill the call immediately or allow the current call to finish while not allowing any more calls. See Figure 30 below showing a screen showing how to disable telephones.

Figure 30



Programming Calling Schedules

If the facility needs predetermined schedules to shut off the telephones during certain times of the day or night, automated calling schedules can also be assigned. Automated calling schedules relieve the facility staff from manually performing this task on a daily basis.

Calling schedules control when inmates can place calls by setting multiple on- and off-times of day, within a week, and by day of week. Calling schedules can be configured and applied to individual telephones, groups of telephones, individual inmates, and globally. See Figure 31 below for the Programming Calling Schedules screen.

Figure 31



The SCP is compatible with manual cut-off switches that are typically located in the main control room, officer substations, or guard towers, as required.

In addition, SCP allows unlimited time-based control of inmate calling. As with most features, calling times can be configured on a per-minute, per-telephone, per-group, per-facility, or system-wide basis. Multiple allowed/prohibited call times can be configured each day of the week. SCP can also accommodate special holiday programming.

Inmate telephones must be restricted from out-pulsing any dual-tone multi frequency (DTMF) digits once the call has been connected.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

The inmate telephones will be restricted from out-pulsing any dual tone multi frequency (DTMF) digits once the call has been connected. Securix' dual-tone multi-frequency (DTMF) detection is part of the fraud prevention tools that are provided with every SCP installation.

The DTMF-detection feature prompts inmates and called parties for keypad entries during call set up and acceptance. This feature prevents inmates from obtaining and using a secondary dial tone to place additional calls.

The DTMF-feature listens for the inmate or called party to respond to a prompt with an entry on their telephone keypad. Based on the keypad entry, the call is either connected or blocked. Additionally, the system can also detect or reject additional digits that are pressed after call completion on standard collect calls.

Contractor must provide the proposed system with audit software that keeps track of access to system, i.e. time and date of all network logins, time spent logged in, changes made while logged in, calls monitored by user, etc. This access information will only be available to the NDCS Intel Coordinator or others as approved by the NDCS Intel Coordinator. Explain how your system accomplishes this.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus will provide the NDCS with one of the only anywhere, anytime, single-point access customer portals in the industry. At any time, day or night—24 hours a day, 7 days a week—the NDCS can use the SCP user interface to securely access all system functions. Any authorized user with an approved user name and password can easily access all reporting functions, recordings, monitoring of inmate calls, and all configuration capabilities from any PC with Internet Explorer 6.0 or higher software. The NDCS can control when its users log in based on time of day and day of week, restrictions by IP Address or allow anytime/anywhere access.

Securus' SCP's audit and tracking feature logs all users' specific activities for investigative purposes. This feature creates an activity log that can be accessed by specified site administrators only or by site personnel with authorized security credentials. The system tracks users' activities to ensure that you have complete control and audit of your system.

The following activities are tracked and logged to ensure that system usage integrity is maintained at all times:

- When users log in to the system
- How long users stay in the system
- Which recordings were monitored or played by a specific user
- What the user did with a recording
- Including all other activities such as changes to custody accounts, personal allowed numbers (PANs), global list entries, security templates, etc., are also comprehensively tracked and logged for each event.

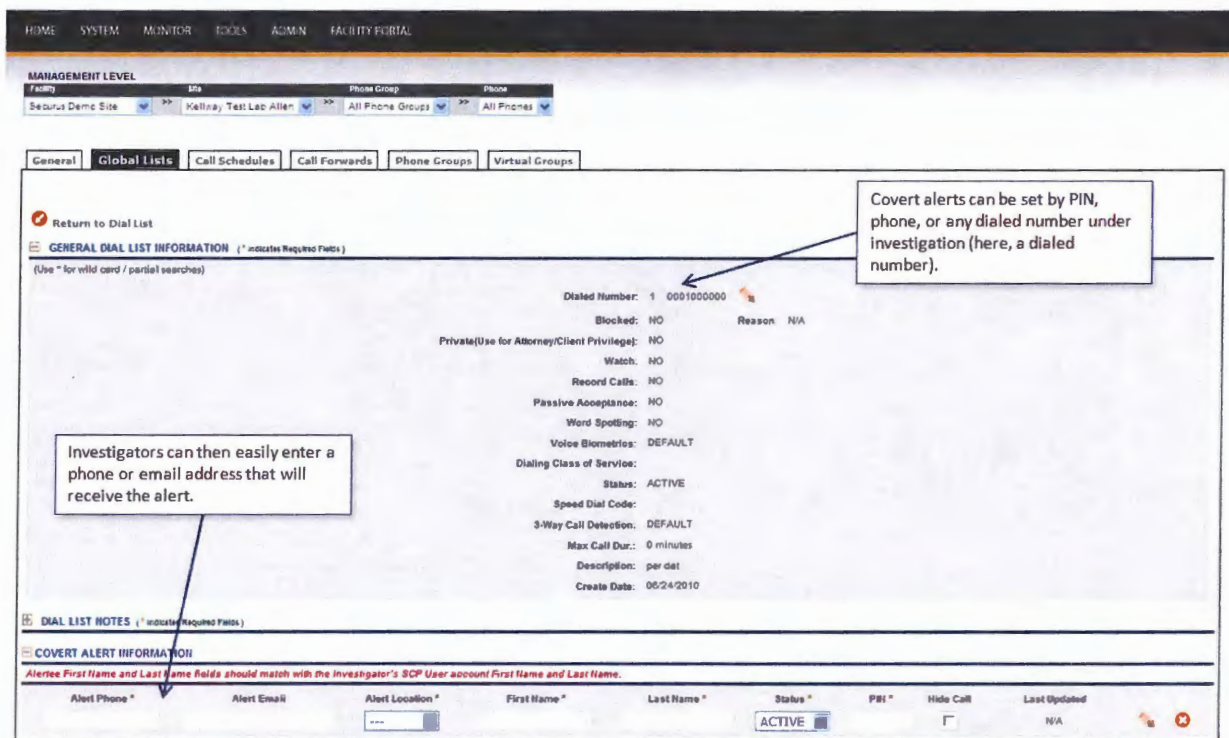
The Contractor's system must have a real time "Call Alert" feature. This feature will alert staff that a designated inmate is making a call, or that an inmate is placing a call to a designated telephone number. Explain methods for real time notification, NDCS prefers email alerts, or phone call alerts.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

The SCP provides an "Call Alert" feature that we call "Covert Alert". Covert Alert provides the capability to alert staff that a designated inmate was making a call or that a specific telephone number was being called by an inmate. In addition, a call can be placed to alert an authorized NDCS staff member and offer live call monitoring.

Figure 32 below illustrates the SCP user interface screen used to configure the alert notification.

Figure 32



Covert Alert has the capability to bridge a call to an authorized remote number for those dialed numbers, phones, or inmates PIN, that are under surveillance by the investigative unit. The Covert Alert feature allows authorized personnel to monitor a call, from any designated remote location, while the call is in progress.

After a dialed number, phone, or inmate PIN, is assigned a "covert" status, the user simply enters a telephone number (such as cellular, home, or office), which is where he or she wants the call sent to for live monitoring.

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

There are no distance barriers to the retrieval process so the remote telephone number can be located within the facility, or across the country. As an additional benefit, administrators may continue to monitor this call and other calls, through the on-site workstation, while using the SCP user interface, or remote live call-forwarding feature. This allows facility investigators to effectively monitor potential illicit activities regardless of the investigator's location.

If selected an e-mail is sent to the investigator that notifies the investigator of the date, time, inmate PIN, originating telephone, and dialed number immediately after the called party accepts the call. Figure 33 below provides a sample e-mail alert.

Figure 33



Investigators can also choose to receive a covert alert via text message. The text message includes the date, time, inmate PIN, originating telephone, dialed number, and indicates whether or not the call has been recorded. The following figure provides a sample text message alert.

Additional Security Feature

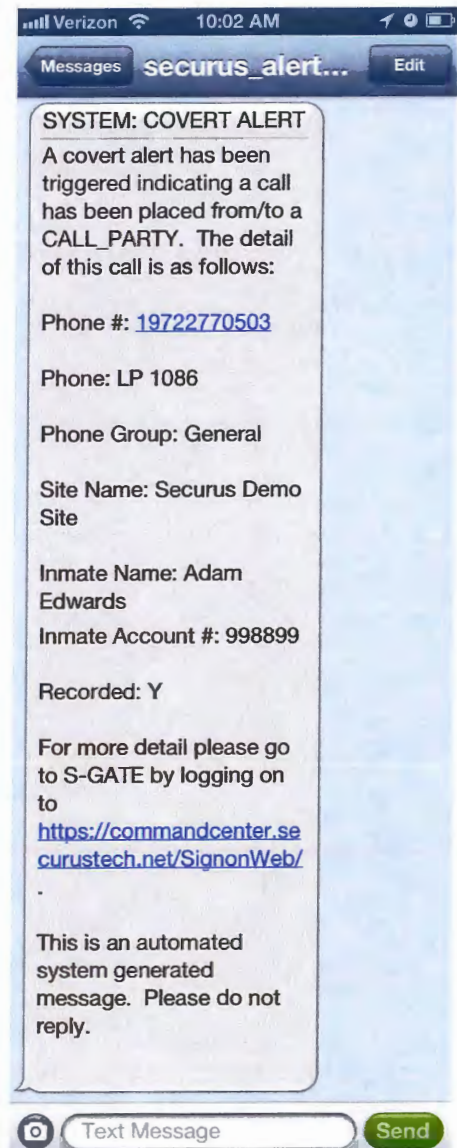
As an added security feature, the investigator will be prompted for a personal identification number (PIN) when he or she receives a call from Covert Alert. The investigator's PIN must be entered and accepted before the call is connected to the investigator. This feature ensures that only the authorized person will receive Covert Alert calls.

When the investigator receives a Covert Alert call, he or she will hear a message such as the following:

"This is a covert alert call from John Smith, an inmate at the Nebraska Department of Corrections. To accept this covert alert call, please enter your investigator PIN now."

"Barge In"

While on the covert alert call, the investigator can terminate the call between the inmate and the called party by pressing a predetermined code.



In addition to being able to disconnect the call, the investigator can also barge into the inmate conversation and speak to both the inmate and the called party by pressing a predefined "Barge In" code and confirming that they want to barge in.

The confirmation helps to eliminate an investigator from accidentally pressing the barge in code with their cheek.

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

Covert Alert Call Detail Record Report

The Covert Alert Call Detail Record Report allows authorized users to search for calls in which a covert alert was triggered. The report provides comprehensive detail regarding the call. Figure 34 below is an example of the SCP user interface call detail record search used to create a covert alert report.

Figure 34

Secure Call Platform

MANAGEMENT LEVEL

Facility: Securus Demo Site | Site: All Sites | Phone Group: All Phone Groups | Phone: All Phones

Covert Alert Call Detail Records Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Alertee Country Code: | Alertee Dialed Number: | Alertee First Name: | Alertee Last Name: |
 Country Code: | Dialed Number: | Custody Account #: | PIN #: |
 First Name: | Last Name: |
 Termination Category: -- ALL -- | Call Status: -- ALL -- |
 Date Criteria: Date/Time Range | Start: 05/01/2010 00:00:00 | End: 04/19/2011 23:59:59

Search | EXCEL | PDF | CSV | Reset

17 Results | PAGE 1 OF 2

SITE	PORT LOC	ALERTEE DIALED #	ALERTEE NAME	TERM CAT	START	END	DIFF (S)	DIALED #	ACCT #/PIN	NAME	CALL STATUS	PIN ACCEPT
Securus Demo Site	LP 10	2145664417	dee dee	No Investigator Acceptance	05-25-2010 16:33:31	05-25-2010 16:34:12	41	9722770591	dee2508 2508	dee qa	complete	
Securus Demo Site	LP 10	2145664417	dee dee	Parent Call Ended	05-25-2010 18:16:02	05-25-2010 18:16:17	15	9722770591	dee2508 2508	dee qa	complete	
Securus Demo Site	LP 8	2145664417	dee dee	No Investigator Acceptance	05-27-2010 13:15:33	05-27-2010 13:16:24	51	9722770596	dee2508 2508	dee qa	complete	
Securus Demo Site	je test 4	2143345467	James Rogers	No Investigator Acceptance	05-28-2010 10:13:23	05-28-2010 10:14:12	49	8723659243	898989 8899	Helen Huynh	complete	
Securus Demo Site	je test 4	2143345467	James Rogers	Covert Alert Error	05-28-2010 11:04:06	05-28-2010 11:06:38	152	8723659243	898989 8899	Helen Huynh	incomplete	

Covert Alert report results display critical information about each triggered alert such as who was alerted, what happened, call status, call start and end, duration, dialed number and more. By clicking the icon to the left of each record, users can display full call detail information for each call. SCP's Covert Alert feature and reports have assisted in many criminal investigations throughout the country.

System security should be available at varied levels of system access. Explain how your system restricts access to particular features or programs based on NDCS/YRTC user login. Contractor should identify various inmate data sets which may be restricted by user level.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus' SCP provides an advanced multi-level password scheme specifically designed to provide facility administrators with the ability to assign their own unique levels of access to individuals who will use different features of the SCP. Additionally there are view and change options for each module depending on the need of the user. See Figure 35 below that shows a screen shot to manage, create, edit and predefine user levels in SCP.

Figure 35

Secure Call Platform Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
 Facility: Securus Demo Site

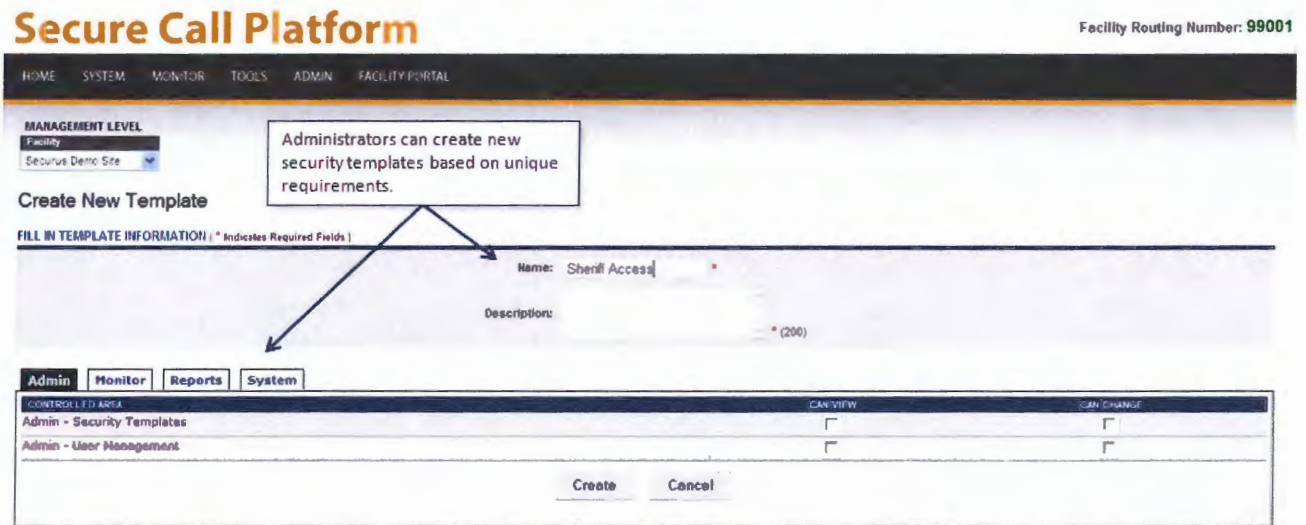
Security Templates
 + ADD NEW

NAME	DESCRIPTION	PREDEFINED
3rd Shift - blocking only	Night Jailers can block number but no changes otherwise	
5.0 Huong test	Huong test	
5.0.1 Add Template	Huong Test	
5.1Huong Test	Huong test	
ADC-test1	This is for the demonstration	
ALL BUT NO 3 way	ALL permissions but no 3 way	
ALL BUT NO FREE	All but free	
Admin All	Everything	
Admin - Crime Tip Modify	Crime Tip Modify Access Admin	✓
Admin - Crime Tip Read	Crime Tip Read Access Admin	✓
Admin - Informant Line Modify	Informant Line Modify Access Admin	✓
Admin - Informant Line Read	Informant Line Read Access Admin	✓
Admin - No Monitor	Administrator w/o Live Monitoring Rights	✓

Administrators can manage, review, edit, and delete all security "templates", predefine templates, and add new templates as required -all from one location in SCP.

The administrator may modify the initial access levels and/or create additional levels based on facility clearance objectives and designated entry to each tool in accordance with this requirement. A user log is provided illustrating the user name, time of access, and modules accessed. See Figure 36 below for the screen shot that shows how to create new security templates.

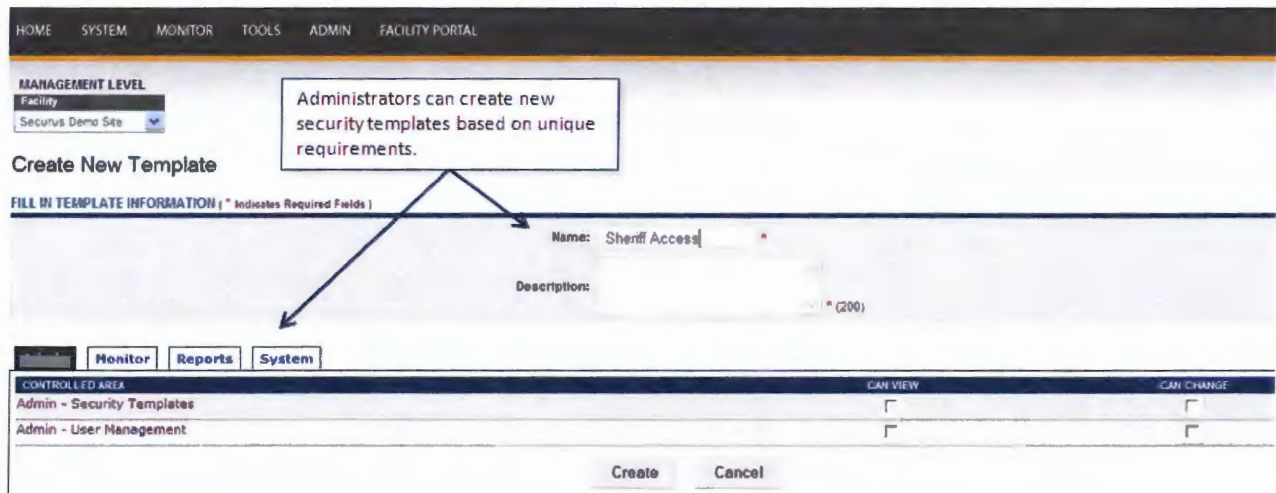
Figure 36



Create New Security Templates

The administrator may modify the initial access levels and/or create additional levels based on facility clearance objectives and designated entry to each tool in accordance with this requirement as shown in Figure 37 below. A user log is provided illustrating the user name, time of access, and modules accessed.

Figure 37



Additional Password Policy Options

SCP provides users with flexible Password Policy options, enabling administrators to customize login security to meet their needs.

Passwords can be configured by options such as location, length, days to expire, and even the number of password cycles that must occur before the password can be used again. Additional configuration options include reminders for password expiration and minutes of allowable inactivity before session timeout.

To ensure customized password policies are very efficient to manage, SCP's login screen also has a "Forgot Your Password" feature. This enables users to reset expired passwords. See Figure 38 below that shows password configuration options in SCP.

Figure 38

Secure Call Platform

The screenshot displays the 'Customer Detail' page for 'Securus Site' (Id: D-99001). The page includes a navigation bar with 'HOME', 'SEARCH', 'ADMIN', and 'MENU'. The main content area is titled 'CUSTOMER INFORMATION' and shows various configuration options for the customer. Key settings include: 'Description: Securus Demo Site', 'Status: ACTIVE', 'Code: SECUR', 'State: TX', 'Timeout (minutes): 420', 'Enforce Strong Password: YES', 'Enforce IP: NO', 'Password Policy: Min Length: 8, Max Length: 14, Password History: 12, Days to Expire: 30, Expiration Reminder: 5'. Below these settings are two lists: 'Applications Available' (SECURE CALL DEBIT, EDADV) and 'Accessed Applications' (ADMTOOL, SCN, EDBAS, EICONFIG). A callout box with arrows pointing to the 'Max Length', 'Password History', and 'Days to Expire' fields contains the text: 'Passwords can be customized in length, duration, recurrence and more.' The page also features 'Cancel' and 'Update' buttons at the bottom.

Online support for users who have forgotten their password is provided through the "Forgot Your Password" feature available from the login screen. System security requires users to provide the correct answers to preset questions before their password can be reset. Once a new password is created, a confirmation email is sent to the email address linked to the user ID.

Cellular and IP telephones present a security concern and need to be identified. The Bidder must state in their RFP response, how their system will identify calls placed to cellular and IP phones, flag all call detail and recordings on said phones, and have the capability of real time notification including the method of notification.

SECURUS HAS READ, AND UNDERSTANDS AND COMPLIES.

Securus SCP identifies calls placed to cellular phones and select IP phones as described below.

The Securus SCP is a carrier class switching system actively communicating over the Advance Intelligent Network (AIN), the same network Local Exchange Carriers (LECs) use to identify call type, billing, carrier ownership, call routing, etc. In the split second it takes to validate over the AIN and our own billing network, Securus captures enough information to accurately identify calls placed to cellular phones as well as calls to select IP phones associated with providers that have established Operating Company Numbers such as Vonage.

One significant advantage Securus has over the competition is our ability to instantly provide beginning and ending coordinates of calls to mobile telephone numbers. It's our experience that 82% of all calls processed from correctional facilities are received by mobile users which presents a substantial security concern. We understand it's equally important to know where the call is being received as well as who is receiving the call. Securus' Location Based Services can identify calls to cellular telephones and flag those calls in data searches performed by authorized NDCS employees. Other LBS capabilities include:

- Get location information for calls to cellular phones to find "geographic areas of interest" where inmate calls have been placed to cellular phones
- Trigger Covert Alerts for calls to cellular phones that are accepted within "geographic areas of interest" (Geo Fences) which can optionally be further refined to only trigger the alert when the call is placed:
 - From a specific inmate
 - To a specific cellular phone number
 - From a specific inmate phone
- Real time location gathering with On-Demand for use in investigations or exigent circumstances such as amber or silver alerts

Calls Placed to Cellular Phones: Wireless Indicator

When an inmate makes a call the Securus SCP looks up the called number in the LIDB Database. If the number is a cell phone number, SCP flags the number in the Call Detail Report with the wireless indicator (cell phone tower icon). Reports associated with calls to IP Phones can be provided upon request. See the wireless indicator sample screen shots in figure 39 and 40 below.

Figure 39

Call ID	Date	Time	Duration	Status
04-21-2014 10:00:30	04-21-2014	10:00:30	00:15:20	Completed
04-21-2014 10:22:00	04-21-2014	10:22:00	00:12:30	Completed
04-21-2014 10:35:00	04-21-2014	10:35:00	00:10:15	Completed
04-20-2014 11:11:41	04-20-2014	11:11:41	00:08:57	Completed
04-20-2014 01:41:10	04-20-2014	01:41:10	00:07:27	Completed

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Figure 40

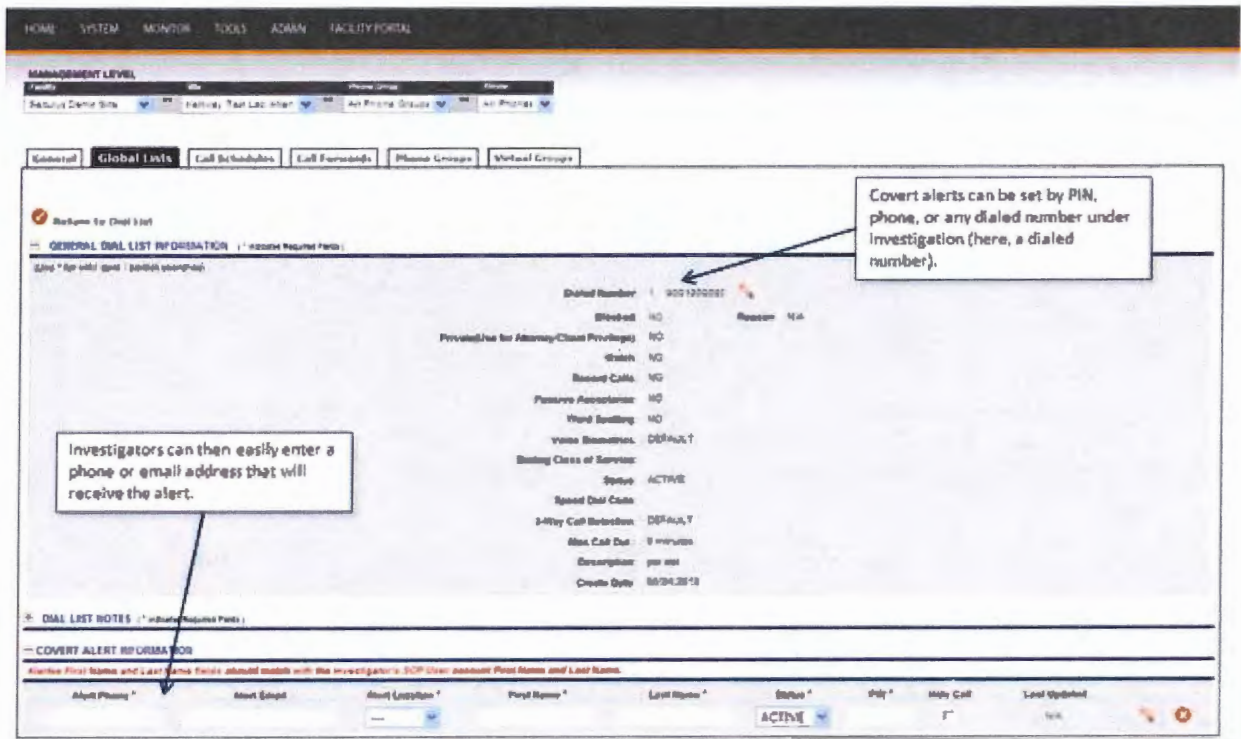
Securus Princeton
(1)

Demo Site
2146738835

Local

The Secure Call Platform (SCP) includes the Covert Alert feature for wireless calls that will send the call to an investigator or authorized NDOC employee on their cellular or another phone when a specific inmate places a call and offer them real-time monitoring of that call. See a sample screen shot below in figure 41 that shows the configuring of an alert notification.

Figure 41



Covert Alert can bridge a call to an authorized remote number for dialed numbers, phones, or inmate PINs are under surveillance by investigators. The Covert Alert feature allows authorized personnel to monitor a call, from any location, while the call is in progress.

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

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

Covert Alert can send E-mails to the investigator(s) with information about a Covert Alert call including date, time, inmate PIN, originating telephone, and dialed number immediately after the called party accepts the call.

Per Addendum 8 the following requirement has been amended.

~~Bidder must identify their capability to provide technology allowing the facility to terminate the cell signal when signal is within a specified distance from the facility, and alert NDCS/YRTC staff.~~

Bidder must identify an capability or technology they have that might identify calls to cellular phones and their proximity to the correctional facility when calls are in progress.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

The Securus proprietary **Location Based Services** (LBS) product is available now and is part of the Securus base offer. LBS allows the NDCS to determine the true location of a cellular phone. LBS provides the following benefits to correctional institutions:

1. Provides the called party's approximate location at the time of an inmate's call via a link in the call detail record (CDR)
2. Establishes a "Geo-Fence" or geographic perimeter around a facility location. When an inmate calls a cell phone that is within the Geo-Fence an alert notification will be sent to the NDCS/YRTC staff, allowing for the termination of the cell signal (call)
3. Identifies the real-time location, on-demand, of a suspect's cell phone (with appropriate warrant documentation)

Location Based Services

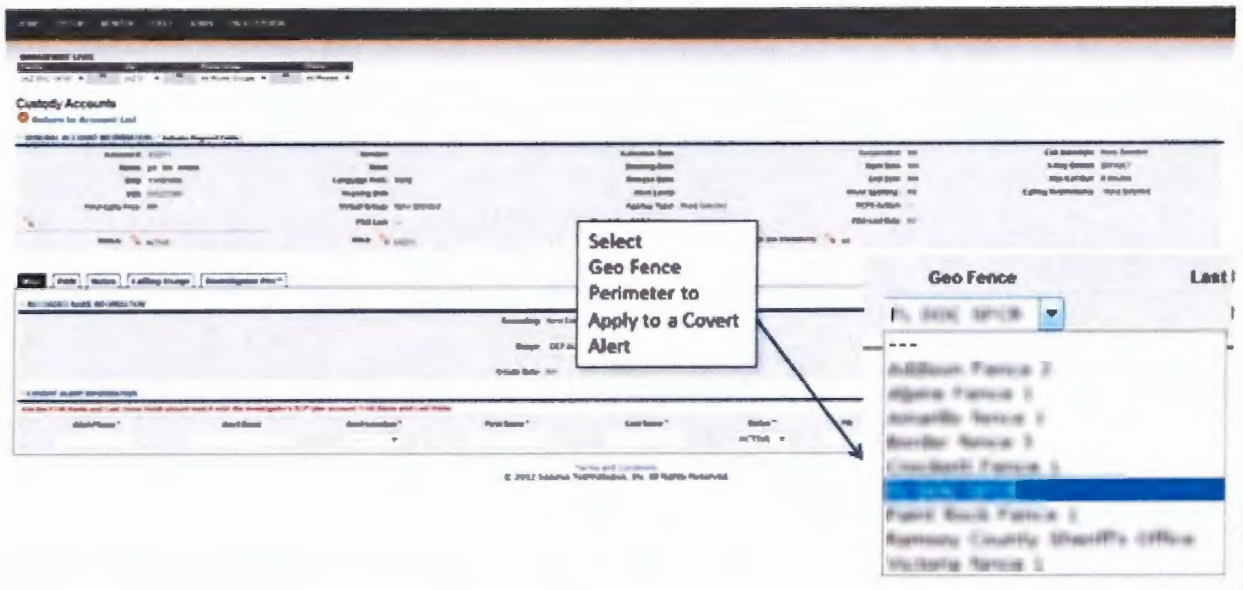
Securus' Location Based Services provides correctional facilities, investigators, and law enforcement with the following benefits:

- Cell phone termination location at call acceptance and call end. **This means that LBS will tell you if inmates are calling someone right outside the prison walls.**
- Geo-fence perimeters or unlimited, custom boundaries that allow users to identify call termination locations within that fence
- Covert alerts that provide real-time notifications of call termination within a geo-fence
- CDR mapping of call terminations to wireless points
- Real-time location identification

When a call is placed by an inmate that meets the Covert Alert trigger criteria, it automatically routes the to the pre-designated investigator phone number(s).

Once a questionable call has been sent to the remote site, authorized personnel are alerted and can monitor a call while it is in progress. The investigator simply enters the telephone number of the remote site where the suspicious calls are being housed. Any call can be sent to multiple numbers simultaneously allowing multiple investigators to listen in on the call. Please see figure 43 below showing a covert alert on Geo Fence Perimeter.

Figure 43



Real-Time Location Services

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

Location Based Services

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

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

System must have the capability to provide detailed reports as defined by the NDCS/YRTC, to include but not be limited to:

- Number of calls completed by institution**
- Number of calls to a specific number**
- Number of calls by a specific inmate**
- Number of terminated calls, including detailed reasons**
- Number of calls per gallery**
- Number of calls monitored by NDCS staff and institution, etc.**

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

The Securus (SCP) has a dedicated report writer that provides investigative information based on the call detail records. This sophisticated reporting tool provides a reporting interface into all calling activities, including but not limited to:

- Number of calls completed by institution
- Number of calls to a specific number
- Number of calls by a specific inmate
- Number of terminated calls, including detailed reasons
- Number of calls per gallery
- Number of calls monitored by NDCS staff and institution, etc.

Users can search and analyze call details on all calls placed from each inmate telephone through SCP. These details include date, time, duration, telephone number, origination, destination, inmate ID, termination reason, and more. SCP retains call details on all call attempts. Users can customize the standard reports by varying search criteria, such as date range, facility, or call length.

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

- Per phone, per location, and per offender
- Destination number (partial or full number entry)
- Date and time range
- Call frequency
- Call type (completed, incomplete, blocked)
- Number restriction and/or status assignment
- Personal allowed number cross-referencing
- Graphical display of call fluctuation
- Broad search with no data entry
- Suspected fraudulent call activity
- Offender name
- Offender PIN (if used) and/or account number
- Prepaid calling card number
- Destination zone (local, interLATA, interstate, intraLATA, international)

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

A full set of reports that administrative users need daily, as well as a full set of investigative reports, makes Securus' Standard Reports generator anything but standard.

Call Detail Report

The Call Detail Report (CDR) provides investigators an intuitive and user-friendly report to view or search virtually anything related to an inmate call, including:

- Site name from which the call originated
- Phone location as labeled in the system
- Facility code
- Dialed number
- Start date/time
- End date/time
- Duration of call
- Inmate Account Number

- Inmate PIN
- Prepaid card number if used
- Inmate first, middle, and last name
- Type of call (voice mail, person call, prepaid call, debit call)
- Status of call (complete/incomplete)
- Reason for call termination
- Reason for block
- Call properties (watched number, RCF detected, three-way attempt, private number)
- Destination zone
- Desired results per page

The option for the NDCS/YRTX to utilize voice to text translation and voice recognition with specific word or phrase search capabilities.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus SCP has the ability to provide word spotting capabilities and to convert recordings to English text from either Spanish or English recordings through our software based Audio Conversion solution or through an optional Live Operator solution.

Each of these solutions is described below and has been refined to address the challenges of transcription in a correctional environment.

Word Spotting

SCP's Word Spotting is an investigative tool that automatically finds specified keywords and short phrases within inmate conversations. This technology not only speeds up investigations and reduces labor demands, but also increases investigative capabilities.

Word Spotting Technology

Securus' Word Spotting solution was developed specifically for the corrections environment.

As an experienced innovator, Securus built and tested this technology in our development lab using real calls placed by real inmates with feedback and direction from real investigators. This approach ensures that NDCS will be using a premier investigative tool with the best accuracy in the industry today.

SCP's Word Spotting features include the following:

- A default dictionary of more than 7,500 search words that can be customized to meet the facility's needs, including slang and jargon not found in standard dictionaries. As security threat groups expand their code word vocabulary and new intelligence is gained, new keywords can be added.
- A user-friendly interface where suspicious inmates or phone numbers can be selected for ongoing searches.
- A Word Spotting search engine that automatically processes inmates or phone numbers with no additional involvement from facility staff.
- Integrated reporting that allows users to identify calls where specified keywords were spoken.
- A unique feature that allows users to select suspicious recordings from the standard Call Detail Report and send them through the search engine with a single mouse click.

Securus' Word Spotting: Fully Integrated with SCP

Other similar tools in the industry use off-the-shelf systems that are intended to be used for call centers or educational institutions. These systems do not account for the ever changing landscape of criminal investigations or the evolving mentality of inmates. In many instances, these systems also force investigators to copy calls to local machines or move calls to a separate tool to identify specified words spoken throughout the call.

In contrast, Word Spotting is fully integrated with the SCP calling platform. Through this integration, Word Spotting searches for specified keywords in calls automatically without the need to switch programs or download calls.

Word Spotting Reports

Authorized users can access the Word Spotting reporting tools through SCP's user interface. From here, search criteria such as date range, PIN, dialed number, and inmate name can be used to pull a report that lists all of the calls with identified keywords.

The reports provide standard information such as the name of the inmate, their PIN, and the dialed number. In addition, investigators can see which keyword was "found" and the time within the call that the word was spoken, saving valuable time by eliminating the need to listen to the entire call.

Suspicious calls can be selected and those recording can be analyzed using the integrated SCP media player.

By using the media player with the report information, investigators can “skip” to the exact location in the conversation when the keyword occurred. See Figure 44 below for a screen shot of a word spotting report.

Figure 44

The screenshot shows a web application interface for word spotting search. At the top, there is a navigation menu with options: HOME, SYSTEM, MONITOR, TOOLS, ADMIN, FACILITY PORTAL. Below the menu, there is a 'MANAGEMENT LEVEL' section with dropdown menus for 'Securus Demo Site', 'All Sites', 'All Phone Groups', and 'All Phones'. The main section is titled 'Word Spotting Search' and contains a 'FILL IN SEARCH CRITERIA' form. The form includes fields for Country Code, Dialed Number, Key Word, Custody Account #, First Name, Last Name, Results per page (set to 10), Start time (04/25/2011 00:00:00), and End time (04/27/2011 23:59:59). There are 'Search' and 'Reset' buttons. Below the form, there is a table with 3 results. The table has columns for S/N, Site, Prod Loc, Site Code, Dialed #, Rec Start Time, Rec End Time, Name, Ext Name, Keyword, Keyword Hit, Keyword Start, and Keyword End. The results are as follows:

S/N	Site	Prod Loc	Site Code	Dialed #	Rec Start Time	Rec End Time	Name	Ext Name	Keyword	Keyword Hit	Keyword Start	Keyword End
1	Securus Demo Site	LP 1	1	9722770490	04-26-2011 15:22:29	7:50	McLen Elysh	WordSpot	Bustec		00:00:30.27	00:00:50.59
2	Securus Demo Site	LP 1	1	9722770490	04-26-2011 15:22:29	7:50	McLen Elysh	WordSpot	Hit		00:00:25.48	00:00:25.61
3	Securus Demo Site	LP 1	1	9722770490	04-26-2011 15:22:29	7:50	McLen Elysh	WordSpot	Shot		00:00:19.28	00:00:19.57

Below the table, there is a note: "Note: ".2 seconds" buffer added to the Paged Words StartTime and EndTime while playing the Recording". At the bottom, there is a media player control with a progress bar and playback buttons.

Voice-To-Text Technology

Securus Audio Conversion Solution (AC)

By leveraging the capabilities of speech recognition, Securus can provide software and hardware tools that will allow the NDCS to find subject matter within the contents of digital audio files and produce transcripts of those files.

The Securus Audio Conversion (AC) Solution can reduce the time and complexity associated with producing transcripts for use in investigations or court proceedings.

The Securus solution for transcription is an automated solution that creates transcripts from stored digital audio files of tagged recordings.

Live Operator Transcription

As a more effective alternative, Securus uses a live operator trained to monitor inmate communications and to convert the audio recording to text.

This method has proven much more accurate than automated "listening" software. By using this system, Securus can ensure that the translation will be able to detect and identify a sequence of numbers communicated by the inmate to the called party or vice-versa during the course of the call. Securus partners with Guarded Exchange, LLC for this service. If NDCS takes advantage of the Guarded Exchange optional call monitoring and investigative services, then this translation function will be available for up to 50 hours per week of speech to text translation services (English and Spanish). It has been our experience that customers prefer live translation services over computerized to minimize rework and improve investigative information.

Here is how it works:

The authorized system user simply selects the recording they would like to have transcribed and the system will automatically create a record of the call for transcription and provide a URL, not the recording, for access to the recording. The URL is then sent via email to Guarded Exchange and the fully transcribed message is sent back to the authorized user with notations of suspected actionable information. Normal turnaround is 48 hours, but special situations may be completed in less than an hour. The NDCS can set up any form of alert triggers for the transcribed recording including numbers.

The Securus on-site PIN administration personnel can facilitate the process for the NDCS.

With regard to references, Guarded Exchange currently provides ad hoc transcription and translation services to the State of Missouri.

7. NITC (Nebraska Information Technology Commission) Requirements

All equipment used must comply with Nebraska Information Technology Commission (NITC) and Nebraska Office of the Chief Information Officer Standards and Guidelines. The Standards and Guidelines are available at <http://www.nitc.ne.gov/standards/>. Specific standards include:

- a. **8-101 - Information Security Standard**
- b. **8-102 - Data Security Standard**
- c. **8-301 - Password Standard**
- d. **8-303 - Remote Access Standard**
- e. **8-304 - Remote Administration of Internal Devices Standard**

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

All NDCS Computing resources must comply with AR 104.06 – Computer and Telephone Equipment Usage.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

8. Network and Cabling Requirements

- a. **WAN/Internet Service - DCS/OCIO will provide a basic VPN connection for remote system maintenance (see Remote Access section below). If the project requires a connection to the Internet beyond the remote support VPN, the contractor will need to establish their own contract with an Internet Service Provider (ISP) for service while following NDCS/OCIO guidelines for circuit equipment location. The contractor must provide their own Uninterrupted Power Supply (UPS) power for such equipment. There are physical limitations to installing new service at some facilities so the project manager will need to coordinate with the NDCS Engineering Department if construction is required. The Engineering Department will review property ownership and liability issues and must review the contract made between the contractor and their ISP who will provide service on NDCS property.**

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus will provide all connectivity to our private MPLS network that is used to process and connect all inmate calls and to facilitate remote monitoring by our Network Operations Center located in Dallas Texas. Securus will also provide its own UPS for appropriate equipment.

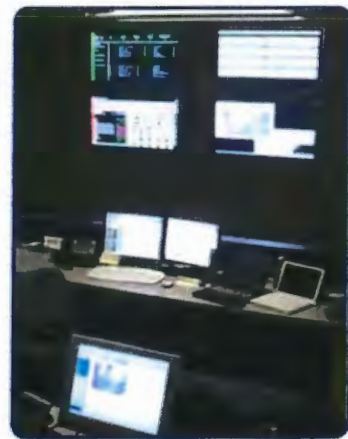
The Securus Network Operations Center (NOC) is located within our corporate headquarters in Dallas, Texas. See Figure 45 for a graphic of the NOC. The center is staffed 24 hours a day, 7 days a week, 365 days a year. The center is staffed with highly skilled Administrators trained to monitor, diagnose and resolve any potential system or network abnormality, or escalate the issue to appropriate Information Technology (IT) support personnel.

Premium Network Monitoring Capabilities

Securus proactively identifies potential system and network abnormalities through a centralized diagnostic application, Orion by Solar Winds.

Figure 45

NOC Monitoring Center



NOC Administrators monitor, diagnose and resolve any system or network abnormalities in the Securus Network Operations Center.

This network management software allows Securus personnel to continuously monitor all hardware, software and system metrics.

Through our network monitoring practices, we are able to:

- **Enable proactive repairs to a system before it goes down.** Many times corrections are made before a system shows signs of an issue and before the facility is aware of a problem. This means less down time and increased system reliability for the facility.
- **Alert remote or on-site engineers of any system threshold inconsistencies or alarms.** If detected:
 - Alerts are sent to the NOC to track the event.
 - The NOC communicates with engineers through email, SMS (short message service), or directly through a wireless phone to address the issue.
- **Receive real time alerts when the system detects an error.**
 - **Identifies that the Network Elements health threshold has been exceeded or if any other potential system issue has been discovered.** Additionally, volume thresholds are established for each transport carrier on core node equipment at each data center, alerting Securus personnel of possible carrier network issues.
- **Monitor call traffic patterns, bandwidth detail, and network life cycle management to ensure sufficient resources are in place.** A separate Capacity engineering team reviews call traffic volume reports and storage requirements throughout all systems.
- **Centrally monitor all calling traffic and reporting to determine if increase or decreases in the number of telephones are needed.** Upon agreement by the customer, the service and operations team will install any additional telephones required.

Infrastructure Inspections

System Administrators make scheduled inspections of all systems and routinely perform preventative maintenance and software enhancements. These activities are controlled by a production change control steering group. Additionally, change control practices have been reviewed and are compliant with Sarbanes Oxley.

Securus will maintain an uninterruptible power supply (UPS) backup for the equipment installed on the NDCS premises. Securus commonly uses Powerware 5115 UPS, which eliminates spikes, sags, surges, transients, and all other over/under voltage and frequency conditions, providing clean power to connected critical loads. See Figure 46 below for a picture of a Powerware 5115 UPS.

Figure 46



The Powerware 5115 rack mount UPS is a high-density power quality and backup power protection solution ideal for servers, storage systems, network equipment and other critical devices. Delivering basic surge protection and backup power, the Powerware 5115 rack mount UPS additionally offers the best UPS power protection against five of the nine common power quality problems. The slim design and wide range of UPS system installation possibilities make the Powerware 5115 rack mount UPS the most versatile UPS power quality solution available.

Calls in Progress

The Integrated Access Devices (IAD) and uninterruptible power supply (UPS) maintain all currently ongoing telephone calls for up to 30 minutes while blocking any additional call attempts after the event. After 30 minutes, the system powers down to a quiescent state that allows it to resume full operation automatically after commercial power is restored. After power is restored, the system immediately restores call processing.

When commercial power is lost, there is no change in the operational characteristics of the system. If commercial power is not restored prior to exhausting UPS power, the system terminates all calls in progress and shuts down. If commercial power is restored prior to exhausting UPS power, no change occurs in the operational characteristics of the system.

- b. **Cabling. The contractor will provide at a minimum:**
 - i. **Network horizontal cabling from contractor's equipment to NDCS network. The current standard for NDCS is blue Category 6 cable and plenum cable where necessary to meet fire and safety codes. Rack mounted patch panels are generally preferred over wall mount blocks.**

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

- ii. **The NDCS IT Manager must approve all network cabling design prior to installation to ensure industry and facility standards and codes are followed. After the contract is awarded the contractor will perform a site survey to determine where all new equipment will be installed and how to route cabling to the nearest existing telecommunications room. The contractor will communicate with facility maintenance departments for installation of all conduit for all cabling.**

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

- iii. **Wireless connectivity (such as 802.11) should be avoided if practical in these correctional services environments. Physical hard-wired cabling should be used instead to limit introduction of new security and operational problems in correctional services environments. If wireless is necessary and agreed upon by DCS, the installation methods and equipment must be approved by the NE OCIO.**

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus will not be using any wireless connectivity unless the NDCS elects to deploy the proposed tablets as an optional item. If that option is selected, Securus will provide the NDCS with a full briefing on the security, installation and type of equipment to be used to deploy our tablets and Securus will be responsible for the associated network.

- c. **Contractor will provide the following information before installation begins:**
 - i. **Network diagrams or schematics that show logical or physical connectivity of system to include network infrastructure and server placement.**
 - ii. **Switch port requirements - speed and duplex**
 - iii. **Firewall rule sets and other special network requirements**
 - iv. **Other LAN and WAN requirements - bandwidth or protocols**

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus will provide all of the required information to the NDCS prior to the beginning of any installation work.

9. Client-Server Requirements

- a. The contractor must identify if software will be installed on existing State workstations or if the contractor will be supplying new workstations. The contractor will need to identify if their application is web-based or a separate Windows-based application.**

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

The SCP user interface is centralized and entirely Web-based, allowing authorized users access the system at any time, from any location via any PC, smart phone or tablet with internet access and proper password authorization. Securus will provide new workstations at the Lincoln NE offices to support the onsite technical support needs and investigative efforts of the NDCS.

- b. As of this time, any new software installed on State workstations will need to be compatible with Windows 7 64 bit and Internet Explorer 10. If special client configurations or plugins are required, the contractor must specify.**

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

- c. If new servers are required for the project, the physical location for those servers must be identified. If a server is serving multiple sites, it is recommended to place a Virtual Server(s) at the State of Nebraska Data Center for Enterprise Services. If a server is placed at each site, it will need to be a 19" rack mount server (as opposed to a desktop computer or tower) and it will need a proper housing such as a rack in a communications room that has proper environmental controls, power, and cooling. The contractor must ask the questions during the site surveys about if they can put their servers in existing racks or if they need to provide new racks or cabinets.**

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus participated in the site visits and there are no requirements to use on site servers.

- d. Servers outside State Network/DMZ. If the application software is accessible outside the State network (from home for example), the contractor will need to demonstrate how their application meets encryption and security standards such as SSL, TLS, or VPN requirements. The accessibility should be negotiated closely with DCS to prevent unauthorized access to data. All web browser data should be passed through protocols using HTTPS instead of plain text HTTP.**

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Access to all Securus server information is done through HTTPS (HTTP over SSL). HTTPS is the use of Secure Socket Layer (SSL) as a sublayer under regular HTTP application layering. The Securus SCP User Interface encrypts and decrypts user page requests as well as the pages that are returned by the Web server. The use of HTTPS protects against eavesdropping and man-in-the-middle attacks. Applications that transmit data across public networks support SSL, Certs, and encryption. Cisco and Juniper firewalls, used throughout the network to protect SCP and our customers, create DMZ networks.

As far as individual users within DCS, SCP is capable of enforcing strong password policies such as:

- minimum password length
- 30/60/90 day expirations requiring user to change password
- the use of both upper- and lower-case letters (case sensitivity)
- inclusion of one or more numerical digits
- inclusion of special characters, e.g. @, #, \$ etc.

- e. If servers will not be on State premises the contractor must demonstrate methods for data security, backups, and disaster recovery planning to meet DCS operational standards.**

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus understands the importance of security, particularly in the corrections industry, and takes security concerns seriously.

Access to all Securus server information is done through HTTPS (HTTP over SSL). HTTPS is the use of Secure Socket Layer (SSL) as a sublayer under regular HTTP application layering. The Securus SCP User Interface encrypts and decrypts user page requests as well as the pages that are returned by the Web server. The use of HTTPS protects against eavesdropping and man-in-the-middle attacks. Applications that transmit data across public networks support SSL, Certs, and encryption. Cisco and Juniper firewalls, used throughout the network to protect SCP and our customers, create DMZ networks.

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- minimum password length
- 30/60/90 day expirations requiring user to change password
- the use of both upper- and lower-case letters (case sensitivity)
- inclusion of one or more numerical digits
- inclusion of special characters, e.g. @, #, \$ etc.

Data Security

The SCP is co-located in a carrier-class data center that has some of the most comprehensive security measures in the telecommunications industry. Access to network facilities is controlled through multiple levels of mandatory physical security.

Security personnel maintain the following procedures for allowing entry into the data centers:

- Security personnel are on premise 24x7x365.
- Cardkey reader (electronic badge) access for entry
- Identification badges are issued to all persons having a business need to access company premises.
- Man traps are located at each entry/exit point in the data center. Man traps use two sets of doors that require electronic badge entry. The first set of doors must close before the second set will open.

Access Procedures

All visitors, customers, contractors, and repair personnel must gain access from the security officer on duty.

Customers, contractors, repair personnel, maintenance personnel, and non-local employees may access buildings and critical areas at all times, if there is an escort. Vendors may access buildings and critical areas only during working hours, if there is an escort.

10. Remote Access (VPN) for System Support and Maintenance

- a. **NDCS will provide the contractor with a maximum of three individual VPN accounts upon request. The VPN system for the State of Nebraska is provided by the Nebraska OCIO.**

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

- b. **The contractor notifies the NDCS project manager about the need for remote access. NDCS will give the OCIO VPN form to the contractor and they will return one form for each person who needs access. The form will be signed by the NDCS project manager for authorization, and then the form will be given to NDCS IT to review network policies. IT will submit the request to OCIO and when the account is ready, IT will send connection instructions to the contractor directly.**

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

11. Network Requirements

The type of data network used will be the responsibility of the contractor, however all site information to include recording and monitoring must be made available to the central administration workstations on a "real time" basis.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

All site information to include recording and monitoring will be available to the central administration workstations and to all other NDCS user on a real-time basis.

Securus' recording and monitoring system is fully integrated with our Secure Call Platform (SCP), and provides secure recordings of inmate telephone conversations. It can be configured to accommodate the recording requirements for correctional facilities of any size. The system is fully automated and is designed to be a cost-effective solution for all correctional facilities. Authorized personnel can listen to live or archived recordings via multi-media PC interfaces connected over local area networks (LANs).

Multiple levels of security provide that only authorized personnel can access and monitor the inmate recordings.

Call Monitoring

The SCP Live application allows for immediate, real-time monitoring of calls in progress via the multi-media PC workstation. Facility personnel (with appropriate password privileges) can monitor live calls by highlighting the call in progress and clicking on the speaker icon. This process is undetectable by either the inmate or the called party and does not disrupt the recording process. Concise descriptions of activity appear for each phone in use.

For example, the system shows the specific telephone location, inmate PIN, the destination number dialed, city and state of the destination, time and duration of call, any restrictions such as "watched" or "private," and the status of the call, such as "in progress", "calling destination", or "get acceptance".

The system can also automatically eliminate all monitoring or recording of special calls, such as to legal counsel, by designating the number as a "private" number.

SCP prevents all unauthorized attempts to listen to private calls—the user interface will not display the speaker icon that allows users to play non-private calls. In addition, the call record lists the call as "private" on the user interface.

Call Monitoring, Silent

When monitoring occurs, the system incorporates analog suppression/amplification hardware that allows guard monitoring of calls without inmate or called party detection.

To assure complete investigator anonymity, there is absolutely no noise, dB loss, or other indicator when this feature is activated via handset, headset, or an amplification instrument such as speakerphone, orator, magnetic, taping equipment, etc.

Call Recording

The SCP'S unique, fully integrated recording application works independently of other products so there is never a need for a third-party manufacturer's product to be integrated into the system. This allows the facility to deal with a sole-source provider if any issues arise.

