

**AGREEMENT**

CC # 18 -16

Res. # 172 -16

**THIS AGREEMENT**, made this 26<sup>th</sup> day of January, 2016, is made between the COUNTY OF CAPE MAY, (hereinafter "County",) and **Securus Technologies, INC.**, (hereinafter "Vendor"), with an office located at 14651 Dallas Parkway, Suite 600, Dallas, TX 75254;

**WITNESSETH**, that the Vendor, for and in consideration of the payments hereinafter specified and agreed to be made by the County, hereby covenants and agrees to the provisions of a web based video visitation system the Cape May County Correctional Center **2015 Specification #39**, a portion of which are hereby annexed and made a part of this Agreement as fully, and with the same effect as if the same had been set forth in the body of this agreement.

**IN CONSIDERATION OF THE PREMISES**, the County hereby agrees to pay to the Vendor for said services when furnished in accordance with the proposal, sums noted on the attached *Proposal Pages* for five (5) years commencing **January 26, 2016 and expiring January 25, 2021**.

This contract is to be binding upon the County, its Successors or Assigns, and upon the Vendor, his Heirs and Assigns.

**IN WITNESSETH WHEREOF**, the County has caused this instrument to be signed by its Director, attested by its Clerk, and its corporate seal to be hereunto affixed, pursuant to a resolution passed for that purpose, and the Vendor have set their hands and seal the day and year first above written.

ATTEST:

  
Elizabeth Bozzelli  
Clerk of the Board

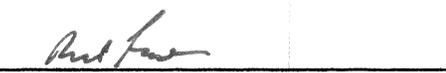
COUNTY OF CAPE MAY

  
Gerald M. Thornton  
Freeholder Director

WITNESS:

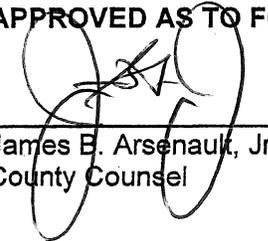
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**Securus Technologies, INC.**

  
Signature

Robert Peckers  
Print name

APPROVED AS TO FORM:

  
James B. Arsenault, Jr., Esquire  
County Counsel

RECEIVED  
FEB 09 2016



## **SPECIFICATIONS AND REQUIREMENTS**

**Intent:** Through this RFP, the County seeks to partner with a demonstrable, experienced Contractor skilled and knowledgeable in the operation of a Web Based Correctional Center Video Visitation System to provide a service to the inmates. The successful respondent to this RFP will demonstrate extensive and proven experience in the operation of a Web Based Correctional Center Video Visitation System that complements the existing offerings of the Cape May County Correctional Center.

**All Systems Proposed Shall Provide the Following, at a Minimum:** Proposal must include all the hardware, software, computer system hardware, software, and enclosures. The video visitation system must have a revenue sharing opportunity. The correctional center visitation system network must be a separate, closed network, with a separate internet connection. No connection will be permitted to any existing Cape May County network or internet egress points. Contractors will provide specifications for the required internet connection and electrical connection.

1. Furnish and deliver a web based video conferencing system, for use between inmates and their visitors, including attorneys and other confidential visitors, with twenty-eight (28) visitation stations that provides an integrated scheduling feature. The video visitation system must include a revenue sharing opportunity. The video visitation terminals are to be housed in a detention grade, harden steel, locking wall mount enclosure with a shatter proof screen. The enclosure shall not have any opening exposed to the user. This includes any wiring and vent holes and consist of the following components:
  - a. The terminal must be assembled with non-proprietary, off-the-shelf, computer hardware and components.
  - b. A built in camera.
  - c. A detention grade audio handset made of heavy molded plastic and steel braided line, secured to the enclosure.
  - d. Surge protection device.
2. The system shall have a public website that will:
  - a. Register different types of users for the web based visiting.
  - b. Process payment posted by participants.
  - c. Have the ability for an external visitor to enter the conference room.
  - d. Have the ability to post and regularly update certain JMS information.
  - e. Have the ability to initiate internal visitation without posting payment.
  - f. Have other related information on the site.
3. System shall have Internet Video Visitation with VOIP and be compatible with tablet and or mobile technologies.
4. The visitation system shall be permission based to allow for different users to have different privileges.
5. System shall have HD Streaming capabilities.
6. System shall have account blocking capabilities.

