AMENDMENT TO MASTER SERVICES AGREEMENT

THIS AMENDMENT TO MASTER SERVICES AGREEMENT is made and entered into by and between the **CITY AND COUNTY OF DENVER**, a municipal corporation of the State of Colorado (the "City"), and **SECURUS TECHNOLOGIES, INC.**, a Delaware corporation, registered to do business in Colorado, whose address is 4000 International Parkway, Carrollton, Texas 75007, ("Contractor"), jointly "the parties."

WITNESSETH:

WHEREAS, the Parties entered into an Agreement dated December 12, 2017 (the "Agreement"), to provide the services outlined in the scope of work; and

WHEREAS, the Parties wish to amend the agreement to amend the scope of work, extend the term, incorporate a technology grant, and revise the maximum contract liability; and

NOW, THEREFORE, in consideration of the premises and the mutual covenants and obligations herein set forth, the Parties agree as follows:

1. All references to "Exhibit A, Scope of Work" in the agreement shall be replaced with "Exhibit A-1, Scope of Work" as applicable."

2. Section 4 of the Agreement entitled "**TERM**" is amended to read as follows:

> "**4.** **TERM:** The term of the Agreement is from June 1, 2017 through August 31, 2023."

3. Sections 5. (C) entitled "**Invoicing**" and 5. D. (i) entitled "**Maximum Contract Liability**" are amended to read as follows:

> "**5.** **COMPENSATION AND PAYMENT:**
>
> **C.** **Invoicing:** Contractor must submit an invoice which shall include the City contract number, clear identification of the deliverable that has been completed, and other information reasonably requested by the City. Payment on all uncontested amounts shall be made in accordance with the City's Prompt Payment Ordinance. Through the remaining term of this Agreement, and as more fully described in the Second Amendatory Agreement 302122032-02, Contractor will provide the City with a grant of funds that may be used to pay for costs incurred in connection with the video visitation system described herein.
>
> **D.** **Maximum Contract Liability:**
>
> **(i)** Notwithstanding any other provision of the Agreement, the City's maximum payment obligation will not exceed **ONE MILLION FIVE HUNDRED EIGHTY-SEVEN THOUSAND FIVE HUNDRED FIFTY-THREE**

1

DOLLARS ($1,587,553.00) (the "Maximum Contract Amount"). The City is not obligated to execute an Agreement or any amendments for any further services, including any services performed by Contractor beyond that specifically described in **Exhibit A-1**. Any services performed beyond those in the Exhibits are performed at Contractor's risk and without authorization under the Agreement."

4.   Exhibit A, entitled SCOPE OF WORK, pages 18 through 80, is replaced with Exhibit A-1, SCOPE OF WORK.

5.   The Price List on page 103 and 104 of Attachment A is replaced with pages 21-23 of Exhibit A-1, SCOPE OF WORK.

6.   Pages 114 through 126 are deleted and replaced with pages 26 through 41 of Exhibit A-1, SCOPE OF WORK.

7.   Attachment 3 is deleted from the Agreement.

8.   The following Compensation language in Exhibit D of the Agreement is hereby deleted and is no longer of any force or effect:

~~COMPENSATION: (Paid Remote Video Visitation Only)~~

~~*This Compensation section applies only if Customer elects to activate Remote Visitation.* Video visitation is not an FCC-regulated telecom service; accordingly, in exchange for Customer allowing Provider to utilize Customer's property and wiring for placement of video visitation terminals, Provider agrees to pay Customer a percentage of the session charges paid to Provider, excluding applicable taxes/fees/surcharges, for Video Visitation sessions placed to Customer's Facilities as specified in the chart below (the "Video Visitation Payment). Provider reserves the right to exclude free sessions from the commission calculation. Provider shall remit the Video Visitation Payment for a calendar month to Customer on or before the 30th day of the following calendar month in which the paid remote Video Visitation sessions were held (the "Payment Date").~~

~~Type of Video Visitation~~	~~Video Visitation Payment (Paid Remote Video Visitation Only)~~
~~Remote Paid~~	~~20%*~~

~~Customer is responsible for all Jail Management System (JMS) and Commissary integration fees, unless otherwise specified in Attachment 1.~~

9.   <u>Address Change</u>. Contractor's Notice and Payment addresses are hereby changed to the following:

Notice Address: Payment Address:

4000 International Parkway   4000 International Parkway
Carrollton, Texas 75007   Carrollton, Texas 75007
Attention: General Counsel   Attention: Accounts Payable
Phone: (972) 277-0335   Phone: (972) 277-0335

10.   This Amendment to Master Services Agreement may be executed in counterparts, each of which shall be deemed to be an original, and all of which, taken together, shall constitute one and the same instrument.

11.   Except as herein amended, the Agreement is affirmed and ratified in each and every particular.

EXHIBITS
EXHIBIT A-1 STATEMENT OF WORK

Securus Technologies 201734866-01

Contract Control Number: SHERF-201734866-01

Contractor Name: Securus Technologies Inc.

IN WITNESS WHEREOF, the parties have set their hands and affixed their seals at Denver, Colorado as of

SEAL   **CITY AND COUNTY OF DENVER**

ATTEST:

By_____

_____

APPROVED AS TO FORM: REGISTERED AND COUNTERSIGNED:

Attorney for the City and County of
Denver

By_____

By_____

By_____

Contract Control Number: SHERF-201734866-01

Contractor Name: Securus Technologies Inc.

By: _Robt Lu_

Name: _Robert Pickens_
    (please print)

Title: _REO/Presidnl._
    (please print)

ATTEST: [if required]

By: _Valerie Strzelecki_

Name: _Valerie Strzelecki_
    (please print)

Title: _Sales Operations /Admin_
    (please print)

Technology Services

Program Management Office

Scope of Work

DSD Video Visitation

Denver Sheriff's Department

Table of Contents

Document Revision History

Version	Editor	Date	Summary
1.0	Daniel Tellez	03.22.17	Initial Creation and Submission
1.1	Nissa Mills	05.07.17	Revision
1.1		12.12.17	1st contract SOW
2.0	Rick Brunet	05.31.18	Re-draft for 2018 Contract Amendment
2.1	Rick Brunet	06.08.18	Input from TS SMEs: • William Thomas • Ami Marsell
2.2	Rick Brunet	06.18.18	Executive review changes • Chief Connie Coyle • Chief Elias Diggins
2.3	Rick Brunet	10.12.18	Cursory Legal/Financial Review changes
2.4	Rick Brunet	10.16.18	FINAL Draft for use with Securus Technologies Contract

Introduction

The Denver Sheriff Department ("DSD") is looking to replace the video visitation system in two of its detention facilities: Denver County Jail ("COJL") and the Van Cise-Simonet Detention Center ("Denver Detention Center" or "DDC"). There are currently two different visitation systems in these facilities, both of which are outdated, unreliable and functionally limited. DSD plans to replace both systems with a single, open-architecture visitation solution.

The COJL campus consists of six buildings with a maximum capacity of 1,450 beds and an average daily occupancy of 700 inmates. DDC consists of one building with a maximum capacity of 1,504 beds and an average daily occupancy of 1,280 inmates.

Roughly 30,000+ social visits and 17,000+ professional visits are completed across the two jails annually (estimated). Social visits are conducted via the video visitation systems while professional visits are conducted in person.

The City does not and is currently not planning to charge fees of any kind for visits.

The system will meet the requirements agreed by Denver Sheriff's Department, Technology Services, and Securus as per the RFP and any additional Fit-Gap determinations toward meeting deliverables and requirements as laid out in this SOW.

The payment schedule for the work performed by Securus for this project is listed in Attachment C – Payment Terms.

Scope

- Phase I – Initial Visitation Functionality
  - Integration with current Jail Management System (TAG from Syscon) for Inmate information and movement (includes PINs)
  - All activities required to install all new multi-use kiosks in the DDC and COJL
  - Software that will manage visitation process for DSD
  - Portable visitation stations
  - Phone Call Application
  - Keefe Commissary Ordering Application integration
  - Replacement of COJL coaxial cabling with data cable meeting approved City standards
  - Building 24

- Phase II – Optional Expanded Kiosk Functionality
  - Inmate Grievance Forms Application
  - Inmate Handbook Application
  - Website Education Application
  - Inmate Videos Application
  - Emergency Visitation Application
  - Inmate Sick Form – Medical Kites
  - CaseMaker (Law Library)
    - LawBase
  - Job Search Application
  - Integration with the new Jail Management System (ATIMS)
  - Online, remote visitation (to be enabled no later than 06.30.19)

    Note: An additional yearly application charge applies to:
    - Job Search Application
    - Law Library Application

Timeline

Work shall be performed according to the milestone timeline below. Dates may change based on mutual agreement between City and Securus.

Phase	M#	Milestones	Target Completion
I	M00	Project Startup & Baseline Configuration	Dec. 2018
	M01	Phase I Planning, Design, and Analysis	
	M02	Design	
	M03	Build and Configuration	
	M04	Testing	
	M05	Training	
	M06	Deployment	
	M07	Acceptance and Close-out	
II	M08	Phase II Planning	TBD
	M09	Design	
	M10	Build and Configuration	
	M11	Testing	
	M12	Training	
	M13	Deployment	
	M14	Acceptance and Close-out	

Project Management

Securus Project Management Responsibilities

1) Coordinating the development of the project plan in consultation with the City project manager and team members.
2) Managing, in conjunction with City PM where applicable, escalations where needed.
3) Management of Securus and Partner resources and teams to ensure the timely delivery of items identified as "In scope" within this SOW.
4) Ensuring that members of the City staff are sufficiently educated in the Securus application to understand the implications of initial design decisions.
5) Providing the City with timely and detailed descriptions of the items identified as "City task" within this SOW.
6) Advising the City of expected completion dates for items identified as "City task" within this SOW.
7) Advising the City of the impact on the expected delivery dates of "City task" items when prerequisite City tasks, such as the completion of data import templates or approval of report specifications, are advanced or delayed.
8) Monitoring the progress of the project and advising the City of risks to its on-time completion.
9) Coordinating the completion and approval of change orders.

City Project Management Responsibilities

1) The timely delivery of items identified as "City task" within this SOW.
2) Advising Securus of expected delivery dates for items identified as "City task" within this SOW.
3) Ensuring that change orders contain a full specification of the changes required.
4) Ensuring that customizations are fully specified and documented.
5) Ensuring that all City team members have a clear understanding of their responsibilities to the project.