The SCP uses large capacity hard drives, along with RAID (redundant array of independent disks), that virtually extend the call storage period to meet your specific needs.

Recordings are stored on-line for immediate access for 12 months. The SCP can also burn the information to CD and/or DVD for additional back up, if necessary.

The SCP can record all calls simultaneously and also allow personnel to listen to a pre-recorded call, while active calls continue to be recorded—all without loss of information. The system records the entire conversation from call acceptance to termination of the call.

The type of voice network used will be the responsibility of the contractor. A Voice over Internet Protocol (VoIP) solution will be permitted, however the contractor must provide some type of redundancy so that facilities are never isolated from electronic monitoring from the Central administration site.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

The network infrastructure necessary to support the required technology will be the responsibility of Securus. Securus operates and maintains major datacenters networked to the equipment installed on the NDCS facilities' premises. Each data center has its own Internet connection, UPS, and generator to ensure maximum facility uptime.

The traditional data circuits (MPLS, Frame Relay, VoIP) all have dual connectivity feeds to/from the telecommunication carrier to our data centers.

The UPS systems in our Primary Data Center have 2N redundancy. Dual source power runs through static bypass switch. Battery rooms support the UPS systems with gel cell battery banks. Fifteen (15) minutes of battery backup is available at full load (such as, 90 watts/square foot).

Each battery bank is continuously monitored to ensure optimal operation. Upon loss of commercial power, paralleling switch gear automatically powers all nine generators when commercial power is interrupted for more than 15 seconds; generators are shed to cover load as needed.

All data and telephone network used by the contractor provided system must be installed, maintained, and paid for by the contractor. At no time will the contractor be permitted to use State resources. All inmate telephones must be capable of functioning simultaneously. This will require a 1:1 ratio of telephones to outside lines.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

At no time will the Securus proposed system utilize State resources including the State network or work stations.

All phones are capable of operating simultaneously. In a VoIP solution all transmission is digital data. Securus will maintain a 1:1 ration of telephone to outside lines at all times.

12. Telephone Equipment Requirements

All inmate telephones will be provided by contractors and must be heavy-duty wall mount phones to include:

- a. Hearing aid compatibility**
- b. DTMF signaling**
- c. Fully FCC and U.L. approved**
- d. ADA compliant and compatible with TDD devices**
- e. Armored cords**
- f. Volume control**

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus will install non-coin, collect only inmate telephones, as shown in Figure 47 below in the NDCS facilities that meets and/or exceeds the telephone requirements above.

Securus' inmate telephones are the strongest and most reliable units available, and are designed specifically for the prison environment. The following information is the manufacturer-provided telephone specifications.

The Industry Standard

The Wintel® model 7010 phones are the overwhelming choice for state prison systems, the Federal Bureau of Prisons, DOC, and city facilities nationwide because of their proven reliability, durability, and flexibility.

Figure 47

Features/Options

The proposed phone models include the following features:

- Cold rolled stainless steel provides rugged vandal resistant telephone housing designed for inmate use
- Built-in user controlled volume "LOUD" button for ADA-mandated volume control (user must have control of volume amplification AND volume must reset to normal with hang up to meet ADA requirements)
- Powder coated cold rolled steel provides rugged vandal resistant telephone housing designed for inmate use
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear® (DURA) Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism
- Armored handset cord is equipped with a steel lanyard (1000-pound pull strength) and secured with a 14-gauge retainer bracket for maximum vandal resistance
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations
- Pin-in-head security screws minimize tampering
- Hearing aid compatible and FCC registered US: 1DATE05BITC-254, IC: 3267A-ITC254



Telephone types and counts for each facility can be found in Attachment I.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Contractor must provide a portable telephone at each facility for use in segregation units and skilled nursing facility as indicated in Attachment 1.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus will provide portable telephone at each facility for use in segregation units and the skilled nursing facility. Securus offers as example the rollaway pedestals shown to the right in Figure 48. A standard Wintel Mini inmate telephone will be mounted to this pedestal. The units come in a four-wheel design or 2-wheel design.

We have had significant success with this design as they are stable to prevent tipping. These pedestals can withstand the elements and inmate abuse. Securus will work with the NDCS is a different mobile unit is preferred to support facility operations.

Figure 48



Contractor will also provide cordless capability where identified.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus will provide the DECT 6.0 Amplified Cordless Big Button Speaker Phone with Talking Caller ID and Clarity Logic™ as shown in Figure 49, which features the following manufacturer-provided specifications:

- Digital Clarity Power™ amplifies incoming sound up to 50 decibels
- Three (3) tone settings for a customized listening experience
- Amplifies outgoing speech up to 15 decibels for others to hear you better
- DECT 6.0 technology for interference-free communication
- Loud and clear speakerphone for hands-free conversations
- Can be wall mounted to avoid using counter or desk space
- Hearing and compatible and TIA-1083 compliant

Figure 49



- Direct connection to assistive listening devices or headset (2.5mm and 3.5 mm)
- Dual Power Battery Backup lets you make calls when the power is out
- Backup Batteries included

Contractor must provide one (1) TDD unit at each facility location as indicated in Attachment 1. Additional TDD units shall be provided as requested by NDCS. Digital monitoring capabilities must be available for TDD units.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus will provide the use of one (1) TDD unit at each facility location. All non-private communication is available for monitoring and recording. Special software is available to convert baudot tones to text, generating a transcript of the call for investigative purposes.

TDD and TTY Telephones

The technology provided uses dedicated ports on the SCP system and eliminates the need for a correctional officer or staff member from initiating the call process.

The inmate calling process is initiated when the handset is placed on the TTY device and the speed-dial number is entered. The inmate then types the information into the TTY device that dials out through Securus' SCP to the state's telecommunication relay center (TRS) or another TTY device.

Securus will provide accommodations necessary to comply with the Americans with Disabilities Act (ADA). The following information is the manufacturer-provided specifications of the TTY device Securus will provide.

Minicom IV

The Minicom TTY phone, as shown in Figure 50 phone has an easy-touch keyboard with a bright, tilted 20-character display for hours of comfortable use. Minicom IV includes a printer port to connect an external printer. Turbo Code lets you enjoy "real-time" conversations with other Turbo Code TTYs. Auto ID lets everyone you call know you are using a TTY. The manufacturer-provided specifications are below:

- Turbo Code® and Auto IT™
- Convenient GA/SK keys
- Printer port to connect to your external printer

Figure 50



- 20-character display
- 43-key, 4-row keyboard
- Rechargeable batteries and AC adapter included
- Baudot code (45.5/50 baud rate)

With the exception of cordless handsets, inmate telephones must be line powered.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

The inmate telephones are line-powered and require no backup batteries, or electrical outlets at the telephone set locations.

Telephones placed in State facilities must utilize sturdy, high security construction, and have armored handset cords. Contractor shall provide spare telephone sets onsite at each location as indicated in Attachment 1. Contractor should provide as an attachment a photo and specifications of the telephone sets proposed.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Our inmate telephones are the strongest and most reliable units available and are designed specifically for the inmate environment. These inmate telephones are the overwhelming choice for State Prison Systems, the Federal Bureau of Prisons and DOC Facilities nationwide. In addition, Wintel's "confidencer" filters out background noise, allowing for better sound quality for verification of inmate's voice print, improved sound quality to the called party, and higher quality call recordings.

Please see Attachment I for photos and specifications of the proposed telephone sets.

13. System Requirements

The Bidder's system must allow for programming of time frames when calls may or may not be placed. These calling windows must be programmable on a site-by-site basis.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

If the NDCS needs predetermined schedules to shut off the telephones during certain times of the day or night, automated calling schedules can also be assigned and programmed on a site-by-site basis. Automated calling schedules relieve the facility staff from manually performing this task on a daily basis.

Calling schedules control when inmates can place calls by setting multiple on- and off-times of day, within a week, and by day of week. Calling schedules can be configured and applied to individual telephones, groups of telephones, individual inmates, and globally. Figure 51 below shows a Programming Calling Schedule screen shot.

Figure 51



The SCP is compatible with manual cut-off switches that are typically located in the main control room, officer substations, or guard towers, as required.

In addition, SCP allows unlimited time-based control of inmate calling. As with most features, calling times can be configured on a per-minute, per-telephone, per-group, per-facility, or system-wide basis. Multiple allowed/prohibited call times can be configured each day of the week. SCP can also accommodate special holiday programming.

The Bidder's system must have the ability to block telephone numbers on a global basis. The NDCS maintains a list of telephone numbers that must be blocked from access by the entire system.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

SCP has the ability to block telephone numbers on a global basis. During installation, a global call blocking table is established, which immediately prevents inmates from making calls to specific numbers. Typically, the database includes numbers to local judges, crime victims, facility personnel, jury members, attorneys and witnesses. Because a global call blocking table may contain thousands of entries, Securix' SCP offers unlimited blocking potential.

Securus will upload the most current blocked number list from the NDCS prior to system implementation and provide updates to the global blocked list at the direction of the NDCS.

All dial-around area codes and exchanges, such as 800, 900, and 976, are blocked by default. In addition, access to live operator services, such as 0, 411, and 911, are blocked by default.

To provide maximum convenience to facility personnel, authorized facility personnel can administer blocked numbers using our single-point access, the SCP user interface.

All blocked numbers have an associated "Note" field stored in the blocked number database to record specific information (such as reasons for block requests) for future reference. See Figure 52 below for a Global List – Number Blocking screen shot.

Figure 52

The screenshot shows the 'Global Lists' tab in the SCP user interface. At the top, there is a navigation bar with links for HOME, SYSTEM, MONITOR, TOOLS, ADMIN, and FACILITY PORTAL. Below this is a 'MANAGEMENT LEVEL' section with dropdown menus for Facility (Securus Demo Site), Site (All Sites), Phone Group (All Phone Groups), and Phone (All Phones). The main content area has three tabs: General, Global Lists (selected), and Calling Restrictions. Under the 'Global Lists' tab, there is an 'Add New' button and a 'GLOBAL LIST SEARCH CRITERIA' section. This section includes fields for 'Dialed Number' (999 9999999), 'Blocked' (checked), 'Reason' (Witness number), 'Private' (unchecked), 'Watch' (unchecked), 'Dialing CO' (---), 'Status' (ACTIVE), 'Record Calls' (unchecked), 'Passive Acceptance' (unchecked), 'Speed Dial' (empty), 'Description' (empty), and 'Word Spotting' (unchecked). There are 'Search' and 'Reset' buttons at the bottom of the form. At the very bottom of the page, there is a copyright notice: '© 2005,2011 Securus Technologies, Inc. All Rights Reserved.'

For the purpose of billing, and decrementing the inmate account, call timers may not begin until the inmate has an actual talk path established with the called party, and must end when one or both of the parties goes back on-hook.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Call timers do not begin until positive 'called party' acceptance has taken place. When the called party answers the phone, the system's answer detection triggers the call acceptance voice message. This message announces the inmate's call and asks the called party if they wish to accept the inmate's call. The called party is instructed to dial the single digit on his or her own telephone instrument to accept the inmate paid call, or hang-up to disconnect the call. This "active" acceptance procedure ensures that the inmate will not be billed for a call that the called party did not accept.

The Bidder's system must be capable of storing all call detail records. System must be capable of producing real-time custom calling reports for investigative or auditing purposes. The following data elements must be available to query; PIN, called number, date, originating telephone set, time, originating number, terminating number, name and address, call duration, and call types. NDCS/YRTC prefers these data elements come from pre-paid calling, debit calling, and collect calling.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus provides a secure, centralized System Database for call detail records that are replicated to many other systems within the Securus network, including the rating and billing database. This feature is designed to prevent loss of data. Securus' SCP has the capacity to store multiple years of call data as required by the facility.

Securus uses Oracle for its database file structure. Oracle Database delivers economies of scale on easily managed grids, making it easier to:

- Reduce downtime with maximum availability architecture
- Partition and compress data to run queries faster
- Securely protect and audit data, and enable total recall of data
- Make productive use of standby resources

Oracle simplifies the process of linking data in multiple tables. This is a key feature of a relational database management system, or RDBMS. Storing data in multiple tables enables Securus to define relationships between the tables, as well as the applications that feed information into those tables.

Not only does Oracle allow our SCP to link the call data to multiple tables, it also maintains consistency between them, ensuring that the data among related tables is correctly matched to maintain referential integrity.

Utilizing the Oracle database provides us the ability to respond faster to changing business conditions, thus providing our clients with a system that is more responsive to their continually evolving needs.

Oracle supports all standard relational data types, as well as native storage of XML, Text, Documents, Images, Audio, Video and Location data. Access to data is via standard interfaces such as SQL, JDBC, SQLJ, ODBC .NET, OLE .NET, and ODP .NET, SQL/XML and Xquery and WebDAV.

Call Recording Storage

Securus will store call recordings for immediate access online for the required length of time, accessed from anywhere/anytime.

Call recordings are stored in Securus' centralized Disaster-Resistant Carrier-Class Data Centers, which 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.

To provide the NDCS with redundancy, SCP writes all recorded calls to two separate Storage Area Networks, using two separate connections to the different Storage Area Networks. SCP also writes the recorded calls to offsite copies, archived for disaster recovery purposes.

Securus' SCP provides a unique set of features that uses advanced technology to store offender call recordings. Traditional premises based calling platforms use local hard drives that may simply fail and are susceptible to local disasters such as floods, tornadoes, hurricanes and fires. This created a need for manual backup schemes that are no longer necessary with SCP. SCP uses 'SAN' (Storage Area Network) storage. A Storage Area Network (SAN) is a high-speed special purpose network or sub-network that interconnects different kinds of mass storage and shared storage devices (such as disk arrays, tape libraries, optical jukeboxes, etc.) with associated data servers.

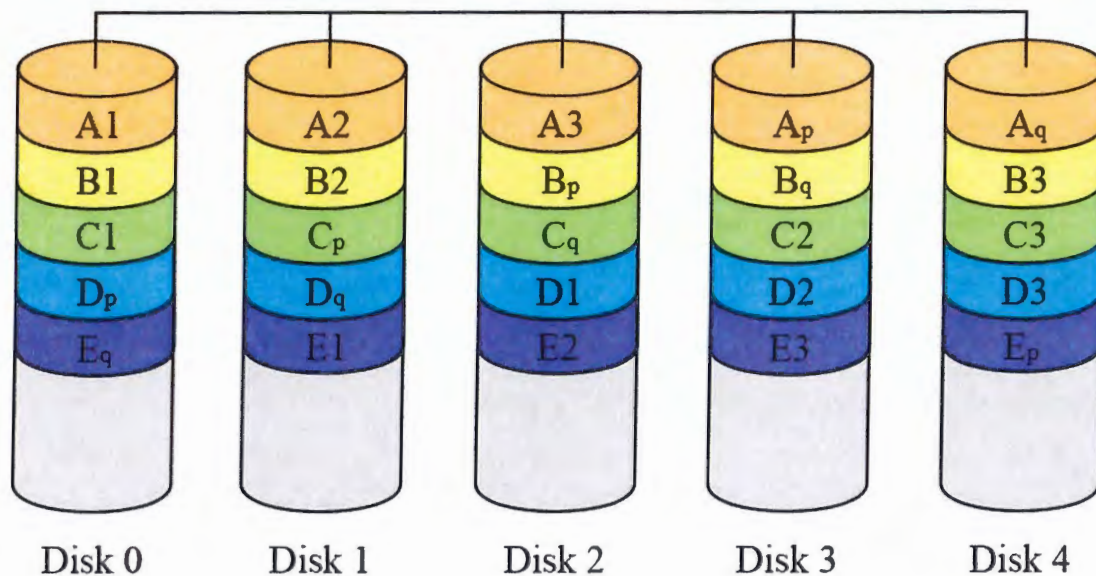
The SAN architecture makes all storage devices available to all servers on LANs (Local Area Networks) or WANs (Wide Area Networks). The SAN solution not only delivers complete scalability for a facility's storage requirements, but also supports disk mirroring, backup and restore, archival and retrieval of archived data, data migration from one storage device to another and the sharing of data among different servers in a network.

As more storage devices are added to a SAN, they too become accessible from any server in the larger network. The SAN uses a series of standards to spread data across multiple drives for additional protection and redundancy. This technology enables the SAN to deliver not only superior performance, but also fault tolerance to disk failures thereby ensuring that data is no longer susceptible to loss due to individual or multiple drive failure.

Accordingly, the SAN provide facilities with the ultimate protection against single drive, multiple drive, or server failures, and the broad interoperability required for critical data and application as well as increased security for each call recording.

Within the SAN, the SCP system uses (among other storage) a combination of several RAID technologies including RAID5, RAID6, and RAID10, which are arranged in such a way that even if one of the hard disk drives fails during the data recovery process, the systems continue to be operational, with no data loss. See Figure 53 below for a picture of the disk drives.

Figure 53



In addition, Securus' SAN translates to over four (4) petabytes of storage space and is continuously monitored and managed through intelligent automated processes and storage policies. When these very large storage systems approach designated thresholds, Securus expands capacity to ensure all authorized call records and recordings are retained in secure, disaster-resistant locations.

Securus' data centers and SAN 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 as well as offsite copies
- **Highly available** through the unique architecture and design of the data storage model
- **Partitioned and compressed** to run queries faster
- **Secured, protected, and monitored** to enable total recall of data

Our advanced inmate calling system can record and store basic call data with the capability to provide management reports. The length of time the calls are stored is not limited to a minimum or maximum period. Since every site's requirements are different, Securus is happy to discuss the optimal timeframe for data storage with the Facility. All recordings are stored online as well as on remote copies. Typically, CDRs are stored for seven years.

In addition to the on-line access to call recordings on our fault tolerant SANs, the recordings are also stored off-site at an environmentally controlled media storage facility as a disaster recovery measure.

Recordings can be downloaded from the system in various formats and copied to a CD, DVD or any drive (such as a removable flash drive) available to the user in widely accepted formats for portability and may be e-mailed as well, which will also aid in the transition of recordings to the new contract upon termination.

Securus' SCP (Secure Call Platform) has a dedicated reports writer that provides investigative information based on the call detail records. This sophisticated reporting tool provides a reporting interface into all calling activities. Reports can be generated online and exported in:

- Excel
- CSV (Comma Separated Values)
- Adobe PDF format

Users can search and analyze call details on all calls placed from each inmate telephone through SCP. These details include **PIN, called number, date, originating telephone set, time, originating number, terminating number, name and address, call duration, and call types. The data elements can cover collect, debit and prepaid calling as desired by the NDCS.** Time and duration, telephone number or origination and destination—if used—inmate ID, reason for termination, and much more. SCP retains call details on all call attempts. Users can customize the standard reports by varying search criteria, such as date range, facility, or call length.

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

- Per phone, per location, and per inmate
- Destination number (partial and/or full number entry)
- Date and time range
- Call frequency
- Call type (i.e., completed, incomplete, blocked, etc.)
- Number restriction and/or status assignment
- Personal allowed number cross-referencing
- Graphical display of call fluctuation
- Broad search with no data entry
- Suspected fraudulent call activity
- Inmate name
- Inmate PIN, if used, and/or account number
- Prepaid calling card number
- Destination zone (i.e., local, interLATA, interstate, intraLATA, international)

The Investigative Reports section compiles the data and opens the information in a report format, on the workstation monitor. Investigative Reports provides multiple functions for call playback, copying calls to remote media. Authorized personnel can use this unique application to generate a report with little or no concrete information available.

For example, SCP's frequently called number (FCN) report as show below in Figure 54 shows information relative to the amount of calls to a particular number and reflects the facility location from which the number was called.

Figure 54

The screenshot shows the 'Call Frequency Search' interface. At the top, there are navigation tabs: HOME, SYSTEM, MONITOR, TOOLS, ADMIN, FACILITY PORTAL. Below this is a 'MANAGEMENT LEVEL' section with dropdown menus for Facility (Securus Demo Site), Site (Securus Demo Site), Phone Group (All Phone Groups), and Phone (All Phones). The main search area includes a 'Threshold' field set to 2, 'Call Status' (ALL), 'International' (checkbox), 'Termination Category' (ALL), 'Call Type' (ALL), 'Watched' (checkbox), 'Start' date (01/15/2011), and 'End' date (04/19/2011). There are buttons for 'Search', 'EXCEL', 'PDF', 'CSV', and 'Reset'. Below the search area is a table with 20 results, showing columns for 'SITE', 'DIALED #', and 'FREQUENCY'. The table lists various dialed numbers and their corresponding frequencies. A call detail pop-up is visible on the right side of the table.

SITE	DIALED #	FREQUENCY
Securus Demo Site	(1) 9722770311	25
Securus Demo Site	(1) 9722770556	16
Securus Demo Site	(1) 9722770596	10
Securus Demo Site	(1) 9722770300	9
Securus Demo Site	(1) 5743127016	6
Securus Demo Site	(1) 9722770305	5
Securus Demo Site	(1) 2144981174	4
Securus Demo Site	(1) 6128340463	4
Securus Demo Site	(1) 2146182718	4
Securus Demo Site	(1) 9738907874	3

The FCN feature allows investigators to generate a report by entering a frequency threshold that instructs the system to search for only those numbers that have been called a certain number of times throughout the facility. For example, by entering '50' in the parameter field, the system shows only those numbers that have been called 50 or more times within a designated timeframe.

After the report appears on-screen, clicking the mouse produces a second report that represents all areas of the facility from which a specific number has been called. Investigators can use this report to analyze data and determine specific call patterns, detail suspicious activity, and selectively assign a watched number status to potential fraudulent numbers.

A full set of reports that administrative users need daily, as well as a full set of investigative reports, makes Securus' Standard Reports generator anything but standard.

The Bidder's system must restrict incoming calls, with the exception of emergency situation(s) as defined by NDCS. This feature must be available on all inmate telephone sets.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

To ensure the Securus system provides maximum security; the trunks in the SCP data center are provisioned outgoing-only, ensuring that no incoming calls can reach the inmate. Securus has performed full testing of these trunks, verifying compliance with this requirement.

The Bidder's system must be capable of processing calls and making announcements in both English and Spanish. The ability to add additional languages must be available. System announcement capabilities must be programmable, and the NDCS will approve all automated language prior to being put into production.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.


Securus' SCP processes calls in both English and Spanish. Additional languages are available and can be added upon request. Languages can be added to all facilities or individual facilities as directed by the NDCS.

Securus' automated operator uses clear and concise, professionally recorded voice prompts to assist the inmate throughout the calling process. By default, Securus' SCP system provides language prompts in both English and Spanish. SCP may be configured to provide language prompt instructions to the inmate in as many as nine language prompts as required by the NDCS.

After the necessary language prompts are set up in the SCP system, inmates select their specific language choice at the beginning of the call by dialing a single digit. During call acceptance, the called party receives the acceptance instructions in English first, and then receives an option to continue in the language selected by the inmate. This fraud deterrent feature eliminates possible attempts by the inmate to confuse the called party with a language he/she does not understand.

To further assist in the calling process, Securus provides durable printed dialing instructions in English, Spanish and the other languages specified by the NDCS on each inmate telephone, using materials and techniques appropriate for the correctional environment that explains the process in an easy to read, clearly defined manner. Figure 55 below illustrates an example of Securus' dialing instructions.

Figure 55

	
This Call is Being Recorded	Esta Llamada va Hacer Gravada
<p>DIALING INSTRUCTIONS</p> <p>Press '1' for English</p> <p>For a collect call, press '1'</p> <p>For a debit call, press '2'</p> <p>TIPS Hotline, press '8'</p> <p>Enter your PIN number</p> <p>Enter your area code and phone number</p> <p>You may hear silence during the acceptance of your call. Please continue to hold.</p>	<p>INSTRUCCIONES PARA LLAMADA</p> <p>Marque '2' para español</p> <p>Para llamada a cobrarse, marque '1'</p> <p>Para llamada de débito, marque '2'</p> <p>Para línea de aviso secreto, marque '8'</p> <p>Marque su número de identificación personal</p> <p>Marque su número de teléfono, incluya su código local o lada</p> <p>Vas a oír silencio mientras aceptan su llamada. Continúe esperando por favor:</p>

Multilingual Language Prompts

Securus' automated operator uses clear and concise, professionally recorded voice prompts to assist the inmate throughout the calling process. By default, Securus' SCP system provides language prompts in both English and Spanish. Securus can provide additional languages, aside from English and Spanish. SCP supports any written and spoken language that can be recorded. If we receive a request for a language that is not currently recorded, Securus will work with the NDCS to provide the necessary languages. Some examples of languages that Securus has implemented in the past include, but are not limited to the following:

- Afrikaans
- Arabic
- Bahasa
- Bulgarian
- Chinese (all dialects)
- Creole/Haitian
- Croatian
- Czech
- Danish
- Dutch
- Hebrew
- Hindi
- Hungarian
- Icelandic
- Italian
- Japanese
- Javanese
- Kannada
- Korean
- Latvian
- Slovak
- Slovene
- Somali
- Spanish (U.S., Mexico, Puerto Rico, Central and South America, Castilian dialects)
- Swedish
- Tagalog
- Taiwanese
- Tamil

- Estonian
- Finnish
- Flemish
- French (Canadian and Parisian dialects)
- German/Bavarian
- Greek
- Gujarati
- Lithuanian
- Malay/Malayam
- Marathi
- Norwegian
- Polish
- Punjabi
- Romanian
- Russian
- Telugu
- Portuguese (Brazil and Portugal dialects)
- Thai
- Turkish
- Urdu
- Ukranian
- Vietnamese

The Bidder's system must be capable of playing periodic voice overlays announcing that the current call is being placed from the (name, city, and state of the corrections facility). These announcements must be played at random intervals, no more than twice per fifteen (15) min call, and must be audible to the called party. Inmate voice must be muted during the playing of these announcements.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

SCP uses clear and concise, professionally recorded voice prompts to assist the inmate and called party throughout the calling process. Voice prompts are configured at the Customer and Site level, and can be customized to include specific information.

Prior to acceptance of the call, Securus' SCP will always announce to the called party that the call is being placed from a specific inmate (first and last name), facility name, city and state of the correctional facility. Prior to called party acceptance, the inmate is always muted to the called party. After this notification to the called party and after call acceptance, a random voice overlay announcement will be played stating that the current call is being placed by an inmate and then a second random voice overlay announcement will also be played. The called party will be advised three different times during a 15 minute call that an inmate is making the call. This announcement will easily be heard by the called party.

Once both parties are connected, neither side is ever muted. When a random voice overlay message is played after call acceptance it will be played to both parties. If either the called party or the inmate were to be muted at any point once they are connected it would disrupt the conversation and take time away from the paid service and therefore would constitute interference with the telecommunication service.

If muting is absolutely required by the NDCS, Securus will work with the NDCS to define a viable solution and provide a development timeline that is acceptable to the NDCS.

The random voice overlay messages will be programmed to play twice per fifteen minute call and at random intervals. An example of a voice overlay message is *"This call is being placed by an inmate at the Lincoln, Nebraska Correctional Facility."*

Securus will configure on behalf of the NDCS Voice overlay messages in the following ways:

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

The Bidder system must allow for calling restrictions or suspensions at the individual account level. Individual inmate accounts must reside in the database for each facility Statewide. This will permit an inmate to be transferred from one facility to another without the need for establishing a new account.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

SCP allows for calling restrictions or suspensions at the individual account level and individual inmate accounts will reside in the database for each facility statewide. Securus' Calling Restrictions or Suspensions enable the control of calling activity, such as call durations by inmate, by individual phone, by multiple phone groups, by all facilities, or by facility. These restrictions and suspensions will remain in effect even when an inmate is transferred from one facility to another.

SCP provides the facility with the capacity to set a maximum time limit for any type of call and/or all calls related to an individual PIN and/or all PINs. In addition, multiple restrictions may be tagged to any PIN or telephone number associated with a PIN.

Examples of restrictions are:

- Maximum duration of a call for PIN
- Maximum number of calls from that PIN per day/week/month, etc.

To relieve facility staff from calling restriction maintenance responsibilities, all imposed calling restrictions are automatically managed by the calling platform.

Securus' Calling Restrictions also provide additional PIN suspension features to further assist facility staff in maintaining control of inmate activity.

A single inmate's PIN or any number of inmates' PINs may be suspended for a specified time from either the on-site administrative terminal or an authorized remote terminal. This suspension feature, frequently used for punitive reasons, allows the facility to deny telephone privileges to one or more inmates without affecting other inmates who share the same inmate telephones.

The length of time for PIN denial is entered and automatically policed, enforced, and released by the system. The system will automatically reset the PIN to allow calls on the day requested, with no manual intervention required. This feature allows inmates, if necessary, to make privileged calls even while on suspension from other calls. Direct manual control of this suspension feature is also allowed from the on-site administrative terminals or authorized remote terminals.

Dial-To-Number (DTN) Limit

A DTN restriction controls the amount of time allowed between phone calls. For example, this restriction can limit calls to 15 minutes (configurable to any number of minutes) restricting an inmate's ability to continuously call a single number.

Also, this feature is configurable to exclude certain phone calls, such as calls to private numbers.

Calling and time restrictions must be established at the facility level, and will vary from facility to facility depending on needs. The contractor must provide a system that allows designating inmates to place calls to a specified number and duration, above and beyond the standard duration of time.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Specific call durations may be assigned at the facility level and can be varied by site, or pods within a site, as directed by the NDCS.

Securus' Calling Restrictions enable the control of calling activity, such as call durations by inmate, by individual phone, by multiple phone groups, by customer, or by facility. Calling activity may also include allotted limits and thresholds applied to phone numbers and inmates by attempt or to control an inmate's calling activity.

SCP provides the facility with the capacity to set a maximum time limit for any type of call and/or all calls related to an individual PIN and/or all PINs. In addition, multiple restrictions may be tagged to any PIN or telephone number associated with a PIN.

The proposed system including monitoring and recording equipment must be expandable with software upgrades as they become available and are approved by the State. These upgrades must be performed at no cost to the State, at a mutually agreeable timeframe.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus has more than 650 distinct, and active SCP features, and we add 50 new features on average each year. These features come standard with SCP and are at no cost to our customers. Because SCP uses a centralized architecture, features are available to you as soon as they are ready.

Our research tells us other providers have fewer features, and their infrastructure prohibits them from automating feature upgrades. That means you have to wait—sometimes years—to receive other provider's newer technology and the benefits that come with them.

The Bidder system must allow the person accepting a collect call to inquire about the charge for a call prior to accepting it. Explain how the bidder's proposed system meets this requirement.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

After the called party is notified by the SCP that they have a collect call from the NDCS facility, they are prompted to press 7 on the phone for a rate quote; the called party hears a quote rating of the cost of the call. An example of what the rate quote would state is "The cost of this call is \$2.50 for the first minute and twenty cents for each additional minute."

The stated rates are dynamic and are calculated according to industry standard mileage using V and H coordinates of the originating and terminating locations. Quoted rates indicate the actual 'billed' rates and may be discounted according to time of day and day of week. This feature must be enabled for all interstate interLATA calls to meet the requirements of the FCC. The feature may also be enabled for other types of calls including local and intraLATA calls.

All data for each NDCS facility to include call detail records, call recordings, and platform operating system must be backed up daily. Backups whether on tape or hard drive media must be maintained in such a manner that they can be used to restore 100% operation to a site regardless of outage cause within 24 hours. Outages that are a result of corrupt or missing data must not last more than 24 hours. Processes for system backup, redundancy, and recovery must be outlined in the bidder's response.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

All data for each NDCS facility to include call detail records, call recording, and platform operating system will be backed up daily.

Data Backup

By committing to back up your data, you have taken an important first step in protecting your information assets. However, just backing up data is not enough to adequately protect yourself from the many threats that can jeopardize critical information.

Many users, network managers, and small-business owners alike, believe that performing a daily backup using the same single data cartridge protects them from disaster. This is in many cases not true.

To assure secure backup, Securus uses a digital backup to minimize the cost of ownership related to data cartridges and tape. By incorporating a mix of daily, weekly, monthly, and quarterly backups, facilities can have a complete history of their CDRs from various points in time.

Calls are available for playback immediately. Call recordings are fully replicated between the Dallas and Atlanta data centers.

Redundancy

To provide the NDCS with redundancy, SCP writes all recorded calls to two separate Storage Area Networks, using two separate connections to the different Storage Area Networks. SCP also writes the recorded calls to offsite copies, archived for disaster recovery purposes.

Securus' SCP provides a unique set of features that uses advanced technology to store offender call recordings. Traditional premises based calling platforms use local hard drives that may simply fail and are susceptible to local disasters such as floods, tornadoes, hurricanes and fires. This created a need for manual backup schemes that are no longer necessary with SCP. SCP uses 'SAN' (Storage Area Network) storage. A Storage Area Network (SAN) is a high-speed special purpose network or sub-network that interconnects different kinds of mass storage and shared storage devices (such as disk arrays, tape libraries, optical jukeboxes, etc.) with associated data servers.

The SAN architecture makes all storage devices available to all servers on LANs (Local Area Networks) or WANs (Wide Area Networks). The SAN solution not only delivers complete scalability for a facility's storage requirements, but also supports disk mirroring, backup and restore, archival and retrieval of archived data, data migration from one storage device to another and the sharing of data among different servers in a network.

As more storage devices are added to a SAN, they too become accessible from any server in the larger network. The SAN uses a series of standards to spread data across multiple drives for additional protection and redundancy.

This technology enables the SAN to deliver not only superior performance, but also fault tolerance to disk failures thereby ensuring that data is no longer susceptible to loss due to individual or multiple drive failure. Accordingly, the SAN provide facilities with the ultimate protection against single drive, multiple drive, or server failures, and the broad interoperability required for critical data and application as well as increased security for each call recording.

Within the SAN, the SCP system utilizes (among other storage) a combination of several RAID technologies including RAID5, RAID6, and RAID10, which are arranged in such a way that even if one of the hard disk drives fails during the data recovery process, the systems continue to be operational, with no data loss.

In addition, Securus' SAN translates to over four (4) petabytes of storage space and is continuously monitored and managed through intelligent automated processes and storage policies. When these very large storage systems approach designated thresholds, Securus expands capacity to ensure all authorized call records and recordings are retained in secure, disaster-resistant locations.

Securus' data centers and SAN 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 as well as offsite copies
- **Highly available** through the unique architecture and design of the data storage model
- **Partitioned and compressed** to run queries faster
- **Secured, protected, and monitored** to enable total recall of data

Our advanced inmate calling system can record and store basic call data with the capability to provide management reports. The length of time the calls are stored is not limited to a minimum or maximum period. Since every site's requirements are different, Securus is happy to discuss the optimal timeframe for data storage with the Facility. All recordings are stored online as well as on remote copies. Typically, CDRs are stored for seven years.

In addition to the on-line access to call recordings on our fault tolerant SANs, the recordings are also stored off-site at an environmentally controlled media storage facility as a disaster recovery measure.

Recordings can be downloaded from the system in various formats and copied to a CD, DVD or any drive (such as a removable flash drive) available to the user in widely accepted formats for portability and may be e-mailed as well, which will also aid in the transition of recordings to the new contract upon termination.

Disaster Recovery

If a disaster causes a loss of service to the Inmate Telephone System (ITS), in order to provide consistent and high quality service to customers, Securus is prepared to carry out emergency response and recovery operations.

Securus' SCP provides facilities with one of the most advanced systems in the industry and is built to meet any facility's disaster recovery needs. The SCP offers:

- Scalability to meet contractually required storage demands
- Resistance to local disasters
- Reduced downtimes with maximum availability

- PXd data to run queries faster

Securus has a field support department with more than 145 field service associates supported by a centralized field dispatch team in support of our national customer base. The Field Service Technicians (FSTs) are strategically positioned to support ongoing maintenance as well as any disaster recovery situations that our customers may encounter. The FSTs are trained and provided with disaster recovery processes, plans and checklists. The FTSs are supported by senior technical support resources and engineering in order to expedite repairs and minimize customer downtime.

Below is additional detail regarding processes that are in place to ensure effective responses for emergency and recovery operations. In addition, we are also including information on our preventative and security processes.

Securus System Control & Service Center

In order to provide protections that effectively lower the risk of loss of data, all data is stored in a centralized database and backed up offsite. Our web-based system allows authorized users to access the data from any location with an Internet connection. Securus maintains the system at the highest level of operability.

Securus' SCP provides a unique set of features that use advanced technology to store offender call recordings.

Traditional premises-based calling platforms use local hard drives that may fail and are susceptible to local disasters, such as floods, tornadoes, hurricanes, and fires. The SCP uses 'SAN' (Storage Area Network) storage. SAN is a high-speed sub-network of shared storage devices. SAN's architecture avails all storage devices to all servers on LANs (Local Area Networks) or WANs (Wide Area Networks). Data on the SAN is stored in RAID (Redundant Arrays of Independent Disk) formats, spreading the data across multiple drives and providing additional protection. Data is no longer susceptible to loss due to an individual drive failure. Accordingly, SANs provide facilities with the ultimate protection against single drive or server failures, as well as increased security for each call recording.

The SCP is co-located in a Telx or AT&T Disaster Resistant Carrier Class Data Center that is managed under the direct supervision and immediate hands-on maintenance of data center personnel.

The call detail and call recordings are initially stored for on-line retrieval on multiple RAIDs in two separate SANs. The system writes all recordings to each SAN, promoting disaster recovery in case of single disk or entire RAID failure.

Archiving to off-line is automated and managed by robotic tape drives. The facility does not have to intervene or archive tape libraries. This automation removes the risk of human error.

Facility Emergency Response Checklists

Securus has developed procedures (checklists) to protect equipment and personnel in the event of an emergency situation. Securus will combine efforts between headquarters and field staff to expedite recovery wherever possible. Securus will carefully coordinate each checklist with appropriate facility guidelines.

Spare Parts and Inventory Requirements

Securus maintains an inventory of spare parts at our headquarters in Dallas, Texas, and has distribution agreements with multiple vendors to provide expedited national delivery service. The corporate headquarters in Dallas, Texas, maintains a standardized emergency recovery package of frequently used spare parts and equipment that will be available for shipment to support failure backup efforts at our customer sites.

Similar field spare parts kits are maintained by each of our technical field representatives located throughout the country.

Response

Response operations will not begin until personnel safety can be assured. Emergency recovery operations are prioritized by critical facilities and equipment locations. The first priority is to recover maximum-security institutions and institutions with high inmate phone usage. The preference of the customer is considered at all times.

Field and headquarters management will ensure that responders are using all appropriate checklists and that the preparation for recovery operations is initiated within appropriate response guidelines.

Emergency Condition Declaration

Securus classifies disasters on a 1-3 level. Level 3 represents a moderate impact disaster and affects a small localized area. Level 2 represents a disaster that is high-impact and affects a more wide-spread area, which may include multiple facilities.

A Level 1 disaster represents catastrophic events that are extremely wide-spread or affect a specific region with many facilities and customers.

The regional field manager or his/her representative, or someone from the customer site, will contact the Securus headquarters to request a formal declaration of an emergency condition. Headquarters operations management will establish a conference bridge with the appropriate participants as soon as possible. If the information gathered from the call substantiates an emergency status, the emergency response level is determined. Table 9 below defines the emergency condition levels:

Table 9

Table: Emergency Response Condition Levels	
Condition Level	Response
Level 1	Full headquarters response and possible deployment of a Headquarters Response Team to the region to coordinate and assist local recovery efforts.
Level 2	Headquarters support will provide assistance to the local Recovery Team as required to obtain internal DOC support as necessary.
Level 3	The local Recovery Team will coordinate all recovery operations. Headquarters assistance beyond normal technical assistance should not be required.

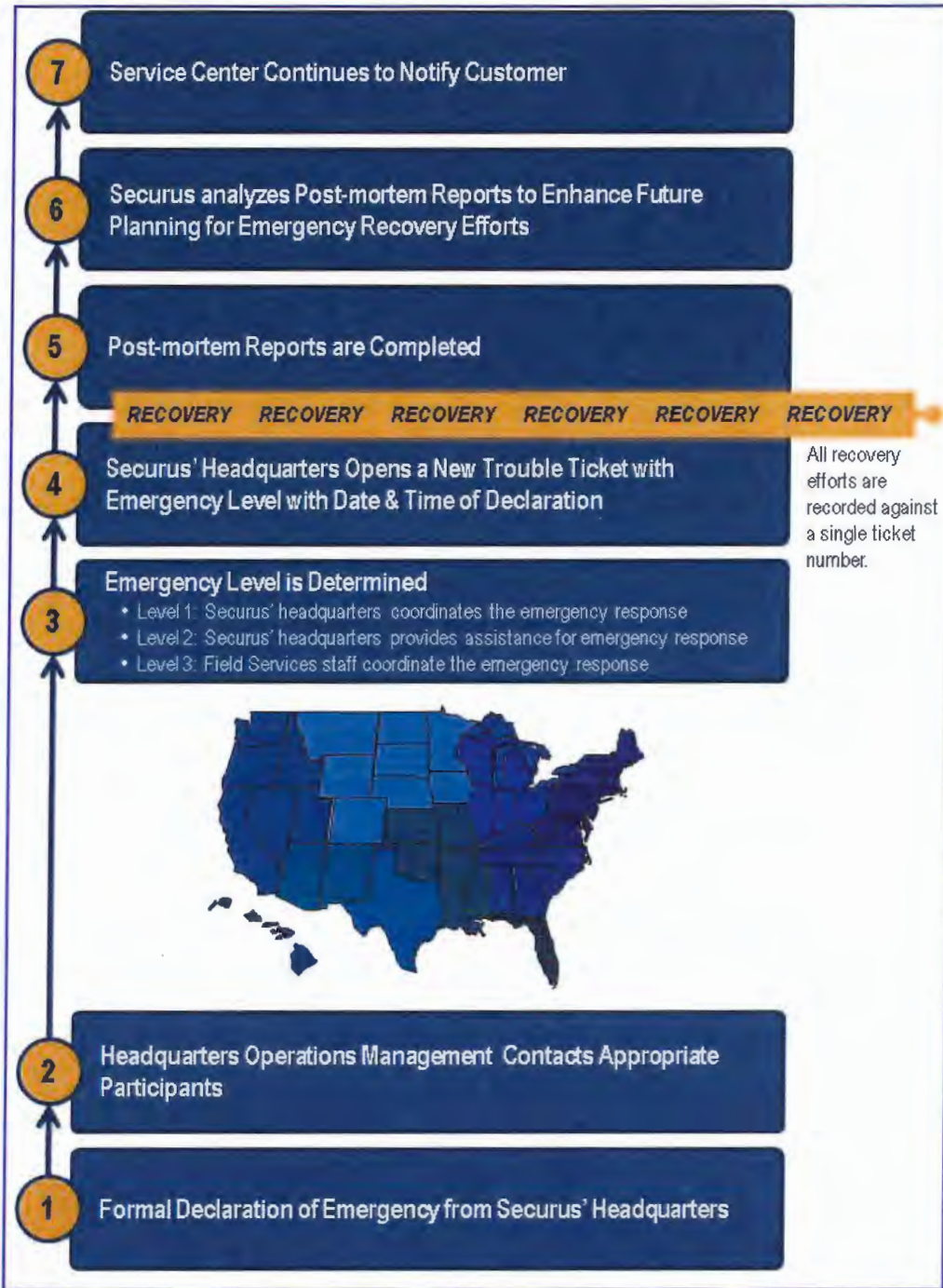
Note: A Level 3 declaration notifies headquarters of the seriousness of an ongoing recovery effort, and provides the necessary background information if the local response team lead requests an upgrade to a higher condition level.

Our corporate headquarters will open a new trouble ticket in our ticket tracking system, indicating the declared condition level and the date and time of the declaration. All open tickets pertaining to the ongoing emergency recovery effort will be linked to the new trouble ticket and closed to ensure that all recovery efforts are recorded against a single ticket number.

Post-mortem reports are completed for all declared emergency condition levels. Securus analyzes all post-mortem reports to advance our emergency recovery planning efforts.

Following the declaration of an emergency condition, the National Service Center will continue to notify the customer using established notification and escalation procedures. See Figure 56 below for a timeline of events of disaster recovery operations.

Figure 56



Inmate Phone System Failure Back-Up Escalation Plan

Emergency Contact Information

Securus will develop and maintain toll-free, 24-hour-a-day, 7-day-a-week emergency access phone number lists that will be readily available for use during an emergency situation. Contact information will be updated at regular intervals to ensure accuracy. The National Service Center will also maintain these emergency contact phone number lists and coordinate on a regular basis with field staff to ensure that all lists are accurate. In addition, Securus will develop relationships with local vendors who can support emergency recovery operations with the required services, supplies, and equipment.

Technical Support

Securus understands that throughout the duration of a critical event, our customers rely on our support to guide them with minimal loss of equipment and data. Qualified resources will be available to assist the NDCS. These resources include more than 145 full-time field technicians who can deploy nationwide, and a full list of contacts—up to and including Securus executives.

We also realize that during a disaster, it may be even more important that inmates and detainees can stay in contact with their friends and family. To support these end users, Securus maintains two call centers in Dallas and Mexico that can continue call processing, even if there is a failure at one location.

Coordination

Coordination of all declared emergencies will depend on the emergency level. Field staff will coordinate the emergency response to all level 3 conditions. Headquarters will provide assistance at the request of field management for Level 2 emergency conditions, and will coordinate all Level 1 emergency efforts.

The field management team will develop mutual agreements with other Securus regions in the country or with vendors to supply resources, equipment, or manpower. Additional equipment and personnel may not arrive for several days, depending on available transportation, condition of the roadways and airports, and other factors, therefore, field management will not delay the decision to ask for assistance from other sources.

Mobilization

Mobilization of a Headquarters Response Team, if necessary, will depend on need, as determined by the headquarters and field management.

The Headquarters Response Team will be dispatched from Dallas as soon as possible to assist field recovery efforts. However, field staff will begin recovery operations without delay.

Emergency Response Teams

Securus will form the following teams to respond to declared emergency conditions. These teams will include subject matter experts and necessary support staff. See Table 10 below for Emergency Response Teams.

Table 10

Table: Emergency Response Teams	
Team	Manning and Responsibility
Field Local Recovery Team	Plans and directs local recovery operations. Staffed by field staff personnel only.
Headquarters Support Team	Provides technical support and assistance to local recovery teams. Staffed cross-functionally, as required.
Headquarters Response Team	Deployed to Securus local markets to assist local recovery operations. The Headquarters Response Team is staffed by subject-matter experts and led by headquarters operations management.

Recovery

Recovery operations may last several hours, several days, several weeks, or longer. Field staff will continue recovery operations until critical inmate calling functions have been recovered and Securus can restore phone service operations to normal call and data transmission capability. Senior Securus management will, at that time, recall the Headquarters Response Team and field staff will return to normal operation. Recovery operations may still continue but emergency operations are no longer necessary and are not cost effective to maintain.

Throughout emergency recovery operations, the headquarters and field staff record all recovery actions. Following the resolution of emergency response operations, all recovery teams and appropriate management submit pertinent information and comments to be included in the Post Mortem report.

14. Live Monitoring Requirements

The Contractor's system must allow for live monitoring of calls in progress from individual workstations. Staff must be able to monitor multiple calls simultaneously. The Contractor's system must be able to show all active calls on a single screen, and staff must be able to move from one call to another quickly. Moving from one call to another must take no more than five (5) seconds. Live monitoring calls shall have the capability to be forwarded to designated NDCS/YRTC phone numbers.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus' Secure Call Platform (SCP) Live Monitoring feature provides authorized users with the tools and the ability to efficiently monitor calls in progress in real-time via any device connected to the Internet.

The feature allows users to selectively scan all live calls in progress. By selecting active calls only, the user does not have to sort through all phones to find conversations, allowing quick selection of calls in progress with one click of the mouse. This feature also has an integrated media player with time shifting capability enabling the investigator to pause, rewind and replay as the call continues to process and be recorded. As long as the call is queued up in the media player, the investigator can replay any part of the conversation even after the call has ended.

Remotely Forward Calls

SCP also allows authorized users the capability to remotely forward/conference any call in progress to one or multiple investigators or authorized personnel in the field. This feature also enables an investigator to quickly identify calling patterns to a current phone number called or a current phone in use. See Figure 57 below for a graphic of a Live Monitor screen.

Figure 57



15. Service Level Requirements

The following service levels will be met by the Contractor. The Contractor will not substitute or deviate from these service levels.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

- a. **CRITICAL:** Any outage where more than 30% of the assigned system extensions OR 30% of the assigned extensions to any particular building OR 30% of the system trunks are not operational for any reason. Contractor must respond to critical service level issues within one (1) hour. This may include remote dial in, or dispatch. Contractor must make every possible attempt to restore service within four (4) hours. With the exception of LEC service issues, critical service level outages must be resolved, or alternative means of communications established within eight (8) hours. Contractor must provide a detailed report to the NDCS Intel Coordinator within 48 hours of any critical outage. This report must outline the following:
 - i. Time, date, and cause of outage
 - ii. Time and date of first contractor response
 - iii. Chronological list of actions taken to restore service
 - iv. Name and contact number of person reporting outage

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

- b. **MAJOR:** Any outage where more than 10% of the assigned system extensions OR 10% of the assigned extensions to any particular building OR 10% of the system trunks are not operational for any reason. Any instance where 10% or more of telephone calls are dropped or have static. Contractor must respond to major service level issues within three (3) hours. This may include remote dial in, or dispatch. Contractor must make every possible attempt to restore service within ten (10) hours. With the exception of LEC service issues, major service level outages must be resolved, or alternative means of communications established within 16 hours. If a major outage is reported after business hours, it will be the contractor's responsibility to inform the caller that a charge may be incurred, and to offer the option to have the outage responded to on the next business day. If the caller chooses to wait until the next business day, the "clock" for response and resolution times will begin at 8:00 AM on that day. If the caller still requests after hours dispatch, the contractor may proceed with written authorization from the caller. An e-mail from a State Government e-mail address will be acceptable. All State e-mail addresses end with (Nebraska.gov) Contractor must provide a detailed report to the NDCS Intel Coordinator within seven (7) days of any major outage. This report must outline the following:
- i. Time, date, and cause of outage
 - ii. Time and date of first vendor response
 - iii. Chronological list of actions taken to restore service
 - iv. The name and contact number of person reporting trouble

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

- c. **MINOR:** A case where any assigned extensions, trunks, or system features are not operational, or are not functioning properly for any reason. Any instance where telephone calls are either dropped or have static. Incidents where features or functions of the telephone sets are not operating properly. Contractor must respond to minor service level issues within ten (10) hours. This may include remote dial in, or dispatch. Contractor must make every possible attempt to restore service within 24 hours. With the exception of LEC service issues, minor service level outages must be resolved, or alternative means of communications established within 36 hours. If a minor outage is reported after business hours it must not be handled by the contractor until the next business day. The "clock" for response and resolution times will begin at 8:00 AM on that day. Contractor must provide a detailed report to the NDCS Intel Coordinator within 30 days of any minor outage. This report must outline the following:
- i. Time, date, and cause of outage
 - ii. Time and date of first vendor response
 - iii. List of actions taken to restore service
 - iv. The name and contact number of the person reporting trouble

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

F. PERFORM IMPLEMENTATION

1. Initial System Implementation and Installation

Contractor will be responsible for the creation of all existing accounts. Inmate account information can be provided to the contractor in an electronic format.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

The contractor must designate a limited number of personnel, including the site administrator to participate in the system installation at State facilities. Contractors must pass a standard NDCS background check. They will also be prohibited from forming personal relationships of any kind with inmates, their friends, or their families.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

The Bidder must provide a detailed plan for installation, test, and turn-up to the State. Cut-over of any individual facility shall not occur without prior approval of NDCS. Any changes in schedule must be approved by the State. Digital circuit and/or telephone line information must also be provided to include circuit ID numbers along with due dates.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus' extensive experience installing and maintaining inmate telephone systems has helped us develop installation and cut-over procedures that will minimize disruptions and errors, and maximize the NDCS satisfaction. Securus has provided in Attachment G a detailed implementation plan for installation, test, and turn-up to the State. Cut over of any individual facility will not occur without prior approval of the NDCS. Any changes in the schedule will be approved by the State. Circuit ID for the local loop comes from the LEC and will provide a running list when we install and a final list at completion.

Please refer to Attachment H for a detailed preliminary implementation timeline.

G. PROVIDE POST IMPLEMENTATION SUPPORT

1. Customer Service Requirements

Contractor must provide 24 X 7 customer service, including holidays, to the State of Nebraska for the purpose of resolving problems with system hardware, software, calling functionality, recording functionality, and monitoring functionality.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus recognizes our commitment only begins with the system implementation and has an established infrastructure to ensure support 365/24/7. In addition to our dedication on site administrator and technician, our local field services group will be supported by our national service teams.

For all tickets opened or for any support needs, the Technical Support Center (TSC) will be responsible for overall management of the ticket, dispatch of the in-state Technician and direct communication with the facility throughout the entire ticket process.

The Securus' Technical Support Center (TSC) is located in Carrollton, Texas and is staffed by 50 support technicians to ensure prompt problem resolution. The average tenure of our support management is five (5) years with our technicians averaging four (4) years.