- 7.** System shall have detailed visitation reporting module with filtering options.
- 8.** System shall notify visitors and inmates of recording in both English and Spanish – both text and audio.
- 9.** System shall have a web based dashboard for management purposes.
- 10.** System shall have a remote interface designated to be used by a facility controller with the following capabilities:
  - a.** The controller shall be able to set up visitations designated by user type, with preset conditions and user type shall be displayed during visits.
  - b.** Begin and end meeting at will.
  - c.** Establish a preset time for visitation rooms that will automatically end the visit at a designated time.
  - d.** Monitor visits.
  - e.** Blind monitor public visits.
- 11.** System shall have a web based scheduling/calendaring module that will:
  - a.** In real time, block out times that are already scheduled.
  - b.** Schedule on any number of available times that are in use and are available.
  - c.** In real time, restrict non-visitation hours based on the inmate's last name.
  - d.** Allow the facility coordinators to easily:
    - i.** Review visitation requests made in a specific time frame.
    - ii.** Easily cancel visitations that are unavailable.
    - iii.** Easily respond to the cancelled visitation request.
    - iv.** View schedule visits on all terminals.
    - v.** Easily create accounts for walk up visitors.
    - vi.** Process a walk up visitor in a batch job.
- 12.** System shall have a designed process for scheduling visitations.
- 13.** All maintenance, licensing, software upgrades, and requirements must be provided to the County at no cost.
- 14.** System shall have visitation recording:
  - a.** Recordings shall have automated management capabilities.
  - b.** Recordings shall be stored off-site, for a minimum of 60 days.
  - c.** Recordings shall be stored on a secure server.
  - d.** Recordings shall have a method to determine if the information was altered.
  - e.** Recordings shall be made available for use by a standard media format.
  - f.** Recording shall be available via a web portal:
    - i.** Recordings shall be searchable with the ability to sort.
    - ii.** Recordings shall be downloadable for review, and savable.
- 15.** The vender shall distribute revenue share appropriately. Payments are to be made quarterly, as follows, each year:
  - First Quarter – by April 30<sup>th</sup>

Second Quarter – by July 31<sup>st</sup>  
Third Quarter – by October 31<sup>st</sup>  
Fourth Quarter – by January 31<sup>st</sup>

- 16.** Main Operating Terminal, Officer/Employee workstation shall have:
- a. Internet browser: Internet Explorer, Firefox, Google Chrome, Safari, etc.
  - b. Sound card with microphone.
  - c. Interfaced with audio and video.

**Visitation Information:** The average daily Population for the Cape May County Correctional Center is 255 inmates. All visits are scheduled by appointment the day before the assigned visiting day and all family visitors are required to be on an approved visiting list submitted by the inmate. Family Visitors can call between the following hours to schedule a visit:

Tuesday and Wednesday: 7:00am – 10:00am

Fridays: 7:00am – 12:00pm

Visitations are conducted in a secure visiting area adjacent to the front lobby at the CMCCC. All family visits are conducted at 3 booths provided with 3 visiting terminals to be utilized.

Family visits are twenty (20) minutes in duration and the schedule is as follows:

Last Names beginning with A – I:

Wednesday: 4:00pm to 5:30pm

Saturday: 8:00am to 11:00am

Last Names beginning with J – Z:

Thursday: 4:00pm to 5:30pm

Saturday: 2:30pm to 5:30pm

Professional visits include attorneys, Probation Officers, Parole Officers, Criminal Case Management, Division of Child Protection and Permanency, Law Enforcement Agencies, Clergy, etc. The duration of these visits are unlimited provided there is space available. Professional visits can also be conducted in one of the Interview Rooms contingent upon administration approval and provided all other necessary requirements are met. No professional visits are scheduled between 12:00pm – 1:00pm due to lunch breaks. Professional visits can be conducted on weekend upon request and approval from the administration. Scheduling a professional visit is more flexible depending on space and availability.

Professional visits can be scheduled as followed:

Monday, Tuesday, and Friday: 7:00am - 5:30pm

Wednesday and Thursday: 7:00am – 3:30Pm

**Current Term:**

2010 Spec. No. 63a contract was awarded with a Revenue Share of 46%.  
The system went into operation in the Spring of 2011.

Total Revenue paid to the County:

- 2011 - \$8,506.69 (3/4 of a year)
- 2012 - \$13,655.17
- 2013 - \$11,497.70
- 2014 - \$15,687.00
- 2015 - \$13,997.80 (3/4 of a year)

**New Construction:** The County is currently in the bid phase of the construction of the new Cape May County Correctional Center. Construction of this approximately 90,000 square foot facility will provide housing for 304 inmates, not including the holding area and the medical unit. The new facility will essentially operate as a direct supervision center, utilizing the unit management concept. We are committed to function operationally, in a manner that will bring services to the inmates, and ultimately keep movement throughout the facility to a minimum. The Contractor will be expected to transition to the new facility, during the appropriate construction phase, at no additional cost to the County.

**EQUIPMENT LIST**

Description	Quantity
HORIZONTAL LACING BAR, 1.5INCH OFFSET ROUND ROD, 240884, 10/BX	1
WALLMOUNT SWINGATE RACK, 36HX20.75WX18D, 267186, GL365R, 19U BLACK	1
HINGED PANEL MOUNT, 3.5HX6D, 2RMU, 231133	1
D RING, HORIZONTAL 3.5, 2RMU, 231115	1
ADTRAN, NETVANTA 1531 SWITCH, L3 MANAGED, 1700570F1	1
ADTRAN, NETAVNTA 3140, 4700341F2	1
ADTRAN, DUAL MOUNTING TRAY, 1700508F1	1
POWER SUPPLY, EATON 3S750, UPS, 450W	1
SINGLE HANDSET VIDEO VISITATION TERMINAL, 88000-90008-01, PRIMONICS	25
DUAL HANDSET VIDEO VISITATION TERMINAL, 88000-90008-02, PRIMONICS	3
PLATE, WALL MOUNT FILLER, 87000-90001, PRIMONICS	28
CABLE, CAT5E, 1FT., 81950-90034, PRIMONICS	2
SURGE SUPPRESSOR, #M4KSU, 4OUTLET	1
NETVANTA, NETWORK, 1234 SWITCH, 24 PORT, 1703594G1	1
SERVER, NSD2, TCS 036-01664-001, EMBEDDED SYSTEMS, WALL/SHELF MOUNTABLE	1
CABLE, 1583A006U1000, PVC, CAT 5, 4 PAIR, NON PLENUM, 1585A	1,000
CONDUIT AND FITTINGS	100

# PRICE PROPOSAL

Thank you for allowing Securus Technologies to present this Proposal for a fully supported Video Visitation and Multi-Function Kiosk System. We are pleased to offer pricing options with an equipment list for Cape May County Correctional Center.