Securus Resources

Keynotes on Securus resources include:
1) The City shall have the right to request new resources from Securus should the City deem they are not a good fit for the project, with the changes in resources being as immediate as possible.
2) Securus is expected to provide a project team that is responsive to City contact, is on time to status meetings (and attentive / engaged), meets commitments, and communicates effectively. Resources allocated to the project shall be knowledgeable of the product, our business processes (as defined and provided in the "Agreed Requirements" section of this document) and shall be fully capable of performing their duties as assigned. Should a resource not fulfill their responsibilities the City reserves the right to remove a team member from the project. If a Securus team member is removed Securus shall provide a

more capable resource and assign them to the project in the same capacity as the previously removed resource. The new resource shall be provided to the City within 3 business days of the previous resource removal.

City Resources

The requirement for City resources is variable with:
1) The duration of the project.
2) The degree of internal City consultation.
3) The level of internal City agreement.
4) The number of enhancements or customizations.

Phased Approach

The City and County of Denver reserves the right to not proceed on future phases beyond the first for any reason, and there shall be no financial obligation for the City with regards to deciding not to proceed with future phases. However, all future phases, noted herein, are included in the current cost structure as outlined in Attachment "A) Payment Terms."

Should the City and County of Denver decide to continue with future phases (Other Securus Modules) Securus shall be ultimately responsible for providing access and resources for enabling, configuring, training, and supporting new modules within the Securus Video Visitation system.

The implementation of each Securus phase will involve the following:
1) An overview of, and training in, the functionality and the ways in which the functionality can be extended by configuration and customizations – and onsite training in how to do so for identified DSD staff.
2) A determination of how best to configure and, if necessary, customize to meet the objectives of the City.
3) An overview of the advantages and, if present, disadvantages of the proposed configuration and customizations, along with recommendations and assistance in developing or changing business processes if necessary.
4) Documentation of the agreed configuration and customizations.
5) Determination of custom reporting requirements that cannot be met by the standard reports – and assistance in building those falling into agreed deliverables / requirements, or change orders for all others.
6) The preparation of change orders including the specifications for any required custom reports.
7) The development by Securus of any required custom reports.
8) The testing and acceptance by the City of custom reports and ad hoc models.
9) The deployment of custom reports and ad hoc models.
10) The development of an integration strategy for any integrations with Securus,
11) The development by the City of the integration components that are required.
12) The development by Securus of all integrations, configuration or customization.
13) The deployment of all integrations, configuration, or customization.
14) The testing and acceptance by the City of the integrations, configuration or customization

During each phase of the project, the Securus project manager, in coordination with the City Project Manager, shall utilize and continually maintain the project management components that are initially set up during the project initiation and planning.

Milestones

M00: Project Startup & Baseline Configuration

Securus will commit the required resources to begin project startup and initial requirements gathering activities during full lifecycle of project implementation. Securus will work with the City to establish the project infrastructure, gather business/functional and technical requirements, setup a baseline configuration and analyze any source system data.

Project Startup / Implementation Kick-Off

The Securus project team will be responsible for initial setup and ongoing coordination of the following items and activities in support of the project:
- Coordinate and manage the activities of Securus' project personnel
- Maintain Contract communications through City's Project Manager, including a communication plan that will define the steps, processes and tools utilized to communicate project information to City employees and senior management
- Collaborate and develop a project work breakdown structure and schedule
- Develop a project charter (e.g., business objectives, project scope, program solutions, governance and project structure, success factors, milestones and risk management plan)
- Create and communicate a project directory (resources and contact information associated with the project)
- Develop a risk register to provide a format for recording project risks that can be discussed during weekly quality review meetings as well as a monthly risk assessment meeting
- Frame a structure to discuss change management to define how modifications to the statement of work and agreed upon requirements will be evaluated, changed and coordinated
- Define the steps and processes to be utilized to ensure a sufficient level of quality is maintained throughout the life of the project within a quality management plan
- Securus Kick-off Transition Plan Meeting

During the project startup phase, the structure will be put in place to support all the above activities through the remaining phases of the project.

The project startup phase will be largely focused on reviewing the entire scope of the multi-phase project to drive the planning and scheduling of the remaining project phases. Securus will work through the City and County of Denver Project Manager to conduct a range of meetings with all the key stakeholders (as defined by the City Project Manager) and focus on the below activities (among others per City need as they arise) during the project startup.

Deliverables

Develop Context Diagram
The purpose of the context diagram is to provide a graphical, high-level overview of all the key stakeholders, the core processes/functions, and the interactions between the stakeholders and the core processes/functions. The purpose of the context diagram is to provide an easy to understand, visual depiction of the entire scope of the project. The context diagram is used throughout the project during allow project participants to maintain a solid understanding of how each detailed activity completed with the project fits into the broader scope of the project.

Create Process Inventory
The City and County of Denver Business Analyst and Project Manager will work with Securus and Denver Sheriff Department (DSD) to identify and itemize all the specific processes that will need to be supported. The details of each process will be captured as input for the later phases of the project. The City and County of Denver assigned Business Analyst will provide all captured process documentation and will engage in and coordinate the gathering of any additional process information from DSD. The information utilized in the Securus process inventory will ultimately be produced by and/or provided to the City and County of Denver

Business Analyst. The City and County of Denver Project Manager and Business Analyst will lead this effort, working with Denver Sheriff Department and Securus to capture this information.

Identify & Review Current Systems

The City and County of Denver Project Manager and Business Analyst will work with Securus and DSD to identify and itemize all the current systems that support the various processes identified in the process inventory. Securus is responsible for details on the system that will be captured, provided to and approved by the City and County of Denver assigned Business Analyst and utilized as input for the later phases of the project. Securus shall work on this effort, in coordination with the City Project Manager, through the City and County of Denver assigned Business Analyst (who will engage in and coordinate all information gathering / documentation related to the project). The City and County of Denver Project Manager and Business Analyst shall facilitate these sessions with Securus documenting all information. Securus shall adhere to the requirements standards (with regards to format and content) once defined by the City. Securus shall obtain approval from the City Project Manager before a deliverable is complete. The City and County of Denver is the owner of all documentation produced (be it by a City resource or a Securus resource) with regards to requirements that touch City processes. All original documentation shall be kept by the City and County of Denver. All updates required for the documentation in the future shall be updated in the original source that is owned by the City.

Outline Project Critical Success Factors

The City and County of Denver Project Manager and Business Analyst will work with DSD and Securus to identify and itemize the project's critical success factors (CSFs). The details of each CSF will be captured as input for the later phases of the project.

Project Charter

Securus, in coordination with the City Project Manager, shall assist in creating the initial Project Plan as needed to satisfy the City's documentation, reporting and oversight requirements. The items that follow are subsections within the Project Charter template:
1) Business Objectives – Shall list the high-level project objectives for this scheduling project.
2) Scope Overview – Shall list the high-level goals for this scheduling project.

Pre-Implementation Tasks

Securus will complete the following tasks:
- Demo for Stakeholders to review the offered product and discuss the need for potential operation changes
- Site Inspections to determine correctness of the information gathered to date, and ensure any discrepancies are noted and subsequently remediated.
- Initial Telecom & Equipment Orders for project execution.

Baseline Configuration

The purpose of the baseline configuration activity is to identify and document the configuration required to support the project requirements with "out-of-the-box" functionality. The baseline configuration will be completed by Securus and utilized as the starting point for all future requirements gathering and fit-gap efforts.

M01: Phase I Planning, Design, and Analysis

Securus shall assign a Project Manager who shall be available to the City. Securus' Project Manager (SPM) is to provide direction and control of Securus' project personnel and to establish a framework for contract communication, reporting, procedural and contractual activity. Throughout the progression of the project milestones through Final Software Acceptance, the SPM shall be responsible for the following:

1) Review all Scope of Work (SOW) & Contract documents with the City Project Manager (CPM);
2) Coordinate and manage the activities of Securus' project personnel;
3) Maintain Contract communications through the CPM; and,
4) Develop documentation for this Contract.

Planning Deliverables:

Additionally, beyond the Project Charter, following planning related artifacts shall be created by Securus:

Project Schedule
Securus shall create in consultation with the City Project Manager a high-level project plan during the project initiation. Integrated Project Schedule (Work Breakdown Structure): Securus shall provide details on work that will be completed in each phase, the amount of time expected to complete each task, and the staff or resources assigned to complete each task during the planning phase. At a minimum, this schedule shall include an estimated but complete resource loaded schedule, including any constraints or assumptions. Securus shall employ professional project management software such as Microsoft Project. The Project Schedule shall be used to guide the work for each phase. At the beginning of each phase the specific details for each phase will be revisited and shall be expanded upon to provide greater details for the project activities for each phase.

As part of the project plan, go live will be tentatively stated. Due to the complexity of the project and the various phases it entails, the go live date will be flexible as agreed upon by Securus and the City and County of Denver.

Delivery dates for project deliverables shall be negotiable and agreed upon by Securus and the City and County of Denver. Early in the requirements development for the deliverable an estimated delivery date range shall be provided by Securus. Once requirements are completed, a commitment date shall be provided by Securus to the City. Securus shall deliver within a +/- 15% window of the commitment date.

Risk Register
Securus shall provide the format for recording project risks. The project risk register will be created by Securus and maintained jointly with the City PM. The risk register shall be utilized to manage known risks as each phase unfolds and any new information that affects the project risk register will be used to refine the risk register as necessary during each project phase. Risks will be discussed during weekly project meetings (including City PM, City BA, DSD, and Securus).

Change Management Plan
Securus shall help the City develop an appropriate change management strategy that at a minimum will:
- Identify and fully articulate the organizational changes that the initiative will bring;
- Develop specific transition and communication strategies for the various stakeholder groups;
- Develop strategies for mitigating and managing major barriers for implementation;
- Define how changes to the SOW and agreed requirements are to be evaluated, changed, and coordinated within the contract,
- Work with City counterpart(s) and communication support staff.
- Ensure all solutions, updates and changes are tested in a TEST environment and have a rollback plan agreed upon by the City.

Any new information that affects the change management plan will be used to refine the plan as necessary during each project phase. The change management plan shall be maintained by the City Project Manager in conjunction with input from the Securus project manager and agreement from Securus.

Communication Plan

Securus shall assist in defining the steps / processes / tools available to communicate project information to City Project manager and key stakeholders. Communication to City employees is the sole responsibility of the City. The communication plan will be utilized to manage communications throughout the project. Any new information that affects the communication management plan will be used to refine the plan as necessary during each project phase. The communication plan shall be maintained by the City Project Manager in conjunction with input from the Securus project manager.