As an alternative to reporting troubles to the in-state Technicians, the Securus' TSC can serve as the 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 four convenient methods of contact:

- Telephone: 866-558-2323
- E-Mail: technicalsupport@securustech.net
- Fax: 800-368-3168
- Web portal @ <http://www.securustech.net/facility.asp>

The TSC uses a call distribution system to automatically manage the flow of inbound customer calls, routing calls directly to our support technicians in a skills based, platform specific manner.

Additional escalation points including cellular telephone numbers for senior management will be provided prior to system implementation.

Contractor must provide a dedicated contact to resolve all issues surrounding "Debit" transactions and accounting. The contractor must provide a trouble ticket system where each debit transaction issue is documented. The contractor must acknowledge receipt of each trouble ticket and respond to the State in writing on each resolution. All trouble ticket information and trending will be made available to the State upon request.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus will provide an on-site technical support technician to resolve all issues surrounding "Debit" transactions and respond on accounting questions. An internal liaison will be assigned who will review the monthly debit reports with the dedicated technician to ensure a thorough review of the transactions.

Trouble Ticket Process

During normal business hours facilities will report troubles to their assigned On-Site Administrator who will take the trouble information and open a trouble ticket with our Dallas-based TSC. After-hours and on weekends, the facilities will be directed to route any trouble reporting directly to the TSC. In either case, all trouble reports are reported directly to the TSC and a trouble ticket is always opened for tracking of the ticket. Ticket histories will always be accessible on line for review service response times and will also be acknowledge and responded to NCDS in writing on each resolution.

Event Tracking System

The Securus event tracking system logs, tracks, manages, and assures appropriate response to all service requests. The service request generates a unique trouble ticket number that is linked to each facility's service history and provides real-time updates. Each ticket has a priority level assignment, which drives diagnosis and response processes.

Authorized facility personnel can also open and track trouble tickets through our convenient facility portal.

Facility Portal

The Facility Portal will serve as the NDCS's 24x7x365 interface to Securus' electronic trouble ticket system and allows authorized users to perform functions such as creating and managing service tickets and generating reports.

Weekly Reporting

At the end of each week, the On-site Administrator will supply a report to the NDCS showing all tickets opened and the resolution of each ticket. This process will ensure that issues are reviewed and corrections are made to ensure that specific troubles do not occur again.

Contractor must assign a dedicated account representative other than the system administrator to the State of Nebraska account.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

That representative will be Steven Cadwell, National Account Manager DOC.

Contractor must be willing to replace, either, the system administrator, support technician, or account representative at the State's request. The State will only make this request if attempts at corrective action have not resulted in the State's satisfaction.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Contractor must provide usage reports or to other statistical information associated with the contract as requested by the State within 5 business days of a written request.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

2. System Alarm Monitoring and Reporting

It is expected that the contractor monitor all equipment including LEC access lines on a continuous 24 X 7 basis including holidays. Any problems that effect system functionality in any way must be reported to the State immediately. A contact list will be given upon contract award.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

The Securus Network Operations Center (NOC) is located within our corporate headquarters in Dallas, Texas. The NOC continually monitors all of Securus' network traffic for transmission quality of both data and voice communications.

This allows the staff to proactively respond to any service-impacting issue, oftentimes before our customers even know a problem exists. Notifications will be made to the State if there are changes or impacts to any of the services provided for under this contract.

The center is staffed 24 hours a day, 7 days a week, 365 days a year. The center is staffed with highly skilled Administrators trained to monitor, diagnose and resolve any potential system or network abnormality, or escalate the issue to appropriate Information Technology (IT) support personnel. See graphic in Figure 58 of the NOC Monitoring Center.

Figure 58

Premium Network Monitoring Capabilities

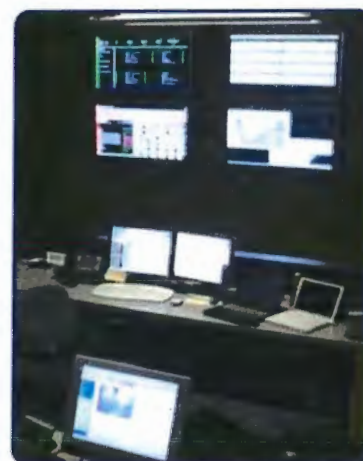
Securus proactively identifies potential system and network abnormalities through a centralized diagnostic application, Orion by Solar Winds. This network management software allows Securus personnel to continuously monitor all hardware, software and system metrics.

Through our network monitoring practices, we are able to:

- **Enable proactive repairs to a system before it goes down.** Many times corrections are made before a system shows signs of an issue and before the facility is aware of a problem. This means less down time and increased system reliability for the facility.
- Alert remote or on-site engineers of any system threshold inconsistencies or alarms. If detected:
 - Alerts are sent to the NOC to track the event.
 - The NOC communicates with engineers through email, SMS (short message service), or directly through a wireless phone to address the issue.
- **Receive real time alerts when the system detects an error.**
 - **Identifies that the Network Elements health threshold has been exceeded or if any other potential system issue has been discovered.**

Additionally, volume thresholds are established for each transport carrier on core node equipment at each data center, alerting Securus personnel of possible carrier network issues.

NOC Monitoring Center



NOC Administrators monitor, diagnose and resolve any system or network abnormalities in the Securus Network Operations Center.

- **Monitor call traffic patterns, bandwidth detail, and network life cycle management to ensure sufficient resources are in place.** A dedicated Capacity engineering team reviews call traffic volume reports and storage requirements throughout all systems.
- **Centrally monitor all calling traffic and reporting to determine if increase or decreases in the number of telephones are needed.** Upon agreement by the customer, the service and operations team will install any additional telephones required.

Infrastructure Inspections

System Administrators make scheduled inspections of all systems and routinely perform preventative maintenance and software enhancements. These activities are controlled by a production change control steering group. Additionally, change control practices have been reviewed and are compliant with Sarbanes Oxley.

The following Figures 59, 60, and 61 are a few examples of the NOC monitoring views:

Figure 59

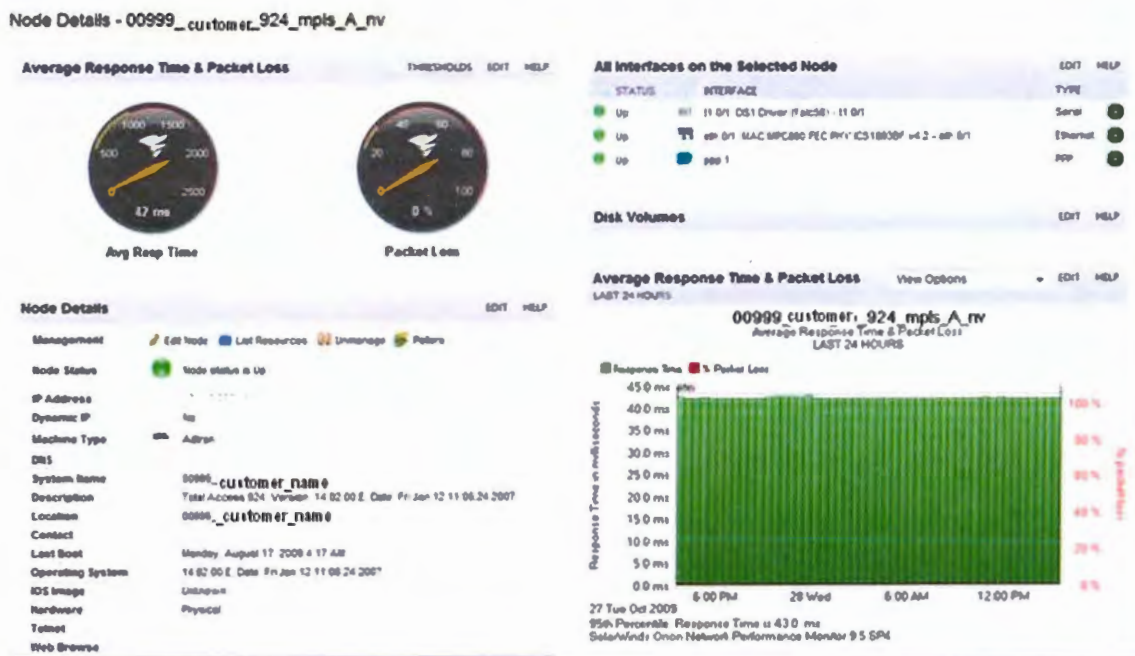


Figure 60

Interface Details - 00999_customer_924_mpls_A_nv-t1 0/1: DS1 Driver (Falc56) - t1 0/1

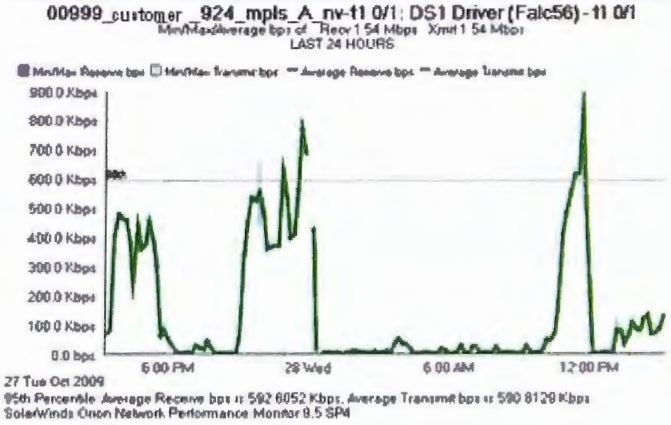
Percent Utilization - Radial Gauges



Interface Details

Management	
Edit Interface	Unmanage
Policies	
Status Up	
Name	t1 0/1 DS1 Driver (Falc56) - t1 0/1
Alias	
Index	1
Interface Type	Serial
MAC Address	0000 0000 0000
Administrative Status Up	
Operational Status Up	
Last Status Change 9/30/2009 10:53 AM	
Interface Bandwidth	Receive: 1.54 Mbps, Transmit: 1.54 Mbps
Current Traffic	129.07 Kbps, 128.45 Kbps
Percent Utilization	8%, 8%
Packets per Second	0.0 pps, 0.0 pps
Average Packet Size	0 bytes, 0 bytes
MTU	0 bytes
Configured Interface Speed	1.54 Mbps
Counter 64 Support	No

Min/Max/Average bps In/Out



Percent Utilization - Line Chart

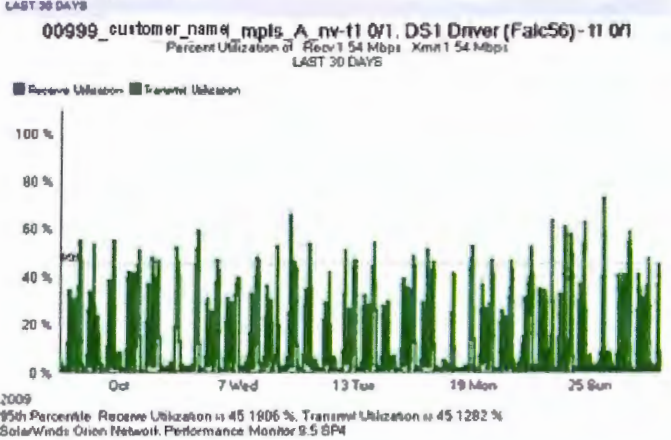
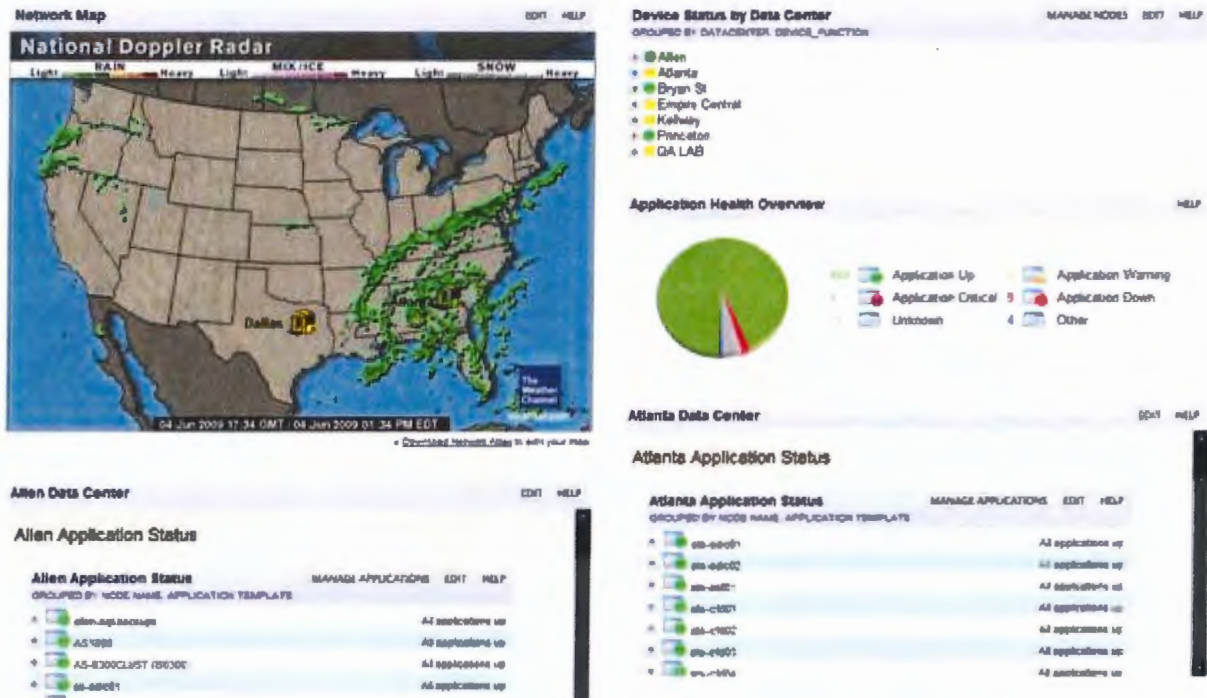


Figure 61



The network monitoring tools helps us make proactive repairs before a system begins to experience problems. Many times corrections are made before the facility even knows there was an issue. This means less down time and increased system reliability for the facility. Our down time is measured in minutes versus that of traditional premises-based systems that require technicians to be dispatched to sites and often take hours to resolve problems.

Contractor must provide a toll free number that will be answered by a live person. This number must be staffed 24 X 7 including holidays.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

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** from live technical support staff and has four convenient methods of contact:

- Telephone: 866-558-2323
- E-Mail: technicalsupport@securustech.net
- Fax: 800-368-3168
- Web portal @ <http://www.securustech.net/facility.asp>

3. Trouble Reporting

Contractor must provide a detailed description of their escalation procedures. Upon award Contractor must provide a service escalation list to include names, office, cellular, and pager numbers.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus' Technical Support Center (TSC) is staffed by 50 support technicians to ensure prompt problem resolution. The average tenure of our support management is 5 years with our technicians averaging 4 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** from live technical support staff and has four convenient methods of contact:

- Telephone: 866-558-2323
- E-Mail: technicalsupport@securustech.net
- Fax: 800-368-3168
- Web portal @ <http://www.securustech.net/facility.asp>

The TSC uses a call distribution system to 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.

When a facility calls Securus, the event tracking system assigns a trouble ticket, with one of three initial priority levels—P1, P2, or P3. Each level is designed to address specific system events and has a resolution timeline and escalation procedure. In all cases, Technical Support will respond in the required timeframe.

See Table 11 for service response times and escalations.

Table 11

Priority Level	Service Priority Description	Response Time	Customer Communication Guideline	Escalations
P1	A P1 is our highest service level which is defined as 30% or more of the functionality of the System being adversely affected by the System Event. Examples of P1 service assignments would include items such as no voice prompts, features not operating appropriately, inability to burn CD's, issues with listening to live calls, inability to access the SCP user interface, all phones down.	1 hour	<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 5% to 29% of the functionality of the System being adversely affected by the System Event. Examples of a P2 service assignments would include items such as work station, specific system ports, LEC circuits, unblocks, block numbers, missing CDRs, call searching.	3 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	A P3 assignment is	10 hours	<ul style="list-style-type: none"> Securus Technical 	<ul style="list-style-type: none"> If response is delayed, escalation

Priority Level	Service Priority Description	Response Time	Customer Communication Guideline	Escalations
	defined as less the 5% of the functionality of the System being adversely affected by the System Event. Single and multiple phones related issues. Examples of P3 service assignments would include items such as static on the phone, a party not being able to hear, unable to dial, a broken phone, dial pad not working, cutoff switches not working, and inability to generate reports.		<p>Support Center notifies the facility when the service issue is resolved</p> <ul style="list-style-type: none"> If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<p>procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request</p> <ul style="list-style-type: none"> Technical Support Manager & Field Service Manager Technical Support Director & Field Service Director VP Service & Operations

Securus has provided technical support contacts in Table 12 Additional contact information will be provided upon contract award.

Table 5

Technical Support	<p>Phone: 866-558-2323</p> <p>Fax: 800-368-3168</p> <p>E-Mail: technicalsupport@securustechnologies.com</p> <p>Customer Portal: http://www.securustech.net/facility.asp</p>
Marlon Miller, Manager Tech Support, West Region	<p>Office: 469-546-0179</p> <p>Cell: 214-402-2316</p>
Robert Reynolds, Manager Tech Support, East Region	<p>Office: 214-775-2705</p> <p>Cell: 817-564-5301</p>
Debbie Cates, Director Technical Support & Implementation	<p>Office: 972-277-0314</p> <p>Cell: 817-688-4323</p>
Danny de Hoyos, VP Service & Technical Operations	<p>Office: 972-277-0474</p>

Pre-Paid Cards: Card Fulfillment Team	Phone: 866-533-3959 Fax: 866-653-3429 Email: cardfulfillment@securustechnologies.com
Monica Garcia, Supervisor Implementation Project Management	Office: 214-775-4890 Cell: 972-330-7951
Dale Breland, Supervisor Implementation Technicians	Office: 214-775-4335 Cell: 972-977-0525
John Mannewitz, Manager Implementation	Office: 972-277-0577 Cell: 972-369-9799
Customer Service - Friends & Families Video Visitation	Phone: 877-548-3658

Contractor must provide an automated trouble reporting system. Contractor must provide a 24-hour toll free number for reporting troubles.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

H. DELIVERABLES

1. Installation Period

Installation at each facility must be completed and all Inmate calling service available no later than 8:00 AM Central Standard Time on September 26, 2016.

It will be the contractor's responsibility to keep the State informed of all timelines and work progress.

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

The NDCS has our commitment that installation will be completed on September 26, 2016.

Securus will work closely with the NDCS during the Implementation Plan and rollout schedule to ensure the installation schedules are met and the installation procedures are complete. Weekly coordination meetings will be proposed to review action items and activities during installation phases. The Implementation Plan will be updated throughout the process.

b. Proposed Development Approach

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus' development approach is to carefully consider the specific NDCS technical requirements and to do so with an understanding of the unique requirements of the NDCS. Fortunately, the NDCS has required each vendor to attend a site tour at all facilities. The site tours have facilitated a critical first step in creating an overall approach and methodology to the proposed Technical Project Approach. This is a critical step in the Technical Approach as no two DOCs are the same and even though Securus has installed thousands of SCP sites in the past, we have learned that it is inefficient and error prone to use the same technical approach to all DOC installations. It is for this reason that our development approach first considers the number of sites, the exact location of the sites and the type of facility. Carefully considering these characteristics unique to the NDCS becomes absolutely essential for several important reasons.

First, carefully considering the exact location of each of your facilities during the development of the proposal response and ultimately during the design of the technical approach becomes critical because each site is served by a local exchange carrier (LEC) who is currently providing local access (last mile) to your site. We must identify who the local telco provider is to ensure that we have the appropriate understanding of how to order the last mile circuit. The State of Nebraska is unique in the fact that it has 48 different local exchange providers. Each with their own provisioning policies; each with their own local exchange facility and each with their own unique requirements in interfacing with vendors for the last mile circuit. In fact, this last mile availability and ultimate installation becomes the "long pole in the tent" when identifying how quickly the installation can be complete. You see, what most companies will not tell you is that this last mile is used to provide the local connection to the proposed private network that will carry all inmate calls. If the local exchange carrier has no additional facility available up to your specific prison, the installation can be delayed for long periods of time until one is available or installed. Similarly, each local exchange company has strict rules on how many days they can commit to for installation and availability of a circuit which must be considered in the proposed implementation plan. Without timely delivery of circuits from the local exchange carrier, the implementation dates would be adjusted accordingly to meet the local carriers' delivery dates.

It is for this reason that Securus conducts site visits and immediately begins identifying the local exchange carrier serving the site. Not all local exchange carriers can immediately provide local access to your site based on restricted availability of lines at your site or long provisioning processes. This directly affects the selected vendor's ability to complete the implementation plan as proposed. Securus matches the exact location of each of your facilities with the identification of the serving local exchange provider at that facility.

We then examine our experience with that local provider and determine any risk associated with the provisioning of the local circuit for connectivity to our private MPLS network.

We evaluate typical provisioning cycle times, identify any known lack of facility issues that may exist and we review previous installations of our SCP at similar sites within the State of Nebraska and that may be close to your facility. Since we have installed our SCP system at many Nebraska facilities such as:

- Adams DOC Jail
- Box Butte DOC Jail
- Dakota DOC Jail
- Dawes DOC Jail
- Hall DOC
- Hamilton DOC Jail
- Kimball DOC Sheriff's Office
- Morrill DOC Jail
- Phelps DOC Correctional Facility
- Richardson DOC Jail
- Saunders DOC Jail
- Washington DOC Jail

We have the experience necessary in provisioning the required local exchange access critical to delivering our service on time. Great Plains Telephone may have different local access availability at your McCook DOC facility than Windstream does for your York and Lincoln facilities. These anomalies must be considered in creating and overall approach and methodology for the Technical Requirements of the implementation plan. To be successful in completing the proposed Technical Approach to the installation of your service you will require a vendor that has experience in installing the system proposed, utilizes its own installers and has past experience in interfacing with the many local exchange carriers operating in Nebraska. Experience in only one of these areas is not enough. Your selected vendor should own and operate the calling platform proposed to avoid technical issues when interfacing with the local serving LEC.

Additionally, when considering the overall approach and methodology of the Technical Approach one must consider personnel deployment. That is, where will installation service personnel be located during the installation period and how does one efficiently use personnel to achieve the desired installation date commitments? How many installation teams will be required to complete the installation on time? Importantly, Securus uses only Securus employees for the installation and can thereby guarantee the professionalism, integrity and ability of each installer.

No outside contractors are used nor are any employees used that do not have experience in the installation of the SCP inmate calling system. Securus may use outside contractors for wiring and/or electrical work but only as required by appropriate electrical code or good business practice standards.

Using installers that may be experienced in the installation of local phone lines only or in the completion of outside construction projects only is a severe compromise to the expectations associated with the installation of a fully hosted, centralized digital inmate calling platform that requires security and sophisticated integration skills.

Finally, a carefully thought out development approach to the installation of the proposed inmate calling system and the associated value added services requires a keen understanding of how a DOC facility operates and the types of facilities involved. As mentioned, no two DOCs are alike and similarly, no two facilities are exactly alike. Security levels, administrative rules, calling privileges, specific Warden policies and a facilities operating procedures, or past experience in installing the SCP at sites in the State, must be carefully analyzed prior to the creating the technical approach to the installation to ensure a non-compromising work environment. This is especially critical when considering that some facilities may request installation times at off hours while others may provide access to phone installation at any time. All facilities require strict control of tools but some may also have a strict prohibition against any cell phone or specific types of tools. Some may prohibit the use of loud tools (drills, saws etc.) during sleeping hours. Each must be considered in the overall approach and methodology of the Technical Plan.

c. Technical Considerations

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus attended the site tours and identified wiring, network, cabling, construction of the building, and support and system maintenance required. We will install our MPLS network. This includes MPLS (Multiprotocol Label Switching) circuits, DSL (Digital Subscriber Line), and POTS lines are used for our centralized, packet-based platform, called Secure Call Platform (SCP).

Our SCP uses private Multi-Protocol Label Switching (MPLS) circuits within our network. MPLS is widely accepted to be the premium service available for transporting digitized voice signals. Further, we use a mixture of G.711 and G.729a signaling protocol and we dedicate enough bandwidth for each conversation over our private network to keep packet delays under 100 milliseconds which provides the ability to achieve a MOS of 4.3 (better than digitized telephone quality). The quality is transferred directly to our recordings as we use only digital recording equipment for playback of calls.

Securus has the distinct advantage of being the manufacturer of the SCP proposed in our offer. The off-premise SCP equipment is co-located in TELX or AT&T data center composed of carrier-class, commercial-grade, high-performance, managed inmate phone system built to the latest technology standards. This includes all hardware and software in maintaining fraud controls, investigative features, user utilities, call processing, and recording conversations.

To support our premise-based equipment, the majority of our provisioning is provided through AT&T MPLS (Multi-protocol Label Switching) T-1's. Premise equipment includes routers and IAD (Integrated Access Device) equipment converting VoIP to analog and are procured through Adtran and Cisco. The telephone instruments are standard inmate shock resistant WinTel telephone sets that are hearing aid-compatible and will be mounted to ADA standards, where applicable.

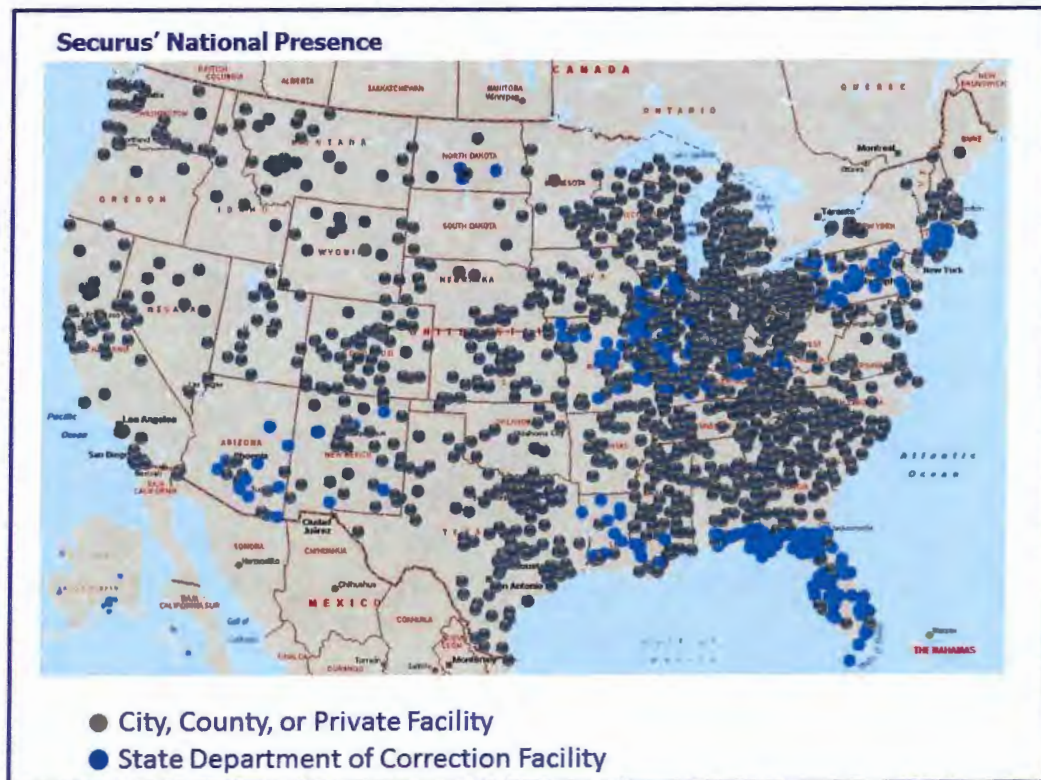
Workstations provided by Securus will be latest generation Dell processors, with Dell flat screen monitors and HP inkjet printers. All switches needed to connect each workstation to our network will be Netgear or Cisco.

Installation of our system

Securus' extensive experience installing and maintaining inmate telephone systems has helped us develop installation and cut-over procedures that will minimize disruptions and errors, and maximize the NDCS satisfaction.

Our inmate communication solutions have been successfully installed and are currently being used at some of the largest State Department of Corrections facilities in the nation, including the states of Illinois, Florida, Louisiana, Missouri, New Mexico, Connecticut, and, most recently, Pennsylvania and Arkansas. Figure 62 below shows Securus' national presence.

Figure 62



The Securus Project Management Team consistently demonstrates project management expertise that simply cannot be matched by any other service provider. We look forward to the opportunity to provide the NDCS with industry leading project support and services.

d. Detailed Project Work Plan

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Please see Attachment G for a Preliminary Project Work Plan for the NDCS.

e. Deliverables and Due Dates

SECURUS HAS READ, UNDERSTANDS AND COMPLIES.

Securus proposes a 60-day implementation schedule for the implementation of the proposed solutions. This time frame will allow ample time for the implementation of the required network infrastructure and all equipment to be installed and tested.

Please refer to Attachment H for the Preliminary Implementation Timeline that shows the deliverables and due dates.

SECTION III TERMS AND CONDITIONS

By signing the "Request for Proposal for Contractual Services" form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the Terms and Conditions unless otherwise agreed to, and certifies bidder maintains a drug free work place environment.

Bidders are expected to closely read the Terms and Conditions and provide a binding signature of intent to comply with the Terms and Conditions; provided, however, a bidder may indicate any exceptions to the Terms and Conditions by (1) clearly identifying the term or condition by subsection, and (2) including an explanation for the bidder's inability to comply with such term or condition which includes a statement recommending terms and conditions the bidder would find acceptable. Rejection in whole or in part of the Terms and Conditions may be cause for rejection of a bidder's proposal. **Bidders must include completed Section III with their proposal response.**

The State of Nebraska is soliciting bids in response to the RFP. The State of Nebraska will not consider proposals that propose the substitution of the bidder's contract, agreements, or terms for those of the State of Nebraska's. Any License, Service Agreement, Customer Agreement, User Agreement, Bidder Terms and Conditions, Document, or Clause purported or offered to be included as a part of this RFP must be submitted as individual clauses, as either a counter-offer or additional language, and each clause must be acknowledged and accepted in writing by the State. If the Bidder's clause is later found to be in conflict with the RFP or resulting contract the Bidder's clause shall be subordinate to the RFP or resulting contract.

A. GENERAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
ms			

The contract resulting from this Request for Proposal shall incorporate the following documents:

1. Amendment to Contract Award with the most recent dated amendment having the highest priority;
2. Contract Award and any attached Addenda;
3. The Request for Proposal form and the Contractor's Proposal, signed in ink
4. Amendments to RFP and any Questions and Answers; and
5. The original RFP document and any Addenda.

These documents constitute the entirety of the contract.

Unless otherwise specifically stated in a contract amendment, in case of any conflict between the incorporated documents, the documents shall govern in the following order of preference with number one (1) receiving preference over all other documents and with each lower numbered document having preference over any higher numbered document:

1) Amendment to Contract Award with the most recent dated amendment having the highest priority, 2) Contract Award and any attached Addenda, 3) the signed Request for Proposal form and the Contractor's Proposal, 4) Amendments to RFP and any Questions and Answers, 5) the original RFP document and any Addenda.

Any ambiguity in any provision of this contract which shall be discovered after its execution shall be resolved in accordance with the rules of contract interpretation as established in the State of Nebraska.

Once proposals are opened they become the property of the State of Nebraska and will not be returned.

B. AWARD

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
AB			

All purchases, leases, or contracts which are based on competitive proposals will be awarded according to the provisions in the Request for Proposal. The State reserves the right to reject any or all proposals, in whole or in part, or to award to multiple bidders in whole or in part, and at its discretion, may withdraw or amend the Request for Proposal at any time. The State reserves the right to waive any deviations or errors that are not material, do not invalidate the legitimacy of the proposal, and do not improve the bidder's competitive position. All awards will be made in a manner deemed in the best interest of the State. The Request for Proposal does not commit the State to award a contract. If, in the opinion of the State, revisions or amendments will require substantive changes in proposals, the due date may be extended.

By submitting a proposal in response to this Request for Proposal, the bidder grants to the State the right to contact or arrange a visit in person with any or all of the bidder's clients.

Once intent to award decision has been determined, it will be posted to the Internet at:

<http://das.nebraska.gov/materiel/purchasing.html>

Grievance and protest procedure is available on the Internet at:

http://das.nebraska.gov/materiel/purchase_bureau/docs/vendors/protest/ProtestGrievanceProcedureForVendors.pdf

Any protests must be filed by a vendor within ten (10) business days after the intent to award decision is posted to the Internet.

C. COMPLIANCE WITH CIVIL RIGHTS LAWS AND EQUAL OPPORTUNITY EMPLOYMENT / NONDISCRIMINATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
M			

The Contractor shall comply with all applicable local, state, and federal statutes and regulations regarding civil rights laws and equal opportunity employment. The Nebraska Fair Employment Practice Act prohibits Contractors of the State of Nebraska, and their Sub-Contractors, from discriminating against any employee or applicant for employment, with respect to hire, tenure, terms, conditions, compensation, or privileges of employment because of race, color, religion, sex, disability, marital status, or national origin (Neb. Rev. Stat. §48-1101 to 48-1125). The Contractor guarantees compliance with the Nebraska Fair Employment Practice Act, and breach of this provision shall be regarded as a material breach of contract. The Contractor shall insert a similar provision in all sub-contracts for services to be covered by any contract resulting from this Request for Proposal.

D. PERMITS, REGULATIONS, LAWS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
M			

The Contractor shall procure and pay for all permits, licenses, and approvals necessary for the execution of the contract. The Contractor shall comply with all applicable local, state, and federal laws, ordinances, rules, orders, and regulations.

E. OWNERSHIP OF INFORMATION AND DATA

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		M	The State of Nebraska shall have the unlimited right to publish, duplicate, use, and disclose all information and data developed or derived by the Contractor pursuant to this contract, <u>except that we cannot provide the State with the unlimited right to publish or disclose to third parties data that constitutes Customer Proprietary Network Information ("CPNI") to the extent disclosure is prohibited by law, although the State of Nebraska otherwise will be provided with the right to use, access and copy the CPNI in connection with calls initiated from all State of Nebraska facilities.</u>

The State of Nebraska shall have the unlimited right to publish, duplicate, use, and disclose all information and data developed or derived by the Contractor pursuant to this contract.

The Contractor must guarantee that it has the full legal right to the materials, supplies, equipment, and other rights or titles (e.g. rights to licenses transfer or assign deliverables) necessary to execute this contract. The contract price shall, without exception, include compensation for all royalties and costs arising from patents, trademarks, and copyrights that are in any way involved in the contract. It shall be the responsibility of the Contractor to pay for all royalties and costs, and the State must be held harmless from any such claims.

F. INSURANCE REQUIREMENTS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
BP			

The Contractor shall not commence work under this contract until all the insurance required hereunder has been obtained and such insurance has been approved by the State. The Contractor shall maintain all required insurance for the life of this contract and shall ensure that the State Purchasing Bureau has the most current certificate of insurance throughout the life of this contract. If Contractor will be utilizing any Subcontractors, the Contractor is responsible for obtaining the certificate(s) of insurance required herein under from any and all Subcontractor(s). The Contractor is also responsible for ensuring Subcontractor(s) maintain the insurance required until completion of the contract requirements. The Contractor shall not allow any Subcontractor to commence work on any Subcontract until all similar insurance required of the Subcontractor has been obtained and approved by the Contractor. Approval of the insurance by the State shall not limit, relieve, or decrease the liability of the Contractor hereunder.

If by the terms of any insurance a mandatory deductible is required, or if the Contractor elects to increase the mandatory deductible amount, the Contractor shall be responsible for payment of the amount of the deductible in the event of a paid claim.

Insurance coverages shall function independent of all other clauses in the contract, and in no instance shall the limits of recovery from the insurance be reduced below the limits required by this section.

1. WORKERS' COMPENSATION INSURANCE

The Contractor shall take out and maintain during the life of this contract the statutory Workers' Compensation and Employer's Liability Insurance for all of the contractors' employees to be engaged in work on the project under this contract and, in case any such work is sublet, the Contractor shall require the Subcontractor similarly to provide Worker's Compensation and Employer's Liability Insurance for all of the Subcontractor's employees to be engaged in such work.

This policy shall be written to meet the statutory requirements for the state in which the work is to be performed, including Occupational Disease.

This policy shall include a waiver of subrogation in favor of the State. The amounts of such insurance shall not be less than the limits stated hereinafter.

2. COMMERCIAL GENERAL LIABILITY INSURANCE AND COMMERCIAL AUTOMOBILE LIABILITY INSURANCE

The Contractor shall take out and maintain during the life of this contract such Commercial General Liability Insurance and Commercial Automobile Liability Insurance as shall protect Contractor and any Subcontractor performing work covered by this contract from claims for damages for bodily injury, including death, as well as from claims for property damage, which may arise from operations under this contract, whether such operation be by the Contractor or by any Subcontractor or by anyone directly or indirectly employed by either of them, and the amounts of such insurance shall not be less than limits stated hereinafter.

The Commercial General Liability Insurance shall be written on an occurrence basis, and provide Premises/Operations, Products/Completed Operations, Independent Contractors, Personal Injury, and Contractual Liability coverage. The policy shall include the State, and others as required by the contract documents, as Additional Insured(s). This policy shall be primary, and any insurance or self-insurance carried by the State shall be considered excess and non-contributory. The Commercial Automobile Liability Insurance shall be written to cover all Owned, Non-owned, and Hired vehicles.

3. INSURANCE COVERAGE AMOUNTS REQUIRED

COMMERCIAL GENERAL LIABILITY	
General Aggregate	\$2,000,000
Products/Completed Operations Aggregate	\$2,000,000
Personal/Advertising Injury	\$1,000,000 per occurrence
Bodily Injury/Property Damage	\$1,000,000 per occurrence
Fire Damage	\$50,000 any one fire
Medical Payments	\$10,000 any one person
Damage to Rented Premises	\$300,000 each occurrence
Contractual	Included
XCU Liability (Explosion, Collapse, and Underground Damage)	Included
Independent Contractors	Included
Abuse & Molestation	Included
WORKER'S COMPENSATION	
Employers Liability Limits	\$500K/\$500K/\$500K
Statutory Limits- All States	Statutory - State of Nebraska
USL&H Endorsement	Statutory
Voluntary Compensation	Statutory
COMMERCIAL AUTOMOBILE LIABILITY	
Bodily Injury/Property Damage	\$1,000,000 combined single limit
Include All Owned, Hired & Non-Owned Automobile liability	Included
UMBRELLA/EXCESS LIABILITY	
Over Primary Insurance	\$5,000,000
COMMERCIAL CRIME	
Crime/Employee Dishonesty Including 3 rd Party Fidelity	\$1,000,000
SUBROGATION WAIVER	
"Workers' Compensation policy shall include a waiver of subrogation in favor of the State of Nebraska."	
LIABILITY WAIVER	
"Commercial General Liability & Commercial Automobile Liability policies shall be primary and any insurance or self-insurance carried by the State shall be considered excess and non-contributory."	

4. EVIDENCE OF COVERAGE

The Contractor should furnish the State, with their proposal response, a certificate of insurance coverage complying with the above requirements to the attention of the Buyer at 402-471-2089 (fax)

Administrative Services
 State Purchasing Bureau
 1526 K Street, Suite
 130Lincoln, NE 68508

These certificates or the cover sheet shall reference the RFP number, and the certificates shall include the name of the company, policy numbers, effective dates, dates of expiration, and amounts and types of coverage afforded. If the State is damaged by the failure of the Contractor to maintain such insurance, then the Contractor shall be responsible for all reasonable costs properly attributable thereto.

Notice of cancellation of any required insurance policy must be submitted to Administrative Services State Purchasing Bureau when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

G. COOPERATION WITH OTHER CONTRACTORS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
AO			

The State may already have in place or choose to award supplemental contracts for work related to this Request for Proposal, or any portion thereof.

1. The State reserves the right to award the contract jointly between two or more potential Contractors, if such an arrangement is in the best interest of the State.
2. The Contractor shall agree to cooperate with such other Contractors, and shall not commit or permit any act which may interfere with the performance of work by any other Contractor.

H. INDEPENDENT CONTRACTOR

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
AO			

It is agreed that nothing contained herein is intended or should be construed in any manner as creating or establishing the relationship of partners between the parties hereto. The Contractor represents that it has, or will secure at its own expense, all personnel required to perform the services under the contract. The Contractor's employees and other persons engaged in work or services required by the contractor under the contract shall have no contractual relationship with the State; they shall not be considered employees of the State.

All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination against the Contractor, its officers, or its agents) shall in no way be the responsibility of the State. The Contractor will hold the State harmless from any and all such claims. Such personnel or other persons shall not require nor be entitled to any compensation, rights, or benefits from the State including without limit, tenure rights, medical and hospital care, sick and vacation leave, severance pay, or retirement benefits.

I. CONTRACTOR RESPONSIBILITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
BO			

The Contractor is solely responsible for fulfilling the contract, with responsibility for all services offered and products to be delivered as stated in the Request for Proposal, the Contractor's proposal, and the resulting contract. The Contractor shall be the sole point of contact regarding all contractual matters.

If the Contractor intends to utilize any Subcontractor's services, the Subcontractor's level of effort, tasks, and time allocation must be clearly defined in the Contractor's proposal. The Contractor shall agree that it will not utilize any Subcontractors not specifically included in its proposal in the performance of the contract without the prior written authorization of the State. Following execution of the contract, the Contractor shall proceed diligently with all services and shall perform such services with qualified personnel in accordance with the contract.

J. CONTRACTOR PERSONNEL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
MP			

The Contractor warrants that all persons assigned to the project shall be employees of the Contractor or specified Subcontractors, and shall be fully qualified to perform the work required herein. Personnel employed by the Contractor to fulfill the terms of the contract shall remain under the sole direction and control of the Contractor. The Contractor shall include a similar provision in any contract with any Subcontractor selected to perform work on the project.

Contractor shall make his/her employees aware of Neb. Rev. Stat. 28-322.01 that states it shall be a Felony for individuals working for or under contract to the Department of Correctional Services to engage in sexual contact or relations with an inmate or parolee within the State correctional system, and that no inmate nor parolee is legally capable of giving consent to any such relationship.

Contractor's personnel shall be subject to departmental security checks prior to their arrival on site, and will carry proper identification with them at all time while on facility grounds.

Contractor shall inform his/her personnel of the Nebraska Department of Correctional Services Tobacco Policy, which states that tobacco and tobacco-related products are contraband and must not be carried into any NDCS- owned or controlled property. Such products must remain in Contractor's locked vehicle while on NDCS-owned or controlled property.


Personnel commitments made in the Contractor's proposal shall not be changed without the prior written approval of the State. Replacement of key personnel, if approved by the State, shall be with personnel of equal or greater ability and qualifications.

The State reserves the right to require the Contractor to reassign or remove from the project any Contractor or Subcontractor employee.

In respect to its employees, the Contractor agrees to be responsible for the following:

1. any and all employment taxes and/or other payroll withholding;
2. any and all vehicles used by the Contractor's employees, including all insurance required by state law;
3. damages incurred by Contractor's employees within the scope of their duties under the contract;
4. maintaining workers' compensation and health insurance and submitting any reports on such insurance to the extent required by governing State law; and determining the hours to be worked and the duties to be performed by the Contractor's employees.
5. determining the hours to be worked and the duties to be performed by the Contractor's employees.

K. CONTRACT CONFLICTS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			

Contractor shall insure that contracts or agreements with sub-contractors and agents, and the performance of services in relation to this contract by sub-contractors and agents, does not conflict with this contract.

L. STATE OF NEBRASKA PERSONNEL RECRUITMENT PROHIBITION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
MD			

The Contractor shall not, at any time, recruit or employ any State employee or agent who has worked on the Request for Proposal or project, or who had any influence on decisions affecting the Request for Proposal or project.

M. CONFLICT OF INTEREST

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
HL			

By submitting a proposal, bidder certifies that there does not now exist any relationship between the bidder and any person or entity which is or gives the appearance of a conflict of interest related to this Request for Proposal or project.

The bidder certifies that it shall not take any action or acquire any interest, either directly or indirectly, which will conflict in any manner or degree with the performance of its services hereunder or which creates an actual or appearance of conflict of interest.

The bidder certifies that it will not employ any individual known by bidder to have a conflict of interest.

N. PROPOSAL PREPARATION COSTS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
HE			

The State shall not incur any liability for any costs incurred by bidders in replying to this Request for Proposal, in the demonstrations and/or oral presentations, or in any other activity related to bidding on this Request for Proposal.

O. ERRORS AND OMISSIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
ms			

The bidder shall not take advantage of any errors and/or omissions in this Request for Proposal or resulting contract. The bidder must promptly notify the State of any errors and/or omissions that are discovered.

P. BEGINNING OF WORK

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
bs			

The bidder shall not commence any billable work until a valid contract has been fully executed by the State and the successful Contractor. The Contractor will be notified in writing when work may begin.

Q. ASSIGNMENT BY THE STATE

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
ms			

The State shall have the right to assign or transfer the contract or any of its interests herein to any agency, board, commission, or political subdivision of the State of Nebraska. There shall be no charge to the State for any assignment hereunder.

R. ASSIGNMENT BY THE CONTRACTOR

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
BR			

The Contractor may not assign, voluntarily or involuntarily, the contract or any of its rights or obligations hereunder (including without limitation rights and duties of performance) to any third party, without the prior written consent of the State, which will not be unreasonably withheld.

S. DEVIATIONS FROM THE REQUEST FOR PROPOSAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
BR			

The requirements contained in the Request for Proposal become a part of the terms and conditions of the contract resulting from this Request for Proposal. Any deviations from the Request for Proposal must be clearly defined by the bidder in its proposal and, if accepted by the State, will become part of the contract. Any specifically defined deviations must not be in conflict with the basic nature of the Request for Proposal, mandatory requirements, or applicable state or federal laws or statutes. "Deviation", for the purposes of this RFP, means any proposed changes or alterations to either the contractual language or deliverables within the scope of this RFP. The State discourages deviations and reserves the right to reject proposed deviations.

T. GOVERNING LAW

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
BR			

The contract shall be governed in all respects by the laws and statutes of the State of Nebraska. Any legal proceedings against the State of Nebraska regarding this Request for Proposal or any resultant contract shall be brought in the State of Nebraska administrative or judicial forums as defined by State law. The Contractor must be in compliance with all Nebraska statutory and regulatory law.

U. ATTORNEY'S FEES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
h			

In the event of any litigation, appeal, or other legal action to enforce any provision of the contract, the Contractor agrees to pay all expenses of such action, as permitted by law, including attorney's fees and costs, if the State is the prevailing party.

V. ADVERTISING

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
h			

The Contractor agrees not to refer to the contract award in advertising in such a manner as to state or imply that the company or its services are endorsed or preferred by the State. News releases pertaining to the project shall not be issued without prior written approval from the State.

W. STATE PROPERTY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
h			

The Contractor shall be responsible for the proper care and custody of any State-owned property which is furnished for the Contractor's use during the performance of the contract. The Contractor shall reimburse the State for any loss or damage of such property; normal wear and tear is expected.

X. SITE RULES AND REGULATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
AP			

The Contractor shall use its best efforts to ensure that its employees, agents, and Subcontractors comply with site rules and regulations while on State premises. If the Contractor must perform on-site work outside of the daily operational hours set forth by the State, it must make arrangements with the State to ensure access to the facility and the equipment has been arranged. No additional payment will be made by the State on the basis of lack of access, unless the State fails to provide access as agreed to between the State and the Contractor.

Y. NOTIFICATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
AP			

During the bid process, all communication between the State and a bidder shall be between the bidder's representative clearly noted in its proposal and the buyer noted in Section II.A. Procuring Office and Contact Person, of this RFP. After the award of the contract, all notices under the contract shall be deemed duly given upon delivery to the staff designated as the point of contact for this Request for Proposal, in person, or upon delivery by

U.S. Mail, facsimile, or e-mail. Each bidder should provide in its proposal the name, title, and complete address of its designee to receive notices.

1. Except as otherwise expressly specified herein, all notices, requests, or other communications shall be in writing and shall be deemed to have been given if delivered personally or mailed, by U.S. Mail, postage prepaid, return receipt requested, to the parties at their respective addresses set forth above, or at such other addresses as may be specified in writing by either of the parties. All notices, requests, or communications shall be deemed effective upon personal delivery or three (3) calendar days following deposit in the mail.

2. Whenever the Contractor encounters any difficulty which is delaying or threatens to delay its timely performance under the contract, the Contractor shall immediately give notice thereof in writing to the State reciting all relevant information with respect thereto. Such notice shall not in any way constitute a basis for an extension of the delivery schedule or be construed as a waiver by the State of any of its rights or remedies to which it is entitled by law or equity or pursuant to the provisions of the contract. Failure to give such notice, however, may be grounds for denial of any request for an extension of the delivery schedule because of such delay.

Either party may change its address for notification purposes by giving notice of the change, and setting forth the new address and an effective date.

For the duration of the contract, all communication between Contractor and the State regarding the contract shall take place between the Contractor and individuals specified by the State in writing. Communication about the contract between Contractor and individuals not designated as points of contact by the State is strictly forbidden.

Z. EARLY TERMINATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
Pr			

The contract may be terminated as follows:

1. The State and the Contractor, by mutual written agreement, may terminate the contract at any time.
2. The State, in its sole discretion, may terminate the contract for any reason upon thirty (30) calendar day's written notice to the Contractor. Such termination shall not relieve the Contractor of warranty or other service obligations incurred under the terms of the contract. In the event of termination the Contractor shall be entitled to payment, determined on a pro rata basis, for products or services satisfactorily performed or provided.
3. The State may terminate the contract immediately for the following reasons:
 - a. if directed to do so by statute;
 - b. Contractor has made an assignment for the benefit of creditors, has admitted in writing its inability to pay debts as they mature, or has ceased operating in the normal course of business;
 - c. a trustee or receiver of the Contractor or of any substantial part of the Contractor's assets has been appointed by a court;

- d. fraud, misappropriation, embezzlement, malfeasance, misfeasance, or illegal conduct pertaining to performance under the contract by its Contractor, its employees, officers, directors, or shareholders;
- e. an involuntary proceeding has been commenced by any party against the Contractor under any one of the chapters of Title 11 of the United States Code and (i) the proceeding has been pending for at least sixty (60) calendar days; or (ii) the Contractor has consented, either expressly or by operation of law, to the entry of an order for relief; or (iii) the Contractor has been decreed or adjudged a debtor;
- f. a voluntary petition has been filed by the Contractor under any of the chapters of Title 11 of the United States Code;
- g. Contractor intentionally discloses confidential information;
- h. Contractor has or announces it will discontinue support of the deliverable;
- i. second or subsequent documented "vendor performance report" form deemed acceptable by the State Purchasing Bureau; or
- j. Contractor engaged in collusion or actions which could have provided Contractor an unfair advantage in obtaining this contract.

AA. FUNDING OUT CLAUSE OR LOSS OF APPROPRIATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
M			

The State may terminate the contract, in whole or in part, in the event funding is no longer available. The State's obligation to pay amounts due for fiscal years following the current fiscal year is contingent upon legislative appropriation of funds for the contract. Should said funds not be appropriated, the State may terminate the contract with respect to those payments for the fiscal years for which such funds are not appropriated. The State will give the Contractor written notice thirty (30) calendar days prior to the effective date of any termination, and advise the Contractor of the location (address and room number) of any related equipment. All obligations of the State to make payments after the termination date will cease and all interest of the State in any related equipment will terminate. The Contractor shall be entitled to receive just and equitable compensation for any authorized work which has been satisfactorily completed as of the termination date. In no event shall the Contractor be paid for a loss of anticipated profit.

BB. BREACH BY CONTRACTOR

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
M			

The State may terminate the contract, in whole or in part, if the Contractor fails to perform its obligations under the contract in a timely and proper manner. The State may, by providing a written notice of default to the Contractor, allow the Contractor to cure a failure or breach of contract within a period of thirty (30) calendar days (or longer at State's discretion considering the gravity and nature of the default). Said notice shall be delivered by Certified Mail, Return Receipt Requested, or in person with proof of delivery. Allowing the Contractor time to cure a failure or breach of contract does not waive the State's right to immediately terminate the contract for the same or different contract breach which may occur at a different time. In case of default of the Contractor, the State may contract the service from other sources and hold the Contractor responsible for any excess cost occasioned thereby.

CC. ASSURANCES BEFORE BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
K			

If any document or deliverable required pursuant to the contract does not fulfill the requirements of the Request for Proposal/resulting contract, upon written notice from the State, the Contractor shall deliver assurances in the form of additional Contractor resources at no additional cost to the project in order to complete the deliverable, and to ensure that other project schedules will not be adversely affected.

DD. ADMINISTRATION – CONTRACT TERMINATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative RFP Response (Initial)	NOTES/COMMENTS:
PP			

- Contractor must provide confirmation that upon contract termination all deliverables prepared in accordance with this agreement shall become the property of the State of Nebraska; subject to the ownership provision (section E) contained herein, and is provided to the State of Nebraska at no additional cost to the State.
- Contractor must provide confirmation that in the event of contract termination, all records that are the property of the State will be returned to the State within thirty (30) calendar days. Notwithstanding the above, Contractor may retain one copy of any information as required to comply with applicable work product documentation standards or as are automatically retained in the course of Contractor's routine back up procedures.