## **INCLUDED IN OPTION:**

- 25 inmate terminals and 3 visitor terminals
- Complete removal of the current video visitation system
- Installation of Your New Securus Video Visitation System (SVV)
- Remote and At-Home Video Visitation Capabilities
- Training for all staff
- On-site visits are free
- 20 min visits as they are today
- Off-site visits are \$10.00 as they are today
- 46% Commission

## **OPTIONAL SERVICES AVAILABLE:**

- ConnectUS kiosk software applications to enhance efficiencies and increase self-service options for inmates:
  - Inmate Grievance application
  - Inmate Handbook application
  - Commissary Ordering
  - Job View Inmate Employment Assistance
  - Law Library Access via tablets or kiosks

Any and all of the above listed technologies and capabilities can be negotiated and provided to Cape May County initially and throughout the term of the agreement.

## SUMMARY STATEMENT

Securus has worked hard to develop an offer that fully addresses the specific needs of Cape May County and its constituents. We recognize that Cape May County may wish to propose modifications to our offer, and Securus is willing to work with the County in a flexible manner during the contract negotiation stage.

## Project Description

The Cape Mary County Implementation Project includes a complete turnkey installation of all equipment, facilities, and telephony connectivity for inmate telephone services

## Project Plan Overview

The project plan identifies specific technologies to be deployed under a phased-in deployment schedule that delivers efficiencies where the County needs efficiencies first. Securus proposes a preliminary implementation plan that transitions all video visitation services within 120 calendar days from the date of award. This includes complete turn-key installation of all hardware, software, and configurations for the video visitation system (SVV).

The project begins with Securus Representatives onsite at a designated Cape Mary County location to kick-off our implementation plan within days of contract execution.

## Degree of Involvement from Cape Mary County

Securus makes every effort to limit the administrative burden that can occur during a transition of service providers. We have the experience of installing our SVV in over 1,700 customer locations. This level of experience ensures that we do not waste any time. Our teams arrive at your facilities ready to get the job done.

At the beginning of the project, the Securus Project Team will meet with the Cape Mary County Team on site at a Cape Mary County location. These well-organized meetings will provide us with the opportunity to introduce the project members and review the project plan and timetables with the Cape Mary County Team in person and ensure a successful kick-off to our project.

Our Project Managers will work with the Cape Mary County Team to coordinate equipment deliveries and facility access. When the Securus Technicians arrive onsite, they may require escorts to the video and equipment locations. The majority of our project activity will occur during normal business hours. However, Securus can accommodate late-night/overnight cut-over activities. Some of our customers choose this method to eliminate service interruptions.

After each facility is transitioned to SVV, our Project Manager and Field Service Technician will review our quality checklists with the Cape Mary County Team.

Weekly stakeholder meetings will be hosted by the Securus Project Team and will involve participation from the Cape Mary County Team.

At the beginning of the implementation project, the Securus Project Management Team will work with the Cape Mary County Team to identify key stakeholders, primary points of contacts, and roles/responsibilities for the duration of the project.

The Securus Project Management Team will establish regular meeting forums and communication protocols that accommodate the requirements of the Cape Mary County Team.

Throughout the duration of the project, our Project Management Team will provide weekly installation progress reports. The reports will include updates on all active, completed, and pending installation activities.

In addition to the personal communication from our Project Managers, Securus can set-up automated e-mail notifications for the Cape Mary County Team. The automated e-mail notifications are a great way for our customers to receive updates on status changes for major milestones and other tasks of interests.

## Implementation Procedures

The project plan consists of the following activities:

- Project Initiation Phase
- Project Planning Phase
- Project Execution Phase
- Project Monitoring/Controlling Phase
- Project Closure Phase

### Project Initiation Phase

Immediately after award, the Securus Project Management Team will host a meeting with the Cape Mary County Team to review project scope, critical success factors, and the implementation time line. Site survey activities will be coordinated to ensure our project information is based on the latest physical characteristics of each location.

### Project Planning Phase

During the Project Planning Phase, the Securus Project Management Team will coordinate material and human resources required for the project. Travel, facility access, deliveries, and customer training will be coordinated during this phase. The Securus Project Management Team will coordinate all activities and timelines with the Cape Mary County Team.

## Project Execution Phase

During the Project Execution Phase, Securus Technicians will travel to each location and complete pre-installation activities in preparation for the cut-over. The pre-installation activities include pre-wiring, hardware staging, and 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 Cape Mary County Team and the current services provider to ensure a seamless transition of video visitation 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 Cape Mary County Team at least five business days in advance of the scheduled activity and schedules can be adjusted to meet the needs of the Cape Mary County Team.