Planning & Design

Securus Video Visitation Project Manager, in coordination with the City Project Manager will be coordinating the following design activities:

- Survey and document the Sheriff's departmental business processes (identifying any gaps in current process documentation), accounting processes, and identify different documents that will need to be created as part of the deliverables. All documents and related information that is identified by Securus as necessary shall be agreed upon and approved by the City.
- The documents (and their related information gathering) shall be facilitated by the City Business Analyst, documented by Securus, and provided to the City by Securus.
- The City Business Analyst shall work alongside Securus in the process of gathering this information (though Securus will be responsible for its creation). Securus shall provide all documentation to the City in its original form. All changes to the documentation shall be performed within the original City owned documents.
- The documentation produced by Securus shall adhere to the requirements standards (format and content) as defined by the City and County of Denver. The City shall provide the standards information to Securus once the information gathering commences. This is so that ultimately the process knowledge exists first within City and County of Denver resources, is owned by the City and is created and maintained in current City business process formats for future projects that need to make use of the information.
- Familiarize the team(s) with the current database and collaborate/create a data migration plan, including reports and data migration methodologies to define various details of the software implementation

Requirements

The City Business Analyst, in coordination with Securus will document the future business requirements (those identified as additions to the current produced documentation) for each of the supported processes, including specific changes being made that will alter existing processes.

Gap Analysis – "Fit Gap"

Securus will work with the City to conduct a fit-gap analysis to determine what solution functionality best meets the City's requirements; as specified in the functional and technical requirements documents.
- Securus will assist with and be responsible for documenting the final gathering of the business requirements.
- Securus will be responsible for creating the final list of functional and technical requirements if applicable.
- Securus will be onsite for the duration of requirements gathering.
- Any gaps in functionality with the City's requirements shall be communicated to the City Project Manager. Any gaps shall be mutually agreed upon.

Securus will perform analysis to define the gaps between the City's requirements and the standard Securus capabilities. Each identified gap will be identified to be addressed through enhancements to Securus. Securus shall produce a full fit gap document to the City Project Manager. The City Project Manager and Project Sponsors will decide whether the identified fit gap items shall be included as scope change.

Implementation Plan

Securus will work with the City and County of Denver Project Manager and Business Analyst to define the detailed implementation plan. Securus shall produce and provide this plan to the City Project Manager. The deployment plan shall be agreed upon by Securus and the City prior to implementation Immediately upon approval, the plan will be implanted for all approved sites. Securus will follow the procedures as detailed within the document and refined based upon City's input, to complete an on-time transition of all systems, hiring of all on-site personnel, and training of all system users.

Detailed Configuration Requirements

Securus will document configuration details that will need to be made in Securus to support all the City's requirements. The configuration requirements shall be provided by Securus to the City Project Manager and City Business Analyst. Any changes to schedule and or scope based on the details learned through the production of the configuration requirements shall be understood and agreed upon by the City Project Manager, City Business Analyst and City's key stakeholders (as defined by the City Project Manager) before the project proceeds.

Specifications

Before Securus undertakes any customizations described herein, the City and Securus shall prepare and sign-off on the detailed specifications ("Requirements") for the work to be performed.

Determine System Enhancements

Securus will document enhancement details that will need to be made to SECURUS to address each of the gaps identified in the gap analysis ("fit gaps"). The system enhancements shall be provided by Securus to the City Project Manager. Any changes to schedule and or scope based on the details learned through the production of system enhancements document shall be understood and agreed upon by the City Project Manager and Project Sponsors.

M02: Design

Securus shall be responsible for designing the Software to meet the agreed requirements.

Design Requirements

Visit Kiosks

Equipment

- COJL (Denver County Jail)- DSD plans to replace all the video kiosks in COJL. Securus shall furnish and install all components of the kiosks including the station itself (seating/desk/partitions), handsets, video cameras, monitors and power sources.
- DDC (Downtown Detention Center)- DSD plans to utilize the existing visit stations (seating/desk/partitions) with the new solution. Securus shall provide and install new video monitors, cameras, handsets and power sources, as needed, into the existing stations

Privacy

Each visit station in the facility lobbies and inmate housing areas shall be configured to provide privacy of the user by preventing eavesdropping and screen viewing by passersby. Measurements of the privacy partitions on each visit station shall, at a minimum, be equal to the measurement of the partitions in the existing DDC visit stations.

Non-Proprietary Components

Visit kiosks shall be assembled from new, non-proprietary electronic components.

Detention Grade Equipment
- All components of the visit kiosks (in both inmate housing and lobby areas and portable units) including seating, privacy partitions, handsets, shall be detention grade and intended for use in a maximum-security detention environment, whereby they are abuse resistant, tamper proof, vandal proof, and have a graffiti-resistant finish.
- All visit stations in the inmate housing areas shall include a seating component (excluding ADA kiosks) for use by the visit participant that is stationary and permanently affixed in place at the visit station.
- The video monitor and camera for each visit kiosk shall be encased in abuse-resistant enclosures made of detention grade, scratch resistant metal and shatterproof, scratch-resistant monitor and camera screens, all made of detention grade materials and mounted into the kiosk.
- Visit handsets used by visit participants shall include a cord that meets detention-grade standards (in length and materials).

Portable Stations
Securus shall provide portable visit stations (2 per facility) for each facility for use in the medical and special management units where inmates may be confined to a bed or a cell.

Kiosk ADA Compliance
The solution shall support compliance with applicable ADA requirements by:
- Providing inmates and visitors who have disabilities physical access to, and the ability to operate, visitation equipment.
- Providing user functionality, video and audio that support the ability for visit participants with disabilities to communicate clearly with each other.
- Portable Visit Stations must also be ADA compliant.

Storage, Data Retention, Backup and Recovery
Video Playback
The solution shall allow playback of video recorded visits on an unlimited number of user PC's throughout DSD.

Data Retention:
- Visit Records: Indefinitely
- Video Records: 90 days
- The system shall have functionality to allow designated DSD staff to place a lock on a selected video recording to prevent it from being purged after the standard retention period.

Backup and Disaster Recovery
- Securus shall perform daily incremental backups and full backups at least weekly.

System Hardware
Securus will be in compliance with Exhibit 5 – EA Technology Standards.

Solution Architecture
Architecture
Securus will be in compliance with Exhibit 5 – EA Technology Standards.

Scalability
Securus shall be scalable to support future user demand and potential system interfaces.

Integrations
The video visitation system shall be integrated with DSD's current Jail Management System, called Tag by Syscon so that relevant inmate information from the JMS can be integrated with Securus' scheduling functionality. Note that plans to replace the existing JMS in 2019 with a JMS from ATIMS. An integration will be required with the current JMS system until the new system is implemented, at which time, or prior, a new integration will be required.

A Keefe integration will also be required in order to facilitate current and future commissary and trust accounting functionality.

Security
Authentication and Role Based Permissions - The system shall utilize a directory service that can assign role-based permissions in order to access and view specific features based on job title, department, etc.

User Administration
The system shall allow City staff members who are assigned system administrator rights, to grant access, assign and change roles for system users.

Audit Trail
The system shall record a detailed log of all activity performed within the application such as administrative tasks and source and destination IPs of the facility visitation terminals and home internet connections for remote visitation, etc.

Cloud Security
Securus-hosted solution will meet the City's security standards as outlined in Exhibit 3 – Cloud Services Requirements.

Kiosk Construction and Installation
- Securus shall furnish, install, and maintain all video visitation equipment including hardware, software, and network components.
- Securus shall furnish all necessary labor, tools, equipment, and supplies related to completing the installation of the solution.
- Securus shall be responsible for obtaining all permits and inspections (including the cost thereof) that are required by government authorities to complete installation of the solution.
- Securus shall clearly, logically and permanently mark all components of the system so that they can be easily identified by the City. Components may include, but are not limited to, switches, connectors, jacks, receptacles, outlets, cables, and cable terminations.
- The installation shall follow the City of Denver Building and Fire Codes.
- Securus shall be responsible for performing all equipment and system testing, and adjustments as necessary to ensure system functionality.

Design Deliverables

Securus shall provide City with the following:
- Technical architecture design documentation.
- Securus shall assist City to review and develop business rules and policies. Based on that review, Securus shall use this information to configure the Software.
- Data migration design: Work to include analysis of legacy systems to be migrated to the Software.
- Reports Review requirement: Securus will verify that the standard reports available from Video Visitation meet reporting requirements. If any requirements are not met, Securus will work with DSD to define specific custom reporting needs at no additional cost following implementation.
- Securus will be responsible for creating the configuration guide- detailing how to configure the system when applicable:
  o Includes architecting workflows;
  o Includes module configuration per the requirements document; and,
  o Includes basic onsite training around the same.
- Securus will develop mutually agreed upon Service Level Agreement (SLA) and performance metrics
- Securus will assist in developing and documenting test plans and scripts for system and user acceptance testing.

M03: Build and Configuration

Securus shall be responsible for initial software configuration and/or customization based upon the City's agreed requirements in preparation for initial user testing. Securus will apply the documented configuration and/or customization changes to Securus.

Build and Configuration Deliverables

1) Configure the Software to meet City agreed requirements as determined by the FGR; including the creation and configuration of users, groups and roles.
2) Provide training on and assistance in creating and configuring user and role permissions.
3) Configure Software with Business Rules and workflows as determined during the Planning and Design phases and by using the FGR.
4) Create additional reports as needed and identify which fall into agreed deliverables / requirements, or change orders for all others.
5) Create and configure any DSD specific information as outlined in the requirements and FGR.
6) Implement integration with IDM (Oracle) to authenticate to Safety domain.
7) On-the-job onsite training for City personnel for Software configuration.
8) Preliminary testing of the Software configuration to ensure the Software functions accurately. Securus shall assist the City with the testing of the Software configuration.
9) Provide a configuration document detailing system interfaces as applicable
10) Provide (and maintain) three environments (Development, QA, and Production).
11) Securus will be responsible for any custom development to meet requirements referenced within this SOW. For any custom development, Securus will need to provide technical specifications.
12) Securus will work with the City to configure the system including:
    a. Forms for data entry;
    b. Configure workflows;
    c. Configure user access/security; noting,
13) Securus will work with the City to build interface(s) to and from all identified systems. Securus will be responsible for developing the interface(s) in/out of the SECURUS system. The City will be responsible for coordinating with appropriate Securus systems to develop the interfaces in/out of SECURUS.
14) Securus will work with the City to connect and integrate with the ancillary technical systems (i.e. identity management, etc.) as per technical requirements
15) Securus will be responsible for initial software configuration based upon the City's requirements. The configuration activities will include (but not be limited to):
    a. Creating and configuring user and role permissions
    b. Configuring business rules
    c. Creating additional reports as needed
    d. Providing on-the-job training for City personnel
    e. Testing of the software for functionality
    f. Assisting the City with other aspects of software testing
    g. Providing a configuration document that details system interfaces

Data Migration Deliverables

Securus shall migrate all existing visit records - including social and professional visits - that currently reside in DSD's Jail Management System (JMS) into the new solution so that each inmate's complete visit history can be accessed from a single application. The current data load of visit records in the JMS consists of approximately 30 MBs for roughly 240,000 visit records. Video recorded visits will not be migrated into the new solution as the retention period is only 90 days. To facilitate this, Securus will:
1) Work with the City to map the City's historical information to the Software's data structure.
2) Work with the City to develop and document a strategy for mapping and migrating the City's historical data to the Software without damaging the integrity or stability of the Software or data.
3) Migrate the City's data from the JMS.
4) Work with the City to test the Software to ensure the migrated data displays as expected and the Software functions properly following the data migration.