EE. PENALTY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative RFP Response (Initial)	NOTES/COMMENTS:
PK			

In the event that the Contractor fails to perform any substantial obligation under the contract, the State may withhold all monies due and payable to the Contractor, without penalty, until such failure is cured or otherwise adjudicated. Failure to meet the dates for the deliverables as agreed upon by the parties may result in an assessment of penalty due the State of \$500.00 per day for outages of phones in one Housing Unit (HU) for six (6) or more hours, and \$1,000.00 per day for outage of phones in two (2) HUs at one (1) institution for six (6) or more hours, and/or \$5,000.00 per day for outage of an institution for six (6) or more hours per day, until the deliverables are approved. Contractor will be notified in writing when penalty will commence.

FF. PERFORMANCE BOND

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
fo			

The Contractor will be required to supply a cashier's check or a bond executed by a corporation authorized to contract surety in the State of Nebraska, payable to the State of Nebraska, which shall be valid for the life of the contract to include any renewal and/or extension periods. The amount of the cashier's check or bond must be \$500,000.00 The check or bond will guarantee that the Contractor will faithfully perform all requirements, terms and conditions of the contract. If the Contractor chooses to provide a cashier's check, the check must show an expiration date on the check. Cashier's checks will only be allowed for contracts for three (3) years or less, including all renewal options. Failure to comply shall be grounds for forfeiture of the check or bond as liquidated damages. Amount of forfeiture will be determined by the agency based on loss to the State. The bond or cashier's check will be returned when the service has been satisfactorily completed as solely determined by the State, after termination or expiration of the contract.

GG. FORCE MAJEURE

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
h			

Neither party shall be liable for any costs or damages resulting from its inability to perform any of its obligations under the contract due to a natural disaster, or other similar event outside the control and not the fault of the affected party ("Force Majeure Event"). A Force Majeure Event shall not constitute a breach of the contract. The party so affected shall immediately give notice to the other party of the Force Majeure Event. The State may grant relief from performance of the contract if the Contractor is prevented from performance by a Force Majeure Event. The burden of proof for the need for such relief shall rest upon the Contractor. To obtain release based on a Force Majeure Event, the Contractor shall file a written request for such relief with the State Purchasing Bureau. Labor disputes with the impacted party's own employees will not be considered a Force Majeure Event and will not suspend performance requirements under the contract.

HH. PROHIBITION AGAINST ADVANCE PAYMENT

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
10			

Payments shall not be made until contractual deliverable(s) are received and accepted by the State.

II. PAYMENT

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
10			

State will render payment to Contractor when the terms and conditions of the contract and specifications have been satisfactorily completed on the part of the Contractor as solely determined by the State. Payment will be made by the responsible agency in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §§ 81-2401 through 81-2408). The State may require the Contractor to accept payment by electronic means such as ACH deposit. In no event shall the State be responsible or liable to pay for any services provided by the Contractor prior to the Effective Date, and the Contractor hereby waives any claim or cause of action for any such services.

JJ. INVOICES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
ka			

Invoices for payments must be submitted by the Contractor to the agency requesting the services with sufficient detail to support payment. The terms and conditions included in the Contractor's invoice shall be deemed to be solely for the convenience of the parties. No terms or conditions of any such invoice shall be binding upon the State, and no action by the State, including without limitation the payment of any such invoice in whole or in part, shall be construed as binding or estopping the State with respect to any such term or condition, unless the invoice term or condition has been previously agreed to by the State as an amendment to the contract

Invoices: NE Department of Correctional Services

Accounts Payable
P.O. Box 94661
Lincoln, NE 68509-4661
Or Via e-mail to:
DCS.AccountsPayable@nebraska.gov
Accounts Payable Contact (402) 479-5715

KK. RIGHT TO AUDIT


Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
ka			

Contractor shall establish and maintain a reasonable accounting system that enables the State to readily audit contract. The State and its authorized representatives shall have the right to audit, to examine, and to make copies of or extracts from all financial and related records (in whatever form they may be kept, whether written, electronic, or other) relating to or pertaining to this contract kept by or under the control of the Contractor, including, but not limited to those kept by the Contractor, its employees, agents, assigns, successors, and Subcontractors. Such records shall include, but not be limited to, accounting records, written policies and procedures; all paid vouchers including those for out-of-pocket expenses; other reimbursement supported by invoices; ledgers; cancelled checks; deposit slips; bank statements; journals; original estimates; estimating work sheets; contract amendments and change order files; back charge logs and supporting documentation; insurance documents; payroll documents; timesheets; memoranda; and correspondence.

Contractor shall, at all times during the term of this contract and for a period of five (5) years after the completion of this contract, maintain such records, together with such supporting or underlying documents and materials. The Contractor shall at any time requested by the State, whether during or after completion of this contract and at Contractor's own expense make such records available for inspection and audit (including copies and extracts of records as required) by the State. Such records shall be made available to the State during normal business hours at the Contractor's office or place of business. In the event that no such location is available, then the financial records, together with the supporting or underlying documents and records, shall be made available for audit at a time and location that is convenient for the State. Contractor shall ensure the State has these rights with Contractor's assigns, successors, and Subcontractors, and the obligations of these rights shall be explicitly included in any subcontracts or agreements formed between the Contractor and any Subcontractors to the extent that those Subcontracts or agreements relate to fulfillment of the Contractor's obligations to the State.

Costs of any audits conducted under the authority of this right to audit and not addressed elsewhere will be borne by the State unless certain exemption criteria are met. If the audit identifies overpricing or overcharges (of any nature) by the Contractor to the State in excess of one-half of one percent (.5%) of the total contract billings, the Contractor shall reimburse the State for the total costs of the audit. If the audit discovers substantive findings related to fraud, misrepresentation, or non-performance, the Contractor shall reimburse the State for total costs of audit. Any adjustments and/or payments that must be made as a result of any such audit or inspection of the Contractor's invoices and/or records shall be made within a reasonable amount of time (not to exceed 90 days) from presentation of the State's findings to Contractor.

LL. INSPECTION AND APPROVAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			

Final inspection and approval of all work required under the contract shall be performed by the designated State officials. The State and/or its authorized representatives shall have the right to enter any premises where the Contractor or Subcontractor duties under the contract are being performed, and to inspect, monitor or otherwise evaluate the work being performed. All inspections and evaluations shall be at reasonable times and in a manner that will not unreasonably delay work.

MM. CHANGES IN SCOPE/CHANGE ORDERS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PS			

The State may, upon the written agreement of Contractor, make changes to the contract within the general scope of the RFP. The State may, at any time work is in progress, by written agreement, make alterations in the terms of work as shown in the specifications, require the Contractor to make corrections, decrease the quantity of work, or make such other changes as the State may find necessary or desirable. The Contractor shall not claim forfeiture of contract by reasons of such changes by the State. Changes in work and the amount of compensation to be paid to the Contractor shall be determined in accordance with applicable unit prices if any, or a pro-rated value.

Corrections of any deliverable, service or performance of work required pursuant to the contract shall not be deemed a modification. Changes or additions to the contract beyond the scope of the RFP are not permitted.

NN. SEVERABILITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
HS			

If any term or condition of the contract is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and conditions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the contract did not contain the particular provision held to be invalid.

OO. CONFIDENTIALITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
R			

All materials and information provided by the State or acquired by the Contractor on behalf of the State shall be regarded as confidential information. All materials and information provided by the State or acquired by the Contractor on behalf of the State shall be handled in accordance with federal and state law, and ethical standards. The Contractor must ensure the confidentiality of such materials or information. Should said confidentiality be breached by a Contractor; Contractor shall notify the State immediately of said breach and take immediate corrective action.

It is incumbent upon the Contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a (i)(1), which is made applicable to Contractors by 5 U.S.C. 552a (m)(1), provides that any officer or employee of a Contractor, who by virtue of his/her employment or official position has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

PP. PROPRIETARY INFORMATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
MA			

Data contained in the proposal and all documentation provided therein, become the property of the State of Nebraska and the data becomes public information upon opening the proposal. If the bidder wishes to have any information withheld from the public, such information must fall within the definition of proprietary information contained within Nebraska's public record statutes. **All proprietary information the bidder wishes the State to withhold must be submitted in a sealed package, which is separate from the remainder of the proposal, and provide supporting documents showing why such documents should be marked proprietary.** The separate package must be clearly marked PROPRIETARY on the outside of the package. **Bidders may not mark their entire Request for Proposal as proprietary.** Bidder's cost proposals may not be marked as proprietary information. Failure of the bidder to follow the instructions for submitting proprietary and copyrighted information may result in the information being viewed by other bidders and the public. Proprietary information is defined as trade secrets, academic and scientific research work which is in progress and unpublished, and other information which if released would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. § 84-712.05(3)). In accordance with Attorney General Opinions 92068 and 97033, bidders submitting information as proprietary may be required to prove specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would receive. Although every effort will be made to withhold information that is properly submitted as proprietary and meets the State's definition of proprietary information, the State is under no obligation to maintain the confidentiality of proprietary information and accepts no liability for the release of such information.

QQ. CERTIFICATION OF INDEPENDENT PRICE DETERMINATION/COLLUSIVE BIDDING

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PM			

By submission of this proposal, the bidder certifies that it is the party making the foregoing proposal and that the proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the proposal is genuine and not collusive or sham; that the bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any bidder or anyone else to put in a sham proposal, or that anyone shall refrain from bidding; that the bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the proposal price of the bidder or any other bidder, or to fix any overhead, profit, or cost element of the proposal price, or of that of any other bidder, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the proposal are true; and further that the bidder has not, directly or indirectly, submitted the proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, proposal depository, or to any member or agent thereof to effectuate a collusive or sham proposal.


RR. STATEMENT OF NON-COLLUSION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
HP			

The proposal shall be arrived at by the bidder independently and be submitted without collusion with, and without any direct or indirect agreement, understanding or planned common course of action with, any person; firm; corporation; bidder; Contractor of materials, supplies, equipment or services described in this RFP. Bidder shall not collude with, or attempt to collude with, any state officials, employees or agents; or evaluators or any person involved in this RFP. The bidder shall not take any action in the restraint of free competition or designed to limit independent bidding or to create an unfair advantage.

Should it be determined that collusion occurred, the State reserves the right to reject a bid or terminate the contract and impose further administrative sanctions.

SS. PRICES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			

All prices, costs, and terms and conditions outlined in the proposal shall remain fixed and valid commencing on the opening date of the proposal until an award is made or the Request for Proposal is cancelled.

Per Addendum 8 the below paragraph has been removed and amended.

~~Prices offered herein will remain firm from the date of the award for five (5) years. Prices may be subject to change after the initial five (5) year period. All regulatory fees must be included in the rates, as no add on taxes or fees (except called out on the cost sheet) will be accepted. All taxes and fees much be included in the per minute rate. Such changes shall be based on industry changes as evidenced by revised printed price lists, verifiable documented cost increases or notices. A request for price increase shall be provided in writing, to The Nebraska State Purchasing Bureau at least thirty (30) days prior to any price increase of the contract. No price increases are to be billed to NDCS without prior written approval by the State Purchasing Bureau and the NDCS Purchasing Division. State Purchasing Bureau reserves the right to accept or reject any price increase request. In the event new prices are not acceptable, the contract may be cancelled. Approved price increases shall become part of the new contract as an amendment and will be recognized as firm contract pricing. Revised pricing will carry over to any subsequent renewals or revisions unless specifically revised and agreed upon by both parties.~~

Prices offered herein will remain firm from the date of the award for five (5) years. Prices may be subject to change after the initial five (5) year period. Such changes shall be based on industry changes as evidenced by revised printed price lists, verifiable documented cost increases or notices. A request for price increase shall be provided in writing, to The Nebraska State Purchasing Bureau at least thirty (30) days prior to any price increase of the contract. No price increases are to be billed to NDCS without prior written approval by the State Purchasing Bureau and the NDCS Purchasing Division. State Purchasing Bureau reserves the right to accept or reject any price increase request. In the event new prices are not acceptable, the contract may be cancelled. Approved price increases shall become part of the new contract as an amendment and will be recognized as firm contract pricing. Revised pricing will carry over to any subsequent renewals or revisions unless specifically revised and agreed upon by both parties.

The State will be given full proportionate benefit of any price decrease during the term of the contract.

Contractor represents and warrants that all prices for services, now or subsequently specified, are as low as and no higher than prices which the Contractor has charged or intends to charge customers other than the State for the same or similar products and services of the same or equivalent quantity and quality for delivery or performance during the same periods of time. If, during the term of the contract, the Contractor shall reduce any and/or all prices charged to any customers other than the State for the same or similar products or services specified herein, the Contractor shall make an equal or equivalent reduction in corresponding prices for said specified products or services.

Contractor also represents and warrants that all prices set forth in the contract and all prices in addition, which the Contractor may charge under the terms of the contract, do not and will not violate any existing federal, state, or municipal law or regulations concerning price discrimination and/or price fixing. Contractor agrees to hold the State harmless from any such violation. Prices quoted shall not be subject to increase throughout the contract period unless specifically allowed by these specifications.

TT. BEST AND FINAL OFFER

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
TS			

The State will compile the final scores for all parts of each proposal. The award may be granted to the highest scoring responsive and responsible bidder. Alternatively, the highest scoring bidder or bidders may be requested to submit best and final offers. If best and final offers are requested by the State and submitted by the bidder, they will be evaluated (using the stated criteria), scored, and ranked by the Evaluation Committee. The award will then be granted to the highest scoring bidder. However, a bidder should provide its best offer in its original proposal. Bidders should not expect that the State will request a best and final offer.

UU. ETHICS IN PUBLIC CONTRACTING

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
U			


No bidder shall pay or offer to pay, either directly or indirectly, any fee, commission compensation, gift, gratuity, or anything of value to any State officer, legislator, employee or evaluator based on the understanding that the receiving person's vote, actions, or judgment will be influenced thereby.

No bidder shall give any item of value to any employee of the State Purchasing Bureau or any evaluator.

Bidders shall be prohibited from utilizing the services of lobbyists, attorneys, political activists, or consultants to secure the contract. It is the intent of this provision to assure that the prohibition of state contact during the procurement process is not subverted through the use of lobbyists, attorneys, political activists, or consultants. It is the intent of the State that the process of evaluation of proposals and award of the contract be completed without external influence. It is not the intent of this section to prohibit bidders from seeking professional advice, for example consulting legal counsel, regarding terms and conditions of this Request for Proposal or the format or content of their proposal.

If the bidder is found to be in non-compliance with this section of the Request for Proposal, they may forfeit the contract if awarded to them or be disqualified from the selection process.

VI. INDEMNIFICATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			

1. GENERAL

The Contractor agrees to defend, indemnify, hold, and save harmless the State and its employees, volunteers, agents, and its elected and appointed officials ("the indemnified parties") from and against any and all claims, liens, demands, damages, liability, actions, causes of action, losses, judgments, costs, and expenses of every nature, including investigation costs and expenses, settlement costs, and attorney fees and expenses ("the claims"), sustained or asserted against the State, arising out of, resulting from, or attributable to the willful misconduct, negligence, error, or omission of the Contractor, its employees, Subcontractors, consultants, representatives, and agents, except to the extent such Contractor liability is attenuated by any action of the State which directly and proximately contributed to the claims.

2. INTELLECTUAL PROPERTY

The Contractor agrees it will, at its sole cost and expense, defend, indemnify, and hold harmless the indemnified parties from and against any and all claims, to the extent such claims arise out of, result from, or are attributable to, the actual or alleged infringement or misappropriation of any patent, copyright, trade secret, trademark, or confidential information of any third party by the Contractor or its employees, Subcontractors, consultants, representatives, and agents; provided, however, the State gives the Contractor prompt notice in writing of the claim. The Contractor may not settle any infringement claim that will affect the State's use of the Licensed Software without the State's prior written consent, which consent may be withheld for any reason.

If a judgment or settlement is obtained or reasonably anticipated against the State's use of any intellectual property for which the Contractor has indemnified the State, the Contractor shall, at the Contractor's sole cost and expense, promptly modify the item or items which were determined to be infringing, acquire a license or licenses on the State's behalf to provide the necessary rights to the State to eliminate the infringement, or provide the State with a non-infringing substitute that provides the State the same functionality. At the State's election, the actual or anticipated judgment may be treated as a breach of warranty by the Contractor, and the State may receive the remedies provided under this RFP.

3. PERSONNEL

The Contractor shall, at its expense, indemnify and hold harmless the indemnified parties from and against any claim with respect to withholding taxes, worker's compensation, employee benefits, or any other claim, demand, liability, damage, or loss of any nature relating to any of the personnel provided by the Contractor.

4. SELF-INSURANCE

The State of Nebraska is self-insured for any loss and purchases excess insurance coverage pursuant to Neb. Rev. Stat. § 81-8,239.01 (Reissue 2008). If there is a presumed loss under the provisions of this agreement, Contractor may file a claim with the Office of Risk Management pursuant to Neb. Rev. Stat. §§ 81-8,829 – 81-8,306 for review by the State Claims Board. The State retains all rights and immunities under the State Miscellaneous (Section 81-8,294), Tort (Section 81-8,209), and Contract Claim Acts (Section 81-8,302), as outlined in Neb. Rev. Stat. § 81-8,209 *et seq.* and under any other provisions of law and accepts liability under this agreement to the extent provided by law.

5. ALL REMEDIES AT LAW

Nothing in this agreement shall be construed as an indemnification by one party of the other for liabilities of a party or third parties for property loss or damage or death or personal injury arising out of and during the performance of this lease.

Any liabilities or claims for property loss or damages or for death or personal injury by a party or its agents, employees, contractors or assigns or by third persons, arising out of and during the performance of this lease shall be determined according to applicable law.

WW. NEBRASKA TECHNOLOGY ACCESS STANDARDS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
fb			

Contractor shall review the Nebraska Technology Access Standards, found at <http://nitc.nebraska.gov/standards/2-201.html> and ensure that products and/or services provided under the contract are in compliance or will comply with the applicable standards to the greatest degree possible. In the event such standards change during the Contractor's performance, the State may create an amendment to the contract to request the contract comply with the changed standard at a cost mutually acceptable to the parties.

XX. ANTITRUST

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
fb			

The Contractor hereby assigns to the State any and all claims for overcharges as to goods and/or services provided in connection with this contract resulting from antitrust violations which arise under antitrust laws of the United States and the antitrust laws of the State.

YY. DISASTER RECOVERY/BACK UP PLAN

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
K			

The Contractor shall have a disaster recovery and back-up plan, of which a copy should be provided to the State, which includes, but is not limited to equipment, personnel, facilities, and transportation, in order to continue services as specified under the specifications in the contract in the event of a disaster.

ZZ. TIME IS OF THE ESSENCE

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
M			

Time is of the essence in this contract. The acceptance of late performance with or without objection or reservation by the State shall not waive any rights of the State nor constitute a waiver of the requirement of timely performance of any obligations on the part of the Contractor remaining to be performed.

AAA. RECYCLING

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
N			

Preference will be given to items which are manufactured or produced from recycled material or which can be readily reused or recycled after their normal use as per Neb. Rev. Stat. § 81-15,159.

BBB. DRUG POLICY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
hp			

Contractor certifies it maintains a drug free work place environment to ensure worker safety and workplace integrity. Contractor agrees to provide a copy of its drug free workplace policy at any time upon request by the State.

CCC. EMPLOYEE WORK ELIGIBILITY STATUS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
hp			

The Contractor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of an employee.

If the Contractor is an individual or sole proprietorship, the following applies:

1. The Contractor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at <http://das.nebraska.gov/materiel/purchasing.html>
The completed United States Attestation Form should be submitted with the Request for Proposal response.
2. If the Contractor indicates on such attestation form that he or she is a qualified alien, the Contractor agrees to provide the US Citizenship and Immigration Services documentation required to verify the Contractor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.
3. The Contractor understands and agrees that lawful presence in the United States is required and the Contractor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. § 4-108.

DDD. CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND INELIGIBILITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
R			

The Contractor, by signature to this RFP, certifies that the Contractor is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any federal department or agency from participating in transactions (debarred). The Contractor also agrees to include the above requirements in any and all Subcontracts into which it enters. The Contractor shall immediately notify the Department if, during the term of this contract, Contractor becomes debarred. The Department may immediately terminate this contract by providing Contractor written notice if Contractor becomes debarred during the term of this contract.

Contractor, by signature to this RFP, certifies that Contractor has not had a contract with the State of Nebraska terminated early by the State of Nebraska. If Contractor has had a contract terminated early by the State of Nebraska, Contractor must provide the contract number, along with an explanation of why the contract was terminated early. Prior early termination may be cause for rejecting the proposal.

EEE. POLITICAL SUB-DIVISIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
R			

The Contractor may extend the contract to political sub-divisions conditioned upon the honoring of the prices charged to the State. Terms and conditions of the Contract must be met by political sub-divisions. Under no circumstances shall the State be contractually obligated or liable for any purchases by political sub-divisions or other public entities not authorized by Neb. Rev. Stat. § 81-145, listed as "all officers of the state, departments, bureaus, boards, commissions, councils, and institutions receiving legislative appropriations." A listing of Nebraska political subdivisions may be found at the website of the Nebraska Auditor of Public Accounts.

FFF. OFFICE OF PUBLIC COUNSEL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PC			

If it provides, under the terms of this contract and on behalf of the State of Nebraska, health and human services to individuals; service delivery; service coordination; or case management, Contractor shall submit to the jurisdiction of the Office of Public Counsel, pursuant to Neb. Rev. Stat. §§ 81-8,240 et seq. This section shall survive the termination of this contract and shall not apply if Contractor is a long-term care facility subject to the Long-Term Care Ombudsman Act, Neb. Rev. Stat. §§ 81-2237 et seq.

GGG. LONG-TERM CARE OMBUDSMAN

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
PC			

If it is a long-term care facility subject to the Long-Term Care Ombudsman Act, Neb. Rev. Stat. §§ 81-2237 et seq., Contractor shall comply with the Act. This section shall survive the termination of this contract.

ATTACHMENTS

The following attachments are included in this section:

- Attachment A: Form A Bidder Contact Sheet
- Attachment B: Form B Notification of Intent to Attend Pre-Proposal Conference and Site visits
- Attachment C: Form C Nebraska Department Of Correctional Services Supplemental Contract Information
- Attachment D: Securus Certificate of Authority
- Attachment E: Nebraska Tax Permit And Certificate Of Good Standing
- Attachment F: Securus Certificate Of Insurance
- Attachment G: Preliminary Implementation Project Plan
- Attachment H: Preliminary Implementation Timeline
- Attachment I: Proposed Telephone Specification Sheets
- Attachment J: List Of LEC and CLEC Names
- Attachment K: State of Nebraska Addendums

ATTACHMENT A: FORM A BIDDER CONTACT SHEET

Form A

Bidder Contact Sheet

Request for Proposal Number 5094Z1

Form A should be completed and submitted with each response to this Request for Proposal. This is intended to provide the State with information on the bidder's name and address, and the specific person(s) who are responsible for preparation of the bidder's response.

Preparation of Response Contact Information	
Bidder Name:	Securus Technologies, Inc.
Bidder Address:	14651 Dallas Parkway, Suite 600 Dallas, Texas 75254
Contact Person & Title:	Steve Cadwell, National Sales Manager - DOC
E-mail Address:	scadwell@securustechnologies.com
Telephone Number (Office):	805-581-0003
Telephone Number (Cellular):	805-990-4634
Fax Number:	972-277-0514

Each bidder shall also designate a specific contact person who will be responsible for responding to the State if any clarifications of the bidder's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Bidder Name:	Securus Technologies, Inc.
Bidder Address:	14651 Dallas Parkway, Suite 600 Dallas, Texas 75254
Contact Person & Title:	Steve Cadwell, National Sales Manager - DOC
E-mail Address:	scadwell@securustechnologies.com
Telephone Number (Office):	805-581-0003
Telephone Number (Cellular):	805-990-4634
Fax Number:	972-277-0514

ATTACHMENT B: NOTIFICATION OF INTENT TO ATTEND PRE-PROPOSAL CONFERENCE AND SITE VISITS

Form B

Notification of Intent to Attend Pre-Proposal Conference and Site Visits

Request for Proposal Number 5289Z1

Bidder Name:	Securus Technologies, Inc.
Bidder Address:	14651 Dallas Parkway, Suite 600 Dallas, Texas 75254
Contact Person:	Steven Cadwell
E-mail Address:	scadwell@securustechnologies.com
Telephone Number:	805-990-4634
Fax Number:	972-277-0514
Number of Attendees:	One

The "Notification of Intent to Attend Pre-Proposal Conference" form should be submitted to the State Purchasing Bureau via e-mail (as.materielpurchasing@nebraska.gov), facsimile (402-471-2089), hand delivered or US Mail by the date shown in the Schedule of Events.

Important Notice: All bidders are required to attend the Mandatory Pre-proposal Conference and Site Visits, per the Schedule of Events, in order to submit a proposal. Bidders who attended the Site Visits in response to 5094Z1 are not required to attend the site visits for 5289Z1, but must still attend the Pre-proposal conference on Day 1, per the schedule of events.

This form was emailed to the NDCS on April 19, 2016. Steven Cadwell attended the Pre-Proposal Conference on May 2, 2016.

ATTACHMENT C: FORM C NEBRASKA
DEPARTMENT OF CORRECTIONAL
SERVICES SUPPLEMENTAL CONTRACT
INFORMATION

ATTACHMENT D: SECURUS CERTIFICATE OF AUTHORITY

STATE OF

NEBRASKA

United States of America,
State of Nebraska } ss.



Department of State
Lincoln, Nebraska

I, John A. Gale, Secretary of State of Nebraska do hereby certify;

the attached is a true and correct copy of the Amended Certificate of Authority to transact business in the State of Nebraska for

EVERCOM SYSTEMS, INC

a Delaware corporation, changing the corporate name to

SECURUS TECHNOLOGIES, INC.

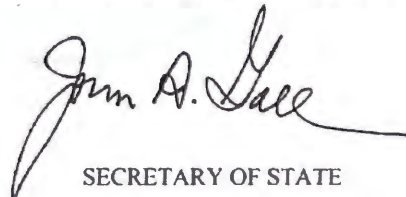
as filed in this office on April 11, 2011.

I further certify that said corporation is authorized to transact business in the State of Nebraska as a foreign corporation.

In Testimony Whereof,

I have hereunto set my hand and affixed the Great Seal of the State of Nebraska on April 11, 2011.




SECRETARY OF STATE

This certificate is not to be construed as an endorsement, recommendation, or notice of approval of the entity's financial condition or business activities and practices.

**APPLICATION FOR AMENDED
CERTIFICATE OF AUTHORITY**

John A. Gale, Secretary of State
Room 1301 State Capitol, P.O. Box 94608
Lincoln, NE 68509
http://www.sos.state.ne.us



Submit in Duplicate

Attach a certificate stating the name change amendment duly authenticated by the official having custody of the corporate records in the state or country under whose law it is incorporated. Such certificate shall not be more than 60 days old. A certified copy of the name change amendment should not be submitted and is not acceptable in lieu of such certificate.

Name of Corporation Evercom Systems, Inc.

Incorporated under the laws of Delaware

Amended Name of Corporation Securus Technologies, Inc.

Date Incorporation August 22, 1997
Year

Period of Duration Perpetual

Address of Principal Office 14651 Dallas Parkway, Suite 600 Dallas Texas 75254
Street Address City State Zip

Registered Agent National Registered Agents, Inc.

Registered Office 6003 Old Chenny Road Lincoln NE 68516
Street Address and Post Office Box number (if any) City State Zip

DATED April 1, 2011

D.J. Reinhold
Signature

Dennis J. Reinhold, VP/Gen Counsel/Secretary

Printed Name/Title

NOTE: Every filing must be signed by the chairperson of the board of directors, the president, or one of the officers of the corporation. If the corporation has not yet been formed or directors have not yet been selected, the filing shall be signed by an incorporator. If the corporation is in the hands of a receiver, trustee, or other court appointed fiduciary, the filing shall be signed by that fiduciary.

Filing Fee: \$30.00, plus \$5.00 per page for attachments & for the certificate (if required).

Revised 07/18/08

Neb. Rev. Stat. 21-20,171

Delaware

PAGE 1

The First State


I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THAT THE SAID "EVERCOM SYSTEMS, INC.", FILED A CERTIFICATE OF AMENDMENT, CHANGING ITS NAME TO "SECURUS TECHNOLOGIES, INC.", THE SECOND DAY OF AUGUST, A.D. 2010, AT 4:13 O'CLOCK P.M.

2788631 8320

110368436

You may verify this certificate online
at corp.delaware.gov/authver.shtml




jeffrey W. Bullock, Secretary of State
AUTHENTICATION: 8664958

DATE: 04-01-11


Secretary of State of Nebraska
Corporation Division
1445 K Street
State Capitol Building, Suite 1301
Lincoln, Nebraska 68509

Re: Consent to Register and Use of Similar Name

Dear Sir/Madam:

Securus, Inc., a domestic corporation, does hereby consent to and authorize the registration and use of the name Securus Technologies, Inc. in the State of Nebraska by Evercom Systems, Inc., a foreign corporation.

Dated March 30, 2011

By: 
Name: James Brent Gilbert
Title: President - Securus, Inc.

4840-4201-9081 3

ATTACHMENT E: NEBRASKA TAX PERMIT AND CERTIFICATE OF GOOD STANDING

STATE OF NEBRASKA

United States of America,) ss.
State of Nebraska)

Secretary of State
State Capitol
Lincoln, Nebraska

I, John A. Gale, Secretary of State of the
State of Nebraska, do hereby certify that

SECURUS TECHNOLOGIES, INC.

a Delaware corporation is authorized to transact business in Nebraska;

**that no occupation taxes due from and assessable against the Corporation are
unpaid and have become delinquent;**

**that no annual or biennial report required to be forwarded by the
Corporation to the Secretary of State has become delinquent;**

that a Certificate of Withdrawal has not been filed.

*This certificate is not to be construed as an endorsement,
recommendation, or notice of approval of the entity's financial
condition or business activities and practices.*

In Testimony Whereof,



I have hereunto set my hand and
affixed the Great Seal of the
State of Nebraska on this date of

April 18, 2016

A handwritten signature in cursive script that reads "John A. Gale".
Secretary of State

Verification ID 386d29f has been assigned to this document. Go to ne.gov/go/validate to validate authenticity for up to 12 months.

ATTACHMENT F: SECURUS CERTIFICATE OF INSURANCE



SECUHOL-01 WITKUSJA

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
9/3/2015

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

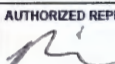
PRODUCER Willis of Texas, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 37230-5191	CONTACT NAME: Willis Certificate Center	
	PHONE (A/C, No, Ext): (877) 945-7378	FAX (A/C, No): (888) 467-2378
E-MAIL ADDRESS: certificates@willis.com		
INSURED Securus Technologies, Inc. 14651 Dallas Parkway Suite 600 Dallas, TX 75254-8815	INSURER(S) AFFORDING COVERAGE	
	INSURER A: Travelers Indemnity Co. of America	NAIC # 25666
	INSURER B: Travelers Indemnity Company	25658
	INSURER C:	
	INSURER D:	
	INSURER E:	
INSURER F:		

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC <input type="checkbox"/> OTHER			6305D560508	09/09/2015	09/09/2016	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/DOP AGG \$ 2,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS			8105D532509	09/09/2015	09/09/2016	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Comp/Coll Ded: \$ 1,000
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			CUP-7113P326	09/09/2015	09/09/2016	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	UB-5D513439	09/09/2015	09/09/2016	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER Securus Holdings, Inc. and its subsidiaries Attn: Mr. Philip Ninan 14651 Dallas Parkway, Suite 600 Dallas, TX 75254	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
---	---

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ACORD 25 (2014/01)

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ATTACHMENT G: PRELIMINARY IMPLEMENTATION PROJECT PLAN

NDCS Preliminary Implementation Plan

1.0 Implementation Team Commitment and Confirmation of Understanding

Securus Technologies has a proven track record of providing successful turnkey installations for large State Departments of Corrections, as demonstrated by our on-time installations for the New Mexico, Missouri, Louisiana, Connecticut, Illinois and most recently the Pennsylvania Departments of Corrections and Arkansas Department of Corrections.

Each of these State Departments of Corrections present similar challenges as the NDCS and with the exception of Illinois, were all previous GTL clients. Because of this, Securus has already developed a proven transition process and associated procedures that will facilitate the transfer of existing inmate PIN/PAN listings and other critical system data from GTL systems.

Based upon our past experiences, installing these very similar DOC installations, Securus fully commits to the NDCS's requested install time frame of ninety (90) days. As an added value to the NDCS, we will install Phase 1 within sixty (60) days which includes system, phone install and cutover.

As further demonstration of our commitment to meet the requested installation time frame, Securus will assign a number of installation technicians dedicated to the NDCS installation. These technicians are in addition to the assigned account team, install management and centralized support teams that will be focused on the NDCS installation and transition.

Within the pages to follow, Securus has provided our proposed Preliminary Implementation Plan (The Plan). The Plan provides details regarding our overall approach to the implementation and transition of the SCP Inmate Telephone Service for the NDCS. Details include our proposed phase and regional installation approach, facility assignments by regional, installation team assignments, long term account management and site technician plan, key dates, quality control check points and finally a Gantt chart showing our proposed installation schedule by facility.

The time frames and offered schedules are based upon what we know today about the NDCS's facilities from the mandatory site tours and our past experience in installing multi-location, statewide State Departments of Corrections. Upon contract award, Securus will meet with the NDCS (NDCS Team) to refine and finalize the overall plan and schedule. We fully expect to make adjustments to this plan based upon the NDCS Team's valuable input.

Our Project Management Organization is comprised of Project Management Professionals and seasoned Installation Technicians with multiple years successfully working in a corrections environment and completing complex, multi-location state installations. Securus as well as all installation team members, fully understand that the ITS will be deployed in facilities within a custodial/secured environment and therefore certain security and operational requirements are enforced.

Securus as the sole contractor further understands and accepts the following:

- Installation activities shall be accomplished during the hours of 6:00a.m to 4:00p.m Monday through Thursday or as specified by each facilities.
- Friday's shall be used for ITS testing and/or training of NDCS staff.
- Securus will be responsible for clean-up and remove all trash and packaging materials resulting from work performed. Unless otherwise specified by NDCS, no equipment, inventory or spare parts shall be stored by Securus at the Facilities.
- Securus will be responsible for correction of any damage to NDCS's property caused by maintenance or installation associated with the ITS, including repairs to walls, ceilings, etc.
- Install of equipment will be in accordance with NDCS's requirements.
- Securus shall work with NDCS to address any environmental conditions identified in a NDCS Facility phone room and our implementation plan will account for any changes that need to be made based upon our initial implementation site surveys. Securus further understands that any phone room changes required will be performed at no cost to the NDCS.
- Securus will obtain NDCS's written approval before making any physical changes to the Facilities, such as drilling into walls, floors, ceilings or any other portion of the Facilities to include existing, newly constructed and/or expanded Facilities.
- Securus may, at its own risk, utilize existing ITS conduit, raceways, cable, wiring, switches and terminals within the Facilities. If during the term of the subsequent Contract, any existing wiring needs to be repaired or replaced; Securus shall repair and/or replace such wiring at no cost to NDCS.
- It is understood that exposed wiring is not permitted and that the use of external conduit shall be approved by NDCS with each installation.
- Securus understands and accepts that existing wiring concerns identified for the following Facilities and that corrections will be made at Securus' expense:
- Securus understands that additional wiring issues may exist but are unknown to the NDCS at this time.

- Securus agrees that if any cabling work is required as part of any installation, all new cables shall be used and marked clearly and legibly at both ends, and meet all applicable Electronic Industries Alliance/Telecommunications Industry Alliance (“EIA/TIA”) wiring standards for commercial buildings and must be approved by the Facilities’ maintenance personnel.
- Securus shall install, repair and maintain all Contractor-provided equipment and lines, including but not limited to, any wiring or cable work required from the demarcation throughout the Facilities. All Securus-provided equipment, installation, maintenance, repair costs and all costs or losses due to vandalism shall be the total responsibility of Securus.
- Securus shall provide written documentation indicating that all circuits have been tested and all cables, pairs, fiber strands, blocks, etc. are legibly marked after the completion of each installation.
- Securus shall provide, install, maintain, replace and upgrade adequate surge and lightning protection on all equipment used for the ITS.

Independent of our Project Management Organization, the Securus Operations Support Services Team performs frequent quality audits and timely customer satisfaction surveys to ensure the voice of the customer is always heard. Over the last 6 years and 2,200 SCP installations, the Securus Project Team has averaged a 4.6 (out of 5) Customer Satisfaction rating. Our industry leading experience combined with our rigorous focus on quality and customer feedback has resulted in a finely tuned installation process that delivers on our commitments and ensures customer satisfaction.

2.0 Transition Plan Development and Initiation

2.1 Transition Initiation

Immediately upon contract signature, Securus will distribute the listing of Points of Contact (POC) for each of the NDCS facilities provided in the RFP. The Securus Account Manager will request a Kick-off meeting with the NDCS Team so that we may present and review in detail our proposed Preliminary Plan. Securus fully expects to make adjustments to the Plan based upon the NDCS Team's input. Upon completion of the meeting, Securus will finalize and submit the updated Plan, within five (5) business days, to the Primary NDCS Team member for review and approval. Securus understands and accepts that the resulting approved Plan will become part of the ITS Contract between Securus and the NDCS. Securus further understands that the 90 day implementation time frame will begin 10 business days following approval of the final Plan.

2.2 Kick-off Transition Plan Meeting

As stated above, Securus will request a Kick-off Transition Plan meeting to be held with the NDCS Team directly following contract signature. This meeting will be critical in the review and development of the Final Transition Plan to be submitted to the POCs for review and approval. The Kick-off meeting will include review of the proposed phase/regional approach and site cutover schedule as well as discussion on each of the following topics all of which will be detailed within the Final Transition Plan.

- Review, approval and/or adjustment of Phase and Regional Assignments
- Review, approval and/or adjustment of Proposed Transition Schedules
- Finalized Customer Requirements document
- Approved Scope Statement
- Work Breakdown Structure
- Critical Milestones and order of Milestones
- Quality Plan
- Communications/Reporting Plan
- Risk Management/Contingency Plan
- User and NDCS Web Based Interface
- Calling Rates and Fees Confirmation
- Inmate PIN Transfer from existing vendor
- Inmate PAN listing transfer from existing vendor
- Debit account transfer for existing debit funds from existing vendor
- Balance process for debit accounts between existing vendor, NDCS and Securus

- PIN Management Processes
- PAN Management Processes
- Calling Options Feature and Functionality
- Value added optional services if applicable
- NDCS Systems Integration (Inmate Paid Debit, Commissary Order etc.)
- Proposed Site Technician Assignment and Management Plan
- Proposed Site Administrator Assignment and Management Plan
- Administrative Staff Hiring and Location Assignments
- Overall Site Transition Schedule

The following Securus Personnel, at a minimum will be on-site during the Kick-off meeting:

- National Sales Manager
- DOC Regional Sales Manager
- DOC Sales Vice President
- Implementation Manager
- DOC Contract Manager
- In-state Technicians
- Installation Technicians

2.3 Plan Implementation

Upon completion of the Kick-off meeting, Securus will submit the updated Plan, within five (5) business days, to the POCs for review and approval. Immediately upon approval, the Plan will be implemented for all approved sites.

Securus will follow the procedures as detailed within the document and refined based upon NDCS input, to complete an on-time transition of all systems, hiring of all on-site personnel and training of all system users.

2.4 Project Execution

During Project Execution, Securus Technicians will travel to each location and complete pre-installation activities in preparation for the SCP ITS cut-over. The pre-installation activities include pre-wiring, hardware staging, and telecom test & turn-up activities that can be done in advance to reduce the amount of time and complexity of the actual cut-over.

The Securus Project Management Team will coordinate cut-over activities with the NDCS Team and the current services provider to ensure a seamless transition of phone service. Transition of service can be coordinated for after hours or during inmate lockdown to limit service interruptions.

If a service interruption is required, the activity will be coordinated with the NDCS Team at least 5 business days in advance of the scheduled activity and schedules can be adjusted to meet the needs of the NDCS sites.

During the cut-over, the Securus Team will perform a thorough inspection of the installation and will resolve any potential issues prior to finalizing the implementation.

The technicians completing the installation activity will perform a walk-through with the NDCS Team to review all installation documentation and checklists. The Securus Project Management Team will host a Customer Acceptance Review Meeting with the NDCS Team and each site prior to finalizing the each individual site cut-over.

Onsite training seminars as well as web-based training activities (if applicable) will occur during this phase of the project to include on-site training personnel at each site on the day of cutover. Onsite training will require a training location to be agreed upon by Securus and NDCS with appropriate computers and equipment to facilitate training of NDCS personnel.

Weekly implementation meetings and Project Team “Touch Point” meetings will occur as part of Project Execution. These meetings will allow both Securus and the NDCS Team to closely evaluate project activities and provide bidirectional feedback regarding project performance.

2.5 Transition Closure

During the Transition Closure Phase, the Securus Implementation Management Team will ensure there are no outstanding actions or deliverables, and will work with the NDCS POC Team to review the complete transition and obtain NDCS acceptance.

The Securus Implementation Management Team will transition support responsibilities to the Securus Account Management Team for long-term ongoing account support immediately upon certification and signoff by the NDCS that the implementation is complete to the satisfaction of the NDCS. The Securus Implementation Management Team will complete all internal updates and implementation closure activities.

3.0 Program Management

3.1 Transition Oversight Authority

The Securus Implementation Team (Field Services and Installation/Site Engineering Support) reports to the Sr. Director of Installation & Field Operations. The Transition is supported by Executive level sponsorship, represented by the Vice President of Service & Technical Operations, Mr. Danny Dehoyos and our Executive Vice President of Sales, Mr. Josh Conklin and the Vice President of DOC Sales, Mr. Matt Anderson.

The Securus Implementation Team, including our internal Implementation sponsorship and oversight authority, will serve as primary executing agency and have direct control and accountability for all personnel used to complete the Implementation.

The assigned Securus NDCS National Sales Manager, Mr. Steven Cadwell will serve as an oversight authority on behalf of the customer agency. There will be a partnership between the assigned Securus NDCS Team and the NDCS Team to ensure the Transition is completed as planned and all events occur on time.

Table 13 below shows each team member and their responsibilities.

Table 6

Role	Responsibility
Regional Implementation Team Lead	Coordinate Implementation Initiation Phase Review and finalize Implementation plans Monitor Implementation activity, and complete Implementation/task audits. Perform quality reviews and customer satisfaction follow-up Escalation assistance
Implementation Manager	Primary point of contact for the NDCS Material and human resource coordination Telecom coordination and delivery Transition coordination w/current inmate services provider Customer communications Implementation Plan management
Implementation Coordinator	Order follow-up Task management and updates Assist Implementation Manager as required
Installation Technical Support	Provisions Securus SCP for customer specific requirements. Provides support for Field Service Technicians Data uploads and integration (PIN/PAN/Block, Privileged numbers) Technical interface and contact with current provider
Site Engineering	Detailed site schematics and provisioning plans Materials and telecom requirements analysis Implementation support Post-Implementation monitoring and analysis

Role	Responsibility
Field Service Technician(s)	On-Site equipment installation and configuration Telecom test & turn-up activities On-Site quality checklists and customer reviews
Installation & Engineering Manager	Implementation activity oversight Implementation Team management and quality reviews Customer communications Escalation Support
Regional Field Service Manager	Field service & Installation Team support Human resources coordination Customer communications On-Site quality evaluations Escalation Support
National Sales Manager	Internal Implementation oversight Customer communications Customer account management Escalation Support Business interface with current provider as necessary
Quality Assurance Technician	Customer provisioning and engineering quality control reviews Quality assurance management and data reporting
Implementation Management QA Analyst	Customer Satisfaction survey and communication activities Implementation Management quality reviews and task monitoring Quality assurance management and data reporting

3.2 Installation Team Staffing and Phase Approach

Field Installation Team:

Securus will make every effort to limit the administrative burden that can occur during a transition of service providers. We have the experience of installing our SCP in over 2,200 customer locations. This level of experience ensures that we do not waste any of your time. Our teams arrive at your facilities ready to get the job done and prepared.

Securus has significant full time on staff installation technicians and will assign installation technicians dedicated to the installation. All technicians are fully trained on the Securus SCP ITS and have significant experience with our technology. Securus will not utilize any contractor for the 2 full time positions for NDCS. However contractors will be needed for wiring and electrical as it relates to the Securus Video Visitation installation if applicable. This work is subject to all required internal and external approvals.

Our expert Field Installation Team will be led by the Regional Field Services Managers and Field Services Specialists with oversight by the Account Manager. The Field Installation Team will be responsible for all on-site installation activities.

The regional installation teams will meet with each on-site NDCS facility contract prior to start of the installation to review all steps of the process.

These well-organized meetings will provide us with the opportunity to introduce the project members and review preliminary project plan and timetables with the local facility NDCS contacts to ensure everyone is aware of the processes and procedures and can provide any site specific information that would be helpful in completing all tasks.

Our Project Managers will work with the NDCS Team to coordinate equipment deliveries and facility access. When the Securus Technicians arrive onsite, they may require escorts to the phone and equipment locations. The majority of our project activity will occur during the install times of 6:00a.m and 4:00p.m Monday through Thursday or as specified by the Facility. However, Securus Technologies can accommodate late-night/overnight cut-over activities. Some of our customers choose this method to eliminate service interruptions and we are more than comfortable supporting after hours cutovers. Fridays will be dedicated to testing and training.

During the Project Execution Phase, and if selected as an option for the NDCS inmates, Securus Technicians will work with NDCS Staff to perform supervised enrollments for the detainees at each Correctional Facility location for the deployment of the Investigator Pro continuous voice verification technology .

After each facility is transitioned to SCP, our Project Manager and Field Service Technician will review our quality checklists with the NDCS Team.

Weekly stakeholder meetings will be hosted by the Securus Project Team and will involve participation from the NDCS Team.

Once we identify the key personnel for the NDCS Team we will input names in to our project schedule and provide a detailed activity list to all project participants.

Phase Assignments:

Securus will take a 1 Phase approach to the implementation and cutover of the NDCS sites for the inmate telephone system. Phase 2 will include additional rollout of features such as Investigator Pro enrollment and Video if applicable. There will be some overlap of install preparations and circuit installation necessary to meet the 90 day schedule. As allowed by the NDCS, the Phase 2 facilities will be cutover at the same time as the Phase 1 facilities. This is necessary to meet the requested 90 day time frame. Securus commits that the installation activities performed at the Phase 2 facilities will in no way delay the implementation of the Phase 1 facilities. We can accomplish this because we have committed to providing dedicated full time to the installation.

3.3 Full Time Staffing Requirements for the NDCS

In addition to one (1) full time Site Administrative Staff as required by the NDCS, Securus will dedicate one (1) full time in-state Service Technicians to support the NDCS ITS. Both full time employees will be located in the Lincoln office as identified by the NDCS.

With NDCS approval, Securus will offer full time positions to the existing vendor's personnel for these positions. In the event that they decline or do not meet Securus employee requirements, Securus will hire personnel through our internal human resources organization. All new hires will be subject to review and approval of the State as well as full background checks.

4.0 Transition Schedules

4.1 Plan Milestones and Schedule

The following Table 14 provides a quick view of the Implementation milestones. The implementation team will complete this form with the aid of the NDCS Team to insure compliance with NDCS goals and objectives. Dates will be completed and provided to the NDCS in the weekly meetings.

A Preliminary Implementation Schedule, in a Gantt format, has also been provided within Attachment H. This schedule shows the preliminary listing of install activities by facility and the time frames assigned. This schedule will be adjusted following the kick-off meeting to meet the requirements and recommendations of the NDCS Points of Contact.

Table 7

Milestone	Planned Completion Date
Implementation Kick-Off	July 26, 2016
Data Management Initiation: Review Integration Opportunities for automated PIN/PAN	July 27, 2016
Site Inspections	July 28, 2016
Initial Telecom & Equipment Orders	August 3, 2016
Final Implementation Plan Review & Sign-off	August 10, 2016
Pre-Installation Preparation / Customer provisioning completed	September 19, 2016
LEC MPLS T1 Installations / LEC Delivery. Turn-up Prep	September 16, 2016
Data Management Planning: Planning & Execution	August 24, 2016
<ol style="list-style-type: none"> 1. Data collection of PINs, PANs and debit accounts 2. Completion of data "scrub" from existing provider 3. Completion of data integration of all incumbent provider data and loaded into Securus SCP 	
Data Management Testing & Certification of Integration	August 25, 2016
Implementation Team Meeting - Touch Point: Pre-Transition Installation Review	August 19, 2016
Pre-Transition Installation Activities / Onsite wiring, equipment installation, phone replacements	September 1, 2016
SCP User Interface Training / Onsite user training for NDCS	September 23, 2016
Securus Implementation Team Meeting - Touch Point: Pre-Transition Progress Review	August 24, 2016
Securus Implementation Team Meeting - Touch Point: ITS Transition Schedule Review	September 13, 2016
SCP Feature Integration: LBS, THREADS, SIM, IPRO and ICER	September 2, 2016
Quality Control Checkpoint 5: Onsite Customer Acceptance	September 23, 2016
Implementation Acceptance	September 23, 2016

In addition to the above Milestone schedule, Securus will provide for review quick view install schedules for each facility within each install region. The facilities will be provided with the inspection date, Pre-installation start date and the final ITS cut-over date. Table 15 below shows key project dates.

Table 8

Inmate Telephone System (Key Project Dates)			
Facility Name	Inspection Date	Pre-Installation Start Date	ITS Cut- Over
NDCS Correctional Services Admin Lincoln #1	7/29/2016	8/12/2016	9/19/2016
NDCS Correctional Services Admin Lincoln #2	7/29/2016	8/12/2016	9/19/2016
NDCS Community Corrections Center	7/29/2016	8/12/2016	9/19/2016
NDCS Lincoln Correctional Center	8/1/2016	8/15/2016	9/20/2016
NDCS Diagnostics and Eval Center	8/1/2016	8/15/2016	9/20/2016
NDCS Nebraska State Pen	8/1/2016	8/15/2016	9/20/2016
NDCS Correctional Center for Women	8/2/2016	8/16/2016	9/21/2016
NE-DHHS Youth Rehab and Treatment, Geneva	8/2/2016	8/16/2016	9/21/2016
NE-DHHS Youth Rehab and Treatment, Kearney	8/2/2016	8/16/2016	9/21/2016
NDCS Work Ethic Camp	8/3/2016	8/17/2016	9/22/2016
NDCS Tecumseh State Correctional	8/3/2016	8/17/2016	9/22/2016
NDCS Correctional Youth Facility	8/3/2016	8/17/2016	9/22/2016
NDCS Omaha Correctional Center	8/4/2016	8/18/2016	9/23/2016
NDCS Community Corrections Center	8/4/2016	8/18/2016	9/23/2016

5.0 Program Control Plans

5.1 Transition Monitor & Control

The Securus Implementation Team will coordinate cut-over activities with the NDCS Team and the current services provider to ensure a seamless transition of phone service. Transition of ITS service can be coordinated for after hours or during inmate lockdown to limit service interruptions. If a service interruption is required, the activity will be coordinated with the NDCS Team at least 5 business days in advance of the scheduled activity and schedules can be adjusted to meet the needs of the NDCS sites.

During the cut-over, the Implementation Team will perform a thorough inspection of the installation and will resolve any potential issues prior to finalizing the implementation and transition. The technicians completing the installation activity will perform a walk-through with the NDCS POC to review all installation documentation and checklists. The Securus Implementation Management Team will host a Customer Acceptance Review Meeting with the NDCS Team and each site prior to finalizing the each individual site cut-over.

Onsite training seminars as well as web-based training activities (if applicable) will occur during this phase of the Implementation to include on-site training of personnel at each site on the day of cutover.

Our finalized implementation schedule will provide additional information about the work packages and sequence of events that will occur during Implementation execution. The Securus Installation Team will work closely with the NDCS to make sure our plan is 100% complete and fully accepted by the NDCS Team prior to moving forward.

Weekly implementation meetings and Implementation Team "Touch Point" meetings will occur as part of the Implementation Execution. These meetings will allow both Securus and the NDCS Team to closely evaluate Implementation and Transition activities and provide feedback regarding performance.

Critical Implementation activities, such as Schedule Control, Quality Control, and Risk Control will be meticulously managed by our Implementation Management and Quality Assurance staff from the start of the implementation to the finish.

All Installation Quality Control Checkpoints will be completed as part of the Implementation Monitor & Control processes. During the Implementation Monitoring/Controlling Phase, the Securus Implementation Management Team will focus on satisfying any outstanding action items. Additionally, the Securus Installation and Site Engineering Team will exercise daily diagnostic checks and monitoring protocols to ensure the recently installed equipment is working well and meeting the requirements of the NDCS.