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 Cape Mary County Team to review all installation documentation and checklists. The Securus Project Management Team will host a Customer Acceptance Review Meeting with the Cape Mary County Team prior to finalizing the cut-over at each location.

Onsite training seminars as well as web-based training activities (if applicable) will occur during this phase of the project.

## Project Monitoring/Controlling Phase

During the Project Monitoring/Controlling Phase, the Securus Project 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 Cape Mary County.

The Securus Project Management Team will maintain frequent communication with the Cape Mary County Team until all outstanding action items are resolved and customer acceptance has been provided for the full implementation project.

## Project Closure Phase

During the Project Closure Phase, the Securus Project Management Team will ensure there are no outstanding actions or deliverables, and will work with the Cape Mary County Team to review the full implementation project and obtain customer acceptance.

The Securus Project Management Team will transition support responsibilities to the Securus Account Management Team for long-term ongoing account support. The Securus Project Management Team will complete all internal updates and project closure activities.

## Project Quality Management Plan

The Implementation Project Plan includes quality control checkpoints at important stages throughout the project. The quality control checkpoints are essential elements of the Securus project that ensure consistent high-quality implementations. The Securus Installation Support team uses a Six Sigma quality measurement technique, which identifies and removes the causes of errors, and minimizes variability in the installation process. Each installation project follows a defined sequence of steps with quantifiable targets. These targets can be financial or any other area that is critical to our customers. The current process sigma is 4.12, with first pass quality scores exceeding 90 percent.

Securus truly provides a level of quality assurance that is unmatched in our industry.

### Implementation Plan

Following is a detailed preliminary implementation timeline.

ID	Task Name	Duration	Start	Finish
1	SECURUS Inmate Telephone System/Video Visitation Installation Project Plan for Cape May County Correctional Center	85.25 days	Mon 1/4/16	Mon 5/2/16
2	Inmate Phone System Installation & Cut-Over	23.13 days	Mon 1/4/16	Thu 2/4/16
3	Project Initiation Phase	1.5 days	Mon 1/4/16	Tue 1/5/16
4	Host internal project review and kick-off meeting	2 hrs	Mon 1/4/16	Mon 1/4/16
5	Team with Sales Account Manager to host kick-off call with SECURUS Inmate Telephone System Installation Project Plan for Cape May County Correctional Center Project Team	2 hrs	Mon 1/4/16	Mon 1/4/16
6	Complete Telephone Equipment Inspection for Inmate Locations	1 day	Mon 1/4/16	Tue 1/5/16
7	Project Planning Phase	3.63 days	Tue 1/5/16	Mon 1/11/16
8	Update Engineering based on site survey information	2 hrs	Tue 1/5/16	Tue 1/5/16
9	Identify resources needed to complete tasks and objectives	2 hrs	Tue 1/5/16	Tue 1/5/16
10	Create ticket assignments for necessary departments	2 hrs	Tue 1/5/16	Tue 1/5/16
11	Host internal review to determine scheduling options	2 hrs	Wed 1/6/16	Wed 1/6/16
12	Host review with current services provider to discuss transition plan	1 hr	Wed 1/6/16	Wed 1/6/16
13	Create project in the Install Portal and setup notifications/alerts	1 hr	Wed 1/6/16	Wed 1/6/16
14	Create orders for telecom provisioning	1 hr	Wed 1/6/16	Wed 1/6/16
15	Create purchase orders for materials	1 hr	Wed 1/6/16	Wed 1/6/16
16	Perform Sarbanes-Oxley compliance approval for all material purchase orders	1 hr	Wed 1/6/16	Wed 1/6/16
17	Kick-off Discussions for Automated PIN Imports / OMS Integration	1 hr	Wed 1/6/16	Wed 1/6/16
18	Integration for automated PIN data management	1 day	Thu 1/7/16	Thu 1/7/16
19	Review field service access/scheduling & telecom vendor scheduling options with Cape May County Correctional Center Project Team	1 hr	Fri 1/8/16	Fri 1/8/16
20	Produce updated project schedule	1 hr	Fri 1/8/16	Fri 1/8/16
21	Securus Project Team and Cape May County Correctional Center Project Plan / Schedule Review	2 hrs	Fri 1/8/16	Fri 1/8/16
22	Finalize Telecom Provisioning, Material Delivery, and Field Service schedules	1 hr	Fri 1/8/16	Fri 1/8/16
23	Securus & Cape May County Correctional Center Project Team Meeting - Touch Point	0.5 days	Fri 1/8/16	Mon 1/11/16
24	Review hardware delivery schedules	2 hrs	Fri 1/8/16	Fri 1/8/16
25	Produce updated project plan and review with Cape May County Correctional Center Project Team	2 hrs	Fri 1/8/16	Mon 1/11/16
26	Project Execution Phase	17.5 days	Fri 1/8/16	Wed 2/3/16
27	Site Equipment Installation Planning Activities	16.25 days	Fri 1/8/16	Fri 1/29/16
28	Material shipment lead time	12 days	Fri 1/8/16	Tue 1/26/16
29	Confirm material shipments and arrival dates	2 hrs	Mon 1/11/16	Mon 1/11/16
30	Install and test inmate telephone equipment - Cape May County Correctional Center (As necessary)	3 days	Tue 1/26/16	Fri 1/29/16
31	Review Site Cut-Over schedule and activities with Cape May County Correctional Center Project Team	2 hrs	Fri 1/29/16	Fri 1/29/16
32	OMS/JMS Integration / E-Imports Activities	9 days	Fri 1/8/16	Thu 1/21/16