Reports and Reporting

Securus will, in coordination with the City to identify the set of required reports. Securus shall provide all reports at no cost to the City and County of Denver. Securus shall also produce all future reports at no cost to the City and County of Denver.

- Analytical reports as defined in fit-gap summary;
- Documentation on user creation of ad-hoc reports.

M04: Testing

Securus will be responsible for conducting comprehensive functional testing, including assistance in the development of a test plan that ensures the SECURUS software delivers the expected results that the City requires, including test script templates; actual service requests; creating financial reports; resolving discrepancies and making configuration changes as needed. Securus and the City will mutually agree on a time frame to resolve discrepancies once reported by the City. Securus will provide a resolution for an issue within 5 business days for each reported item. This shall be the applied timeline unless an adjustment to it is communicated and mutually agreed upon by the City and Securus. The below severity user acceptance testing service level agreements and post implementation support agreements supersede this statement.

Securus shall develop a test plan that shall be provided to the City and County of Denver and signed off on before any type of implementation / testing begins on the system.

The test plan shall define the definition of done for each product feature and Securus shall be responsible for meeting all criteria that is established to call a feature fully tested, signed off on, and "done".

The definition of done shall be defined as the following:

1) Unit tested (and signed off on by to be identified City employees)
2) Integration tested (and signed off on by to be identified City employees)
3) Regression tested (if applicable, and signed off on by to be identified City employees)
4) Solution / system tested (and signed off on by to be identified City employees)
5) User acceptance tested (and signed off on by to be identified City employees)

The City and County of Denver reserves the right to request evidence of the above testing types taking place on initial features, future features, configuration items, and during user acceptance testing. Securus shall fully test to the above identified types whenever work is being done for the City and County of Denver.

Testing Review and documentation

Securus will be responsible for development of test script templates for confirming that the configuration changes and enhancements made to SECURUS are working as expected. Securus shall review and modify the initial Software configuration to address any Fit Gaps and errors identified during all testing phases per the following:

Securus shall review with the City identified Fit Gaps and provide plan to remediate.

Securus shall review with the City, errors and their respective fixes discovered during testing.

Unit Testing
Securus will be responsible for conducting unit testing for each configuration change and each enhancement made to SECURUS. Unit testing must be successfully completed prior to user acceptance testing and training.

User Acceptance Testing
Securus will be responsible for the unit testing and reviewing all functionality with the City prior to User Acceptance Testing (UAT). Securus will work with the City and County of Denver Project Manager to define the acceptance testing requirements, scripts, and acceptance criteria. Securus shall participate in resolution of items identified in unit/system and user acceptance testing. Any discrepancies not in alignment with the original requirements will need a mutually agreed upon resolution. Securus may be required to provide documentation.

Bugs and System Flaws
Bugs shall be classified into three severity categories (each with an associated Bug SLA)

Severity 1
Stoppage of additional testing (within a unit OR the system)
- Bugs classified as severity 1 shall be the first focus of Securus in terms of resolving.
- Severity 1 bugs shall be resolved within 24 hours.

Severity 2
Impacting additional testing but a work around exists
- Bugs classified as severity 2 shall be secondary focus of Securus in terms of resolving.
- Severity 2 bugs shall be resolved within 72 hours.

Severity 3
Not impacting additional testing but must be resolved and tested before launch.
- Bugs classified as severity 3 shall be third focus of Securus in terms of resolving.
- Severity 3 bugs shall be resolved within 5 business days.

Severity 4
Not impacting additional testing, and system may (if the City agrees) be allowed to launch with the bug in place.
- Furthest down with regards to Securus focus.
- These should be considered only if there are no severity 1, 2, or 3 bugs still open.

Securus shall be accountable to the above service level agreements associated to each severity level. Adjustments to the service level agreements shall be granted on a one-off basis and shall be communicated and mutually agreed upon by Securus and City and County of Denver. The city reserves the right to accept or reject service level agreement adjustment requests for any reason.

The City and County of Denver reserves the right to classify a bug into one of the above categories as we see fit. There shall be no adjustments to bug severity by Securus without first consulting the identified City Project Manager.

The City shall test and sign off on bugs as they are resolved. Bugs shall not be closed out as resolved until the sign off from the City is obtained.

The City shall not be restricted to testing only per script guidance. All bugs identified by the City shall be resolved in accordance with the SLA.

Usability flaws found by the City that are deemed change requests (or small enhancements / change of behavior) by City shall be classified as bugs.

Performance related flaws (that are identified as caused by Securus) shall also be classified as bugs. The City and County of Denver reserves the right to determine what constitutes a performance bug.

As part of acceptance testing, the City will also be testing in a security capacity. All security concerns / flaws shall be classified as bugs. Security bugs could fall into any application layer.

Traditional application bugs (where the application does not perform as designed OR would be expected by a reasonable person to perform) shall be classified as bugs. The City and County of Denver reserves the right to determine what reasonably expected design / functionality of an application is.

The City and County of Denver reserves the right to determine which (if any) bugs are acceptable to launch the application with. As a general guideline, there shall be no severity 1, 2, or 3 bugs remaining when launching the application officially for production use. The City reserves the right to adjust this policy as it sees fit.

Securus shall put forth their best effort to meet the above defined SLA's per severity level. All exceptions to the above SLA's shall be communicated to the City and County of Denver Project Manager. Securus shall provide just cause for the exception request and shall provide the timeline for the extension request (i.e. when they will deliver the resolution for the bug). The City and County of Denver shall consider each exception request and reserves the right to approve or reject such requests after reasonable consideration.

M05: Training

Securus commits to design and conduct training for the City to familiarize all relevant job functions with the SECURUS software. Securus shall provide on-site training. The training shall be designed and conducted to provide familiarization in all aspects of the Software by job function. The City will utilize train-the-trainer approach for end-user training. Training will be scheduled through agreement between Securus and the City.
- All training shall be conducted against a DSD-specific non-production database
    - Training to be provided against a final state non-production environment that is stable and UAT complete.
    - There shall be no outstanding bugs / enhancements in open status prior to conducting training. This is to avoid training a user on an incomplete system that will be changing soon post training (thus requiring a training refresher).
- The training approach shall be flexible enough to allow the City to adjust the participants and curriculum to achieve the greatest benefit for the training.
- Securus shall submit to the City Project Manager for approval a class outline and training manual, along with time estimate to complete the sessions.

A qualified technical expert shall conduct all training. The instructor(s) shall have a thorough mastery of the specific subject matter involved and shall can impart information to others in easily understood terms and with DSD-specific scenarios.

Outline Training Curriculum

Securus will develop training class outlines and training manuals, along with time estimates to complete the sessions. The online training developed by Securus shall cover 100% of the functional units within the impound system (and any customized components added based on the City's need). Securus shall also complete a series of online training courses for Video Visitation and all modules/components.

The online training developed by Securus shall cover 100% of the functional units within the dispatch system (and any customized components added based on the City's need).

The online training shall be web based and in a video format that guides the user through each piece of the system (showing screens and use case steps through each of the system components).

Development Training Materials

Securus will develop user manuals for use by the City with specific training modules based on the SECURUS software functionality, including one (1) hard copy of each training manual and one (1) electronic copy of each training manual in Microsoft Word format. The City may create as many copies of the training manuals as needed for its internal use. The electronic version of the training manual shall be accessible from within the associated software component.

Develop Quick Guides

Securus will create quick reference guides (no more than a total of two (2) pages in length), including graphics for all relevant job functions, including inmate and contact use. These quick reference guides shall be provided to the City in electronic format and shall be accessible from within the associated software component.

Conduct Training

Securus will conduct live and interactive training sessions for the City identified staff that will cover the essential concepts and standard navigation of the SECURUS software, as well as end-to-end business processes including, but not limited to, creating a service request, entering information in a service request, assigning service requests, cashiering, and report generation. Securus agrees to provide class room training on-site at City specified locations, including various locations within a ten (10) mile radius of Denver. Securus agrees that the training approach shall be flexible to allow the City to adjust the participants and curriculum.

Securus will provide training in the following forms:
- Train the trainer
- Train the user

Securus shall provide refresher training in one or both above forms as needed by the City and County of Denver (not to exceed one on site visit per 6 months).

Onsite training provided by Securus shall last three full working days and shall provide the attendees with no less than 1 trainer per 8 trainees. The trainees shall have the option to request additional time spent on system units that are less understood by them. The third day of training shall focus primarily on the lesser understood system units that needed additional coverage.

All training materials utilized during the onsite training shall be provided to all trainees within 48 hours of training completion.

Training shall be provided separately for administrative functions and the City identified trainees for those functions.

Training shall be provided by Securus appointed trainees. These trainees must have mastery level knowledge of the system and each of the functional units within the system. The City and County of Denver reserves the right to request a new trainer if the provided trainer is not meeting trainee needs. Securus will supply a new trainer and reschedule training within 48 hours of such a request for replacement. Securus will be responsible for all costs involved in the replacement of a trainer.

Implementation of Services

As noted above, Securus will work with the City Project Manager to define the detailed implementation plan. Securus shall address and fully test all City agreed requirements as documented, including Fit Gap report, prior to Software deployment. A Deployment Plan will be developed during the Configuration deliverable. This plan, once approved by the City and following successful testing, will result in the software being deployed in the production environment and the plan will detail the order of the divisions and/or facilities that will be deployed.

Successful testing shall be defined as no bugs remaining in the severity 1, or 2 classifications as defined above in the "Acceptance testing" section. The City may agree to sign off on testing with severity 3 or 4 bugs in place. The City reserves the right to escalate the severity level of a bug or determine which bugs will be permitted to remain in place for implementation and which will not.

Securus shall address and fully test all City agreed requirements as documented, including Fit Gap report, prior to Software deployment. A Deployment Plan will be developed during the Configuration deliverable. This plan, created and approved by the City. Therefore, this deliverable will be further defined once the Deployment Plan has been finalized.

M06: Deployment

In addition to all activities, deliverables, and artifacts above, Securus shall:
- Securus shall provide architecture diagram, deployment document, and software configuration documentation around key and global settings specific to the City's configuration.
- Participate in a go/no go decision with identified stakeholders from the City.
- Implement cutover plan to deliver a configured Video Visitation Systems for the Denver Sheriff Department.
- Onsite support for 30 business days after production deployment. Scheduling to be determined by City (based on Securus availability).