During the Implementation Execution Phase, Securus Technicians will work with NDCS Staff to perform supervised enrollments for the detainees at each Correctional Facility location if required based upon NDCS selection of the Investigator Pro biometric solution.

5.2 Communication Plan

At the beginning of the implementation, the Securus Implementation Management Team will work with the NDCS Team to identify key stakeholders, additional points of contacts, and roles/responsibilities for the duration of the Implementation.

The Securus Implementation Management Team will establish regular meeting forums and communication protocols that accommodate the requirements of the NDCS.

Throughout the duration of the implementation, our Implementation Management Team will provide weekly installation progress reports. The reports will include updates on all active, completed, and pending installation activities.

Once we've had the opportunity to meet directly with the NDCS Team and establish meeting protocols and communication preferences, we will update and distribute the Implementation Communication Plan to all implementation participants. The Communication Plan will entail 6 key functions as shown in Table 16 used for a well communicated implementation.

Table 9

Section	Description
Method of Communication	Face to Face meetings to review installation processes onsite Conference calls through the bridge dialing and screen share when necessary Special circumstances discussed site by site of facility deployment procedures
Communications Schedule	Date, Time, Location, and access information for all communications Schedule outlining the implementation guidelines
Communication Documents	Deployment documentation review – Recipients, Purpose, Frequency Team Goals
Contact Information	List of all participants in the implementation Stakeholder identification and contact methods – Phone, Email, Text
Risk Management Process	Identify issue or risk and perform probability assessment Notification procedures Project Manager documentation procedures Tracking of risks and which items to be submitted to change control board
Change Management Process	Procedures in a change order approval Out of scope items discussed for current or future installations Approval of those assigned as stakeholders on the board

5.3 Quality Control Plan

The Implementation Plan includes 5 Quality Control inspections at important stages throughout the implementation. The quality control inspections are essential elements of the implementation that ensure consistent high-quality work flows.

The Securus Installation Support team utilizes a Six Sigma quality measurement technique, which identifies and removes the causes of errors, and minimizes variability in the installation process.

In total, our installation process has over 200 individual quality control points that are carefully reviewed and validated by our expert Technicians and Quality Assurance Analysts.

Our current process sigma is 4.47, and our First Pass Quality rate is 94%.

This means we execute the same high-quality processes every single time and if we do make an error, we do our best to catch it before it has a chance to create a problem.

This attention to detail and level of focus on Implementation quality is truly unrivaled in our industry.

5.3.1 Quality Control Checkpoint 1: Customer Provisioning

Prior to any onsite installation activity, the Securus Installation Support Technicians will provision the Securus SCP. The SCP provisioning activity prepares our system to support the NDCS's inmate calling traffic, and ensures that all of the necessary applications and communication features are configured. After the customer provisioning is complete, the Installation Technician submits a quality control review form to the Engineer, Implementation Manager, and Account Manager for the NDCS Implementation. Each of these Securus Associates must review the customer provisioning "pre-cut" record, and provide verification and approval.

An example of the Customer Provisioning Check List can be found at the end of this document.

5.3.2 Quality Control Checkpoint 2: Customer Pre-Installation

While onsite, the Securus Field Service Technicians will complete a checklist to ensure that the physical installation characteristics meet or exceed Securus standards. Equipment inventory, equipment location, electrical, network/telecom and telephone installation standards are reviewed during this checkpoint.

An example of the Field Tech Check List can be found at the end of this document.

5.3.3 Quality Control Checkpoint 3: Equipment Testing / Functional Validation

At this stage of the Implementation, the SCP is online and test calls can be performed. This quality control checkpoint ensures that all SCP calling options are setup to meet the requirements of the NDCS.

Test call scenarios are completed and phone labels, call durations, on/off times, administrative terminals, and other customer configurations are verified.

An example of the Test Validation Check List can be found in at the end of this document.

5.3.4 Quality Control Checkpoint 4: On-Site Customer Acceptance

Our Field Install Team members will perform a walk-through with key NDCS personnel at each location. During this walk-through, the Field Service Specialists will review all the quality control checklists for Quality Control Checkpoints 1-3 and perform a visual inspection of all installed hardware alongside the NDCS personnel.

Any physical installation issues or performance issues will be resolved to the satisfaction of the DOC personnel.

An example of the Customer Acceptance Check List can be found at the end of this document.

5.3.5 Quality Control Checkpoint 5: Implementation Acceptance

The final quality control checkpoint involves a review by the NDCS Team. During this review, the Securus Implementation Team will provide copies of all quality control documents, equipment inventory records, network diagrams, issues logs, and final Implementation plan documentation. The Securus Implementation Management Team will host a review of these documents with the NDCS Team. Any outstanding deliverables or service issues will be resolved prior to completing the Customer Acceptance checkpoint.

5.4 Risk Management/Contingencies Plan

This section of the document provides an overview of the risks will be identified, defined and managed during the implementation project for the NDCS. It defines roles and responsibilities for participants in the risk processes, the risk management activities that will be carried out, the schedule for risk management activities, and the tools and techniques that will be used. See Table 17 below.

Table 17

5.4.1 Roles and Responsibilities

Implementation Manager	<p>The Implementation Manager, members of the Implementation Management Team & the NDCS (herein defined as <i>Implementation Team</i>) Team shall meet at the beginning of the Implementation to identify potential risks to the Implementation deliverables and timelines and define mitigation strategies for these risks. The Implementation Team will meet weekly, or as necessary, to review the status of all risk mitigation efforts and review the exposure assessments for any new risk items.</p> <p>The Implementation Manager will be on-site at the start of the project and will attend all schedule meetings with the NDCS staff on-site.</p>
Implementation Member	<p>The Implementation Manager will assign each newly identified risk to an</p>

Assigned a Risk	Implementation member who will assess the exposure and probability for the risk factor and report the results of that analysis back to the Implementation Manager. Assigned Implementation members are also responsible for performing the steps of the mitigation plan and reporting progress to the Implementation Manager. Reporting activities will be scheduled accordingly - based on the severity of the risk factor.
------------------------	--

5.4.2 Risk Documentation

Risk List	The risk factors identified and managed for this Implementation will be accumulated in a risk list. The risk list will be produced as part of the Implementation initiation documentation and will be included in the finalized Implementation plan and statement of work.
Risk Data Items	The following information will be stored for each Implementation risk: risk name / ID; description, probability, impact, first indicator that risk is becoming a problem, mitigation approaches, owner, date due, contingency plan.
Closing Risks	A risk item can be considered closed when it meets the following criteria: the planned mitigation actions have been completed and the risk item no longer presents a threat to the defined scope of work.

5.4.3 Activities

Please see Table 18 below for risk activities.

Table 18

Risk Identification	Task	Participants
	The Implementation Team will review the finalized statement of work and define the critical success factors and Implementation milestones. This data will be used to identify potential risks that may prevent the Implementation Team from successfully completing a particular Implementation requirement.	Implementation Team
Risk Analysis and Prioritization	Task	Participants
	The Implementation Manager will assign each risk factor to an individual Implementation member (based on expertise), who will estimate the probability that the risk could become a problem and the anticipated impact to the Implementation if it does occur.	Assigned Implementation Member

The risk factors are collected, reviewed, and adjusted if necessary.	Implementation Manager
Contingency plans are reviewed and mitigation tactics identified and built into Implementation plan for high-risk scenarios.	Implementation Manager

Risk Management Planning

Task	Participants
Those risk factors identified as high risk are assigned to individual Implementation members for development and execution of a risk mitigation plan.	Implementation Manager
For each assigned risk factor, recommend actions that will reduce either the probability of the risk materializing into a problem, or the severity of the exposure if it does. Return the mitigation plan to the Implementation Manager.	Implementation Team
The mitigation plans for assigned risk items are collated into a single list. The completed list is created and made available to all Implementation Members, the NDCS Team, and other interested parties.	Implementation Manager

Risk Resolution

Task	Participants
Each individual who is responsible for executing a risk mitigation plan carries out the mitigation activities.	Assigned Individual

Risk Monitoring

Task	Participants
Key performance indicators will be evaluated within defined intervals in order to gauge risk items.	Implementation Manager
The status and effectiveness of each active mitigation action is reported to the Implementation Manager.	Assigned Individual
The probability and impact for each risk item is reevaluated and modified if appropriate.	Implementation Manager
If any new risk items have been identified, they are analyzed as were the items on the original risk list and added to the risk list.	Implementation Manager
Any risk factors for which mitigation actions are not being effectively carried out, or whose risk exposure is rising, may be escalated to an appropriate level of management for visibility and action.	Implementation Manager / Sales Account Manager / Customer Agent

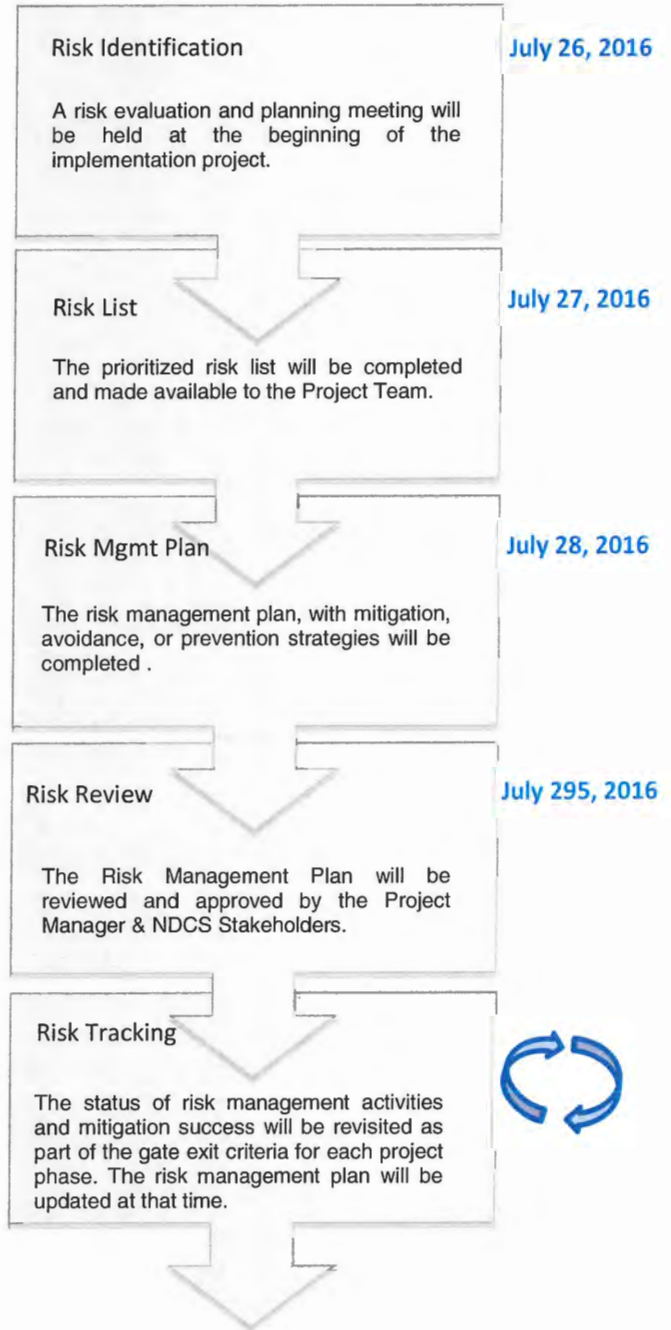
Lessons Learned

	Task	Participants
	The Implementation Manager will facilitate Lessons Learned discussions following the closure of any risk item which experienced an active mitigation activity.	Implementation Manager

5.4.4 Schedule for Risk Management Activities

Note that in Table 19 the dates within the right margin of the activities will be adjusted during the meetings with NDCS. The dates listed show the schedule from another Implementation but give the scope of time frames required.

Table 19



Quality Key!

Risk Tracking

- This activity is critical to project success, and will be exercised throughout each of the project phases.

5.4.5 Sample Risk Documentation Form (as shown in Table 20 below)

Table 20

Risk ID: <sequence number>	Classification: <risk category >	Report Date: <date this risk report was last updated>
Description: <Describe each risk in the form "condition - consequence".>		
Probability: <What's the likelihood of this risk becoming a problem?>	Impact: <What's the damage if the risk does become a problem?>	Risk Exposure: <Multiply Probability times Loss to estimate the risk exposure.>
First Indicator: <Describe the earliest indicator or trigger condition that might indicate that the risk is turning into a problem.>		
Mitigation Approaches: <State one or more approaches to control, avoid, minimize, or otherwise mitigate the risk. Mitigation approaches may reduce the probability or the impact.>		
Date Started: <State the date the mitigation plan implementation was begun.>	Date to Complete: <State a date by which the mitigation plan is to be implemented.>	Owner: <Assign each risk mitigation action to an individual for resolution.>
Current Status: <Describe the status and effectiveness of the risk mitigation actions as of the date of this report.>		
Contingency Plan: <Describe the actions that will be taken to deal with the situation if this risk factor actually becomes a problem.>		
Trigger for Contingency Plan: <State the conditions under which the contingency plan will begin to be implemented.>		

6.0 Sample Check Lists

The following check lists have been provided as described in section 5.3 Quality Control Plan:

- Customer Provisioning Check List (Figure 63)
- Customer Acceptance Check List (Figure 64)
- Field Technician Check List (Figure 65)
- Test Validation Check List (Figure 66)

Figure 63


Customer Provisioning Checklist Example:

Transport:	MAC	Active:	No
Site ID:	9999	Address:	PO Box 94661 Lincoln, NE 68509
Site:	NDCS	Time Zone:	Central
Equipment Type:		MPG Names:	N/A
Cut Date:	n/a	Active:	No
Provider IP:		Local Ethernet IP:	
AT&T Circuit:	n/a	Products:	No products selected

Site Configuration		3way	
Ports:		0 Threeway Detect:	No
Inmate Phones:		0 Threeway Action:	N/A
Visitation Phones:		0	
Max Call Duration:	N/A	Recording	
Facility Prompt:	No	Customer Recording:	No
Call Type(s):	N/A	Recording Start:	connect
Free Local:	No	Recording Storage:	365p
Free Local Type:	None		
Passive Acceptance Allowed:	No	PINs	
Call Party Block Allowed:	No	PINs Enabled:	No
MPG:	N/A	Prerecorded Name:	No
VMC Enabled:	No	Minimum PIN Digits:	N/A
Caller ID Display Private:	No	Maximum PIN Digits:	N/A
Caller ID Number:	8667184777	PAN:	No
Call Forwarding:	Yes	Pan Max Numbers:	N/A
Billing ANI:		Auto Move:	No
RCF Detection Allow:	No	Auto-Generate Pin:	No
RCF Detection Enable:	No	IMP Allowed:	No
RCF Enable Term Call:	No	IMP Add PANs:	No
TTY:	No	IMP Remove PANs:	No
Commissary:	No	IMP Play All PANs:	No
Commissary Type:	N/A	Calling Restrictions:	No
Branding:	None	Custody Account Track Usage:	No
Allow Informant Line:	No	Resolution Period:	No
Informant Line Pins:	None	Retention Period:	No
Inmate Call Progress:	None	Block calls when no Usage Data:	
Operator 22:	No	Enable Calling Restriction Remaining Announcement:	
E-Imports:	No	DTN Limits Allowed:	No
International Calls Allow:	No	DTN Limits Tracking:	No
Prepaid Vending Machine:	No	DTN Limits Enable:	No
Unbillable Call Routing:	None	DTN Limits Exclude Private Calls:	
System Logging Allowed:	Yes	DTN Limits Config:	N/A
System Logging Type:	30P	DTN Limits Duration:	N/A
Scan Patrol Logging Allow:	Yes	Enable Max Duration Announcement:	
Allow Caller Name Recording:	N	Generate Random PIN Allowed:	
Virtual Groups Allowed:	No	Append Random To PIN Allowed:	
Call Tracker Allowed:	No	Default Random Length:	N/A
BNA Lookup Allowed:	No	Custody Accounts Enforce PIN:	
Wordspotting Allowed:	No	Recycle PIN Enabled:	No
Wordspotting Overall Limit:	N/A	Use Custody Account PIN as Debit PIN:	No
Wordspotting Word Limit:	N/A	Use Custody Account PIN as Calling Card PIN:	
First Call Free (FCF) Allowed:	No	Enforce effective site:	No
FCF Reset Inactive to Active:	No		
FCF Number of Calls:	N/A	PAN	
FCF Max Duration:	N/A	Auto PAN Allowed:	No
PAN Direct Bill Allowed:	No	PAN Number Verification:	No
Voice Acceptance Allowed:	No	PAN Notification Email:	No
Trust Fund Acceleration Allowed:		PAN BNA Enabled:	No
SCP Debit PIN Mgmt Email:	N/A	PAN Number Verification Enabled:	
IPro PIN Check Enabled:	No	PAN Number Verification Number Days:	
Wireless indicator:	Yes	PAN Verification Status:	N/A
LBS:	No		
Voice mail:	No	Visitation	
		Visitation Type:	None
Crime Tip		Custody Accounts:	No
Enabled:	No	Recording:	No
Access Method:	N/A	Recording Start:	None
Digit/Number to Call:	N/A	Max Duration:	None
CrimeTip Use Voice Mail:	No		
CrimeTip Require Pin:	No	Covert Alert	
CrimeTip Use Any Pin:	No	Enabled:	No
CrimeTip Use Any DTN:	No	Get Acceptance:	No
CrimeTip Announce Call Type:	No	Initiate At:	None
		Play Prompt:	No

CVV		Covert Alert Disconnect Enabled:	
CVV Enabled:	No	Covert Alert Disconnect Code:	N/A
CVV Call Min Duration:	N/A	Covert Alert Bargain Enabled:	No
		Covert Alert Bargain Unmute Code:	
Emergency Calling		Covert Alert Bargain Mute Code:	
Emergency Calls Allowed:	No		
Emergency Calls Enable:	No	THREADS	
Emergency Call Require:	No	Customer Visibility:	N/A
Emergency Call Max Duration:	None	Community:	N/A
Emergency Call Config:	No		
		Comments	
Officer Check In		N/A	
Officer Check In Allowed:	No		
Officer Check In Bypass Code:	No		
Officer Check In Max Duration:	None		
Officer Check In Max Retry:	N/A		
Voice Biometrics			
Voice Biometrics:	No		
VB Enrollment Model:	None		
Site use PINs/VB in Booking/Intake:	No		

Figure 64

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"/>

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

Figure 65

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: _____

Figure 66



Facility Name	Installer's 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?		
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

ATTACHMENT H: PRELIMINARY IMPLEMENTATION TIMELINE

ID	Task Name	Duration	Start	Finish
1	SECURUS Offender Calling System Installation Project Plan for Nebraska DOC	44.63 days	Mon 7/25/16	Fri 9/23/16
2	Offender Calling System Installation & Cut-Over	44.63 days	Mon 7/25/16	Fri 9/23/16
3	Project Initiation Phase	8.5 days	Mon 7/25/16	Thu 8/4/16
4	Welcome to Securus!	2.5 days	Mon 7/25/16	Wed 7/27/16
5	Upon contract execution - Securus Account Executive to call Nebraska DOC	1.63 days	Mon 7/25/16	Tue 7/26/16
6	Arrange face-to-face meeting on-site at Nebraska DOC location	1 day	Mon 7/25/16	Mon 7/25/16
7	Project Manager introduction with Nebraska DOC (conference call)	0.63 days	Tue 7/26/16	Tue 7/26/16
8	Identify point of contact and contact information for each Nebraska DOC location	2 hrs	Tue 7/26/16	Tue 7/26/16
9	Facility address verification and telecom demarcation verification	2 hrs	Tue 7/26/16	Tue 7/26/16
10	Site Survey access and scheduling	1 hr	Tue 7/26/16	Tue 7/26/16
11	On Site Kick-Off meeting with Nebraska DOC & Securus Account Team	1 day	Tue 7/26/16	Wed 7/27/16
12	Review:	1 day	Tue 7/26/16	Wed 7/27/16
13	Project Team structure for Securus and Nebraska DOC	3 hrs	Tue 7/26/16	Tue 7/26/16
14	Preliminary project plan & implementation schedule	1 hr	Tue 7/26/16	Tue 7/26/16
15	Establish meeting schedule and communication plans	1 hr	Wed 7/27/16	Wed 7/27/16
16	Integration opportunities for automated PIN/PAN data management	1 hr	Wed 7/27/16	Wed 7/27/16
17	Review field service access/scheduling & telecom vendor scheduling options	1 hr	Wed 7/27/16	Wed 7/27/16
18	Distribution of informational literature/collateral for public & Offenders	1 hr	Wed 7/27/16	Wed 7/27/16
19	Site Surveys conducted by Securus Field Services Team	5 days	Thu 7/28/16	Thu 8/4/16
20	NDCS CORRECTIONAL SERVICES ADMIN, LINCOLN #1	1 day	Thu 7/28/16	Fri 7/29/16
21	Demarc & ITS Location inspection	1 day	Thu 7/28/16	Fri 7/29/16
22	Offender Calling locations - survey	1 day	Thu 7/28/16	Fri 7/29/16
23	Environmental evaluation & testing	1 day	Thu 7/28/16	Fri 7/29/16
24	NDCS CORRECTIONAL SERVICES ADMIN, LINCOLN #2	1 day	Thu 7/28/16	Fri 7/29/16
25	Demarc & ITS Location inspection	1 day	Thu 7/28/16	Fri 7/29/16
26	Offender Calling locations - survey	1 day	Thu 7/28/16	Fri 7/29/16
27	Environmental evaluation & testing	1 day	Thu 7/28/16	Fri 7/29/16
28	NDCS COMMUNITY CORRECTIONS, LINCOLN - 20 Phones, 1 MPLS	1 day	Thu 7/28/16	Fri 7/29/16
29	Demarc & ITS Location inspection	1 day	Thu 7/28/16	Fri 7/29/16
30	Offender Calling locations - survey	1 day	Thu 7/28/16	Fri 7/29/16
31	Environmental evaluation & testing	1 day	Thu 7/28/16	Fri 7/29/16
32	NDCS LINCOLN CORRECTIONAL CENTER, LINCOLN - 3 Phones, 1 MPLS	1 day	Fri 7/29/16	Mon 8/1/16
33	Demarc & ITS Location inspection	1 day	Fri 7/29/16	Mon 8/1/16
34	Offender Calling locations - survey	1 day	Fri 7/29/16	Mon 8/1/16

ID	Task Name	Duration	Start	Finish
35	Environmental evaluation & testing	1 day	Fri 7/29/16	Mon 8/1/16
36	NDCS DIAGNOSTICS AND EVAL CENTER, LINCOLN - 30 Phones, 1 MPLS	1 day	Fri 7/29/16	Mon 8/1/16
37	Demarc & ITS Location inspection	1 day	Fri 7/29/16	Mon 8/1/16
38	Offender Calling locations - survey	1 day	Fri 7/29/16	Mon 8/1/16
39	Environmental evaluation & testing	1 day	Fri 7/29/16	Mon 8/1/16
40	NDCS NEBRASKA STATE PEN, LINCOLN - 78 Phones, 1 MPLS	1 day	Fri 7/29/16	Mon 8/1/16
41	Demarc & ITS Location inspection	1 day	Fri 7/29/16	Mon 8/1/16
42	Offender Calling locations - survey	1 day	Fri 7/29/16	Mon 8/1/16
43	Environmental evaluation & testing	1 day	Fri 7/29/16	Mon 8/1/16
44	NDCS CORRECTIONAL CENTER FOR WOMEN, YORK - 21 Phones, 1 MPLS	1 day	Mon 8/1/16	Tue 8/2/16
45	Demarc & ITS Location inspection	1 day	Mon 8/1/16	Tue 8/2/16
46	Offender Calling locations - survey	1 day	Mon 8/1/16	Tue 8/2/16
47	Environmental evaluation & testing	1 day	Mon 8/1/16	Tue 8/2/16
48	NE-DHHS YOUTH REHAB , GENEVA - 11 Phones, 1 MPLS	1 day	Mon 8/1/16	Tue 8/2/16
49	Demarc & ITS Location inspection	1 day	Mon 8/1/16	Tue 8/2/16
50	Offender Calling locations - survey	1 day	Mon 8/1/16	Tue 8/2/16
51	Environmental evaluation & testing	1 day	Mon 8/1/16	Tue 8/2/16
52	NE-DHHS YOUTH REHAB, KEARNEY - 12 Phones, 1 MPLS	1 day	Mon 8/1/16	Tue 8/2/16
53	Demarc & ITS Location inspection	1 day	Mon 8/1/16	Tue 8/2/16
54	Offender Calling locations - survey	1 day	Mon 8/1/16	Tue 8/2/16
55	Environmental evaluation & testing	1 day	Mon 8/1/16	Tue 8/2/16
56	NDCS WORK ETHIC CAMP, McCOOK - 13 Phones, 1 MPLS	1 day	Tue 8/2/16	Wed 8/3/16
57	Demarc & ITS Location inspection	1 day	Tue 8/2/16	Wed 8/3/16
58	Offender Calling locations - survey	1 day	Tue 8/2/16	Wed 8/3/16
59	Environmental evaluation & testing	1 day	Tue 8/2/16	Wed 8/3/16
60	NDCS TECUMSEH, STATE CORRECITONAL, TECUMSEH - 118 Phones, 1 MPLS	1 day	Tue 8/2/16	Wed 8/3/16
61	Demarc & ITS Location inspection	1 day	Tue 8/2/16	Wed 8/3/16
62	Offender Calling locations - survey	1 day	Tue 8/2/16	Wed 8/3/16
63	Environmental evaluation & testing	1 day	Tue 8/2/16	Wed 8/3/16
64	NDCS CORRECTIONAL YOUTH FACILITY, OMAHA - 14 phones, 1 MPLS	1 day	Tue 8/2/16	Wed 8/3/16
65	Demarc & ITS Location inspection	1 day	Tue 8/2/16	Wed 8/3/16
66	Offender Calling locations - survey	1 day	Tue 8/2/16	Wed 8/3/16
67	Environmental evaluation & testing	1 day	Tue 8/2/16	Wed 8/3/16
68	NDCS OMAHA CORRECTIONAL FACILITY, OMAHA - 33 phones, 1 MPLS	1 day	Wed 8/3/16	Thu 8/4/16

ID	Task Name	Duration	Start	Finish
69	Demarc & ITS Location inspection	1 day	Wed 8/3/16	Thu 8/4/16
70	Offender Calling locations - survey	1 day	Wed 8/3/16	Thu 8/4/16
71	Environmental evaluation & testing	1 day	Wed 8/3/16	Thu 8/4/16
72	NDCS COMMUNITY CORRECTIONS CENTER, OMAHA	1 day	Wed 8/3/16	Thu 8/4/16
73	Demarc & ITS Location inspection	1 day	Wed 8/3/16	Thu 8/4/16
74	Offender Calling locations - survey	1 day	Wed 8/3/16	Thu 8/4/16
75	Environmental evaluation & testing	1 day	Wed 8/3/16	Thu 8/4/16
76	Submit Initial Telecom & Equipment Orders (Preliminary Engineering & Design)	2 days	Tue 8/2/16	Thu 8/4/16
77	Submit orders to Telecom Vendors for MPLS/DSL transport (based on RFP engineering)	1 day	Tue 8/2/16	Wed 8/3/16
78	Submit orders for hardware to warehouse and vendors (vendor managed inventories)	1 day	Wed 8/3/16	Thu 8/4/16
79	Project Planning Phase	22.63 days	Tue 8/2/16	Fri 9/2/16
80	Project Plan Updates	0.5 days	Wed 8/17/16	Wed 8/17/16
81	Contact Telecom Vendor for estimated delivery dates on all transport orders	2 hrs	Wed 8/17/16	Wed 8/17/16
82	Obtain estimated delivery dates for ITS hardware materials	2 hrs	Wed 8/17/16	Wed 8/17/16
83	Securus & Nebraska DOC Project Team Meeting - Touch Point	1.75 days	Thu 8/18/16	Fri 8/19/16
84	Review Installation schedule and integration requirements	2 hrs	Thu 8/18/16	Thu 8/18/16
85	Review telecom and hardware delivery schedules	3 hrs	Thu 8/18/16	Thu 8/18/16
86	Update plan & scope of work based on any new information obtained during site surveys	3 hrs	Thu 8/18/16	Thu 8/18/16
87	Create Risk Management & Mitigation Plan	2 hrs	Fri 8/19/16	Fri 8/19/16
88	Internal Securus review to update project plan	2 hrs	Fri 8/19/16	Fri 8/19/16
89	Produce updated project plan and review with Nebraska DOC Team	2 hrs	Fri 8/19/16	Fri 8/19/16
90	Engineering Schematics, Bill of Materials, and Manual of Procedure (MOP) Updates	0.63 days	Tue 8/2/16	Wed 8/3/16
91	Use site survey data to update	2 hrs	Tue 8/2/16	Tue 8/2/16
92	Produce & execute change orders if necessary	1 hr	Tue 8/2/16	Tue 8/2/16
93	Produce finalized engineering and MOP documentation	1 hr	Tue 8/2/16	Tue 8/2/16
94	Host Securus Project Team review meeting to review updated MOP and timelines	1 hr	Wed 8/3/16	Wed 8/3/16
95	Securus & Nebraska DOC Project Team Meeting - Touch Point / Final Project Plan Sign-Off	0.38 days	Wed 8/3/16	Wed 8/3/16
96	Review updated project plan & MOP	1 hr	Wed 8/3/16	Wed 8/3/16
97	Nebraska DOC Sign-Off on final plans	1 hr	Wed 8/3/16	Wed 8/3/16
98	Confirm building access & schedules for Securus Installation Teams	1 hr	Wed 8/3/16	Wed 8/3/16
99	Pre-Install Preparation	21.63 days	Wed 8/3/16	Fri 9/2/16
100	Customer Provisioning	0.63 days	Wed 8/3/16	Thu 8/4/16
101	Provisioning requirements/features for each Site - ITS Customer Configuration	1 hr	Wed 8/3/16	Wed 8/3/16
102	Submit Customer Configurations to Install Support	1 hr	Wed 8/3/16	Wed 8/3/16

ID	Task Name	Duration	Start	Finish
103	Equipment Provisioned to Site requirements/features	1 hr	Wed 8/3/16	Wed 8/3/16
104	Quality Control Checkpoint - Customer Provisioning	2 hrs	Wed 8/3/16	Thu 8/4/16
105	Customer Data Management	1 day	Thu 8/4/16	Fri 8/5/16
106	Retrieve customer specific data (block number lists, free calling lists, etc.) from existing equipment	4 hrs	Thu 8/4/16	Thu 8/4/16
107	Site specific voice prompts & tag lines	1 hr	Thu 8/4/16	Thu 8/4/16
108	Upload blocked number files	1 hr	Thu 8/4/16	Thu 8/4/16
109	Upload free and privileged number files	1 hr	Thu 8/4/16	Thu 8/4/16
110	Produce data migration plan for debit accounts and debit balances - coordinate transfers as each facility is migrated to Securus	1 hr	Fri 8/5/16	Fri 8/5/16
111	OMS/E-Imports SCP Feature Integration	20 days	Fri 8/5/16	Fri 9/2/16
112	Offender PIN account creation and management	1 wk	Fri 8/5/16	Fri 8/12/16
113	Offender PAN account creation and management	1 wk	Fri 8/12/16	Fri 8/19/16
114	Automated file delivery for account management and debit funds management	1 wk	Fri 8/19/16	Fri 8/26/16
115	Configure LBS within the Secure Call Platform	1 wk	Fri 8/26/16	Fri 9/2/16
116	Configure Threads within the Secure Call Platform	1 wk	Fri 8/26/16	Fri 9/2/16
117	Configure SIM within the Secure Call Platform	1 wk	Fri 8/26/16	Fri 9/2/16
118	Configure IPRO within the Secure Call Platform (Enrollment Phase 2)	1 wk	Fri 8/26/16	Fri 9/2/16
119	Configure ICER within the Secure Call Platform	1 wk	Fri 8/26/16	Fri 9/2/16
120	Project Execution Phase	32.38 days	Thu 8/4/16	Mon 9/19/16
121	Local Exchange Carrier (LEC) access for installation	28.38 days	Thu 8/4/16	Tue 9/13/16
122	Confirm LEC access schedules with Nebraska DOC contacts (LEC access only. Securus Technicians not required to be onsite)	1 hr	Thu 8/4/16	Thu 8/4/16
123	LEC MPLS T1 Installations:	4.38 days	Wed 9/7/16	Tue 9/13/16
124	NDCS CORRECTIONAL SERVICES ADMIN, LINCOLN #1	3 hrs	Wed 9/7/16	Wed 9/7/16
125	NDCS CORRECTIONAL SERVICES ADMIN, LINCOLN #2	3 hrs	Wed 9/7/16	Wed 9/7/16
126	NDCS COMMUNITY CORRECTIONS, LINCOLN - 20 Phones, 1 MPLS	3 hrs	Wed 9/7/16	Wed 9/7/16
127	NDCS LINCOLN CORRECTIONAL CENTER, LINCOLN - 3 Phones, 1 MPLS	3 hrs	Thu 9/8/16	Thu 9/8/16
128	NDCS DIAGNOSTICS AND EVAL CENTER, LINCOLN - 30 Phones, 1 MPLS	3 hrs	Thu 9/8/16	Thu 9/8/16
129	NDCS NEBRASKA STATE PEN, LINCOLN - 78 Phones, 1 MPLS	3 hrs	Thu 9/8/16	Thu 9/8/16
130	NDCS CORRECTIONAL CENTER FOR WOMEN, YORK - 21 Phones, 1 MPLS	3 hrs	Fri 9/9/16	Fri 9/9/16
131	NE-DHHS YOUTH REHAB , GENEVA - 11 Phones, 1 MPLS	3 hrs	Fri 9/9/16	Fri 9/9/16
132	NE-DHHS YOUTH REHAB, KEARNEY - 12 Phones, 1 MPLS	3 hrs	Fri 9/9/16	Fri 9/9/16
133	NDCS WORK ETHIC CAMP, McCOOK - 13 Phones, 1 MPLS	3 hrs	Mon 9/12/16	Mon 9/12/16
134	NDCS TECUMSEH, STATE CORRECITONAL, TECUMSEH - 118 Phones, 1 MPLS	3 hrs	Mon 9/12/16	Mon 9/12/16
135	NDCS CORRECTIONAL YOUTH FACILITY, OMAHA - 14 phones, 1 MPLS	3 hrs	Mon 9/12/16	Mon 9/12/16

ID	Task Name	Duration	Start	Finish
136	NDCS OMAHA CORRECTIONAL FACILITY, OMAHA - 33 phones, 1 MPLS	3 hrs	Tue 9/13/16	Tue 9/13/16
137	NDCS COMMUNITY CORRECTIONS CENTER, OMAHA	3 hrs	Tue 9/13/16	Tue 9/13/16
138	Securus & Nebraska DOC Project Team Meeting - Touch Point	9.5 days	Fri 8/5/16	Thu 8/18/16
139	Review current progress	1 hr	Fri 8/5/16	Fri 8/5/16
140	Confirm LEC ordering confirmations	1 day	Fri 8/12/16	Mon 8/15/16
141	Confirm hardware Shipments processed and verified each facility delivery locations	1 day	Fri 8/12/16	Mon 8/15/16
142	Review and confirm Securus Installation Team schedules and facility access	1 day	Mon 8/15/16	Tue 8/16/16
143	Review and confirm Securus/Vendor plan	1 day	Tue 8/16/16	Wed 8/17/16
144	Review remaining actions for project plan - including Incumbent exit strategy and MOP for cut-over to Securus	1 day	Wed 8/17/16	Thu 8/18/16
145	OMS/E-Import Integration	11 days	Wed 8/10/16	Thu 8/25/16
146	Test integration for PIN account creation and management	2 wks	Wed 8/10/16	Wed 8/24/16
147	Test integration for PAN account creation and management	2 wks	Wed 8/10/16	Wed 8/24/16
148	Test integration for automated file delivery	1 day	Wed 8/24/16	Thu 8/25/16
149	Certify integration	1 day	Wed 8/24/16	Thu 8/25/16
150	Produce plan for integration / SCP installation - coordinate integration to complete when site is migrated to SCP	1 day	Wed 8/24/16	Thu 8/25/16
151	Facility Implementation of Hardware and Transport By Phase and Site	26.38 days	Fri 8/12/16	Mon 9/19/16
152	NDCS CORRECTIONAL SERVICES ADMIN, LINCOLN #1	22.38 days	Fri 8/12/16	Tue 9/13/16
153	Pre-Installation	22.38 days	Fri 8/12/16	Tue 9/13/16
154	Receipt & Pre-Install ITS Tasks	1.38 days	Fri 8/12/16	Mon 8/15/16
155	Receive Shipment at Site	1 hr	Fri 8/12/16	Fri 8/12/16
156	Verify shipment Content to Pick List	2 hrs	Fri 8/12/16	Fri 8/12/16
157	Telephone room preparation & wiring	1 day	Fri 8/12/16	Mon 8/15/16
158	Pre-Install Securus ITS equipment	1 day	Fri 8/12/16	Mon 8/15/16
159	Install ITS Phones	6 days	Mon 8/15/16	Tue 8/23/16
160	Phone room wiring and installation activity	1 day	Mon 8/15/16	Tue 8/16/16
161	Facility wiring and cross connections	1 day	Mon 8/15/16	Tue 8/16/16
162	Telephone replacements/installation in dormitories	5 days	Tue 8/16/16	Tue 8/23/16
163	Quality Control Checkpoint: Customer Pre-Installation	1 day	Tue 8/23/16	Wed 8/24/16
164	Verify equipment inventory & installation location	1 day	Tue 8/23/16	Wed 8/24/16
165	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Tue 8/23/16	Wed 8/24/16
166	Complete Field Technician Checklist & return to Project Manager	1 day	Tue 8/23/16	Wed 8/24/16
167	Transport Test & Turn-up Activities with Telecom Provider	3 days	Wed 9/7/16	Mon 9/12/16
168	Transport turned up with Telecom Provider	1 day	Wed 9/7/16	Thu 9/8/16
169	Circuit connected to Securus equipment	1 day	Thu 9/8/16	Fri 9/9/16

ID	Task Name	Duration	Start	Finish
170	Installation Support confirmation that Securus equipment on-line	1 day	Fri 9/9/16	Mon 9/12/16
171	Quality Control Checkpoint: Equipment Testing / Functional Validation	1 day	Mon 9/12/16	Tue 9/13/16
172	Verify all Features working properly	1 day	Mon 9/12/16	Tue 9/13/16
173	Verify phones work, port assignments/call groups set	4 hrs	Mon 9/12/16	Tue 9/13/16
174	Complete Test & Validation Checklist and return to Project Manager	4 hrs	Mon 9/12/16	Tue 9/13/16
175	Securus & Nebraska DOC Team Meeting - Touch Point	0.13 days	Tue 9/13/16	Tue 9/13/16
176	Review installation progress & quality control documentation for Nebraska DOC	1 hr	Tue 9/13/16	Tue 9/13/16
177	Discuss other ongoing and upcoming activities for remaining Nebraska DOC installations	1 hr	Tue 9/13/16	Tue 9/13/16
178	NDCS CORRECTIONAL SERVICES ADMIN, LINCOLN #2	22.38 days	Fri 8/12/16	Tue 9/13/16
179	Pre-Installation	22.38 days	Fri 8/12/16	Tue 9/13/16
180	Receipt & Pre-Install ITS Tasks	1.38 days	Fri 8/12/16	Mon 8/15/16
181	Receive Shipment at Site	1 hr	Fri 8/12/16	Fri 8/12/16
182	Verify shipment Content to Pick List	2 hrs	Fri 8/12/16	Fri 8/12/16
183	Telephone room preparation & wiring	1 day	Fri 8/12/16	Mon 8/15/16
184	Pre-Install Securus ITS equipment	1 day	Fri 8/12/16	Mon 8/15/16
185	Install ITS Phones	4 days	Mon 8/15/16	Fri 8/19/16
186	Phone room wiring and installation activity	1 day	Mon 8/15/16	Tue 8/16/16
187	Facility wiring and cross connections	1 day	Mon 8/15/16	Tue 8/16/16
188	Telephone replacements/installation in dormitories	3 days	Tue 8/16/16	Fri 8/19/16
189	Quality Control Checkpoint: Customer Pre-Installation	1 day	Fri 8/19/16	Mon 8/22/16
190	Verify equipment inventory & installation location	1 day	Fri 8/19/16	Mon 8/22/16
191	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Fri 8/19/16	Mon 8/22/16
192	Complete Field Technician Checklist & return to Project Manager	1 day	Fri 8/19/16	Mon 8/22/16
193	Transport Test & Turn-up Activities with Telecom Provider	3 days	Wed 9/7/16	Mon 9/12/16
194	Transport turned up with Telecom Provider	1 day	Wed 9/7/16	Thu 9/8/16
195	Circuit connected to Securus equipment	1 day	Thu 9/8/16	Fri 9/9/16
196	Installation Support confirmation that Securus equipment on-line	1 day	Fri 9/9/16	Mon 9/12/16
197	Quality Control Checkpoint: Equipment Testing / Functional Validation	1 day	Mon 9/12/16	Tue 9/13/16
198	Verify all Features working properly	1 day	Mon 9/12/16	Tue 9/13/16
199	Verify phones work, port assignments/call groups set	4 hrs	Mon 9/12/16	Tue 9/13/16
200	Complete Test & Validation Checklist and return to Project Manager	4 hrs	Mon 9/12/16	Tue 9/13/16
201	Securus & Nebraska DOC Team Meeting - Touch Point	0.5 days	Tue 9/13/16	Tue 9/13/16
202	Review installation progress & quality control documentation for Nebraska DOC	4 hrs	Tue 9/13/16	Tue 9/13/16
203	Discuss other ongoing and upcoming activities for remaining Nebraska DOC installations	4 hrs	Tue 9/13/16	Tue 9/13/16

ID	Task Name	Duration	Start	Finish
204	NDCS COMMUNITY CORRECTIONS, LINCOLN - 20 Phones, 1 MPLS	22.38 days	Fri 8/12/16	Tue 9/13/16
205	Pre-Installation	22.38 days	Fri 8/12/16	Tue 9/13/16
206	Receipt & Pre-Install ITS Tasks	1.38 days	Fri 8/12/16	Mon 8/15/16
207	Receive Shipment at Site	1 hr	Fri 8/12/16	Fri 8/12/16
208	Verify shipment Content to Pick List	2 hrs	Fri 8/12/16	Fri 8/12/16
209	Telephone room preparation & wiring	1 day	Fri 8/12/16	Mon 8/15/16
210	Pre-Install Securus ITS equipment	1 day	Fri 8/12/16	Mon 8/15/16
211	Install ITS Phones	4 days	Mon 8/15/16	Fri 8/19/16
212	Phone room wiring and installation activity	1 day	Mon 8/15/16	Tue 8/16/16
213	Facility wiring and cross connections	1 day	Mon 8/15/16	Tue 8/16/16
214	Telephone replacements/installation in dormitories	3 days	Tue 8/16/16	Fri 8/19/16
215	Quality Control Checkpoint: Customer Pre-Installation	1 day	Fri 8/19/16	Mon 8/22/16
216	Verify equipment inventory & installation location	1 day	Fri 8/19/16	Mon 8/22/16
217	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Fri 8/19/16	Mon 8/22/16
218	Complete Field Technician Checklist & return to Project Manager	1 day	Fri 8/19/16	Mon 8/22/16
219	Transport Test & Turn-up Activities with Telecom Provider	3 days	Wed 9/7/16	Mon 9/12/16
220	Transport turned up with Telecom Provider	1 day	Wed 9/7/16	Thu 9/8/16
221	Circuit connected to Securus equipment	1 day	Thu 9/8/16	Fri 9/9/16
222	Installation Support confirmation that Securus equipment on-line	1 day	Fri 9/9/16	Mon 9/12/16
223	Quality Control Checkpoint: Equipment Testing / Functional Validation	1 day	Mon 9/12/16	Tue 9/13/16
224	Verify all Features working properly	1 day	Mon 9/12/16	Tue 9/13/16
225	Verify phones work, port assignments/call groups set	4 hrs	Mon 9/12/16	Tue 9/13/16
226	Complete Test & Validation Checklist and return to Project Manager	4 hrs	Mon 9/12/16	Tue 9/13/16
227	Securus & Nebraska DOC Team Meeting - Touch Point	0.5 days	Tue 9/13/16	Tue 9/13/16
228	Review installation progress & quality control documentation for Nebraska DOC	4 hrs	Tue 9/13/16	Tue 9/13/16
229	Discuss other ongoing and upcoming activities for remaining Nebraska DOC installations	4 hrs	Tue 9/13/16	Tue 9/13/16
230	NDCS LINCOLN CORRECTIONAL CENTER, LINCOLN - 3 Phones, 1 MPLS	22.38 days	Mon 8/15/16	Wed 9/14/16
231	Pre-Installation	22.38 days	Mon 8/15/16	Wed 9/14/16
232	Receipt & Pre-Install ITS Tasks	1.38 days	Mon 8/15/16	Tue 8/16/16
233	Receive Shipment at Site	1 hr	Mon 8/15/16	Mon 8/15/16
234	Verify shipment Content to Pick List	2 hrs	Mon 8/15/16	Mon 8/15/16
235	Telephone room preparation & wiring	1 day	Mon 8/15/16	Tue 8/16/16
236	Pre-Install Securus ITS equipment	1 day	Mon 8/15/16	Tue 8/16/16
237	Install ITS Phones	3 days	Tue 8/15/16	Fri 8/19/16

ID	Task Name	Duration	Start	Finish
238	Phone room wiring and installation activity	1 day	Tue 8/16/16	Wed 8/17/16
239	Facility wiring and cross connections	1 day	Tue 8/16/16	Wed 8/17/16
240	Telephone replacements/installation in dormitories	2 days	Wed 8/17/16	Fri 8/19/16
241	Quality Control Checkpoint: Customer Pre-Installation	1 day	Fri 8/19/16	Mon 8/22/16
242	Verify equipment inventory & installation location	1 day	Fri 8/19/16	Mon 8/22/16
243	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Fri 8/19/16	Mon 8/22/16
244	Complete Field Technician Checklist & return to Project Manager	1 day	Fri 8/19/16	Mon 8/22/16
245	Transport Test & Turn-up Activities with Telecom Provider	3 days	Thu 9/8/16	Tue 9/13/16
246	Transport turned up with Telecom Provider	1 day	Thu 9/8/16	Fri 9/9/16
247	Circuit connected to Securus equipment	1 day	Fri 9/9/16	Mon 9/12/16
248	Installation Support confirmation that Securus equipment on-line	1 day	Mon 9/12/16	Tue 9/13/16
249	Quality Control Checkpoint: Equipment Testing / Functional Validation	1 day	Tue 9/13/16	Wed 9/14/16
250	Verify all Features working properly	1 day	Tue 9/13/16	Wed 9/14/16
251	Verify phones work, port assignments/call groups set	4 hrs	Tue 9/13/16	Wed 9/14/16
252	Complete Test & Validation Checklist and return to Project Manager	4 hrs	Tue 9/13/16	Wed 9/14/16
253	Securus & Nebraska DOC Team Meeting - Touch Point	0.5 days	Wed 9/14/16	Wed 9/14/16
254	Review installation progress & quality control documentation for Nebraska DOC	4 hrs	Wed 9/14/16	Wed 9/14/16
255	Discuss other ongoing and upcoming activities for remaining Nebraska DOC installations	4 hrs	Wed 9/14/16	Wed 9/14/16
256	NDCS DIAGNOSTICS AND EVAL CENTER, LINCOLN - 30 Phones, 1 MPLS	22.38 days	Mon 8/15/16	Wed 9/14/16
257	Pre-Installation	22.38 days	Mon 8/15/16	Wed 9/14/16
258	Receipt & Pre-Install ITS Tasks	1.38 days	Mon 8/15/16	Tue 8/16/16
259	Receive Shipment at Site	1 hr	Mon 8/15/16	Mon 8/15/16
260	Verify shipment Content to Pick List	2 hrs	Mon 8/15/16	Mon 8/15/16
261	Telephone room preparation & wiring	1 day	Mon 8/15/16	Tue 8/16/16
262	Pre-Install Securus ITS equipment	1 day	Mon 8/15/16	Tue 8/16/16
263	Install ITS Phones	6 days	Tue 8/16/16	Wed 8/24/16
264	Phone room wiring and installation activity	1 day	Tue 8/16/16	Wed 8/17/16
265	Facility wiring and cross connections	1 day	Tue 8/16/16	Wed 8/17/16
266	Telephone replacements/installation in dormitories	5 days	Wed 8/17/16	Wed 8/24/16
267	Quality Control Checkpoint: Customer Pre-Installation	1 day	Wed 8/24/16	Thu 8/25/16
268	Verify equipment inventory & installation location	1 day	Wed 8/24/16	Thu 8/25/16
269	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Wed 8/24/16	Thu 8/25/16
270	Complete Field Technician Checklist & return to Project Manager	1 day	Wed 8/24/16	Thu 8/25/16
271	Transport Test & Turn-up Activities with Telecom Provider	3 days	Thu 9/8/16	Tue 9/13/16

ID	Task Name	Duration	Start	Finish
272	Transport turned up with Telecom Provider	1 day	Thu 9/8/16	Fri 9/9/16
273	Circuit connected to Securus equipment	1 day	Fri 9/9/16	Mon 9/12/16
274	Installation Support confirmation that Securus equipment on-line	1 day	Mon 9/12/16	Tue 9/13/16
275	Quality Control Checkpoint: Equipment Testing / Functional Validation	1 day	Tue 9/13/16	Wed 9/14/16
276	Verify all Features working properly	1 day	Tue 9/13/16	Wed 9/14/16
277	Verify phones work, port assignments/call groups set	4 hrs	Tue 9/13/16	Wed 9/14/16
278	Complete Test & Validation Checklist and return to Project Manager	4 hrs	Tue 9/13/16	Wed 9/14/16
279	Securus & Nebraska DOC Team Meeting - Touch Point	0.5 days	Wed 9/14/16	Wed 9/14/16
280	Review installation progress & quality control documentation for Nebraska DOC	4 hrs	Wed 9/14/16	Wed 9/14/16
281	Discuss other ongoing and upcoming activities for remaining Nebraska DOC installations	4 hrs	Wed 9/14/16	Wed 9/14/16
282	NDCS NEBRASKA STATE PEN, LINCOLN - 78 Phones, 1 MPLS	22.38 days	Mon 8/15/16	Wed 9/14/16
283	Pre-Installation	22.38 days	Mon 8/15/16	Wed 9/14/16
284	Receipt & Pre-Install ITS Tasks	1.38 days	Mon 8/15/16	Tue 8/16/16
285	Receive Shipment at Site	1 hr	Mon 8/15/16	Mon 8/15/16
286	Verify shipment Content to Pick List	2 hrs	Mon 8/15/16	Mon 8/15/16
287	Telephone room preparation & wiring	1 day	Mon 8/15/16	Tue 8/16/16
288	Pre-Install Securus ITS equipment	1 day	Mon 8/15/16	Tue 8/16/16
289	Install ITS Phones	6 days	Tue 8/16/16	Wed 8/24/16
290	Phone room wiring and installation activity	1 day	Tue 8/16/16	Wed 8/17/16
291	Facility wiring and cross connections	1 day	Tue 8/16/16	Wed 8/17/16
292	Telephone replacements/installation in dormitories	5 days	Wed 8/17/16	Wed 8/24/16
293	Quality Control Checkpoint: Customer Pre-Installation	1 day	Wed 8/24/16	Thu 8/25/16
294	Verify equipment inventory & installation location	1 day	Wed 8/24/16	Thu 8/25/16
295	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Wed 8/24/16	Thu 8/25/16
296	Complete Field Technician Checklist & return to Project Manager	1 day	Wed 8/24/16	Thu 8/25/16
297	Transport Test & Turn-up Activities with Telecom Provider	3 days	Thu 9/8/16	Tue 9/13/16
298	Transport turned up with Telecom Provider	1 day	Thu 9/8/16	Fri 9/9/16
299	Circuit connected to Securus equipment	1 day	Fri 9/9/16	Mon 9/12/16
300	Installation Support confirmation that Securus equipment on-line	1 day	Mon 9/12/16	Tue 9/13/16
301	Quality Control Checkpoint: Equipment Testing / Functional Validation	1 day	Tue 9/13/16	Wed 9/14/16
302	Verify all Features working properly	1 day	Tue 9/13/16	Wed 9/14/16
303	Verify phones work, port assignments/call groups set	4 hrs	Tue 9/13/16	Wed 9/14/16
304	Complete Test & Validation Checklist and return to Project Manager	4 hrs	Tue 9/13/16	Wed 9/14/16
305	Securus & Nebraska DOC Team Meeting - Touch Point	0.5 days	Wed 9/14/16	Wed 9/14/16