ID	Task Name	Duration	Start	Finish
33	Inmate PIN account creation and management (As necessary)	9 days	Fri 1/8/16	Thu 1/21/16
34	Configure Inmate Debit within Secure Call Platform (As necessary)	9 days	Fri 1/8/16	Thu 1/21/16
35	Configure Personal Account Numbers within Secure Call Platform (as necessary)	9 days	Fri 1/8/16	Thu 1/21/16
36	Configure Voice Biometrics within Secure Call Platform (as necessary)	9 days	Fri 1/8/16	Thu 1/21/16
37	Configure Location Based Services within Secure Call Platform (as necessary)	9 days	Fri 1/8/16	Thu 1/21/16
38	<b>Installation - Cape May County Correctional Center</b>	1 day	Tue 2/2/16	Wed 2/3/16
39	Cut Over - Turn up of telephones additional services and IPRO to Securix SCP platform	1 day	Tue 2/2/16	Wed 2/3/16
40	<b>Quality Control / Checklist Reviews</b>	4 days	Fri 1/29/16	Thu 2/4/16
41	Re-Verify all Features working properly	3 hrs	Wed 2/3/16	Wed 2/3/16
42	Post Cutover QA Checklist & Test Calls Completed	1 hr	Wed 2/3/16	Wed 2/3/16
43	Notify Facility ITS of cutover - system is functioning correctly	1 hr	Wed 2/3/16	Wed 2/3/16
44	Cut Sheet distributed to Securix Project Team	1 hr	Thu 2/4/16	Thu 2/4/16
45	<b>Customer training</b>	1 day	Fri 1/29/16	Mon 2/1/16
46	Conduct customer training for telephone system with Cape May County Correctional Center Project Team	1 day	Fri 1/29/16	Mon 2/1/16
47	<b>Video Visitation Installation Project Plan</b>	85 days	Mon 1/4/16	Mon 6/2/16
48	<b>Installation and Software Configurations for live video sessions</b>	85 days	Mon 1/4/16	Mon 5/2/16
49	<b>Initial Kick-Off Meeting with Cape May County Correctional Center Project Team</b>	3 days	Mon 1/4/16	Thu 1/7/16
50	Host internal project review and kick-off meeting	1 day	Mon 1/4/16	Tue 1/5/16
51	Sales Account Manager to host kick-off call with SECURUS Video Visitation Installation Project Team with Cape May County Correctional Center Project Team	1 day	Tue 1/5/16	Wed 1/6/16
52	Complete video visitation inspection for inmate locations	1 day	Wed 1/6/16	Thu 1/7/16
53	<b>Identify Locations of Terminals Video Visitation terminals</b>	2 days	Thu 1/7/16	Mon 1/11/16
54	Verify Network Cabling and Power	1 day	Thu 1/7/16	Fri 1/8/16
55	Schedule network and power installation	1 day	Fri 1/8/16	Mon 1/11/16
56	<b>Telecom Provisioning for Cape May County Correctional Center</b>	40 days	Wed 1/6/16	Wed 3/2/16
57	Telecom delivery lead time	21 days	Wed 1/6/16	Thu 2/4/16
58	Confirm Telecom Test & Turn-up [T&T] schedule	1 day	Thu 2/25/16	Fri 2/26/16
59	Confirm Installation Technical Support schedule for T&T activity	1 day	Fri 2/26/16	Mon 2/29/16
60	Confirm Field Service Installation Team schedules for T&T activity	1 day	Mon 2/29/16	Tue 3/1/16
61	Review Site schedule and activities with Cape May County Correctional Center Facility Project Team	1 day	Tue 3/1/16	Wed 3/2/16
62	<b>Process Hardware Orders for Video Visitation Installation</b>	34 days	Thu 1/7/16	Wed 2/24/16
63	Verify Site Survey Details and retrieval for terminal locations and equipment need for installation	1 day	Thu 1/7/16	Fri 1/8/16
64	Create BOM for equipment orders	5 days	Fri 1/8/16	Fri 1/15/16
65	Process equipment orders and submit to purchasing	3 days	Fri 1/15/16	Wed 1/20/16