M07: Acceptance and Close-out

The final Acceptance will be based on successful implementation of the system in the agreed environments and upon successful User Acceptance Testing of the system and its interfaces. Successful testing entails that the system performs as per the agreed requirements, including FGR.

Documentation

Before the project can be considered closed (beyond the above-mentioned acceptance testing criteria) the following shall be delivered to the City and County of Denver by Securus:
- Technical administration
- Software configuration
- Interface(s)
- Technical architecture diagram(s)
- Database setup and maintenance
- Data model
- Application administration guide
- End-user day-to-day operation
- Job function quick reference guides
- Finalized and signed off on business process / business requirements documentation

Close-Out Process

- Close out invoicing;
- Finalize and deliver remaining documentation, recorded trainings, etc.;
- Work with City to conduct Lessons Learned;
- Complete transition to Support and Maintenance and communicate support plan.

Final Acceptance Certificate shall be signed by the Project Sponsor(s).

Attachments

A) Cloud Requests

Securus shall comply with "Securus VV Cloud Requests.pdf" as responded and agreed to within the RFP.

B) Jail Working Conditions

Securus shall follow the Denver Sheriff Department rules and regulations working within the jail for the safety and security of inmates, staff and vendors. This will include, but not limited to;

- A criminal record background check being conducted on all new employees, contractors, and volunteers prior to their assuming duties to identify whether there are criminal convictions that have a specific relationship to job performance.
- Tool Inventory upon entrance and exit of facility.
- Prior coordination and approval through Project Manager of any onsite work. Work shall be detailed out.

More comprehensive rules and regulations for tools and personnel will be provided to Securus. The Denver Sheriff's Department will provide a reasonable location for the storage of materials and tools.

C) Payment Terms

Contract Sum

The total amount owing under this Agreement is $1,587,553 USD over five (5) years, with a first year total of $595,553 USD. The City shall apply a $420,000 USD Technology Grant Credit from Securus against the first year total.

These amounts include any and all general expenses incurred for any reasonable and customary travel expenses incurred during the performance of services under this SOW.

The estimated fees for this SOW are predicated on the timely completion of project milestones. Any change order will need to be approved by both City and Securus. Change orders will need to be approved within three business days of delivery to avoid a halt of work on the engagement.

Securus' systems and services provide a complete solution that includes deploying a project team, customizing and configuring the SECURUS system for the City's use, managing change, completing integration with SECURUS into existing City systems, performing data migration tasks, hosting the solution, coordinating all initial and on-going customized product/procedure training, and providing feature enhancements, maintenance and support for the product.

Payment Schedule[1]

Payment	Target Due Date	Amount	Source ($000s)
1	12.1.18	$595,553	City and County of Denver ($175.553) Securus Technology Grant ($420,000)
2	12.1.19	$248,000	Securus Technology Grant ($248,000)
3	12.1.20	$248,000	Securus Technology Grant ($248,000)
4	12.1.21	$248,000	Securus Technology Grant ($248,000)
5	12.1.22	$248,000	Securus Technology Grant ($248,000)
	Total:	$1,587,553	

[1] Securus Technology Grant payments, actual dates, and their logistics, shall be managed by Securus.

Pricing

Securus Inmate Services Platform - Price List
DENVER COUNTY JAIL

Type	Description	One Time / Recurring	Price/Unit	QTY	Total
Hardware	Video Visitation Terminals - Single Handset (Inmate)	One Time	$ 4,000	50	$ 200,000
	Video Visitation Terminals - Single Handset (Visitor)	One Time	$ 4,000	0	$ -
	Video Visitation Terminals - Dual Handset (Visitor)	One Time	$ 4,250	24	$ 102,000
	Mobile Cart, Including UPS Battery Backup	One Time	$ 1,440	0	$ -
Installation and Implementation (Software Application is one time per App, per contract)	Networking Wiring	One Time	$ 500	74	$ 37,000
	Electrical Wiring*	One Time	$ 1,500	0	$ -
	Hardware Installation	One Time	$ 500	74	$ 37,000
	JMS and 3rd Party Vendor Integration**	One Time	$ -	0	$ -
	Software Application Setup:	One Time			
	- Securus Video Visitation Application	One Time	$ 3,975	1	$ 3,975
	- Phone Call Application	One Time	$ -	0	$ -
	- Inmate Forms Application (Grievance)	One Time	$ 10,000	1	$ 10,000
	- Inmate Handbook Application (PDF)	One Time	$ 3,975	1	$ 3,975
	- Third Party Vendor Commissary Application	One Time	$ 3,975	1	$ 3,975
	- Website Education Application (URL)	One Time	$ 10,000	0	$ -
	- Inmate Videos Application (MP4)	One Time	$ 3,975	0	$ -
	- Self-Op Commissary Ordering Application	One Time	$ 3,975	0	$ -
	- Emergency Visitation Application	One Time	$ 3,975	0	$ -
	- Inmate Sick Form	One Time	$ 3,975	0	$ -
Annual Subscription and Hosting Fee (per App, per Terminal, per year)	Securus Video Visitation Application	Recurring	$ 250	74	$ 18,500
	Phone Call Application	Recurring	$ -	0	$ -
	Inmate Forms Application (Grievance)	Recurring	$ 500	50	$ 25,000
	Inmate Handbook Application (PDF)	Recurring	$ 250	50	$ 12,500
	Third Party Vendor Commissary Application	Recurring	$ 500	50	$ 25,000
	Website Education Application (URL)	Recurring	$ 500	0	$ -
	Inmate Videos Application (.MP4)	Recurring	$ 250	0	$ -
	Self-Op Commissary Ordering Application	Recurring	$ 250	0	$ -
	Emergency Visitation Application	Recurring	$ 250	0	$ -
	Inmate Sick Form	Recurring	$ 250	0	$ -
	Job Search Application (annual per App charge)	Recurring	$ 3,250	0	$ -
	Law Library Application (annual per App charge)	Recurring	$ 8,000	1	$ 8,000
Misc.	Annual Terminal Extended Hardware Maintenance	Recurring	$ 500	74	$ 37,000
	Recurring Telecom	Recurring	$ 5,258	1	$ 5,258
	Recording Retention (30 days)	One Time	$ 100	50	$ 5,000
	On-Site Training (per day)	One Time	$ 2,000	2	$ 4,000

Term:	6
One-Time Cost	406,925
Annual License & Maintenance Cost (per year)	131,258
Total Cost:	$ 1,194,473
Securus Investment (discounts, fees waived)	$ 677,940
Customer Investment	$ 516,533

* Customer responsible for electrical wiring
** Customer responsible for JMS/Commissary Integration Fees, if applicable

TECHNOLOGY
SERVICES
DENVER

Pricing (cont.)

Securus Inmate Services Platform - Price List
Downtown Detention Center

Type	Description	One Time / Recurring	Price/Unit	QTY	Total
Hardware	Video Visitation Terminals - Single Handset (Inmate)	One Time	$ 4,000	105	$ 420,000
	Video Visitation Terminals - Single Handset (Visitor)	One Time	$ 4,000	0	$ -
	Video Visitation Terminals - Dual Handset (Visitor)	One Time	$ 4,250	24	$ 102,000
	Mobile Cart, Including UPS Battery Backup	One Time	$ 1,440	0	$ -
Installation and Implementation (Software Application is one time per App. per contract)	Networking Wiring	One Time	$ 500	129	$ 64,500
	Electrical Wiring*	One Time	$ 1,500	0	$ -
	Hardware Installation	One Time	$ 500	129	$ 64,500
	JMS and 3rd Party Vendor Integration**	One Time	$ -	0	$ -
	Software Application Setup:	One Time			
	- Securus Video Visitation Application	One Time	$ 3,975	1	$ -
	- Phone Call Application	One Time	$ -	0	$ -
	- Inmate Forms Application (Grievance)	One Time	$ 10,000	1	$ -
	- Inmate Handbook Application (.PDF)	One Time	$ 3,975	1	$ -
	- Third Party Vendor Commissary Application	One Time	$ 3,975	1	$ -
	- Website Education Application (URL)	One Time	$ 10,000	0	$ -
	- Inmate Videos Application (.MP4)	One Time	$ 3,975	0	$ -
	- Self-Op Commissary Ordering Application	One Time	$ 3,975	0	$ -
	- Emergency Visitation Application	One Time	$ 3,975	0	$ -
	- Inmate Sick Form	One Time	$ 3,975	0	$ -
Annual Subscription and Hosting Fee (per App. per Terminal, per year)	Securus Video Visitation Application	Recurring	$ 250	129	$ 32,250
	Phone Call Application	Recurring	$ -	0	$ -
	Inmate Forms Application (Grievance)	Recurring	$ 500	105	$ 52,500
	Inmate Handbook Application (.PDF)	Recurring	$ 250	105	$ 26,250
	Third Party Vendor Commissary Application	Recurring	$ 500	105	$ 52,500
	Website Education Application (URL)	Recurring	$ 500	0	$ -
	Inmate Videos Application (.MP4)	Recurring	$ 250	0	$ -
	Self-Op Commissary Ordering Application	Recurring	$ 250	0	$ -
	Emergency Visitation Application	Recurring	$ 250	0	$ -
	Inmate Sick Form	Recurring	$ 250	0	$ -
	Job Search Application (annual per App charge)	Recurring	$ 3,250	0	$ -
	Law Library Application (annual per App charge)	Recurring	$ 8,000	1	$ 8,000
Misc.	Annual Terminal Extended Hardware Maintenance	Recurring	$ 500	129	$ 64,500
	Recurring Telecom	Recurring	$ 9,166	1	$ 9,166
	Recording Retention (30 days)	One Time	$ 100	105	$ 10,500
	On-Site Training (per day)	One Time	$ 2,000	2	$ -

Term:	5
One-Time Cost	661,500
Annual License & Maintenance Cost (per year)	237,166
Total Cost:	**$ 1,847,330**
Securus Investment (discounts; fees waived):	$ 951,863
Customer Investment:	$ 895,467

* Customer responsible for electrical wiring
** Customer responsible for JMS/Commissary Integration Fees, if applicable