ID	Task Name	Duration	Start	Finish
306	Review installation progress & quality control documentation for Nebraska DOC	4 hrs	Wed 9/14/16	Wed 9/14/16
307	Discuss other ongoing and upcoming activities for remaining Nebraska DOC installations	4 hrs	Wed 9/14/16	Wed 9/14/16
308	NDCS CORRECTIONAL CENTER FOR WOMEN, YORK - 21 Phones, 1 MPLS	22.38 days	Tue 8/16/16	Thu 9/15/16
309	Pre-Installation	22.38 days	Tue 8/16/16	Thu 9/15/16
310	Receipt & Pre-Install ITS Tasks	1.38 days	Tue 8/16/16	Wed 8/17/16
311	Receive Shipment at Site	1 hr	Tue 8/16/16	Tue 8/16/16
312	Verify shipment Content to Pick List	2 hrs	Tue 8/16/16	Tue 8/16/16
313	Telephone room preparation & wiring	1 day	Tue 8/16/16	Wed 8/17/16
314	Pre-Install Securus ITS equipment	1 day	Tue 8/16/16	Wed 8/17/16
315	Install ITS Phones	6 days	Wed 8/17/16	Thu 8/25/16
316	Phone room wiring and installation activity	1 day	Wed 8/17/16	Thu 8/18/16
317	Facility wiring and cross connections	1 day	Wed 8/17/16	Thu 8/18/16
318	Telephone replacements/installation in dormitories	5 days	Thu 8/18/16	Thu 8/25/16
319	Quality Control Checkpoint: Customer Pre-Installation	1 day	Thu 8/25/16	Fri 8/26/16
320	Verify equipment inventory & installation location	1 day	Thu 8/25/16	Fri 8/26/16
321	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Thu 8/25/16	Fri 8/26/16
322	Complete Field Technician Checklist & return to Project Manager	1 day	Thu 8/25/16	Fri 8/26/16
323	Transport Test & Turn-up Activities with Telecom Provider	3 days	Fri 9/9/16	Wed 9/14/16
324	Transport turned up with Telecom Provider	1 day	Fri 9/9/16	Mon 9/12/16
325	Circuit connected to Securus equipment	1 day	Mon 9/12/16	Tue 9/13/16
326	Installation Support confirmation that Securus equipment on-line	1 day	Tue 9/13/16	Wed 9/14/16
327	Quality Control Checkpoint: Equipment Testing / Functional Validation	1 day	Wed 9/14/16	Thu 9/15/16
328	Verify all Features working properly	1 day	Wed 9/14/16	Thu 9/15/16
329	Verify phones work, port assignments/call groups set	4 hrs	Wed 9/14/16	Thu 9/15/16
330	Complete Test & Validation Checklist and return to Project Manager	4 hrs	Wed 9/14/16	Thu 9/15/16
331	Securus & Nebraska DOC Team Meeting - Touch Point	0.5 days	Thu 9/15/16	Thu 9/15/16
332	Review installation progress & quality control documentation for Nebraska DOC	4 hrs	Thu 9/15/16	Thu 9/15/16
333	Discuss other ongoing and upcoming activities for remaining Nebraska DOC installations	4 hrs	Thu 9/15/16	Thu 9/15/16
334	NE-DHHS YOUTH REHAB , GENEVA - 11 Phones, 1 MPLS	22.38 days	Tue 8/16/16	Thu 9/15/16
335	Pre-Installation	22.38 days	Tue 8/16/16	Thu 9/15/16
336	Receipt & Pre-Install ITS Tasks	1.38 days	Tue 8/16/16	Wed 8/17/16
337	Receive Shipment at Site	1 hr	Tue 8/16/16	Tue 8/16/16
338	Verify shipment Content to Pick List	2 hrs	Tue 8/16/16	Tue 8/16/16
339	Telephone room preparation & wiring	1 day	Tue 8/16/16	Wed 8/17/16

ID	Task Name	Duration	Start	Finish
340	Pre-Install Securus ITS equipment	1 day	Tue 8/16/16	Wed 8/17/16
341	Install ITS Phones	6 days	Wed 8/17/16	Thu 8/25/16
342	Phone room wiring and installation activity	1 day	Wed 8/17/16	Thu 8/18/16
343	Facility wiring and cross connections	1 day	Wed 8/17/16	Thu 8/18/16
344	Telephone replacements/installation in dormitories	5 days	Thu 8/18/16	Thu 8/25/16
345	Quality Control Checkpoint: Customer Pre-Installation	1 day	Thu 8/25/16	Fri 8/26/16
346	Verify equipment inventory & installation location	1 day	Thu 8/25/16	Fri 8/26/16
347	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Thu 8/25/16	Fri 8/26/16
348	Complete Field Technician Checklist & return to Project Manager	1 day	Thu 8/25/16	Fri 8/26/16
349	Transport Test & Turn-up Activities with Telecom Provider	3 days	Fri 9/9/16	Wed 9/14/16
350	Transport turned up with Telecom Provider	1 day	Fri 9/9/16	Mon 9/12/16
351	Circuit connected to Securus equipment	1 day	Mon 9/12/16	Tue 9/13/16
352	Installation Support confirmation that Securus equipment on-line	1 day	Tue 9/13/16	Wed 9/14/16
353	Quality Control Checkpoint: Equipment Testing / Functional Validation	1 day	Wed 9/14/16	Thu 9/15/16
354	Verify all Features working properly	1 day	Wed 9/14/16	Thu 9/15/16
355	Verify phones work, port assignments/call groups set	4 hrs	Wed 9/14/16	Thu 9/15/16
356	Complete Test & Validation Checklist and return to Project Manager	4 hrs	Wed 9/14/16	Thu 9/15/16
357	Securus & Nebraska DOC Team Meeting - Touch Point	0.13 days	Thu 9/15/16	Thu 9/15/16
358	Review installation progress & quality control documentation for Nebraska DOC	1 hr	Thu 9/15/16	Thu 9/15/16
359	Discuss other ongoing and upcoming activities for remaining Nebraska DOC installations	1 hr	Thu 9/15/16	Thu 9/15/16
360	NE-DHHS YOUTH REHAB, KEARNEY - 12 Phones, 1 MPLS	22.38 days	Tue 8/16/16	Thu 9/15/16
361	Pre-Installation	22.38 days	Tue 8/16/16	Thu 9/15/16
362	Receipt & Pre-Install ITS Tasks	1.38 days	Tue 8/16/16	Wed 8/17/16
363	Receive Shipment at Site	1 hr	Tue 8/16/16	Tue 8/16/16
364	Verify shipment Content to Pick List	2 hrs	Tue 8/16/16	Tue 8/16/16
365	Telephone room preparation & wiring	1 day	Tue 8/16/16	Wed 8/17/16
366	Pre-Install Securus ITS equipment	1 day	Tue 8/16/16	Wed 8/17/16
367	Install ITS Phones	6 days	Wed 8/17/16	Thu 8/25/16
368	Phone room wiring and installation activity	1 day	Wed 8/17/16	Thu 8/18/16
369	Facility wiring and cross connections	1 day	Wed 8/17/16	Thu 8/18/16
370	Telephone replacements/installation in dormitories	5 days	Thu 8/18/16	Thu 8/25/16
371	Quality Control Checkpoint: Customer Pre-Installation	1 day	Thu 8/25/16	Fri 8/26/16
372	Verify equipment inventory & installation location	1 day	Thu 8/25/16	Fri 8/26/16
373	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Thu 8/25/16	Fri 8/26/16

ID	Task Name	Duration	Start	Finish
374	Complete Field Technician Checklist & return to Project Manager	1 day	Thu 8/25/16	Fri 8/26/16
375	Transport Test & Turn-up Activities with Telecom Provider	3 days	Fri 9/9/16	Wed 9/14/16
376	Transport turned up with Telecom Provider	1 day	Fri 9/9/16	Mon 9/12/16
377	Circuit connected to Securus equipment	1 day	Mon 9/12/16	Tue 9/13/16
378	Installation Support confirmation that Securus equipment on-line	1 day	Tue 9/13/16	Wed 9/14/16
379	Quality Control Checkpoint: Equipment Testing / Functional Validation	1 day	Wed 9/14/16	Thu 9/15/16
380	Verify all Features working properly	1 day	Wed 9/14/16	Thu 9/15/16
381	Verify phones work, port assignments/call groups set	4 hrs	Wed 9/14/16	Thu 9/15/16
382	Complete Test & Validation Checklist and return to Project Manager	4 hrs	Wed 9/14/16	Thu 9/15/16
383	Securus & Nebraska DOC Team Meeting - Touch Point	0.13 days	Thu 9/15/16	Thu 9/15/16
384	Review installation progress & quality control documentation for Nebraska DOC	1 hr	Thu 9/15/16	Thu 9/15/16
385	Discuss other ongoing and upcoming activities for remaining Nebraska DOC installations	1 hr	Thu 9/15/16	Thu 9/15/16
386	NDCS WORK ETHIC CAMP, McCOOK - 13 Phones, 1 MPLS	22.38 days	Wed 8/17/16	Fri 9/16/16
387	Pre-Installation	22.38 days	Wed 8/17/16	Fri 9/16/16
388	Receipt & Pre-Install ITS Tasks	1.38 days	Wed 8/17/16	Thu 8/18/16
389	Receive Shipment at Site	1 hr	Wed 8/17/16	Wed 8/17/16
390	Verify shipment Content to Pick List	2 hrs	Wed 8/17/16	Wed 8/17/16
391	Telephone room preparation & wiring	1 day	Wed 8/17/16	Thu 8/18/16
392	Pre-Install Securus ITS equipment	1 day	Wed 8/17/16	Thu 8/18/16
393	Install ITS Phones	6 days	Thu 8/18/16	Fri 8/26/16
394	Phone room wiring and installation activity	1 day	Thu 8/18/16	Fri 8/19/16
395	Facility wiring and cross connections	1 day	Thu 8/18/16	Fri 8/19/16
396	Telephone replacements/installation in dormitories	5 days	Fri 8/19/16	Fri 8/26/16
397	Quality Control Checkpoint: Customer Pre-Installation	1 day	Fri 8/26/16	Mon 8/29/16
398	Verify equipment inventory & installation location	1 day	Fri 8/26/16	Mon 8/29/16
399	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Fri 8/26/16	Mon 8/29/16
400	Complete Field Technician Checklist & return to Project Manager	1 day	Fri 8/26/16	Mon 8/29/16
401	Transport Test & Turn-up Activities with Telecom Provider	3 days	Mon 9/12/16	Thu 9/15/16
402	Transport turned up with Telecom Provider	1 day	Mon 9/12/16	Tue 9/13/16
403	Circuit connected to Securus equipment	1 day	Tue 9/13/16	Wed 9/14/16
404	Installation Support confirmation that Securus equipment on-line	1 day	Wed 9/14/16	Thu 9/15/16
405	Quality Control Checkpoint: Equipment Testing / Functional Validation	1 day	Thu 9/15/16	Fri 9/16/16
406	Verify all Features working properly	1 day	Thu 9/15/16	Fri 9/16/16
407	Verify phones work, port assignments/call groups set	4 hrs	Thu 9/15/16	Fri 9/16/16

ID	Task Name	Duration	Start	Finish
408	Complete Test & Validation Checklist and return to Project Manager	4 hrs	Thu 9/15/16	Fri 9/16/16
409	Securus & Nebraska DOC Team Meeting - Touch Point	0.13 days	Fri 9/16/16	Fri 9/16/16
410	Review installation progress & quality control documentation for Nebraska DOC	1 hr	Fri 9/16/16	Fri 9/16/16
411	Discuss other ongoing and upcoming activities for remaining Nebraska DOC installations	1 hr	Fri 9/16/16	Fri 9/16/16
412	NDCS TECUMSEH, STATE CORRECITONAL, TECUMSEH - 118 Phones, 1 MPLS	22.38 days	Wed 8/17/16	Fri 9/16/16
413	Pre-Installation	22.38 days	Wed 8/17/16	Fri 9/16/16
414	Receipt & Pre-Install ITS Tasks	1.38 days	Wed 8/17/16	Thu 8/18/16
415	Receive Shipment at Site	1 hr	Wed 8/17/16	Wed 8/17/16
416	Verify shipment Content to Pick List	2 hrs	Wed 8/17/16	Wed 8/17/16
417	Telephone room preparation & wiring	1 day	Wed 8/17/16	Thu 8/18/16
418	Pre-Install Securus ITS equipment	1 day	Wed 8/17/16	Thu 8/18/16
419	Install ITS Phones	6 days	Thu 8/18/16	Fri 8/26/16
420	Phone room wiring and installation activity	1 day	Thu 8/18/16	Fri 8/19/16
421	Facility wiring and cross connections	1 day	Thu 8/18/16	Fri 8/19/16
422	Telephone replacements/installation in dormitories	5 days	Fri 8/19/16	Fri 8/26/16
423	Quality Control Checkpoint: Customer Pre-Installation	1 day	Fri 8/26/16	Mon 8/29/16
424	Verify equipment inventory & installation location	1 day	Fri 8/26/16	Mon 8/29/16
425	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Fri 8/26/16	Mon 8/29/16
426	Complete Field Technician Checklist & return to Project Manager	1 day	Fri 8/26/16	Mon 8/29/16
427	Transport Test & Turn-up Activities with Telecom Provider	3 days	Mon 9/12/16	Thu 9/15/16
428	Transport turned up with Telecom Provider	1 day	Mon 9/12/16	Tue 9/13/16
429	Circuit connected to Securus equipment	1 day	Tue 9/13/16	Wed 9/14/16
430	Installation Support confirmation that Securus equipment on-line	1 day	Wed 9/14/16	Thu 9/15/16
431	Quality Control Checkpoint: Equipment Testing / Functional Validation	1 day	Thu 9/15/16	Fri 9/16/16
432	Verify all Features working properly	1 day	Thu 9/15/16	Fri 9/16/16
433	Verify phones work, port assignments/call groups set	4 hrs	Thu 9/15/16	Fri 9/16/16
434	Complete Test & Validation Checklist and return to Project Manager	4 hrs	Thu 9/15/16	Fri 9/16/16
435	Securus & Nebraska DOC Team Meeting - Touch Point	0.13 days	Fri 9/16/16	Fri 9/16/16
436	Review installation progress & quality control documentation for Nebraska DOC	1 hr	Fri 9/16/16	Fri 9/16/16
437	Discuss other ongoing and upcoming activities for remaining Nebraska DOC installations	1 hr	Fri 9/16/16	Fri 9/16/16
438	NDCS CORRECTIONAL YOUTH FACILITY, OMAHA - 14 phones, 1 MPLS	22.38 days	Wed 8/17/16	Fri 9/16/16
439	Pre-Installation	22.38 days	Wed 8/17/16	Fri 9/16/16
440	Receipt & Pre-Install ITS Tasks	1.38 days	Wed 8/17/16	Thu 8/18/16
441	Receive Shipment at Site	1 hr	Wed 8/17/16	Wed 8/17/16

ID	Task Name	Duration	Start	Finish
442	Verify shipment Content to Pick List	2 hrs	Wed 8/17/16	Wed 8/17/16
443	Telephone room preparation & wiring	1 day	Wed 8/17/16	Thu 8/18/16
444	Pre-Install Securus ITS equipment	1 day	Wed 8/17/16	Thu 8/18/16
445	Install ITS Phones	6 days	Thu 8/18/16	Fri 8/26/16
446	Phone room wiring and installation activity	1 day	Thu 8/18/16	Fri 8/19/16
447	Facility wiring and cross connections	1 day	Thu 8/18/16	Fri 8/19/16
448	Telephone replacements/installation in dormitories	5 days	Fri 8/19/16	Fri 8/26/16
449	Quality Control Checkpoint: Customer Pre-Installation	1 day	Fri 8/26/16	Mon 8/29/16
450	Verify equipment inventory & installation location	1 day	Fri 8/26/16	Mon 8/29/16
451	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Fri 8/26/16	Mon 8/29/16
452	Complete Field Technician Checklist & return to Project Manager	1 day	Fri 8/26/16	Mon 8/29/16
453	Transport Test & Turn-up Activities with Telecom Provider	3 days	Mon 9/12/16	Thu 9/15/16
454	Transport turned up with Telecom Provider	1 day	Mon 9/12/16	Tue 9/13/16
455	Circuit connected to Securus equipment	1 day	Tue 9/13/16	Wed 9/14/16
456	Installation Support confirmation that Securus equipment on-line	1 day	Wed 9/14/16	Thu 9/15/16
457	Quality Control Checkpoint: Equipment Testing / Functional Validation	1 day	Thu 9/15/16	Fri 9/16/16
458	Verify all Features working properly	1 day	Thu 9/15/16	Fri 9/16/16
459	Verify phones work, port assignments/call groups set	4 hrs	Thu 9/15/16	Fri 9/16/16
460	Complete Test & Validation Checklist and return to Project Manager	4 hrs	Thu 9/15/16	Fri 9/16/16
461	Securus & Nebraska DOC Team Meeting - Touch Point	0.13 days	Fri 9/16/16	Fri 9/16/16
462	Review installation progress & quality control documentation for Nebraska DOC	1 hr	Fri 9/16/16	Fri 9/16/16
463	Discuss other ongoing and upcoming activities for remaining Nebraska DOC installations	1 hr	Fri 9/16/16	Fri 9/16/16
464	NDCS OMAHA CORRECTIONAL FACILITY, OMAHA - 33 phones, 1 MPLS	22.38 days	Thu 8/18/16	Mon 9/19/16
465	Pre-Installation	22.38 days	Thu 8/18/16	Mon 9/19/16
466	Receipt & Pre-Install ITS Tasks	1.38 days	Thu 8/18/16	Fri 8/19/16
467	Receive Shipment at Site	1 hr	Thu 8/18/16	Thu 8/18/16
468	Verify shipment Content to Pick List	2 hrs	Thu 8/18/16	Thu 8/18/16
469	Telephone room preparation & wiring	1 day	Thu 8/18/16	Fri 8/19/16
470	Pre-Install Securus ITS equipment	1 day	Thu 8/18/16	Fri 8/19/16
471	Install ITS Phones	6 days	Fri 8/19/16	Mon 8/29/16
472	Phone room wiring and installation activity	1 day	Fri 8/19/16	Mon 8/22/16
473	Facility wiring and cross connections	1 day	Fri 8/19/16	Mon 8/22/16
474	Telephone replacements/installation in dormitories	5 days	Mon 8/22/16	Mon 8/29/16
475	Quality Control Checkpoint: Customer Pre-Installation	1 day	Mon 8/29/16	Tue 8/30/16

ID	Task Name	Duration	Start	Finish
476	Verify equipment inventory & installation location	1 day	Mon 8/29/16	Tue 8/30/16
477	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Mon 8/29/16	Tue 8/30/16
478	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 8/29/16	Tue 8/30/16
479	Transport Test & Turn-up Activities with Telecom Provider	3 days	Tue 9/13/16	Fri 9/16/16
480	Transport turned up with Telecom Provider	1 day	Tue 9/13/16	Wed 9/14/16
481	Circuit connected to Securus equipment	1 day	Wed 9/14/16	Thu 9/15/16
482	Installation Support confirmation that Securus equipment on-line	1 day	Thu 9/15/16	Fri 9/16/16
483	Quality Control Checkpoint: Equipment Testing / Functional Validation	1 day	Fri 9/16/16	Mon 9/19/16
484	Verify all Features working properly	1 day	Fri 9/16/16	Mon 9/19/16
485	Verify phones work, port assignments/call groups set	4 hrs	Fri 9/16/16	Mon 9/19/16
486	Complete Test & Validation Checklist and return to Project Manager	4 hrs	Fri 9/16/16	Mon 9/19/16
487	Securus & Nebraska DOC Team Meeting - Touch Point	0.13 days	Mon 9/19/16	Mon 9/19/16
488	Review installation progress & quality control documentation for Nebraska DOC	1 hr	Mon 9/19/16	Mon 9/19/16
489	Discuss other ongoing and upcoming activities for remaining Nebraska DOC installations	1 hr	Mon 9/19/16	Mon 9/19/16
490	NDCS COMMUNITY CORRECTIONS CENTER, OMAHA	22.38 days	Thu 8/18/16	Mon 9/19/16
491	Pre-Installation	22.38 days	Thu 8/18/16	Mon 9/19/16
492	Receipt & Pre-Install ITS Tasks	1.38 days	Thu 8/18/16	Fri 8/19/16
493	Receive Shipment at Site	1 hr	Thu 8/18/16	Thu 8/18/16
494	Verify shipment Content to Pick List	2 hrs	Thu 8/18/16	Thu 8/18/16
495	Telephone room preparation & wiring	1 day	Thu 8/18/16	Fri 8/19/16
496	Pre-Install Securus ITS equipment	1 day	Thu 8/18/16	Fri 8/19/16
497	Install ITS Phones	6 days	Fri 8/19/16	Mon 8/29/16
498	Phone room wiring and installation activity	1 day	Fri 8/19/16	Mon 8/22/16
499	Facility wiring and cross connections	1 day	Fri 8/19/16	Mon 8/22/16
500	Telephone replacements/installation in dormitories	5 days	Mon 8/22/16	Mon 8/29/16
501	Quality Control Checkpoint: Customer Pre-Installation	1 day	Mon 8/29/16	Tue 8/30/16
502	Verify equipment inventory & installation location	1 day	Mon 8/29/16	Tue 8/30/16
503	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1 day	Mon 8/29/16	Tue 8/30/16
504	Complete Field Technician Checklist & return to Project Manager	1 day	Mon 8/29/16	Tue 8/30/16
505	Transport Test & Turn-up Activities with Telecom Provider	3 days	Tue 9/13/16	Fri 9/16/16
506	Transport turned up with Telecom Provider	1 day	Tue 9/13/16	Wed 9/14/16
507	Circuit connected to Securus equipment	1 day	Wed 9/14/16	Thu 9/15/16
508	Installation Support confirmation that Securus equipment on-line	1 day	Thu 9/15/16	Fri 9/16/16
509	Quality Control Checkpoint: Equipment Testing / Functional Validation	1 day	Fri 9/16/16	Mon 9/19/16

ID	Task Name	Duration	Start	Finish
510	Verify all Features working properly	1 day	Fri 9/16/16	Mon 9/19/16
511	Verify phones work, port assignments/call groups set	4 hrs	Fri 9/16/16	Mon 9/19/16
512	Complete Test & Validation Checklist and return to Project Manager	4 hrs	Fri 9/16/16	Mon 9/19/16
513	Securus & Nebraska DOC Team Meeting - Touch Point	0.13 days	Mon 9/19/16	Mon 9/19/16
514	Review installation progress & quality control documentation for Nebraska DOC	1 hr	Mon 9/19/16	Mon 9/19/16
515	Discuss other ongoing and upcoming activities for remaining Nebraska DOC installations	1 hr	Mon 9/19/16	Mon 9/19/16
516	Project Controlling, Monitoring, and Closing Phase	7.75 days	Tue 9/13/16	Fri 9/23/16
517	Cut Over Implementations By Site	7.75 days	Tue 9/13/16	Fri 9/23/16
518	NDCS CORRECTIONAL SERVICES ADMIN, LINCOLN #1	3.75 days	Tue 9/13/16	Mon 9/19/16
519	Cut-Over to Securus	2.31 days	Tue 9/13/16	Fri 9/16/16
520	Re-Verify all Features working properly	0.5 hrs	Tue 9/13/16	Tue 9/13/16
521	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Tue 9/13/16	Tue 9/13/16
522	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 9/14/16	Wed 9/14/16
523	Notify Facility ITS is prepared for cutover and functioning correctly	0.5 hrs	Wed 9/14/16	Wed 9/14/16
524	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 9/14/16	Wed 9/14/16
525	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 9/14/16	Thu 9/15/16
526	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 9/14/16	Fri 9/16/16
527	Quality Control Checkpoint: Customer Acceptance	1.44 days	Fri 9/16/16	Mon 9/19/16
528	Customer walk through at facility	0.5 hrs	Fri 9/16/16	Fri 9/16/16
529	Customer review of Quality Control documentation	0.5 hrs	Fri 9/16/16	Fri 9/16/16
530	Post Cut-over Activities	1.38 days	Fri 9/16/16	Mon 9/19/16
531	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Fri 9/16/16	Fri 9/16/16
532	Site Cutover Preparation Complete - Ready for Training	1 hr	Fri 9/16/16	Fri 9/16/16
533	Distribute Implementation Customer Satisfaction Survey	1 hr	Fri 9/16/16	Fri 9/16/16
534	Training	1 day	Fri 9/16/16	Mon 9/19/16
535	Onsite Customer ITS Instructor Led Training	1 day	Fri 9/16/16	Mon 9/19/16
536	Complete and distribute Training Review forms	1 day	Fri 9/16/16	Mon 9/19/16
537	Customer Acceptance for Nebraska DOC	1 day	Fri 9/16/16	Mon 9/19/16
538	NDCS CORRECTIONAL SERVICES ADMIN, LINCOLN #2	3.75 days	Tue 9/13/16	Mon 9/19/16
539	Cut-Over to Securus	2.31 days	Tue 9/13/16	Fri 9/16/16
540	Re-Verify all Features working properly	0.5 hrs	Tue 9/13/16	Tue 9/13/16
541	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Tue 9/13/16	Tue 9/13/16
542	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 9/14/16	Wed 9/14/16
543	Notify Facility ITS is prepared for cutover and functioning correctly	0.5 hrs	Wed 9/14/16	Wed 9/14/16

ID	Task Name	Duration	Start	Finish
544	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 9/14/16	Wed 9/14/16
545	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 9/14/16	Thu 9/15/16
546	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 9/14/16	Fri 9/16/16
547	Quality Control Checkpoint: Customer Acceptance	1.44 days	Fri 9/16/16	Mon 9/19/16
548	Customer walk through at facility	0.5 hrs	Fri 9/16/16	Fri 9/16/16
549	Customer review of Quality Control documentation	0.5 hrs	Fri 9/16/16	Fri 9/16/16
550	Post Cut-over Activities	1.38 days	Fri 9/16/16	Mon 9/19/16
551	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Fri 9/16/16	Fri 9/16/16
552	Site Cutover Preparation Complete - Ready for Training	1 hr	Fri 9/16/16	Fri 9/16/16
553	Distribute Implementation Customer Satisfaction Survey	1 hr	Fri 9/16/16	Fri 9/16/16
554	Training	1 day	Fri 9/16/16	Mon 9/19/16
555	Onsite Customer ITS Instructor Led Training	1 day	Fri 9/16/16	Mon 9/19/16
556	Complete and distribute Training Review forms	1 day	Fri 9/16/16	Mon 9/19/16
557	Customer Acceptance for Nebraska DOC	1 day	Fri 9/16/16	Mon 9/19/16
558	NDCS COMMUNITY CORRECTIONS, LINCOLN - 20 Phones, 1 MPLS	3.75 days	Tue 9/13/16	Mon 9/19/16
559	Cut-Over to Securus	2.31 days	Tue 9/13/16	Fri 9/16/16
560	Re-Verify all Features working properly	0.5 hrs	Tue 9/13/16	Tue 9/13/16
561	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Tue 9/13/16	Tue 9/13/16
562	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Wed 9/14/16	Wed 9/14/16
563	Notify Facility ITS is prepared for cutover and functioning correctly	0.5 hrs	Wed 9/14/16	Wed 9/14/16
564	Cut Sheet distributed to Securus Project Team	0.5 hrs	Wed 9/14/16	Wed 9/14/16
565	Complete and certify integration with OMS & Commissary Vendor	1 day	Wed 9/14/16	Thu 9/15/16
566	Cut-over activities by Dorm/Offender Housing Locations	2 days	Wed 9/14/16	Fri 9/16/16
567	Quality Control Checkpoint: Customer Acceptance	1.44 days	Fri 9/16/16	Mon 9/19/16
568	Customer walk through at facility	0.5 hrs	Fri 9/16/16	Fri 9/16/16
569	Customer review of Quality Control documentation	0.5 hrs	Fri 9/16/16	Fri 9/16/16
570	Post Cut-over Activities	1.38 days	Fri 9/16/16	Mon 9/19/16
571	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Fri 9/16/16	Fri 9/16/16
572	Site Cutover Preparation Complete - Ready for Training	1 hr	Fri 9/16/16	Fri 9/16/16
573	Distribute Implementation Customer Satisfaction Survey	1 hr	Fri 9/16/16	Fri 9/16/16
574	Training	1 day	Fri 9/16/16	Mon 9/19/16
575	Onsite Customer ITS Instructor Led Training	1 day	Fri 9/16/16	Mon 9/19/16
576	Complete and distribute Training Review forms	1 day	Fri 9/16/16	Mon 9/19/16
577	Customer Acceptance for Nebraska DOC	1 day	Fri 9/16/16	Mon 9/19/16

ID	Task Name	Duration	Start	Finish
578	NDCS LINCOLN CORRECTIONAL CENTER, LINCOLN - 3 Phones, 1 MPLS	3.75 days	Wed 9/14/16	Tue 9/20/16
579	Cut-Over to Securus	2.31 days	Wed 9/14/16	Mon 9/19/16
580	Re-Verify all Features working properly	0.5 hrs	Wed 9/14/16	Wed 9/14/16
581	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 9/14/16	Wed 9/14/16
582	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 9/15/16	Thu 9/15/16
583	Notify Facility ITS is prepared for cutover and functioning correctly	0.5 hrs	Thu 9/15/16	Thu 9/15/16
584	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 9/15/16	Thu 9/15/16
585	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 9/15/16	Fri 9/16/16
586	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 9/15/16	Mon 9/19/16
587	Quality Control Checkpoint: Customer Acceptance	1.44 days	Mon 9/19/16	Tue 9/20/16
588	Customer walk through at facility	0.5 hrs	Mon 9/19/16	Mon 9/19/16
589	Customer review of Quality Control documentation	0.5 hrs	Mon 9/19/16	Mon 9/19/16
590	Post Cut-over Activities	1.38 days	Mon 9/19/16	Tue 9/20/16
591	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 9/19/16	Mon 9/19/16
592	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 9/19/16	Mon 9/19/16
593	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 9/19/16	Mon 9/19/16
594	Training	1 day	Mon 9/19/16	Tue 9/20/16
595	Onsite Customer ITS Instructor Led Training	1 day	Mon 9/19/16	Tue 9/20/16
596	Complete and distribute Training Review forms	1 day	Mon 9/19/16	Tue 9/20/16
597	Customer Acceptance for Nebraska DOC	1 day	Mon 9/19/16	Tue 9/20/16
598	NDCS DIAGNOSTICS AND EVAL CENTER, LINCOLN - 30 Phones, 1 MPLS	3.75 days	Wed 9/14/16	Tue 9/20/16
599	Cut-Over to Securus	2.31 days	Wed 9/14/16	Mon 9/19/16
600	Re-Verify all Features working properly	0.5 hrs	Wed 9/14/16	Wed 9/14/16
601	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 9/14/16	Wed 9/14/16
602	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 9/15/16	Thu 9/15/16
603	Notify Facility ITS is prepared for cutover and functioning correctly	0.5 hrs	Thu 9/15/16	Thu 9/15/16
604	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 9/15/16	Thu 9/15/16
605	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 9/15/16	Fri 9/16/16
606	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 9/15/16	Mon 9/19/16
607	Quality Control Checkpoint: Customer Acceptance	1.44 days	Mon 9/19/16	Tue 9/20/16
608	Customer walk through at facility	0.5 hrs	Mon 9/19/16	Mon 9/19/16
609	Customer review of Quality Control documentation	0.5 hrs	Mon 9/19/16	Mon 9/19/16
610	Post Cut-over Activities	1.38 days	Mon 9/19/16	Tue 9/20/16
611	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 9/19/16	Mon 9/19/16

ID	Task Name	Duration	Start	Finish
612	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 9/19/16	Mon 9/19/16
613	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 9/19/16	Mon 9/19/16
614	Training	1 day	Mon 9/19/16	Tue 9/20/16
615	Onsite Customer ITS Instructor Led Training	1 day	Mon 9/19/16	Tue 9/20/16
616	Complete and distribute Training Review forms	1 day	Mon 9/19/16	Tue 9/20/16
617	Customer Acceptance for Nebraska DOC	1 day	Mon 9/19/16	Tue 9/20/16
618	NDCS NEBRASKA STATE PEN, LINCOLN - 78 Phones, 1 MPLS	3.75 days	Wed 9/14/16	Tue 9/20/16
619	Cut-Over to Securus	2.31 days	Wed 9/14/16	Mon 9/19/16
620	Re-Verify all Features working properly	0.5 hrs	Wed 9/14/16	Wed 9/14/16
621	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Wed 9/14/16	Wed 9/14/16
622	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Thu 9/15/16	Thu 9/15/16
623	Notify Facility ITS is prepared for cutover and functioning correctly	0.5 hrs	Thu 9/15/16	Thu 9/15/16
624	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 9/15/16	Thu 9/15/16
625	Complete and certify integration with OMS & Commissary Vendor	1 day	Thu 9/15/16	Fri 9/16/16
626	Cut-over activities by Dorm/Offender Housing Locations	2 days	Thu 9/15/16	Mon 9/19/16
627	Quality Control Checkpoint: Customer Acceptance	1.44 days	Mon 9/19/16	Tue 9/20/16
628	Customer walk through at facility	0.5 hrs	Mon 9/19/16	Mon 9/19/16
629	Customer review of Quality Control documentation	0.5 hrs	Mon 9/19/16	Mon 9/19/16
630	Post Cut-over Activities	1.38 days	Mon 9/19/16	Tue 9/20/16
631	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Mon 9/19/16	Mon 9/19/16
632	Site Cutover Preparation Complete - Ready for Training	1 hr	Mon 9/19/16	Mon 9/19/16
633	Distribute Implementation Customer Satisfaction Survey	1 hr	Mon 9/19/16	Mon 9/19/16
634	Training	1 day	Mon 9/19/16	Tue 9/20/16
635	Onsite Customer ITS Instructor Led Training	1 day	Mon 9/19/16	Tue 9/20/16
636	Complete and distribute Training Review forms	1 day	Mon 9/19/16	Tue 9/20/16
637	Customer Acceptance for Nebraska DOC	1 day	Mon 9/19/16	Tue 9/20/16
638	NDCS CORRECTIONAL CENTER FOR WOMEN, YORK - 21 Phones, 1 MPLS	3.75 days	Thu 9/15/16	Wed 9/21/16
639	Cut-Over to Securus	2.31 days	Thu 9/15/16	Tue 9/20/16
640	Re-Verify all Features working properly	0.5 hrs	Thu 9/15/16	Thu 9/15/16
641	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 9/15/16	Thu 9/15/16
642	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Fri 9/16/16	Fri 9/16/16
643	Notify Facility ITS is prepared for cutover and functioning correctly	0.5 hrs	Fri 9/16/16	Fri 9/16/16
644	Cut Sheet distributed to Securus Project Team	0.5 hrs	Fri 9/16/16	Fri 9/16/16
645	Complete and certify integration with OMS & Commissary Vendor	1 day	Fri 9/16/16	Mon 9/19/16

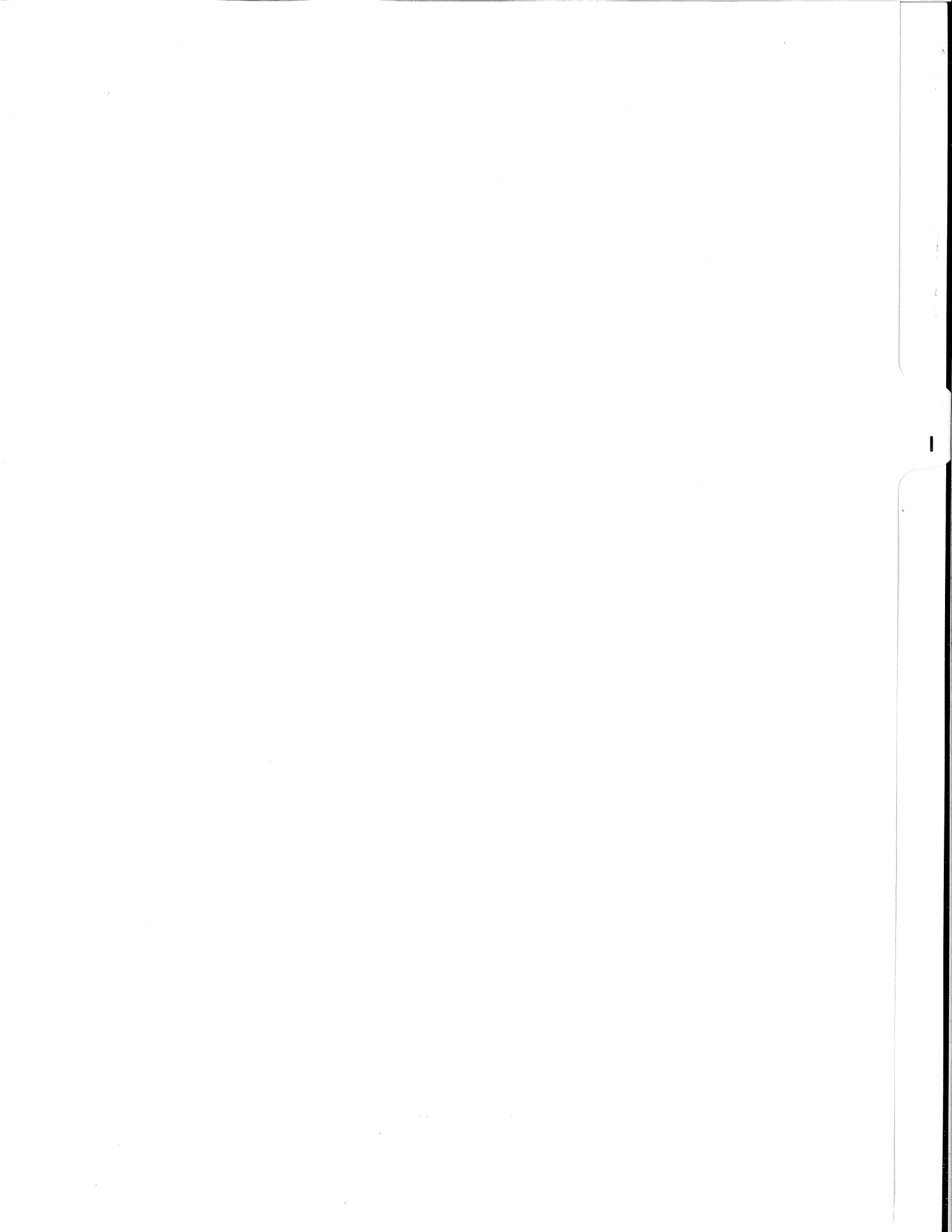
ID	Task Name	Duration	Start	Finish
646	Cut-over activities by Dorm/Offender Housing Locations	2 days	Fri 9/16/16	Tue 9/20/16
647	Quality Control Checkpoint: Customer Acceptance	1.44 days	Tue 9/20/16	Wed 9/21/16
648	Customer walk through at facility	0.5 hrs	Tue 9/20/16	Tue 9/20/16
649	Customer review of Quality Control documentation	0.5 hrs	Tue 9/20/16	Tue 9/20/16
650	Post Cut-over Activities	1.38 days	Tue 9/20/16	Wed 9/21/16
651	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Tue 9/20/16	Tue 9/20/16
652	Site Cutover Preparation Complete - Ready for Training	1 hr	Tue 9/20/16	Tue 9/20/16
653	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 9/20/16	Tue 9/20/16
654	Training	1 day	Tue 9/20/16	Wed 9/21/16
655	Onsite Customer ITS Instructor Led Training	1 day	Tue 9/20/16	Wed 9/21/16
656	Complete and distribute Training Review forms	1 day	Tue 9/20/16	Wed 9/21/16
657	Customer Acceptance for Nebraska DOC	1 day	Tue 9/20/16	Wed 9/21/16
658	NE-DHHS YOUTH REHAB , GENEVA - 11 Phones, 1 MPLS	3.75 days	Thu 9/15/16	Wed 9/21/16
659	Cut-Over to Securus	2.31 days	Thu 9/15/16	Tue 9/20/16
660	Re-Verify all Features working properly	0.5 hrs	Thu 9/15/16	Thu 9/15/16
661	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 9/15/16	Thu 9/15/16
662	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Fri 9/16/16	Fri 9/16/16
663	Notify Facility ITS is prepared for cutover and functioning correctly	0.5 hrs	Fri 9/16/16	Fri 9/16/16
664	Cut Sheet distributed to Securus Project Team	0.5 hrs	Fri 9/16/16	Fri 9/16/16
665	Complete and certify integration with OMS & Commissary Vendor	1 day	Fri 9/16/16	Mon 9/19/16
666	Cut-over activities by Dorm/Offender Housing Locations	2 days	Fri 9/16/16	Tue 9/20/16
667	Quality Control Checkpoint: Customer Acceptance	1.44 days	Tue 9/20/16	Wed 9/21/16
668	Customer walk through at facility	0.5 hrs	Tue 9/20/16	Tue 9/20/16
669	Customer review of Quality Control documentation	0.5 hrs	Tue 9/20/16	Tue 9/20/16
670	Post Cut-over Activities	1.38 days	Tue 9/20/16	Wed 9/21/16
671	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Tue 9/20/16	Tue 9/20/16
672	Site Cutover Preparation Complete - Ready for Training	1 hr	Tue 9/20/16	Tue 9/20/16
673	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 9/20/16	Tue 9/20/16
674	Training	1 day	Tue 9/20/16	Wed 9/21/16
675	Onsite Customer ITS Instructor Led Training	1 day	Tue 9/20/16	Wed 9/21/16
676	Complete and distribute Training Review forms	1 day	Tue 9/20/16	Wed 9/21/16
677	Customer Acceptance for Nebraska DOC	1 day	Tue 9/20/16	Wed 9/21/16
678	NE-DHHS YOUTH REHAB, KEARNEY - 12 Phones, 1 MPLS	3.75 days	Thu 9/15/16	Wed 9/21/16
679	Cut-Over to Securus	2.31 days	Thu 9/15/16	Tue 9/20/16

ID	Task Name	Duration	Start	Finish
680	Re-Verify all Features working properly	0.5 hrs	Thu 9/15/16	Thu 9/15/16
681	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Thu 9/15/16	Thu 9/15/16
682	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Fri 9/16/16	Fri 9/16/16
683	Notify Facility ITS is prepared for cutover and functioning correctly	0.5 hrs	Fri 9/16/16	Fri 9/16/16
684	Cut Sheet distributed to Securus Project Team	0.5 hrs	Fri 9/16/16	Fri 9/16/16
685	Complete and certify integration with OMS & Commissary Vendor	1 day	Fri 9/16/16	Mon 9/19/16
686	Cut-over activities by Dorm/Offender Housing Locations	2 days	Fri 9/16/16	Tue 9/20/16
687	Quality Control Checkpoint: Customer Acceptance	1.44 days	Tue 9/20/16	Wed 9/21/16
688	Customer walk through at facility	0.5 hrs	Tue 9/20/16	Tue 9/20/16
689	Customer review of Quality Control documentation	0.5 hrs	Tue 9/20/16	Tue 9/20/16
690	Post Cut-over Activities	1.38 days	Tue 9/20/16	Wed 9/21/16
691	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Tue 9/20/16	Tue 9/20/16
692	Site Cutover Preparation Complete - Ready for Training	1 hr	Tue 9/20/16	Tue 9/20/16
693	Distribute Implementation Customer Satisfaction Survey	1 hr	Tue 9/20/16	Tue 9/20/16
694	Training	1 day	Tue 9/20/16	Wed 9/21/16
695	Onsite Customer ITS Instructor Led Training	1 day	Tue 9/20/16	Wed 9/21/16
696	Complete and distribute Training Review forms	1 day	Tue 9/20/16	Wed 9/21/16
697	Customer Acceptance for Nebraska DOC	1 day	Tue 9/20/16	Wed 9/21/16
698	NDCS WORK ETHIC CAMP, McCOOK - 13 Phones, 1 MPLS	3.75 days	Fri 9/16/16	Thu 9/22/16
699	Cut-Over to Securus	2.31 days	Fri 9/16/16	Wed 9/21/16
700	Re-Verify all Features working properly	0.5 hrs	Fri 9/16/16	Fri 9/16/16
701	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Fri 9/16/16	Fri 9/16/16
702	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Mon 9/19/16	Mon 9/19/16
703	Notify Facility ITS is prepared for cutover and functioning correctly	0.5 hrs	Mon 9/19/16	Mon 9/19/16
704	Cut Sheet distributed to Securus Project Team	0.5 hrs	Mon 9/19/16	Mon 9/19/16
705	Complete and certify integration with OMS & Commissary Vendor	1 day	Mon 9/19/16	Tue 9/20/16
706	Cut-over activities by Dorm/Offender Housing Locations	2 days	Mon 9/19/16	Wed 9/21/16
707	Quality Control Checkpoint: Customer Acceptance	1.44 days	Wed 9/21/16	Thu 9/22/16
708	Customer walk through at facility	0.5 hrs	Wed 9/21/16	Wed 9/21/16
709	Customer review of Quality Control documentation	0.5 hrs	Wed 9/21/16	Wed 9/21/16
710	Post Cut-over Activities	1.38 days	Wed 9/21/16	Thu 9/22/16
711	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Wed 9/21/16	Wed 9/21/16
712	Site Cutover Preparation Complete - Ready for Training	1 hr	Wed 9/21/16	Wed 9/21/16
713	Distribute Implementation Customer Satisfaction Survey	1 hr	Wed 9/21/16	Wed 9/21/16

ID	Task Name	Duration	Start	Finish
714	Training	1 day	Wed 9/21/16	Thu 9/22/16
715	Onsite Customer ITS Instructor Led Training	1 day	Wed 9/21/16	Thu 9/22/16
716	Complete and distribute Training Review forms	1 day	Wed 9/21/16	Thu 9/22/16
717	Customer Acceptance for Nebraska DOC	1 day	Wed 9/21/16	Thu 9/22/16
718	NDCS TECUMSEH, STATE CORRECITONAL, TECUMSEH - 118 Phones, 1 MPLS	3.75 days	Fri 9/16/16	Thu 9/22/16
719	Cut-Over to Securus	2.31 days	Fri 9/16/16	Wed 9/21/16
720	Re-Verify all Features working properly	0.5 hrs	Fri 9/16/16	Fri 9/16/16
721	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Fri 9/16/16	Fri 9/16/16
722	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Mon 9/19/16	Mon 9/19/16
723	Notify Facility ITS is prepared for cutover and functioning correctly	0.5 hrs	Mon 9/19/16	Mon 9/19/16
724	Cut Sheet distributed to Securus Project Team	0.5 hrs	Mon 9/19/16	Mon 9/19/16
725	Complete and certify integration with OMS & Commissary Vendor	1 day	Mon 9/19/16	Tue 9/20/16
726	Cut-over activities by Dorm/Offender Housing Locations	2 days	Mon 9/19/16	Wed 9/21/16
727	Quality Control Checkpoint: Customer Acceptance	1.44 days	Wed 9/21/16	Thu 9/22/16
728	Customer walk through at facility	0.5 hrs	Wed 9/21/16	Wed 9/21/16
729	Customer review of Quality Control documentation	0.5 hrs	Wed 9/21/16	Wed 9/21/16
730	Post Cut-over Activities	1.38 days	Wed 9/21/16	Thu 9/22/16
731	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Wed 9/21/16	Wed 9/21/16
732	Site Cutover Preparation Complete - Ready for Training	1 hr	Wed 9/21/16	Wed 9/21/16
733	Distribute Implementation Customer Satisfaction Survey	1 hr	Wed 9/21/16	Wed 9/21/16
734	Training	1 day	Wed 9/21/16	Thu 9/22/16
735	Onsite Customer ITS Instructor Led Training	1 day	Wed 9/21/16	Thu 9/22/16
736	Complete and distribute Training Review forms	1 day	Wed 9/21/16	Thu 9/22/16
737	Customer Acceptance for Nebraska DOC	1 day	Wed 9/21/16	Thu 9/22/16
738	NDCS CORRECTIONAL YOUTH FACILITY, OMAHA - 14 phones, 1 MPLS	3.75 days	Fri 9/16/16	Thu 9/22/16
739	Cut-Over to Securus	2.31 days	Fri 9/16/16	Wed 9/21/16
740	Re-Verify all Features working properly	0.5 hrs	Fri 9/16/16	Fri 9/16/16
741	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Fri 9/16/16	Fri 9/16/16
742	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Mon 9/19/16	Mon 9/19/16
743	Notify Facility ITS is prepared for cutover and functioning correctly	0.5 hrs	Mon 9/19/16	Mon 9/19/16
744	Cut Sheet distributed to Securus Project Team	0.5 hrs	Mon 9/19/16	Mon 9/19/16
745	Complete and certify integration with OMS & Commissary Vendor	1 day	Mon 9/19/16	Tue 9/20/16
746	Cut-over activities by Dorm/Offender Housing Locations	2 days	Mon 9/19/16	Wed 9/21/16
747	Quality Control Checkpoint: Customer Acceptance	1.44 days	Wed 9/21/16	Thu 9/22/16

ID	Task Name	Duration	Start	Finish
748	Customer walk through at facility	0.5 hrs	Wed 9/21/16	Wed 9/21/16
749	Customer review of Quality Control documentation	0.5 hrs	Wed 9/21/16	Wed 9/21/16
750	Post Cut-over Activities	1.38 days	Wed 9/21/16	Thu 9/22/16
751	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Wed 9/21/16	Wed 9/21/16
752	Site Cutover Preparation Complete - Ready for Training	1 hr	Wed 9/21/16	Wed 9/21/16
753	Distribute Implementation Customer Satisfaction Survey	1 hr	Wed 9/21/16	Wed 9/21/16
754	Training	1 day	Wed 9/21/16	Thu 9/22/16
755	Onsite Customer ITS Instructor Led Training	1 day	Wed 9/21/16	Thu 9/22/16
756	Complete and distribute Training Review forms	1 day	Wed 9/21/16	Thu 9/22/16
757	Customer Acceptance for Nebraska DOC	1 day	Wed 9/21/16	Thu 9/22/16
758	NDCS OMAHA CORRECTIONAL FACILITY, OMAHA - 33 phones, 1 MPLS	3.75 days	Mon 9/19/16	Fri 9/23/16
759	Cut-Over to Securus	2.31 days	Mon 9/19/16	Fri 9/22/16
760	Re-Verify all Features working properly	0.5 hrs	Mon 9/19/16	Mon 9/19/16
761	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Mon 9/19/16	Mon 9/19/16
762	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Tue 9/20/16	Tue 9/20/16
763	Notify Facility ITS is prepared for cutover and functioning correctly	0.5 hrs	Tue 9/20/16	Tue 9/20/16
764	Cut Sheet distributed to Securus Project Team	0.5 hrs	Tue 9/20/16	Tue 9/20/16
765	Complete and certify integration with OMS & Commissary Vendor	1 day	Tue 9/20/16	Wed 9/21/16
766	Cut-over activities by Dorm/Offender Housing Locations	2 days	Tue 9/20/16	Thu 9/22/16
767	Quality Control Checkpoint: Customer Acceptance	1.44 days	Thu 9/22/16	Fri 9/23/16
768	Customer walk through at facility	0.5 hrs	Thu 9/22/16	Thu 9/22/16
769	Customer review of Quality Control documentation	0.5 hrs	Thu 9/22/16	Thu 9/22/16
770	Post Cut-over Activities	1.38 days	Thu 9/22/16	Fri 9/23/16
771	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Thu 9/22/16	Thu 9/22/16
772	Site Cutover Preparation Complete - Ready for Training	1 hr	Thu 9/22/16	Thu 9/22/16
773	Distribute Implementation Customer Satisfaction Survey	1 hr	Thu 9/22/16	Thu 9/22/16
774	Training	1 day	Thu 9/22/16	Fri 9/23/16
775	Onsite Customer ITS Instructor Led Training	1 day	Thu 9/22/16	Fri 9/23/16
776	Complete and distribute Training Review forms	1 day	Thu 9/22/16	Fri 9/23/16
777	Customer Acceptance for Nebraska DOC	1 day	Thu 9/22/16	Fri 9/23/16
778	NDCS COMMUNITY CORRECTIONS CENTER, OMAHA	3.75 days	Mon 9/19/16	Fri 9/23/16
779	Cut-Over to Securus	2.31 days	Mon 9/19/16	Thu 9/22/16
780	Re-Verify all Features working properly	0.5 hrs	Mon 9/19/16	Mon 9/19/16
781	Re-Verify phones work, port assignments/call groups set	0.5 hrs	Mon 9/19/16	Mon 9/19/16

ID	Task Name	Duration	Start	Finish
782	Post Cutover QA Checklist & Test Calls Completed	0.5 hrs	Tue 9/20/16	Tue 9/20/16
783	Notify Facility ITS is prepared for cutover and functioning correctly	0.5 hrs	Tue 9/20/16	Tue 9/20/16
784	Cut Sheet distributed to Securus Project Team	0.5 hrs	Tue 9/20/16	Tue 9/20/16
785	Complete and certify integration with OMS & Commissary Vendor	1 day	Tue 9/20/16	Wed 9/21/16
786	Cut-over activities by Dorm/Offender Housing Locations	2 days	Tue 9/20/16	Thu 9/22/16
787	Quality Control Checkpoint: Customer Acceptance	1.44 days	Thu 9/22/16	Fri 9/23/16
788	Customer walk through at facility	0.5 hrs	Thu 9/22/16	Thu 9/22/16
789	Customer review of Quality Control documentation	0.5 hrs	Thu 9/22/16	Thu 9/22/16
790	Post Cut-over Activities	1.38 days	Thu 9/22/16	Fri 9/23/16
791	Final installation diagrams (datacom, electrical, and equipment diagrams)	1 hr	Thu 9/22/16	Thu 9/22/16
792	Site Cutover Preparation Complete - Ready for Training	1 hr	Thu 9/22/16	Thu 9/22/16
793	Distribute Implementation Customer Satisfaction Survey	1 hr	Thu 9/22/16	Thu 9/22/16
794	Training	1 day	Thu 9/22/16	Fri 9/23/16
795	Onsite Customer ITS Instructor Led Training	1 day	Thu 9/22/16	Fri 9/23/16
796	Complete and distribute Training Review forms	1 day	Thu 9/22/16	Fri 9/23/16
797	Customer Acceptance for Nebraska DOC	1 day	Thu 9/22/16	Fri 9/23/16



ATTACHMENT I: PROPOSED TELEPHONE SPECIFICATION SHEETS

The following telephone specifications are included in this Attachment:

- 7010 Mini Blue Wintel Inmate Telephone
- HOB-530-F Hands Free Stainless Steel Speakerphone (for outdoor use)
- 7005SSC Half Size Stainless Steel Telephone (for IPRO enrollment only)
- DECT 6.0 Amplified Cordless Telephone
- MINICOM TDD Telephone

Mini Blue 7010BL



- Built-in user controlled volume "LOUD" button for ADA mandated volume control (must be user-controlled volume amplification AND volume must be reset to normal with on-hook to meet ADA requirements).
- Powder Coated cold rolled steel provides rugged vandal resistant telephone housing designed for inmate use.
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear (DURA) Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations.
- Pin-in-head security screws minimize tampering.
- Hearing aid compatible and FCC registered
US: 1DATE05BITC-254, IC:3267A-ITC254.