ID	Task Name	Duration	Start	Finish
66	Monitor delivery of hardware orders for site location	25 days	Wed 1/20/16	Wed 2/24/16
67	<b>Electrical and Cabling installation</b>	40 days	Mon 1/18/16	Mon 3/14/16
68	Monitor installation of the Electrical and Cabling for all terminals	40 days	Mon 1/18/16	Mon 3/14/16
69	<b>Instance Setup</b>	14 days	Wed 1/20/16	Tue 2/9/16
70	Add site - Provisioning of facility configurations	4 days	Wed 1/20/16	Tue 1/26/16
71	Create admin user and additional users	4 days	Tue 1/26/16	Mon 2/1/16
72	Create locations	4 days	Mon 2/1/16	Fri 2/5/16
73	Add terminals and enable modules	2 days	Fri 2/5/16	Tue 2/9/16
74	<b>Create Flat File</b>	8 days	Tue 2/9/16	Fri 2/19/16
75	Produce flat file and test import	4 days	Tue 2/9/16	Mon 2/15/16
76	Automate flat file export and upload	4 days	Mon 2/15/16	Fri 2/19/16
77	<b>Terminal installation</b>	25 days	Wed 2/24/16	Wed 3/30/16
78	Mount terminals	25 days	Wed 2/24/16	Wed 3/30/16
79	Connect network cable and power on unit	25 days	Wed 2/24/16	Wed 3/30/16
80	<b>Terminal Setup (15 minutes per terminal)</b>	12 days	Wed 3/30/16	Fri 4/15/16
81	Terminal Setup	10 days	Wed 3/30/16	Wed 4/13/16
82	Configure config file	2 days	Wed 4/13/16	Fri 4/15/16
83	Change IP (if necessary)	2 days	Wed 4/13/16	Fri 4/15/16
84	<b>Quality Control / Checklist Reviews</b>	10 days	Fri 4/15/16	Fri 4/29/16
85	Controlling and monitoring of terminals and sessions	7 days	Fri 4/15/16	Tue 4/26/16
86	Training for users for comprehensive understanding of the portals	3 days	Tue 4/26/16	Fri 4/29/16
87	<b>Go Live for video visitation sessions</b>	1 day	Fri 4/29/16	Mon 5/2/16
88	Configure T & C and web services for F & F account creation	1 day	Fri 4/29/16	Mon 5/2/16
89	Turn up Cape May County Correctional Center for live video visitation sessions	1 day	Fri 4/29/16	Mon 5/2/16

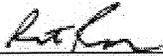
**PROPOSAL PAGES, cont.**

Securus technologies, Inc.

Company Name

Robert E. Pickens , President

Printed Name and Title

Signature: 

Company Address: 14651 Dallas Parkway, Suite 600

Dallas, Texas 75254

Company Phone Number: 972-277-0300 Fax: 972-277-0514

Contact Person: Sheri Turowsky

Contact Phone Number: 413-285-5748

Contact E-mail: sturowsky@securustechnologies.com

**Appointment of Process-Agent Service:** Vendor N/A (insert

name) irrevocably appoints N/A (insert name of Rep.) ("the "Process Agent") as

its agent to receive service of process on behalf of the vendor; vendor authorizes and directs the

Process Agent to accept service on its behalf. If process is to be served pursuant to this provision,

the County shall serve that process by certified mailing (return receipt requested) or hand-

delivering a copy of the process in care of the Process Agent at N/A

N/A (insert address of Process Agent) or any other address as to

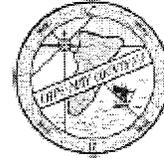
which the Process Agent has given to the County.

SECURUS ACKNOWLEDGES RECEIPT OF  
CLARIFICATION\_RFP\_SPEC.NO.39\_VIDEOVISITATION\_11\_11\_2015\_145104

CAPE MAY COUNTY  
PURCHASING DEPARTMENT

Gerald M. Thornton  
Freeholder  
Kevin R. Lare  
Purchasing Agent

4 Moore Road, DN-116  
Cape May Court House, NJ 08210-1654  
Voice: (609) 465-1125 \* Fax: (609) 465-8583  
E-Mail: klare@co.cape-may.nj.us  
Website: www.capemaycountygov.net



**2015 BID SPEC. No. 39**  
REQUEST FOR PROPOSALS FOR A WEB BASED VIDEO VISITATION SYSTEM FOR THE CAPE  
MAY COUNTY CORRECTIONAL CENTER

**Questions and Answers – No. 01**  
November 30, 2015

**Question:** Is there an existing Video Visitation System in place? If so, who is your current provider and when was it installed?

**Answer:** iWebVisit.com - February 2010.

**Question:** Is the vendor responsible for the demolition of the existing video visitation system?

**Answer:** Yes.

**Question:** The RFP states that (28) new visitation stations are required. Please list how many will be inmate stations and how many will be public stations.

**Answer:** 25 inmate stations; 3 public stations.

**Question:** Are there existing equipment racks with space available for new headend equipment? Or should the Vendor include new equipment racks in each area?

**Answer:** Current system does not use any equipment other than a switch and broadband modem and the visiting all-in one PC's. If rack space is required the equipment can be placed in the MIS server room, connected to the Jail by 1GB fiber.

**Question:** If there are existing visitation stations, is there 110VAC electrical service at each existing video visitation station that can be used for the new visitation stations? If not, who is responsible for providing 110VAC power at each new station?

**Answer:** Yes.

**Question:** Is CAT5 or CAT6 currently run to where the new stations will be installed? If not, who is responsible for conduit and cabling?

**Answer:** CAT 5E.

**Question:** Is there an existing network backbone connecting the equipment rooms? If so, is it fiber optic or copper? If not, who is responsible for installing the network backbone?

**Answer:** Yes, copper.

**Question:** Are new workstations desired? If so, please provide the quantity at each facility. How many scheduling workstations? How many monitoring workstations? How many administrative workstations?