Additional Scope Pricing

Securus Inmate Services Platform - Price List
Additional Terminals - Combined

Type	Description	One Time / Recurring	Price/Unit	QTY	Total
Hardware	Video Visitation Terminals - Single Handset (Inmate)	One Time	$ 4,000	31	$ 124,000
	Video Visitation Terminals - Single Handset (Visitor)	One Time	$ 4,000	0	$ -
	Video Visitation Terminals - Dual Handset (Visitor)	One Time	$ 4,250	1	$ 4,250
	Mobile Cart, Including UPS Battery Backup	One Time	$ 1,440	13	$ 18,720
Installation and Implementation (Software Application is one time per App, per contract)	Networking Wiring	One Time	$ 500	32	$ 16,000
	Electrical Wiring*	One Time	$ 1,500	0	$ -
	Hardware Installation	One Time	$ 500	32	$ 16,000
	JMS and 3rd Party Vendor Integration**	One Time	$ -	0	$ -
	Software Application Setup:	One Time			
	- Securus Video Visitation Application	One Time	$ -	1	$ -
	- Phone Call Application	One Time	$ -	0	$ -
	- Inmate Forms Application (Grievance)	One Time	$ -	1	$ -
	- Inmate Handbook Application (PDF)	One Time	$ -	1	$ -
	- Third Party Vendor Commissary Application	One Time	$ -	1	$ -
	- Website Education Application (URL)	One Time	$ -	0	$ -
	- Inmate Videos Application (MP4)	One Time	$ -	0	$ -
	- Self-Op Commissary Ordering Application	One Time	$ -	0	$ -
	- Emergency Visitation Application	One Time	$ -	0	$ -
	- Inmate Sick Form	One Time	$ -	0	$ -
	Job Search Application	Recurring	$ -	0	$ -
	Law Library Application	Recurring	$ -	1	$ -
Annual Subscription and Hosting Fee (per App, per Terminal, per year)	Securus Video Visitation Application	Recurring	$ 250	32	$ 8,000
	Phone Call Application	Recurring	$ -	0	$ -
	Inmate Forms Application (Grievance)	Recurring	$ 500	31	$ 15,500
	Inmate Handbook Application (PDF)	Recurring	$ 250	31	$ 7,750
	Third Party Vendor Commissary Application	Recurring	$ 500	31	$ 15,500
	Website Education Application (URL)	Recurring	$ 500	0	$ -
	Inmate Videos Application (MP4)	Recurring	$ 250	0	$ -
	Self-Op Commissary Ordering Application	Recurring	$ 250	0	$ -
	Emergency Visitation Application	Recurring	$ 250	0	$ -
	Inmate Sick Form	Recurring	$ 250	0	$ -
	Job Search Application	Recurring	$ 3,250	0	$ -
	Law Library Application	Recurring	$ 8,000	0	$ -
Misc.	Annual Terminal Extended Hardware Maintenance	Recurring	$ 500	32	$ 16,000
	Recurring Telecom	Recurring	$ -	0	$ -
	Recording Retention (30 days)	One Time	$ 100	31	$ 3,100
	Training (per day)	One Time	$ 2,000	0	$ -

Term:	3.25
One-Time Cost	182,070
Annual License & Maintenance Cost (per year)	62,750
Total Cost: $	**386,008**

Denver Facility Special Discount

Fees Waived		
Annual Subscription and Hosting Fees	$ 46,750	
Term	$ 3.25	
Waived Fees		$ 151,938
Discount		
Total Cost	$ 386,008	
Less Fee Waived	$ 151,938	
Discountable Total	$ 234,070	
Discount Percent	25%	
Discount		$ 58,515
Securus Investment (discounts; fees waived):		$210,455
Customer Investment:		$175,553

D) Service Level Agreement (SLA) Addendum

Securus agrees to repair and maintain the System in good operating condition (ordinary wear and tear excepted), including, without limitation, furnishing all parts and labor. All such maintenance shall be conducted in accordance with the service levels below. All such maintenance shall be provided at Securus' sole cost and expense unless necessitated by any misuse of, or destruction, damage, or vandalism to any premises equipment by DSD (not inmates at the Facilities), in which case, Securus may recoup the cost of such repair and maintenance through direct invoicing, at Securus' option. DSD agree to promptly notify us in writing after discovering any misuse of, or destruction, damage, or vandalism to, the said equipment. If any portion of the System is interfaced with other devices or software owned or used by DSD or a third party, then Securus shall have no obligation to repair or maintain such other devices or software. This service level agreement does not apply to any provided Openworkstation(s) (see below). For the services contemplated hereunder, Securus may provide, based upon the facilities requirements, two types of workstations (personal computer/desktop/laptop/terminal): The "Openworkstation" is an open non-secured workstation which permits administrative user rights for facility personnel and allows the facilities an ability to add additional third-party software. Ownership of the Openworkstation is transferred to the facility along with a three-year product support plan with the hardware provider. Securus has no obligation to provide any technical and field support services for an Openworkstation. DSD is solely responsible for the maintenance of any Openworkstation(s)."

Service and Support

The solution shall be highly available where the system is available 24 hours/day, 7 days/week, 365 days/year. Both facilities permit visits on weekends and evenings and professional visits are permitted 24 hours/day, 7 days/week.

Planned Maintenance - There shall be no more than 4 hours of downtime per month for planned maintenance. Downtime shall be scheduled outside of facility social visit hours only and Securus shall notify the appropriate City staff a minimum of one week in advance.

Securus shall provide highly reliable service from initial system design and installation through ongoing maintenance and support. The service and maintenance program should include integrated remote programming, diagnostics, downloading, and troubleshooting capabilities. Securus does not charge for maintenance, support, training, and repair of system software and equipment. The local Securus service and account management team will provide support 24 hours per day, seven days per week, and 365 days per year (24x7x365).

Outage Report -Technical Support

If either of the following occurs: (a) DSD experience a System outage or malfunction or (b) the System requires maintenance (each a "System Event"), then DSD will promptly report the System Event to Securus Technical Support Department ("Technical Support"). DSD may contact Technical Support 24 hours a day, seven days a week (except in the event of planned or emergency outages) by telephone at 866-558-2323, by email at TechnicalSupport@securustech.net, or by facsimile at 800-368-3168. Securus will provide DSD commercially reasonable notice, when practical, before any Technical Support outage.

Priority Classifications.

Upon receipt of DSD report of a System Event, Technical Support will classify the System Event as one of the following three priority levels:

Priority Level	Description
1	30% or more of the functionality of the System is adversely affected by the System Event.
2	5% - 29% of the functionality of the System is adversely affected by the System Event.
3	5% or less of the functionality of the System is adversely affected by the System Event. Single and multiple phones related issues.

Response Times

After receipt of notice of the System Event, Securus will respond to the System Event within the following time periods:

Priority Level	Response Time (hours)
1	2
2	24
3	72

Response Process

In the event of a System Event, where the equipment is located on Customer premises. Technical Support will either initiate remote diagnosis and correction of the System Event or dispatch a field technician to the Facility (in which case the applicable regional dispatcher will contact DSD with the technician's estimated time of arrival), as necessary. In the event a System Event occurs in the centralized SCP system; technical support will initiate remote diagnosis and correction of the System Event.

Performance of Service

All of Securus' repair and maintenance of the System will be done in a good and workmanlike manner at no cost to DSD except as may be otherwise set forth in the Agreement. Any requested modification or upgrade to the System that is agreed upon by DSD and Securus may be subject to a charge as set forth in the Agreement and will be implemented within the period agreed by the parties.

Escalation Contacts

DSD account will be monitored by the applicable Territory Manager and Regional Service Manager. In addition, DSD may use the following escalation list if Securus' response time exceeds 36 hours: first to the Technical Support Manager or Regional Service Manager, as applicable, then to the Director of Field Services, then to the Executive Director, Service.

Notice of Resolution

After receiving internal notification that a Priority 1 System Event has been resolved, a technician will contact DSD to confirm resolution. For a Priority 2 or 3 System Event, a member of Securus' customer satisfaction team will confirm resolution.

Monitoring

Securus will monitor Securus back office and validation systems 24 hours a day, seven days a week.

End-User Billing Services and Customer Care

Securus Correctional Billing Services department will maintain dedicated customer service representatives to handle end-user issues such as call blocking or unblocking and setting up end-user payment accounts. The customer service representatives will be available 24 hours a day, 7 days a week by telephone at 800-844-6591, via chat by visiting Securus' website www.securustech.net, and by facsimile at 972-277-0714. In addition, Securus will maintain an automated inquiry system on a toll-free customer service phone line that will be available to end-users 24 hours a day, 7 days a week to provide basic information and handle most routine activities. Securus will also accept payments from end-users by credit card, check, and cash deposit (such as by money order, MoneyGram or Western Union transfer).

E) Requirements per RFP

Feature		Requirement	Module	Vendor Response					
				For each requirement, place an "X" under the category below that best describes how your solution can meet the requirement. Hover over each column header below for the definition					Provide a narrative of how meeting each requirement would be achieved. E.g. What functionality is available out of the box or specifically what configuration or custom programming is needed to meet the requirement, etc.
				Out of the Box	With Configuration	With Custom Programming	Future Release	Cannot Meet	
1 - Scheduling									
1.1	View Schedule/Available Visit Times	The system shall have functionality to manage the DSD's entire visit schedule and allow DSD personnel to easily view available visit times on a given date/time, etc.		X					The Securus Video Visitation platform provides agency users with views on available time-slots based on a selected date by officers/agency users. The scheduling module is conflict-free and does not allow for any double bookings. Additionally, if visitation rules are configured, then a visual warning will appear on-screen.
1.2	Scheduling - Visit Locations, Capacities, etc.	The system shall allow designated DSD personnel to set up and maintain: a. The specific visit locations in each facility and specify which locations are for inmates and which are for visitors. b. The capacity of each visit area. c. The days of week and times of day visits may be scheduled at each facility and housing location.		X					Video Visitation terminals that reside within the inmate housing locations are designated within the platform as "inmate" terminals. Each terminal is assigned to a specific housing location therefore the system can maintain scheduling based on inmate/terminal/location availability. The platform is also capable of maintaining multiple "on-site" visitation locations which allow for a visitor to be physically at the Jail and conduct a video visitation session with an inmate at the detention center. The platform takes into consideration the availability of all visitor/public terminals and will only allow for scheduling within free time blocks.