ACCESSORIES:

- Handset length and style of your choice, choose carbon or DuraClear
- Standard 178A Backboard for mounting
- Adaptor Plate for mounting Mini Phones to 178A Blackboards and pedestals
- Conduit Backboard with two (2) or (4) entry positions
- Standard Flush Mount Pedestal
- Adjustable Pedestal
- 4 Wheel Rollcart



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HOB-530-F SPECIFICATIONS

HANDSFREE SPEAKERPHONE WITH A KEYPAD FOR LOW POWER OPERATION IN OPEN ENCLOSURE STEEL HOUSING

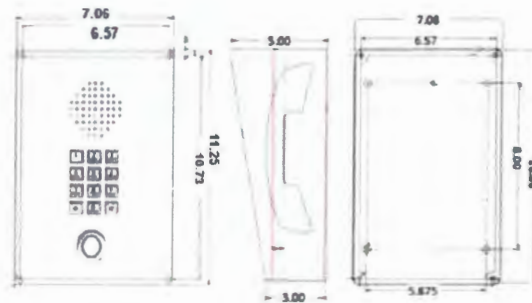
Standard Analog Power, but also available in VoIP versions

Weather and vandal resistant stainless steel low power consumption handsfree speakerphone in an open enclosure wall mount black housing with telephone symbol on sides. Designed with marine quality chrome tone dial keypad or optional Braille keypad for standard dialing, push button for dial tone, and red LED light to indicate phone is activated. Press button to disconnect call. Telephone can be programmed to cancel calls after 1, 3, or 5 minutes or no time out. Equipped with a weatherproof, puncture resistant speaker and microphone, industrial quality pushbutton, and tamper resistant security screws. Weather resistant open enclosure housing available in black, (-R) red, or (-S) stainless steel.



SPECIFICATIONS

Panel Size:	7 1/6"W x 11 1/4"H
Open Enclosure Housing:	7 1/4"W x 11 1/2"H x 5"D
Weight:	Approximately 10 lbs.
Mounting Instructions:	Open Enclosure Housing 4 holes spaced 8" x 5 7/8"
Environment:	Temperature: -30°C (-22°F) to 60°C (140°F) Humidity: 0%-90% non-condensing
Programming:	Via Mini Jumpers
Input Power:	Telephone Line Powered
Loop Current:	27mA min to 80mA max
Impedance:	600 ohms
Type Jack:	RJ11C
Ringer Equivalency:	0.4A
UL & FCC Registration:	Certified
ACCESSORIES:	301-064 Security Tool (required for installation)



ADDITIONAL OPTIONS

IP - Voice over Internet Protocol Version available on all models (SIP)

Open Enclosure Housing	-RIS	-RIL	Additional Options & Features
			Auto Answer (AA) Voice Active (VA) Auto Answer (AA)
Standard Black Housing -R Red Housing -S Stainless Steel Housing	Ring Indicator Flashing Blue Light (Requires AC Power)	Ring Indicator Light located on the phone panel for visual ring indication	



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Voice 863-357-0798
Fax 863-357-0006

Half Size

Stainless Steel

7005SSC

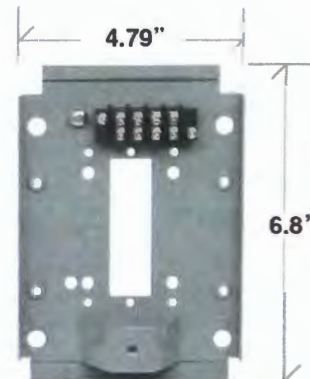


- Offers full sized service in half the space.
- Mounting holes in the backplate are placed to enable the unit to be mounted to a 4X4 Gang Box.
- Can be used as a visitation phone in facilities that require a pin number or password to be entered before connection to the outside party can be made.
- Built-in user controlled volume "LOUD" button for ADA mandated volume control (user must have control of volume amplification AND volume must reset to normal with hang up to meet ADA requirements).
- Heavy duty 14 gauge brushed stainless steel provides rugged vandal resistant telephone housing designed for inmate use.
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear (DURA) Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism.
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations.
- Pin-in-head security screws minimize tampering.
- Hearing aid compatible and FCC registered
US: 1DATE05BITC-254, IC:3267A-ITC254.
- 1/2" conduit access on bottom of phone comes with a stainless steel plug when not in use.

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DECT 6.0 Amplified Cordless Big Button Speakerphone with Talking Caller ID and ClarityLogic™

- Digital Clarity Power™ amplifies incoming sound up to 50 decibels
- Three (3) tone settings for a customized listening experience
- Amplifies outgoing speech up to 15 decibels for others to hear you better
- DECT 6.0 technology for interference-free communication
- Loud and clear speakerphone for hands-free conversations
- 12 speed dial buttons
- Belt clip for hands-free mobility
- Can be wall mounted to avoid using counter or desk space
- Hearing and compatible and TIA-1083 compliant
- Direct connection to assistive listening devices or headset (2.5mm and 3.5 mm)
- Dual Power Battery Backup lets you make calls when the power is out
- Backup Batteries included



Minicom IV



This basic TTY phone has an easy-touch keyboard with a bright, tilted 20-character display for hours of comfortable use. Minicom IV includes a printer port to connect an external printer. Turbo Code lets you enjoy “real-time” conversations with other Turbo Code TTYs. Auto ID lets everyone you call know you are using a TTY.

Minicom IV

- Turbo Code® and Auto IT™
- Convenient GA/SK keys
- Printer port to connect to your external printer
- 20-character display
- 43-key, 4-row keyboard
- Rechargeable batteries and AC adapter included
- Baudot code (45.5/50 baud rate)

ATTACHMENT J: LIST OF LEC AND CLEC NAMES

LIST OF LEC/CLEC OCN NUMBERS

OCN	OCN Name
3497	1STEL, INC. - TX
1601	ABSARAKA COOP TEL CO
2191	ACCIPITER COMM
1798	ACME COMM - CLEC IN
3022	ACS OF ALASKA, INC.
3000	ACS OF ANCHORAGE
3008	ACS OF FAIRBANKS
3030	ACS OF THE NORTHLAND
8839	ADVANCED TEL - LA
234B	ADVANCED TEL - MS
7774	ADVANCED TEL INC.
3808	AERO COMM INC - IL
3786	AERO COMM INC - KY
3809	AERO COMMUNICATIONS
443F	AERO NORTH COMM - IL
2178	AGATE MUT TEL CO ASC
3017	ALASKA TEL CO
329A	ALIANTELECOM MOBLT
8304	ALLSTREAM INC.
1860	ALMA TELEPHONE CO
1106	ALPINE COMM L.C.
3097	ALTA MUNICIPAL UT-IA
0217	AMELIA TEL CORP
9329	AMERITECH ILLINOIS
9325	AMERITECH INDIANA
9323	AMERITECH MICHIGAN
9321	AMERITECH OHIO
9327	AMERITECH WISCONSIN
1516	ARAPAHOE TEL COMPANY
0585	ARCADIA TEL CO
2171	ARIZONA TEL CO
0586	ARTHUR MUTUAL TEL CO
1350	ARVIG TEL CO
2404	ASOTIN TEL CO
1101	ATKINS TEL CO INC
1966	ATLAS TELEPHONE CO
1105	AYRSHIRE FMR MUT TEL
0844	BADGER TELECOM INC
0469	BARNARDSVILLE TEL CO
1108	BARNES CITY COOP TEL
8614	BAYLAND COMM INC.
0925	BAYLAND TEL INC
7896	BCN TELECOM, INC.
3032	BEAR LAKE COMM INC

LIST OF LEC/CLEC OCN NUMBERS

1968	BEGGS TELEPHONE CO
8218	BELL ALIANT REG COM
6574	BELL CELLULAR INC
8051	BELL ONTARIO
8050	BELL QUEBEC
9417	BELLSOUTH SO BELL
9419	BELLSOUTH SO CNTL
5181	BELLSOUTH TELECOM-AL
5191	BELLSOUTH TELECOM-FL
5192	BELLSOUTH TELECOM-GA
5182	BELLSOUTH TELECOM-KY
5183	BELLSOUTH TELECOM-LA
5184	BELLSOUTH TELECOM-MS
5193	BELLSOUTH TELECOM-NC
5194	BELLSOUTH TELECOM-SC
5185	BELLSOUTH TELECOM-TN
0847	BELMONT TEL CO
2455	BENKELMAN TEL CO INC
1356	BENTON COOP TEL CO
0590	BENTON RIDGE TEL CO
1110	BERNARD TEL CO INC
3002	BETTLES TEL CO
9472	BIDDEFORD INTERNT ME
NECA	BKI
0849	BLACK EARTH TEL CO
2182	BLANCA TEL CO
0678	BLANCHARD TELEPHONE
0742	BLOOMINGDALE HM TEL
2038	BLOSSOM TEL CO
0282	BLOUNTSVILLE TEL CO
0346	BLUE RIDGE TEL CO
0851	BONDUEL TEL CO
4878	BRAGG COMMUNICATIONS
0398	BRANDENBURG TEL CO
0347	BRANTLEY TEL CO INC
2041	BRAZOS TEL COOP INC
0332	BRAZOS TELECOM
1112	BREDA TEL CORP
383E	BRESNAN BROADBAND CO
008E	BRESNAN BROADBAND MT
641F	BRESNAN BROADBAND UT
009E	BRESNAN BROADBAND WY
1362	BRIDGE WATER TEL CO
0283	BRINDLEE MTN TEL
775A	BRISTOL VIRGINIA UTI
8204	BROOKE TELECOM CO OP
6151	BTC, INC.

LIST OF LEC/CLEC OCN NUMBERS

0856	BURL BRI & WHE TEL
0284	BUTLER TEL CO INC
9809	BVU AUTHORITY - VA
0448	CALHOUN CITY TELCO
1526	CAMBRIDGE TELCO
0351	CAMDEN TEL & TEL CO
0744	CAMDEN TEL CO INC
645C	CAMERON COMMS - LA
0425	CAMERON TEL CO
0426	CAMPTI-PLEA HILL TEL
1974	CANADIAN VALLEY TEL
1976	CARNEGIE TEL CO
2371	CASCADE UTILITIES
1768	CBEYOND COMMS
2490	CBEYOND COMMS - CO
1769	CBEYOND COMMS - GA
2491	CBEYOND COMMS - IL
2152	CBEYOND COMMS - TX
1977	CENTRAL OKLAHOMA TEL
1125	CENTRAL SCOTT TEL
0859	CENTRAL STATE TEL CO
2348	CENTRAL TEL CO NV
2277	CENTRAL UTAH TEL INC
0138	CENTURYLINK
0209	CENTURYLINK
0254	CENTURYLINK
0340	CENTURYLINK
0341	CENTURYLINK
0470	CENTURYLINK
0471	CENTURYLINK
0506	CENTURYLINK
0661	CENTURYLINK
0832	CENTURYLINK
1456	CENTURYLINK
1810	CENTURYLINK
1811	CENTURYLINK
1842	CENTURYLINK
1957	CENTURYLINK
2084	CENTURYLINK
2114	CENTURYLINK
4520	CENTURYLINK
0298	CENTURYLINK
0356	CENTURYLINK
0423	CENTURYLINK
0424	CENTURYLINK
0427	CENTURYLINK
0431	CENTURYLINK

LIST OF LEC/CLEC OCN NUMBERS

0434	CENTURYLINK
0436	CENTURYLINK
0439	CENTURYLINK
0440	CENTURYLINK
0442	CENTURYLINK
0458	CENTURYLINK
0485	CENTURYLINK
0574	CENTURYLINK
0630	CENTURYLINK
0671	CENTURYLINK
0689	CENTURYLINK
0702	CENTURYLINK
0705	CENTURYLINK
0747	CENTURYLINK
0801	CENTURYLINK
0877	CENTURYLINK
0884	CENTURYLINK
0895	CENTURYLINK
0898	CENTURYLINK
0913	CENTURYLINK
0924	CENTURYLINK
0931	CENTURYLINK
0950	CENTURYLINK
0956	CENTURYLINK
1057	CENTURYLINK
1126	CENTURYLINK
1144	CENTURYLINK
1151	CENTURYLINK
1155	CENTURYLINK
1159	CENTURYLINK
1274	CENTURYLINK
1445	CENTURYLINK
1706	CENTURYLINK
1711	CENTURYLINK
1720	CENTURYLINK
1727	CENTURYLINK
2101	CENTURYLINK
2117	CENTURYLINK
2140	CENTURYLINK
2185	CENTURYLINK
2208	CENTURYLINK
2225	CENTURYLINK
2249	CENTURYLINK
2299	CENTURYLINK
2360	CENTURYLINK
2408	CENTURYLINK
2410	CENTURYLINK

LIST OF LEC/CLEC OCN NUMBERS

2422	CENTURYLINK
9784	CENTURYLINK
9785	CENTURYLINK
9786	CENTURYLINK
9787	CENTURYLINK
9788	CENTURYLINK
9789	CENTURYLINK
0857	CENTURYLINK - CASCO
0841	CENTURYLINK - CENCOM
4437	CENTURYLINK - ID
1812	CENTURYLINK - KS
2274	CENTURYLINK - NM
4438	CENTURYLINK - NV
0922	CENTURYLINK - NW
0959	CENTURYLINK - THORP
4510	CENTURYLINK - TN
4511	CENTURYLINK - VA
4521	CENTURYLINK - WA
4530	CENTURYLINK- NE
4531	CENTURYLINK WEST-WY
0552	CENTURYLINK-ADAMSVL
0557	CENTURYLINK-CLAIBORN
0934	CENTURYLINK-PLATTEVL
1142	CENTURYLINK-RUSSELLV
1143	CENTURYLINK-SILM SPG
0970	CENTURYLINK-WAYSIDE
2395	CENTURYTEL OF OR
0077	CHAMPLAIN TEL CO
0685	CHATHAN TEL CO
0079	CHAZY & WESTPORT TEL
1979	CHEROKEE TEL CO
0516	CHESTER TEL CO
1647	CHEYENNE RIVER SIOX
1980	CHICKASAW TEL CO
2289	CHUGWATER TEL CO
8219	CIE DE TEL DE LAMBTN
8208	CIE TEL COURCELLES
1982	CIMARRON TEL CO
9348	CINCINNATI BELL
309B	CINCINNATI BELL EXT
0081	CIT TELCO HAMMOND NY
0473	CITIZENS TEL CO - NC
0751	CITIZENS TEL CORP
0270	CITIZENS TELECOM WV
8082	CITY WEST CABLE TEL
1130	CLARENCE TEL CO INC
1698	CLEVELAND CO TEL CO

LIST OF LEC/CLEC OCN NUMBERS

1133	C-M-L TEL OF MER IA
0005	COBOSSEECONTEE TEL
1134	COLO TELEPHONE CO
1756	COLUMBUS TEL CO
1262	COMM 1 NETWORK INC
0776	COMM CORP OF IN
0672	COMM CORP OF MI
4092	COMMCHOICE OF IOWA
0161	COMMONWEALTH TEL CO
3112	COMMUNITY AGCY-IA
2061	COMMUNITY TEL CO
8256	COMPAGNIE TEL NATES
8241	COMPAGNIE TEL UPTON
0542	COMPORIUM, INC.
0559	CONCORD TEL EX INC
0606	CONNEAUT TEL CO
2109	CONSOL COMM OF TX CO
1373	CONSOLID TEL CO
0193	CONSOLIDATED COMM
0607	CONTINENTAL OHIO
3320	CONTOOCOOK VLY TEL
3723	CONVERSENT COMM
3722	CONVERSENT COMM - CT
4052	CONVERSENT COMM - MA
3227	CONVERSENT COMM - ME
3754	CONVERSENT COMM - ME
4053	CONVERSENT COMM - NH
0558	CONVERSENT COMM - NJ
0560	CONVERSENT COMM - NJ
3289	CONVERSENT COMM - NY
3724	CONVERSENT COMM - NY
147B	CONVERSENT COMM - PA
4054	CONVERSENT COMM - RI
148B	CONVERSENT COMM - VT
4051	CONVERSENT COMM LLC
4069	COON RAPIDS MUN UTIL
1137	COON VLY COOP TEL
1303	COOPERATIVE TEL EXCH
8242	COOPTEL
2976	CORECOMM PA - PA
1141	CORN BELT TEL CO
8094	CORP CTY THUNDER BAY
094B	COTC CONNECTIONS-OK
CXAX	COX ALEXANDRIA
756D	COX ARKANSAS TELCOM
7078	COX AZ TELCOM
CX90	COX BATON ROUGE

LIST OF LEC/CLEC OCN NUMBERS

7661	COX CA TELCOM - CA
7190	COX CABLE NEW ORLEAN
7192	COX CABLE OKLA CITY
7987	COX COMMUNICATIONS
7077	COX CT TELCOM
CX89	COX FIBERNET COMRCL
7193	COX FL TELCOM
612C	COX GA TELCOM
CX93	COX GAINESVILLE
8639	COX IA TELCOM
941D	COX ID TELCOM
1802	COX KS TELCOM
7988	COX NE TELCOM
CXNV	COX NORTHERN VIRGINIA
215A	COX NV TELCOM
385D	COX OH TELCOM
CX61	COX PALOS VERDES
8778	COX RI TELCOM
CX87	COX SANTA BARBARA
CX78	COX TUCSON TELECOM
CX92	COX TULSA TELCOM
7189	COX VA TELCOM
1534	COZAD TELEPHONE CO
1762	CP-TEL NTWK SVCS LA
0756	CRAIGVILLE TEL CO
1985	CROSS TELEPHONE CO.
1499	CROSSLAKE TEL CO
0993	CROSSVILLE TEL CO
0085	CROWN POINT TEL CORP
7513	CTSI, INC. - PA
1650	CTY BRKNGS MUNICIPAL
0156	CTZNS TEL OF KECKSBG
0872	CUBA CTY TEL EX CO I
1146	CUMBERLAND TEL CO
2065	CUMBY TEL COOP INC
4042	CUMBY TELEPHONE COOP
1761	CUNNINGHAM TEL CO
0358	DARIEN TEL CO INC
5511	DATAVISION COMM-OR
1699	DECATUR TEL CO
0451	DECATUR TEL CO INC
0428	DELCAMBRE TEL CO
2184	DELTA CNTY TELE-COMM
0089	DEPOSIT TEL CO INC
0875	DICKEYVILLE TEL CORP
1150	DIXON TEL COMPANY
1988	DOBSON TEL CO

LIST OF LEC/CLEC OCN NUMBERS

0609	DOYLESTOWN TEL CO
8210	DRYDEN MUN TEL SYS
5410	DSCI CORPORATION-MA
5109	DSCI, LLC
966C	DSCI, LLC
2291	DUBOIS TEL EXCH INC
0043	DUNBARTON TEL CO
1381	DUNNELL TELE CO
0429	E ASCENSION TEL, LLC
1156	E BUCHANAN TEL COOP
0914	EASTCOAST TELECOM
3955	EASTERN OREG TEL-OR
0092	EDWARDS TEL CO INC
0430	ELIZABETH TEL CO
0478	ELLERBE TEL CO
1157	ELLSWORTH COOP TEL
1387	EMILY COOP TEL CO
1109	ENVENTIS
1375	ENVENTIS
1427	ENVENTIS
4607	ESSEX TELCOM, INC.
8216	EXECULINK TELECOM-ON
1160	F&B COMMUNICATIONS
5111	FAIRPOINT COMM - ME
5113	FAIRPOINT COMM - NH
5115	FAIRPOINT COMM - VT
1166	FARMERS & MERCH MUT
1162	FARMERS COOP TEL CO
1173	FARMERS MUT TEL
0612	FARMERS MUT TELCO OH
1172	FARMERS MUTUAL TELC
1177	FARMERS TEL CO
1176	FARMERS TEL CO - IA
0880	FARMERS TEL CO - WI
1175	FARMERS TELEPHONE CO
1179	FENTON COOP TEL CO
7021	FIBERCOMM, L.C.
3356	FIDELITY COMM SV II
3275	FIDELITY COMM-MO
1882	FIDELITY TEL CO
0095	FISHERS ISL TEL CO
2071	FIVE AREA TEL CO-OP
0406	FOOTHILLS RURAL TEL
0614	FORT JENNINGS TEL CO
0521	FORT MILL TEL CO
2200	FORT MOJAVE TELECOMM
0053	FRANKLIN TEL CO

LIST OF LEC/CLEC OCN NUMBERS

1000	FRONTIER CAROL - IL
0509	FRONTIER CAROL - NC
4334	FRONTIER CAROL - NC
0526	FRONTIER CAROL - SC
4335	FRONTIER CAROL - SC
1183	FRONTIER CITIZENS IL
1123	FRONTIER CITIZENS MN
0306	FRONTIER CM AL LLC
0072	FRONTIER CM AUSABLE
0149	FRONTIER CM BREEZEWD
0152	FRONTIER CM CANTON
0362	FRONTIER CM FAIRMNT
3402	FRONTIER CM GLD ST
1127	FRONTIER CM IA
4427	FRONTIER CM ID
1038	FRONTIER CM IL
0750	FRONTIER CM IN
1011	FRONTIER CM LAKESIDE
0178	FRONTIER CM LAKEWD
0301	FRONTIER CM LAMAR CT
4417	FRONTIER CM MI
1055	FRONTIER CM MIDLAND
4418	FRONTIER CM MI-OH
1367	FRONTIER CM MN
0912	FRONTIER CM MONDOVI
0460	FRONTIER CM MS
4322	FRONTIER CM MT
1061	FRONTIER CM MTPULSKI
1128	FRONTIER CM NE
2354	FRONTIER CM NV
0096	FRONTIER CM NY
0100	FRONTIER CM NY
2308	FRONTIER CM OF CA
0998	FRONTIER CM OF DEPUE
0682	FRONTIER CM OF MICH
1067	FRONTIER CM OF ORION
0318	FRONTIER CM OF SOUTH
3401	FRONTIER CM OR
0194	FRONTIER CM OSWAYO
0168	FRONTIER CM PA
0122	FRONTIER CM SENECA
4465	FRONTIER CM SO FL
0944	FRONTIER CM ST CROIX
0128	FRONTIER CM SYLV LK
0828	FRONTIER CM THORNTWN
4336	FRONTIER CM TN
4429	FRONTIER CM UT

LIST OF LEC/CLEC OCN NUMBERS

0967	FRONTIER CM VA
0964	FRONTIER CM WI
4321	FRONTIER COM NW - ID
4323	FRONTIER COM NW - OR
4324	FRONTIER COM NW - WA
2342	FRONTIER COM TUOLUMN
9147	FRONTIER COMM - CT
4423	FRONTIER COMM NW-WA
127G	FRONTIER COMM OF VA
1073	FRONTIER COMM PRARIE
4464	FRONTIER COMM SO AL
0681	FRONTIER MIDST - MI
0831	FRONTIER MIDST- IN
4451	FRONTIER NAVAJO
4450	FRONTIER NAVAJO COM.
4449	FRONTIER NAVAJO COMM
1015	FRONTIER NORTH - IL
1036	FRONTIER NORTH - IL
0772	FRONTIER NORTH - IN
0779	FRONTIER NORTH - IN
0695	FRONTIER NORTH - MI
0615	FRONTIER NORTH - OH
0886	FRONTIER NORTH-WI
0110	FRONTIER OGDEN TELCO
0870	FRONTIER RHINELANDER
0121	FRONTIER ROCHESTER
1079	FRONTIER SCHUYLER IL
4419	FRONTIER SW - AZ
863F	FRONTIER SW - CA
4421	FRONTIER SW - NV
2172	FRONTIER UTIL RURAL
0577	FRONTIER VOL STATE
2344	FRONTIER WEST CST-CA
4426	FRONTIER WHITE MTNS
5050	FRONTIER WV INC - WV
9214	FRONTIER WV INC.
1396	GARDONVILLE COOP TEL
0456	GEORGETOWN TEL CO
4425	GEORGIA WINDSTREAM
2373	GERVAIS TEL CO
0619	GLANDORF TEL CO INC
1017	GLASFORD TEL CO
0365	GLENWOOD TEL CO INC
1553	GLENWOOD TEL MEMSHP
9241	GLOBAL TEL BKR VA
131B	GLOBAL TELECO BRKS
4492	GLOBAL TELECOM BKRS

LIST OF LEC/CLEC OCN NUMBERS

7094	GOLDFIELD ACCESS NTW
1188	GOLDFIELD TEL CO
1886	GOODMAN TEL CO
1778	GORHAM TEL CO INC
8212	GOSFIELD NO COMM
1020	GRAFTON TEL CO
1191	GRAND MOUND COOP TEL
1994	GRAND TEL CO INC
0930	GRANTLAND TELECOM
1023	GRIDLEY TEL CO
1615	GRIGGS COUNTY TEL CO
1195	GRISWOLD COOP TEL CO
3614	GRUNDY CTR UTIL - IA
5840	GUTHRIE TELECOM - IA
1781	H & B COMM INC
0010	HAMPDEN TEL CO
0099	HANCOCK TEL CO - NY
2321	HAPPY VALLEY TEL CO
5361	HARLAN MUNICIPAL-IA
0368	HART TEL CO
1557	HARTMAN TEL EXCH INC
3100	HAWAIIAN TELECOM-HI
8708	HAWARDEN MUNCIPL UTL
1199	HAWKEYE TEL CO
8214	HAY COMM COOP LTD
0299	HAYNEVILLE TEL CO
1558	HEMINGFORD COOP TEL
1561	HERSHEY COOP TEL CO
0713	HIAWATHA TEL CO
0237	HIGHLAND TEL COOP
1995	HINTON TEL CO
3321	HOLLIS TELEPHONE CO
0777	HOME TEL - PITTSBORO
0778	HOME TEL CO - IN
1782	HOME TEL CO - KS
0403	HOOD CANAL COMM - WA
2419	HOOD CANAL TEL CO
815D	HOPPI TELECOMMS INCOR
0300	HOPPER TELECOMM
2322	HORNITOS TEL CO
8960	HORRY TEL COOP - SC
0528	HORRY TEL COOP INC
0011	HRTL D & ST ALBNS TEL
1203	HUBBARD COOP TEL
3304	HUMBOLDT TELEPHONE
0566	HUMPHREYS COUNTY TEL
8215	HURON TELECOMM COOP

LIST OF LEC/CLEC OCN NUMBERS

4602	HUTCHINSON TELECOMM
2093	INDUSTRY TEL CO
1479	INTEGRA TELECOM
1209	INTERSTATE COMM.
0007	ISLAND TEL
0677	ISLAND TEL CO
8087	ISLAND TEL CO LTD
0331	ITS TELECOMM SYS
1666	JEFFERSON TEL CO
1413	K M P TEL CO
0625	KALIDA TEL CO INC
0432	KAPLAN TEL CO
1412	KASSON & MANTORVILLE
5566	KASSON-MANTORVL TEL
0045	KEARSARGE TEL CO
1668	KENNEBEC TEL COMPANY
1217	KEYSTONE FARMS COOP
1567	KEYSTONE-ARTHUR TEL
1041	KINSMAN MUT TEL CO
5247	KNOLOGY OF KANSAS-KS
8235	LA CO DE TEL ST VICT
8236	LA CORP TEL LA BAIE
1791	LA HARPE TEL CO INC
1222	LA MOTTE TEL CO INC
2263	LAJICARITA RURAL TEL
2104	LAKE LIVINGSTON TEL
0148	LAKEFIELD COMM - WI
0896	LAKEFIELD TEL CO
0457	LAKESIDE TEL CO INC
0531	LANCASTER TEL CO
8220	LANSDOWNE RURAL TEL
4115	LAURENS MUN COMM UTI
8233	LE TEL ST-EPHREM INC
1045	LEAF RIV VLY TEL CO
1225	LEHIGH VLY COP TEL A
1908	LE-RU TELEPHONE CO
0411	LESLIE COUNTY TEL CO
2427	LEWIS RIVER TEL CO
0412	LEWISPORT TEL CO INC
2244	LINCOLN TEL CO INC
1419	LISMORE COOP TEL CO
0613	LITTLE MIAMI COMM
5781	LOCAL ACC PRIME - WA
0532	LOCKHART TEL CO INC
828B	LONG LINES METRO IA
7010	LONG LINES METRO SD
583E	LONG LN SIOUXLAND NE

LIST OF LEC/CLEC OCN NUMBERS

1422	LONSDALE TEL CO INC
8278	LOST NAT-ELWOOD TEL
1229	LOST NATION-ELWD TEL
4650	LOUISA COMMUNICATION
4138	LOUISIANA COMPET TEL
4930	LOUISIANA COMPET TEL
0058	LUDLOW TEL CO
7185	LUMOS NETWORKS INC.
7849	LUMOS NETWORKS-VA
2765	LUMOS NETWORKS-WV
0249	LUMOS TEL BOTETOURT
0226	LUMOS TELEPHONE INC
1232	LYNNVILLE COMM TELCO
0183	MAHANOEY & MAHANTANGO
916A	MAHASKA COMMS GRP IA
2456	MALHEUR HOME TEL CO
8088	MANITOBA TEL SYS
3057	MANNING MUNPL COMM
2282	MANTI TEL CO
130A	MAPLETON COM UT - IA
8089	MARITIME TEL LTD
8953	MARK TWAIN COMM CO
1914	MARK TWAIN RURAL TEL
1237	MARNE & ELK HORN TEL
1238	MARTELLE COOP TEL
2431	MASHELL TELECOM INC
0533	MCCLLELLANVL TEL CO
0598	MCCLURE TEL CO
2430	MCDANIEL TEL CO INC
2006	MICLOUD TEL CO
1048	MCNABB TEL CO
1241	MECHANICSVILLE TELCO
0788	MERCHNTS & FRMRS TEL
0047	MERRIMACK CNTY TELCO
1231	MESCALERO APACHE NM
2010	MID-AMERICA TEL INC
7076	MIDCONTINENT COM SD
3065	MIDCONTINENT COMM ND
3064	MIDCONTINENT COMM.
429A	MIDCONTINENT COMMS M
0633	MIDDLE PT HOME TEL
0881	MID-PLAINS TEL INC
1433	MID-STATE TEL CO
0711	MIDWAY TEL CO - MI
0909	MIDWAY TEL CO - WI
1242	MILES COOP TEL ASSN
1245	MINBURN TEL CO

LIST OF LEC/CLEC OCN NUMBERS

1158	MINBURN TELECOMM
0634	MINFORD TEL CO INC
1439	MN VALLEY TEL CO INC
9764	MOBIUS COMM CO NE
0790	MONON TEL CO INC
1058	MONTROSE MUT TEL CO
1622	MOORE & LIBERTY TEL
8223	MORNINGTON COM COOP
0915	MOSINEE TEL CO
1808	MOUNDRIDGE TEL CO
0307	MOUNDVILLE TEL CO
0917	MOUNT VERNON TEL CO
3185	MOUNTAINET TELCO -VA
2386	MT ANGEL TEL CO
2227	MUD LAKE TEL COOP
0792	MULBERRY COOP TEL
1250	MUT TEL CO MORN SUN
1809	MUTUAL TEL CO
1252	MUTUAL TELEPHONE CO
0449	MYRTLE TEL CO
0375	NELSON BALL GROUND
9742	NEVADA BELL
8090	NEW BRUNSWICK TEL
0239	NEW HOPE TEL COOP
0639	NEW KNOXVILLE TEL CO
0796	NEW LISBON TEL CO
1442	NEW ULM RURAL TEL
3029	NEWCASTLE TEL CO
0107	NEWPORT TEL CO INC
8085	NEWTEL CO
8211	NEXICOM TELECOMM
8230	NEXICOM TELEPHONES
0308	NICHOLVILLE TEL CO
0775	NINESTAR CONNECT
8225	NO FRONTENAC TEL CO
8227	NO RENFREW TEL CO.
2043	NO TEXAS TEL COMPANY
2116	NORTEX COMMUNICATION
3026	NORTH COUNTRY TEL CO
1230	NORTHEAST IA TEL CO
0435	NORTHEAST LA TEL CO
0938	NORTHEAST TEL CO
1259	NORTHERN IA TEL CO
8228	NORTHERN TEL LTD PTN
0061	NORTHFIELD TEL CO
1260	NORTHWEST IOWA TEL
1261	NORTHWEST TEL COOP

LIST OF LEC/CLEC OCN NUMBERS

8092	NORTHWESTEL INC
0535	NORWAY TEL CO INC
0461	NOXAPATER TEL CO INC
2193	NUCLA-NATURITA TEL
2194	NUNN TEL CO
0311	OAKMAN TEL CO INC
0645	OAKWOOD MUTUAL TEL
2014	OKLA WESTERN TEL
1984	OKLAHOMA COMM SYS
2011	OKLAHOMA WINDSTREAM
2013	OKLATEL COMM INC
1264	OLIN TEL CO INC
3620	OMNITEL COMM - IA
0112	ONTARIO TEL CO
0717	ONTONAGON CNTY TELCO
3149	OPENBAND OF VIRGINIA
1266	ORAN MUTUAL TEL CO
9769	ORANGE CITY COMM IA
1935	OREGON FARM MUTUAL
2390	OREGON IDAHO UTILIT
0114	ORISKANY FALLS TEL
7857	ORLANDO TEL CO SYS
0312	OTELCO TELEPHONE LLC
8606	OTTER TAIL TELCOM
0650	OTTOVILLE MUTUAL TEL
1866	OZARK TELEPHONE CO
9740	PACIFIC BELL
0196	PALMERTON TEL CO
1269	PALO COOP TEL ASSN
2016	PANHANDLE TEL COOP
1450	PARK REGION MUT TEL
1187	PARTNER COMM COOP
0651	PATTERSONVILLE TEL
1936	PEACE VALLEY TEL CO
2196	PEETZ COOP TEL CO
2418	PEND OREILLE TEL CO
8231	PEOPLES TELCO FOREST
0314	PEOPLES TELCO INC
1814	PEOPLES TELECOM - KS
1273	PEOPLES TELEPHONE CO
0062	PERKINSVILLE SVC COR
2197	PHILLIPS CO TEL CO
0497	PIEDMONT TEL MEM CO
0721	PIGEON TEL CO
2198	PINE DRIVE TEL CO
2392	PINE TELEPHONE SYS
0494	PINEVILLE TEL CO

LIST OF LEC/CLEC OCN NUMBERS

1817	PIONEER TEL ASSN INC
2199	PLAINS COOP TEL ASSN
0379	PLANT TEL CO
2131	POKA LAMBRO TEL COOP
0118	PORT BYRON TEL CO
2230	POTLATCH TEL CO
2020	POTTAWATOMIE TEL CO
1718	PRAIRIE GROVE TEL CO
1344	PRAIRIE TEL CO INC
1275	PRAIRIEBURG TEL CO
6112	PRIMELINK, INC.
0065	PRIMELINK, INC. - NY
0760	PRIORITYONE TEL OR C
1803	PRIORITYONE TELECOM
3816	PROJECT MUTUAL CLEC
2231	PROJECT MUTUAL TEL
0381	PUBLIC SERVICE TEL
3201	PUERTO RICO TEL CO
8203	QUADRO COMMUNICATION
0338	QUINCY TEL CO
9631	QWEST CORPORATION
9636	QWEST CORPORATION
9638	QWEST CORPORATION
5101	QWEST CORPORATION-AZ
5102	QWEST CORPORATION-CO
5141	QWEST CORPORATION-IA
5103	QWEST CORPORATION-ID
5162	QWEST CORPORATION-ID
5142	QWEST CORPORATION-MN
5104	QWEST CORPORATION-MT
5144	QWEST CORPORATION-ND
5143	QWEST CORPORATION-NE
5105	QWEST CORPORATION-NM
5163	QWEST CORPORATION-OR
5145	QWEST CORPORATION-SD
5107	QWEST CORPORATION-UT
5161	QWEST CORPORATION-WA
5108	QWEST CORPORATION-WY
7720	RAINIER CONNECT - WA
2251	RANGE TEL COOP INC
8140	RANGE TEL COOP MT
1278	READLYN TEL CO
739D	REASNOR TELCO, LLC
1631	RED RIV COMM - ND
4300	RED RIVER COMM - MN
9129	REINBECK MUN TEL UT
0438	RESERVE TEL CO

LIST OF LEC/CLEC OCN NUMBERS

3610	RESERVE TELECOM LA
8298	RESERVE TELECOMM
1075	REYNOLDS TEL CO
0541	RIDGEWAY TEL CO
2356	RIO VIRGIN TEL CO
1189	RIVER VLY TEL COOP
0943	RIVERSIDE TELECOM
1282	ROCKWELL COOP TEL
743B	ROGERS COMMUNICATION
8377	ROGERS COMMUNICATION
2202	ROGGEN TEL COOP CO
2252	RONAN TEL CO
1474	ROTHSAY TEL CO
8232	ROXBOROUGH TELCO INC
2233	RURAL TEL CO
1284	RUTHVEN TEL EXCH CO
5910	S & T COMM - KS
1827	S & T TEL COOP ASSN
2286	S CEN UTAH TEL ASSN
2143	S PLAINS TEL CO-OP
1298	S SLOPE COOP TEL INC
0816	S&W TEL CO INC
1285	SAC COUNTY MUT TEL
7991	SADDLEBACK COMM CO
0417	SALEM TEL CO
0498	SALUDA MOUNTAIN TEL
3021	SANDWICH ISLES COMM
2141	SANTA ROSA TEL COOP
4046	SANTA ROSA TELE COOP
8091	SASKATCHEWAN TEL COM
0945	SCANDINAVIA TEL CO
1291	SCHALLER TEL CO
2397	SCIO MUTUAL TEL CO
0248	SCOTT CO TEL COOP
3031	SCOTT COUNTY TEL CO
0819	SE IND RURAL TEL
1292	SEARSBORO TEL CO INC
4704	SEI DATA, INC.
1945	SENECA TEL CO
0500	SERVICE TEL CO
497E	SHAW TELECOM INC. BC
0656	SHERWOOD MUTUAL TEL
0726	SHIAWASSEE TEL CO
2283	SKYLINE TELECOM
0466	SLEDGE TEL CO
1483	SLEEPY EYE TEL CO
0467	SMITHVILLE TELCO

LIST OF LEC/CLEC OCN NUMBERS

554A	SOCKET TELECOM - MO
1590	SODTOWN TELEPHONE CO
8237	SOGETEL, INC.
0024	SOMERSET TEL CO
562E	SOUTH SLOPE TELCO IA
3301	SOUTHEAST MS TEL CO
0952	SOUTHEAST TEL CO WI
1301	SOUTHWEST TEL EXCH
2135	SOUTHWEST TX TEL CO
9533	SOUTHWESTERN BELL
8870	SOUTHWESTERN BELL AR
7726	SOUTHWESTERN BELL TX
5211	SOUTHWESTERN BELL-AR
5214	SOUTHWESTERN BELL-KS
5213	SOUTHWESTERN BELL-MO
5215	SOUTHWESTERN BELL-OK
5216	SOUTHWESTERN BELL-TX
2174	SOUTHWESTERN TEL CO
1485	SPRING GROVE COMM
0728	SPRINGPORT TEL CO
1302	SPRINGVILLE COOP TEL
0257	SPRUCE KB SENECA RK
0544	ST STEPHEN TELCO
0441	STAR TELEPHONE CO
0955	STATE LONG DIS TELCO
0125	STATE TEL CO
1949	STEELVILLE TEL EXCH
1092	STELLE TELEPHONE CO.
0954	STOCKB & SHER TEL CO
2207	STRASBURG TEL CO
2287	STRATA NETWORKS
1305	STRATFORD MUTUAL TEL
0206	SUGAR VALLEY TEL
1306	SULLY TEL ASSOC
0825	SUNMAN TELECOMM CORP
568A	SUPERIOR SPECTRUM
210A	SUPERIOR SPECTRUM MI
1307	SUPERIOR TEL COOP
4931	SUREWEST BRDB - CA
812D	SUREWEST BROADBAND
3964	SUREWEST BROADBD CA
2334	SUREWEST TELEPHONE
0503	SURRY TEL MEMB CORP
2025	SW OKLAHOMA TEL CO
0826	SWAYZEE TEL CO INC
0827	SWEETSER RURAL TEL
469A	T3 COMM. INC - FL

LIST OF LEC/CLEC OCN NUMBERS

820A	TC3 TELECOM - MI
3459	TC3 TELECOM INC-MI
2320	TDS METROCOM - IL
5353	TDS METROCOM - MI
7804	TDS METROCOM - WI
7036	TDS METROCOM LLC
8213	TEL GUEVREMONT INC
8239	TELEBEC, LTEE
3726	TELENTL COMM INC TX
8243	TELEPHONE DE WARWICK
8221	TELEPHONE MILOT INC.
0578	TELLICO TEL CO
8083	TELUS COMM - QC
8086	TELUS COMM BC
8084	TELUS COMM INC
2243	TELUS COMM QUEBEC
2782	TELUS INTEGRATED COM
1308	TEMPLETON TEL CO
0575	TENNESSEE TEL CO
0958	TENNEY TEL CO
2029	TERRAL TELE CO
2153	TEXAS WINDSTREAM
0419	THACKER-GRIGSBY TEL
1525	THREE RIVER TELCO
846B	TIM RON ENTERPRISES
847B	TIM RON ENTERPRISES
0829	TIPTON TEL CO INC
1310	TITONKA-BURT COMM
2173	TOHONO O ODHAM UT AU
0068	TOPSHAM TEL CO
2030	TOTAH COMMUNICATIONS
2060	TOTELCOM COMM, LLC
0129	TOWNSHIP TEL CO INC
2378	TRANS-CASCADES TELCO
1839	TRI-COUNTY TEL ASSN
0830	TRI-COUNTY TEL CO
0131	TRUMANSBURG TEL
8240	TUCKERSMITH COMM
2265	TULAROSA BASIN TELCO
1678	TURTLE MTN COMM
1840	TWIN VALLEY TEL INC
7453	U.S. TELEPAC - CA
4652	U.S. TELEPAC - NV
0322	UNION SPRINGS TEL CO
0049	UNION TEL CO - NH
0962	UNION TEL CO - WI
1595	UNITED TEL CO WEST

LIST OF LEC/CLEC OCN NUMBERS

2400	UNITED TELEPHONE NW
0567	UNITED TELEPHONE SE
1636	UNTD TEL MUTUAL AID
0893	US LEC COMM - LA
0963	UTELCO INC
9262	UTILITY TEL. INC CA
2159	VALLEY TEL CO-OP INC
1495	VALLEY TELEPHONE CO.
9658	VALU TEL COMM - NM
1320	VAN HORNE COOP TEL
0662	VANLUE TEL CO
2319	VERIZON CALIF. INC
4420	VERIZON CALIF-CA
2302	VERIZON CALIFORNIA
5010	VERIZON DELAWARE DE
9210	VERIZON DELAWARE INC
0328	VERIZON FLORIDA INC.
9212	VERIZON MARYLAND INC
5030	VERIZON MARYLAND MD
9102	VERIZON NEW ENGLAND
9206	VERIZON NEW JERSEY
9104	VERIZON NEW YORK INC
5131	VERIZON NEW YORK-CT
0281	VERIZON NORTH INC.
0169	VERIZON NORTH-PA
0170	VERIZON NORTH-PA
0201	VERIZON NORTH-PA
2449	VERIZON NORTHWEST
9208	VERIZON PENNSYLVANIA
864F	VERIZON SO - NC
0233	VERIZON SOUTH-VA
4337	VERIZON SOUTH-VA
2154	VERIZON SW INC. TX
4344	VERIZON SW INC. TX
9213	VERIZON VIRGINIA INC
5040	VERIZON VIRGINIA VA
5020	VERIZON WASH - DC
9211	VERIZON WASHINGTON
0133	VERNON TEL CO INC
8306	VIDEOTRON G.P.
1087	VIOLA HOME TEL CO
0253	VIRGINIA TEL CO
0034	W PENOBSCOT TEL&TEL
2166	W TEXAS RURAL TEL
7809	W. T. SERVICES INC.
669D	WABASH MUTUAL - OH
1845	WAMEGO TEL CO INC

LIST OF LEC/CLEC OCN NUMBERS

0031	WARREN TEL CO
4959	WARWICK VLY TEL NJ
4140	WARWICK VLY TEL NY
0664	WASBASH MUTUAL TEL
0968	WAUNAKEE TEL CO
1597	WAUNETA TELEPHONE CO
0392	WAVERLY HALL TEL LLC
2985	WEB FIRE COMM - TX
1327	WEBB-DICKENS TEL
1328	WEBS-CALH COOP TEL
1501	WEST CENTRAL TEL
598B	WEST KENTUCKY RURAL
0421	WEST KY RL TEL CORP
2268	WEST NM TEL CO INC
0480	WEST PLAINS TELECOMM
0837	WEST POINT TEL CO
0277	WEST SIDE TEL CO
1502	WESTERN TEL CO
8244	WESTPORT TEL CO LTD.
1335	WESTSIDE INDP TEL CO
8245	WIGHTMAN TEL LTD.
1505	WIKSTROM TEL CO INC
0394	WILKES TEL & ELEC CO
2210	WILLARD TEL CO
0551	WILLISTON TELE CO
0050	WILTON TEL CO
1336	WILTON TELEPHONE CO
0176	WINDSTREAM - PA INC.
0395	WINDSTREAM ACCUCOMM
0302	WINDSTREAM ALABAMA
1691	WINDSTREAM ARKANSAS
1163	WINDSTREAM COMM SW
1164	WINDSTREAM COMM SW
1165	WINDSTREAM COMM SW
1181	WINDSTREAM COMM SW
1193	WINDSTREAM COMM SW
0474	WINDSTREAM CONCORD
0336	WINDSTREAM FLORIDA
4332	WINDSTREAM GA COMM
0364	WINDSTREAM GA TEL
0357	WINDSTREAM GEORGIA
2097	WINDSTREAM KERRVILLE
9691	WINDSTREAM KY LONDON
0402	WINDSTREAM KY WEST
9690	WINDSTREAM KY-LXGTN
0483	WINDSTREAM LEXCOM
1885	WINDSTREAM MISSOURI

LIST OF LEC/CLEC OCN NUMBERS

0453	WINDSTREAM MS
0476	WINDSTREAM NC INC
1568	WINDSTREAM NE, INC.
0106	WINDSTREAM NY FLTN
0109	WINDSTREAM NY JAMEST
0113	WINDSTREAM NY RED JK
0665	WINDSTREAM OHIO, INC
1965	WINDSTREAM OKLAHOMA
0517	WINDSTREAM SC, INC.
0386	WINDSTREAM STANDARD
2147	WINDSTREAM SUGAR LND
0666	WINDSTREAM WESTN RES
1507	WINSTED TEL CO
2323	WINTERHAVEN TEL CO
1508	WINTHROP TEL CO
0973	WITTENBERG TEL CO
0738	WOLVERINE TEL CO
0974	WOOD COUNTY TEL CO
1091	WOODHULL COMTY TELCO
1510	WOODSTOCK TEL CO
1342	WOOLSTOCK MUT TEL
4111	WOW INTN CABL PHONE
667E	WOW INTN CABL PHONE
668E	WOW INTN CABL PHONE
735E	WOW INTN CABL PHONE
460D	WTC COMMS, INC. - KS
2034	WYANDOTTE TEL CO
1343	WYOMING MUT TEL CO

ATTACHMENT K: STATE OF NEBRASKA ADDENDUMS

Securus acknowledges receipt of the following addendums:

- Addendum 1 issued on April 12, 2016
- Addendum 2 issued on April 25, 2016
- Addendum 3 issued on April 26, 2016
- Addendum 4 issued on May 10, 2016
- Addendum 5 issued on May 18, 2016
- Addendum 6 issued on May 20, 2016
- Addendum 7 issued on June 2, 2016
- Addendum 8 issued on June 2, 2016
- Addendum 9 issued on June 10, 2016
- Addendum 10 issued on June 14, 2016

These addendums have been included as part of this RFP and begin on the following page.

**ADDENDUM ONE
REVISED EVALUATION CRITERIA**

Date: April 12, 2016
To: All Bidders
From: Robert Thompson/Nancy Storant, Buyers
AS Materiel State Purchasing Bureau
RE: Addendum for Request for Proposal 5289Z1
to be opened June 1, 2016 at 2:00 p.m. Central

The Evaluation Criteria has been revised and posted to the website.

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal

REVISED EVALUATION CRITERIA

RFP NUMBER 5289Z1, Inmate Calling Service
Opening Date: June 1, 2016 at 2:00 PM Central Time

Mandatory Requirements

The proposals will first be examined to determine if all mandatory requirements listed below have been addressed to warrant further evaluation. Proposals not meeting mandatory requirements will be excluded from further evaluation. The mandatory requirement items are as follows:

1. Request for Proposal For Contractual Services form, signed in ink;
2. Corporate Overview;
3. Completed Section III
4. Technical Approach; and
5. Cost Proposal.

Evaluation Criteria

All responses to this Request for Proposal, which fulfill all mandatory requirements, will be evaluated. Each category will have a maximum possible point potential. Areas that will be addressed and scored during the evaluation include

Evaluation Criteria	Possible Points
Part 1 — Corporate Overview	100
Part 2 — Technical Approach	325
Part 3 — Cost Proposal Points	300
Total Points without Oral Interviews	725
Oral Interviews, (if required)	150
Total Points with Oral Interviews	875

Part 4 – Cost Proposal Points

Cost points should be calculated as follows:

1. Establish lowest cost submitted – lowest cost submitted receives the maximum points.
2. To assign points to all others, the following formula should be followed:

**Lowest Cost Submitted ÷ Cost Submitted x Maximum Possible Cost Points =
 Cost Points to Award (see samples below)**

Formula	Sample	Sample	Sample
Lowest Cost Submitted	\$100,000	\$100,000	\$100,000
÷ Cost Submitted	\$100,000	\$200,000	\$150,000
x Maximum Possible Cost Points	300	300	300
= Points To Award	300.0	150.0	200.0

Cost Evaluation will be based on the following quantities.

Description	Quantity for Evaluation		Description	Quantity for Evaluation
	Debit Calling	Pre-Pay Calling		Pre-Pay Account Fees
Local	553515.9	418866.2	Establish Account Setup Fee	2100
Intralata	3874611.3	2932063.4		
Interlata/Intrastate	553515.9	418866.2		
Interstate	553515.9	418866.2		

Quantities shown are for evaluation purposes only and are not to be construed as a minimum or maximum amount.