**Answer:** There is now one administrative workstation; that is all that will be required.

Page 1 of 2

**Question:** If new workstations are not desired, are current workstations available for software to be installed onto? If so, how many workstations are desired to receive software?

**Answer:** Yes, one workstation.

**Question:** Who is the current internet service provider for the facility?

**Answer:** Comcast.

**Question:** Is the proposer responsible for the internet service?

**Answer:** No.

**Question:** Is the following approach acceptable for the conduit and wire for new stations? Above the ceiling and in areas that are not accessible by inmates provide plenum-rated cable not run in conduit. In inmate accessible areas, run plenum-rated cable in exposed EMT conduit. If this is not acceptable, please explain what method is required for new conduit and wire.

**Answer:** Yes.

**Question:** How many free visits per week will be allowed per inmate?

**Answer:** Two free, onsite visits per week; no free internet visits.

**Question:** Does the County plan to charge for additional visits once the free ones are used?

**Answer:** See above.

**Question:** Provide a list of equipment rooms in each area.

**Answer:** The Jail has one telephone closet that houses one small 24u rack and 2 switch racks. The maintenance closet houses 2 network switches.

**Question:** Please provide facility floor plans. If possible, please show where existing Video Visitation stations and Video Visitation System headend equipment rooms are located.

**Answer:** I will not provide floor plans.

**Question:** Who is responsible for providing the furniture, such as chairs and stools, for the public and inmate video visitation stations?

**Answer:** The County.

**Question:** Please provide a riser diagram of the existing system, if there is an existing system.

**Answer:** There is no need for a riser diagram the existing system is the all-in-one PC's attached to a switch going the Internet connection.

**Appointment of Process-Agent Service:**

Proposer \_\_\_\_\_ (insert Company name) irrevocably appoints  
\_\_\_\_\_ (insert name of designee) ["the "Process Agent""] as its agent to  
receive service of process on behalf of the Proposer; Proposer authorizes and directs the  
Process Agent to accept service on its behalf. If process is to be served pursuant to this  
provision, the County shall serve that process by certified mailing (return receipt requested) or  
hand-delivering a copy of the process in care of the Process Agent at

\_\_\_\_\_  
(insert address of Process Agent)

or any other address as to which the Process Agent has given to the County.

**P.L. 2012 BID OR PROPOSAL PROHIBITED**

C.52:32-57 "P.L. 2012, c.25 prohibits State and local public contracts with persons or entities engaging in certain investment activities in energy or finance sectors of Iran."

I am the duly authorized agent making certification that there has been no engagement in certain investment activities in energy or finance sectors of Iran as prohibited by P.L. 2012, c.25.

VENDOR NAME

Securus Technologies, Inc.

---

SIGNATURE OF AUTHORIZED REPRESENTATIVE

  
\_\_\_\_\_

TITLE

Robert E. Pickens, President

---

DATE

12-2-15  
\_\_\_\_\_

**PROPOSAL PAGES**

**PROPOSAL TO:**

**REQUEST FOR PROPOSALS FOR A WEB BASED VIDEO VISITATION SYSTEM FOR THE  
CAPE MAY COUNTY CORRECTIONAL CENTER**

To the Board of Chosen Freeholders:

The undersigned hereby declares that the documents attached have been carefully read and they fully understand the Specifications and Instructions to Proposers and will strictly adhere to all terms and conditions of said documents, if awarded a contract therefore.

<b>Revenue Sharing Percentage:</b>	<u>46</u>	<b>%</b>
<b>Cost to Participant per Visit</b>	<u>\$ 10.00</u>	
<b>Hardware/Software to be Provided:</b>	<u>Equipment List Must Follow This Page</u>	

**STOCKHOLDER DISCLOSURE CERTIFICATION**  
This Statement Shall Be Included with Bid Submission

Chapter 33 of the Public Laws of 1977 provides that no Corporation or Partnership shall be awarded any State, County, Municipal or Schools District contracts for the performance of any work or the furnishing of any materials or supplies, unless prior to the receipt of the bid or accompanying the bid of said corporation or partnership there is submitted a statement. The statement shall set forth the names and addresses of all stockholders in the corporation or partnership who own ten percent (10%) or more of its stock of any class, or of all individual partners in the partnership who own a ten percent (10%) or greater interest therein.

Name of Business Securus Technologies, Inc.

Federal ID # 75-2722144

- I certify that the list below contains the names and home addresses of all stockholders holding ten percent (10%) or more of the issued and outstanding stock of the undersigned.  
OR  
 I certify that no one stockholder owns ten percent (10%) or more the issued and outstanding stock of the undersigned.