Feature		Requirement	Module	Vendor Response					
				For each requirement, place an "X" under the category below that best describes how your solution can meet the requirement. Hover over each column header below for the definition					Provide a narrative of how meeting each requirement would be achieved. E.g. What functionality is available out of the box or specifically what configuration or custom programming is needed to meet the requirement, etc.
				Out of the Box	With Configuration	With Custom Programming	Future Release	Cannot Meet	
1.3	Scheduling	The system shall allow DSD System Administrators to set parameters (as defined by DSD) regarding when a social visit can be scheduled for a given date. E.g. A visit can be scheduled no more than 14 days and no less than 7 days in advance of the date requested. Designated DSD personnel shall have the ability to override the parameters on an ad hoc basis, if needed. The system shall prohibit visits being scheduled for dates that fall outside of the defined range. The system shall also allow for different parameters to be set for each facility, housing location, etc., as desired. *Note: Professional visits are conducted on a walk-in basis only and are not scheduled in advance.*		X					The Securus Video Visitation platform can be set with parameters such as: not allowing a visit to be scheduled more than 14 days and no less than 7 days in advance. Since the platform utilizes a privilege based structure, designated DSD personnel will have the ability to override said parameters on an ad-hoc basis. The platform does not allow for different parameters to be set for each housing location - but could be set for each facility (these are site-wide parameters that cannot be configured on a housing location level)

Feature		Requirement	Module	Vendor Response					Provide a narrative of how meeting each requirement would be achieved. E.g. What functionality is available out of the box or specifically what configuration or custom programming is needed to meet the requirement, etc.
				For each requirement, place an "X" under the category below that best describes how your solution can meet the requirement. Hover over each column header below for the definition					
				Out of the Box	With Configuration	With Custom Programming	Future Release	Cannot Meet	
1.4	Scheduling	The system shall have functionality for DSD personnel to easily view which visit times are available and which have already been scheduled, and allow visits to be scheduled only during available times. If the user chooses to exceed the set scheduling capacity for a specific visit, designated DSD personnel shall have the option to override the limitation on an ad hoc basis to schedule the visit. These entries should be tracked via an audit trail.		X					The Securus Video Visitation platform has conflict-free scheduling and will not allow for visit time-slots/terminals to be double booked Scheduled start and end times for visitation cannot be modified ad hoc without submitting a support ticket
1.5	Visit Qualification	The system shall allow DSD scheduling personnel to determine if the inmate qualifies for a visit on the date requested based on: • Time in the facility (e.g. minimum 10 days) • Housing location • Visit privileges haven't been revoked • Visit quotas: E.g. Two visits per weekend (visit limits can vary by housing location) Note: The above listed items, except for visit limits, are tracked in the department's Jail Management System (JMS).		X					If scheduling is entirely performed by DSD personnel then they can verify their JMS for said parameters and then if approved go ahead and schedule the session. Visit quotas and rules are maintained by the Securus Video Visitation platform.

TECHNOLOGY SERVICES / DENVER

Feature		Requirement	Module	Vendor Response					
				For each requirement, place an "X" under the category below that best describes how your solution can meet the requirement. *Hover over each column header below for the definition*					Provide a narrative of how meeting each requirement would be achieved. E.g. What functionality is available out of the box or specifically what configuration or custom programming is needed to meet the requirement, etc.
				Out of the Box	With Configuration	With Custom Programming	Future Release	Cannot Meet	
1.6	Visit Quotas	The system shall allow DSD System Administrators to set a maximum number of visitors allowed per visit (e.g. no more than 3). The system shall automatically prohibit scheduling more visitors than the set limit, however, designated DSD personnel shall have the ability to override the parameters on an ad hoc basis.		X					Understand and comply - ad-hoc overriding requires DSD pernnel to manually schedule the visit rather than public web-based scheduling
1.7	Non-Association Orders	The system shall allow DSD personnel to easily perform an inquiry in the application to view any non-association orders that are in place for an inmate (separation orders will be managed in the JMS). If a separation order is in place, the names of the other inmate(s) involved shall also be viewable. If attempting to schedule a visit which would present a violation of a separation order - for example, if the two inmates are scheduled to be in the same visit area of the jail at the same time - the system shall alert the scheduler of the order so that an alternative time can be scheduled.					X		SVV does not have an interface for separation orders Traditionally, sites handle these as they come up

TECHNOLOGY SERVICES
DENVER

Feature		Requirement	Module	Vendor Response					
				For each requirement, place an "X" under the category below that best describes how your solution can meet the requirement. *Hover over each column header below for the definition*					Provide a narrative of how meeting each requirement would be achieved. E.g. What functionality is available out of the box or specifically what configuration or custom programming is needed to meet the requirement, etc.
				Out of the Box	With Configuration	With Custom Programming	Future Release	Cannot Meet	
1.8	Real-time schedule updates	When visits are scheduled, changed or cancelled the system shall automatically - and in real time - adjust the schedule to reflect which time slots are still open.		X					The Securus Video Visitation platform will handle schedule modifications/cancellations in a real-time manner and will free-up time-slots as they become available
1.9	Inmate Information	When scheduling a visit, the system shall automatically populate the inmate's information into the reservation screen but shall allow DSD personnel to manually override any of the information, as needed.		X					SVV auto-populates the information based on the data sent to Securus from JMS and based on the inmate ID - manual override of information is possible however because of the nature of the interface from the JMS - if the edited information is still in SVV and then we receive an update from the JMS that is the previous information then that will populate the fields.
1.10	Visit Type	When scheduling a visit, the system shall allow the user to specify the type of visit, as defined by DSD. E.g. Social/Professional, Individual/Group, etc.		X					each user is defined by visit type upon initially enrolling or scheduling
1.11	Visitor Information	When scheduling a visit, the system shall allow the user to enter information for each visitor including, but not limited to:

a. Full name (including middle name or middle initial)
b. Date of birth
c. Government issued ID # (e.g. driver's license, passport, state issued license, military ID, etc.)
d. Relation to inmate
e. Phone number
f. Email address | | X | | | | | Fully complies with exception of gov't ID which would a photo rather than entering the actual ID alpha/numerics |

Feature		Requirement	Module	Out of the Box	With Configuration	With Custom Programming	Future Release	Cannot Meet	Provide a narrative of how meeting each requirement would be achieved. E.g. What functionality is available out of the box or specifically what configuration or custom programming is needed to meet the requirement, etc.
									Vendor Response — For each requirement, place an "X" under the category below that best describes how your solution can meet the requirement. Hover over each column header below for the definition
1.12	Visitor Information	The system shall be configurable to make certain fields in the visitor information file required fields (e.g. date of birth) , where the user must complete the field before the file is created.			X				
1.13	Visitor Master File	The system shall have the capability to set up and retain a single, "master" file for each visitor so that: a. Visitor information can be automatically populated for subsequent visits. b. Notes can be entered for a specific visitor. c. Restrictions can be placed on a specific visitor. Designated DSD personnel shall also have the ability to edit and update the information in the master file, as needed.		X					Comply with the exception of note entering on specific visitors
1.14	Visitor Master File	The system shall allow the information in the visitor master file to be used for visits with multiple different inmates and across multiple facilities. All visitor files shall be accessible by DSD personnel at both detention facilities.		X					Permissions based access - accessible at both facilities via any computer with Internet capability and a browser

Feature		Requirement	Module	Vendor Response					
				For each requirement, place an "X" under the category below that best describes how your solution can meet the requirement. Hover over each column header below for the definition					Provide a narrative of how meeting each requirement would be achieved. E.g. What functionality is available out of the box or specifically what configuration or custom programming is needed to meet the requirement, etc.
				Out of the Box	With Configuration	With Custom Programming	Future Release	Cannot Meet	
1.15	Visit Restrictions	The system shall allow visit restrictions to be placed on individual inmates or visitors including: a. A reason for the restriction b. The duration of the restriction		X					SVV maintains a robust visitation rule engine. Rules can be imposed site-wide, on housing location, terminal, inmate and visitor levels rules can also be configured with a specific start/end dates
1.16	Visit Restrictions	The system shall allow users to easily view any and all restriction that are in place on either the inmate or a visitor and shall retain a history of all visit restrictions current or past.		X					All rules are viewable with appropriate access within the visitation rules page.
1.17	Visit Restrictions	The system shall have a way to alert scheduling personnel if an attempt is made to schedule a visit while a restriction is in place.		X					a visual warning will appear if an inmate is in a quota restriction or a no-vists allowed situation and will not allow the scheduling to continue with out appropriate permissions and bypassing the rule restrictions.
1.18	Visit Restrictions	When a new visit restriction is placed on an inmate, the system shall have a way to alert scheduling personnel if the inmate has any visits already scheduled so the visit(s) can be cancelled or rescheduled.		X					The system will alert DSD personnel if a new visitation restriction will affect any upcoming scheudled visits.

Feature		Requirement	Module	Vendor Response					
				For each requirement, place an "X" under the category below that best describes how your solution can meet the requirement. Hover over each column header below for the definition					Provide a narrative of how meeting each requirement would be achieved. E.g. What functionality is available out of the box or specifically what configuration or custom programming Is needed to meet the requirement, etc.
				Out of the Box	With Configuration	With Custom Programming	Future Release	Cannot Meet	
1.19	Inmate Transfers	The system shall have a way to alert DSD scheduling personnel if any inmates that have upcoming visits scheduled are: a. Transferred to a different housing location within the facility b. Transferred to a different DSD facility E.g. from DDC to COJL c. Transferred to Denver Health Medical Center d. Transferred to a non-DSD detention facility. E.g. State Department of Corrections e. Released As these visits may need to be cancelled or rescheduled. *Note: Inmate transfers are tracked in JMS.*		X					If an inmate is transferred to another housing location the system will receive the new location information from the JMS and will attempt to maintain the same scheduled visit based on availability. If there is not availability (time slot or terminal) - the visit will be automatically cancelled and an email will be sent to the visitor letting them know that it had to be cancelled and will need to be rescheduled.
1.20	Edit Capability	The system shall allow DSD scheduling personnel to make changes to an existing scheduled visit, if needed, including: • Visit date • Visit time • Name of visitor(s)		X					The system allows for date and time modifications

Program Management Office
Scope of Work

Feature		Requirement	Module	Out of the Box	With Configuration	With Custom Programming	Future Release	Cannot Meet	Provide a narrative of how meeting each requirement would be achieved. E.g. What functionality is available out of the box or specifically what configuration or custom programming is needed to meet the requirement, etc.
						Vendor Response			
				For each requirement, place an "X" under the category below that best describes how your solution can meet the requirement. Hover over each column header below for the definition					
1.21	Cancellations	DSD personnel shall be able to cancel scheduled visits and enter a reason (as defined by DSD) for the cancellation.		X					a prompt will appear asking for a reason for the cancellation - this way it will be logged
1.22	Visit Notes/Comments	The system shall have functionality for DSD personnel to enter notes or comments on a specific visit.						X	No notes can be entered on specific visits
2 - Walk-In Visits									
2.1	Walk-In Visits	The system shall allow DSD personnel to enter walk-in visits into the system in accordance with the same policies for scheduled visits (as applicable) such as visit limits, restrictions, etc. The system shall retain a record of all walk-in visits with the inmate's visit history.		X					
3 - Visit Management									
3.1	Printing List of Scheduled Visits	The system shall allow DSD personnel to view and print a list of visits scheduled for a given day, time range and facility.		X					the system allows for ad-hoc reporting that can be exported as a PDF, Excel or CSV file which can then be printed
3.2	Visit Duration	The system shall allow the designated DSD system administrators to set the default visit duration. E.g. 30 minutes Designated DSD personnel shall have the ability to override the default time on an ad hoc basis.		X					In order to maintain a conflict-free schedule it is recommended that a constant visitation duration be maintained to allow for the most efficient visitation schedule.