ADDENDUM TWO

Date: April 25, 2016
 To: All Bidders
 From: Robert Thompson/Nancy Storant, Buyers
 AS Materiel State Purchasing Bureau
 RE: Addendum for Request for Proposal 5289Z1
 to be opened June 1, 2016 at 2:00 p.m. Central

Revised Schedule of Events

A. SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

	ACTIVITY	DATE/TIME
4.	State responds to written first round questions through Request for Proposal "Addendum" and/or "Amendment" to be posted to the Internet at: http://das.nebraska.gov/materiel/purchasing.html	April 25, 2016 April 26, 2016

	ACTIVITY	DATE/TIME
5.	<p>Mandatory Pre-Proposal Conference and Site Visits Day One (1) Starting Location, followed by additional stops:</p> <p style="padding-left: 40px;">NDCS Correctional Services/Admin 801 W. Prospector Pl., #1 Lincoln NE 68522</p> <p style="padding-left: 40px;">NDCS Community Corrections Center/Lincoln 2720 West Van Dorn Lincoln NE 68522</p> <p style="padding-left: 40px;">NDCS Lincoln Correctional Center 3216 West Van Dorn Lincoln NE 68522</p> <p style="padding-left: 40px;">NDCS Diagnostic and Evaluation Center 3220 West Van Dorn Lincoln NE 68522</p> <p style="padding-left: 40px;">NDCS Nebraska State Penitentiary 4201 S. 14th Street Lincoln NE 68502</p> <p><i>* Registration Advisement: Bids will only be accepted from those Companies/Firms which properly register their attendance at this meeting by completing all of the required information on the State Registration Sheet.</i></p>	<p>May 2, 2016</p> <p style="text-align: center;">Meet at: 801 W. Prospect #1 at 9:30 AM Central Time</p>
6.	<p>Mandatory Pre-Proposal Conference and Site Visits Day Two (2) Starting Location, followed by additional stops:</p> <p style="padding-left: 40px;">NDCS Correctional Center for Women 1107 Recharge Rd York NE 68457</p> <p style="padding-left: 40px;">NE-DHHS-Youth Rehab and Treatment 855 North 1st Street Geneva NE 68361</p> <p><i>* Registration Advisement: Bids will only be accepted from those Companies/Firms which properly register their attendance at these meetings by completing all of the required information on the State Registration Sheet.</i></p>	<p>May 3, 2016</p> <p style="text-align: center;">Meet at: 1107 Recharge Rd at 9:30 AM Central Time</p>

	ACTIVITY	DATE/TIME
7.	<p>Mandatory Pre-Proposal Conference and Site Visits Day Three (3) Starting Location, followed by additional stops:</p> <p style="padding-left: 40px;">NE-DHHS-Youth Rehab and Treatment 2802 30th Avenue Kearney NE 68845</p> <p style="padding-left: 40px;">NDCS Work Ethic Camp 2309 North Highway 83 McCook NE 69001</p> <p><i>* Registration Advisement: Bids will only be accepted from those Companies/Firms which properly register their attendance at these meetings by completing all of the required information on the State Registration Sheet.</i></p>	<p>May 4, 2016</p> <p>Meet at: 2802 30th Avenue at 9:30 AM Central Time</p>
8.	<p>Mandatory Pre-Proposal Conference and Site Visits Day Four (4) Starting Location, followed by additional stops:</p> <p style="padding-left: 40px;">NDCS Tecumseh State Correctional 2725 North Highway 50 Tecumseh NE 68450</p> <p style="padding-left: 40px;">NDCS Correctional Youth Facility 2610 North 20th Street East Omaha NE 68110</p> <p style="padding-left: 40px;">NDCS Omaha Correctional Center 2323 Avenue J Omaha NE 68110</p> <p style="padding-left: 40px;">NDCS Community Corrections Center 2320 Avenue J Omaha NE 68110</p> <p><i>* Registration Advisement: Bids will only be accepted from those Companies/Firms which properly register their attendance at these meetings by completing all of the required information on the State Registration Sheet.</i></p>	<p>May 5, 2016</p> <p>Meet at: 2725 North Hwy 50 at 9:30 AM Central Time</p>
9.	<p>Last day to submit written (second round) questions after Pre-Proposal Conference</p>	<p>May 8, 2016</p>

	ACTIVITY	DATE/TIME
10.	State responds to written (second round) questions through Request for Proposal "Addendum" and/or "Amendment" to be posted to the Internet at: http://das.nebraska.gov/materiel/purchasing.html	May 16, 2016
11.	Proposal opening Location: State Purchasing Bureau 1526 K Street, Suite 130 Lincoln, NE 68508	June 1, 2016 2:00 PM Central Time
12.	Review for conformance of mandatory requirements	June 1, 2016
13.	Evaluation period	June 3, 2016 through June 10, 2016
14.	"Oral Interviews/Presentations and/or Demonstrations" (if required)	To Be Determined
15.	Post "Letter of Intent to Contract" to Internet at: http://das.nebraska.gov/materiel/purchasing.html	June 20, 2016
16.	Contract finalization period	June 20, 2016 through July 11, 2016
17.	Contract award	July 18, 2016
18.	Contractor start date	September 26, 2016

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal

**ADDENDUM THREE
QUESTIONS and ANSWERS**

Date: April 26, 2016
 To: All Bidders
 From: Robert Thompson/Nancy Storant, Buyers
 AS Materiel, State Purchasing Bureau
 RE: Addendum for Request for Proposal Number 5289Z1
 to be opened June 1, 2016 at 2:00 p.m. Central Time

Questions and Answers

Following are the questions submitted and answers provided for the above mentioned Request for Proposal. The questions and answers are to be considered as part of the Request for Proposal. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

<u>Question Number</u>	<u>RFP Section Reference</u>	<u>RFP Page Number</u>	<u>Question</u>	<u>State Response</u>
1.			Whether companies from Outside USA can apply for this? (like, from India or Canada)	Yes, companies from outside the USA may submit a proposal.
2.			Whether we need to come over there for meetings?	The proposal and contract execution require a physical presence.
3.			Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	No, contract execution requires a physical presence.
4.			Can we submit the proposals via email?	No, per the Request for Proposal for Contractual Services Form, item 1. "Sealed proposals must be received in State Purchasing Bureau by the date and time of proposal opening per the schedule of events. No late proposals will be accepted. No electronic, e-mail, fax, voice, or telephone proposals will be

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				accepted."
5.			Why was the previous Inmate Calling Services RFP (#5094 Z1) from August 2015 cancelled?	All bids were rejected in order for the State to revise the RFP and re-release.
6.			Who is the current provider for the Inmate Calling Services?	Public Communications Services, Inc.
7.			What is the current commission rate for the state on the Inmate Calling Services?	Zero. NDCS does not receive any commissions.
8.			Who provides the Inmate Commissary Services?	This is an internal system developed within the State of Nebraska.
9.			Having attended (at considerable time and expense) the last 4 day mandatory site visit in August 2015 for the previous, but internally rejected RFP process, is it still mandatory they we again visit the same sites to participate in this current RFP process? We would greatly appreciate any consideration for an "exemption" for those who previous invested in this aspect of the prior release of the Nebraska DOC RFP for inmate phones.	<p>Per Section II. F. PRE-PROPOSAL CONFERENCE AND SITE VISITS & Form B Important Notice:</p> <p>"Attendance at the pre-proposal conference and all site visits is mandatory in order to submit a proposal (bidders who attended the site visits in response to 5094Z1 are not required to attend the site visits for 5289Z1 – but must still attend the pre-proposal conference on Day 1, per the schedule of events ."</p> <p>All bidders must attend the mandatory pre-proposal conference on Day 1. The following vendors are excused from attending all site visits.</p> <p>CenturyLink GTL Legacy Inmate Comm. Securus Technologies Telmate X Direct</p> <p>All other bidders must attend the mandatory pre-proposal conference and all of the site visits conducted all four days, per the schedule of events.</p>
10.	III. Terms And Conditions FF. Performance Bond	Page 21	Please confirm if the Performance Bond is to be submitted with the RFP response.	The Performance Bond is NOT to be submitted with the RFP response. The bond is only required of the bidder who is in receipt of an intent to award and would be required prior to contract execution.
11.			Please provide your current ADP.	5225 as of 4/22/2016; does not include inmates NDCS houses in county jails.

12.			In the Q&A for the previous ITS RFP, you stated you had no ICE detainees. Is this still the case?	Yes.
13.			You provided call information for a 12-month period with the previous ITS RFP (Revised Attachment One, showing call data from 2014 and facility populations as of June 30, 2015). Could you please provide updated information?	Please refer to Attachment One, as posted.
14.			What educational programs do you currently have in place?	Core educational programs are High School and Adult Education classes and English as a Second Language (ESL).
15.	Request for Proposal for Contractual Service Form	i	"Cost proposals will not be considered propriety." We assume the last word of this statement is meant to be "proprietary." Please confirm or advise if this is not the case.	<p>Correct, "proprietary" is the correct term.</p> <p>The RFP is hereby amended to remove in its entirety, the second paragraph under IMPORTANT NOTICE on the REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM, with the following:</p> <p>In addition, all responses to Requests for Proposals will be posted to the Department of Administrative Services public website. The public posting will include figures, illustrations, photographs, charts, or other supplementary material. Proprietary information identified and marked according to state law is exempt from posting. To exempt proprietary information you must submit a written showing that the release of the information would give an advantage to named business competitor(s) and show that the named business competitor(s) will gain a demonstrated advantage by disclosure of information. The mere assertion that information is proprietary is not sufficient. (Attorney General Opinion No. 92068, April 27, 1992) The agency will then determine if the interests served by nondisclosure outweigh any public purpose served by</p>

				disclosure. Cost proposals will not be considered proprietary.
16..	Request for Proposal for Contractual Service Form	i	"Failure to agree to the reservation and waiver of protection will result in the response to the RFP being non-conforming and rejected." Where in our response would you prefer we agree to this provision?	Signing the REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM, is the bidders acceptance.
17.	III.EEE	31	"The Contractor may extend the contract to political subdivisions conditioned upon the honoring of the prices charged to the State": Q: What other governmental entities are currently participating with the State in the procurement of an Inmate Telephone System as a Political Subdivision?	None. The condition is optional on behalf of the contractor.
18.	Revised Evaluation Criteria	p. 1 of Revised Criteria	We understand that traditional collect is a preferred but not required billing option. As the state is likely aware, collect is more expensive to provide than prepaid or debit. In addition, the Evaluation Criteria provide minutes for Pre-Pay Calling to be used in the evaluation but not collect. Q#1: Will collect rates be evaluated/scored?	No. Please refer to the Evaluation Criteria, as posted.
19.			Q#2: Because collect is more expensive to provide, may vendors propose a slightly higher rate for collect? If so, how will those rates be evaluated?	Bidder is to determine the cost proposed. Please see response to question 18.
20.	IV. A. Project Overview	32	RFP states "Optional products must be clearly identified...and provide the optional cost separately from the bid cost per minute." Also, "If bidding an alternant proposal, bidder must complete a separate RFP response including all mandatory requirements..."	Correct. If a bidder wishes to propose an alternant solution that would be evaluated and scored, a complete separate RFP response would need to be submitted and would need to meet all of the mandatory requirements. However, bidders may also provide

			<p>We read this as saying that if a respondent wished to propose the "base" telephone system as required <i>and</i> propose optional products that might impact the costs to end-users, that it should submit one proposal with optional products clearly identified and priced. I.e. a separate proposal would be necessary only if the respondent were proposing an alternative to the baseline functionality requested in the RFP.</p> <p>Q: Would the State confirm our understanding?</p>	<p>pricing for optional products or services that the State may procure from the awarded contractor that are not included in the technical proposal or built into the required Debit Calling and Pre-Pay cost per minute portion of the Cost Sheet.</p> <p>A Revised Attachment Two Cost Sheet has been posted with space provided to include optional products or services.</p>
21.	IV. D.2 Rates	34	<p>Provision states "All call connect/surcharge fees will be identified by type of call". However the most recent FCC Order in WC Docket 12-375 prohibits per-call connect fees.</p> <p>Q: For maximum clarity will the State remove this sentence from IV.D.2?</p>	<p>The RFP is hereby amended to remove Section IV. D. 2., in its entirety and is replaced with the following:</p> <p>2. Rates Per minute charges must be flat rate twenty-four (24) hours a day, seven (7) days a week. Rates must remain firm for the first five (5) years of the contract. Prices may be subject to change after the initial five (5) year period. All government-mandated fees and taxes must be included in the rates, as no add-ons will be accepted. Such changes shall be based on industry changes as evidenced by revised printed price lists, verifiable documented cost increases or notices. A request for price increase shall be provided in writing, to The Nebraska State Purchasing Bureau at least thirty (30) days prior to any price increase of the contract. No price increases are to be billed to NDCS without prior written approval by the State Purchasing Bureau and the NDCS Purchasing Division. State Purchasing Bureau reserves the right to accept or reject any price increase request. In the event new prices are not acceptable, the contract may be cancelled. Approved price increases shall become part of the new contract as an amendment and will be recognized as firm contract pricing.</p>

				<p>Revised pricing will carry over to any subsequent renewals or revisions unless specifically revised and agreed upon by both parties. Bidders must provide their proposed rates for all categories listed on the cost proposal sheet.</p> <p>Failure to provide rates as outlined may be grounds for rejection of proposal.</p> <p>Any and all charges billable to the inmates and their families must be detailed in the Bidder's cost proposal. Contractor may not assess any</p>
22.	IV. D.2 Rates & Revised Evaluation Criteria	p. 34 in RFP & p.1 in Revised Evaluation Criteria	<p>We read IV.D.2 and the Evaluation Criteria to say that different rates may be charged by call category (local vs. intraLATA, etc.), and that intraLATA will receive approximately 70% of the weighting in calculating the lowest cost submitted.</p> <p>Q#1: Will the State confirm our interpretation?</p>	<p>Bidder's prices will be multiplied by the quantity given (in the table at the bottom of the Evaluation Criteria) for each call type, and added together. This total sum will be calculated using the formula provided with the Evaluation Criteria to arrive at the cost points for each bidder.</p>
23.			<p>Q#2: Will the State provide a breakdown of actual calls and minutes for the past 12 months by local, intraLATA, interLATA, interstate, and international? This breakdown would also help vendors calculate the mix of jurisdictions and tax rates that must be bundled into the offered call rates.</p>	<p>Please refer to Attachment One, as posted.</p>
24.	IV.D.2 Rates	34	<p>Provision states that "All regulatory fees must be included in the rates, as no add-ons will be accepted." We read this as saying that all regulatory fees (e.g. FCC-mandated USF and other taxes (e.g. sales tax) of any type must be bundled into the proposed rates. Although unlikely, it is possible that some respondents may view regulatory fees as separate from taxes.</p> <p>Q: Would the State consider</p>	<p>Please see response to question 21.</p>

			revising the requirement to state "All government-mandated fees and taxes must be included in the rates, as no add-ons will be accepted."?	
25.	IV.D.6 Prepay by Inmate Families & Revised Evaluation Criteria	p 35 in RFP & p 1 in Revised Evaluation Criteria	<p>Provision states that account setup fees will be identified in the proposal. Account setup fees are not among the permitted fees in the most recent FCC Order, and would therefore not be permitted to be charged.</p> <p>Q: Would the State modify the RFP and Evaluation Criteria to disallow account setup fees?</p>	This question will be addressed at the preproposal conference and responded to in the second round of Questions and Answers.
26.	IV.D.6 Prepay by Inmate Families & Revised Evaluation Criteria	p 35 in RFP & p 1 in Revised Evaluation Criteria	<p>Provision states that (1) all monies paid to the contractor by inmate families will be credited to the families account and (2) contractors are allowed to charge a fee to cover the cost of accepting credit card payments from families with the fee not to exceed 5%. In addition the Revised Evaluation Criteria list only Account Setup Fees as fees to be proposed and evaluated.</p> <p>Some providers direct families away from setting up accounts (which take time to process) and toward "single pay" programs such as text payment to a cell phone or automated payment by phone (trade names e.g. text collect, PayNow). These require use of automated payment systems and avoid the cost of setting up an account, as well as forcing families to pay a transaction fee every time they receive a call.</p> <p>Q#1: For these reasons will the State explicitly disallow these single pay programs?.</p>	This question will be addressed at the preproposal conference and responded to in the second round of Questions and Answers.
27.			Q#2: If a respondent proposed a transaction fee to families lower than 5%, would	This question will be addressed at the preproposal conference and responded to in the second round of Questions and Answers.

			it receive additional points in the evaluation?	
28.			Q#3: If it would receive more points in the evaluation, would the State modify the Evaluation Criteria to include account transaction fees? At the State's current usage we would expect approximately 550 transactions per month. If single pay methods were allowed, the number of transaction fee events would be several times this amount	This question will be addressed at the preproposal conference and responded to in the second round of Questions and Answers.
29.	IV.D.6 Prepay by Inmate Families & Revised Evaluation Criteria	p 35 in RFP & p 1 in Revised Evaluation Criteria	Q #1: Will third-party cash vendors such as Western Union be allowed for family members who are "unbanked"?	Contractor determines if they will accept third-party cash vendors such as Western Union for payment.
30.			Q #2: If so, will the State require vendors to disclose these fees and certify that the fees do not include any markup from the third party, including but not limited to 'direct' markup, revenue sharing of any sort between the provider and the third party, volume rebates, etc.?	If contractor does allow, contractor must not charge any additional fees and or mark up.
31.	IV.E.6	38	Bidder must identify their capability to allow the facility to terminate the cell signal when signal is within a specified distance from the facility. We assume this means that the system must terminate an inmate call to a called party cell phone outside the facility, if that called party cell phone is within a specified distance from the facility; terminating the called party's actual cell signal would violate federal regulation. Q: Would the State confirm our interpretation of the requirement?	This question will be addressed at the preproposal conference and responded to in the second round of Questions and Answers.

32.		I would like to clarify whether [REDACTED] will need to attend the Pre-Proposal Conference and Site Visit on May 2-5 since we attended the last one that was held back on August 25, 2015.	Please see response to question number 9.
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This addendum will become part of the proposal and should be acknowledged with the Request for Proposal.

ADDENDUM FOUR

Date: May 10, 2016
 To: All Bidders
 From: Robert Thompson/Nancy Storant, Buyers
 AS Materiel State Purchasing Bureau
 RE: Addendum for Request for Proposal 5289Z1
 to be opened June 1, 2016 at 2:00 p.m. Central

Revised Schedule of Events

A. SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

	ACTIVITY	DATE/TIME
9.	Last day to submit written (second round) questions after Pre-Proposal Conference	May 8, 2016 May 11, 2016
10.	State responds to written (second round) questions through Request for Proposal "Addendum" and/or "Amendment" to be posted to the Internet at: http://das.nebraska.gov/materiel/purchasing.html	May 16, 2016 May 18, 2016
11.	Proposal opening Location: State Purchasing Bureau 1526 K Street, Suite 130 Lincoln, NE 68508	June 1, 2016 2:00 PM Central Time
12.	Review for conformance of mandatory requirements	June 1, 2016
13.	Evaluation period	June 3, 2016 through June 10, 2016
14.	"Oral Interviews/Presentations and/or Demonstrations" (if required)	To Be Determined
15.	Post "Letter of Intent to Contract" to Internet at: http://das.nebraska.gov/materiel/purchasing.html	June 20, 2016

	ACTIVITY	DATE/TIME
16.	Contract finalization period	June 20, 2016 through July 11, 2016
17.	Contract award	July 18, 2016
18.	Contractor start date	September 26, 2016

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal

ADDENDUM FIVE

Date: May 18, 2016
 To: All Bidders
 From: Robert Thompson/Nancy Storant, Buyers
 AS Materiel State Purchasing Bureau
 RE: Addendum for Request for Proposal 5289Z1
 to be opened June 1, 2016 at 2:00 p.m. Central

Revised Schedule of Events

A. SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

	ACTIVITY	DATE/TIME
9.	State responds to written (second round) questions through Request for Proposal "Addendum" and/or "Amendment" to be posted to the Internet at: http://das.nebraska.gov/materiel/purchasing.html	May 16, 2016 May 18, 2016 May 19, 2016
10.	Proposal opening Location: State Purchasing Bureau 1526 K Street, Suite 130 Lincoln, NE 68508	June 1, 2016 2:00 PM Central Time
11.	Review for conformance of mandatory requirements	June 1, 2016
12.	Evaluation period	June 3, 2016 through June 10, 2016
13.	"Oral Interviews/Presentations and/or Demonstrations" (if required)	To Be Determined
14.	Post "Letter of Intent to Contract" to Internet at: http://das.nebraska.gov/materiel/purchasing.html	June 20, 2016
15.	Contract finalization period	June 20, 2016 through July 11, 2016

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	ACTIVITY	DATE/TIME
16.	Contract award	July 18, 2016
17.	Contractor start date	September 26, 2016

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal

**ADDENDUM SIX
REVISED SCHEDULE OF EVENTS**

Date: May 20, 2016
 To: All Bidders
 From: Robert Thompson/Nancy Storant, Buyers
 AS Materiel State Purchasing Bureau
 RE: Addendum for Request for Proposal 5289Z1
 to be opened ~~June 1, 2016~~ **To Be Determined** at 2:00 p.m. Central

Revised Schedule of Events

A. SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

	ACTIVITY	DATE/TIME
9.	State responds to written (second round) questions through Request for Proposal "Addendum" and/or "Amendment" to be posted to the Internet at: http://das.nebraska.gov/materiel/purchasing.html	May 16, 2016 May 18, 2016 May 19, 2016 To Be Determined
10.	Proposal opening Location: State Purchasing Bureau 1526 K Street, Suite 130 Lincoln, NE 68508	June 1, 2016 To Be Determined 2:00 PM Central Time
11.	Review for conformance of mandatory requirements	June 1, 2016 To Be Determined

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	ACTIVITY	DATE/TIME
12.	Evaluation period	June 3, 2016 To Be Determined through June 10, 2016 To Be Determined
13.	"Oral Interviews/Presentations and/or Demonstrations" (if required)	To Be Determined
14.	Post "Letter of Intent to Contract" to Internet at: http://das.nebraska.gov/materiel/purchasing.html	June 20, 2016 To Be Determined
15.	Contract finalization period	June 20, 2016 To Be Determined Through July 11, 2016 To Be Determined
16.	Contract award	July 18, 2016 To Be Determined
17.	Contractor start date	September 26, 2016

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal

**ADDENDUM SEVEN
REVISED SCHEDULE OF EVENTS**

Date: June 2, 2016
 To: All Bidders
 From: Robert Thompson/Nancy Storant, Buyers
 AS Materiel State Purchasing Bureau
 RE: Addendum for Request for Proposal 5289Z1
 to be opened ~~June 1, 2016 To Be Determined~~ **June 14, 2016** at 2:00 p.m. Central

Revised Schedule of Events

A. SCHEDULE OF EVENTS
 The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

	ACTIVITY	DATE/TIME
9.	State responds to written (second round) questions through Request for Proposal "Addendum" and/or "Amendment" to be posted to the Internet at: http://das.nebraska.gov/materiel/purchasing.html	May 16, 2016 May 18, 2016 May 19, 2016 To Be Determined June 2, 2016
10.	Proposal opening Location: State Purchasing Bureau 1526 K Street, Suite 130 Lincoln, NE 68508	June 1, 2016 To Be Determined June 14, 2016 2:00 PM Central Time

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ACTIVITY		DATE/TIME
11.	Review for conformance of mandatory requirements	June 1, 2016 To Be Determined June 14, 2016
12.	Evaluation period	June 3, 2016 To Be Determined June 15, 2016 through June 10, 2016 To Be Determined June 22, 2016
13.	"Oral Interviews/Presentations and/or Demonstrations" (if required)	To Be Determined
14.	Post "Letter of Intent to Contract" to Internet at: http://das.nebraska.gov/materiel/purchasing.html	June 20, 2016 To Be Determined July 6, 2016
15.	Contract finalization period	June 20, 2016 To Be Determined July 6, 2016 Through July 11, 2016 To Be Determined July 20, 2016
16.	Contract award	July 18, 2016 To Be Determined July 27, 2016
17.	Contractor start date	September 26, 2016

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal

**ADDENDUM EIGHT
QUESTIONS and ANSWERS**

Date: June 2, 2016
 To: All Bidders
 From: Robert Thompson/Nancy Storant, Buyers
 AS Materiel, State Purchasing Bureau
 RE: Addendum for Request for Proposal Number 5289Z1
 to be opened ~~June 4, 2016~~ June 14, 2016 at 2:00 p.m. Central Time

Questions and Answers

Following are the questions submitted and answers provided for the above mentioned Request for Proposal. The questions and answers are to be considered as part of the Request for Proposal. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

<u>Question Number</u>	<u>RFP Section Reference</u>	<u>RFP Page Number</u>	<u>Question</u>	<u>State Response</u>
1.	IV. Project Description and Scope of Work A. Project Overview, 4 th paragraph	Page 32	Please provide clarification on this sentence, "If bidding an alternant proposal, the bidder must provide a complete separate RFP response including all mandatory requirements	

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			<p>(section II.N.)”</p> <p>What is the States definition for an Alternate Proposal?</p> <p>Is an Alternate Proposal required if an optional service is provided/proposed separately along with a separately bid cost per minute in the original bid response?</p>	<p>An alternate proposal would be the submission of a second cost sheet proposing an alternate solution. The alternate solution would need to be detailed in the bidder's Technical Approach. The alternate proposal would be subject to evaluation and Per Section IV.A. Project Overview, would need to be submitted as a complete separate RFP response including all mandatory requirements (section II. N.)</p> <p>No. A bidder may propose optional services in the optional services table on the revised cost sheet (posted along with this 2nd round of Q&A on the State Purchasing Bureau website). Optional services are not to be included in the bidder's technical approach, as optional services will not be evaluated, and must be detailed on the cost sheet, and priced per minute.</p>
2.	<p>Addendum 3</p> <p>IV. Project Description and Scope of Work</p> <p>D. Business Requirements, 2. Rates</p>	Page 34	<p>Per Addendum 3, #21, the State removed Section IV. D. 2 in its entirety and provided a replacement. The very last sentence is incomplete in this revision.</p> <p>“Contractor may not assess any...”</p> <p>Will the State please provide the complete sentence to this revision?</p>	<p>The following is the response for Addendum 3, question #21 in its entirety.</p> <p>2. Rates</p> <p>Per minute charges must be flat rate twenty-four (24) hours a day, seven (7) days a week.</p> <p>Rates must remain firm for the first five (5) years of the contract. Prices may be subject to change after the initial five (5) year period. All government-mandated fees and taxes must be included in the rates, as no add-ons will be accepted. Such changes shall be based on industry changes as evidenced by revised printed price lists, verifiable documented cost increases or notices. A request for price increase shall be provided in writing, to The Nebraska State Purchasing Bureau at least thirty (30) days prior to any price increase of the contract. No price increases are to be billed to NDCS without prior written approval by the State Purchasing Bureau and the NDCS Purchasing Division. State Purchasing Bureau reserves the right to accept or reject any price increase request. In the event new prices are not acceptable, the contract may be cancelled.</p>

				<p>Approved price increases shall become part of the new contract as an amendment and will be recognized as firm contract pricing. Revised pricing will carry over to any subsequent renewals or revisions unless specifically revised and agreed upon by both parties. Bidders must provide their proposed rates for all categories listed on the cost proposal sheet.</p> <p>Failure to provide rates as outlined may be grounds for rejection of proposal.</p> <p>Any and all charges billable to the inmates and their families must be detailed in the Bidder's cost proposal. Contractor may not assess any charges to any party in connection with this service that are not outlined in their proposal response.</p> <p>NOTE: Section IV.D.2. has been further amended in response to question #12 below.</p>
3.			<p>Please provide clarification on differences and mandates for submitting multiple cost proposals and optional cost products and services and the metrics for both.</p>	<p>Please see response to Question #1.</p>
4.			<p>On Addendum #3 Questions and Answers, I have a point of clarification. On pages 4 and 5 in response to question # 20, the last statement in your answer (page 5) refers to "A Revised Attachment Two Cost Sheet, with space to include optional products or services". I cannot locate this document.</p> <p>Can you confirm that it has been issued and if so, where I might locate and download the document?</p>	<p>Revised Attachment Two was not posted as some of the possible revisions were dependent on responses to the questions from Round 1 that were deferred until Round 2. The Revised Attachment Two is now posted and available on the State Purchasing Bureau website.</p>

5.		<p>In the last RFP (5094Z1 Addendum 7 dated Oct. 26, 2015) the State indicated the desire to add 63 outdoor phones: "The Nebraska Department of Correctional Services is adding additional phones for outdoor use. These phones must be able to withstand harsh weather and treatment by an inmate population".</p> <p>Q: Are these phones included in the phone count provided in Attachment One of RFP 5289Z1? If not, is it still the State's desire to add these phones?</p>	<p>The outdoor phone count is a separate count from Attachment One.</p> <p>Yes, it is still the desire of the State to add these phones. Table below provides approximate phone count for outdoor use phones.</p> <p>The Nebraska Department of Correctional Services is adding additional phones for outdoor use. These phones must be able to withstand harsh weather and treatment by an inmate population. Additional outdoor phones by facility are noted as follows:</p> <table border="1" data-bbox="862 709 1312 970"> <thead> <tr> <th>Facility</th> <th>General Population Quantity of Phones</th> <th>Facility</th> <th>Restrictive Housing** Quantity of Phones</th> </tr> </thead> <tbody> <tr> <td>LCC</td> <td>4</td> <td>LCC</td> <td>8</td> </tr> <tr> <td>NCCW</td> <td>4</td> <td>NCCW</td> <td>3</td> </tr> <tr> <td>NSP</td> <td>8</td> <td>NSP</td> <td>8</td> </tr> <tr> <td>OCC</td> <td>4</td> <td>OCC</td> <td>2</td> </tr> <tr> <td>TSCI</td> <td>4</td> <td>TSCI</td> <td>16</td> </tr> </tbody> </table>	Facility	General Population Quantity of Phones	Facility	Restrictive Housing** Quantity of Phones	LCC	4	LCC	8	NCCW	4	NCCW	3	NSP	8	NSP	8	OCC	4	OCC	2	TSCI	4	TSCI	16
Facility	General Population Quantity of Phones	Facility	Restrictive Housing** Quantity of Phones																								
LCC	4	LCC	8																								
NCCW	4	NCCW	3																								
NSP	8	NSP	8																								
OCC	4	OCC	2																								
TSCI	4	TSCI	16																								

				<table border="1"> <tr> <td>WEC</td> <td>2</td> <td></td> <td>WEC</td> <td>0</td> </tr> </table> <p>** NOTE: Restrictive Housing Phones must be a highly rugged/durable phone that can withstand harsh treatment by the inmate population.</p> <p>Awarded contractor will work with NDCS to establish location and implement these outdoor phones.</p>	WEC	2		WEC	0
WEC	2		WEC	0					
6.		n/a	<p>What is the importance to NDCS with regard to security and date protection?</p> <p>We respectfully request that the RFP be amended to require all submitting vendors to supply any and all security breaches that they, and/or any of their partners, their subsidiaries, or parent companies have had within the past five (5) years— as well as nature of the breach.</p> <p>We also respectfully request that this information be included in the evaluation of the Corporate Overview.</p>	<p>The State does not understand the reference to "security and date protection". Contractor is responsible to perform the contract in compliance with the RFP. Section III.DDD CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND INELIGIBILITY and Section II.O. Reference checks address pass performance.</p> <p>No amendment will be added to require all submitting vendors to supply the information requested.</p> <p>This will not be included in the evaluation of the Corporate Overview.</p>					
7.	<p>Glossary of Terms:</p> <p>Vendor: An individual or entity lawfully conducting business in the State of Nebraska, or licensed to do so, who seeks to provide</p>	Page ix	<p>What is the importance to NDCS of having a partner who is fully licensed?</p> <p>We also respectfully request the RFP be amended to require vendors to disclose if, in the</p>	<p>Bidders must comply with the requirements of the State of Nebraska Department of Banking and Finance. Link provided. http://www.ndbf.ne.gov/soc/index.shtml</p> <p>Contractor is responsible to perform the contract in</p>					

	goods or services under the terms of a written solicitation.		past 18 months, they have been fined by any state for not having a Money Transmitter license. Lastly, we respectfully request that this information be included in the evaluation of the Corporate Overview.	compliance with the RFP. Section III.DDD.CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND INELIGIBILITY and Section II.O. Reference checks address passed performance. No amendment will be added to require all submitting vendors. This will not be included in the evaluation of the Corporate Overview.
8.	<p>II. G. ORAL INTERVIEWS/PRESENTATIONS AND/OR DEMONSTRATIONS</p> <p>The Evaluation Committee(s) may conclude after the completion of the Technical and Cost Proposal evaluation that oral interviews/presentations and/or demonstrations are required in order to determine the successful bidder. All bidders may not have an opportunity to interview/present and/or give demonstrations; the State reserves the right to select only the top scoring bidders to present/give oral</p>	Page 5	<p>What is the importance to NDCS with regard to evidence of competence and full capabilities disclosure for any and all claims made in the vendor's RFP response?</p> <p>We respectfully request that NDCS require that all vendors must be able to demonstrate, on demand and before selection, any and/or every capability claimed in their proposal.</p> <p>We also respectfully request that this information be included in the evaluation of the Technical Approach.</p>	<p>Contractor is responsible to perform the contract in compliance with the RFP.</p> <p>Oral interviews per the referenced section are at the State's option.</p> <p>This will not be included in the evaluation of the Technical Approach.</p>

<p>interviews in its sole discretion. The scores from the oral interviews/ presentations and/or demonstrations will be added to the scores from the Technical and Cost Proposals. The presentation process will allow the bidders to demonstrate their proposal offering, explaining and/or clarifying any unusual or significant elements related to their proposals.</p> <p>Bidders' key personnel may be requested to participate in a structured interview to determine their understanding of the requirements of this proposal, their authority and reporting relationships within their firm, and their management style and philosophy. Bidders shall not be allowed to alter or amend their proposals. Only representatives of the State and the presenting bidders will be permitted to attend the oral interviews/</p>			
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<p>presentations and/or demonstrations.</p> <p>Once the oral interviews/ presentations and/or demonstrations have been completed the State reserves the right to make a contract award without any further discussion with the bidders regarding the proposals received.</p> <p>Detailed notes of oral interviews/ presentations and/or demonstrations may be recorded and supplemental information (such as briefing charts, et cetera) may be accepted; however, such supplemental information shall not be considered an amendment to a bidders' proposal. Additional written information gathered in this manner shall not constitute replacement of proposal contents. Any cost incidental to the oral interviews/ presentations and/or demonstrations shall</p>			
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	be borne entirely by the bidder and will not be compensated by the State.			
9.	Section E. "Technical Requirements" #12 & Attachment One	Page 40 and Attachment One	Section E, #12 on Page 40 of the RFP and Attachment One dictate the quantity of phones required per facility. Are any additional phones or equipment required beyond what is detailed in this section and Attachment One?	Section IV.A. Project Overview (fifth paragraph) During the term of the contract circumstances beyond the control of the state may result in increases or decreases in revenue, as well as increase or decreases in required equipment and/or services. Such circumstances include, but are not limited to, increase/decrease in inmate population, in number of telephones and/or in number of correctional facilities. The committee representing the OCIO and the NDCS maintains sole authority to increase or decrease the quantity of facilities, inmate telephones, equipment and service, at the Contractors expense. The contractor may also be required to provide outdoor telephone services, as the need arises. Also please see response to question #5.
10.			Are any housing units in the current facilities unoccupied? If so, how many phones are in each of those unoccupied locations?	NDCS has no empty housing units. YRTC-Geneva: Two buildings with two phones in each building. YRTC-Kearney: One building with two phones however this building will reopen within the next six month.
11	Attachment One	Attachment One	Attachment One provides call volume through December 2015. Will the State please provide call volume through the end of March 2016?	Please see Attachment 1a. posted to the State Purchasing website. http://das.nebraska.gov/matenel/purchasing/5289/5289.html
12.	Business Requirements, IV-D-2 All regulatory fees must be included in the rates, as no add ons will be accepted.	34	Does the facility understand that its proposed requirement to bundle all taxes and regulatory surcharges for interstate and intrastate ICS calls may run afoul of state and federal requirements because it imposes a per minute of use	Applicable taxes and regulatory fees, per FCC rules, shall be passed through by the provider to the consumer directly with no markup. The RFP is hereby amended as follows; Section IV.D.2. Rates, is hereby removed in its entirety and replaced with the following:

			<p>recovery mechanism for amounts to be paid that are not usage sensitive?</p>	<p>2. Rates</p> <p>Per minute charges must be flat rate twenty-four (24) hours a day, seven (7) days a week.</p> <p>Rates must remain firm for the first five (5) years of the contract. Prices may be subject to change after the initial five (5) year period. Such changes shall be based on industry changes as evidenced by revised printed price lists, verifiable documented cost increases or notices. A request for price increase shall be provided in writing, to The Nebraska State Purchasing Bureau at least thirty (30) days prior to any price increase of the contract. No price increases are to be billed to NDCS without prior written approval by the State Purchasing Bureau and the NDCS Purchasing Division. State Purchasing Bureau reserves the right to accept or reject any price increase request. In the event new prices are not acceptable, the contract may be cancelled. Approved price increases shall become part of the new contract as an amendment and will be recognized as firm contract pricing. Revised pricing will carry over to any subsequent renewals or revisions unless specifically revised and agreed upon by both parties. Bidders must provide their proposed rates for all categories listed on the cost proposal sheet.</p> <p>Failure to provide rates as outlined may be grounds for rejection of proposal.</p> <p>Any and all charges billable to the inmates and their families must be detailed in the Bidder's cost proposal. Contractor may not assess any charges to any party in connection with this service that are not outlined in their proposal response.</p> <p>Section III.SS. Second paragraph, is hereby removed in its entirety and replaced with the following:</p> <p>Prices offered herein will remain firm from the date of the award for five (5) years. Prices may be subject to change after the initial five (5)</p>
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				<p>year period. Such changes shall be based on industry changes as evidenced by revised printed price lists, verifiable documented cost increases or notices. A request for price increase shall be provided in writing, to The Nebraska State Purchasing Bureau at least thirty (30) days prior to any price increase of the contract. No price increases are to be billed to NDCS without prior written approval by the State Purchasing Bureau and the NDCS Purchasing Division. State Purchasing Bureau reserves the right to accept or reject any price increase request. In the event new prices are not acceptable, the contract may be cancelled. Approved price increases shall become part of the new contract as an amendment and will be recognized as firm contract pricing. Revised pricing will carry over to any subsequent renewals or revisions unless specifically revised and agreed upon by both parties.</p>
13.	Cost Sheet	n/a	<p>If a vendor offers optional products without listing the cost of those optional products, is that grounds for disqualification?</p>	<p>The proposal would not be disqualified, as optional products are not evaluated. However, optional products/services proposed without pricing would not ever be able to be awarded and utilized by the state without a fixed cost being provided with the proposal submission.</p>
14.	General Question regarding pre-bid meeting.		<p>At the recently concluded pre-bid meeting, it was mentioned that there would be a new pricing sheet released that would allow for bidders to submit pricing for optional services. Does the State still plan to revise the pricing sheet</p>	<p>Yes. Please see response to question #4</p> <p>Bidder should not modify the cost sheet</p>

			or should the bidders include optional services pricing in the current pricing sheet by modifying it?	
The following were submitted for the first round of questions, however, the responses were delayed until after the Preproposal Conference.				
25.	IV.D.6 Prepay by Inmate Families & Revised Evaluation Criteria	p 35 in RFP & p 1 in Revised Evaluation Criteria	Provision states that account setup fees will be identified in the proposal. Account setup fees are not among the permitted fees in the most recent FCC Order, and would therefore not be permitted to be charged. Q: Would the State modify the RFP and Evaluation Criteria to disallow account setup fees?	The requirement will remain as written in the RFP.

26.	IV.D.6 Prepay by Inmate Families & Revised Evaluation Criteria	p 35 in RFP & p 1 in Revised Evaluation Criteria	<p>Provision states that (1) all monies paid to the contractor by inmate families will be credited to the families account and (2) contractors are allowed to charge a fee to cover the cost of accepting credit card payments from families with the fee not to exceed 5%. In addition the Revised Evaluation Criteria list only Account Setup Fees as fees to be proposed and evaluated.</p> <p>Some providers direct families away from setting up accounts (which take time to process) and toward "single pay" programs such as text payment to a cell phone or automated payment by phone (trade names e.g. text collect, PayNow). These require use of automated payment systems and avoid the cost of setting up an account, as well as forcing families to pay a transaction fee every time they receive a call.</p> <p>Q#1: For these reasons will the State explicitly disallow these single pay programs?</p>	No. Bidders may accept/propose whatever form(s) of payment they choose, provided they comply with the requirements of the RFP. An awarded contractor cannot charge any fees that are not allowed by the RFP. The 5% reference in the question is specifically for acceptance of credit card payments and will not apply to any other form of payment.
27.			Q#2: If a respondent proposed a transaction fee to families lower than 5%, would it receive additional points in the	No.

			evaluation?	
28.			Q#3: If it would receive more points in the evaluation, would the State modify the Evaluation Criteria to include account transaction fees? At the State's current usage we would expect approximately 550 transactions per month. If single pay methods were allowed, the number of transaction fee events would be several times this amount	Not applicable, please see response to question # 27.
31.	IV.E.6	38	<p>Bidder must identify their capability to allow the facility to terminate the cell signal when signal is within a specified distance from the facility. We assume this means that the system must terminate an inmate call to a called party cell phone outside the facility, if that called party cell phone is within a specified distance from the facility; terminating the called party's actual cell signal would violate federal regulation.</p> <p>Q: Would the State confirm our interpretation of the requirement?</p>	<p>The RFP is hereby amended as follows: Section IV.6., eighth paragraph is removed in its entirety and replaced with the following.</p> <p>Bidder must identify any capability or technology they have that might identify calls to cellular phones and their proximity to the correctional facility when calls are in progress.</p>

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal.

**ADDENDUM NINE
QUESTIONS and ANSWERS CLARIFICATION
&
REVISED SCHEDULE of EVENTS**

Date: June 10, 2016
 To: All Bidders
 From: Robert Thompson/Nancy Storant, Buyers
 AS Materiel, State Purchasing Bureau
 RE: Addendum for Request for Proposal 5289Z1
 to be opened ~~June 1, 2016 To Be Determined June 14, 2016~~ **June 17, 2016** at 2:00 p.m.
 Central

Questions and Answers Clarification

The following is a request for Q&A clarification. Responses provided are to be considered as part of the Request for Proposal. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

<u>Question Number</u>	<u>RFP Section Reference</u>	<u>RFP Page Number</u>	<u>Question</u>	<u>State Response</u>
1.	Rules regarding pricing requirements: - IV. Project Overview A, paragraph 4 - Addendum 3 Q&A #20 - Addendum 8 Q&A #13 Clarifications regarding	RFP p. 32 RFP p. 38	Our questions are from our reading (perhaps incorrect) that any additional service must be priced as an "add on" to phone service rates – at the same time pricing for optional services would not be evaluated. Would the State clarify two scenarios? A. A bidder wanted to offer a value-added service that is normally charged separately from a phone call (e.g., the ability for a family member to communicate	

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	<p>technical requirements:</p> <ul style="list-style-type: none"> - IV.E.6 - Addendum #8 Q&A #31 		<p>using an alternate communication method not covered by FCC regulation, at \$x per communication). In this case a per-minute add-on to inmate telephone rates would not be appropriate.</p> <p><i>Q. How would the State prefer pricing for these kinds of services to be presented?</i></p> <p>B. We read the answer to Addendum #8 Q&A #31 to say that the ability to provide this cell phone control service would be evaluated. However, that service may not be implemented, meaning that any additional cost for the service should not be included in the base offer.</p> <p>As a separate issue there are many different "flavors/tiers" of this service – i.e. the service is the same or similar but the scope of deployment would drive different costs. This is true of certain other services in the technical requirements as well.</p> <p>In this case, it is appropriate to price the service as an add-on to telephone rates. However, a bidder could describe a gold-plated service to receive a favorable technical score, but include additional costs for those services under Optional Services that would not be evaluated.</p> <p><i>Q1: If the State has asked bidders to describe their ability to provide a particular feature, how should pricing be presented – for example would it add an evaluated/scored section to the pricing template for the bidder to state a separate</i></p>	<p>Bidder may write-in an alternate unit of measure. Attachment Two SECOND REVISION has also been posted to the RFP web page to accommodate.</p> <p>Costs associated with the requirements of the RFP must be included in the cost per minute for the Debit Calling and Pre-Pay portion of the cost sheet.</p> <p>In the example above (B. Addendum #8 Q&A #31) The</p>
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			<p><i>add-on to inmate telephone rates for that feature?</i></p> <p><i>Q2: If there are different flavors or tiers of a particular feature, how should pricing be presented – for example would the State allow bidders to price them in this same scored section as long as they are clearly described?</i></p>	<p>requirement was amended from requiring a functionality, to describing if a functionality is available. Due to this change, this specific item if available should be priced in the Optional section of the cost sheet if the bidder requires an additional fee for the functionality.</p> <p>No. The solution as described in the bidder's technical approach would have to be provided at the cost per minute for Debit Calling and Pre-Pay bid on the cost sheet.</p> <p>Bidders may submit alternate proposals for "different flavors or tiers" as wholly separate RFP submissions to be evaluated independently. The different flavor or tier would be described in the technical approach, and the associated cost per minute provided on a separate cost sheet provided with the alternate proposal submission. In this scenario the bidder's technical score may improve to offset potential lower cost score if the flavor or tier came with a higher cost.</p> <p>Or,</p> <p>Bidders may provide the optional pricing for different flavors or tiers in the optional section of the cost sheet. The description of such would be included only on the cost sheet and must not be included in the technical as the optional items are not scored. These items would only be available to the agency from the awarded contractor and would be awarded or utilized solely at the agency's discretion.</p> <p>Please also see Addendum Eight, question #1, and RFP Section IV.A. Project Overview.</p>
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Revised Schedule of Events

A. SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

	ACTIVITY	DATE/TIME
10.	Proposal opening Location: State Purchasing Bureau 1526 K Street, Suite 130 Lincoln, NE 68508	June 1, 2016 To Be Determined June 14, 2016 June 17, 2016 2:00 PM Central Time
11.	Review for conformance of mandatory requirements	June 1, 2016 To Be Determined June 14, 2016 June 17, 2016
12.	Evaluation period	June 3, 2016 To Be Determined June 15, 2016 June 20, 2016 through June 10, 2016 To Be Determined June 22, 2016 June 27, 2016
13.	"Oral Interviews/Presentations and/or Demonstrations" (if required)	To Be Determined
14.	Post "Letter of Intent to Contract" to Internet at: http://das.nebraska.gov/materiel/purchasing.html	June 20, 2016 To Be Determined July 6, 2016 July 11, 2016

	ACTIVITY	DATE/TIME
15.	Contract finalization period	June 20, 2016 To Be Determined July 6, 2016 July 11, 2016 Through July 11, 2016 To Be Determined July 20, 2016 July 22, 2016
16.	Contract award	July 18, 2016 To Be Determined July 27, 2016 July 29, 2016
17.	Contractor start date	September 26, 2016

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal

SECOND REVISION
Attachment Two
Cost Sheet
Request for Proposal Number 5289Z1

FIRM: _____

Applicable taxes and regulatory fees, per FCC rules, shall be passed through by the provider to the consumer directly with no markup, and must *not* be included in the Per Minute Rate.

Debit Calling	Per Minute Rate
-Local	
-Intralata	
-Interlata/Intrastate	
-Interstate	

Pre-Pay	Per Minute Rate
-Local	
-Intralata	
-Interlata/Intrastate	
-Interstate	

Pre-Pay Account Fees	One-Time Fee
-Establish Account Setup Fee	

Optional (add rows as necessary)

Collect Calling	Per Minute Rate
-Local	
-Intralata	
-Interlata/Intrastate	
-Interstate	
-International (provide rates below for each country where collect calling is available)	

Debit Calling	Per Minute Rate
-International (provide rates below for each country where calling is available)	

Miscellaneous Products or Services, Description	Cost & Unit of Measure

ADDENDUM TEN

REVISED SCHEDULE of EVENTS

Date: June 14, 2016
 To: All Bidders
 From: Robert Thompson/Nancy Storant, Buyers
 AS Materiel, State Purchasing Bureau
 RE: Addendum for Request for Proposal 5289Z1
 to be opened ~~June 1, 2016~~ ~~To Be Determined~~ ~~June 14, 2016~~ ~~June 17, 2016~~ **June 21, 2016** at
 2:00 p.m. Central

Revised Schedule of Events

A. SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

	ACTIVITY	DATE/TIME
10.	Proposal opening Location: State Purchasing Bureau 1526 K Street, Suite 130 Lincoln, NE 68508	June 1, 2016 To Be Determined June 14, 2016 June 17, 2016 June 21, 2016 2:00 PM Central Time
11.	Review for conformance of mandatory requirements	June 1, 2016 To Be Determined June 14, 2016 June 17, 2016 June 21, 2016

Materiel Division • Bo Botelho, Materiel Administrator

Administrative Services • 1526 K Street, Suite 130 • Lincoln, Nebraska 68508 • Phone: 402-471-6500 • Fax: 402-471-2089

	ACTIVITY	DATE/TIME
12.	Evaluation period	<p>June 3, 2016</p> <p>To Be Determined</p> <p>June 15, 2016</p> <p>June 20, 2016</p> <p>June 24, 2016</p> <p>through</p> <p>June 10, 2016</p> <p>To Be Determined</p> <p>June 22, 2016</p> <p>June 27, 2016</p> <p>July 1, 2016</p>
13.	"Oral Interviews/Presentations and/or Demonstrations" (if required)	To Be Determined
14.	Post "Letter of Intent to Contract" to Internet at: http://das.nebraska.gov/materiel/purchasing.html	<p>June 20, 2016</p> <p>To Be Determined</p> <p>July 6, 2016</p> <p>July 11, 2016</p> <p>July 15, 2016</p>
15.	Contract finalization period	<p>June 20, 2016</p> <p>To Be Determined</p> <p>July 6, 2016</p> <p>July 11, 2016</p> <p>July 15, 2016</p> <p>Through</p> <p>July 11, 2016</p> <p>To Be Determined</p> <p>July 20, 2016</p> <p>July 22, 2016</p> <p>July 26, 2016</p>
16.	Contract award	<p>July 18, 2016</p> <p>To Be Determined</p> <p>July 27, 2016</p> <p>July 29, 2016</p> <p>August 2, 2016</p>
17.	Contractor start date	September 26, 2016

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal

CLOSING

COMPANY SUMMARY

Securus Serves	City, DOC, State and Federal Governmental Agencies
Providing	Civil and Criminal Justice Technology Solutions
For	Public Safety, Investigation, Corrections and Monitoring Professionals
With Products And Services That Provide	Emergency Response Communication Incident Management Information Management Public Information Inmate Self-Service Investigation Monitoring Verification Inmate Entertainment Trust Funding and more...
Name and Address	Securus Technologies 14651 Dallas Pkwy, Suite 600 Dallas, TX 75254-8815
Family and Friends Website:	www.securustech.net
Agency Website:	www.securustechnologies.com
Management:	Richard A. Smith, CEO Robert Pickens, President Geoff Boyd, CFO Josh Conklin, SVP Sales Russell Roberts, SVP Marketing and Product Strategy
Corporate Office Locations	Dallas, TX; Framingham, MA; Miami, FL; Atlanta, GA
Other Brands Owned	JLG Technologies Satellite Tracking of People (STOP)

Headquartered in Dallas, Texas, and serving nearly 3,000 law enforcement and corrections agencies and 1,000,000 inmates across North America, Securus Technologies is committed to serve and connect by providing emergency response, incident management, public information, investigation, verification, communication, information management, inmate self-service, and monitoring products and services in order to make our world a safer place to live. Securus Technologies focuses on "Connecting what matters". To learn more about our full suite of civil and criminal justice technology solutions, please visit www.securustechnologies.com.

ORIGIN ID:ADSA (972) 277-0494
SHARI PUFFPAFF
SECURUS
14651 DALLAS PARKWAY, SUITE 600
DALLAS, TX 75254
UNITED STATES US

SHIP DATE: 17JUN16
ACTWGT: 20.00 LB
CAD: 9869917/INET3730

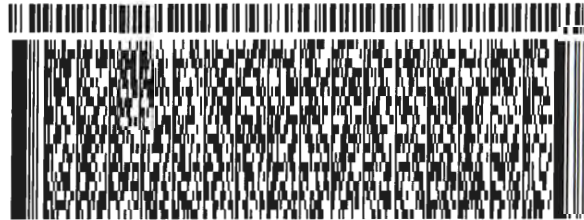
BILL SENDER

TO **ROBERT THOMPSON / NANCY STORANT**
STATE PURCHASING BUREAU
1526 K STREET, SUITE 130

LINCOLN NE 68508

(402) 471-6500 REF: 090
INV: DEPT: 090
PO:

540J2305D17ZTF

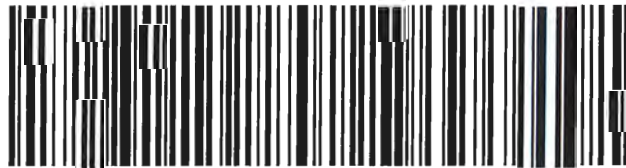


MON - 20 JUN 10:30A
PRIORITY OVERNIGHT

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NE-US OMA



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