Check the box that represents the type of business Organization:

- Partnership                       Corporation                       Sole Proprietorship  
 Limited Partnership               Limited Liability Corporation     Limited Liability Partnership  
 Subchapter S Corporation

**STOCKHOLDERS**

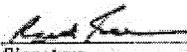
Name: Securus Technologies Holdings, Inc (100% Owner)

Home Address: 14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

Name: \_\_\_\_\_

Home Address: \_\_\_\_\_

Securus Technologies, Inc  
Company Name

                      President  
Signature                      Title  
Robert E Pickens





**STATE OF NEW JERSEY  
BUSINESS REGISTRATION CERTIFICATE**

**Taxpayer Name:** SECURUS TECHNOLOGIES, INC.  
**Trade Name:**  
**Address:** 14651 DALLAS PARKWAY, SUITE 600  
DALLAS, TX 75254-7476  
**Certificate Number:** 0109182  
**Effective Date:** April 30, 1999  
**Date of Issuance:** June 12, 2015

**For Office Use Only:**  
20150612120727566

13-58 ✓  
2013 Dec 3

Certification

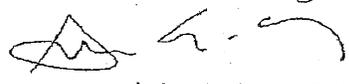
**CERTIFICATE OF EMPLOYEE INFORMATION REPORT 9504**

This is to certify that the contractor listed below has submitted an Employee Information Report pursuant to N.J.A.C. 17:27-1.1 et. seq. and the State Treasurer has approved said report. This approval will remain in effect for the period of

15-OCT-2012 to 15-OCT-2015



SECURUS TECHNOLOGIES, INC.  
14651 DALLAS PARKWAY, #600  
DALLAS TX 75254

  
Andrew P. Sidamon-Eristoff  
State Treasurer

SAMPLE

EXHIBIT A

MANDATORY EQUAL EMPLOYMENT OPPORTUNITY LANGUAGE  
N.J.S.A. 10:6-31 et seq. (P.L. 1975, C. 127)  
N.J.A.C. 17:27

GOODS, PROFESSIONAL SERVICE AND GENERAL SERVICE CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Except with respect to affectional or sexual orientation and gender identity or expression, the contractor will take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this nondiscrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex.

The contractor or subcontractor, where applicable, will send to each labor union or representative or workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to N.J.S.A. 10:6-31 et seq., as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to make good faith efforts to employ minority and women workers consistent with the applicable county employment goals established in accordance with N.J.A.C. 17:27-5.2, or a binding determination of the applicable county employment goals determined by the Division, pursuant to N.J.A.C. 17:27-5.2.

The contractor or subcontractor agrees to inform in writing its appropriate recruitment agencies including, but not limited to, employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the State of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

In conforming with the applicable employment goals, the contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and layoff to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor shall submit to the public agency, after notification of award but prior to execution of a goods and services contract, one of the following three documents:

Letter of Federal Affirmative Action Plan Approval

Certificate of Employee Information Report

Employee Information Report Form AA302

The contractor and its subcontractors shall furnish such reports or other documents to the Div. of Contract Compliance & EEO as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Div. of Contract Compliance & EEO for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code at N.J.A.C. 17:27.

## AMERICANS WITH DISABILITIES ACT OF 1990

### Equal Opportunity for Individuals with Disability

The Contractor and the County of Cape May, (hereafter "Owner") do hereby agree that the provisions of Title II of the Americans With Disabilities Act of 1990 (the "Act") (42 U.S.C. 5121 01 et seq.), which prohibits discrimination on the basis of disability by public entities in all services, programs, and activities provided or made available by public entities, and the rules and regulations promulgated pursuant there unto, are made a part of this contract. In providing any aid, benefit, or service on behalf of the Owner pursuant to this contract, the Contractor agrees that the performance shall be in strict compliance with the Act. In the event that the Contractor, its agents, servants, employees, or sub-Contractors violate or are alleged to have violated the Act during the performance of this contract, the Contractor shall defend the Owner in any action or administrative proceeding commenced pursuant to this Act. The Contractor shall indemnify, protect, and save harmless the Owner, its agents, servants, and employees from and against any and all suits, claims, losses, demands, or damages, of whatever kind or nature arising out of or claimed to arise out of the alleged violation. The Contractor shall, at its own expense, appear, defend, and pay any and all charges for legal services and any and all costs and other expenses arising from such action or administrative proceeding or incurred in connection therewith. In any and all complaints brought pursuant to the Owner's grievance procedure, the Contractor agrees to abide by any decision of the Owner which is rendered pursuant to said grievance procedure. If any action or administrative proceeding results in an award of damages against the Owner, or if the Owner incurs any expense to cure a violation of the ADA which has been brought pursuant to its grievance procedure, the Contractor shall satisfy and discharge the same at its own expense.

The Owner shall, as soon as practicable after a claim has been made against it, give written notice thereof to the Contractor along with full and complete particulars of the claim. If any action or administrative proceeding is brought against the Owner or any of its agents, servants, and employees, the Owner shall expeditiously forward or have forwarded to the Contractor every demand, complaint, notice, summons, pleading, or other process received by the Owner or its representatives.

It is expressly agreed and understood that any approval by the Owner of the services provided by the Contractor pursuant to this contract will not relieve the Contractor of the obligation to comply with the Act and to defend, indemnify, protect, and save harmless the Owner pursuant to this paragraph.

It is further agreed and understood that the Owner assumes no obligation to indemnify or save harmless the Contractor, its agents, servants, employees and subcontractors for any claim which may arise out of their performance of this Agreement. Furthermore, the Contractor expressly understands and agrees that the provisions of this indemnification clause shall in no way limit the Contractor's obligations assumed in this Agreement, nor shall they be construed to relieve the Contractor from any liability, nor preclude the Owner from taking any other actions available to it under any other provisions of the Agreement or otherwise at law.

*Ptr. 1/08*