Feature		Requirement	Module	Vendor Response					
				For each requirement, place an "X" under the category below that best describes how your solution can meet the requirement. Hover over each column header below for the definition					Provide a narrative of how meeting each requirement would be achieved. E.g. What functionality is available out of the box or specifically what configuration or custom programming is needed to meet the requirement, etc.
				Out of the Box	With Configuration	With Custom Programming	Future Release	Cannot Meet	
3.3	Visit Kiosk Assignment	At visit check-in, the system shall allow DSD personnel to view a grid of the facility's visit kiosks from a control monitor and see which are available to be assigned to the visitor and inmate at the given visit time.		X					At the time of scheduling the Securus Video Visitation p[latform will schedule and assign a specific terminal for use by the public visitor at a specific time - with the Securus Video Visitaion platform there is no need to view which kiosks are available since the system handles all aspects of the scheduling process.
3.4	Visit Kiosk Assignment	The system shall allow DSD personnel to change the kiosk assignment at any time before or during a visit.		X					The system allows for kiosk assignment modifications based on availability. (only avilable kiosks will be shown within the interface to move the visit to)
3.5	Visit Kiosk Assignment	Upon assigning a kiosk to the visitor and the inmate, the system shall have a way to display - on the control monitor and for the duration of the visit - an identifier so the Visit Officer can see who is assigned to each monitor.		X					The multi session live monitor viewer allows officer with appropriate privileges to view how much time is left on each visit as well as the inmate information and visitor information
3.6	Visit Kiosk Assignment	The system shall allow DSD personnel to mark any visit kiosk as "not available" or "not in service" if the kiosk is not to be used for visits for any reason. E.g. If it's not working, needs repairs, etc.		X					If a terminal requires repairs Securus will remotely take the unit offline and dispatch a field/onsite tech for repairs
3.7	Delayed Start	The system shall allow DSD staff to assign the visit kiosk to the visitor and inmate prior to the visit start time (e.g. when the visitor checks in). The system shall give DSD staff the option to start all visits for a given start time simultaneously or one at a time.		X					Visit terminals/kiosks, start times, end times (based on set duration) are assigned at the time scheduling

Feature		Requirement	Module	Vendor Response					
				For each requirement, place an "X" under the category below that best describes how your solution can meet the requirement. Hover over each column header below for the definition					Provide a narrative of how meeting each requirement would be achieved. E.g. What functionality is available out of the box or specifically what configuration or custom programming is needed to meet the requirement, etc.
				Out of the Box	With Configuration	With Custom Programming	Future Release	Cannot Meet	
3.8	Visit Monitoring	The system shall allow visits to be visually monitored through the application, in real-time and by displaying a view of both the visitor and inmate simultaneously.		X					The system allows live monitoring of sessions
3.9	Visit Monitoring	The system shall allow multiple visits to be visually monitored simultaneously through the application, in real-time.		X					The system allows for multiple session live monitoring
3.10	Visit Monitoring	The system shall allow the DSD staff monitoring the visit to interrupt the visit with the ability to speak to either the inmate or the visitor - through the application - without the other party able to hear the communication. The application shall also allow DSD personnel to speak to both the visitor and inmate at the same time. The system shall retain an audio recording of the communication.		X					The System has the ability to interuppt the visit. The system does not have the ability to allow DSD personnel speak to the inmate/visitor
3.11	Visit Monitoring - Mark Visit for Investigative Review	The system shall have functionality to allow DSD staff to mark a visit for investigative review.		X					The system allows for marking of a visit for investigative review
3.12	Pause Visit	The system shall allow DSD employee who is monitoring the visit to pause and resume the visit at any time. The system shall automatically pause the visit timer while the visit is paused.						X	The Securus Video Visitation platform does not allow pausing of visits in order to maintain a conflict-free and continious schedule.

Feature		Requirement	Module	Vendor Response					Provide a narrative of how meeting each requirement would be achieved. E.g. What functionality is available out of the box or specifically what configuration or custom programming is needed to meet the requirement, etc.
				For each requirement, place an "X" under the category below that best describes how your solution can meet the requirement. Hover over each column header below for the definition					
				Out of the Box	With Configuration	With Custom Programming	Future Release	Cannot Meet	
3.13	Changing Kiosk Assignment	The system shall allow DSD staff to change the kiosk assignment anytime during a visit, if needed, without interruption to, or resetting the visit timer.		X					The system allows for modifying kiosk assignment during a visit, without resetting the countdown timer.
3.14	Terminate Individual Visit	The system shall allow the DSD staff monitoring the visit from either the Information Desk or within the inmate housing area to terminate an individual visit at any time.		X					DSD personnel with appropriate privileges can terminate any visit at any time
3.15	Terminate All Active Visits	The system shall have functionality for the DSD employee who is monitoring visits to terminate all active visits simultaneously.						X	
3.16	Adjustable Volume	The system shall allow both inmates and visitors to adjust the volume on the assigned visit kiosk at any time during the visit.		X					On screen volume controls are available at any time during the video visitation session.
3.17	Visit Countdown Timer	The system shall have the functionality to visually display a countdown timer on both the visitor and inmate video monitors when there is a designated amount of time left on the visit. E.g. 2 minutes		X					Countdown timer is always on at the bottom right hand side of the visitor and inmate screens - no alert is needed since they have a constant countdown letting them know exactly how much time is left for that session throught out the visit.
3.18	Visit and Visitor Notes	The system shall allow DSD staff to enter notes/comments to a specific visit, or to a specific visitor file before, during or after a visit.		X					

TECHNOLOGY SERVICES

Feature		Requirement	Module	Vendor Response					Provide a narrative of how meeting each requirement would be achieved. E.g. What functionality is available out of the box or specifically what configuration or custom programming is needed to meet the requirement, etc.
				For each requirement, place an "X" under the category below that best describes how your solution can meet the requirement. Hover over each column header below for the definition					
				Out of the Box	With Configuration	With Custom Programming	Future Release	Cannot Meet	
3.19	Visit Status	The system shall allow for a status - as defined by DSD - to be placed on a visit and changed/updated as needed such as: - Scheduled - Completed - Canceled - No Show		X					Visitation rules and Appointments status report
3.20	Visit Status	The system shall have a way to support a visit "close out" process to ensure that the final disposition/status is placed on each visit. (e.g. via alerts, automated reporting, etc.)		X					
4 - Video Recording									
4.1	Automated and Selective Recording	The system shall have settings that have functionality to automatically video record all visits but shall also allow designated DSD staff to turn off video recording for a specific visit.		X					
4.2	Resolution	The minimum camera video resolution for each visit monitor shall be 1920 x 1080.		X					High-resolution cameras capable of 1920x1080. For optimal bandwidth utilization recommend 720p @ 30fps.
4.3	ONVIF Compliant	Video cameras shall be ONVIF (Open Network Video Interface Forum) compliant, where the cameras are operable with a wide variety of different software applications.		X					
4.4	Digital Recording	Video shall be recorded in H.264 format.		X					

Feature		Requirement	Module	Vendor Response					Provide a narrative of how meeting each requirement would be achieved. E.g. What functionality is available out of the box or specifically what configuration or custom programming is needed to meet the requirement, etc.
				For each requirement, place an "X" under the category below that best describes how your solution can meet the requirement. Hover over each column header below for the definition					
				Out of the Box	With Configuration	With Custom Programming	Future Release	Cannot Meet	
4.5	Video-Audio Synchronization	Audio and video shall be synchronized during recording and playback.		X					
4.6	Images Per Second	IPS shall be a minimum of 15 and support up to 30 IPS. Video shall be fluid without any motion blur.		X					
5 - Visit History									
5.1	Visit History	The solution shall automatically retain a complete visit history for each inmate and shall include all visits from multiple bookings. The history shall include visits that have been completed, canceled and no-shows. The history shall include all information originally captured when the visit was entered including visit type, date/time, visitor information (e.g. name, relation to inmate), visit disposition (e.g. completed, cancelled) and any notes entered for the visit. The visit record shall also include which specific kiosks the inmate and the visitor were assigned for the given visit.		X					
5.2	Retention	Visit records from all of an inmate's bookings shall be retained indefinitely even after the inmate has been released or transferred out of either DSD detention facility.		X					

Feature		Requirement	Module	Vendor Response					Provide a narrative of how meeting each requirement would be achieved. E.g. What functionality is available out of the box or specifically what configuration or custom programming is needed to meet the requirement, etc.
				For each requirement, place an "X" under the category below that best describes how your solution can meet the requirement. *Hover over each column header below for the definition*					
				Out of the Box	With Configuration	With Custom Programming	Future Release	Cannot Meet	
6 - Reporting									
6.1	Ad-Hoc Reports	The system shall allow designated users to generate a variety of reports including ad-hoc reports where report parameters can be defined, via a filter, such s date range, isolate specific data variables, etc., without requiring programming assistance.		X					
6.2	Report Types	The system shall support querying visits by a variety of data fields such as by inmate, visitor, facility, housing location, etc.		X					
6.3	Multiple Facilities	The system shall have functionality to allow users to run a single report that includes visit data from both of the DSD detention facilities.		X					
6.4	Permission Based Access	Access to run reports from the system shall be permission based.		X					
6.5	Export Functionality	The system shall allow users to export reports into other programs such as Excel, Access, etc.		X					
6.6	Printing Reports	The system shall have functionality to allow users to print reports.		X					
6.7	Preview Reports	The application shall provide the ability to preview reports before printing.		X					
6.8	Save reports	The system shall have functionality to save reports to other locations (e.g. local hard		X					

Feature		Requirement	Module	Vendor Response					Provide a narrative of how meeting each requirement would be achieved. E.g. What functionality is available out of the box or specifically what configuration or custom programming is needed to meet the requirement, etc.
				For each requirement, place an "X" under the category below that best describes how your solution can meet the requirement. Hover over each column header below for the definition					
				Out of the Box	With Configuration	With Custom Programming	Future Release	Cannot Meet	
		drive) and in a variety of formats such as PDF, Word, text etc.							
7 - User Interface and Access									
7.1	User Access	DSD staff shall have access to the application via PC from within DSD's facilities and network.		X					
7.2	Inmate/Visitor Interface	The solution shall provide an interface for visit participants limited to controlling only basic functions such as adjusting the volume via touch screen, for example.		X					